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Havering
LONDON BOROUGH

COUNCIL MEETING

**7.30 pm Wednesday, 18 July 2012
At Council Chamber - Town Hall**

Members of the Council of the London Borough of Havering are hereby summoned to attend a meeting of the Council at the time and place indicated for the transaction of the following business

**Acting Assistant
Chief Executive**

**For information about the meeting please contact:
Ian Buckmaster Tel: 01708 432431
ian.buckmaster@havering.gov.uk**



Please note that this meeting will be webcast.

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

AGENDA

1 PRAYERS

2 APOLOGIES FOR ABSENCE

To receive apologies for absence (if any)

3 MINUTES (Pages 1 - 32)

To sign as a true record the minutes of the Meeting of the Council held on 13 June 2012 (attached)

4 DISCLOSURE OF PECUNIARY INTERESTS

Members are invited to disclose any pecuniary interest in any of the items on the agenda at this point of the meeting.

Members may still disclose any pecuniary interest in an item at any time prior to the consideration of the matter.

5 ANNOUNCEMENTS BY THE MAYOR

6 PETITIONS

No notice has been given of an intention to present a petition.

7 ANNUAL REPORTS OF COMMITTEES (Pages 33 - 90)

NOTE:

The deadline for amendments is midnight, Monday 16 July 2012

To consider the Annual Reports of various Committees (attached, as a separate document)

8 CAPITAL PROGRAMME PROVISION FOR THE NEW RAINHAM LIBRARY DEVELOPMENT

Note: amendments to this report may be submitted at any time prior to debate at the meeting

To consider a report of the Cabinet (to follow, as a late report)

9 MEMBERS' QUESTIONS (Pages 91 - 110)

See attached paper

10 MOTIONS FOR DEBATE (Pages 111 - 112)

NOTE: The deadline for amendments is Monday 9 July 2012

See attached paper.

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**MINUTES OF A MEETING OF THE COUNCIL OF THE
LONDON BOROUGH OF HAVERING
Havering Town Hall, Romford
13 June 2012 (7.30pm – 11pm)**

Present: The Mayor (Councillor Lynden Thorpe) in the Chair

Councillors: Councillors Michael Armstrong, Clarence Barrett, Robert Benham, Becky Bennett, Sandra Binion, Jeff Brace, Denis Breading, Wendy Brice-Thompson, Dennis Bull, Michael Deon Burton, Andrew Curtin, Keith Darvill, Osman Dervish, Nic Dodin, David Durant, Brian Eagling, Ted Eden, Roger Evans, Gillian Ford*, Georgina Galpin, Peter Gardner, Linda Hawthorn, Steven Kelly, Pam Light, Mark Logan, Barbara Matthews, Paul McGeary, Robby Misir, Ray Morgon, John Mylod, Eric Munday, Pat Murray, Barry Oddy, Denis O'Flynn, Frederick Osborne, Garry Pain, Roger Ramsey, Paul Rochford, Geoffrey Starns, Billy Taylor, Barry Tebbutt, Frederick Thompson, Linda Trew, Jeffery Tucker, Linda Van den Hende, Melvin Wallace, Keith Wells, Damian White, Michael White and John Wood

* for part of the meeting

6 Members' guests and a representative of the press were also present.

Apologies were received for the absence of Councillors June Alexander, Lesley Kelly and Ron Ower.

The Mayor advised Members and the public of action to be taken in the event of emergency evacuation of the Town Hall becoming necessary.

Prayers were said by Father Roderick Hingley, Mayor's Chaplain

The meeting closed with the singing of the National Anthem.

11 **MINUTES**

The Minutes of the Extraordinary and Annual Meetings held on 23 May 2012 were before the Council for approval.

Procedural motion on behalf of the Independent Residents' Group

Amend the minutes of the Annual Council meeting to provide a true and accurate record and to encourage orderly conduct by Members.

In Minute 7 (Appointment of the Chairmen and Vice-Chairmen of Committees) (Supplementary Agenda page 10), **Amend** last paragraph to read:

The Administration, Independent Residents' Group and Residents' Group nominations for Chairmen of the following Committees were then debated. During the debate Madam Mayor only had to raise her voice once to rebuke the Council Leader and some Conservative Members for lowering the tone of the Annual Council meeting. Following the debate the nominations were put to the vote, as follows:

In accordance with Council Procedural Rule 12.1(a), the procedural motion was put to the vote without debate and was **LOST** by 4 votes to 46 (see division 1).

The minutes as submitted were then **AGREED** without division and it was **RESOLVED:**

That the minutes of the Extraordinary Meeting and of the Annual Meeting of the Council, both held on 23 May 2012, be signed as a true record.

12 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

13 **ANNOUNCEMENTS BY THE MAYOR**

The Mayor's Announcements are attached as **Appendix 1** to these minutes.

14 **PETITIONS**

The Mayor had agreed that the following petition should be presented, notwithstanding that there had not been proper notice of it.

A petition with some 40 signatories was presented by Councillor David Durant, from residents of Warwick Road, Rainham concerning a planning application relating to premises in that road.

It was **NOTED** that the petition would be passed to Committee Administration for attention in accordance with the Petitions Procedure.

15 **DEBATE ON LEADER'S STATEMENT**

In accordance with the Council's previous decision that there should be opportunity to debate the Statement by the Leader of the Council at the Annual Meeting, the Leader of the Council, the Group Leaders and a number of Members spoke about aspects of that Statement.

At the conclusion of the debate, the Council **NOTED** the Statement.

16 **MEMBERS' CODE OF CONDUCT**

The Mayor had agreed pursuant to s.100B(4) of the Local Government Act 1972 that the report referred to in this minute should be considered as a late item. The Governance Committee meeting at which it was considered had taken place after the publication of the final agenda for this meeting but a decision on the matter was required before 1 July.

The Governance Committee reported that, in accordance with the Localism Act 2011, the Council was obliged to adopt a new Members' Code of Conduct, to be effective from 1 July 2012. The Committee now recommended the adoption of a new Code, based on model codes suggested by the Department of Communities & Local Government and by the Local Government Association, together with a procedure for dealing with allegations of breaches of the Code.

The Code and Procedure are set out as **Appendices 2A and 2B** to these minutes respectively.

Amendment by the Independent Residents' Group

Both the Members Code of Conduct and the Procedure for dealing with allegations need to be withdrawn and re-written, because:

- The Members Code of Conduct reads like an Employee Code of conduct. For example: the sentence 'Members will be expected to comply with the Council's policies on Equality in Employment, Equality in Service Provision and Harassment and Bullying at Work' should not be in a Members Code of Conduct. This is because Members are elected Representatives of the People, not employees of the Council and should not be expected to comply with the Council's policies.
- The Procedure for dealing with allegations should include an appeals procedure.

Following debate, the amendment by Independent Residents' Group was **LOST** by 38 votes to 4 (see division 2). The Governance Committee's recommendations were then **AGREED** as the substantive motion by 40 votes to 4 (see division 2) and it was **RESOLVED**:

That the Council adopt the draft Code of Conduct set out in Appendix 2A and the procedure for dealing with complaints set out in Appendix 2B, noting that the Monitoring Officer will amend the section of the Code that deals with interests if necessary to comply with any subsequent secondary legislation on interests.

17 **AMENDMENTS TO THE CONSTITUTION**

The Mayor had agreed pursuant to s.100B(4) of the Local Government Act 1972 that the report referred to in this minute should be considered as a late item. The Governance Committee meeting at which it was considered had taken place after the publication of the final agenda for this meeting but a decision on the matter was required in order to implement the proposed changes at the earliest opportunity.

Continued review of the Council's schemes for the delegation of responsibility for its various functions had identified the need for a number of comparatively minor changes in the Constitution, to reflect changes of circumstance and in ways of working.

The Governance Committee now invited the Council to approve a number of changes to the Council's Constitution, as set out in **Appendix 3** to these minutes.

The Committee's recommendations were **ADOPTED** without debate or division and it was **RESOLVED**:

That the Council approve the proposed delegations as set out in Appendix 3.

18 **EXCEPTIONS TO THE CALL-IN PROCEDURE - noted**

The Council was reminded that, under paragraph 18e of the Overview and Scrutiny Procedure Rules, the Leader of the Council was required to submit quarterly reports to Council on decisions taken by himself, Cabinet or individual Cabinet members, or key decisions made by a member of staff where, in the previous three months, the Chairman of the relevant Overview and Scrutiny Committee had agreed that the decision be excepted from call-in and, as the case may be, also from entry in the Forward Plan.

It was now reported that there had recently been three such decisions, relating to:

- 1) The disposal of Pages Barn, Pages Lane, Harold Wood, Romford;

- 2) Revision to the agreed Executive Decision of 9 August 2011 for the disposal of the existing Rainham Library and the acquisition of land for a new library at the junction of Ferry Lane and the Broadway, Rainham; and
- 3) Use of Section 106 commuted sums for provision of affordable housing

The Council **NOTED** the report without debate or division.

19 MEMBERS' QUESTIONS

As the time remaining was insufficient for questions to be dealt with at the meeting, the Council **NOTED** that the questions that were to have been asked would be treated as having been put for written answer. The questions and answers are accordingly set out in **Appendix 4** to these minutes.

20 MOTIONS WITHDRAWN

With the agreement of the Council, the following motions were withdrawn:

Item 12A – The Council's constitutional arrangements – by the Labour Group

Item 12B – The Right to Buy: Review – by the Independent Residents' Group

21 VOTING RECORD

The record of voting divisions is attached as **Appendix 5** to these minutes.

Mayor
18 July 2012

**APPENDIX 1
(Minute 13)**

MAYOR'S ANNOUNCEMENTS

It would be remiss of me if I didn't mention some of the notable events I have attended during this special time in our lives. I am sure you will all have your own special memories of the celebrations of our Queen's 60 glorious years as our Sovereign. So where to begin..

In the run up to the Jubilee week-end I attended celebrations at some of our primary schools, and it was wonderful to see the schools celebrating with such imagination and enthusiasm. Pageants, special songs, crown making competitions and seas of red, white and blue everywhere. I also visited the festivities at Royal Jubilee Court where residents from 19 of our sheltered housing facilities, came together for a superb party. I have to say the staff and volunteers were amazing. They went the extra mile to ensure it was a perfect day.

David (my consort and husband) and I attended numerous street parties across the Borough, and even damp weather didn't deter the residents from celebrating wholeheartedly.

As for our Council, they pulled out all the stops to make the Jubilee festivities truly memorable for our residents.

The Sunday before the Jubilee, a party was organised for over 60 children and their families which took place on the Queen's Green. It was a very hot and sunny day and the children enjoyed the games and craft activities. The Giggly Pig lunch went down well as well!

There was a lovely feel to Romford Market on the Jubilee Saturday, with all the red white and blue flags. It was stunning.

The market never disappoints. We also went up to an Open Garden and Summer Fayre event at St. Francis Hospice. It was nice to see so many people helping with the event.

On Sunday many of us attended the service of Thanksgiving at St. Edwards' church in Romford market place. It was with some trepidation I read one of the lessons. As always the choir sang like angels, they are so gifted.

Romfest commenced in the afternoon and I met children who were there to attend their own special Romfest party.

We had provided a lot of entertainment for the residents and visitors from Chas (of Chas and Dave Fame) to a young lady called Hope Murphy who had sung her heart out on "Britain's Got Talent". We even had some fireworks. Wonderful.

On the Monday I opened the Sports Festival and helped give out 320 medals to the participants of the 5k Fun Run. David and I then carried on visiting street parties. I know the Deputy Mayor and Deputy Mayoress were also out meeting and greeting. We were all enjoyably busy.

The grand finale of the Monday celebrations was the lighting of the Beacon in Havering -atte-Bower. I co-lit the Beacon at 10pm that evening with the Member of Parliament for Romford, Mr. Andrew Rosindell. This event had been organised by The 3rd Havering St. James Scouts. So well done to them. Over 4000 beacons were lit in the

UK and around the world. So Havering was part of something really big and historical and will probably never be seen again in our lifetime.

Last Sunday we rounded off our Borough's wonderful Jubilee celebrations with a Summer Concert at Langtons, free to all who wished to attend.

I have to say what with the flag waving, bunting etc it truly was like "the last Night of the Proms". At both the Romfest and Langtons I was approached by visitors from other parts of London who wanted to shake my hand as a thank you to Havering for putting on these events. I was proud to do so.

I have to say I thought it was a lovely endorsement of all our staff who work so hard to make these events happen. From our events and parks people to everyone else involved. They are a credit to our Borough.

Finally, just to remind you this isn't the end of this summer of fun. The Olympic Torch will be coming to Havering on Sunday 22nd July.

Then we will have our two day Havering Show on August Bank Holiday week-end and the Hornchurch Live Music event on the Saturday evening of that week-end.

I also have one announcement to make. Leading Cadet Lucy May Croxall of St John Ambulance, Harold Hill cadet Division will be the Mayoral cadet for the Year.

Cadet Sergeant Andrew Murphy of 452 (Hornchurch) Squadron, Air Training Corps, will be the Deputy Cadet and I look forward to working with both of them.

Thank you, that concludes my announcements.

As there are no announcements from the Leader of the Council or the Chief Executive we will now move on to the business of the day, beginning with item 6, Petitions.

LONDON BOROUGH OF HAVERING

Members' Code of Conduct

Members or co-opted members of the Council of the London Borough of Havering have a responsibility to represent the community and work constructively with the Council's staff and partner organisations to secure better social, economic and environmental outcomes for all.

Principles of conduct in public office

In accordance with the provisions of the Localism Act 2011, when acting in the capacity of a Member, they are committed to behaving in a manner that is consistent with the following principles to achieve best value for the Borough's residents and to maintain public confidence in the Council.

SELFLESSNESS: Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

INTEGRITY: Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.

OBJECTIVITY: In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

ACCOUNTABILITY: Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

OPENNESS: Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

HONESTY: Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

LEADERSHIP: Holders of public office should promote and support these principles by leadership and example.

Personal conduct

Accordingly, Members must act solely in the public interest and:

- Never improperly confer an advantage or a disadvantage or seek financial or other material benefits for family members, friends or close associates
- Never place themselves under a financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties
- Make all decisions on merit alone

- Are accountable to the public for their decisions and must co-operate fully with whatever scrutiny is appropriate to their office
- Be open as possible about their decisions and actions, and those of the Council, be prepared to explain the reasons for those decisions and actions
- Disclose any private interests, pecuniary or non-pecuniary, that relate to their public duties and take steps to resolve any conflicts of interest that arise, including registering and declaring interests in accordance with the Council's agreed procedures
- Ensure that they do not use, nor authorise the use by others of, facilities provided by the Council for any purpose that would be improper, including for party political purposes, and must have regard to any Local Authority Code of Publicity made under the Local Government Act 1986
- Promote and support high standards of conduct when serving in their public post, in particular as characterised by the requirements of this Code, by leadership and by example

As a Member of the Council, each Member will in particular address the statutory principles of the code of conduct by:

- Championing the needs of all residents and putting those interests first.
- Dealing with representations or enquiries from residents, members of local communities and visitors fairly, appropriately and impartially.
- Not allowing other pressures, including their own financial interests or those of others connected to them, to deter them from pursuing constituents' casework, the interests of the Borough or the good governance of the Council in a proper manner.
- Exercising independent judgement and not compromising their position by placing themselves under obligations to outside individuals or organisations who might seek to influence the way they perform their duties as members/co-opted members of the Council.
- Listening to the interests of all parties, including relevant advice from statutory and other professional officers, taking all relevant information into consideration, remaining objective and making decisions on merit.
- Being accountable for their decisions and co-operating when scrutinised internally and externally, including by local residents.
- Contributing to making the Council's decision-making processes as open and transparent as possible to enable residents to understand the reasoning behind those decisions and to be informed when holding members to account but restricting access to information when the wider public interest or the law requires it
- Behaving in accordance with all the Council's legal obligations, alongside any requirements contained within its policies, protocols and procedures, including on the use of the Council's resources.
- Valuing colleagues and staff and engaging with them in an appropriate manner and one that underpins the mutual respect between Members and staff that is essential to good local government.
- Always treating people with respect, including the organisations and public they engage with and those they work alongside.

- Providing leadership through behaving in accordance with these principles when championing the interests of the community with other organisations as well as within the Council.

Members will be expected to comply with the Council's policies on Equality in Employment, Equality in Service Provision and Harassment and Bullying at Work.

Pecuniary and non-pecuniary interests

The Act further provides for registration and disclosure of interests and in Havering, this will be done as follows:

Registration

A disclosable pecuniary interest must be notified to the Monitoring Officer, who shall arrange for it to be registered in the Council's register immediately following receipt:

- (a) Within 28 days of taking office as a Member or Co-opted Member and
- (b) Forthwith in any other circumstances.

"Interest" includes not only interests of the individual Member but also those of the Member's spouse, civil partner (or a person with whom the Member lives as spouse or civil partner).

Notice of an interest will be placed in the public part of the register unless the Monitoring Officer is satisfied that, pursuant to s.32 of the Localism Act 2012 it is sensitive and should not be made public.

Disclosure

A Member must disclose a disclosable pecuniary interest at any meeting at which a matter to which it relates is considered. Once an interest has been disclosed, the Member may not participate in the discussion of, or voting on, that matter but may, with the permission of the Chairman of that meeting, remain in the meeting room.

**Procedure for investigating and deciding
allegations of breaches of the Members' Code of Conduct**

- 1 All allegations that a Member (including a co-opted Member) has breached the Council's Members' Code of Conduct shall be referred in the first instance to the Monitoring Officer, who shall provide a copy of the allegation to:
 - The Member against whom it is made and
 - The Independent Person.
- 2 The Independent Person shall take such steps as he/she deems necessary to carry out the functions assigned to him/her by section 28 of the Localism Act 2011.
- 3 The Monitoring Officer shall consider the allegation initially to establish whether there is *prima facie* evidence of the alleged breach. The Monitoring Officer may make enquiries of the person submitting the allegations in order to clarify any point or reference within the allegation.
- 4 Upon conclusion of the initial consideration, the Monitoring Officer shall refer the allegation to an Initial Assessment Panel of three Members of the Adjudication & Review Sub-Committee. The Panel shall consider the report and any recommendation of the Monitoring Officer and may:
 - (i) Require the Monitoring Officer to seek (further) clarification of the person making the allegation and adjourn to reconvene when that clarification is to hand;
 - (ii) Dismiss the allegation as showing no, or insufficient, evidence of a breach warranting further investigation or
 - (iii) Require the Monitoring Officer formally to investigate the allegation and, upon completion of the investigation, to report thereon to a Hearings Panel.
- 5 A Hearings Panel (of three Members of the Adjudication & Review Sub-Committee, other than those who formed the Initial Assessment Panel) dealing with an allegation in accordance with paragraph 4(iii) shall consider the report of the Monitoring Officer and any recommendation made by him at a hearing, which shall take place in public unless the Panel decides that it should be heard, wholly or in part, in private if the nature of the information that might be disclosed is such as to warrant being treated as exempt in accordance with Schedule 12A of the Local Government Act 1972.
- 6 When considering the report, the Hearings Panel shall do so in an inquisitorial style. Those having a right to be heard shall be:
 - (i) The person making the allegation
 - (ii) The Member against whom the allegation is made
 - (iii) The Monitoring Officer
 - (iv) The Independent Person
 - (v) Any person named by the person making the allegation, the Member against whom the allegation is made or the Monitoring Officer as a material witness to the matter (provided that a witness may be invited to attend but shall be under no compulsion to do so)

- 7 Having heard all relevant evidence, the Hearings Panel shall retire to consider its decision in private. Once a decision has been reached, it shall be announced in public and a record of the proceedings published on the Council's website.
- 8 The Hearings Panel may decide:
- (i) That the allegation is proven, wholly or in part, and uphold it, wholly or in part
 - (ii) That the allegation is not proven, and dismiss it
- 9 Where the Hearings Panel decides that the allegation is proven and upheld, it shall decide what recommendation to make to the Council about the matter.
- 10 The sanctions that may be imposed upon a Member found to have breached the Code of Conduct include (but are not limited to):
- Censuring or reprimanding the Member in question
 - Where the Member is within a recognised Group, recommending to the relevant Group Leader that the Member be removed from any or all Committees or Sub-Committees of the Council
 - Where the Member is a Cabinet Member, recommending to the Leader of the Council that the Member be removed from the Cabinet, or relieved of particular portfolio responsibilities
 - Instructing the Monitoring Officer to arrange appropriate training for the Member
 - Removing any or all appointments to outside bodies held by that Member
 - Withdrawing facilities provided by the Council, such as computer facilities or equipment, website access and email
 - Excluding the Member from access to Council offices or premises, except so far as necessary for that Member to attend meetings of the Council, Cabinet and any Committee or Sub-Committee of which he or she is a Member.

**APPENDIX 3
(Minute 17)**

AMENDMENTS TO THE CONSTITUTION

The proposed amendments are set out in the following Annexes.

Annex 1

GENERAL RULES

PART 3 – RESPONSIBILITY FOR FUNCTIONS

3.3 POWERS OF MEMBERS OF THE CORPORATE MANAGEMENT TEAM

Financial Responsibilities

- (a) To incur expenditure within the revenue and capital budgets for their allocated portfolio as approved by the Council, or as otherwise approved, subject to any variation permitted by the Council's contract and financial procedure rules.
- (b) To oversee the delivery of programmes agreed by Council and Cabinet.
- (c) In consultation with the relevant Cabinet Member to apply for, accept and manage external funding up to a limit of £500,000 per grant in support of any function within their Directorate provided that any financial contributions by the Council are made from within existing budgets.
- (d) To authorise the making of ex gratia payments up to the limit specified from time to time by the Head of Finance & Procurement to individuals where the Local Government Ombudsman has recommended that such payment be made in local settlement of a complaint.

