



Public Document Pack

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

CABINET

7.30 pm	Wednesday 25 September 2013	Council Chamber - Town Hall
----------------	--	--

Members 10: Quorum 5

Councillor Michael White (Leader of the Council), Chairman

	Cabinet Member responsibility:
Councillor Steven Kelly (Vice-Chair)	(Deputy Leader) Individuals
Councillor Michael Armstrong	Transformation
Councillor Robert Benham	Community Empowerment
Councillor Andrew Curtin	Culture, Towns & Communities
Councillor Roger Ramsey	Value
Councillor Paul Rochford	Children & Learning
Councillor Geoffrey Starns	Community Safety
Councillor Barry Tebbutt	Environment
Councillor Lesley Kelly	Housing & Public Protection

Andrew Beesley
Committee Administration Manager

**For information about the meeting please contact:
Andrew Beesley
01708 432437 andrew.beesley@haverling.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 ANNOUNCEMENTS

On behalf of the Chairman, there will be an announcement about the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE

(if any) - receive

3 DISCLOSURES OF PECUNIARY INTEREST

Members are invited to disclose any pecuniary interests in any of the items on the agenda at this point of the meeting. Members may still disclose a pecuniary interest in an item at any time prior to the consideration of the matter.

4 MINUTES (Pages 1 - 8)

To approve as a correct record the minutes of the meeting held on 14 August 2013, and to authorise the Chairman to sign them.

5 REPORT OF THE CRIME & DISORDER COMMITTEE - DOMESTIC VIOLENCE TOPIC GROUP (Pages 9 - 16)

6 THE COUNCIL'S FINANCIAL STRATEGY (Pages 17 - 40)

7 APPROPRIATION AND DISPOSAL OF OPEN SPACE NOTICES- VARIOUS SMALL SITES (Pages 41 - 132)

8 APPROVAL TO ACCESS ENERGY EFFICIENCY FUNDING THROUGH THE GREEN DEAL & ENERGY COMPANY OBLIGATION (ECO) VIA A GREATER LONDON AUTHORITY (GLA) FRAMEWORK (Pages 133 - 150)

9 DRAFT ANNUAL REPORT 2012/13 (Pages 151 - 184)

10 QUARTER 1 CORPORATE PERFORMANCE REPORT 2013/14 (Pages 185 - 206)

11 CIVIC PRIDE MEMBER PROJECT (Pages 207 - 218)

Public Document Pack Agenda Item 4



MINUTES OF A CABINET MEETING Council Chamber - Town Hall Wednesday, 14 August 2013 (7.30 - 8.55 pm)

Present:

Councillor Steven Kelly (Deputy Leader, Individuals), Chairman

Councillor Michael Armstrong
Councillor Robert Benham
Councillor Roger Ramsey
Councillor Paul Rochford
Councillor Geoffrey Starns
Councillor Barry Tebbutt
Councillor Lesley Kelly

Cabinet Member responsibility:

Transformation
Community Empowerment
Value
Children & Learning
Community Safety
Environment
Housing & Public Protection

Apologies were received for the absence of Councillors Michael White and Andrew Curtin.

Councillors June Alexander, Clarence Barrett, Keith Darvill, Linda Hawthorn, Paul McGeary, Ron Ower, Jeffrey Tucker and Linda Van den Hende were also present for the meeting.

Approximately 25 members of the public and a representative of the Press were present.

Through the Chairman, an announcement was made regarding the emergency evacuation arrangements.

There were no disclosures of interest.

In the absence of the Chairman, the Vice Chairman chaired the meeting.

70 **MINUTES**

The minutes of the meeting of Cabinet held on 10 July 2013 were agreed as a correct record and signed by the Chairman.

71 THE COUNCIL'S FINANCIAL STRATEGY

Councillor Roger Ramsay, Cabinet Member for Value, introduced the report.

The report before Members provided an update on a range of Government announcements that would impact the Council's funding and budget setting process for a number of years to come.

Following the Chancellor's Budget in March 2013 and the Comprehensive Spending Review announcements on 26 June 2013, the key points impacting on Havering's long term budget strategy would be as follows:

- Departmental Expenditure limits would be subject to a 1% reduction.
- Further departmental reductions of £11.5bn for 2015/16
- NHS and Education remain ring fenced from any funding reductions
- 10% cut in the Department for Communities and Local Government departmental spend
- The creation of a pooled fund of £3.82 billion between the NHS and local authorities in addition to the existing £1billion. It was unclear what new responsibilities would accompany this funding
- Public sector pay rises would be limited to an average of 1% in 2015/16 and a removal of time served pay progressions.
- A 1% increase Council Tax freeze grant for 2 years 2014/2015 and 2015/2016

It was explained that further announcements on local government financial settlements were expected in January 2014 which would cause difficulty in setting the Council's budget before February 2014.

It was acknowledged that these were challenging prospects. The Council's projected budget gap in funding over the next four year period had been assessed at £40million, however, this figure would be reviewed in light of the Budget and Comprehensive Spending Review announcements. Cabinet was advised that a further report would be made available at the September meeting.

There was currently a 2% limit on Council Tax increases without a referendum and that a referendum would cause further confusion with significant costs.

Reasons for the decision

That the Council's financial strategy takes due account of Government plans and any other material factors where these are likely to have an impact on the Council's financial position.

Other options considered

None. The Constitution requires this as a step towards setting the Council's budget.

Members were united in expressing their disappointment and frustration at the Government's decision to delay the announcement of the local settlement to January. Members recognised that the costly delay would increase the pressure on staff and the Council when setting the Council Tax and agreeing the budget for 2014/15.

Cabinet NOTED:

1. **The analysis of the National Budget and the Comprehensive Spending Review and associated announcements.**
2. **The Secretary of State's announcement on the timing of the financial settlement, which was now expected to be after Christmas.**
3. **That a further report would be submitted to the next meeting of Cabinet, setting out the impact of these announcements on the Council's financial planning.**

72 **THINK FAMILY - CABINET MEMBER PROJECT**

Councillor Lesley Kelly, Cabinet Member for Housing and Public Protection, introduced the report.

The report gave an update to Cabinet members on the significant amount of activity that had taken place on the Think Family project during 2011/2012. The project, originally established in 2010, looked at a broad range of issues around supporting vulnerable families and was divided into four sub projects as follows:

- Troubled Families (Top 100 families who needed the most help from various agencies)
- Family Group Conference
- Move to locality working
- Prevention Strategy Implementation

Three of the four sub projects had been completed and the corresponding results were outlined in the report. References were made to the development and improved communication and co-ordination of activity across joint/multi agency teams on a local/area basis in addition to the establishment of the Multi Agency Safeguarding Hub (MASH).

The Government had announced their intention to continue the Troubled Families programme for a further five year phase and that this Council would undertake further projects in this area. It was noted that grants paid to Local Authorities in the Troubled Families Scheme were based on results and the length of time families remain engaged in the process.

Reasons for the decision

To provide Cabinet members with an overview of the 'Think Family' project between 2011 and 2012.

Other options considered

N/A

Cabinet NOTED the outcomes delivered by the Think Family project to date.

73 **APPROPRIATION OF LAND FOR PLANNING PURPOSES AND OPEN SPACES PROCESSES RELATING TO THE SITE OF THE OLD WINDMILL HALL AND THE ADJACENT CAR PARK**

Councillor Roger Ramsay, Cabinet Member for Community Safety, introduced the report.

The report explained that prior Cabinet approval had been given to the disposal of the site of the Old Windmill Hall and adjacent car park and adjustment of the site to create a regular boundary with adjacent Upminster Park. In connection with the proposal, a decision had been taken to formally advertise the proposed disposal of open space and the appropriation of for planning purposes. In accordance with the statutory process, the proposal was publicly advertised and objections considered.

A number of representations had been received together with two petitions, one expressed opposition to the sale of the land and contained 2548 signatures whilst the other which contained 55 signatures related to the suggestion that further additional car parking spaces be provided to support local business. A total of 398 letters of objection were recorded and the themes identified were as follows:

- No specific grounds
- Opposition to the sale of land within a park
- Concern about the effect of disposal/development on the remainder of the park
- Concern about parking issues
- Opposition to the development of the site
- Concerns about the legal status of the land
- Miscellaneous/other

Reasons for the decision

The decision is required as a result of the statutory process involved in dealing with the proposed disposal and appropriation of land for planning purposes.

Other options considered

Having placed the notices, it is necessary for the Council to formally consider the response received. As this report only concerns the consideration of these responses, no other options are available.

The Cabinet Member reiterated that there would be no net loss of land within the park and that the Council had no plans to develop and sell Upminster Park. In response to concerns about parking issues, it was stated that whilst there would be a loss of car parking spaces, there was future scope to extend the car parking area. It was noted that the development of the proposed area would be subject to planning and a full consultation.

It was clarified that the proposal to appropriate the land for planning purposes would promote the economic wellbeing of the area only, and not as the report suggests include social or environmental wellbeing.

Cabinet, having considered the responses made to the public notices in respect of land at the site of the Old Windmill Hall and the adjacent car park

in connection with the proposed disposal and appropriation of land for planning purposes, gave approval to proceed with:-

- a) The disposal of 191 sq metres of open space shaded in blue in drawing SPS 1294/1 Rev A (attached as Appendix 1 to these minutes) under Section 123 of the Local Government Act 1972.
- b) The inclusion within Upminster Park of the 191 sq metres of land to be used as open space shaded in green in drawing SPS 1294/1 Rev A (attached as Appendix 1 to these minutes) under Sections 122(1), 2(A) and 2(B) of the Local Government Act 1972.
- c) The appropriation of the site shown outlined in red in drawing SPS 1294/1 Rev A (attached as Appendix 1 to these minutes) to planning purposes.

74 **AWARD OF RESPONSIVE REPAIRS AND MAINTENANCE CONTRACT FOR COUNCIL HOUSING - LOT ONE RESPONSIVE REPAIRS**

Councillor Lesley Kelly, Cabinet Member for Housing and Public Protection, introduced the report.

The report set out the results of the tendering exercise for the provision of responsive repairs services to the housing stock managed by the Council. The tendering process had been undertaken in accordance with the rules set out in the Public Contract Regulations 2006 and subsequent directives (EU regulations).

It was noted that the current partnership contract with Morrison Facilities Services which had been due to expire on 31 July 2013 had been extended by mutual agreement until September 2013.

The scope of the works and the re-tender specification was different to the current contract in that it was for responsive repairs only, so as to ensure a provision of high quality repairs to tenants and leaseholders. In addition, the contractor would also provide "out of hours" and "handyman" services, concessionary decorating for vulnerable and elderly people and an initial inspection of all Council properties.

The pricing mechanism was for a fixed fee to be provided by the contractor with a maximum liability of £1000 per instruction. Any works above this level would revert back to the Council for alternative quotes or solutions. Prices had been based on a standard schedule of rates and the use of a fixed price arrangement for the majority of repairs, by value, would provide greater cost certainty.

The proposed commencement date for the new contract was 1 October 2013 and would be for a five year period with the option to extend based on performance.