3.4 POWERS OF ASSISTANT DIRECTOR AND HEADS OF SERVICE

General Powers

- (c) To manage buildings and facilities under their control including letting, hiring or otherwise permitting the use of such premises and property for occasional purposes, and to dispose of obsolete, worn out and surplus stores, plant, equipment and vehicles, ensuring that value for money is obtained on all asset disposals.

Financial Responsibilities

- (a) To incur expenditure within the revenue and capital budgets for the relevant service as approved by the Council, subject to any variation permitted by the Council's contract and financial procedure rules.
- (b) To implement any approved financial programme, including the authorisation of expenditure and procurement of goods and services.

(c) To implement approved fees, charges, rents etc and to ensure that proper arrangements exist for their collection.

(d) In consultation with the relevant Cabinet Member, to apply for, accept and manage external funding up to a limit of £250,000 per grant in support of any function within their service provided that any financial contributions by the Council are made from within existing budgets.

3.7 FUNCTIONS RELATING TO THE FINANCE & COMMERCE GROUP OF SERVICES

3.7.1 Group Director Finance & Commerce

(d) To manage the Council's loan debt, investments, and temporary investments, pension scheme and pension fund, insurance fund, act as registrar of loan instruments, manage all banking arrangements including numbers and types of accounts and arrange insurance of property and the selecting and accepting of tenders for insurance cover and related services which are considered to offer best value for the Council promoting good risk management practices at all times.

3.7.3 Head of Finance & Procurement

(a) To instruct the Council's insurers and, upon their advice, to negotiate and settle insurance claims up to maximum of £145,000 for motor insurance, £147,750 for liability insurance, and £50,000 for property insurance.

(b) To review and, if necessary, amend the limits in (a) above on an annual basis, following discussion with the Council's insurers.

PART 4 – RULES OF PROCEDURE

FINANCIAL PROCEDURE RULES

Financial Systems & Procedures

15 Banking arrangements and cheques

The Group Director Finance & Commerce must be notified of all bank accounts operated by any of the Council's employees in connection with the business of the Council or funds held by the Council on behalf of others. All bank accounts must comply with the Council's investment principles set out in the Treasury Management Strategy approved by Council.

VIREMENTS AND KEY DECISIONS

PART 3: RESPONSIBILITY FOR FUNCTIONS

2.2 CORPORATE FUNCTIONS

Finance

(a) To take decisions on all matters relating to the Council's finances including but not exclusively:

(vii) virements £1 million or more

(viii) virements between services over £250,000 and up to and including £999,999

2.5 The following Functions may be delegated to individual Cabinet members by the Leader.

(m) To consider reports on the exercise of virement, within the Budget Framework Procedure Rules and/or Financial Procedure Rules set out in Part 4 of this constitution.

(u) To approve individual virements within a service above £250,000 up to and including £999,999.

PART 4 : RULES OF PROCEDURE

EXECUTIVE PROCEDURE RULES

Key decisions

(a) A key decision is an Executive decision which is likely

(i) to result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates. For this purpose "significant" is defined as:

(a) in excess of £500,000 or

(b) in excess of 10% of the gross controllable budget at Head of Service/Assistant Chief Executive level (subject to a minimum value of £250,000)

whether relating to revenue expenditure/savings or capital expenditure.

Financial Procedure Rules

6 Budget Virements

Budget virements are required when a change to Council policy and/or service delivery requires resources to be reallocated, or when additional resources are received, or to meet any anticipated budgetary shortfalls.

All virements, whether revenue or capital, are subject to the following authorisation process:

- (a) Virements of £1 million or more will require Cabinet approval.
- (b) Virements between £250,000 and up to £999,999 will require approval by the relevant Cabinet Members.
- (c) All other virements will need to comply with procedures specified by the Group Director Finance & Commerce.

The cumulative value of virements for the year should be considered when deciding whether the various thresholds have been reached. The Group Director Finance & Commerce will take the final decision as to whether a number of smaller virements need to be grouped together for threshold calculation purposes.

Annex 3

POWERS OF THE HEAD OF DEVELOPMENT & BUILDING CONTROL

1. Proposed change to text of delegated powers 3.7.6 (vi)

Planning applications for up to two residential units can currently be approved by Head of Development and Building Control under delegated powers. The Council has, however, introduced a requirement for all developers creating one or more net residential units to pay a tariff to contribute to the costs of community infrastructure.

To bind the applicant to paying the tariff requires prior completion of a Unilateral Undertaking which is a form of planning obligation. Currently any planning application involving a planning obligation of that nature is referred to the Regulatory Services Committee for determination.

Delegation of power to enable Head of Development and Building Control to accept the Unilateral Undertaking and to approve such applications would better streamline the process, for the Council and the applicant. It would also avoid applications unnecessarily filling up the Committee agenda.

Accordingly, it is proposed to amend paragraph 3.7.6(vi) to read:

“Erect residential development where the number of dwellings does not exceed two, including proposals which require prior completion of a Unilateral Undertaking committing the applicant to paying the Council's Infrastructure Tariffs, the latter involving liaison during the process between Head of Development and Building Control and Head of Legal Services”.

2. Proposed New Delegated Power: 3.7.6 (cc)

The Crossrail Act 2008 (the Act) has conferred the right to construct and maintain Crossrail and in effect is similar to a grant of Outline Planning

Permission. Schedule 7 of the Act sets out items that require further detailed approval for both permanent works and construction arrangements, if a local authority chooses to become a “qualifying authority”. Havering is a qualifying authority.

In order therefore to ensure that applications are dealt with within 8 weeks, it would be appropriate for Schedule 7 Applications to be determined at delegated level, unless it is considered that the proposal raises significant issues (for instance, a large number of objections or significant judgement issues over impact).

Accordingly, it is proposed to add a new paragraph **3.7.6 (cc)**:

“To determine applications under Schedule 7 of the Crossrail Act 2008”.

3. Proposed additional text in 3.7.6 (xiii)

Proposals for school outbuildings and awnings are usually found acceptable and generally attract little public interest. Currently, however, they sit outside the scope of delegated powers so need to come to Committee unnecessarily. Incorporation into this delegated power will streamline the planning process for schools and the Council and reduce the number of applications requiring Committee determination.

Accordingly, it is proposed to add a new paragraph **3.7.6 (xiii)**:

“Extensions less than 1,000sqm, outbuildings, and freestanding shelters and awnings and boundary treatment including walls and fencing proposals in respect of school related applications unless objections have been received or the school is in the Green Belt.”.

4. Proposed additional text in 3.7.6 (xiv)

The following proposal addresses a small type of development which is usually approved and generates little public interest. Incorporating this in the existing delegated power will streamline the process for the Council and the applicant and will prevent applications unnecessarily lengthening the Committee agenda.

Accordingly, it is proposed to add a new paragraph **3.7.6 (cc)**:

“To decide all proposals under the advertisement regulations and applications for external building alterations including shop-fronts and canopies in respect of LBH applications which, were they not Havering properties, would be determined under staff delegation powers.”

MEMBERS' QUESTIONS

Note: *No question was answered at the meeting as there was insufficient time available.*

1 DUKE OF EDINBURGH'S AWARD SCHEME: SUPPORT

To the Cabinet Member for Children & Learning (Councillor Paul Rochford)

By Councillor Gillian Ford

Due to this administrations withdrawal of support for the Duke of Edinburgh scheme, could the Cabinet Member advise this Council when and where the young residents of the borough can complete their already started awards?

Answer:

I am delighted to reassure residents that we have an agreement with the Duke of Edinburgh Award scheme to provide the award on an open access basis in Havering and that the youth service will be launching the scheme in the summer. Young people including those who have already started will be able to join the scheme in September and complete in April next year.

2 "SECTION 106" AGREEMENT RECEIPTS

To the Cabinet Member for Value (Councillor Roger Ramsey)

By Councillor Keith Darvill

What is the total amount of unspent and/or unallocated Section 106 receipts currently held by the Council?

Answer:

As of 24 May 2012, the amount of unspent S106 receipts held by the Council was £6,181,440.81. All the monies are allocated in accordance with the terms of the individual S106 Legal Agreements.

3 CCTV COVERAGE IN RAINHAM & WENNINGTON

To the Cabinet Member for Community Safety (Councillor Geoff Starns)

By Councillor Jeffrey Tucker

Are CCTV cameras an effective tool in deterring crime and if yes, what progress has been made in extending CCTV coverage to Rainham and Wennington ward

Answer:

CCTV has been shown to be a major crime deterrent and to have a beneficial effect on residents' perceptions of community safety. Analysis of national crime and incident data indicates that the presence of CCTV has a strong deterrent effect on burglaries, criminal damage and (non motor) vehicle theft and that cameras are most effective in reducing property crime, particularly burglary,

in town centres. CCTV control rooms can also act as control centres identifying incidents and using information to co-ordinate appropriate and effective responses from a range of partners including the Police, Fire Brigade, Ambulance and Council Services. Radio links between staff in pubs and shops, police officers and camera operators are also used successfully to monitor incidents and activate appropriate responses.

CCTV operates in 5 localities across the borough and deploys 79 cameras in total. There are currently no plans to extend the provision into Rainham and Wennington.

4 PAVEMENT DEFECTS

To the Cabinet Member for Environment (Councillor Barry Tebbutt)

By Councillor Ray Morgon

Would the Cabinet Member confirm the top ten roads in Havering where most pavement defects were reported during 2011?

Answer:

Information held on the councils CRM systems does not allow us to define a top ten table of pavements - there are a number of factors and a number of reporting routes via CRM, email, complaints and inspection. However each request is followed up and inspected and where appropriate added to the list of priorities for future works.

5 ALLOCATION OF PRIMARY PLACES IN THE BOROUGH

To the Cabinet Member for Children & Learning (Councillor Paul Rochford)

By Councillor Denis Breading

Will the Lead Member for Children & Learning make a statement about the allocation of primary school places in the Borough for the academic year commencing September 2012?

Answer:

The percentage of parents/ carers who were allocated a place in the Reception year at one of their top three preferred schools for the academic year commencing September 2012 was 95%. This figure compares very favourably with the average for all London boroughs of 90%

The number of applications processed for the September 2012 Reception intake increased by 126 over the previous year. All parents/ carers who applied for a Reception place for September 2012 were offered a school place.

An additional 135 Reception places have been added to schools across the borough to meet the forecast increase in demand. The following schools have increased their intakes for the September 2012 Reception intake: Pinewood Primary School (30), St Patrick's Catholic Primary School (15), Broadford Primary School (15), Harold Court Primary School (15), Wykeham Primary School (30), and Parsonage Farm Primary (30).

6 **NOTICE OF IMPENDING FOOTWAY REPAIRS**

To the Leader of the Council (Councillor Michael White)

By Councillor David Durant

When residents are informed by StreetCare of Footway Repair Works, they also receive a covering letter from the Council Leader informing them that StreetCare is about to undertake Footway Repair Works. The message from the Council Leader begins with, "I am pleased to inform you" etc.

I have no objection to this polite message from the Council Leader, but local ward councillors should be mentioned too!

Will the Council Leader now agree to change the wording to read, "I and your local ward councillors are pleased to inform you" etc?

Answer:

No.

The footway repair works programme was initiated by this administration so it would be incongruous for opposition ward councillors to be referenced in a way that suggested they were part of the decision-making process which brought the scheme into being.

7 **SUPERVISION OF CONTRACTORS PROVIDING SERVICES ON BEHALF OF THE COUNCIL**

To the Cabinet Member for Value (Councillor Roger Ramsey)

By Councillor Ray Morgon

Given the wide range of council services which are carried out by contractors, would the Leader set out how works are quality checked and whether contractors are still paid for works not completed or below an agreed standard?

Answer:

As recognised within the question, the Council now procures a diverse range of services covering functions within Streetcare, Culture and Leisure, Social Care and Asset Management to name but a few. The precise detail of each contract will inevitably vary, but as a broad principle each contract is managed by a specified Council officer acting as 'contract administrator' responsible for monitoring the quality of service provision and level of expenditure. As such, regular contract review meetings will take place between the contact administrator and service provider.

The means of quality checking will again vary depending on the nature of the contract and the agreed performance indicators, some of which may be quantitative, others qualitative. Large scale works e.g. building construction or highway maintenance will be monitored directly by the contract administrator but small scale/large volume works are more likely to be random sampled or subject to customer satisfaction surveys, e.g. housing repairs.

Clearly we would not as a broad principle, authorise payment to a contractor for works which have not been completed, or are of an unsatisfactory standard. In such cases the contract administrator would follow the dispute resolution provisions in the case of larger works, or invoke default/penalty clauses depending on the nature of the contract and scale of works concerned.

8 NEW HOMES: GOOSHAYS, HEATON AND HAROLD WOOD WARDS

To the Cabinet Member for Individuals (Councillor Steven Kelly)

By Councillor Denis O'Flynn

How many new homes are planned to be built in Gooshays, Heaton and Harold Wood Wards during the next 5 years?

Answer:

Planning do not keep record of all homes planned by ward, however major sites (10+ units) with either planning permission, sites currently seeking planning permission, or major sites where the principle of development has been approved, are listed below.

Harold Wood - 834

- Harold Wood Hospital - outline planning permission for 810 units
- Gubbins Lane - proposal for 16 units currently with Planning
- Garages programme - 8 units

Heaton - 333

- Whitworth Centre - permission for 144 units
- The Briar Estate - development proposals being finalised - up to 164 units
- Garages programme - 25 units

Gooshays - 438

- Gooshays Drive - outline permission for up to 242 units
- Hilldene North & East - approx 170 units - hope to make application June 2012
- Garages programme - 26 units

9 SHOPPING PARADES: SUPPORT FOR ROAD IMPROVEMENT AND PARKING SCHEMES

To the Cabinet Member for Environment (Councillor Barry Tebbutt)

By Councillor Mark Logan

The shopping parades in Wennington Road and the northern part of Upminster Road South need road improvements and a parking regime that encourages rather than deters local trade.

Are these shopping parades eligible for help from the GLA outer-London fund and will the Administration support TfL funded road improvements and a Council parking regime that helps these local shops survive?

Answer:

The objective of the Outer London Fund is to strengthen the vibrancy and growth of high streets. In discussions with the funders, the GLA has identified the retail core within district centres as the most suitable areas for support. Rainham Village was successful in securing £200,000 in Round 1 and £900,000 in Round 2 of the Outer London Fund. This Funding has been used to strengthen the village centre and to support events to make it a focus for the wider area. In Round 2 it is proposed to continue this work and develop the appeal that Rainham has as a destination for people from throughout the borough

The shopping parades on Wennington Road and at the northern end of Upminster Road South are outside the core village area and are, therefore, not currently eligible for support in the current round of the Outer London Fund.

However, in Wennington Road, officers are currently completing a bus stop accessibility and parking scheme, which has included the resurfacing of the footways between Numbers.113 and 139a Wennington Road.

In Upminster Road South we have funding for this year, and aiming for next year too, through the TfL L.I.P. for an improvements package for the shops at the northern end of the area. Officers will start looking at some ideas over the summer months with a view to liaising with the businesses to try and get ideas which we can take to the detailed design and consultation stage.

Initial ideas provided concentrate on footway renewals, provision of parking by the shops, decluttering and possibly street lighting and road surfacing next year.

10 LANGTONS JUNIOR SCHOOL

To the Cabinet Member for Children & Learning (Councillor Paul Rochford)

By Councillor Ray Morgon

Last year, following a poor OFSTED report for Corbets Tey School, the Cabinet Member assured me that the Schools Inspection Team was on the case. The recent OFSTED inspection of Langtons Junior has placed them in special measures. Would the Cabinet Member explain why the Schools Inspection Team is not picking up under-performing schools before OFSTED do?

Answer:

Langtons Junior School was placed in Special Measures in February 2012, after the introduction of the new Ofsted Framework in January 2012, which was specifically designed to 'raise the bar' in education. Langtons Junior was one of the first schools in Havering to be inspected under this new, tougher framework.

Naturally, everyone is very concerned and disappointed with the inspection report. The School Improvement Services were indeed aware of the performance issues at the school. The LA's Schools' Monitoring Group determined that the school was a Local Authority 'School Causing Concern' and as a result had been receiving additional guidance and support to improve, and termly Progress Review Meetings were held with senior leaders and the Chair of Governors to assess progress.

11 FOOTBALL PITCHES, HAROLD HILL: REQUIREMENTS

To the Cabinet Member for Culture, Towns & Communities (Councillor Andrew Curtin)

By Councillor Pat Murray

What are the requirements of Sport England in respect of the provision of football pitches required as a result of the proposal of the Council to sell the land to the rear of the Albermarle Youth Centre Gooshays Drive?

Answer:

The requirements of Sport England are reflected in the conditions attached to the outline planning consent that was recently granted in respect of the land at Gooshays Drive. The conditions specify that two new pitches will be created at Dagnam Park and that suitable changing facilities will be provided. There is a further condition – initially proposed by the Council - which states that sports field areas within the Broxhill Centre site are to be levelled and new drainage installed to bring the areas into use as good quality pitches. The condition also states that suitable changing facilities

are to be provided to support these pitches. These pitches are to be used by Romford Royals FC who are the existing users of the pitches at Gooshays as they had already expressed to the Council that their preference was for a move to Broxhill. This is part of a programme of increasing the number of changing rooms and pitches in the borough which we have pursued over recent years. These proposals in Harold Hill will increase the overall provision of good quality pitches in Harold Hill, and the existing users of the pitches at Gooshays will enjoy improved facilities at their preferred location.

12 COST OF FUTURE COUNCIL-TAX BENEFIT PAYMENTS

To the Cabinet Member for Value (Councillor Roger Ramsey)

By Councillor Clarence Barrett

As part of the 2010 spending review, councils will become wholly responsible for Council Tax support payments as from April 2013. Central government funding for the new scheme will only amount to approximately 90% of current expenditure. Would the Cabinet Member set out how this council expects to discharge this responsibility and what are the implications for Council Tax?

Answer:

The Council - like all others to whom this responsibility is being devolved - will be developing proposals for a local scheme and the details of this will be presented to Cabinet in July. The proposals will then be issued for consultation. Once the responses to the consultation have been considered, a further report will be brought back to Cabinet later in the year. The financial implications of the scheme being proposed will be set out in these reports, and these in turn will be considered as part of the Council's budget development process.

13 ENFORCEMENT OF CARAVAN SITE LICENCE CONDITIONS

To the Cabinet Member for Housing (Councillor Lesley Kelly)

By Councillor Paul McGearry

Will the Council ensure that Caravan Site Licence conditions are enforced to ensure site owners comply with their obligations to Park Home Residents in the Borough?

Answer:

The Council will ensure that caravan site licence conditions are enforced, in accordance with the Council's Enforcement Policy, to ensure that site owners comply with their obligations.

14 EAST LONDON SOLUTIONS: BENEFITS OF MEMBERSHIP

To the Leader of the Council (Councillor Michael White)

By Councillor Linda Van den Hende

Would the Leader quantify what material benefits have been gained by Havering by being a member of East London Solutions and how much has the Council contributed to the organisation since its inception?

Answer:

As at the 31 March 2012; Havering contributed £40k and has committed to fund a further £20k in 2012/13.

ELS covers a number of programme areas including Children's Services, Adult Social Care, ICT and Procurement. The projects are numerous and a full report on the work of ELS can be found on the London Councils website within the May Board papers for Capital Ambition.

In respect of material benefits:

- Financial savings, for example:
 - Efficiencies from procurements being undertaken by others- £210k
 - Collaborative Highways and Street Lighting Procurement - 27% reduction in rates achieved on Highways and £100k on Street Lighting, with further potential for another £100k along with cost avoidance of £11k.
 - Collaborative Children Personal Support Framework in place and Havering identified savings potential of £50k per annum.
 - OT Equipment contract is in place and Redbridge have identified £70k savings per annum – awaiting Havering's.
 - Joint ICT arrangements expect £4m in savings
 - Shared Bulk Print Service includes reduced staffing requirement savings of £53k per annum with further savings from equipment and additional income.
 - Havering is now generating an income by sharing an Information Security Lead with 2 other boroughs.
 - Havering is benefiting from sharing a CAMHS Coordinator with another borough, taking advantage of their capacity, allowing for expertise to be accessed without employing a full time employee.
 - And more to come through several procurements and projects in progress.

- Service improvements have been enabled through the work to date, such as sub regional specifications to deliver improved service levels and services being more resilient with an ability to innovate.

- Sharing is more common place amongst the partners enabling smarter working through discussing issues and sharing resources not required on a full time basis.

- By speaking from a united front, boroughs are beginning to develop the market, as well as support providers to expand and diversify their current offers. Currently ELS has a Learning Disabilities Placements Project on-going which looks to reduce costs by collective supplier negotiations, maintain and improve quality as well as develop more sophisticated and joined up approaches so that local services can be developed.

- Boroughs are more engaged and aware generally, sub regionally and on matters that are pan London; they also have improved intelligence, market knowledge and awareness of issues through regular meetings between professional leads (such as the ELS Heads of Procurement, Heads of ICT and Directors of Children's and Adult's Services). A recent example is Children's and Finance leads attended an ELS workshop in April 2012 to discuss their understanding of the proposed changes to school funding, to ensure that all learning was shared.

- Projects taken forward through ELS are always conscious of supporting local providers and the community. The Independent Travel Training pilot that Havering have conducted as part of the wider ELS ITT Project has allowed 5 Havering residents to train as travel trainers and so finding employment. As this scheme continues this is likely to increase. Independent Travel Training is an important way for the borough to improve outcomes for the young people that it has been transporting to school and college. Based on 20 young people

successfully taking part the programme, the full-year notional transport saving after completion of training would be £100,000.

- All of the ELS savings already delivered or being worked towards are included in the MTFS.

15 NEW HOMES: HAROLD HILL AND HAROLD WOOD - INFRASTRUCTURE

To the Cabinet Member for Individuals (Councillor Steven Kelly)

By Councillor Paul McGeary

With the proposed future housing developments in the Harold Hill/Wood area increasing the households in the area by over 1500 in the next 3 to 5 years, will the Administration in co operation with their partners, outline how they will be addressing the impact on the future planning for the infrastructure such as police, health and school place provision in the area.

Answer:

Harold Hill Ambitions sets out a programme of infrastructure improvements to support the improvement of the area. This programme was agreed by Cabinet November 2008 following public consultation and included recognition of the future provision of new homes for local people.

The ambition for Harold Hill was described as: to create more opportunities for local people; to work with the police to stamp out unacceptable behaviour and crime; to build a learning village to provide a centre of educational excellence on Harold Hill; modernise and improve community facilities for everyone; create new housing opportunities; improve health and wellbeing; and provide excellent new sports and recreation facilities.

Since beginning the programme we have;

- Completed the My Place Youth Centre to provide opportunities for young people
- Opened Drapers Academy, which has increased the rolls from the former Kingswood School. The new school building work has progressed well and will be open in September 2012.
- Provided new community accommodation
- Increased parking provision for Hildene Shopping Centre
- Worked with the community to establish and support the Briar Road Action Group and agreed an environmental improvement programme for the estate.
- Refurbished and extended the Betty Strathern Community Centre
- Re-established the Harold Hill Summer Festival, held Christmas events and delivered a small grants programme for local community groups.
- Begun demolition of the Broxhill site preparing for conversion to a new park.
- Undertaken significant investment in Roads and Pavements in Harold Hill

In addition since the beginning of the programme a new Poly-clinic has opened in Harold Wood providing a range of medical treatments under one roof as well as a new joint police and fire station in Ashton Road, Harold Hill.

There has, therefore, been substantial progress on providing improvements to local infrastructure for well in advance of new housing being built for local people.

Turning to the future, more infrastructure improvements in Harold Hill are planned as part of the Ambitions programme to improve the quality of life for local people and to support the long term development of new homes in the area.

Ensuring that the right provision of facilities for local people is made is a high priority for the council and we are working closely with partners to ensure that future services will meet the needs of residents.

A good example of this is the strategic Community Safety Plan, which is developed in partnership with the police and other agencies on an annual basis, using local crime, demographic and other data. The plan presents priorities for the borough and its localities and results in the development and delivery of action plans to address those priorities. There is a robust system of partnership monitoring and tactical planning to support the delivery of the plan, ensuring that resources are most effectively deployed to meet emerging short, medium and long term community safety needs.

In terms of health services, there are health centres in both Harold Hill and the new polyclinic in Harold Wood that are well placed to meet the needs of future residents. Ultimately many of the decisions around the provision and availability of healthcare services in these areas will in future be determined by the Clinical Commissioning Group, made up of Havering GPs, who will be responsible for commissioning health services in the borough. Changes in the population of Havering will be reflected in the funding the Clinical Commissioning Group receives. Through the Health and Wellbeing Board, chaired by the Deputy Leader, we will seek to influence the provision of accessible healthcare facilities sharing demographic and customer insight data with partners to ensure provision of health services evolve to reflect changes in demand across Havering.

Turning to schools, the Council has produced pupil projections, forecasting the numbers of children expected to be generated by local housing developments and is planning to provide sufficient additional places in local schools to accommodate the rising numbers. These schools include Harold Court Primary and Harold Wood Primary where feasibility works have begun on how they would be expanded.

Finally having a supply of new homes in the borough that can meet the needs of local people in the long term is crucial for families in our community. We are planning for the future needs of our residents and in Harold Hill and Harold Wood have plans in place to improve the quality of life of local people. We can also demonstrate our commitment to ensuring communities have access to improved facilities through the substantial progress we have made in delivering Harold Hill Ambitions.

16 PROCEEDS OF CRIME LEGISLATION: COUNCIL INCOME

To the Cabinet Member for Value (Councillor Roger Ramsey)

By Councillor Ray Morgon

Would the Cabinet Member confirm how much money the Council has received each year as a result of the proceeds of crime legislation coming into force and where the income is contained within the Council's budgets?

Answer:

Under the proceeds of crime legislation, local authorities are enabled to recover monies gathered through criminal activities. The legislation covers a wide range of criminal acts and allows for a number of options for recovering the proceeds.

Having made enquiries amongst officers, this legislation is not relevant to most services. By their nature recovery activities tend to be concentrated in specific areas of the Council. In the main, this falls within Housing & Public Protection and Customer Services. In the case of H&PP, the relevant service is Trading Standards.

The following information comes from the Trading Standards budget:

Year	Income Target in Budget	Actual Income (approx)
08-09	£7,820.00	£7,471.00
09-10	£8,090.00	£21,891.00
10-11	£8,210.00	£34,985.00
11-12	£8,330.00	£90,636.00
12-13	£8,450.00	

No separate accounts for proceeds of crime income exist prior to 08-09 - until then it was incorporated with all court costs income, so it is not possible to distinguish separately. Income from POCA is ring fenced to be used for further regulation and pursuit of the confiscation of proceeds of crime.

The 11-12 income figure includes POCA awards relating to the Operation Augusta fake golf clubs case, this will increase over time but is required to offset costs already incurred by the Council in this case.

Within the housing benefit fraud area, around £20k has so far been recovered as a result of the proceeds of crime legislation. Whilst this is a relatively small sum, in broad terms, the legislation in place to recover both fraudulent and inadvertent benefit overpayments has enabled the council to recoup a significant element of such payments from beneficiaries. The threat of action under the POCA legislation acts as a deterrent. Use will be made of POCA in appropriate circumstances should recovery through other channels not prove effective.

17 COST OF POT HOLE REPAIRS

To the Cabinet Member for Environment (Councillor Barry Tebbutt)

By Councillor Ray Morgon

Would the Cabinet Member confirm the cost of repairing a pot hole in the road (by square metre)?

Answer:

The cost to break out and reinstate one square metre of carriageway is £49.17 per square meter, in line with the current schedule of rates.

18 LIMITING SUBSIDISED RENTS

To the Cabinet Member for Housing (Councillor Lesley Kelly)

By Councillor John Wood

Would the Cabinet Member confirm whether any plans are being discussed to follow conservative Hammersmith and Fulham Council to limit subsidised rent to tenants who earn under a certain level of income?

Answer:

I think that the question is wrongly phrased. I suspect that what is asked is whether there is a plan to limit subsidised rent to tenants who earn ABOVE a certain level of income.

In the London Borough of Havering, we currently already have a financial test in our Allocations Policy. It states that

Ability to afford to privately rent, buy and/or commute

"We will ask you about your income and savings on your housing register application form to assess whether you can afford to privately rent or buy a property in Havering or reasonably commute if you do not currently live in borough.

Because of the severe shortage of affordable rented properties in the borough, if you have sufficient money to afford to rent privately in the borough, we will give you a lower priority than those who cannot afford to rent privately. Please note that we will judge that if you cannot afford to rent privately, you will not be able to buy a property either.

You should bear in mind that if you chose not to fill in the savings and income questions on the application form, we will assume that you have sufficient resources and will assess your application accordingly."

More detail about how we assess whether someone can afford to rent privately is set out in the Lettings Policy, which is available on the Intranet.

There are proposals to change the lettings policy further, which are currently subject to consultation. We are proposing to limit who may register for housing more strictly in the future, based on the new freedoms offered to local authorities as part of the Localism Act. We will be restricting the Housing Register to exclude owner occupiers (except in exceptional circumstances) and again, those who can afford to rent privately. There is not one fixed income band which causes a household to be excluded – it is based on their ability to pay, depending upon income and size of household.

19 MONITORING OF ACADEMIES AND FREE SCHOOLS

To the Cabinet Member for Children & Learning (Councillor Paul Rochford)

By Councillor Gillian Ford

Two Basildon academies were recently placed into special measures, with the authority stating it was "aware of the issues" but had limited powers to intervene. Could the Cabinet Member confirm what lobbying is being carried out with Ministers to address the growing concerns over the lack of external monitoring and the inability to intervene in Academy and Free school education?

Answer:

There is external monitoring that local authorities can take and this is taking place in Havering in relation to both LA maintained schools and Academies. Good relationships exist with Academies in Havering and many education 'traded' services are working in Academies in Havering and so we do have the opportunity to provide additional support to Academies in Havering.

In addition, where a local authority has concerns about the performance of an Academy it can contact both Ofsted and the Department for Education to raise any issues about the performance or otherwise in the school. However, it is governors who are now responsible for Academies'

performance. Ofsted and the DoE will then decide what action to take in relation to the information received.

20 USE OF CCTV ENFORCEMENT CARS

To the Cabinet Member for Environment (Councillor Barry Tebbutt)

By Councillor Ray Morgon

According to Government guidance, CCTV Smart Cars should only be used where enforcement is difficult, sensitive or not practical in being carried out by a traffic warden. Would the Cabinet Member comment on this statement?

Answer:

Much is written about the terminology of the Secretary of State's guidance on the use of CCTV enforcement and in particular the sentence;

"approved devices are used only where enforcement is difficult or sensitive and where (Conventional) Civil Enforcement Officer enforcement is not practical".

The guidance cannot be quantified in the simplest terms and is open to varying interpretation, however, the Council considers the Secretary of State's guidance as a measure of good practice and is content that due regard has been given to the guidance and to the multitude of practical factors and impacts, including the Health and Safety of Civil Enforcement Officers. It should be noted that since the introduction of CCTV enforcement, incidents of abuse and physical assault against Civil Enforcement Officers have decreased.

Whilst CCTV enforcement is not always welcomed by some, it has enabled the reasonable enforcement of sensitive areas and locations within the Borough that had otherwise proved difficult to manage. It should also be said that the Council's enforcement activity is fair and reasonable and of benefit to local residents and businesses.

21 EFFECTS OF PREVIOUS PRIMARY SCHOOL CLOSURES

To the Cabinet Member for Children & Learning (Councillor Paul Rochford)

By Councillor Nic Dodin

Given the predicted shortfalls in primary school places, would the Cabinet Member explain the rationale for the closure of Dunningford and Ayloff primary schools in 2008?

Answer:

Detailed analysis at the time showed that Dunningford Primary was closed in 2009 because of the expected long term falling rolls within the borough. Primary school numbers were projected to fall from around 18,300 in 2007 to some 17,868 by 2012. Pupil numbers were considered to increase marginally again from 2013 but it was difficult to assess the rate of growth given those pupils have yet to be born.

In the Rainham, South Hornchurch and Elm Park locality in which Dunningford was located, there was considered to be a need to reduce overall capacity as 15% surplus places was forecast by 2011/12. Neither Ayloff nor Dunningford had been recruiting to their admission capacity. For some time both had significant surplus places, the greater percentage being at Dunningford School. Removal of those places [315] was considered to be the way to improve the balance between

supply and demand in the area whilst maintaining a sensible geographical spread of places located in both newly built and modernised schools.

22 FUTURE OF STAFF SOCIAL CLUB BUILDING

To the Leader of the Council (Councillor Michael White)

By Councillor Clarence Barrett

Would the Leader advise if there are any plans for the Havering Staff Social Club building in Hornchurch and if it is to be retained in its current capacity?

Answer:

The question refers to the Unison (formerly NALGO) clubhouse in North Street, opposite the Queens' Theatre, which is let on a 21 year lease, granted in 1992 and is therefore due to expire next year.

Given the forthcoming lease expiry, consideration will need to be given as to the future of this arrangement, but no firm decision has been taken at this stage.

23 HIGH STREET INNOVATION SCHEME

To the Leader of the Council (Councillor Michael White)

By Councillor John Mylod

Would the Leader confirm whether Havering Council applied for any funding made available from DCLGs High Street Innovation scheme?

Answer:

To support local authorities in their efforts to improve the look of their high streets, DCLG allocated £10million as a High Street Innovation Fund to one hundred local authorities to help address the issues of riots and empty shops.

Town Centres in Havering are performing comparatively well and vacancy rates are below the national average. Havering was, therefore, not included in the 100 local authorities who could apply for the High Street Innovation Fund which was targeted at the top 100 locations in England with the highest Non Domestic vacancy rates.

The Council was, as a result, not eligible to apply for the High Street Innovation Fund.

VOTING RECORD

<i>DIVISION NUMBER:</i>	1	2
The Mayor [Cllr. Lynden Thorpe]	O	O
The Deputy Mayor [Cllr. Eric Munday]	X	X
<u>CONSERVATIVE GROUP</u>		
Cllr. Michael White	X	X
Cllr. Michael Armstrong	X	X
Cllr. Robert Benham	X	X
Cllr. Becky Bennett	X	X
Cllr. Sandra Binion	X	X
Cllr. Jeff Brace	X	X
Cllr. Wendy Brice-Thompson	X	X
Cllr. Dennis Bull	X	X
Cllr. Andrew Curtin	X	X
Cllr. Osman Dervish	X	X
Cllr. Ted Eden	X	X
Cllr. Roger Evans	X	X
Cllr. Georgina Galpin	X	X
Cllr. Peter Gardner	X	X
Cllr. Lesley Kelly	A	A
Cllr. Steven Kelly	X	X
Cllr. Pam Light	X	X
Cllr. Robby Misir	X	X
Cllr. Barry Oddy	X	X
Cllr. Frederick Osborne	X	X
Cllr. Gary Pain	X	X
Cllr. Roger Ramsey	X	X
Cllr. Paul Rochford	X	X
Cllr. Geoffrey Starns	X	X
Cllr. Billy Taylor	X	X
Cllr. Barry Tebbutt	X	X
Cllr. Frederick Thompson	X	X
Cllr. Linda Trew	X	X
Cllr. Melvin Wallace	X	X
Cllr. Keith Wells	X	X
Cllr. Damian White	X	X
<u>RESIDENTS' GROUP</u>		
Cllr. Clarence Barrett	X	O
Cllr. June Alexander	A	A
Cllr. Nic Dodin	X	O
Cllr. Brian Eagling	X	O
Cllr. Gillian Ford	X	O
Cllr. Linda Hawthorn	X	O
Cllr. Barbara Matthews	X	O
Cllr. Ray Morgon	X	X
Cllr. John Mylod	X	X
Cllr. Ron Ower	A	A
Cllr. Linda Van den Hende	X	O
Cllr. John Wood	X	O
<u>LABOUR GROUP</u>		
Cllr. Keith Darvill	X	X
Cllr. Denis Breading	X	X
Cllr. Paul McGeary	X	X
Cllr. Pat Murray	X	X
Cllr. Denis O'Flynn	X	X
<u>INDEPENDENT LOCAL RESIDENTS' GROUP</u>		
Cllr. Jeffery Tucker	✓	✓
Cllr. Michael Deon Burton	✓	✓
Cllr. David Durant	✓	✓
Cllr. Mark Logan	✓	✓
TOTALS		
✓ = YES	4	4
X = NO	46	38
O = ABSTAIN/NO VOTE	1	9
ID = DECLARATION OF INTEREST/NO VOTE	0	0
A = ABSENT FROM MEETING	3	3
	54	54

**ANNUAL REPORTS
OF COMMITTEES 2011-12**



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Haverling
LONDON BOROUGH

INTERNAL AUDIT ANNUAL REPORT

2011 / 2012

1. INTRODUCTION

- 1.1** Under the Accounts and Audit Regulations 2011, the Council is required to conduct a review at least once per year of its systems of internal control.
- 1.2** The purpose of this report is to provide Members and Senior Management with a formal opinion as to the adequacy and effectiveness of the Council's internal control environment and to report on the performance of the internal audit service for the year. It will be available on the Council's internet site from mid June 2011, within the 25th June Audit Committee Agenda.
- 1.3** In accordance with proper practice the report is one of the sources of assurance used in the process to compile the Annual Governance Statement which is also a statutory requirement.
- 1.4** The 2011/12 Internal Audit Plan, of 1576 days, was approved by the Audit Committee in March 2011. Progress reports from the Internal Audit and Corporate Risk Manager are presented to the Committee at quarterly meetings.
- 1.5** During the year there is some flexibility needed to react to changes in risk, accommodate changes in the needs of management; the focus of audits may be changed or new audits included in the programme. The plan also makes provision for Internal Audit to accommodate requests for advice and guidance on specific issues or investigation of specific issues. Before any tasks are undertaken risks are considered to ensure that resources continue to be used in an efficient and effective manner and tasks that provide the greatest added value to the organisation are prioritised.
- 1.6** Whilst remaining an independent assurance function the Internal Audit team seek to maintain strong relationships with management to ensure that appropriate actions are agreed and implemented in a timely fashion. Protocols exist to outline the roles and responsibilities of both the Internal Audit team and management.

2. INTERNAL AUDIT ASSURANCE STATEMENT

- 2.1** In the Internal Audit & Corporate Risk Manager's opinion, the system of internal control is adequate and effective and processes to identify and manage risks are in place. In some areas significant weaknesses have been identified in 2011/12, however action has been taken by management to address this.
- 2.2** This opinion is based on a programme of audit work which was delivered:
- In accordance with the approved Internal Audit plan;
 - By suitably experienced and qualified auditors;
 - In accordance with the CIPFA* Code of Practice for Internal Audit in Local Government; and
 - To standards accepted by the Council's External Auditors.
- 2.3** The following has also been considered:
- The acceptance of audit recommendations and progress noted in year to implement required changes;
 - The results of follow up work on limited assurance audit areas; and
 - Whether any fundamental or significant recommendations have not been accepted or implemented by management and the consequent risk.
- 2.4** The next section of the report details the work completed by the team and the key issues arising.

3. WORK THAT SUPPORTS THE OPINION

3.1 Systems and Contract Audit

- 3.1.1 620 days of the approved plan were allocated to systems and contract audit. This plan was based on a full complement of staff in the team.
- 3.1.2 675 days of the systems plan were delivered. 45 audits were completed.
- 3.1.3 The assurance ratings on reports have changed during 2011/12 from Qualified and Unqualified to Nil, Limited, Substantial and Full Assurance. The aim of this change was to make the assurance more meaningful for management.

3.2 Computer Audit

- 3.2.1 112 days of the plan is allocated to computer audit. 7 audits were completed. Two audits were moved to 2012/13 due to timing issues so in total 87 days were delivered.

3.3 Fraud Work

- 3.3.1 Reactive Work and Special Investigations - At the commencement of the financial year a contingency of 315 days was provided to carry out

investigations into suspected fraud issues reported by management or via the fraud or whistle blowing hotline. Due to a larger than anticipated case load 333 days were delivered in year.

- 3.3.2 Pro-active – A budget of 105 days were assigned to pro-active audits. A risk based pro-active audit plan had been devised. Due to the additional reactive work 95 days were delivered by the end of the year. 10 audits were completed.

3.4 Follow Ups

- 3.4.1 Information regarding outstanding recommendations is reported as part of the quarterly report to Corporate Management Team and Audit Committee. At the September meeting the Audit Committee receive a full list of all outstanding recommendations.
- 3.4.2 In 2010/11 there were no 'qualified' reports. Follow up work has been undertaken on reports at the request of the Audit Committee. In 2012/13 a complete overhaul of the approach to monitoring audit recommendations is planned.

3.5 Schools

- 3.5.1 In 2011/12 24 schools were audited.
- 3.5.2 Due to a number of schools moving to Academy Status the three year audit plan for schools has reduced.

3.6 Other Outside Assurances

- 3.6.1 The National Non Domestic Rates administrative processes are undertaken by a third party on behalf of London Borough of Barking & Dagenham. Audit reports and assurances are reviewed by the Internal Audit & Corporate Risk Manager.
- 3.6.2 During 2011/12 the team provided an Audit Service to Homes in Havering.
- 3.6.3 Reports produced by other inspection bodies or assurance providers are also reviewed. Planned work is taken into account when the plan is produced and for unplanned inspections the plan is revised to avoid duplication in scope of work.

3.7 Risk Management Arrangements

3.7.1 During 2011/12 a Corporate Leadership Team Working Group reviewed the arrangements and have proposed some recommendations for improvement. The new approach will be implemented and embedded during 2012/13.

3.6 Review of Other Strategies

3.7.1 Other corporate arrangements and strategies such as the Internal Audit Strategy are reviewed annually and approved by Audit Committee. A number of policies are being reviewed at the time of drafting this report.

4. KEY MESSAGES

4.1 Organisational Change

4.1.1 Many of the significant control weaknesses identified during 2011/12 link back to the pace of organisational change. To achieve the savings required significant transformation activity has taken place during the last two years. Change is taking place both within Service areas and corporately at the same time. The workforce has reduced and many who have gone had a great deal of knowledge and experience.