Reasons for the decision:

The Council as a landlord and building owner has obligations in statute and under the Tenancy Agreement to provide a responsive repairs service. The Council as a contracting authority has obligations to comply with the requirements of the Public Contractors Regulations 2006.

Other options considered:

To extend the exiting arrangement with Morrison Facilities Services for a further period.

REJECTED – There would be no further provision in the contract to extend which would be in breach of the Public Contracts Regulations 2006.

Cabinet AGREED the award of Lot 1 of the Term Contract for Responsive Repairs to Breyer Group PLC in accordance with the offer set out in the tendering process and subject to the expiry of the required 10 day stand still period and section 20 of the Landlord and Tenant Act 1986 requirements.

Cabinet agreed the award of Lot 1 of the Term Contract for Responsive Repairs and Voids Refurbishment – Responsive Repairs, to Breyer Group PLC, in accordance with the offer set out in the tendering documentation and subject to the expiry of the required 10 day stand still period and section 20 of the Landlord and Tenant Act 1986 requirements.

75 **AWARD OF TERM CONTRACT FOR RESPONSIVE REPAIRS AND VOIDS - LOT TWO VOID PROPERTIES**

Councillor Lesley Kelly, Cabinet Member for Housing and Public Protection, introduced the report.

The report set out the results of the tendering exercise for the provision of repair and reinstatement of void property services to the housing stock managed by the Council. The tendering process had been undertaken in accordance with the rules set out in the Public contract Regulations 2006 and subsequent directives (EU regulations).

It was noted that the current partnership contract with Morrison Facilities Services which had been due to expire on 31 July 2013 had been extended by mutual agreement until September 2013.

The scope of the works and the re-tender specification was different to the current in that the contract would see to bring empty properties back into use, provision of security screening, cleaning pre and post works and asbestos removal as well as a limited amount of kitchen and bathroom replacement. Prices were based on a standard schedule of rates and the contract would be for a fixed amount only.

The proposed commencement date for the new contract was 1 October 2013 and would be for a five year period with the option to extend based on performance.

Reasons for the decision:

The Council as a landlord and building owner has obligations in statute and under the Tenancy Agreement to provide a responsive repairs service including ensuring properties re-let are of an acceptable standard. The Council as a contracting authority has obligations to comply with the requirements of the Public Contractors Regulations 2006.

Other options considered:

To extend the exiting arrangement with Morrison Facilities Services for a further period.

REJECTED – There would be no further provision in the contract to extend which would be in breach of the Public Contracts Regulations 2006.

Cabinet agreed the award of Lot 2 of the Term Contract for Responsive Repairs and Voids Refurbishment – Void Refurbishment, to Mullaley and Co Ltd, in accordance with the offer set out in the tendering documentation and subject to the expiry of the required 10 day stand still period.

Chairman

This page is intentionally left blank

CRIME & DISORDER COMMITTEE

Under the Police and Justice Act 2006, s. 19, Cabinet is required to consider and respond to a report of an Overview and Scrutiny Committee within two months of its agreement by that Committee. In this case, Cabinet is required to do this by (25/9/2013) at the latest. Cabinet is also required to give reasons for its decisions in relating to the report, particularly in instances where it decides not to adopt one or more of the recommendations contained within the report.

<p style="text-align: center;">REPORT OF THE CRIME & DISORDER COMMITTEE: DOMESTIC VIOLENCE TOPIC GROUP</p>

1.0 BACKGROUND

- 1.1 At its meeting on 8 May 2012, the Crime & Disorder Committee agreed to establish a topic group to
- review the level of services delivered locally in respect of the effects of Domestic Violence on Young People and Children both as victims, witnesses and/or perpetrators;
 - look at what steps the Community Safety Partnership were taking to tackle the problem in the future;
 - identify good practice in other boroughs; and
 - make recommendations to the administration on areas which could be improved, if appropriate.
- 1.2 All members of the Committee indicated a desire to serve on the Topic Group. These were: Councillors Osman Dervish (Chairman); John Wood (Vice-Chairman); Becky Bennett; Denis Breading; David Durant; Roger Evans; Georgina Galpin; Frederick Osborne and Linda Van den Hende.
- 1.3 The topic group met on four occasions including two visits. The first visit was to the Annual General Meeting of Havering Women's Aid, the second to look at the work of the Partnership Triage in Hackney.

2.0 SCOPE OF THE REVIEW

2.1 The Topic Group decided to look at:

- how effectively services were co-ordinated to meet the needs of children and vulnerable adults who were living with Domestic Violence;
- what specific interventions were available;
- the impact of current policies and procedures including reporting and detection of Domestic Violence; and
- whether anything could be learnt from other borough's approaches to Domestic Violence.

2.2 This report sets out the findings of the topic group review.

3.0 How effectively services were co-ordinated to meet the needs of children and vulnerable adults who were living with Domestic Violence.

Housing Services

3.1 The victims of Domestic Violence are dealt with by Housing under the statutory Homelessness provisions. In 2011/12, 38 households were accepted as homeless because of violent relationship breakdown.

3.2 Individual Domestic Violence cases are dealt with in different ways, depending on whether victims own their own property, live in private rented accommodation or live in social housing.

3.3 If a person does not live in social housing and fears they could become the victim of Domestic Violence they can approach the Homelessness and Housing Advice Service. If staff feel there is a risk of violence the potential victim will be removed to a place of safety, which would normally be a place in a refuge. Once a place of safety has been found the victim has a choice as to whether to continue with the application to the Council or make an application to another authority.

3.4 The Council can only secure accommodation within the borough, therefore, an approach to another authority was sometimes in the best interests of an applicant in cases where there was a risk of further violence if resident in the borough.

3.5 If that local authority is satisfied that an applicant is eligible, homeless and in priority need they will then look to see if the applicant has a local connection with them. A local connection could be established by

residence in the borough, immediate family residing in the borough or by employment in the borough, for example.

- 3.6 If the local authority were satisfied that an applicant was eligible, homeless and has a local connection they would be offered on-going accommodation. This would ordinarily be a private sector property leased by that Council.
- 3.7 The topic group found that where the person fleeing violence is a secure tenant of Havering Council, the authority will always attempt to ensure that they are not disadvantaged by losing their tenancy. This would normally be done by arranging a management transfer to another property as long as that is a safe option for the tenant.
- 3.8 Under the New Allocations Scheme which came into effect in April 2013 the victim would not need to participate in the Choice Based Lettings Scheme and instead the case would be deemed an emergency requiring an assisted, direct offer of accommodation.

School Admissions

- 3.9 The topic group also looked at the issues of re-housing domestic violence victims and access to school places, which was a key issue for many victims. When a woman and child(ren) were placed in a Woman's Refuge in Havering they sometimes needed to apply for a place at a school using the Local Authority's In-Year Common Application Form. Members found that staff at the Refuges were familiar with this process and were able to provide good assistance to mothers in going through this process.
- 3.10 If a place was available at the requested school this was granted. However, if a primary school place was required it could well be that no place was available within a reasonable travelling distance. In those circumstances the request would be considered by the Fair Access Panel who would take into account exceptional social circumstances. Given the shortage of places at reception age and in the primary sector generally this was likely to be a common occurrence.

Conclusion

- 3.11 The topic group was satisfied that the co-ordination of Council services to meet the needs of Domestic Violence victims was working well. Members questioned whether anything further could be done to improve the linkages between Housing Services and School Admissions, in terms of Housing Services checking if suitable school places were available in reasonable proximity to accommodation being offered to victims of Domestic Violence.

4.0 What specific interventions were available?

Havering Women's Aid

- 4.1 Havering Women's Aid provide refuges for the victims of Domestic Violence nationally, and they run two refuges, one in Romford and the other in Hornchurch.
- 4.2 The Council currently has commissioning arrangements in place with Havering Women's Aid, this includes almost £300k from Social Care and Learning to support both Domestic Violence schemes and provide a floating support service. In addition Community Safety provides a further £15k, including £4k for a Domestic Violence Support Group and £11k for the Domestic Violence advocacy project. The Community Safety team also apply for additional funding throughout the year to provide Domestic Violence awareness raising and other support services.

Family Mosaic

- 4.3 Family Mosaic are a Housing Association who provide care and support to families in need. They provide a floating support system to provide support where it was needed. They work closely with, and are commissioned by, the Council.
- 4.4 A key area of support was the provision of money for a rent guarantee scheme to help victims of domestic violence find suitable accommodation.
- 4.5 Family Mosaic help find out-of-borough accommodation and have a good relationship with Housing Benefits. They worked closely with the Police, and both Adult and Children's services. The £40,000 they have available for the rent deposit scheme helped up to 100 families a year. They received around 20 referrals a week.

5.0 The Impact of current policies and procedures including reporting and detection of Domestic Violence.

Troubled Families

- 5.1 The Council had begun, in May 2011, to identify and work with high need, high contact families, across all agencies. Approximately 350 individuals had been identified at risk from Domestic Violence (DV).

5.2 The Troubled Families Team had adopted the following approach when dealing with DV:

- Lead professionals allocated to DV families;
- A team approach to working with the family;
- Specialist DV support and capacity in front line teams;
- Introduced SMART Plans and Common Assessment Framework
- Young male Adolescent Perpetrators are put in Anger Management courses, although the topic group noted that places are limited.

6.0 Lessons to be learnt from elsewhere.

Partnership Triage

6.1 The Chairman and officers visited Hackney on the 6th March to look at how their Partnership Triage Scheme worked and see if there were any lessons Havering could learn from this model. The model had been introduced 2 years ago because there had been a lack of coordinated response to Police Merlin referral reports in Hackney.

6.2 During the past year, the Partnership Triage's role had been broadened to take more than police referrals. Referrals were now accepted from schools, Health Visitors, School Nurses, Children's Centres and Parenting Service. Partnership Triage dealt with more than just Domestic Violence, it also worked with missing children and Children Missing Education. Much of the work undertaken by the Partnership Triage was similar to the MASH arrangements in Havering.

6.3 In a typical month approximately 4% of case referrals to partnership Triage were Domestic Violence cases and a further 4% Domestic Dispute. Members noted that approximately 30% of cases referred related to male/parents as victims of domestic violence.

6.4 Partnership Triage had developed a strong relationship with Health, and a representative from Health worked in Triage. They also had a good working relationship with Homerton Hospital (maternity unit) and school nurses. Links with housing services were not working as well in Hackney as they do in Havering.

Conclusion

6.5 Although the Partnership Triage approach was innovative, given the Council's work on the Multi Agency Sharing Hub, there did not appear to be much for the Council to learn from this approach and indeed in terms of the breadth of Havering's MASH, we are leading the way in this area. Members noted however that some innovative work had taken place in Hackney with young people which could be replicated

elsewhere. In Havering, we already commission engagement work with young people in schools to help increase awareness of domestic violence.

7.0 RECOMMENDATIONS

7.1 To recommend the Lead Member with responsibility for Housing and Public Protection to review, possibly in 12-18 months time, how the new Allocations Scheme is supporting victims of Domestic Violence;

7.2 To recommend the Lead Members for Housing and Public Protection and Children and Learning to ensure that wherever possible school placements are taken into account before an alternative housing offer is made

8.0 ACKNOWLEDGEMENTS

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

Vicki Nicholson – Havering Women’s Aid
Sarah Thomas – Troubled Families
Neil Keylock – Manager, Additional Education Needs Service
Alexander Szantal – Housing Options Manager
Jonathan Geall – Housing and Public Protection
James and Kelly – Family Mosaic
Jeanne and Katherine – Hackney Partnership Triage

The following comments are submitted by members of staff:

Financial implications and risks:

The recommendations have no specific financial implications.

The level of services provided in the borough impact services across a range of Council services, as highlighted in the report. Resource implications are managed from within existing budgets.

Legal implications and risks:

No implications or risks identified

Human Resources implications and risks:

Cabinet, 25 September 2013

No implications or risks identified

Staff Contact: **James Goodwin**
 Committee Officer

Telephone: 01708 432432

This page is intentionally left blank



CABINET 25 September 2013

Subject Heading:	The Council's Financial Strategy
Cabinet Member:	Cllr Roger Ramsey
CMT Lead:	Andrew Blake-Herbert Group Director Resources
Report Author and contact details:	Mike Stringer Head of Finance & Procurement 01708 432101 mike.stringer@havering.gov.uk
Policy context:	The Council is required to approve an annual budget and to establish a financial strategy and this report forms the initial part of that process
Financial summary:	There are no specific financial proposals, this report sets out the impact of the Comprehensive Spending Review on the Council's financial position, the final outturn for 2012/13, and the proposed approach to the development of a long term financial strategy
Is this a Key Decision?	No
Is this a Strategic Decision?	No
When should this matter be reviewed?	July 2014
Reviewing OSC:	Value

The subject matter of this report deals with the following Council Objectives

Ensuring a clean, safe and green borough	[X]
Championing education and learning for all	[X]
Providing economic, social and cultural activity in thriving towns and villages	[X]
Valuing and enhancing the lives of our residents	[X]
Delivering high customer satisfaction and a stable council tax	[X]

SUMMARY

The previous report to Cabinet set out the key elements of both the National Budget and the subsequent Comprehensive Spending Review (CSR) announcement. These have now been analysed and their impact on the Council's financial position has been assessed. It is therefore now possible to review and update the longer term financial prospects set out in the report to Cabinet in February 2013. These need to be set in the context of the current strategy and savings plan, and the current financial position; both of these are also covered in this report

This report sets out the proposed approach to the development of a long term financial strategy, progress with the budget strategy for 2014/15, and the financial position in the year just ended and the initial forecast for the current year. Whilst accepting that any forecasts that run to the end of the current decade are open to change, the need for the development of a strategy is quite clear. This report sets out the proposed approach to doing so.

RECOMMENDATIONS

Cabinet is asked to:

1. Note the impact of the Comprehensive Spending Review and associated announcements on the Council's financial position.
2. Note the final outturn position for 2012/13 and the initial forecast for 2013/14.
3. Agree that a detailed long term financial strategy, covering the period from 2015/16 to 2018/19, should be presented for consideration by Cabinet by August 2014, taking into account the announcement of the Local Government Finance Settlement, which is not expected until after Christmas.
4. Instruct officers to prepare a range of proposals to deliver a stable financial position over that four year period as part of the budget strategy for consideration at that meeting.
5. Approve and recommend to Council the adoption of the revenue budget strategy statement set out in Appendix A.
6. Note that options are being assessed for potential Pension Fund investments and this will be brought back to Cabinet at a future meeting
7. Approve the principle of the 2014/15 schools' maintenance programme, as set out in Appendix C, being funded up to the level of grant funding, ie £2.9m, and

to delegate to the Lead Member for Children's authority to approve any additional schemes should further funding become available.

8. Agree to allocate Havering's allocation of £422,197 for the Early Education Entitlement (EEE) for 2 Year Olds to fund works as set out in paragraph 7.6 of the report, and to delegate to the Lead Member for Children's & Learning authority to approve individual schemes.

REPORT DETAIL

1. BACKGROUND

- 1.1 The general financial climate has been widely reported nationally and has been reflected in a number of reports to Cabinet previously, and particular since the General Election of 2010. The previous report to Cabinet dealt at some length with both the National Budget, announced in March, and the subsequent Comprehensive Spending Review (CSR), which followed in late June.
- 1.2 The report to Cabinet identified further reductions in Government funding, with a particularly significant impact in 2015/16. With these latest figures in mind, officers have reviewed both the financial prospects for the coming year, 2014/15, and the subsequent four year period, running to 2018/19. In broad terms, this has indicated a prospective budget gap of at least £20m for the latter period arising from Government funding cuts, with an emphasis on funding reductions being front-end loaded. Faced with such an unprecedented reduction, and given the increasing impact on the Council's budgets of demographic growth, and an ageing population is likely to increase this gap still further, it is essential that the Council sets out a long-term strategy for tackling this. This report is the first step in that process.
- 1.3 This report proposes that such a strategy is developed over the coming year, as suggested in the February report, and for this to be presented by officers to Cabinet for consideration by August 2014. As part of the background to that approach, the position for both the year just ended, 2012/13, and the current year, are considered in this report.

2. GOVERNMENT FUNDING ANNOUNCEMENTS

- 2.1 As stated above, the previous report to Cabinet considered both the annual National Budget and the Comprehensive Spending Review. Briefly, the key elements of these were as follows:
 - A 1% spending reduction for most Government departments for 2 years
 - An exemption for local government from this, with the impact only being felt in 2014/15
 - A 10% spending cut for the Department for Communities & Local Government in 2015/16

- The likelihood of additional funding cuts for Havering in that year, with potentially a further reduction arising from changes in the treatment of New Homes Bonus
- Extension of the Council Tax freeze grant for a further two years, based on a 1% rise, together with a continued “cap” on rises at 2%.

2.2 Officers have completed their analysis of this information, and the outcome is set out below. This covers the potential impact on Havering’s grant funding, and in turn, how that impacts on the potential budget gap over the four year period from 2015/16 onwards. A further assessment has been made of the position for the coming year, 2014/15.

2.3 Based on the 10% reduction in departmental spending and previous announcements, the table below shows the potential impact of RSG to Havering:

RSG	2013/14 (£m)	2014/15 (£m)	2015/16 (£m)
CSR position			
- grant	45.634	37.927	28.484
- reduction		-7.707	-9.443
Previous position			
- grant	45.4	37.9	31.8
- reduction		-7.5	-6.1

2.4 Based on the allocation seen in previous settlements, this recent announcement could remove £9.4m from Havering’s RSG in 2015/16. At this stage it is still unclear on the level of impact to Havering’s funding as the treatment of the pooled NHS funding creates another level of complexity which will not be known until the autumn at the earliest. In comparison with the previous analysis, based on earlier announcements, these figures indicate an additional grant reduction of around £3m in 2015/16, above previous forecasts, with a broadly similar position – ie minimal change to forecasts – in the preceding year.

2.5 However, subsequent to the main CSR announcement, there was a further announcement regarding the treatment of New Homes Bonus (NHB). It is proposed to remove £400m from NHB in 2015/16 to fund the new national infrastructure pot; our current assessment is that this potentially removes a further £1m from Havering in that year, as shown in the table below, although it is understood there are different options being looked at to manage this funding shift.

New Homes Bonus (£m)	2013/14	2014/15	2015/16	2016/17	2017/18
	(£m)	(£m)	(£m)	(£m)	(£m)
2011/12 actual allocation	0.397	0.397	0.397	0.397	-
2012/13 actual allocation	0.440	0.440	0.440	0.440	0.440
2013/14 actual allocation	0.961	0.961	0.961	0.961	0.961
2014/15 forecast allocation		0.700	0.700	0.700	0.700
2015/16 forecast allocation			0.700	0.700	0.700
2016/17 forecast allocation				0.700	0.700
2017/18 forecast allocation					0.700
£400m Reduction			(1.119)	(1.119)	(1.119)
Total New Homes Bonus (£m)	1.797	2.498	2.079	2.779	3.083

2.6 In broad terms, therefore, the CSR could lead to a further funding reduction for Havering of around £4m in 2015/16.

2.7 The other factor to consider is the ongoing impact of successive Council Tax freeze grants. The Table below shows the amount of Council Tax freeze grant Havering has received and forecasted on a pro-rata basis:

	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Year 5					1.0832	
Year 4				1.0832	1.0832	
Year 3			1.0832	1.0832	1.0832	
Year 2		1.0832				
Year 1	2.6802	2.6802	2.6802	2.6802	2.4122(1)	2.2916 (2)
Total	2.6802	3.7634	3.7634	4.8466	5.6618	2.2916

(1) Assuming the year 1 council Tax freeze grant reduces in line with spending reductions in 15/16 of 10%

(2) Assuming the year 1 council Tax freeze grant reduces in line with spending reductions in 16/17 of 5%

2.8 Unless the Council Tax freeze grants continue or are rolled into the formula, in 2016/17 Havering would be left with a further £3m plus hole within its budget from the freeze grants alone let alone the other reductions announced. The position is further complicated by the differing approach, as some years have been or will be rolled into formula grant, and others will not, or it is simply unknown what will actually happen. Given this degree of uncertainty, it would be prudent to plan for a “worst case” position until greater clarity becomes available.

2.9 What these figures do strongly indicate is that savings over the “new” 4 year CSR period from 2015/16 onwards will be heavily front-end loaded, as was the case with the current four year period. Potentially as much as £20m in funding could be removed from Havering in the first two years, although this depends on the eventual treatment of the Council Tax freeze grant. The loss of grant will however still be substantial.