4.1.2 The pace of change has been fast in some areas and although this has brought a number of benefits to the organisation the changes have impacted on the system of internal control. Significant savings have been achieved in 'back office' or Corporate Teams where control activity often occurred. Although responsibility always sat with management there were often control mechanisms that had evolved over time to manage risk. These were often costly and could not guarantee that the risk was managed efficiently.

4.1.3 The organisation increases its reliance on its Managers to implement controls and ensure compliance is consistent within their team or service area. To be successful this requires culture change within the organisation and this has always been part of Transformation 2014. From an audit perspective assurances regarding compliance are often harder to acquire because there is a reduction in corporate controls.

4.2 Oracle

4.2.1 A Computer audit of the new Oracle system relating to Payroll, Accounts Payable and Accounts Receivable was completed and 24 recommendations raised for management consideration. There was also systems audit work and proactive fraud work undertaken in year. As the three areas are considered to be key financial systems, they are material to the Statement of Accounts, management were advised that the control environment is not considered to be sufficient to mitigate risks. Control

Working Groups were established to identify recommendations and these have been agreed by Management and will be implemented in 2012/13.

4.3 Fraud

- 4.3.1 In 2011/12 the Council was targeted by fraudsters and an invoice was paid into a fraudulent bank account. An internal investigation took place and a Police investigation is on-going. The fraud is not directly a result of the new system and could have been prevented by compliance with the procedures implemented by management. To support Management in the prevention of Fraud a programme of training and awareness has been identified and approved based on a risk analysis of the organisation. As part of this programme the team will not only seek to ensure managers have identified risks but also remind employees and agency workers that approved procedures are there to manage risk.

4.4 Conclusion

- 4.4.1 The issues detailed above have been considered as part of the process to produce the 2011/12 Annual Governance Statement and have been identified as issues for monitoring by Senior Management. These issues have been considered during the Annual Audit Planning Process and will also be picked up within individual audits as applicable during 2012/13.

5. INTERNAL AUDIT QUALITY ASSURANCE

5.1 Liaison with Other Boroughs

- 5.1.1 The Internal Audit & Corporate Risk Manager, or an audit team member, also attends a London Audit Group, and other relevant training and networking events, to benefit from presentations and discussions on new emerging risk areas and again shares issues arising and best practice. The team also have informal links with teams in neighbouring boroughs.

5.2 Delivery of Planned Audit Work

- 5.2.1 90% of the 2011/12 Internal Audit Plan was delivered by 31st March 2012. The plan was flexible to accommodate the needs of management in a year of significant change. Three audits were deferred to the 2012/13 plan due to timing issues. The remainder of the plan was delivered in the first quarter of 2012/13.
- 5.2.2 The Audit Committee and Corporate Management Team receive performance reporting quarterly.

5.3 Feedback from Auditees

- 5.3.1 Following every audit, the managers receiving the audit report were also sent a feedback survey form. 99% of the feedback received rated the service satisfactory or above. All comments received from managers are

CHILDREN & LEARNING OVERVIEW AND SCRUTINY COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

It is planned for this report to stand as a public record of achievement for the year and enable members and others to compare performance year to year.

There are no direct equalities or environmental implications attached to this covering report. Any financial implications from reviews and work undertaken will be advised as part of the specific reviews.

RECOMMENDATIONS

That the Council note the 2011/2012 Children & Learning Overview and Scrutiny Committee Annual Report.

REPORT DETAILS

During the year under review, the Committee met on 6 occasions and dealt with the following issues:

1. REQUISITION

- 1.1 The Committee held a special meeting on 5 July 2011 to consider a requisition of an executive decision regarding the changes to the transport provision provided for children and young people with special educational needs and/or disabilities.
- 1.2 Broadly, the decision meant that the door to door collection bus service would be replaced by a series of collection or 'pick-up points' where children would be both collected and dropped-off. Parents would be required to apply for travel assistance for each academic year and new children requesting assistance would undergo a full needs assessment. The changes would allow the Council to make £600,000 of savings as well as creating a climate that reduced dependence on Council services.

- 1.3 The Committee principally questioned the fairness of the assessments that would be undertaken, wishing to ensure that children in need to door to door transport were not disadvantaged. Further, the Committee sought reassurance that the new emphasis on travel training would not pressure or force children who were not ready for certain levels of independence to make that step.
- 1.4 Officers emphasised firstly that the drop-off points had been carefully considered and would be under review to ensure that children did not face a journey that they would not be able to make. Children would not be forced into travel training where they were not ready. The Committee also noted that similar changes had been made in other boroughs and these had been largely successful.
- 1.5 The Committee voted not to uphold the requisitions by 8 votes to 3 with 2 abstentions.

2. CHILDREN'S CENTRES

- 2.1 On 7th June 2011, the Committee considered a report updating members of progress to date with recommendations submitted by a topic group of the Committee's predecessor, the Children's Services Overview & Scrutiny Committee. The Topic Group, which considered the roll out of Sure Start Children's Centres in the borough, reported to the Committee on the 21st April 2009 and the approved recommendations were considered by Cabinet on 24th June 2009.
- 2.2 The Committee noted that the report only provided an update on those recommendations that had been endorsed by Cabinet. Of those that were being progressed, members noted the various outcomes.

3. CHILDREN & YOUNG PEOPLE WITH LEARNING DIFFICULTIES AND DISABILITIES

- 3.1 Throughout the year, the Committee considered numerous reports relating to the services and support provided with children with learning difficulties and disabilities (LDD). A report considered by the Committee on 7th June 2011 highlighted the legal requirement on the Council to provide for such children.
- 3.2 The Committee considered the various ways in which the Council met its responsibility, including the under-5 provision, the transition for SEN pupils at crucial stages of education and measures to enable inclusion of SEN and LDD pupils in mainstream education. Although there was an emphasis on inclusion, a specialist SEN provision was available and very effective in the borough.
- 3.3 The Committee was informed that the Local Authority commissioned an independent review of Post-16 Special Education in Havering, which reported in July 2010. It recommended development of special sixth forms at both Corbets Tey and Dycorts as a matter of urgency. However the report contained no detail as to funding and its completion coincided with the Government's withdrawal of funding for Havering's Building Schools for the Future Programme and the arrival of the current period of financial constraint.

- 3.4 There were two pilot programmes to deliver the required service for post-16 learners. The Committee received information about these schemes at its meeting on 7th June 2011; the Committee received an update on the success of the schemes at its meeting later in the academic year on 29th March 2012.
- 3.5 The Committee had discussions around the future of the programmes, the first scheme, a partnership between Havering College of Further and Higher Education and Corbets Tey Special School, which catered for six learners and which had cost rough £240,000 from various funding streams, would continue with modifications. The second scheme, which was a partnership between Hall Mead School and Havering Sixth Form College and which catered for four learners, would not be continued as it was specific to the 2011/12 SEN needs.
- 3.6 Throughout the year, at its meetings in September, November and January, the Committee received updates regarding the roll-out of the SEN Transport changes, the same decision that the Committee had considered as a requisition in July. The last update, at its meeting on 26th January 2012, demonstrated that the projected saving of the changes was on track, with the depot for the buses having been moved to allow for new start times, culminating in 10 less buses which translated to a saving of £40,000 per bus.

4. SOCIAL CARE & LEARNING ANNUAL COMPLAINTS/COMPLIMENTS REPORT

- 4.1 At its meeting in November 2011, the Committee received a report, presented by the Head of Children & Young People's Services, regarding the complaints received by Children and Young People's Services in the previous council year.
- 4.2 The report outlined information around the numbers and types of complaints handled by Children & Young People's Services and how they dealt with these to minimise the impact of justifiable concerns and to reduce the likelihood of future complaints.
- 4.3 The Committee noted that the overall number of complaints was around 146 (46 matters raised by MPs and Councillors), which was relatively low given the nature of the services involved and against a backdrop of a significant increase in referrals to social care in 2009/10. In addition, the Pre-Stage 1 process (40 matters raised) had been very successful in resolving many initial concerns, with both more handled through that process and with none moving from that stage to the formal stage 1 process.
- 4.4 Members noted that the overall number of Stage 1 complaints had increased from the previous year by 6. The Committee noted that following a major restructure within Social Care & Learning Directorate, there would be new arrangements whereby Children's and Adult complaints had now merged. It was envisaged that the annual report of 2011/12 would include combined data and more effective comparisons about performance in managing and dealing with complaints across all services. Proposals were being considered to bring complaints services within Social Care and Learning (Learning and Achievement, Adult Social Care and Children and Young People's Services)

together in the future and as part of that change consideration would be given to how a wider service report can be provided.

5. SCHOOL IMPROVEMENT STRATEGY

- 5.1 At its meeting in September 2011, the Committee considered a report on Havering's New School Improvement Strategy, presented by the Principal Inspector of the Havering School Improvement Service.
- 5.2 In light of the forthcoming Education Bill, 2011, (now the Education Act 2011) and the wide-ranging and significant changes to both funding and policy in relation to schools and school improvement, the Department for Education (DfE) directed all Local Authorities to submit detailed plans on their strategy to support all schools, and especially those that were failing to provide a satisfactory standard of education for its pupils/students, or those schools that were performing below the new government floor standards.
- 5.3 The Committee considered the various categories for school improvement as well as those schools in need of more robust support from the service. The different categories of support would equate to greater or smaller periods that the team would spend in the school, ranging from 0.5 to 6 days.
- 5.4 The Committee also considered the specific and general guiding principles underlying the Strategy before looking at the work that Havering Improvement and Advisory Service undertook in schools in the borough. The Committee was informed that as an education community, Havering was using all its resources collectively to enhance pupils' learning and improve the overall quality of provision. There was a collective commitment to open, transparent communication and honest and frank debate. The LA regularly reviewed its practice in relation to its key activities with representative groups of schools and governors, particularly in relation to the nature of the monitoring, challenge, intervention and any core elements of the support provided.

6. 14-19 LEARNING PATHWAYS

- 6.1 At its meeting in November 2011, the Committee received a report, presented by the 14-19 Strategy Manager, regarding the 14-19 programme.
- 6.2 The Committee noted that on 13 April 2011, the Minister for Further Education, Skills and Lifelong Learning made an announcement giving detail about proposals for a new all-age careers service in England by April 2012. The Department of Business Innovation and Skills (BIS) would continue to fund careers services for adults both online and through helpline services from September 2011 these would be linked to similar services for young people so there would be a single point of access for all users of each service. The department would also fund a network of public, private and voluntary organisations to provide careers guidance to adults. From April 2012 these services would be known as the National Careers Service.
- 6.3 In terms of access to Higher Education the latest information available from UCAS showed that an increasing number of young people were making applications to University, and whilst the acceptance rate was staying

relatively static, the total number of young people being accepted was increasing from 964 in 2003 to 1,233 in 2009.

7. BUDGET SCRUTINY

- 7.1 In both July 2011 and January 2012, the Committee met jointly with the other Overview and Scrutiny Committees in order to scrutinise aspects of the Council's proposed budget for the coming year. The meetings scrutinised several issues of relevance to the Committee.

8. SCHOOL'S PERFORMANCE

- 8.1 The Committee received a report from the Principal Inspector of Havering's Inspection & Advisory Service (HIAS) for schools, on the performance improvements in primary and secondary schools supported by the service.
- 8.2 The Committee noted that the core purpose of HIAS was to challenge and support all schools to improve. Overall attainment at all Key Stages in 2011 remained above the national average for each of the main national attainment measures in each Key Stage and was higher than the performance of Havering's statistical neighbours.
- 8.3 There was a particularly pleasing improvement in Key Stage 4, where Havering's improvement was greater than that of other local authorities and using the measure 5+A*-C GCSE grades with English and maths Havering was performing within the top 20% of all 150 Local Authorities for the first time for four years. In Key Stage 1 Havering's performance in reading, writing and maths remained within the top 20% of all Local Authorities. During 2010-11 primary and secondary schools receiving support improved in all cases more quickly than those schools not in receipt of support. Improvements were particularly significant in supported secondary schools.

9. CHILDCARE SUFFICIENCY ASSESSMENT

- 9.1 The Committee received a report, in January 2012, presented by the Service Manager of the Foundation Years & Independent Advice Service, regarding the borough's second Childcare Sufficiency Assessment, which was required to be completed and published by April 2011.
- 9.2 The report detailed the progress towards meeting those actions as published. It also provided an opportunity to inform Councillors of the recently published consultation document which called for significant changes in the way the Local Authority must ensure sufficiency in the childcare market and the Local Authority's statutory role on the delivery of free Early Education for 2, 3 and 4 year olds.

10. CHILDREN AND YOUNG PEOPLE'S PLAN 2011-14

- 10.1 At its meeting in March 2012, the Committee considered a report from the Strategic Lead, Performance and Policy from Social Care and Learning, regarding the Children and Young People's Plan 2011-14 (CYPP). Specifically, the report was updating the Committee on the progress made against the six priorities as determined by the Children's Trust.
- 10.2 The Committee had regard to the six priority areas of the Plan, as determined by the Children's Trust, and the progress made against each of the priority areas.

11. CORPORATE PARENTING PANEL

- 11.1 The Corporate Parenting Panel is a sub-committee of the Children and Learning Overview and Scrutiny Committee and is comprised only of the elected members of the Committee. The role of the Panel is to monitor services and care provided to looked after children in the care of the authority.
- 11.2 Throughout the year, the Panel has sought to ensure that the service provided by the local authority is of a high standard and considered the results from Ofsted inspections into Havering's Looked After Children team and into its performance in relation to safeguarding. In the first report, Ofsted assessed the effectiveness of the Corporate Parenting Panel and stated the following:

The Children's Trust and Corporate Parenting Panel are providing effective and improved leadership, with an increasingly shared vision and agreed priorities at a strategic level. Elected members on the Corporate Parenting Panel demonstrate a strong commitment to corporate parenting and as a consequence the panel is beginning to strengthening its role in scrutiny and challenge. There is a clear commitment to improving services for children, young people and care leavers. Elected members have put in place arrangements to meet with looked after children and young people on a periodic basis in order to listen to their views and experiences, however this is not yet formalised.

The arrangements for promoting the involvement of the Children in Care council in the planning and delivery of services are being strengthened and this is timely as a number of children, young people and care leavers seen by inspectors had not heard of the Children in Care council. There is a strong commitment to ensure rigorous challenge of the Corporate Parenting Panel's work through Havering's Children and Learning Overview and Scrutiny Committee.

- 11.3 The Panel is seeking to build on the success it has achieved and plans to meet with the LAC Nurse and the engagement of health partners in meeting the needs of looked after children.



CRIME AND DISORDER COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the year ended May 2012.

It is planned for this report to stand as a public record of achievement for the year and enable Members and others to compare performance year on year.

There are no direct equalities or environmental implications attached to this covering report. Any financial implications & risks from reviews and work undertaken will be advised as part of the specific reviews.

RECOMMENDATION

1. That the Council note the 2011/12 Annual Report and authorise the Chairman to agree the final version for Council.

REPORT DETAIL

During the year under review, we have met as a Committee on 4 occasions and dealt with the following issues.

1. TOPIC GROUPS

1. There were no Topic Groups in the year.

2. NHS Havering

1. At its meeting on 14 July 2011 the Committee received a presentation from Jacqui Himbury, the Havering Borough Director and Nuzhat Anjum, Head of Public Health Commissioning. Nuzhat Anjum was responsible for the DAAT budgets across ONEL and he advised the Committee that Havering's performance was very good.
2. Currently Havering was 'Non Intensive' so clients engaged in the Drug Intervention Programme (DIP) on a voluntary basis. To address this it

was proposed that Havering DIP become an 'Intensive DIP'. This would make it compulsory for any person testing positive for Class A drugs to engage with the DIP service.

3. The representatives from NHS Havering admitted that the Alcohol Liaison with King Georges Hospital needed some improvement.

3. COMMUNITY SAFETY SECTION STAFFING BUDGET 2011-12

1. The Committee considered a report on the budget for the Community Safety section which showed that the section had 8.4FTE posts and a budget of £459,580. One of the posts was vacant and it was likely that this would remain unfilled to cover a potential shortfall on CCTV. A temporary post of full time ASB caseworker had been funded until July 2011, with further funding agreed for another year.
2. Whilst the Council's CCTV did not cover the whole borough the Metropolitan Police were very supportive of the use of CCTV, especially within Romford Town Centre. The Council had looked at the possibility of extending coverage but the cost of communication from outlying areas to the Control Centre had proven excessive. However, the possible extension of CCTV and new ways of working, drawing on the experience of neighbouring boroughs was being explored.

4. FUTURE OF THE SAFER NEIGHBOURHOOD TEAMS

1. Following on from discussions last year the Committee were informed of the outcome of the review of the Safer Neighbourhood Teams. They were pleased to note that the Teams would maintain their existing structure although there would be the ability to temporarily flex resources across ward boundaries in response to specific problems.
2. The principle of 2 PC's and 3 PCSO's (6 PCSO's in an enhanced ward) would remain. However, there would be a reduction in the number of Sergeants available to manage the Teams. For Havering this meant a reduction of 4 sergeants with eight wards being combined into four each joint team served by one sergeant, The wards affected were:
 - Mawneys/Havering Park
 - Pettits/Squirrels heath
 - Hacton/Elm Park
 - Upminster/Cranham.

5. HAVERING COMMUNITY SAFETY PARTNERSHIP – PRIORITIES FOR 2011/12

1. The Committee received a report from the HCSP analyst regarding priorities for 2011/12. Progress against the targets were viewed as at the end of August 2011. The figures seemed to indicate there was a problem with fires but the Committee were informed that the Fire Brigade were not concerned as this was the peak time for fires and experience

showed that there would be a drop off over the remainder of the year.

2. Prior experience had shown that the peak period for burglary was December and January and during these months the Partnership concentrated their efforts. However, despite perceptions to the contrary over a weekend on average less than five people were victims of a criminal action in Romford Town Centre.

6. COMMUNITY SAFETY FUND

1. Throughout the year the Committee received regular reports on how expenditure from the Safer Stronger Community Fund had been spent. The Committee had an opportunity to comment on the various projects being funded and monitor the level of expenditure, to ensure all the monies were spent during the financial year.
2. One of the new projects developed by the Havering Community Safety Partnership in conjunction with our local banks, the Metropolitan Police, Community Police Consultative Group and Age Concern, was the banking protocol. The scheme has a strong focus on prevention and early intervention. It provides a route for bank staff to tactfully intervene when older and vulnerable customers seek to withdraw unusually large sums of cash. Therefore, not only does it focus on preventing our residents from being a victim of crime but also identifies vulnerable residents who might be living with dementia, so we can intervene and provide access to vital support services.
3. The initial idea for the scheme emerged after several reported incidents in Havering of older and vulnerable people being accompanied to banks, building societies and post offices by unscrupulous conmen to withdraw large sums of cash as payment for supposed 'building work'. Following discussions at the Community Safety Serious Acquisitive Crime Group a working group was established and project plan was developed. Funding was secured from the Community Safety Service and the CPCG.
4. The banks have been keen to adopt the scheme. Bank staffs use a prompt card with set questions to tactfully enquire about the purpose of any cash withdrawal over £500. They will explain the dangers of carrying large sums of cash and suggest an alternative, and safer, method of payment such as a cheque or bank transfer. If the cashier is suspicious in any way about the intent of the withdrawal or the vulnerability of the customer, he/she will notify their supervisor immediately and a call will be placed to the appropriate agency for assistance. This might be Trading Standards and/or the Police if they suspect the customer a victim of crime; or Adults Social Care and/or Age Concern if they feel the customer is confused in any way. The simple act of asking a few questions allows bank staff to delay the withdrawal of large sums of cash to give the referral agency time to respond.
5. Currently 19 banks have signed up to the scheme across the Borough.

6. Back in October £10,000 had been approved to support targeted work against scrap yards.

Operation RAM

Following discussions at the HCSP on the increasing trend in theft of motor vehicles across the Borough, the Community Safety Service were tasked with coordinating a multi agency partnership meeting to address metal theft in Havering. Funding was secured from the Havering Community Safety Partnership to deliver a series of multi agency operations targeting scrap metal dealers within the Borough. Partners involved included Havering Council, Havering Police, London Fire Brigade, Environmental agency, and Customs and Excise.

Op Ram commenced on the 10th October 2011 and ran for a two week period targeting problematic scrap metal dealers in the Rainham area. Successes included over 15 arrests were made, two stolen vehicles were recovered, and 122 fixed penalty notices were served for failure to produce a waste license. A number of cars were stopped during ANPR operations and 9 were identified as unroadworthy and seized. Ten vehicles were seized by Customs and excise for use of red diesel, which carries a fine of £500.

Thirty eight sites were visited with the Environment Agency and intelligence was gathered to support future operations. A Subsequent reactive Operation led to a further fourteen arrests.

Operation Ram was identified as good practise by the Metropolitan Police Force and has subsequently been rolled out to all Boroughs as Operation Ferrous.

There were 3 more week long operations since December with further planned in 2012.

7. PUBLIC ORDER DISTURBANCES

1. Following the Public Order Disturbances which had occurred last August the Committee reviewed the actions taken locally to ensure that Havering did not suffer as did other London Boroughs. Close co-operation between the Council, whose actions were co-ordinated by the Community Safety Manager, the Police and other Partners had lead to quick reactions to perceived problems enabled the police to head of any trouble before it started.