3. REVIEW OF FINANCIAL PROSPECTS AND PROPOSED APPROACH

- 3.1 The projected budget gap for the current four year period was assessed as £40m, as Cabinet will be aware. Given an expectation that Government funding will fall at the rate identified above, it would be reasonable to assume a reduction of at least £22m in funding. This in turn would need to be fed into the overall budget position over the coming four years. This suggests a budget gap at least equivalent – but more likely higher than – the one currently being met through the Council’s financial strategy.
- 3.2 On that basis, for planning purposes, it would be prudent to plan for at least a similar scale of budget gap. Further work on assessing this is underway and this will be reflected in subsequent reports to Cabinet, although this will remain speculative, at least until the settlement itself has been announced early in 2014. It also needs to be borne in mind that any such forecast will reflect a significant number of assumptions, and given that this runs over a period until 2019, these may turn out differently, but this would provide a reasonable position for planning purposes.
- 3.3 To give this figure some context, the main elements of the current 2013/14 budget are set out in the table below:

	£m
Gross service spend (including contingency)	427.2
Gross service income (including ringfenced grants)	-257.7
Net service spend	169.5
Levies	12.4
Unringfenced grants	-12.4
Revenue Support Grant	-45.4
Business Rates (locally retained + top-up funding)	-29.7
Collection Fund	0.5
Total Council Tax Precept	94.9
Note 1 : the gross figures include schools’ budgets and the associated Dedicated Schools Grant, but excludes any figures relating to Academies, as these fall outside the Council’s finances	

- 3.4 Government projections over this period assume rises of 2% in Council Tax and 3% in business rates. Should these not be achieved, then it is likely that the budget gap could potentially increase even further. An annual rise of 2% in Council Tax would generate around £10m over a four year period; whilst this makes a significant contribution to any future gap, other measures would clearly need to be taken. As indicated, the gap could potentially increase should some of the funding being provided for the various freeze grants be removed in 2016/17; this would have to be addressed once the future treatment of that funding – which may well not become clear until the next CSR announcements in the latter half of 2015 – has been decided on.
- 3.5 It is clearly not possible to assess the impact of the 2015 General Election on Government spending plans, even with the broad national position as set out in

- the Budget and the CSR. There is thus a considerable amount of uncertainty over the years that follow 2015/16, the last year in the current CSR period. A further CSR would be expected during the latter part of 2015, covering the period from 2016/17 to 2020/21. With such a significant level of uncertainty in mind, it is not felt prudent to commit to a detailed long term financial strategy at this point in time, as it may become necessary to radically alter such plans.
- 3.6 However, with the potential scale of the funding reduction in mind, it would be appropriate to commence work on the development of a financial strategy with a range of options identified. These would be quantified during the Autumn and Winter and then presented back to Cabinet by August 2014. These plans would then be taken through any subsequent consultation with local stakeholders. This would allow at least 6 months to implement any proposals affecting the first budget setting process for 2015/16.
- 3.7 The strategy would then need to be reviewed in the light of the outcome of the 2015 General Election, and the subsequent CSR announcement. Any revisions to the strategy would then be presented to Cabinet for consideration through the budget setting process for 2016/17. It appears unlikely at present that any of the major political parties intends to depart from the spending plans now set out, but there may be changes in priorities within those plans. This could see changes in funding for Government departments, although of course there is no way of assessing in which direction funds allocated for local government would go.
- 3.8 It is evident that a sustained period of reductions in Government funding is going to continue for a number of years. It is therefore proposed that the Council's financial strategy, and the resultant spending plans, will reflect that reduction in funding. Funding cuts will therefore be reflected in a similar level of savings proposals. Where Council spending is affected by pressures or other factors within the Council's control, the Council will develop proposals and consult our local community on the choice of further cuts, increases in fees & charges, Council Tax rises, or a combination of these measures.
- 3.9 The Council's revenue budget strategy statement has been amended to reflect this approach. This is attached at Appendix A for Cabinet to recommend for adoption to Council.
- 3.10 In arriving at an assessment of the potential future long term budget gap, there are three major specific areas of risk; these are still being assessed but further information on these is included at Appendix B:
- Business rates
 - Care reforms
 - Benefits cap and housing rents.
- 3.11 Aside from these specific issues, there are broader potential implications arising from changes in demography, for example, in the population and property make-up of the borough. This aspect is considered further in the next section of this report.

- 3.12 None of these factors has been included in the current assessment of the budget gap, as they are difficult to quantify and it is likely to be some time before sufficient detail becomes available to properly assess them. However, the sheer scale of the gap already identified and volatility of the elements within it may see these as being additional factors within the overall budget gap, rather than increasing it, though they do represent additional risks, if nothing else.
- 3.13 The last area to be considered concerns schools' funding. In 2013/14, the Government implemented its School Funding Reforms with some significant changes to the methodology used to allocate DSG (Dedicated Schools Grant) to local authorities, the formula factors through which funding to schools is distributed and the responsibilities for which DSG may be centrally retained. The values attributed to the funding factors along with minimum funding guarantees and gains capping minimised turbulence in schools funding in the first year.
- 3.14 The structure of the 2013/14 reform remains in place for 2014/15 and the changes are relatively minor. The DSG settlement is expected to be "cash flat" and will be calculated largely on a per pupil bases with grant recouped for academies. The simplified local formula is still at the centre of the system with continued guaranteed funding for schools that restrict any reduction in funding to -1.5% per pupil.
- 3.15 The changes for 2014/15 are a development of 2013/14 and continue the journey towards a national funding formula for pre-16 from 2015/16.

4. BUDGET STRATEGY FOR 2014/15

- 4.1 As part of the previous budget cycle, the overall assessment of the financial position across the two years covered by the last financial settlement – 2013/14 and 2014/15 – was set out. In broad terms, the remaining gap to be bridged was around £2.7m, which fell into the second of these two years. This gap was largely due to changes in funding, caused in part by further reductions in funding levels – in particular the Autumn Budget Statement – and in part by the continued impact of those changes in grant calculations, including the localisation of Council Tax support. Financial planning for the 2014/15 budget has therefore been progressed with that scale of gap in mind.
- 4.2 The subsequent announcements within the CSR have indicated that the Government intends to provide further funding to those authorities who choose to maintain their Council Tax as its existing level. For Havering, this would equate to around £1m. Accepting a further freeze grant is not without potential consequences; if the funding made available is not extended beyond the current window of 2015/16, then authorities would be faced with either a higher level of savings or Council Tax rises, or potentially both. However, the degree of uncertainty is already significant, as indicated in the previous section of this report, and acceptance of the grant would enable the Council to continue to

hold down its Council Tax whilst economic conditions remain difficult for our local community.

- 4.3 If the Administration accepts the freeze grant it would further reduce the budget gap. This may require other measures to be identified, in the future if the grant was to end, but given a range of proposals will now be developed by officers, as proposed in this report, these could be brought forward to accommodate any remaining budget gap.
- 4.4 There will be some uncertainty until the local government financial settlement for next year is announced. The previous report to Cabinet indicated that the Secretary of State has already advised that the settlement will not be announced until after Christmas. There will therefore be a considerable amount of work to be done in a very short space of time to feed this information into the Council's budget setting process, and it is unclear what issues this might then give rise to. Further work will continue in the coming months to assess any relevant intelligence to better inform the development of the 2014/15 budget.
- 4.5 As Cabinet will be aware, the vast majority of the current savings plans were drawn up some time ago. There have been significant developments over the intervening period, with a fundamental change to the funding system, as well as changes in demand for a range of services. This arises from changes in the make-up of the borough, which includes the mix and type of property already in Havering and potentially arising from new developments etc, and in the population of the borough, and the demands these in turn make on the Council's services. These need to be taken into account in determining the shape and direction of the Council's future financial strategy.
- 4.6 With this in mind, officers are now undertaking an assessment of the impact of such changes on both the delivery of services and the Council's ability to complete the savings plans. This will in turn feed into the development of longer term plans. Further information on this aspect will be included in future reports to Cabinet, further into the budget cycle.
- 4.7 A significant amount of work has however already been undertaken in collaboration with other authorities to develop shared support services, cut the costs of bureaucracy and therefore reduce the pressure on frontline service budgets. Assuming formal approval is given, this would be expected to start to deliver savings from 2014/15 onwards. Such savings would help address any remaining balance for 2014/15 and make an initial contribution towards the budget gap beyond it. A report on progress with these discussions will follow to Cabinet in due course.

5. PROVISIONAL OUTTURN POSITION FOR 2012/13 AND MONITORING POSITION FOR 2013/14

5.1 As part of the development of the future financial strategy, due account needs to be taken of the position in both the previous and current financial years. These are summarised below.

Outturn Position 2012/13

5.2 The audited accounts are due to be presented for approval by the Audit Committee at its meeting on 26th September. These accounts reflect the revenue and capital outturn position for the year. In broad terms, there was an overall revenue underspend of around £5m. Further details of this are set out in the Revenue Outturn report, which is available in the Members' area on the intranet, but this comprises the following elements:

Item	£m
General service revenue underspend	-1.292
Unallocated contingency	-1.718
Unallocated demographic growth	-1.361
Housing benefits surplus	-0.644
TOTAL	-5.015

5.3 The service position has not changed materially from that reported to Cabinet in both January and February, although the detailed monitoring reports did highlight that there were a number of corporate variances potentially occurring that fell outside the main service forecasts, in common with previous years. The last period review for the year, period 11, which was a "by exception" report (material variances only), indicated an overall service underspend of around £1.8m, so the final position is slightly down on this.

5.4 The period 9 report also identified that there was an unallocated balance held on the contingency fund, which was felt unlikely to be required to balance the overall revenue position. For a similar reason, the demographic growth sum included within the budget was not allocated to the service, as spend was contained within budget, although this was largely due to the early delivery of savings. Much of this base budget sum has been allocated to Children's Services in 2013/14 to alleviate pressure on those budgets. The housing benefits surplus is not usually quantifiable until year end, and in any event, is a very small variance in the context of an account with an overall throughput in excess of £100m.

5.5 The overall net underspend of £5m has been allocated into earmarked reserves, as is customary. The overall position on reserves and the expected flow of funds from them is considered below.

5.6 The position on capital is also set out in the Capital Outturn report, which is held in the same area. Final spend was lower than had been previously forecast, although this is now expected to occur in the current financial year, as a number of schemes have slipped over into the new year.

- 5.7 The impact of both the revenue and capital outturn is reflected in the level of earmarked reserves held at the end of the year. This has increased from around £38m to around £48m and includes the final net underspend of £5m identified above. These figures also include a substantial level of Government grant funding not utilised during the course of the year, which has to be accounted for in this way. The other main cause for the increase was that the extent of spend on both transformation and capital was lower than expected. A significant level of reserves is expected to be expended during the current year, and Cabinet needs to be mindful of the fact that reserves can only be used once, and that it is not prudent to seek to balance the ongoing revenue budget through the use of one-off monies – this in any event is precluded by the Council’s revenue budget strategy.
- 5.8 Havering’s year end position is consistent with that being reported by other boroughs, who have also seen a rise in reserves. This has been a mix of planned contributions and in-year underspends, and as with Havering, spend occurring at a slower pace than had been anticipated. Equally in common, most authorities anticipate these reserves being expended over the next couple of years, reducing the overall balance, as various transformation programmes and specific projects are taken through to completion. A full assessment of the likely cash flow for Havering is being undertaken and this will be reviewed in due course by the Section 151 Officer.
- 5.9 There is also an opportunity to utilise reserves to supplement the Council’s Pension Fund. These items, amongst others, were highlighted in the report to Cabinet in February, setting out the Council’s proposed budget for 2013/14:
- a review of investment opportunities for the pension fund, and
 - a decision to take opportunities to invest in local infrastructure.
- 5.10 That report went on to state “The earmarked reserves are reviewed on a quarterly basis to ensure that they are still required. As a one off resource, any funds deemed to be surplus would be reallocated to support one off projects such as support to the capital programme, contributions to the pension fund or service initiative pump priming”. The preceding report to Cabinet covered the position in more depth. In particular, the need to make additional, and rising, revenue contributions to the Fund, with the pending actuarial review in mind.
- 5.11 Given the current position with earmarked reserves, and since the Pensions Committee has now agreed a protocol to facilitate investment in infrastructure projects, it is proposed to consider making a lump sum contribution from those reserves to the Pension Fund. Decisions on the deployment of those funds would be made by the Pensions Committee. This measure should help ameliorate the impact of the actuarial review and thus mitigate the potential impact on the Council’s revenue position.
- 5.12 Previous reports to Cabinet have highlighted the potential revenue effect of the level of contributions needed to the Pension Fund. Aside from this proposed investment, officers are in discussion with the actuary over the future level of

funding and means of achieving this. One option is to make a capital contribution to the fund from reserves. Whilst this would reduce both reserves and cash, there is significantly more scope to deliver higher returns through the Fund than there is from treasury management. Such an investment would also potentially reduce the necessary level of revenue contributions, which in turn could then reduce the overall budget gap.

- 5.13 Officers are continuing to explore possible options and to develop specific proposals for investments into the Pension Fund, including where appropriate an appropriate business case. The outcome of this review, including any specific proposals, will be included in a future report to Cabinet, as part of the coming budget cycle.

Current Monitoring Position 2013/14

- 5.14 The initial revenue monitoring report for the year, as at period 3, has been produced; this is also held in the Members' area. In broad terms, this indicates an overall overspend of around £2.1m, which reflects the risks associated with this budget as identified in the budget strategy report, the key adverse variances of which are as follows:

- Adults £1.517m
- Learning & Achievement £535k
- Asset Management – Transport £471k (note this is being offset by a positive variance of £499k from the Property service)
- Business Systems £203k
- Regulatory Services £102k.

- 5.15 However, this position takes no account of the following:

- Funds are being held from the NHS support for social care grant to offset any shortfalls in savings delivery within Adults. If deployed, these would eliminate the current overspend, although only in-year; this is not a permanent solution to any savings shortfall. Work is ongoing to determine the extent to which these savings can be delivered, given the level of demand for services
- There are still shortfalls in the delivery of savings for both Customer Services and Shared Services; whilst work on the former is ongoing, there are likely to be residual balances of around £380k and £220k respectively. These have not been included in the period 3 service forecast pending further work to determine how these residual balances can be delivered
- No account has yet been taken of either any excess interest or surplus on the housing benefits account; being prudent, these would not be anticipated until closer to year end.

- 5.16 There is one other issue worthy of mention at this point, arising from the changes to the funding system introduced with effect from April 2013. This relates to reductions in Early Years Grant (EIG). This issue was covered at

some length in previous reports to Cabinet, and the latest position on this is also set out in Appendix B.

6. HOUSING REVENUE ACCOUNT (HRA)

- 6.1 The HRA has been subject to a Self Financing Regime since April 2012, and this new financial regime introduced a level of stability and provided local authorities with the ability to plan on a long term basis for their housing assets. The Business Plan is based on a number of assumptions which include the numbers of properties, the level of rent that can be collected, interest rates and other variables. Where these assumptions prove to be wrong, then these present challenges to the Business Plan. Changes in Government policy can affect the Business Plan significantly. For example, when the Government changed the level of discount available on the Right to Buy, this increased the level of take up of the Right to Buy, and as a consequence, instead of the 15 properties that we had assumed that we would lose every year, we actually sold nearly 50 properties in the first year of the Plan. Each property sold represents rent foregone, and there is also debt attached to each property.
- 6.2 The assumptions in the Business Plan about rent, is that the current rent restructuring regime will continue, and that rents will rise at a rate of RPI + 0.5% thereafter. However, the Government has announced that it intends to end rent restructuring in 2016, and that rents will be expected to rise at the rate of CPI + 1% thereafter.
- 6.3 Rent restructuring sets for each property a target rent, based on a formula combining the effect of its capital value and local incomes. Most rents at the start of the regime in 2002 were below target rents, and the Government set a limit of the amount by which rents could rise to target rents at RPI + 0.5% plus £2. Because Havering's rent are much lower than target rents, only 32 properties will reach target rents by 2015/16 and 51% of properties will not reach target rents until after 2017/18. The Government announcement therefore has two significant effects on Havering's Business Plan: first it could result in the Business Plan will lose an estimated £100m over the 30 year life of the Plan; and second target rents will never be reached. This means that tenants living side by side in similar properties will continue to pay different rents.
- 6.4 The Government's guidance on rent policy is only guidance, and it is not clear at this stage what sanctions the Government may put in place to enforce the proposed policy. Many local authorities have departed from rent restructuring guidance in the last few years, and officers are therefore examining ways that Havering could adopt to mitigate the impact of this change of policy. Proposals will be brought forward as part of the rent setting process in February 2014.

7. CAPITAL PROGRAMME

- 7.1 The capital programme for 2013/14 was agreed as part of the budget setting process; this included a detailed two year programme for Streetcare. The report to Cabinet in February also set out an indicative programme for 2014/15.

Detailed proposals within that indicative sum are currently being developed and these will be set out in subsequent reports to Cabinet.

- 7.2 The original schools programme agreed by Cabinet totalled £15.155m, as set out in the February report (Annex 3 of Appendix I), and anticipated the availability of Basic Need Grant of £4.1m for 2013/14 as part of the overall funding. The overall programme allowed around £3.5m for the potential inclusion of additional schools in the programme to meet pupil projections – to be confirmed subject to feasibility studies.
- 7.3 The funding announcements in March, subsequent to the budget setting process, included a two year settlement for schools' capital spend. For Havering, this comprised an overall sum of £12.8m, of which £8.9m was for Basic Need and £2.9m for Maintenance.
- 7.4 Given the lead-in times for schools' works, and given the degree of certainty that now exists over Government funding, a further programme of works has been developed for 2014/15. This is set out in Appendix C and covers the proposed maintenance programme for that year. This is funded directly through grant and there are therefore no costs falling on the Council. Approval of the proposed programme in principle will enable officers to plan for these works and to undertake the relevant tender processes, although no commitments to spend will be entered into at this stage. The full programme will be included as part of the budget setting report to Cabinet in February. Cabinet is therefore asked to approve this programme in principle, as set out, up to the level of grant funding, ie £2.9m, and to delegate to the Lead Member for Children's authority to approve any additional schemes should further funding become available.
- 7.5 The Government has provided £100m of capital funding nationally to support expansion of places for the Early Education Entitlement (EEE) for 2 Year Olds. Havering's allocation is £422,197. This funding allocation is not time limited and is not ring-fenced. Its use is however subject to term monitoring by the DfE to ensure it is used to support the authority in meeting the EEE targets.
- 7.6 The proposal is to allocate this funding to the Priority Schools Building Programme (PSBP) to ensure that these schools have sufficient capacity on-site for nursery provision, i.e. are able to deliver the 2 Year Old EEE and to therefore increase the availability of places, as the DfE's estimate of qualifying 2 Year Olds in Havering in September 2013 is 506 and 1,100 for September 2014. The PSBP does not provide funding for nursery provisions so there is a risk that nurseries currently on these sites would be lost if this funding was not available to provide these places. Any remaining capital will be used to provide additional financial support to other providers wishing to take two year old children.
- 7.7 All Early Education Provision must meet the requirements of the Early Years Foundation Stage Statutory Guidance. The requirements for 2 year olds vary significantly in relation to those for older children. Specifically the following requirements must be met:

- Additional space within buildings, rest/sleep areas, separate areas from older children, with access to older areas when children gain confidence, toilet and nappy changing facilities, private areas for parents/carers, meetings, smaller furniture and play equipment, including outside areas, separate from older children and age specific disabled facilities (Disability is expected to be a qualifying criteria from September 2014).
- 7.8 Cabinet is therefore asked to approve the allocation of these funds for works as set out above, and to delegate to the Lead Member for Children’s & Learning authority to approve individual schemes.
- 7.9 Given the proposed approach to the revenue budget, and in particular, the development of a long term strategy, it is proposed to adopt a similar approach for the capital programme. The plans for capital spend during the current and subsequent year will broadly remain unchanged from those set out in the report to Cabinet in February.
- 7.10 Longer term plans – which will include the identification of need, assessment of asset condition, and residents’ priorities, as well as the priorities of the new Administration – will be drawn up, and based on these, the identification of potential funding options will also be compiled. These will take into account the Council’s ability to generate further capital receipts as well as the impact of recent changes in the generation of Section 106 receipts. It will also be necessary to assess how Government proposes to make grant funds available beyond next year, for example, for schools.
- 7.11 Plans for capital spend over the years from 2015/16 onwards, together with funding options, will also be presented to Cabinet in July 2014, as part of the Council’s overall financial strategy. This will ensure that any revenue consequences arising from the programme – which may include a transition to prudential borrowing as a means of funding capital investment – are properly reflected in the revenue budget strategy.

REASONS AND OPTIONS

Reasons for the decision:

It is essential that the Council’s financial strategy takes due account of Government plans, and any other material factors where these are likely to have an impact on the Council’s financial position. This report provides an update to Cabinet on a range of Government announcements that impact on the Council’s funding for coming years, which are particularly relevant to the budget setting process, as well as further information on both the previous and current financial years.

Other options considered:

None. The Constitution requires this as a step towards setting the Council’s budget.

IMPLICATIONS AND RISKS

Financial implications and risks:

The Council's budget process will ensure that financial implications and risks are fully met. There are continuing risks with the potential impact on funding arising from both the Budget and CSR announcements, as highlighted in both this and the previous report to Cabinet. The steps already taken by the Council should mitigate this, but it is evident that a longer term approach now needs to be considered, as the potential scale of the future budget gap could prove to be even bigger than the gap the Council is currently addressing.

There are considerable risks in the medium to longer term, with the continuing economic uncertainty as well as the likely impact of further funding changes. The Council therefore needs to maintain a prudent approach over its financial management and the budget setting process.

Legal implications and risks:

The Council is subject to a number of duties in relation to revenue, capital and procurement. For instance, as a Best Value Authority the Council is under a duty to "make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness." s 3 Local Government Finance Act 1999. The Council is also under an implied duty to set a balanced budget. Otherwise there are no apparent specific legal risks in adopting the Recommendations set out in the Report.

Human Resources implications and risks:

The Council continues to work closely with its staff and with Trades Unions to ensure that the effects on staff of the savings required have been managed in an efficient and compassionate manner.

All savings proposals or changes to the funding regime that impact on staff numbers, will be managed in accordance with both statutory requirements and the Council's Managing Organisational Change & Redundancy policy and associated guidance

Equalities implications and risks:

There are no equalities implications or risks at this stage. However any savings that need to be considered following publication of details of the Local Government Financial Settlement may carry equalities implications and risks and accordingly, these will need to be analysed.

Other Risks:

There are no particular other risks arising, other than a very short timescale to properly analyse the LGFS announcements whenever they eventually occur. This is being planned for but much of the detail will have to await the final announcements and publication.

BACKGROUND PAPERS

There are none.

REVENUE BUDGET STRATEGY

The Council will ensure that there is an effective Medium Term Financial Strategy in place to drive forward the financial planning process and resource allocation. The financial strategy will be determined by priorities set out in the Council's Living Ambition vision and detailed in its Corporate Plan.

The Council is clear about, and remains committed to, its *Living Ambition*, the long-term vision for the future of the borough, which is to provide Havering's residents with the highest possible quality of life, in a borough that thrives on its links to the heart of the capital, without ever losing the natural environment, historic identity and local way of life that makes Havering unique.