The Committee were informed that a review was being undertaken locally to see what happened and looking to identify the cost to the council of their response and the cost to local businesses. The Police informed the committee that they had made 24 arrests in the borough with 25 crimes reported.

8. WORK OF THE TRADING STANDARDS TEAM

1. The Trading Standards Divisional Manager attended the Committee and gave a presentation highlighting the work of his team in so far in tackling Crime and Disorder. He gave details of the different initiatives in which they were involved. These included the banking Protocol and Operation Ram.
2. Also of interest to the Committee was the work undertaken with test purchases, especially underage sales. The target for the team was to carry out 150 test purchases a year and these were targeted at known problem premises. Because of this targeted approach Havering had 20% failures on the test purchases compared to a London average of 17%. Another factor which may have contributed to the failure rate was the fact that the number of licensed premises in Havering had increased from 400 in 2007 to 570 in 2011.
3. Of particular concern to the Committee was the fact that a high percentage of the failed purchases occurred late at night when often untrained staff were serving. The Committee asked the Licensing Committee to look into the possibility of imposing conditions requiring the presence of a Designated premises Supervisor and/or Personal Licence Holder during these late hours.

9. YOUTH OFFENDING TEAM

1. The Youth Offending Team had failed the recent Core Case Inspection of Statutory Youth Offending Work in Havering. A list of recommendations to improve the service had been issued and the Committee considered progress towards implementing these recommendations.
2. The Committee had concerns at the performance of the Youth Offending Team and agreed they would receive regular reports to monitor progress in meeting the recommendations. At the last meeting they felt good progress was being made and were pleased to note that the IT problems being experienced by staff attending Barkingside Court had been resolved.
3. Concern was expressed that following the changes in court arrangements whereby all Youth cases from Havering, Barking & Dagenham and Redbridge were initially referred to Barkingside Courts had increased the work load for Havering staff. Each borough were allocated a court day, but on that day they were expected to cover any cases from the other two boroughs which were dealt with as an emergency. Given the number of cases Havering normally dealt with compared with Barking & Dagenham and Redbridge on a regular basis this meant how workload had increased.

10 POLICE REFORM AND SOCIAL RESPONSIBILITY ACT 2011

1. Throughout the year officers had kept the Committee informed of potential changes as a result of the Police Reform and Social Responsibility Act. As far as it related to London the major change was the abolition of the Metropolitan Police Authority and its replacement by the Mayor's Office for Police and Crime (MOPC). Whilst the rest of the United Kingdom would have an opportunity to elect a Police and Crime Commissioner the Mayor of London was given this role in the capital.
2. Unlike the Metropolitan Police Authority the MOPC would not be a responsible authority therefore the Crime and Disorder Committee would not have the opportunity to require their attendance. However, MOPC was required to co-operate with the Community Safety Partnership to reduce crime and disorder and re-offending.
3. Responsibility for the crime and order reduction grants would pass from the Home Office to MOPC. It was possible that the MOPC's priorities would be different to local priorities and this could lead to a reduction in funding locally. It was hoped that the Community Safety Partnerships discussions with other Outer London Boroughs would help resolve our concerns.

11 LONDON PROBATION TRUST

1. The Committee received a report on the work of the London Probation Trust and particularly the effects of the reorganisation on the service. They were informed that the focus of the Trust was to reduce re-offending and that 780 offenders lived in Havering, 54% of whom were on community orders or suspended sentence orders. 142 persons were on licence having previously been in prison with 250 persons being incarcerated, the majority of whom were in Pentonville.
2. The Probation Trust work first with the offender but also worked with the family. They was an Offender Supervisor in prison who worked closely with the Probation Service. The Trust worked with offenders who were sentenced to a custodial sentence of 12 months or more, No one worked with offenders who received a shorter sentence,
3. The Committee were informed that the borough had the 8th lowest rate of Domestic Violence, although this had increased by 5% recently. However, the borough did benefit from one of the highest arrest rates in respect of Domestic Violence.

12 LONDON FIRE AND EMERGENCY PLANNING AUTHORITY

1. The new Borough Commander attended the Committee to update them on the work of the London Fire Brigade in Havering. He highlighted the number of programmes the Fire Brigade ran to reduce Crime and Disorder. Members of the Committee, who had taken the opportunity to visit the LIFE, Local Intervention Fire Education, commented on what a positive experience this was. The Committee were informed that in 2013

the LIFE programme would move to Romford whilst the Dagenham Fire Station was renovated.

13 VISITS

1. Throughout the year the Chairman has been carrying out a series of visits to see how the Courts work. He has visited the local Magistrates Court on three occasions and with colleagues took the opportunity to visit Basildon County Court.
2. In addition the Chair together with Councillor Osborne has visited the House of Commons to observe how the House of Commons committees discuss legislation, specifically the passing of the Police Reform and Social Responsibility Act 2011.
3. A group of members also availed themselves of the opportunity to visit the four fire stations in the borough and obtain an insight in to how the Fire Brigade work locally.

14 MEETINGS

1. The Chairman has held regular meetings with The Borough Commander, Chief Superintendent Mike Smith. This was an opportunity to keep himself updated on current events and to raise specific issues of concern.

15 DOMESTIC VIOLENCE

1. The Committee received a report on the current provision within the borough to tackle the issue of Domestic Violence. The report raised a number of issues and the Committee expressed a desire to explore further the scope for establishing a Topic Group to explore in further depth some of the key issues.



ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

It is planned for this report to stand as a public record of achievement for the year and enable members and others to compare performance year to year.

There are no direct equalities or environmental implications attached to this covering report. Any financial implications from reviews and work undertaken will be advised as part of the specific reviews.

RECOMMENDATIONS

1. That the Council note the 2011/2012 Environment Overview and Scrutiny Annual Report.

REPORT DETAIL

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

1. BUSINESS CASE FOR LED LIGHTING

- 1.1 At its first meeting of the year in June 2011, the Committee received a report which detailed business cases for various sites where LED Lighting had been piloted. The Committee was informed that LED Lighting was used more than general lighting and the payback was only one tenth of ordinary lamps.

2. BUY WITH CONFIDENCE

- 1.1 At its June meeting, the Committee also received a presentation from the Trading Standards Fair Trading Divisional Manager on the Buy with Confidence Approved Trader Scheme. The Committee was given examples of rogue trading and it was explained that in response to concern highlighted

in the media, a partnership of Local Authority Trading Standards Services had taken a ground-breaking step by putting together the Buy with Confidence Scheme.

1.2 The Scheme provided consumers with a list of local business which had given their commitment to trading fairly. Every business listed had undergone a series of detailed checks before being approved as a member of the scheme. The Committee was informed that the following checks were carried out:

- Experian check
- Companies House check
- CRB check (if the work included entering people's home)
- Insurance check
- Full audit of contracts and advice given to improve standards if necessary.

3. THE COUNCIL'S FINANCIAL STRATEGY

3.1 In July 2011, the Committee met jointly with the other Overview and Scrutiny Committees in order to scrutinise aspects of the Council's Financial Strategy for the coming year. The meetings, chaired by the Chairman of Children and Learning Overview and Scrutiny Committee, scrutinised several issues of relevance to this Committee. Services valued most by residents would be protected, and in particular there would be no change to refuse collection.

4. MONITOR OF SCHOOLS UNDER THE CARBON REDUCTION COMMITMENT

4.1 At its meeting in September 2011, the Committee received an update on the position of the monitoring of schools as part of the Carbon Reduction Commitment (CRC). The Committee was informed that all state-funded schools (including academies) within Great Britain participated within the CRC Scheme under the umbrella of their local authority. In doing so, it was the carbon footprint of the local authority that was legally and financially responsible for participation in the CRC Scheme that was considered, rather than that of the individual schools.

4.2 The Committee was informed that the Department of Energy and Climate Change had published a discussion paper on Academies' participation in the CRC. The paper addressed how academies could be dealt with under the CRC scheme and laid out four possible options:

- **Option 1:** Retain the status quo. This option noted that the Department for Education (DfE) was consulting on school funding reforms that may allow the cost of CRC allowances to be retained centrally before calculating budgets for both maintained schools and Academies.
- **Option 2 and 3:** Proposed the individual qualification and participation of schools (option 2 for all schools, option 3 for Academies only)

- **Option 4:** Proposed the optional disaggregation of Academies, who would qualify with their LA but participate individually.

4.3 The Committee's view was that the CRC allowance costs should be passed directly to the schools, so that they are accountable for the energy they use. This would be an incentive for schools to reduce their energy consumption.

5. SCORES ON THE DOORS

5.1 At its September meeting, the Committee received a presentation on the "Scores on the Doors" scheme. Scores on the Doors is a Food Hygiene rating scheme. It provided details of inspections carried out of all food premises, including restaurants and manufacturers of food. It was emphasised that Scores on the Doors was not an award scheme; it offered consumers guidance and transparency about the hygiene of food premises.

5.2 The Committee was informed that a scoring system had been used for over 20 years, and that all high risk premises are inspected, unannounced within a 6 month period. Premises such as hospitals that provided food to vulnerable people or nurseries that catered for very young children, were inspected more frequently based upon the risk to the public.

5.3 Members noted that all scores were included on the national website, and once business had been inspected and the scores established, the business is informed and a sticker showing how many stars they have are sent to them to display. An average score was two stars out of five.

6. OLYMPIC ENFORCEMENT 2012

6.1 In November 2011, the Committee received a presentation on the Olympic Branding Enforcement. The Committee was informed how the Games would be protected through education of traders and businesses and through intelligence gathering. Enforcement would include the sale of fake tickets, counterfeit merchandise and any other scams associated with the Olympics.

6.2 Members noted that Trading Standards nationally were working in partnership with the London 2012 Intellectual Property Crime Unit, the Metropolitan Police, Customs and Excise, Sponsors, Stakeholders and Industry Groups. New laws were in place specifically for the Olympics and these included:

- The Olympic Symbol Protection Act 1995.
- The London Olympic Games and Paralympic Games Act 2006.
- Advertising and Street Trading Regulations Framework in the vicinity of Olympic events.
- An exclusion zone around the venues in the UK.
- Measures to prevent ambush marketing.

6.3 The Committee was informed that the protection was important as the Government predicted that £2 billion of Olympic merchandise would be sold;

of this, the Government would receive 20% of the revenue. The revenue would be used as a legacy for the Games, and without it taxpayers would pay for any loss. Members raised concerns about this and agreed that the protection was important.

7. TRANSPORT VEHICLE TRACKING SYSTEM

7.1 At its meeting in January 2012 the Committee received a briefing on the Transport Vehicle Tracking System. The Committee was informed that the Transport Board had looked at four different systems, and following testing had agreed on a replacement system called BATRAK. This was an update of the previous KL2 system and was a GPS “live” web based training system. The system was easy to use across all the fleet and gave details of drive analysis, including excessive braking, steering, throttle use and idle time.

8. ALTERNATIVE VEHICLES

8.1 At its January 2012 meeting, the Committee received a briefing on the different Alternative Vehicles that were available and how electric and diesel vehicles differed. The Transport Service had tested a comparable electric vehicle against a standard diesel vehicle. The Committee was informed that during testing, the electric vehicle, which the manufacturer had quoted had an operational range of 80 miles, was only able to complete less than 50% of the distance of a standard route of 40 miles.

9. AGEING WELL REPORT

9.1 At its meeting in April 2012, the Committee received a report detailing some themes arising from the Ageing Well event which considered the priorities for older people in the borough. The appendix to the report showed the areas where things were going well, and those areas where things were not going well. The Committee consider the latter issue and agreed that there were areas which could be incorporated into their work programme for the next municipal year. These included:

- Slips, Trips and Falls attributed to highways
- Transport (access to Queens and St Francis Hospice)
- Bus Provisions
- Subway Access to Romford Market
- Roadways into the Parks – jointly with Towns and Communities OSC
- Blue Badge Scheme (assessment)

10. REVIEW OF WASTE MANAGEMENT

10.1 The Committee received a presentation at its meeting in April on the Waste Management Partnerships in Havering. These included the waste collection contractor (Biffa), the disposal company (East London Waste Authority (ELWA)) and the disposal contractor (Shanks East London).

10.2 Biffa provided a waste collection in Havering and this included:

- Household waste (Black sacks)
- Kerbside recycling (orange sacks)
- Garden waste (Green bins and sacks)
- Trade Waste
- Clinical Waste
- Bulky Waste

10.3 The Committee noted that ELWA had been established as a Statutory Waste Disposal Authority in 1986 and that they managed approximately 500,000 tonnes of waste per year from the four London Boroughs in East London (Havering, Barking and Dagenham, Redbridge and Newham). In 2002 ELWA awarded a 25 year PFI contract to Shanks.

10.4 The Committee were informed that 35% of waste was recycled or composted, there had been a reduction of household waste by 11,000 tonnes since 2006/07 and that ELWA had diverted 52.3% of municipal waste from landfill in 2012/11.

10. OTHER ISSUES CONSIDERED

10.1 Solar Panels – At its meeting in November 2011 the Committee received a presentation on the solar panels which were installed in the roof of the Town Hall. These ran on a Feed-In Tariff; however the generation tariffs changed as of December 2011 and multi installations would be counted as one roof, therefore reducing the Feed-In Tariff by approximately 10%.

10.2 Noise Service Review Trial – At its January 2012 meeting, the Committee received an update on the Noise Service Review. The Committee was informed that the new provision was a witnessing service provided by arrangement, for cases where noise diary sheets had been returned; a questionnaire had been completed showing the action taken by the complainant to deal with the problem, and the indication that a noise nuisance was likely.

10.3 Performance Information – At all of its meetings, the Committee received updates on Performance Information about the service. This included details on Flytipping, Abandoned Cars, Tonnage of Household Waste, Missed Collections of Waste, together with information from Public Protections on service requests responded to within five working days, noise complaints responded to within five working days, and Non-Compliant Food Inspections.

10.4 Requisition of Cabinet Report, Hornchurch Country Park Proposed Ingrebourne Hill Extension – At its special meeting in December 2011, the Committee considered a call-in of the Cabinet Decision on the extension of Ingrebourne Hill, in Hornchurch Country Park. Following in depth discussions the Committee resolved to not uphold the requisition

10.5 Visits to Waste Sites – During the year, the Committee carried out three visits to different types of waste sites. These included Frog Island MRF, where the general waste was taken. MDJ Light Brothers Ltd, who dealt with Waste Electrical and Electronic Equipment and The Ideal Waste Paper Co. Ltd, who dealt with the recycling from the borough.



HEALTH OVERVIEW AND SCRUTINY COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

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

There are no direct equalities or environment implications attached to this report. Any financial implications from reviews and work undertaken will be advised as part of the specific reviews.

RECOMMENDATIONS

1. That the Council note the 2011/12 Annual Report of the Health Overview and Scrutiny Committee.

REPORT DETAIL

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

1. PRIMARY CARE ISSUES

- 1.1 Clinical Commissioning Groups - Throughout the year, the Committee scrutinised and kept up to date with developments regarding the Clinical Commissioning Group (CCG) or GP Consortium in Havering which will, from April 2013, assume a key role in the commissioning of many health services for local people. The role of the CCG has been explained to the Committee by the relevant director of the cluster Primary Care Trust and several Members also attended an initial engagement event held by the CCG itself. The Committee will seek to further develop its relationship with the CCG (over which it will have full scrutiny powers) during the coming year.

- 1.2 St. George's Hospital – The Committee prioritised throughout the year plans for the development of St. George's Hospital. Proposals for the site were discussed with the NHS ONEL borough director although it was explained that the final decision on the future of St. George's would need to be taken by the CCG. Through the scrutiny process, it was also clarified that an area of land sold adjacent to the hospital was privately-owned by a third party and this did not have any impact on the future of the hospital site itself. In March 2012, Members undertook a site visit to the hospital where they were able to view those services still operating on the site and discuss future plans with representatives from the NHS ONEL estates department.

2. QUEEN'S HOSPITAL ISSUES

- 2.1 The Committee received throughout the year updates from senior officers at Barking, Havering and Redbridge University Hospitals' NHS Trust (BHRUT) on the latest position at both Queen's Hospital and the Trust as a whole. The Committee's focus had been principally on those areas particularly criticised by the Care Quality Commission – A & E and maternity. Each meeting of the Committee was attended by the Trust's Director of Planning and Performance (or a suitable substitute) who was able to discuss in detail the problems in these areas and actions the Trust was putting in place to resolve these. In addition, Members undertook site visits during the year to both A & E and maternity at Queen's. The visit to A & E allowed discussion with medical and managerial staff of plans to expand A & E services in light of predicted future demand and of the Trust's new Rapid Assessment and Treatment system. The tour of maternity allowed Members to gain a detailed insight into the issues faced by the department and to have useful discussion with the Sister on duty. In order to avoid duplication, the Committee was pleased that a Member and officer from Barking & Dagenham were also able to attend the maternity visit.
- 2.2 Hospital Transport – In light of continuing concern over transport arrangements at Queen's Hospital, the Committee received in October a presentation from the Council's transport planning officer on hospital transport issues. This included work to persuade Transport for London to divert more Romford buses into Queen's Hospital itself and also the current lack of any direct bus between King George and Queen's hospitals. Other issues discussed included the lack of step free access at stations used for accessing the hospital and the need to continue to monitor the use of Blue Badge spaces at Queen's Hospital.
- 2.3 Norovirus – The Committee received a presentation at its February meeting on the problem of norovirus at Queen's Hospital and steps the Trust had taken to combat this. The BHRUT Director of Planning and Performance also circulated to the Committee copies of information about norovirus given to patients and hospital visitors.
- 2.4 BHRUT Quality Account – At its May meeting the Committee received a presentation from a Trust director on the BHRUT Quality Account. The

Committee made a number of comments for inclusion in the final version of the Quality Account covering areas such as performance of A&E, patients waiting in ambulances before being admitted to A&E and the quality of patient food at Queen's Hospital.

3. NORTH EAST LONDON FOUNDATION TRUST (NELFT) ISSUES

- 3.1 At the start of the year, the Chairman met with the Chief Executive of NELFT in order to discuss a number of issues including developments at Goodmayes Hospital and the Trust becoming the principal provider of community services for the whole of Outer North East London.
- 3.2 The Committee also held a successful visit in December to the Brookside Child and Adolescent Mental Health Unit. Members were able to discuss with NELFT staff both the in-patient and day programmes offered in this specialist facility.

4. HEALTH SCRUTINY CORRESPONDENCE

- 4.1 The Committee has continued, where it feels it appropriate, to use its powers to request specific information and responses from the Health Trusts to matters of concern. Issues scrutinised in this way during the year included the issues of the sale of land near to St. George's Hospital and the use of disabled Blue Badge parking bays at Queen's Hospital. All letters and responses received are copied to all members of the Committee in order that they receive the latest information.

5. TOPIC GROUP WORK

- 5.1 On several occasions during the year, the Committee called separate, stand alone, topic group meetings in order to scrutinise specific issues in more depth. One such meeting allowed for detailed discussions with a BHRUT Director of the problems facing the A & E department at Queen's Hospital. This allowed for a considerably more detailed scrutiny of these issues which were attracting national attention at the time.
- 5.2 Patient Discharge – Following the presentation to the Committee of the Havering Link report on patient discharge, the Committee agreed that the breadth of issues raised in the report meant that a topic group meeting should be arranged in order that these areas could be scrutinised in detail. As such, a meeting was arranged in February that was attended by members of Havering Local Involvement Network (LINK) as well as senior representatives of all local Health Trusts involved in the discharge process, the Clinical Commissioning Group and the Council's Adult Social Care section. Each stakeholder gave a detailed verbal response to the LINK's report and this led to a very productive session which gave all parties an insight into the issues preventing timely discharge from hospital. It was

agreed that a follow-up meeting should be held in September to consider progress in this area.

6. SITE VISITS

- 6.1 In addition to the site visits detailed elsewhere on the report, the Committee visited several other local facilities as follows:
- 6.2 Saint Francis Hospice – In September, Members visited Saint Francis Hospice and toured the facilities. Members also discussed with the Hospice chief executive strategies for end of life care and the Hospice’s day patient and outreach services.
- 6.3 Care Homes – While the Committee has no statutory power to inspect care homes, Members were pleased that several local facilities did invite them to tour their buildings and discuss issues of concern. One issue that was repeatedly raised by care home staff was the difficulty in obtaining full notes for residents who have been released from hospital. This was fed back to Havering LINK as part of their work on patient discharge issues.
- 6.4 Queen’s Hospital Pharmacy - In April, the Committee visited the pharmacy at Queen’s Hospital. Members were shown around by the Deputy Chief Pharmacist and gained an insight into the process involved in filling prescriptions for patients both in the hospital and ready to be discharged home.
- 6.5 Harold Hill Health Centre – Following concerns raised by the Committee that the facility was being underused, Members visited Harold Hill Health Centre and toured the facility in conjunction with senior officers from the then NHS ONEL estates department. While being generally impressed with the quality and size of the facilities at the health centre, Members remained concerned that the building was not being used sufficiently.

7. JOINT HEALTH SCRUTINY

- 7.1 The Chairman and other Members have played a full part during the year in the Outer North East London Joint Health Overview and Scrutiny Committee which continues to look at a range of health issues relevant to the sector as a whole. All Members receive agendas and minutes of the Joint Committee as well as updates between meetings. Key issues scrutinised by the Joint Committee during the year have included:
- 7.2 LINKs referral of maternity services - In July, the LINKs covering Havering, Redbridge and Barking & Dagenham jointly referred, using their statutory powers, the problems with maternity at Queen’s Hospital to the Joint Committee. The Joint Committee arranged for senior maternity officers at BHRUT to attend the meeting where they gave an update on maternity issues and answered detailed questions from both Members and LINK representatives themselves.

- 7.3 Changes to NELFT services – The NELFT chief operating officer met with the Joint Committee and discussed in detail the reasons for the decommissioning of certain services such as Think Arts and an eco-therapy project in Barking & Dagenham. At its April meeting, the Committee also scrutinised NELFT proposals to reprovide aspects of its psychotherapy services across the sector.
- 7.4 Cancer model of care – The Committee received a presentation from London Health Programmes on the latest pan-London work on a cancer model of care. It was noted that the proposed model aimed to improve early diagnosis rates and hence overall survival rates.
- 7.5 Commissioning Support Organisation – The Joint Committee has also scrutinised plans for the local Primary Care Trusts to offer commissioning support in the future to CCGs via a new Commissioning Support Organisation. This model would apply to the whole of North and East London and the Committee was pleased to welcome a Member from London Borough of Newham to the meeting who was also allowed to ask questions on this item.
- 7.6 Saint Francis Hospice – The Committee also received a presentation from the chief executive of Saint Francis Hospice on their outreach work covering most of Outer North East London. The Committee was given details of the hospice’s role and funding arrangements as well as the hospice’s at home and telephone services.

8. HEALTH FOR NORTH EAST LONDON

- 8.1 The Committee has continued to monitor developments with the Health for North East London proposals including a presentation from the project lead at its May meeting and will continue to take regular updates on this during the coming year. In June, the Chairman also gave evidence to the Independent Reconfiguration Panel considering the proposals.

9. HAVERING LINK

- 9.1 The Committee has continued to work effectively with Havering LINK throughout the year. LINK representatives are present at each Committee meeting and are given the opportunity to ask questions of the health officers present. The LINK formally presented its report on patient discharge to the Committee and this led to a full topic group session on the issues raised, as discussed above.
- 9.2 Queen’s Hospital Enter and View – At the request of the Committee Chairman, the LINK undertook an enter and view visit to Sunrise Ward at Queen’s Hospital to monitor the effectiveness of the red tray system to indicate those patients requiring assistance at mealtimes. The LINK presented its findings at a meeting of the Committee and, although there were many positive observations noted, the LINK also made a number of

10. OTHER AREAS SCRUTINISED

- 10.1 Annual Report of the Director of Public Health – The Director of Public Health for Havering presented her report to the Committee which this year focussed on cancer outcomes. The Committee was pleased to hear details of the bowel cancer screening programme in Havering but felt that such screening should ideally also be offered to younger patients.
- 10.2 Heartstart Havering – In February, the Committee received a presentation from an officer of Heartstart Havering, a local group giving free classes in lifesaving techniques such as cardiac massage. The Committee offered its full support to Heartstart Havering’s plan to install more defibrillation machines in community areas.



INDIVIDUALS OVERVIEW AND SCRUTINY COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

It is planned for this report to stand as a public record of achievement for the year and enable members and others to compare performance year to year.

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RECOMMENDATIONS

That the Council note the 2011/2012 Individuals Overview and Scrutiny Committee Annual Report.

REPORT DETAIL

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

1. LIBRARY SERVICES

- 1.1 At its meeting in July 2011, the Committee viewed a DVD explaining services offered by Havering libraries for people with disabilities. Examples included the housebound library services and a monthly listening group at Rainham Library for people with visual impairment.
- 1.2 The Committee noted that there was a quick read collection of short books for people with lower level reading abilities while specialist publishers printed books on off-white paper with larger spaces between lines in order to help people with dyslexia. Hearing loops were installed in all libraries and all refurbished libraries were DDA-compliant with lifts and wheelchair access.

2. ADULT SOCIAL CARE COMPLAINTS ANNUAL REPORT

- 1.1 In July 2011, the Committee received a report on the adult social care complaints. The Committee noted that the overall number of complaints received had gone down and complaints were also now being resolved more quickly. The majority of complaints related to issues such as the late arrival of home carers and challenges to payment decisions. There had been a 50% reduction in complaints relating to occupational therapy and this was principally due to better information now being provided on disabled parking eligibility.
- 1.2 The number of compliments received had increased from the previous year. Compliments received were passed on to the relevant member of staff and their manager. People giving compliments were also thanked by the relevant manager.

3. IMPACT OF PERSONALISATION ON THE VOLUNTARY SECTOR

- 3.1 At its meeting in July 2011, the Committee were provided with the outcomes of personalisation on the voluntary sector. The Committee noted that the Council provided very few direct services and had allowed, and were supporting, the voluntary sector to widen their offer.
- 3.2 The Committee noted that a user led organisation was being developed which would give opportunities in providing brokerage, befriending, transport etc. There would therefore be an overall shift from grants to personal budgets and self payers.

4. REQUISITION OF REVIEW OF DAY OPPORTUNITIES FOR PEOPLE WITH LEARNING DISABILITIES

- 4.1 At a special meeting in June 2011, the Committee considered a call-in of a Cabinet report updating the position on day opportunities for people with learning disabilities and recommended a way forward in modernising the services and achieving improved value for money. Following in depth discussions the Committee resolved to not uphold the requisition.
- 4.2 Given the nature of the concerns raised at the meeting, the Committee agreed to establish a topic group to scrutinise the consultation process used in the review.
- 4.3 At its meeting in September 2011, the Committee considered a briefing note which had been prepared following the conclusion of the Topic Group. The Committee were happy that any concerns raised had been dealt with so that users and carers had peace of mind.

5. THE COUNCIL'S FINANCIAL STRATEGY

- 5.1 In July 2011, the Committee met jointly with the other Overview and Scrutiny Committees in order to scrutinise aspects of the Council's Financial Strategy for the coming year. The meetings, chaired by the Chairman of the Children and Learning Overview and Scrutiny Committee, scrutinised several issues of relevance to this Committee, including additional funds for falls prevention and technology to allow people to live longer in their own homes.

6. DIAL A RIDE

- 6.1 At its meeting in September 2011, the Committee received a presentation on performance information for Dial a Ride, across London, and in particular Havering and Barking and Dagenham. The Committee were informed that the Dial a Ride Service is a statutory service provided by Transport for London (TfL) and is funded by the Department of Transport and via the Council Tax precept to the Greater London Assembly.
- 6.2 Members were concerned that the cost per trip was now over £25, and discussed the implications this had for value for money in comparison with taxis and minicabs. Concerns were also raised by the Committee at the poor vehicle scheduling which meant that Dial a Ride's relatively large minibuses were observed carrying only one passenger on the vast majority of occasions.
- 6.3 The Committee noted the poor services being received by Dial A Ride users in Havering, evidenced by the refusals levels given in the presentation as well as the extremely high costs of providing the services to tax payers within the borough. The Committee agreed that a letter should be written to the Lead Member setting out that the Committee found the Dial a Ride services provided to Havering by Transport for London to be extremely inefficient and not cost effective. The letter was sent and a reply received from the Lead Member stating that a review of Dial a Ride would be carried out following the Mayoral Elections in May 2012.

7. RESULTS OF AUDIT OF SKILLS AND COMPETENCIES IN MENTAL HEALTH

- 7.1 The Committee received a report, at its meeting in November 2011, on the results of an audit of skills and knowledge of care home staff around dementia.
- 7.2 The Committee noted that the questionnaire was completed over the telephone with managers and face to face with staff by a qualified social worker. The results of the audit found that 84% of those interviewed had worked in the care industry for more than 4 years. Investment in training would be worthwhile as staff retention compared favourably with domiciliary care agencies which suffered from persistent job vacancies.

7.3 The Committee discussed and noted that there was no specific training in recognising dementia. Officers assured the Committee that this would be worked on through the Dementia Pathway to improve information for staff.

8. CUSTOMER SERVICES INTERFACE

8.1 In November, the Committee received a report on the Customer Services Interface with Adult Social Care. The aim was to make it easier for customers to contact the Council enabling it to become more efficient.

8.2 The Committee were informed that information and advice was a key service and that as part of the adults Transformation Programme, and following consultation with key local stakeholders, a new model of information and advice was agreed in May 2011. From this consultation the Committee noted that an accessible new website, a shop on High Street, Romford and outreach services would be introduced.

9. ASSISTIVE TECHNOLOGIES

9.1 The Committee received a report on Assistive Technologies at its November meeting. The Committee were given an overview of how assistive technology i.e. Telecare and Telehealth, was being developed through a set of projects as part of the Havering 2014 Adults Transformation programme.

9.2 The Committee noted that the technology changed rapidly, and the installation promoted peace of mind and independence to the client and their families. At the time of the report, there were around 3,200 users of assistive technology in Havering. The aim of the programme was to place Telecare and Telehealth at the centre of care provision through cross borough working to share best practice and develop new initiatives.

9.3 The Committee noted that under the NHS for Social Care project, the service was moving to TeleHealth alongside TeleCare. This included a pilot of 40 clients with ongoing illnesses; the system would measure their vital signs twice a day and if necessary alert a nurse if further assistance was needed. Officers reported that the first three weeks of the trial had been very positive and the feedback was that there was no anxiety. Whilst the cost of the equipment would be around £1000 per year, this would be less than the cost of a hospital admission.

9.4 The Committee was able to view a number of devices which were available, and three items could be issued for £6 a week. These included:

- Bogus Caller Button
- Smoke Detector and Carbon Monoxide Detector
- Falls Detector
- Flood Detector
- Temperature Extreme Sensor
- Door Sensor

- Medicine Dispenser
- Watch linked to pendant including GPS

10. NEW ADULT SOCIAL CARE WEB SITE

- 10.1 At its November meeting, the Committee were given a presentation on the new website for Adult Care in Havering. The website had been developed due to the delivery of Personalisation. It would give universal information and advice services ensuring clients could make informed choices, thus increasing prevention and the use of services pre the Council's "Front Door".
- 10.2 The Committee noted that the website was sponsored by the Department of Health and had been used by Stockport Council which was a comparator Council to Havering. Officers explained that there were three routes into the website; these were red, amber and green. The red route was for users who did not want to be in the situation or were in denial, the amber route was for those that knew they had a need but needed reassurance of the services available to them, and green was for those that knew what they wanted and were happy to access the information quickly themselves.

11. ROYAL JUBILEE COURT ASSESSMENT CENTRE

- 11.1 At its February meeting, the Committee received a presentation on the Royal Jubilee Court Assessment Centre (RJC). The Committee were informed that reablement consisted of providing personal care; help with daily living activities and re-learning certain basic skills following an illness or hospitalisation.
- 11.2 The Committee noted that Royal Jubilee Court had 13 self-contained units of reablement accommodation. These units enabled people to be discharged from hospital to a stay for a short period (usually a maximum of six weeks) before returning to their own home. The reablement service was also available remotely within clients' own homes; this allowed them to remain living in their own homes. The Committee noted that following reablement at RJC, 73% of clients returned to their own homes, with 35% requiring no ongoing care support.
- 11.3 The Committee noted that the Health and Wellbeing Board had agreed that a number of the empty sheltered housing bedsit units on the first floor of Philip House at RJC would be converted to 15 additional reablement units. Building work on the additional units was to commence in March 2012 and was estimated to take between six and eight months to complete. This would double capacity for reablement and therapy; contribute towards savings for Health and Social Care as well as improve the quality of life and maximising the independence of Havering's residents.
- 11.4 In March 2012, members of the Committee visited the Reablement Assessment Centre at Royal Jubilee Court and were able to view the site and hold detailed discussions with relevant officers. Members also met with

12. AUTISM PLAN

- 12.1 At its meeting in February 2012, the Committee received a report on the Autism Plan update. The report outlined the key priorities for the first year of the national strategy and the work needed to develop a local autism plan.
- 12.2 The Committee noted that a working group had been formed from local partnerships and an initial draft and an Easy Read version had been prepared. Consultation and a workshop event had been held and it was noted that the comments received were in support of the plan.
- 12.3 In January 2012, NICE consulted on the guidelines for the pathway of how to make it easier for people with autism to access the services they needed. The Committee noted that the Autism Plan would be a preventative strategy and it would ensure that people with Autism could access information in employment, accommodation and general living needs.

13. ADVICE AND INFORMATION – SIGNPOSTING

- 13.1 The Committee received a presentation on the new Information and Advice Service for Adult Social Care at its meeting in February 2012. Research had been carried out on existing good practice elsewhere as regards what “good” information and advice looked like. The five key themes which came out of the consultation were:
- Partnership working – a newly commissioned single service across provider organisations with a sustainable service structure.
 - Easy Access – phone, website, physical premises supported by outreach where information needs are assessed at first contact.
 - Face-to-face delivery – “shop type” premises in Romford with a regular programme of face to face delivery around the borough.
 - Branding and marketing – need to reflect that it is a voluntary sector organisation independent of but supported by the Council.
 - Good customer services – trained staff, robust performance management procedures to effectively measure the impact of services.
- 13.2 The Committee noted that the new Care Point shop was “soft launched” at 36 High Street, Romford on 31 January 2012, together with the new website www.haveringcarepoint.org. The Committee also noted that the official launch would take place around Easter 2012. The shop was in an accessible location, was purpose built and included three interview rooms,

an internet café with access to online information, a Changing Places toilet facility, telephone and email services. The shop would be open late on a Thursday evening and on Saturday mornings.

14. OVERVIEW OF RESIDENTIAL AND NON-RESIDENTIAL DEBT

14.1 At its meeting in February 2012, the Committee received an overview presentation on residential and non-residential debt. The two areas of the service that were charged for in Adult Social Care were explained:

- Residential Care – this is any care provided to an individual in a residential or nursing home, including long term and short term placements and respite care
- Non-Residential Care – this related to all types of home care services as well as day opportunities and travel to and from the day centres.

14.2 The Committee noted that there were three types of debt relating to the two areas, these were Secured Debt – where a charge was placed on the debtor's property which ensured it could not be sold without the Council being reimbursed in full first; Bad Debt – monies that it was anticipated would not be recovered; and Ongoing Debt – unsecured arrears where collection was anticipated.

14.3 The Committee noted that due to a change in approach, both the total debt and bad debt had fallen. The collection of debt had risen by 3% which equated to approximately £250,000. Deferred Payment Agreements were used as standard for any residential care users with a property, which meant a greater sum of debt could be secured with a charge on a property.

14.4 The Committee was also advised that all new users, as part of the financial assessment process, were offered a direct debit facility. This was growing and was hoped to be at 50% of users within two years.

15. AGEING WELL REPORT

15.1 At its April 2012 meeting, the Committee received a report detailing some themes arising from the Ageing Well Event which had taken place in January 2012. The Committee discussed the report and agreed to consider the following areas for incorporation into their work programme for the next municipal year.

- Impact on housing for the Elderly
- Dial a Ride
- Transportation
- Rogue Traders and the Safety of Individuals
- Banking Protocol
- IT for the Elderly

16 REVIEW OF DEMENTIA STRATEGY TOPIC GROUP

- 16.1 In April 2012, the Committee received an update report outlining the developments in Havering following the Dementia Strategy topic group which had been form in the previous municipal year.
- 16.2 The Committee noted that a Dementia Implementation Group (DIG) had been established which included partner organisations including Health and the Voluntary Sector. The Committee were informed that the Lead Member for Individuals had commissioned the work of the DIG at the Health and Wellbeing Board. The DIG would look at the National Strategy in relation to Havering's needs and at the types of services that would assist a family or an individual dealing with dementia.
- 16.3 The Health and Wellbeing Board had commissioned a range of activities for carers, including Peer Support, Information and Advice Outreach Services, and Additional Support for Carers
- 16.4 The original report from the topic group requested that the Borough Director of NELFT developed an action plan. The Committee viewed that action plan and were updated on the progress of each action.

17 SAFEGUARDING AND DIGNITY IN CARE

- 17.1 In April 2012, the Committee received a presentation on Dignity in Care. There were eight main factors which promoted dignity in care. These were:
- Choice and Control
 - Communications
 - Eating and Nutritional Care
 - Pain Management
 - Personal Hygiene
 - Practical Assistance
 - Privacy
 - Social Inclusion
- 17.2 The Committee were informed of some recent case where the dignity of the client was taken into account. Officers informed the Committee that whilst it was easy to recruit trained and qualified staff, there was no specific reablement training available, therefore this was carried out in house.
- 17.3 The Committee discussed the issues of staff having more than one job, and if this impacted on the level of service. Officers stated that they were made aware of any issue, and worked closely with care homes in a cooperative way in order to get the right balance. All care homes had detailed action plans and annual reviews were carried out by Social Workers who gave feedback and areas for action.



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TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

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

There are no direct equalities or environment implications attached to this report. Any financial implications from reviews and work undertaken will be advised as part of the specific reviews.

RECOMMENDATIONS

1. That the Council note the 2011/12 Annual Report of the Towns and Communities Overview and Scrutiny Committee.

REPORT DETAIL

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

1. HOMES IN HAVERING/HOUSING RETAINED SERVICES

The Committee received two presentations, firstly from Sue Witherspoon – Head of Housing and Public Protection and secondly from Kevin Hazelwood, Director of Property Services of Homes in Havering (HiH).

The first presentation outlined how the current allocations system worked and explained how the Government's Localism Bill would change how allocations were managed in the future.

The second presentation detailed the Council's Arms Length Management Organisation (ALMO) and its current work.

2. **PROPOSED ROMFORD LEISURE CENTRE**

In July the Committee considered a requisition of the Cabinet decision to develop detailed proposals for the provision of a new leisure centre in Romford town centre.

The reasons for the requisition were as follows:

- To examine the 5-year revenue stream model and how the figures had been arrived at.
- To consider the accuracy of the capital project cost against rocketing inflation rates in the construction industry.
- To consider how the design of the leisure centre would fit into a limited area.
- To consider how adequate car parking facilities would be provided and the impact on traffic management in the locality
- To consider contingencies in the event the £2m funding gap proved insufficient to meet the full costs.
- To consider the budgetary impact of prudential borrowing should the projected revenue streams not cover the cost.
- To enlarge on the extent of consultation with the current operators of the Romford Ice Rink.
- To demonstrate the priority given to a new leisure centre in Romford from recent surveys/polls.
- To demonstrate, through market research, that demand was sufficient to justify the costs of building the leisure centre.
- To expand on how alternative provision would be provided to ice hockey users during construction.

The Committee considered these matters in detail and the requisition was not upheld.

3. OPTIONS FOR THE FUTURE OF HOUSING MANAGEMENT SERVICES

Committee members received a presentation on the future of Homes in Havering (HiH) from Paul Ryrie, Interim Consultant for Housing and Public Protection.

Members were advised that Cabinet had taken the decision to consult with tenants and leaseholders on the future of HiH.

Members noted that the Council was now consulting with tenants and leaseholders for two main reasons: firstly the new Government had changed the rules on council housing finance. Money for Decent Homes works could now be provided to councils both with ALMOs and to those without and it was also five years since the Council had last asked tenants how they wanted their housing service to be provided.

4. QUEENS THEATRE

Committee members received a presentation on the work of the Queens Theatre from Thom Stanbury, Stage Manager of the Queens Theatre.

Members noted that the theatre was owned by the Council and operated as a charity, the Havering Theatre Trust Limited, which was established in 1953.

The theatre's mission was to transform lives by producing and presenting high-quality professional theatre at affordable prices for audiences from Havering and from outer North East London and Essex.

The theatre's producing work was complemented by an extensive Education and Outreach programme for all ages, by a diverse guest programme including professional promotions and hires to community groups, and by programming in the foyer space.

5. NAPIER/NEW PLYMOUTH HOUSES

Members were advised that officers were drawing up costings to either refurbish or possibly demolish Napier and New Plymouth Houses in South Hornchurch.

Members noted that both blocks were in need of major re-investment to bring them up to Decent Homes standard.

A site visit took place in December 2011, during which both Committee members and officers inspected both blocks internally and externally.

Following investigations it has since been decided to refurbish both blocks and work on costings etc. is currently underway.

6. **COMMUNITY HALLS MANAGED BY CULTURE AND LEISURE SERVICES/APPROVAL OF PREFERRED DEVELOPMENT PARTNER FOR THE BRIAR ROAD ESTATE**

In November the Committee considered two requisitions of Cabinet decisions.

Firstly the Committee considered a requisition on matters relating to Community Halls that were managed by Culture and Leisure Services.

The text of the requisition was as shown below:

- A) That the Cabinet Report dated 26 October 2011 did not provide adequate and detailed information to facilitate an informed opinion on the proposals for the future of Community Halls referred to in the report. The report should have set out in detail inter alia the following:
- 1) the capital cost of refurbishing each hall (paragraph 1.5 of the report alluded to this but failed to explain);
 - 2) the current income and expenditure budgets for running each of the halls;
 - 3) the breakdown as to how the proposed revenue budget savings (£60k in 2012/13 and £107k in 2013/14) would be achieved;
 - 4) the approximate market value of capital receipt should Dukes Hall be sold and information as to whether the proposed sale included the adjoining car park;
 - 5) the future plans for the Old Windmill site and the approximate resale value of the land upon which it was sited;
 - 6) the future of Cottons Hall should a lessee not be found;
- B) There was an absence of information about the consideration given (if any) to an alternative strategy of refurbishing the Halls without having to sell Dukes Hall.
- C) There was an absence of information about the past and possible improved/alternative marketing strategy that could be adopted to promote the use of Community Halls.
- D) There appeared to be little or no consultation with the existing users regarding the proposals and a lack of information about the timescales involved.