Underpinning the *Living Ambition* are five key goals: Environment, Learning, Towns and Communities, Individuals and Value, with a number of strategic objectives under each Goal. The Council is committed to allocating resources in a way that will support the achievement of these objectives.

The Council recognises the pressures on its budget, and while seeking to protect and enhance front-line services as far as possible, will aim to contain these pressures within existing resources. Cabinet Members will examine all budget pressures and seek reductions where possible.

The Council will wherever possible seek new funding and explore new ways of working. The Council will continue to look at new methods of service delivery to improve services to the public and the value for money that they provide, including working in connection with a range of other organisations and groups.

By becoming an increasingly 'connected council', Havering will continue to seek to improve efficiency and deliver better value for money. In particular, the Council will aim to identify efficiencies that will not impact on the delivery of key services to local people. Its focus will be on identifying ways to reduce the cost to tax payers of running those services.

The Council will ensure that, given the severe financial pressures it has already faced and is continuing to face, growth will only be supported in priority areas, and only where these are unavoidable. However, the Council will expect the Government to ensure that adequate funding is made available to fund any additional costs arising from new burdens placed on Havering, or from services transferred to it.

The Council will ensure that the most vulnerable members of its community are protected, will continue to lead in the development of social cohesion, and will ensure that the services provided and resources allocated reflect the diverse nature and needs of our local community and our responsibilities to the local environment.

The Council will lobby to ensure that the Government provides adequate funding to take on any new responsibilities and to illustrate the impact of the low funding basis for Havering and its residents, but will ensure that, in broad terms, its spending is in line

with the basis on which the Government allocates grant funding, and that spending levels will be realigned against any reductions in funding. The Council will therefore continue to reduce its spending where the Government removes funding, in line with the relevant level of reduction.

The Council will engage with its local community, its partners and individual stakeholders in developing financial plans, and will reflect on the outcome of its consultation process in the identification of priorities and the allocation of resources.

While addressing its priorities and setting a balanced and prudent budget, the Council will seek to keep any increase in the Council Tax to the lowest possible level and in line with its stated aspirations whilst maintaining reserves at the minimum level of £10m.

And as part of that process, the Council will not utilise those reserves, or any reserves earmarked for specified purposes, to subsidise its budget and reduce Council Tax levels as this is neither a sustainable nor a robust approach.

The Council will seek to ensure that sufficient financial resources are available to enable it to deliver a long-term savings plan within the constraints of funding available to it from both local taxpayers and the Government, and will seek to utilise any unallocated funds with that purpose in mind.

The Council will adopt a prudent capital programme designed to maintain and where possible enhance its assets, in line with the Living Ambition.

The Council will finance capital expenditure through a combination of external funding and receipts from the sale of assets that are deemed surplus to requirements, and will only apply prudential borrowing as a last resort, unless a business case can be made to finance investment through borrowing, or where there is an income or savings stream arising from the investment.

The overarching objective of the Council's financial strategy remains to deliver high quality, value for money services to our community, whilst ensuring that the cost of those services is compatible with the level of funding provided to it by the Government.

POTENTIAL BUDGET RISKS

Business Rates

As Cabinet is aware, the funding system has now changed, with authorities in London now retaining 30% of their business rates. There is increasing pressure on Government to offer incentives to business, and in particular small businesses. If this leads to an increase in rate relief and/or a reduction in the annual inflator, this will impact directly on the local yield, and if this is not compensated for through Government funding, this will further reduce that yield, and thus the funding retained by local authorities.

For Cabinet's information, statistics indicate that 7% of small businesses pay more in business rates than in rent, with a further 6% saying both cost the same; this conversely means that 87% are paying more on rent than business rates. This would seem to weaken any argument for changing the system further.

It would also take major developments within the borough for any marked increase in yield; by way of example, using supermarkets or large DIY stores as a comparator, then rateable values (RVs) for the bigger sites range from £250,000/£400,000 and £150,000/£200,000 respectively. So even using the bigger site values, a joint development (similar to Roneo Corner) would only yield Havering around £81k (applying the 30% yield to a combined RV of £600,000 and a rate in the pound of 45p).

Finally, officers have been alerted to potential reductions in rateable values in Romford, arising from the impact of the Westfields development. It had been understood that these had been factored into the nationally-assessed business rates figures for the current year, but that does not appear to be true. Whilst the impact in cash terms may not be not large, it nevertheless widens the gap between the Government's forecasts and what is actually generated locally. To qualify for any safety net payments – which kick in at the 7.5% mark – Havering would need to lose around £2.3m in business rates yield. The initial information available suggests changes in RV will be significant, but not enough to trigger such a payment. This will also make it even harder to create additional funding to offset any overall budget gap.

Care Reforms

Under the care reforms proposed by the Government, the proposed Care Bill will see a cap applied to costs arising from the provision of care once users reached the proposed lifetime limit on of £72,000. London Councils has assessed that this, together with the planned rise in the means testing threshold for eligibility in April 2016, would potentially see London boroughs face a collective bill of £877m. Their report indicated that the proportion of people paying for residential care in London who would reach the £72,000 limit could be as high as 27%, against only 3% in other areas where residential care costs are lower.

In addition, there is a funding allocation of £335m to help councils prepare to deliver the proposed changes from 2015/16 but this could well be too late to be effective. Councils may therefore have to incur costs in preparing for these changes well before the funding becomes available – assuming, of course, that it remains available.

Welfare Reform

There are three key changes to welfare benefits which will have an impact on Havering residents. These are the under-occupation charge; the introduction of an overall cap on benefits as part of Universal Credit, and the introduction of direct payments of benefit to claimants, instead of paying rent directly to council landlords.

The Welfare Reform Impact Group have contact all those affected by the Under occupation charge, and there are very few claimants who cannot mitigate their financial circumstances in Havering. We are in the fortunate position, to be able to offer a down sizing move to all those willing to move who have spare accommodation. However, not all those in this situation have been willing to apply for smaller accommodation, but it has been made very clear to them, that if they do not choose to move, that they will be expected to pay the full rent, even where they are not receiving full Housing Benefit. 47 households have moved to smaller accommodation since April. Discretionary Housing benefit has been used where households are willing to move, but have not yet had an offer of alternative accommodation.

As a result the collection of rent has been creeping up since April, but only gradually. Rent arrears as a percentage of debit in July was 2.53% against a target of 2.5%. Outturn at the end of 2012/13 was 2.18%. Provision for increased bad debt was made as part of the budget setting process.

The benefit cap has been introduced since 15th July and there are 49 Council tenants affected by this. This therefore has not had a significant effect of Council rent collection at this stage. The benefit cap affects private tenants more severely and therefore it is likely that this may lead to increased homelessness.

The biggest challenge for the Housing Revenue Account will be when direct payments to claimants are introduced. Whilst the pilot authorities have shown that arrears are likely to rise as a result of these changes – in some authorities by as much as 40% - this has not yet been introduced in Havering, and there has been no financial impact from this change yet.

Currently the homeless numbers have started to increase since April 2013. Whilst not all of this impact is directly due to welfare reform, it is a worrying trend and officers are considering strategies to mitigate the housing demand, and to maintain a strong portfolio of temporary accommodation to avoid cost pressures appearing on the General Fund.

Early Intervention Grant (EIG)

The EIG funded activities such as: Early Years (previously funded through Sure Start) Children's Centres, Short Breaks, Youth Offending, Connexions, Think Family and funding for voluntary organisations supporting early intervention work in the borough.

The first year of EIG funding was 2011/12. The non-ring fenced grant was introduced to replace a number of previously specific ring fenced grants, including Sure Start. 2011/12 grant funding was £8.2m compared to 2010/11 equivalent funding of £10m, equating to a funding reduction of £1.8m.

The 2012/13 allocation was £8.9m. The uplift was partly due to the increased target for free entitlement of early years provision to two year olds, which is a responsibility that has now transferred to DSG.

Due to the grant being rolled up into the Revenue Support Grant from 2013/14, a loss of funding of £2.3m has occurred.

The reduction is largely due to £1.5m being passported back to the Local Authority as Dedicated Schools Funding Grant, although the equivalent spend within the 2012/13 EIG budget is only £590k, meaning the equivalent loss to general fund is £1.7m.

Some transition funding was built into the 2013/14 budget model, of £849k, meaning the service had to find savings of £859k. A review of commissioned activity was carried out over several stages, as budgets were realigned to target agreed activity. The 2013/14 gap is being managed through the Early years restructure and the reduction of some commissioned services after discussion and review.

The 2014/15 provisional announcement is £6.2m which equates to a further funding reduction of £423k. Therefore, at present there is an expected 2014/15 budget gap of £1.3m which the service are actively working to address.

PROPOSED SCHOOLS MAINTENANCE PROGRAMME 2014/15

Capital Scheme Name	Scheme Description	Required Additional Funding 2013/14	Cumulative total
Various Schools/ PRU's/ Children's Centres	Emergency Repairs	£450,000	£450,000
Various Schools *	Urgent / Unplanned Hygiene Water Works Programme	£175,000	£625,000
Various Schools *	Education Capital Projects - Asbestos Removal	£400,000	£1,025,000
Various Schools	DDA works	£100,000	£1,125,000
Crownfield	Replace Gas Fired Boiler	£200,000	£1,325,000
Scotts Primary	Replace Gas Fired Boiler	£150,000	£1,475,000
Mead Primary Inf & Junior Buildings	Replace Gas Fired Boiler	£200,000	£1,675,000
Engayne	Replace Gas Fired Boiler	£200,000	£1,875,000
Newtons	Upgrade Electrical Distribution	£150,000	£2,025,000
Towers Infants	Upgrade Electrical Distribution	£200,000	£2,225,000
Harold Court Primary	Replace Windows and Doors	£150,000	£2,375,000
Newtons	Upgrade Electrical Distribution	£30,000	£2,405,000
Corbets Tey School *	Roof replacement main block	£200,000	£2,605,000
Clockhouse Primary *	Roof Replacement A Block Corridor	£90,000	£2,695,000
Engayne Primary *	Roof Covering Replacement	£40,000	£2,735,000
The James Oglethorpe *	Roof Covering Replacement	£145,000	£2,880,000
Clockhouse	Various Roof Works	£150,000	£3,030,000

Capital Scheme Name	Scheme Description	Required Additional Funding 2013/14	Cumulative total
Ravensbourne	Replace Roof Covering	£150,000	£3,180,000
Whybridge Junior School *	Window replacement	£50,000	£3,230,000
Gaynes	Window replacement	£110,000	£3,340,000
Whybridge Inf	Replace Pipework & Heat Emitters	£200,000	£3,540,000

CABINET
25 September 2013

Subject Heading:

Appropriation of Land for Planning Purposes & Open Space Processes Relating to Various Potential Disposal Sites.

Cabinet Member:

Councillor Roger Ramsey, Cabinet Member for Value

CMT Lead:

Ian Burns, Interim Assistant Chief Executive, Legal & Democratic Services

Report Author and contact details:

Vincent Healy, Legal Manager
Regeneration
T: 01708 432467
E: Vincent.healy@havering.gov.uk

Policy context:

This report deals with a statutory process.

Financial summary:

No significant financial impact. The costs of appropriation processes are being met from existing budgets.

Is this a Key Decision?

No

Is this a Strategic Decision?

No

When should this matter be reviewed?

Not Applicable

Reviewing OSC:

Value and Towns & Communities OSCs

The subject matter of this report deals with the following Council Objectives

- Clean, safe and green borough
- Excellence in education and learning
- Opportunities for all through economic, social and cultural activity
- Value and enhance the life of every individual
- High customer satisfaction and a stable council tax

SUMMARY

- 1.1 Approval has been given to the disposal of the freehold interest in a number of small sites currently owned by the Council.
- 1.2 In connection with these disposals, a decision was taken to formally advertise the proposed disposal of any open space and the appropriation of the disposal site for planning purposes. The statutory process governing these activities requires the proposal to be publicly advertised and for any objections to be considered.
- 1.2 This report describes the background to these proposals, sets out the responses received to the relevant public notices and provides an analysis of these responses for consideration by Members

RECOMMENDATIONS

2. **That, having considered the responses made to the public notices in respect of the sites listed below in connection with the proposed disposal and appropriation of land for planning purposes, Cabinet approval is given to proceed with:-**
 - a) **The disposal of the following sites, authorisation for disposal in principle having been provided in a Lead Member Decision dated 9 July 2012 under Section 123 of the Local Government Act 1972. Plans of the sites are attached as Appendix 3 to this report.**
 - i. **Dorking Road**
 - ii. **Harlow Gardens**
 - iii. **Heaton Avenue**
 - iv. **Tavistock Close**
 - v. **Tiverton Grove**
 - b) **the appropriation of the following sites as shown in a Lead Member Decision dated 9 July 2012 and the plans in Appendix 3 for planning purposes.**
 - i. **Dorking Road**
 - ii. **Harlow Gardens**
 - iii. **Heaton Avenue**
 - iv. **Tavistock Close**
 - v. **Tiverton Grove**

REPORT DETAIL

- 3.1 The Council owns the freehold interest in the various sites that are subject to this report. The sites have been identified for disposal.
- 3.2 The principle of disposal of the sites was approved by the Lead Member for Value on 9 July 2012. The approval authorised the commencement of the relevant disposal and appropriation processes. Plans showing the extent of each site referred to in Recommendations 2a and 2b above are attached to this report as Appendix 3.
- 3.3 The Council is authorised to dispose of any land that it owns but where such land can be regarded as open space (defined under Section 336(1) of the Town and Country Planning Act 1990 as “any land laid out as a public garden, or used for the purposes of public recreation...”) the Council must advertise its intention to dispose of the land for two consecutive weeks in a newspaper circulating the area in which the land is situated and consider any objections which may be made to them.
- 3.4 Furthermore, all Council owned land is held for a particular purpose and the process of documenting any change to that purpose is called “appropriation”. As a decision has been made to dispose of these sites for development (subject to the usual development consents) the relevant purpose for holding sites is now for planning purposes pending disposal.
- 3.4 The Council is authorised to appropriate land that it owns for planning purposes under Section 122 of the Local Government Act 1972 which, subject to a number of provisions, allows “a principal council to appropriate land which belongs to the Council and is no longer required for the purpose for which it was held immediately before the appropriation....”.
- 3.5 When the appropriation is in respect of open space the Council is required under Section 122(2A) of the Local Government Act 1972 to advertise its intention to do so for two consecutive weeks in a newspaper circulating the area in which the land is situated and consider any objections which may be made to them.
- 3.6 By formally appropriating the land for planning purposes the Council or any other person may - subject to Section 241 of the Town & Country Planning Act 1990, develop the land in accordance with a planning permission.
- 3.7 The Council should only propose to appropriate land for planning purposes if it has an intention to see the land used for development which promotes or improves the economic, social or environmental wellbeing of its area and believes that the appropriation is needed in

order to facilitate or achieve any of these aims. In each case, the Council does intend to see the land used for development, subject to securing planning and any other relevant authorisations. The economic and other reasons for these proposed disposals proposal were set out in the 9 July 2012 report that dealt with the principle of sale. The economic rationale for the disposal is set out in page three of the Lead Member Decision of 9th July 2012, which includes the requirement that disposal of an asset be managed efficiently and that disposal makes a positive contribution to service delivery. Further as well as ensuring that the portfolio of retained property is suitable for the operational needs of the Council, there is a continuing need to generate capital receipts from disposal of assets in order to pursue capital projects. The review and identification of new disposal and capital receipt opportunities make an essential contribution to the funding of the Council's capital programme.

- 3.8 The decision to initiate the process of proposed appropriation and disposal of open space was confirmed on 9 July 2012. Public notices were placed in the Romford Recorder on 31 May 2013 and 7 June 2013. Copies of the notices are shown in Appendix 1. The final date for submission of any response to the notices was 28 June 2013.
- 3.9 If representations are made to the Council in response to notices of this type it is necessary for the Council to consider these and to take them into account in deciding whether to proceed with the disposal and appropriation of the open land. It should be stressed that the issues under consideration in this report are whether the proposed appropriation of the disposal sites for planning purposes and the proposed disposal of any areas of open land should proceed and the representations need to be considered in that context.
- 3.10 Representations have been received in response to these notices on 5 of the 9 sites. To ensure that these can be fully considered copies of all representations are attached as Appendix 2. An analysis and commentary on the issues raised within the representations is set out below on a site by site basis. On the 4 sites where no representations have been received, Bell Avenue Land, Dudley Road Land, MacDonald Avenue/Jackson Close Land and Montgomery Crescent Land, the appropriation and disposal will now proceed.
- 3.11 It is now necessary for Cabinet to formally consider the responses and to decide whether the proposed disposal and appropriation of the sites for planning purposes should proceed.

Analysis of Representations Received

- 3.12 As stated above representations were received on 5 of the 9 sites and in two cases (Dorking Road and Tiverton Grove/Bedale Road) a petition was also submitted. For the avoidance of doubt, and to ensure that all representations are correctly taken into account, every signatory

to the petitions has been regarded as a separate representation and has been recorded as such.

- 3.13 The individual representations including the petitions are all contained within Appendix 2 and can be individually scrutinised by Members. To assist Members in their consideration of these representations a summary set out on a site by site basis is shown below.
- 3.14 Some of these sites were considered within a report carried out by WS Atkins in 2005 on behalf of the Council that dealt with an assessment of open space within the borough. That assessment analysed the quality of the open space and its value to the community. The report was prepared several years ago and some circumstances may have changed but it does provide a way to consider the representations made against the context of the quality/value of the site concerned.

Dorking Road

- 3.15 Three letters were received along with a petition containing 165 signatures making a total of 168 representations.
- 3.16 The letters refer to a number of issues and are reproduced within Appendix 2. The issues raised include opposition to the sale and development of the land, the loss of a site previously used as a play area, increased pressure on local parking, the effect of development on local infrastructure, the use of the site for recreational purposes and the process of notification.
- 3.17 Any development of the land will require planning consent and most of these matters will be the subject of further consultation and consideration on planning grounds as part of any planning application.
- 3.18 The area identified in the notice has previously contained play equipment but this has since been removed. The site is securely fenced and has a level, grassed surface with an open access from Dorking Road.

In 2005 the site was assessed as being “Below Average Quality and Below Average Value”. The nearest alternative areas of open land are Priory Road Open Space and Central Park that are both approximately 500 metres walking distance away. Both are assessed as being “Above Average Quality and Above Average Value”.

The notification process (advertising in the local press for two consecutive weeks) is a requirement of the relevant statute.

- 3.19 The petition states “We, the undersigned, are concerned local residents who oppose the sale of the (Park) land in Dorking Road”. Although it has been treated as 165 separate representations no further reasons are given on the grounds for objection and the petition has not been analysed further.

Harlow Gardens

- 3.20 Eleven letters and one e-mail were received making a total of 12 representations.
- 3.21 The representations refer to a number of issues and are reproduced within Appendix 2. The issues raised include opposition to the sale and development of the land, the noise and disruption of development, the trees and wildlife on the site, the use of the site for recreational purposes and the process of notification.
- 3.22 Any development of the land will require planning consent and most of these matters will be the subject of further consultation and consideration on planning grounds as part of any planning application.
- 3.23 The area identified in the notice is fenced and access from Harlow Gardens is gated. The site is not level and is overgrown in certain areas. There is some evidence of fly tipping having taken place in the past.

In 2005 the site was assessed as being "Below Average Quality and Below Average Value". The nearest alternative area of open land is Havering Country Park that is approximately 700 metres walking distance away and is assessed as being "Above Average Quality and Value".

The notification process (advertising in the local press for two consecutive weeks) is a requirement of the relevant statute.

Heaton Avenue

- 3.24 Four letters were received and all four were treated as representations.
- 3.25 The letters refer to a number of issues and are reproduced within Appendix 2. The issues raised include opposition to the sale and development of the land, the loss of a site that makes a contribution to the street scene, the noise and disruption of the development itself, the use of the site for recreational purposes and the process of notification.
- 3.26 Any development of the land will require planning consent and most of these matters will be the subject of further consultation and consideration on planning grounds as part of any planning application.
- 3.27 The contribution of this site to general recreational needs is considered to be limited. The site has not been previously identified as a play area and is an amenity green within the wider estate. It is not assessed as an area of open space within the 2005 report. There are other amenity greens and playsites in close proximity to this site.

The notification process (advertising in the local press for two consecutive weeks) is a requirement of the relevant statute.

Tavistock Close

- 3.28 Six letters were received and all six were treated as representations.
- 3.29 The letters refer to a number of issues and are reproduced within Appendix 2. The issues raised include opposition to the sale and development of the land, the noise and disruption of development, the effect of further development on parking in the area, the use of the site for recreational purposes, the use of the site as a buffer adjacent to the A12, the effect on the trees on the land the presence of utility equipment beneath the land and the process of notification.
- 3.30 Any development of the land will require planning consent and most of these matters will be the subject of further consultation and consideration on planning grounds as part of any planning application.
- 3.31 The area identified within the notice runs alongside the A12 Colchester Road and is situated between that road and the existing houses in Launceston Close, Tavistock Close and Widecombe Close. There is a metal palisade fence running along the A12 side of the site along with a line of mature conifer trees. There is some evidence that the site is used as an informal pedestrian “cut through” to the road. The land contains utility equipment and any proposed development would have to allow for this.

In 2005 the site was referred to as “Widecombe Close” and was assessed as being “Above Average Quality and Below Average Value”. The report suggests that for sites within this category consideration should be given to enhancing value or altering the use of the site to accommodate a higher value recreational use. If neither of these options are feasible then a further change of use should be considered.

The nearest alternative area of open land is Faringdon Avenue Open Space which has not been identified for disposal and is approximately 250 metres walking distance away. It is assessed as being “Below Average Quality and Below Average Value”.

The notification process (advertising in the local press for two consecutive weeks) is a requirement of the relevant statute.