- E) There remained uncertainty about the future of New Windmill and Tweed Way if lessees were not identified and contractual arrangements entered into. Recommendations 4 and 5 of the Report stated that a further report will come back to Cabinet if lessees were not found, but paragraph 4.1 stated that the halls would close if no lessees were found.
- F) There appeared to be inadequate support and planning and an absence of assurances provided to the existing user groups at Dukes Hall who may have to relocate.
- G) Recommendation 7 in the Report indicated that existing bookings would be protected –however it did not state whether this protection extended to regular bookings as well as one-off bookings.

The requisition was not upheld

Secondly the Committee looked at a requisition that concerned the approval of a Preferred Development Partner for the Briar Road Estate.

The text of the requisition was as follows:

- A) The decision to proceed with the preferred partner should not be made without a general understanding of the design and location proposals relating to the development of 164 new homes within Briar Road Estate;
- B) To give greater consideration to the impact on the public services infrastructure of increasing the population of the Briar Road Estate by an estimated 500 people (12.5%) including the implications for education and health services.
- C) The Cabinet Report and initial consultation had not identified the location within the estate of:-
 - 1. the development proposals;
 - 2. the number of garage/parking spaces to be lost and the consequent implications of the displacement of vehicles on the estate roads; and
 - 3. the amount of green space to be lost as a result of the development proposals

The requisition was not upheld.

7. HOUSING REVENUE ACCOUNT – SELF FINANCING/LOCALISM ACT

In February the Committee received a presentation on how the Housing Revenue Account would become self financing in April 2012.

A presentation on the Localism Act was given to members explaining how the Act would impact on day to day activities of residents.

8. HAVERING MUSEUM

At its May meeting, the Committee received a presentation from the Head of Culture and Leisure Services concerning Havering Museum. The Committee scrutinised the costs of the project and figures on the number of paying customer the museum received each day. In order to get more of an appreciation for the Museum as a whole, the Committee agreed to hold its next meeting within the Museum itself.

9. TOPIC GROUPS

The Living Ambitions Topic Group completed its scoping work and a report detailing the group's findings and recommendations was submitted to Cabinet in March 2012.

The Planning Enforcement Topic Group also completed its scoping work and a report outlining the group's findings was circulated to Cabinet for noting.



VALUE OVERVIEW AND SCRUTINY COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

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

There are no direct equalities or environment implications attached to this report. Any financial implications from reviews and work undertaken will be advised as part of the specific reviews.

RECOMMENDATIONS

That the Council note the 2011/12 Annual Report of the Value Overview and Scrutiny Committee.

REPORT DETAIL

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

1. COMMITTEE'S WORK PROGRAMME

The Committee agreed that the following items would be placed on its work programme for the year.

1. Council Tax Collection
2. Voluntary Sector Grants distribution mechanism

2. CUSTOMER SERVICES UPDATE (COMPLAINTS SYSTEM & STATISTICS)

At its meeting in July 2011, the Committee received two presentations from the Head of Customer Services on statistics figures for Corporate Complaints and Members Enquires.

The presentation informed the Committee that between 1 June 2010 and 31 May 2011, the total number of complaints logged on the Customer Relationship Management (CRM) system was 776. The presentation also highlighted that 624 responses were completed within the 10 working days timescale.

The presentation identified service failure and quality of service as the two major reasons for complaints. The statistics also informed Members that the service with the most complaints was Streetcare.

3. PRESENTATION ON NON DOMESTIC RATES (NNDR) PARTNERSHIP

At the request of the Committee, Members received a presentation that provided an overview on the Non Domestic Rates Partnership Programme that was in place in conjunction with London Borough of Barking and Dagenham.

The presentation highlighted the drivers for change that were identified by both Councils.

The NNDR programme achievements from the objectives of the partnership included:

- The project itself was under spent by £20-30K
- The savings over the three years to date totalled £282K with Havering accruing £147K. :
- A resilient value for money service had been firmly established
- It had been proven that the model can work

The presentation also informed the Committee that performance on collection was identified as an area for improvement by the programme.

4. REPORT ON FREEDOM OF INFORMATION - ACCESS TO INFORMATION

At its meeting on 11 October the Committee received a report that set out how Access to Information is administered.

The report identified the Access to Information team and the way the team works in regard to Access to Information (including an explanation of Freedom of Information and related legislation).

The presentation detailed the team's performance in responding to Freedom of Information requests in the period from January 2009 to August 2011.

The Committee was informed that members of the public cannot be charged for any additional work further to the initial fees unless the work takes over 18 hours to be completed by law.

5. VOLUNTARY SECTOR GRANTS 2010/11

At its July meeting, the Committee requested information on the total amount of grant awarded to the community and voluntary sector as part of their work programme. The information for 2010/11 was compiled and reported to the Committee.

The overall distribution of grants to the voluntary sector was as shown in the table below:

Total voluntary sector grants*, 2010/11

Organisation	Amount (£)
Core funding	255,313.00
Community Engagement Team - Regeneration, Policy & Planning	52,357.85
Community Safety Team - Legal & Democratic	51,000.00
Culture & Leisure	520,397.00
Children & Young People	15,000.00
Children's Services	1,452,887.00
Social Care & Learning*	3,698,169.00
TOTAL	6,045,123.85

**This includes both grants and contracted services.*

6. PRESENTATION DEALING WITH SERVICE REQUESTS/COMPLAINTS

At the request of the Committee, a presentation on the CRM system since going live was requested. The presentation detailed the services that had gone live on the system.

The presentation informed Members of how a resident's request can escalate to a complaint if matter was not resolved within the set timescale.

The Committee agreed to receive a regular update on this area even though they were aware that some issues can be categorised as seasonal.

The Committee also agreed to receive further updates on services that are yet to go live on the new CRM system (with projected dates for their commencement).

7. CRM REQUESTS AND COMPLAINTS RECEIVED

The Committee received an update on Corporate Complaints and Members Enquiries - two sets of information that related to Corporate Performance Indicators 2011/12. Members proposed that the performance indicators be included in the Members' pack for quarter one 2011/12.

The Committee agreed to review the list of Corporate Performance Indicators and suggest any further indicators that Members would consider for inclusion in the proposed Performance Indicators Members' pack.

8. HAVERING STRATEGIC PARTNERSHIP

As part of the Committee's work programme, the Committee received a presentation on the status of the Havering Strategic Partnership (HSP).

The presentation informed the Committee that following a review of the HSP, the partners were of the view that the success of partnership working in Havering over the last decade had meant that it was now embedded throughout everything they did. They also recognised that there were a few services that were not delivered in partnership with other agencies.

The Committee was informed that the 'sub-groups' of the HSP, including the Community Safety Partnership, were now well established partnerships in their own right. It was felt that since the Local Area Agreement had been abolished, the HSP Board's role had diminished and it was felt to be adding little value to strengthening partnership working.

The Leader had therefore written to HSP board members to inform them that all board meetings scheduled for 2011/12 were to be cancelled. The Council remained committed to the Havering Strategic Partnership however, and planned to hold an annual HSP conference, so that all partners from

across the HSP will have the opportunity to come together and discuss the challenges and opportunities facing Havering over the coming year, as well as showcasing examples of best practice in partnership working in Havering.

9. BUSINESS RATE RELIEF

At its meeting in October 2011, a Member was of the opinion that many small businesses were either not aware of what they could claim in terms of business rate relief or that the appropriate information was not getting through to them.

The Committee therefore received a presentation on Small Business Rate Relief and how it was administered in Havering. The presentation detailed that the Small Business Rates Relief was available where the sole or main property occupied had a rateable value of less than £25,500 in Greater London. A business had to apply to the Council and confirm that they met the conditions for the relief.

The presentation also informed the Committee that the Localism Act 2011 would result in the following changes:

- Proposal to bring changes into force in time for the 2012/13 financial year (full details were awaited).
- Removal of the legal requirement for ratepayers to submit an application in order to claim Small Business Rate Relief.
- Previous legislation would be amended to remove the single occupancy criteria for ratepayers to have their bills calculated using the small business multiplier in 2012-13 and onwards.

The Committee **noted** the presentation.

10. COMPLETED TOPIC GROUP – LONDON COUNCILS

At its meeting on 25 November 2010, the Committee requested that a topic group be established to examine the Council's membership of the Local Government Association (LGA), London Councils and any other similar bodies which the Council currently is a member of. The following objectives were agreed and following two meetings the Topic Group conclude its review.

- To investigate the value for money of remaining a member of London Councils in this difficult financial climate
- To investigate whether the role played by London Councils could be provided by the GLA, removing the need for London Councils as an additional body

- To make a recommendation to Cabinet as to whether the Committee feels LB Havering should remain a Member of London Councils or not going forward

During the year, the Committee completed its topic group work considering if it was still advantageous to the Council to remain a member of London Councils, the Local Government Association and any similar bodies.

The topic group interviewed the Leader of the Council who felt strongly that such memberships represented good value for money for the Council and that they should continue to be taken up. The topic group also agreed to modify its scope in order to only consider the Council's membership of London Councils at this stage.

In light of the evidence received from the Leader, the topic group reached the conclusion that the Council should remain as a member of London Councils and presented a report to this effect to the full Committee at its meeting on 7 July 2011. The topic group therefore concluded its work at this point.

Following the submission from the Leader, the Topic Group members present overwhelmingly agreed that the Council maintain its membership of London Councils.

The Group agreed that an update report be presented to the Committee in order for this topic to be closed.

The Topic Group agreed that the scope of the review was only to consider Havering's membership of London Councils and no other bodies at this stage.

That Committee **noted** the report and **agreed** that the review be closed.

11. TOPIC GROUP - UPDATE

1. Council Tax Collection -The Committee discussed the scope for the Council Tax Collection Topic Group. A member offered to share some suggested terms of reference with members of the Committee via email.
2. Voluntary Sector Grants distribution mechanism - The Committee was informed that the service was currently undertaking a review of voluntary sector funding and the development of a new voluntary sector strategy for Havering. That this was part of the Cabinet Member for Culture, Towns and Communities' Community Action project.

That the piece of work would make recommendations to Cabinet in due course. The Corporate Policy & Community Manager was of the opinion that it might be more appropriate and reduce duplication of effort if to

allow Cabinet to consider the recommendations the Value Overview and Scrutiny Committee then scrutinised the issue at that point.

12. PERFORMANCE INDICATORS RELEVANT TO VALUE OVERVIEW & SCRUTINY – QUARTERLY UPDATES

The Committee agreed unanimously that it should receive a quarterly report from officers summarising the key performance indicators relevant to the Committee's areas of work. Productive scrutiny of these performance indicators was undertaken by the Committee during the year and this process will continue during the new municipal year.

ANNUAL REPORTS OF COMMITTEES 2011-12

MEMBERS' QUESTIONS

Questions to be asked by Councillor Clarence Barrett, Leader of the Opposition

ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE

Para 10.3 - How many times did the Committee consider a written report looking at budgetary performance of the StreetCare function over the year?

Para 10.1 - In respect of garden waste, did the committee consider the possibility of collecting green garden sacks at the same time as green bins, thereby increasing composting rates and diverting green waste away from general waste?

TOWNS & COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE

Items 2 and 6 - what is the purpose of listing out the reasons for the requisitions without the responses? Would it not have added some value to the report to set out more detail as to why the requisitions were not upheld?

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MEMBERS' QUESTIONS

Note: Questions 1 to 4 and 9 were answered at the meeting. In accordance with Council Procedure Rule 10.6(a); the remainder were treated as if put for written answer

1 WRITING-OFF COUNCIL TAX

To the Cabinet Member for Value (Councillor Roger Ramsey)

By Councillor Ray Morgon

Would the Cabinet Member confirm the amount of Council Tax that has been written off in each of the financial years commencing 2002/03?

Answer:

For write offs posted in a financial year regardless of the year it relates to, the figures were:

Write offs actioned regardless of year relates to

2002/03	£102,233.51
2003/04	£70,323.93
2004/05	£825,252.88
2005/06	£196,826.89
2006/07	£1,101,292.48
2007/08	£887,172.69
2008/09	£784,290.29
2009/10	£647,154.92
2010/11	£507,261.61
2011/12	£1,439,204.01
	£6,561,013.21

For write offs actioned since 2002 relating to that year of debt, the figures were:

Write offs actioned since 2002 relating to that year

2002/03	£596,915.70
2003/04	£709,224.99
2004/05	£739,182.62
2005/06	£640,455.72
2006/07	£481,857.22
2007/08	£411,993.87

2008/09	£301,673.92
2009/10	£173,271.34
2010/11	£52,275.02
2011/12	£4,114.17
	<hr/>
	£4,110,964.57
	<hr/>

There is a £2.3m difference as some of the debts written off during this period relate to pre-2002 debt.

The 2006 figures were also high, mainly due to the work undertaken as part of a specific project.

In response to a supplementary question, the Cabinet Member declined to accept the suggestion that all outstanding debt should be written off as there was a reasonable prospect that much would yet be recovered. Some 25,400 prosecutions had been undertaken in the past three years, resulting in both custodial sentences and bankruptcies. Debt that was patently not enforceable ought to be written off but those that were enforceable (for example by charging orders) should be recovered, with interest, however aged they were.

2 **ARNOLD'S FIELD: ILLEGAL DUMPING**

To the Cabinet Member for Environment (Councillor Barry Tebbutt)

By Councillor Jeffrey Tucker

Please provide an update on what action is being taken to prevent illegal dumping on Arnold's Field and to restore the land as a green space amenity for local residents?

Answer:

Arnold's Field is an area of Rainham adjacent to the A1306 New Road access from Launder's Lane. Planning permission was first granted for land raising and use as open space on this former mineral and land-fill site in 1995/96. Over-filling of the site took place, resulting in land heights and profile differences from those approved.

Planning enforcement notices were served on that operation in 2005, requiring that the levels be lowered to comply with the approved contours. The notices were upheld at appeal but the owners of the site went into administration and activity ceased. Reports of dumping of rubbish have been received since 2010, with long periods when the site has been secure, with no activity taking place. The most recent dumping activity resumed in June.

There is an ongoing investigation by the Environment Agency into recent reports of dumping of waste taking place at evenings and weekends. The Environment Agency has the necessary powers and is best placed to deal with this matter. Residents should report any activity on the site to the Environment Agency.

The site is subject to planning enforcement notices which have not been complied with. In such circumstances, it would be normal practice to prosecute the owners in order to seek

compliance. However, this has proved problematic as previous owners were in administration and the current owner is in prison. It seems unlikely that the land will be restored in the near future.

In response to a supplementary question, the Cabinet Member reaffirmed that all possible steps had been taken to secure removal of the dumped rubbish but had been frustrated by the company going into liquidation and an individual being imprisoned. The Council would continue to co-operate with the Environment Agency to ensure the rubbish was cleared and pursue prosecution should the opportunity arise.

3 **HORNCHURCH POLICE STATION: CLOSURE**

To the Cabinet Member for Community Safety (Councillor Geoff Starns)

By Councillor Denis Breading

What representations have the Council made to the MPS about the proposed closure of Hornchurch Police Station?

Answer:

The Council has made initial enquiries regarding the review of assets being undertaken by the Mayor's Office for Policing and Crime (MOPAC) and the potential closure of Hornchurch Police Station as a result of this.

We are informed that the Mayor's Office for Policing & Crime (MOPAC) estate contains over 800 buildings many of which, including some police stations, are considered as providing poor working conditions for staff, and being as being inefficient for modern day policing and these are being replaced by more modern, efficient and geographically responsive facilities.

The MPS is currently reviewing the whole of its property estate to ensure that best use is being made of it and to identify efficiency savings that can be reinvested into operational policing.

As part of this the MPS are looking at Hornchurch police station and what facilities will be needed in the future to meet operational policing requirements in the borough.

To date, no proposals for this building have been put to the MOPAC, but this could provide an opportunity to improve the estate at the same time as delivering substantial savings that will allow the MPS to protect operational capability.

No decision is likely to be made by the MOPAC until later this year. In accordance with the sale of previous buildings on the borough, it is anticipated that the Metropolitan Police will provide the necessary communication with the community at the appropriate time.

We have requested further information on any firm proposal to close Hornchurch Police Station so that we can then give a considered response.

In response to a supplementary question, the Cabinet Member affirmed that, once MOPAC had indicated its intentions, they would be studied carefully and a response prepared on behalf of the Council.

4 **WESTLAND'S PLAYING FIELDS: USE FOR OLYMPICS**

To the Cabinet Member for Culture, Towns & Communities (Councillor Andrew Curtin)

By Councillor Clarence Barrett

Given that the Westland's Playing Fields 'Olympic' campsite is no longer going ahead, would the Cabinet Member now explain how the projected income figure of £50,000 was arrived at and how will this significant shortfall be compensated for in the budget?

Answer:

The projected income figure of £50,000 was a net figure, taking account of the planned expenditure associated with running the temporary camp site at Westlands Playing Fields and projected income from bookings that reflected 25% occupancy of the site over the 28 day period that the camp site was due to be open.

The Council has taken a prudent decision to cancel the camp site given the low level of bookings that had been made up to June 2012. The low level of bookings have been attributed to the fact that many people who intended to come to London to watch the Olympics did not get tickets, the weather has been poor in recent months and London has not been proactively promoted as a place to stay during the Olympics, given concerns about the impact of large numbers of people using London's transport systems.

The Cabinet decision in July 2011 means that the shortfall in the budget does not arise until the 2013/14 financial year. The Parks and Open Spaces service are currently looking at options to achieve the required £50,000 saving, which I will consider before a final decision is made later this financial year.

In response to a supplementary question, the Cabinet Member referred to, and answered, Question 9 following.

9 **WESTLAND'S PLAYING FIELDS: USE FOR OLYMPICS**

To the Cabinet Member for Culture, Towns & Communities (Councillor Andrew Curtin)

By Councillor Denis O'Flynn

Did the Administration take advice from marketing consultants/experts before they decided to promote Westland Playing Fields as a campsite for visitors attending the Olympic and Paralympic Games?

Answer:

The Council did take advice from marketing experts before deciding to provide the Westlands temporary camp site. In fact, the Council relied on national research undertaken by, and advice from, the Camping and Caravanning Club, the Council's partner and managing agent for the camp site.

The Camping and Caravanning Club produced a report on projected demand for camping and caravanning during the Olympics, which concluded there would be a "strong opportunity to fill the 400 pitches available at the site each night" given that 90% of their 12,000 members surveyed had said they would consider using a temporary camp site facility.

The Council therefore had every reason to believe that demand for the camp site would be high and proceeded on this basis.

5 RIVER INGREBOURNE: FLOOD PREVENTION MEASURES

To the Cabinet Member for Environment (Councillor Barry Tebbutt)

By Councillor David Durant

In recent years there has been a growing risk that properties in Abbey Wood Lane, Rainham will be flooded by the River Ingrebourne. This risk can be reduced by de-silting the river and by ensuring the sluice gates are fully operational to release excess water into the Thames.

What measures are being taken by the Council and interested parties to manage the southern end of the River Ingrebourne to prevent flooding?

Answer:

Joint inspections with the EA (Environment Agency) are undertaken with the most recent inspection carried out on Tuesday 10th July 2012. I can confirm that the series of balancing ponds adjacent to the A1306 and upstream have worked well and are holding an unprecedented amount of rainwater following the high volumes of rainfall this year. Further downstream from this point on the A1306 to the Thames it was noted by council officers and the EA representative that the mean water level drops significantly between each therefore indicating that further investigations are required by the EA.

It would be beneficial to de-silt from Squadrons Approach to the new A13 to ensure maximum flow can be optimised which reflects what was noted during Tuesday's inspection with the EA. As some of this run is within SSSI (site of scientific special interest) land a sensitive approach needs to be undertaken to such works.

6 SCHOOL GOVERNORS: SECRETARY OF STATE'S REMARKS

To the Cabinet Member for Children & Learning (Councillor Paul Rochford)

By Councillor Keith Darvill

Does the Cabinet Member for Children Services agree with the Secretary of State for Education that school governors are "local worthies" who undertake school governorships as a "badge of status"?

Answer:

It is my belief and understanding that the overwhelming majority of all Havering governors join school governing bodies to improve the education service for young people in Havering and we do not therefore feel that Havering governors can be described in the terms used by the Secretary of State.

The Council recognises the significant contribution school governors make to the education service in Havering. When appointing LA governors, the criteria below are applied to ensure that school governing bodies comprise of individuals with the best interests of young people in Havering as their priority.

The criteria for being an LA appointed school governor is as follows:-

- A willingness to serve as a Governor
- A commitment to raising aspirations, expectations and standards of achievement in Havering schools
- A commitment to being available to attend relevant meetings and workings of the school governing body
- A commitment to promote and support equal opportunities for all members of the school community
- A willingness to contribute specific skills, knowledge and/or experience to help the school provide the best possible education for its pupils.

Candidates will also be expected to indicate a willingness to undertake appropriate training.

7 SPRING CLEAN SURVEY: RESULTS

To the Cabinet Member for Environment (Councillor Barry Tebbutt)

By Councillor Ray Morgon

Would the Cabinet Member confirm that service requests/complaints from the "Spring Clean Survey" have been recorded on the CRM system and an analysis of the survey will be issued to all members?

Answer:

The Spring Clean survey was a tremendous success. Around 8,000 residents took the time to respond, providing a really detailed picture of public opinion about our streets, town centres and parks - right across the Borough.

It was a survey - so it's being dealt with in a different way to individual complaints or requests. We've set aside a quarter of a million pounds to spend on the local priorities highlighted in the campaign. As part of that work, we will be looking to respond to as many individual issues as possible and we're determined to tell local people what we're doing in response to the survey results in their area.

We've already collated and published some high level, Borough wide statistics - which show that around three quarters of people think their local area is very or fairly clean.

We're currently working up plans to respond to cross-borough issues, like take-away litter and dog fouling and also localised requests for things like additional seating in parks, or tackling litter hotspots.

More information will be published soon, when the data has been fully analysed and we are able to tell people not only what we've learned, but what we're going to do about it.

8 **BUILDING NEW COUNCIL HOUSES**

To the Cabinet Member for Housing (Councillor Lesley Kelly)

By Councillor Mark Logan

What changes in legislation are required that would enable and encourage local councils to build new council houses for local people?

Answer:

The Government has never actually prevented Councils from building council homes. The changing housing subsidy arrangements have made it economically disadvantageous for councils to build homes themselves, for their own use in the past. However, I am pleased to say, that some of these financial barriers have been removed, and in particular there are significant changes to funding arrangements for council housing since April 2012.

It is now possible for Councils to build new homes within the Housing Revenue Account (new Council homes on secure tenancies) without having to pool any of the surplus that we make on the rental income into a national housing subsidy system. We retain all our rental surpluses, which removed one of the financial disadvantages of building new homes ourselves.

In addition there are other changes which now make it worthwhile building new homes, if we choose to do so. When the discount ceiling on the Right to Buy was raised to £75,000 in April this year, the Government announced a new way of sharing the capital receipts from the Right to Buy.

Under the Self Financing Business Plan, there are a certain number of sales assumed to be taking place, which are based on historical trends. For Havering, this is assumed to be 13 sales a year, throughout the life of the 30-year Business Plan. In year 1, this is assumed to be 10 sales. If only 10 homes are sold under the Right to Buy, the capital receipts on these 10 sales will be shared with Government in the usual way (75% of the receipt is pooled). However, if there are a greater number of sales (and the evidence is that the increased potential discount has encouraged a larger number of sales than usual), then the receipts above the anticipated number of sales are dealt with differently. After administration costs are deducted, and the level of debt that the property carries removed, the remaining surplus can be used to build or fund new affordable homes subject to certain conditions.

I am pleased to say that we have signed a funding agreement with the Government, to undertake to use any new RTB receipts arising from sales in this way, which means that we will undertake to use this money to deliver new homes within 3 years of the receipts

being received. If we had not signed this agreement, then the money would have had to be returned to the GLA, for use on new homes elsewhere in London.

I think therefore that it is true to say that the Government has already done quite a bit, to encourage the delivery of new council homes. However, I am pleased to say that it is a matter of local policy, whether we build or not, or choose to deliver homes ourselves or in a different way. I think it will be some time before we start to use the newly available capital receipts, and in the meantime, we will be sticking to our target of delivering 250 new affordable homes a year, either directly or through partnerships with Housing Associations, which fulfils our housing strategy target to meet the housing needs of local people in this Borough.

10 PARKING ENFORCEMENT: STAFF DEPLOYMENT ON BANK HOLIDAYS

To the Cabinet Member for Environment (Councillor Barry Tebbutt)

By Councillor Clarence Barrett

In respect of Parking Enforcement, would the Cabinet Member confirm:

- a) How the Parking Enforcement Team is deployed on Bank Holidays in comparison with normal weekdays?
- b) The number of operatives on duty on a Bank Holiday compared with normal weekdays?
- c) Since 1st January 2012, the average number of tickets issued on a Bank Holiday compared with a normal weekday?

Answer:

In answer to point a), rota's are in place every week with different shifts. Bank holidays are operationally managed in the same way as any other working day (which is 7 days per week)

In answer to point b), again they are treated no differently. There will always be the issue of the availability of staff and rota commitments and of course then taking into account annual leave and sickness.

In answer to point c), in terms of PCNs issued, for CCTV the averages are equal since the beginning of the year, average of 52 issued on a Bank Holiday Monday, average of 52 issued on a 'normal' Monday. We issued 41 CCTV PCNs on Good Friday, to date this year on a 'normal' Friday we average 68 PCNs.

For CEOs on scooters who issue tickets via a hand held machine, we average 50 PCNs per 'normal' Monday, whereas we average 79 PCNs on the Bank Holiday Mondays. On Good Friday we issued 99 hand held scooters PCNs, to date this year on a 'normal' Friday we average 62 PCNs.

11 **GLA ELECTION: SPOILT BALLOT PAPERS**

To the Cabinet Member for Community Safety (Councillor Geoff Starns)

By Councillor David Durant

In the election for GLA Mayor how many ballot papers were deemed invalid and how do they compare with the previous GLA Mayoral elections?

Answer:

For 2012 Election in the Havering and Redbridge constituency, the number of rejected ballots was as follows:

Mayoral: 27,719 (first and second preference)

Constituency: 1,993

Assembly List: 1,727

This compares to an overall total of 541,882 good votes which includes both first and second preferences on the Mayoralty, the Constituency and Assembly lists.

For 2008 Election in the Havering and Redbridge constituency, the number of rejected ballots was as follows:

Mayoral: 29,000 (first and second preference)

Constituency: 3,246

Assembly List: 2,594

This compares to an overall total of 634,524 good votes which includes both first and second preferences on the Mayoralty, the Constituency and Assembly lists.

For 2004 Election in the Havering and Redbridge constituency, the number of rejected ballots was as follows:

Mayoral: 22,554 (first and second preference)

Constituency: 7,271

Assembly List: 3,638

This compares to an overall total of 508,913 good votes which includes both first and second preferences on the Mayoralty, the Constituency and Assembly lists.

12 **LOOKED AFTER CHILDREN: PLACEMENTS**

To the Cabinet Member for Children & Learning (Councillor Paul Rochford)

By Councillor Paul McGearry

How many families who have children with child protection plans have been placed in the Borough by other Councils during the last 12 months and how many such families have the Council placed outside the Borough during the same period?

Answer:**Temporary transfers into the London Borough of Havering**

The number of children made subject to child protection plans by other local authorities who have been living temporarily in the London Borough of Havering during this period is 44.

This number is fluid and is subject to change as local authorities hold review child protection conferences where a plan might be ceased or children return to live in their originating local authority area.

The current figure at 13th July 2012 is 24.

Case management responsibility for those children living temporarily in Havering remains with the originating authority.

Cases transferred permanently into the London Borough of Havering.

Where a child subject to a child protection plan from another local authority area becomes ordinarily resident in Havering, the originating local authority will request a transfer in child protection conference requesting that Havering takes case management responsibility for the child/children.

From 1st July 2011 until 13th July 2012 there have been 9 transfer in child protection conferences.

The details about these cases are as follows:

Number of transfer in conferences	9
Number of children	19
Number of sibling groups	4
Number of children who remained subject to child protection plans	12
Number of children where the CP plan was ceased at the point of transfer (the children became subject to CIN plans.	7

Transfer of cases out of the London Borough of Havering from 1st July 2011 until 13th July 2012.

Case Type	Total	Sibling groups	Individual children
Cases transferring to other local authority areas temporarily	7	1x3 1x2	2
Cases transferred to other local authority areas permanently	5	1x2	3

13 **ISSUE OF BLUE BADGES**

To the Cabinet Member for Transformation (Councillor Mike Armstrong)

By Councillor Gillian Ford

Would the Cabinet Member provide an update regarding the issuance of Blue Badges and in particular:

- a) How many applications are dealt with annually?
- b) How many applications are currently outstanding?
- c) What is the target 'turnaround' time for an application?
- d) What is the current 'turnaround' time for an application?

Answer:

- a) We dealt with the following numbers of applications annually:

2009/10	4,181
2010/11	4,256
2011/12	5,469

- b) At the present time there is no backlog.
- c) The target 'turnaround' time for an application is two weeks for an automatic application and 4 weeks if we need to mobility assess them (that's 4 weeks on the proviso that they call us for an appointment within 5 days of us writing to them requesting they contact us to make an appointment)
- d) The current 'turnaround' time for an application is two weeks for an automatic application and 4-6 weeks for mobility assessed applications.

14 **OLYMPIC SECURITY: MILITARY USE OF HIGHFIELD TOWERS**

To the Cabinet Member for Housing (Councillor Lesley Kelly)

By Councillor David Durant

Olympic security should not be used as an excuse for the overt and gratuitous display of weaponry. Therefore Council permission for the Ministry of Defence (MoD) to use Highfield Towers as an observation post should be qualified with a requirement for military personnel not to overtly display weapons, particularly machine guns, when entering and leaving the building.

Following the test exercise, the Head of Housing and Public Protection informed me that she would review the test exercise and discuss with the MoD whether displays of weapons have been an issue with the local residents. What was the outcome of this review?

Answer:

The test exercise took place on the weekend of 4th and 5th May. Officers reviewed the event at our regular liaison meeting with Homes in Havering. The Director of Housing Services at Homes in Havering, who has been working with the Ministry of Defence on this issue, confirmed that no concerns had been raised by any resident over the exercise. The only event of interest is that the MOD were able to prevent a gang of young men breaking into the roof space, who were intent on restoring their pirate radio signal station, which had been removed by the military.

We have accordingly signed a licence agreement with the MOD to use the roof space during the period of the Olympics, and they will occupy this space from 12th July to 30th September 2012. As you know, they are not proposing to use Highfield Towers for anything other than an observation point. No missile launchers will be used at this site. We have conveyed to our colleagues in the MOD the need to be sensitive to the views of residents, but it does not appear that the residents are unduly concerned about the proposed arrangements, and in any case I am confident that the MOD are fully aware of the need to work in co-operation with local residents.

15 **DAGNAM PARK: PROTECTION OF WILDLIFE**

To the Cabinet Member for Culture, Towns & Communities (Councillor Andrew Curtin)

By Councillor Pat Murray

What safeguards for the natural environment are being put in place to protect wild life (including Great Crested Newts) and important local flora in the area of Dagnam Park on which the Council propose to construct football pitches?

Answer:

The protection of the natural environment is a key objective of Havering's Parks and Open Spaces Service. In order to ensure that during the project the wildlife of Dagnam Park is protected and there is no breach of any Environmental Legislation, advice on the methodology to follow has been sought from Havering's Conservation Officer.

The advice that has been drafted by the Conservation Officer is being followed to ensure minimum disturbance to the landscape and minimal environmental impact on the formation and maintenance of the football pitches. The advice also calls for future monitoring of the wildlife in following years to review any impact.

16 **MINI-GOLF COURSE, HALL LANE UPMINSTER****To the Cabinet Member for Culture, Towns & Communities (Councillor Andrew Curtin)**

By Councillor Clarence Barrett

Given the worsening condition of the mini golf course in Hall Lane, Upminster, would the Cabinet Member please set out the planned level of investment over the next two years in order that the facility avoids further deterioration and can be enjoyed by the community?

Answer:

The Upminster Pitch and Putt course has been open to the public this year, as in previous years. The Council continues to maintain the course on a day to day basis, but there is no capital or revenue funding available to make any investments during this financial year.

The Council will consider the merits of investment at the Pitch and Putt course ahead of the start of the next financial year (i.e. prior to April 2013); but consideration of such investment will need to take in to account the investment needs of other open spaces and sporting facilities across the borough.

17 **SOCIAL CARE FEES****To the Cabinet Member for Individuals (Councillor Steven Kelly)**

By Councillor Ron Ower

Would the Cabinet Member confirm how much is currently owed in social care fees, by how many people and how far this dates back to?

Answer:

The number of people owing the council money relating to social care continues to be reduced and the total amount owed is reducing steadily. An increasing proportion of debt is secured against property; these debts will be paid off when the properties are sold. Though the overall amount is still higher than we'd like we are pleased with the direction of travel and we are confident we will collect the majority of the money owed.

Current debt secured by property -	£1,236,886.16
Total unsecured debt -	£2,664,501.30

Position at 31/3/2010**Res Care**

Total owed - £4,523,154.86
Secured debt - 1,145,108.88
Total debtors - 994
Oldest invoice - 31/10/97

Non-res care

Total owed - £600,021.19

Total debtors - 1063
Oldest invoice - May 2003

Total

Total owed - £5,123,175.96
Total unsecured debt - £3,978,067.10
Total debtors - 2057
Oldest invoice - 31/10/97

Position as of 11/7/2012

Res Care

Total owed - £3,361,061.90
Total debtors - 515
Oldest invoice - 17/5/99

Non-res care

Total owed - £540,325.52
Total debtors - 857
Oldest invoice - July 2008

Total

Total owed - £3,901,387.42
Total debtors - 1372

18 DESIGNATION OF CONSERVATION AREAS

To the Cabinet Member for Culture, Towns & Communities (Councillor Andrew Curtin)

By Councillor Linda Hawthorn

While noting the good news that the two areas in Hornchurch are, quite rightly, to be designated as conservation areas, would the Cabinet Member please consider the area in Upminster encompassing the Windmill, Old Chapel, Convent, St Laurence Church and Rectory (all listed buildings) for inclusion next time?

Answer:

Conservation Areas are only designated in areas which have a distinct character and appearance which is of historic and/or architectural interest. Within the area of Upminster to which the question refers, whilst the five listed buildings are all very valuable, the quality of the remaining buildings is variable and most of the infill buildings are not of architectural or historical interest. As such, officers do not consider that designation of a conservation area would be justified and, based on preliminary discussions, the English Heritage Area Advisor agrees with this assessment. Designation of a conservation area would not provide any additional planning controls or benefits for the listed buildings.

19 **COMPETITTON IN THE BILLBOARD MARKET****To the Cabinet Member for Environment (Councillor Barry Tebbutt)**

By Councillor John Mylod

Given that Clear Channel and JC Decaux have agreed with the Office of Fair Trading to open up competition for billboard space, would the Cabinet Member confirm what effect this will have on Havering Council?

Answer:

Answer: JC Decaux have agreed in a letter to the Chief Executive that they will not restrict competition for billboard space and therefore in the future if and when billboard space becomes available it will be open to competition.

20 **EARLY RETIREMENT AND REDUNDANCY OF STAFF****To the Cabinet Member for Value (Councillor Roger Ramsey)**

By Councillor Ray Morgon

Would the Cabinet Member confirm the number of employees who have taken early retirement during the past five financial years, together with any costs to the Council. Can the same information be provided for those who have been made redundant?

Answer:

Before 2010/11 the level of redundancies within the Council was not significant

Over the past 2 years with the implementation of the Transformation agenda this situation has unfortunately changed. Numbers of redundancies and associated costs have been: -

2010/11	17 Redundancies	£195k
2011/12	108 Redundancies	£1,217k

These redundancy figures will include individuals, who because they were aged 55 or over and due to their length of service, were entitled to their pension

In 2011/12 additional costs relating to pension strain, plusages etc. for the 108 employees made redundant were £1.1m

During this period a number of employees will have additionally left the organisation through flexible retirement, ill health retirement, early retirement - with or without reduced benefits. All early retirement requests are reviewed taking into account individual circumstances and a financial business case.

21 NOTIFYING REPAIR OF PAVEMENTS: COST OF POSTAGE

To the Cabinet Member for Environment (Councillor Barry Tebbutt)

By Councillor Linda Van den Hende

Would the Cabinet Member set out the annual cost of postage where residents have been personally advised by him that their pavements have been repaired?

Answer:

Letters are hand delivered by officers to residents affected by major footway works prior to works commencing. At this point we ask if residents are interested in applying for a vehicle crossover to be constructed in conjunction with the works. The letters go out in the Highways Managers name and the Leader of the council.

It is difficult to put a cost on this operation as it is carried out by council officers in conjunction with other works.

22 USE OF COUNCIL PURCHASE CARDS

To the Cabinet Member for Value (Councillor Roger Ramsey)

By Councillor John Wood

The Public Accounts Committee at the House of Commons have reported their concerns about the inappropriate use of procurement cards by users and not having to produce receipts. Would the Cabinet Member confirm what procedures are in place to ensure that this would not happen in Havering?

Answer:

Within the Council, the issuing of cards, limits and categories of spend they can be used for is tightly controlled. Claims are made through the Oracle system, requiring management authorisation with a review of all receipts.

23 COUNCIL TAX BENEFIT: NUMBER OF CLAIMANTS

To the Cabinet Member for Value (Councillor Roger Ramsey)

By Councillor Brian Eagling

Would the Cabinet Member confirm the number of claimants of council tax benefit during the last financial year per ward?

Answer:

No. of CTB Claims	Ward Name
1,424	Brooklands
544	Cranham
1,165	Elm Park
409	Emerson Park
2,270	Gooshays
605	Hacton
1,099	Harold Wood
1,233	Havering Park
1,936	Heaton
688	Hylands
1,090	Mawneys
647	Pettits
1,036	Rainham and Wennington
1,439	Romford Town
985	St Andrew's
1,282	South Hornchurch
763	Squirrel's Heath
274	Upminster
18,889	

24 SAVINGS IN 2011/12

To the Cabinet Member for Value (Councillor Roger Ramsey)
By Councillor Ray Morgon

Would the Cabinet Member confirm that all agreed savings for the last financial year were met, and if they were not, what savings targets were missed and why?

Answer:

The Council's budget for 2011/12 included an overall savings target of £11.4m, as set out in the report to Council in February 2011. The largest element of this, some £9.7m, was part of the savings items set out in the report to Cabinet in July 2010, as part of the Council's strategic approach to meeting the challenges faced by the broader financial climate, and in response to the Coalition Government's austerity measures.

Of these savings, other than a minor shortfall in the target for the Customer Services transformation programme, not only was this target delivered, but some of the savings agreed by Cabinet were delivered earlier than scheduled. The overall savings figure achieved against the July 2010 target of £9.7m was around £9.9m.

The small shortfall on Customer Services was due to the fact that this is a highly complex programme impacting on services right across the Council, and it was not possible to fully extract the savings target during the year.

The over-performance on savings contributed to an overall under-spend for the financial year.

25 USE OF EMAIL FOR NOTIFYING EVENTS

To the Cabinet Member for Transformation (Councillor Michael Armstrong)

By Councillor Ray Morgon

In May I received two letters in the courier, one about the Armed Forces Day 2012 and the other about a presentation from Network Rail. In an effort to save on paper and printing costs, why were these not sent to members by e-mail?

Answer:

Increasingly it is the case that more and more of council business is being dealt with electronically. Often Members are advised of matters via email, however there remains a number of members who refuse to use computers and email which means that for officers to ensure the effective dissemination of their message they are required to use more traditional means unfortunately.

Calendar Brief is regularly used for the promotion of messages to Members, however it is not always possible for information to be included in it if it falls around a deadline period for example.

I would be very happy to see all council communications to members to be dealt with via email as that would see a considerable reduction in costs both in postage and printing.

Officers are in the process of setting up a trial for members who no longer wish to receive physical mail deliveries to have all mail scanned and sent electronically. We would welcome additional Members to join the trial.

26 MONITORING OF STREETCARE ACTIVITY

To the Cabinet Member for Environment (Councillor Barry Tebbutt)

By Councillor Nic Dodin

Would the Cabinet Member confirm how this Council monitors productivity, quality and outputs of its staff and contractors in respect of StreetCare services?

Answer:

The productivity of our own staff are monitored by Performance Development Reviews (PDR's) and One to One meetings with managers. The quality and outputs of staff are measured differently depending on the work carried out, for example StreetCare cleaning operatives are measured by the NI195 surveys. We have a robust set of performance

measures that are monitored by Members regarding StreetCare activities, further monitoring takes place at Environment Overview and Scrutiny Committee and by the Group director and Head of Service (HOS) on a monthly basis.

Regarding contractors, StreetCare officers meet with the various contractors on a regular basis to discuss issues that either party may have, and develop strategies for dealing with these, in line with the current procurement policy regarding contract monitoring.

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COUNCIL, 18 JULY 2012

MOTIONS FOR DEBATE

A THE COUNCIL'S CONSTITUTIONAL ARRANGEMENTS

Motion on behalf the Labour Group

That this Council review its constitutional arrangements to ensure that the commonly-held view that we have in the Borough an "elective dictatorship" is addressed and reversed.

Amendment on behalf of the Administration

Amend to read

That this Council recognises that its constitutional arrangements are based on the rules imposed by the last Labour Government and that these have been implemented in a fair and democratic manner.

B OLYMPIC TORCH RELAY

Motion on behalf the Independent Residents' Group

With reference to the Olympic Torch Relay passing through our borough, this Council supports the whole of the route, including the town centres on that route, equally

Amendment on behalf of the Administration

Amend to read

With reference to the Olympic Torch Relay passing through our borough, this Council commends its officers for their efforts towards ensuring a successful outcome.

C THE RIGHT TO BUY: REVIEW

Motion on behalf the Independent Residents' Group

This Council believes the Right to Buy legislation was promoted by successive governments to stop local councils from providing accountable and value for money Council housing for local people.

It therefore calls on the Local Government Minister to undertake a review of housing policy that includes the option of removing the Right to Buy on new council houses.

Amendment on behalf of the Administration

Amend to read

This Council, acknowledging the extensive public support for Right to Buy policies maintained by successive governments, commends the Administration for its record of procuring new affordable housing and notes its intention to take up additional funds to be made available from new Right to Buy receipts.