Tiverton Grove/Bedale Road

- 3.32 Ten letters were received along with a petition containing 104 signatures making a total of 114 representations.
- 3.33 The letters refer to a number of issues and are reproduced within Appendix 2. The issues raised include opposition to the sale and development of the land, opposition to the general principle of selling

areas of green space, the effects of development local amenity including car parking, the effect on local infrastructure, the noise and disruption of development, the loss of value and the process of notification.

- 3.34 Any development of the land will require planning consent and most of these matters will be the subject of further consultation and consideration on planning grounds as part of any planning application
- 3.35 The contribution of this site to general recreational provision is recognised and the proposal is to dispose of part of the site for development. In analysing these representations Members will wish to consider whether this contribution can be adequately protected through the retention of the smaller area.

In 2005 the site was referred to as “Bedale Road Playground” and was assessed as being “Below Average Quality and Above Average Value”. The report suggests that for sites within this category the policy should be to enhance their quality and that their value should be protected. As stated above, Members will wish to judge whether the quality of the site can be adequately protected through the retention of the smaller area.

The nearest alternative areas of open land are Dagnam Park which is also assessed as being “Below Average Quality and Above Average Value” or Central Park that is described as “Above Average Quality and Above Average Value. Both of these areas are approximately 500 metres walking distance away.

The notification process (advertising in the local press for two consecutive weeks) is a requirement of the relevant statute.

- 3.36 The petition states “We, the undersigned , demand, that Havering Council DO NOT under any circumstances sell of or lease the public open space known locally as Tiverton Green for Housing or any related use, other than Public Green Open Space and that the site be retained for use by local residents and their children” .
- 3.37 The issue to be considered by Members is whether, in light of the representations received and an assessment of the weight of these objections, the disposal and appropriation of the sites for planning purposes should go ahead.

REASONS AND OPTIONS

4 Reasons for the decision:

- 4.1 This decision is required as a result of the statutory process involved in dealing with the proposed disposal and appropriation of land for planning purposes.

5 Other options considered:

- 5.1 Having placed the notices it is necessary for the Council to formally consider the response received. As this report only concerns the consideration of these responses no other options are available.

IMPLICATIONS AND RISKS

6 Financial implications and risks:

- 6.1 There are no financial implications and risks in considering the responses received to a public notice dealing with the disposal and appropriation of land for planning purposes.

7 Legal implications and risks:

- 7.1 The Council is seeking to dispose of and to appropriate land for planning purposes under Sections 122 and 123 of the Local Government Act 1972.
- 7.2 Prospective purchasers of land commonly require local authorities to provide clean title to land by such appropriation thus clearing encumbrances such as easements. Appropriation for planning purposes achieves this.
- 7.3 There is a requirement for authorities to follow the correct processes when dealing with the disposal of areas of land defined as open space.
- 7.4 While members of the Cabinet may well have been party to the initial decision to the principal of disposal of these sites, it is considered that this does not amount to a pre-determination of this matter, which while it is related requires consideration of separate issues.
- 7.5 Public law decisions of local authorities are subject to the risk of legal challenge.

8 Human Resources implications and risks:

- 8.1 There are no Human Resources implications and risks in considering the responses received to a public notice dealing with the disposal and appropriation of land for planning purposes.

9 Equalities implications and risks:

Section 149 of the Equalities Act 2010 (EA) came in to force on 1st April 2011 and broadly consolidates and incorporates the 'positive equalities duties' found in Section 71 of the Race relations Act 1976 (RRA), Section 49 of the Disability Discrimination Act 1995 (DDA) and section 76(A)(1) of the Sexual Discrimination Act 1975 (SDA) so that due regard must be had by the decision maker to specified equality issues. The old duties under the RRA, DDA and SDA remain in force.

The duties under Section 149 of the EA do not require a particular outcome and what the decision making body decides to do once it has had the required regard to the duty is for the decision making body subject to the ordinary constraints of public and discrimination law including the Human Rights Act 1998.

The equality impacts raised in the representations received relate to the loss of open space. The responses confirm that there are alternative open spaces within the locality within walking distance. There should not therefore be a significant impact in terms of accessible open space.

BACKGROUND PAPERS

Having Open Space and Sports Assessment – October 2005
Lead Member Decision 9th July 2012

Look local with jobs24.co.uk

Friday May 31, 2013, Recorder 51

LONDON BOROUGH OF HAVERING
Local Government Act 1972 Section 122(1), (2A)
Appropriation of Land for Planning Purposes

Notice is hereby given that the London Borough of Havering proposes to appropriate a total area of approximately 1.36 hectares (3.4 acres) for planning purposes in the interests of the proper planning of the area.

A full list of the sites is shown below. Plans showing the proposed areas edged red are available for inspection between 9.30am and 4.30pm on normal working days at the offices of London Borough of Havering, PASC (Public Advice Service Centres) Liberty Shopping Centre, Romford RM1 3RL.

Drawing No.	Site Description	Site Area
SPS1383	Bell Avenue Land, Romford, RM3 7BL	0.18 hectares (0.44 acres)
SPS1386	Dorking Road Land, Harold Hill, RM3 9YX	0.08 hectares (0.21 acres)
SPS1714	Dudley Road Land, Harold Hill, RM3 8LH	0.10 hectares (0.26 acres)
SPS1715	Harlow Gardens Land, Collier Row, RM5 3UL	0.24 hectares (0.61 acres)
SPS1716	Land adjacent to 81 Heaton Avenue, Harold Hill, RM3 8LH	0.02 hectares (0.05 acres)
SPS1390	Macdonald Avenue / Jackson Close Land, Hornchurch, RM11 2PA	0.26 hectares (0.64 acres)
SPS1391	Montgomery Crescent Land, Harold Hill, RM3 7UX	0.16 hectares (0.40 acres)
SPS1717	Tavistock Close Land, Harold Hill, RM3 8HF	0.22 hectares (0.54 acres)
SPS1544	Twerton Grove / Bedale Road Land, Harold Hill, RM3 9UA	0.10 hectares (0.25 acres)

Under the provisions of Section 122 (2A) of the Local Government Act, 1972, any person wishing to object to the proposed appropriation should write setting out the details of such objection to: The London Borough of Havering, Legal & Democratic Services, Town Hall, Main Road, Romford, RM1 3BD for the attention of Ian Burns and must be received no later than 4.00pm on 28 June 2013.

Dated 31 May 2013
Published in the Romford Recorder 31 May 2013
Ian Burns, Acting Assistant Chief Executive
London Borough of Havering, Town Hall, Main Road, Romford RM1 3BD

Legal and Public Notices

LONDON BOROUGH OF HAVERING
Local Government Act 1972 Section 123
Disposal of Open Space

Notice is hereby given that the London Borough of Havering proposes to dispose of a total area of approximately 1.36 hectares (3.4 acres) of open space.

A full list of the sites is shown below. Plans showing the proposed areas edged red are available for inspection between 9.30am and 4.30pm on normal working days at the offices of London Borough of Havering, PASC (Public Advice Service Centres) Liberty Shopping Centre, Romford RM1 3RL.

Drawing No.	Site Description	Site Area
SPS1383	Bell Avenue Land, Romford, RM3 7BL	0.18 hectares (0.44 acres)
SPS1386	Dorking Road Land, Harold Hill, RM3 9YX	0.08 hectares (0.21 acres)
SPS1714	Dudley Road Land, Harold Hill, RM3 8LH	0.10 hectares (0.26 acres)
SPS1715	Harlow Gardens Land, Collier Row, RM5 3UL	0.24 hectares (0.61 acres)
SPS1716	Land adjacent to 81 Heaton Avenue, Harold Hill, RM3 8LH	0.02 hectares (0.05 acres)
SPS1390	Macdonald Avenue / Jackson Close Land, Hornchurch, RM11 2PA	0.26 hectares (0.64 acres)
SPS1391	Montgomery Crescent Land, Harold Hill, RM3 7UX	0.16 hectares (0.40 acres)
SPS1717	Tavistock Close Land, Harold Hill, RM3 8HF	0.22 hectares (0.54 acres)
SPS1544	Twerton Grove / Bedale Road Land, Harold Hill, RM3 9UA	0.10 hectares (0.25 acres)

Under the provisions of Section 123 of the Local Government Act, 1972, any person wishing to object to the proposed disposal should write setting out the details of such objection to: The London Borough of Havering, Legal & Democratic Services, Town Hall, Main Road, Romford, RM1 3BD for the attention of Ian Burns and must be received no later than 4.00pm on 28 June 2013.

Dated 31 May 2013
Published in the Romford Recorder 31 May 2013
Ian Burns, Acting Assistant Chief Executive
London Borough of Havering, Town Hall, Main Road, Romford RM1 3BD

LONDON BOROUGH OF HAVERING

58 Recorder, Friday June 7, 2013

Legal and Public Notices

LONDON BOROUGH OF HAVERING
Local Government Act 1972 Section 123
Disposal of Open Space

Notice is hereby given that the London Borough of Havering proposes to dispose of a total area of approximately 1.36 hectares (3.4 acres) of open space.

A full list of the sites is shown below. Plans showing the proposed areas edged red are available for inspection between 9.30am and 4.30pm on normal working days at the offices of London Borough of Havering, PASC (Public Advice Service Centres) Liberty Shopping Centre, Romford RM1 3RL.

Drawing No.	Site Description	Site Area
SPS1383	Bell Avenue Land, Romford, RM3 7BL	0.18 hectares (0.44 acres)
SPS1386	Dorking Road Land, Harold Hill, RM3 9YX	0.08 hectares (0.21 acres)
SPS1714	Dudley Road Land, Harold Hill, RM3 8LH	0.10 hectares (0.26 acres)
SPS1715	Harlow Gardens Land, Collier Row, RM5 3UL	0.24 hectares (0.61 acres)
SPS1716	Land adjacent to 81 Heaton Avenue, Harold Hill, RM3 8LH	0.02 hectares (0.05 acres)
SPS1390	Macdonald Avenue / Jackson Close Land, Hornchurch, RM11 2PA	0.26 hectares (0.64 acres)
SPS1391	Montgomery Crescent Land, Harold Hill, RM3 7UX	0.16 hectares (0.40 acres)
SPS1717	Tavistock Close Land, Harold Hill, RM3 8HF	0.22 hectares (0.54 acres)
SPS1544	Twerton Grove / Bedale Road Land, Harold Hill, RM3 9UA	0.10 hectares (0.25 acres)

Under the provisions of Section 123 of the Local Government Act, 1972, any person wishing to object to the proposed disposal should write setting out the details of such objection to: The London Borough of Havering, Legal & Democratic Services, Town Hall, Main Road, Romford, RM1 3BY for the attention of Ian Burns and must be received no later than 4.00pm on 28 June 2013.

Dated 7 June 2013
Published in the Romford Recorder 7 June 2013
Ian Burns, Acting Assistant Chief Executive
London Borough of Havering, Town Hall, Main Road, Romford RM1 3BD

Legal and Public Notices

Friday June 7, 2013, Recorder 59

LONDON BOROUGH OF HAVERING
Local Government Act 1972 Section 122(1), (2A)
Appropriation of Land for Planning Purposes

Notice is hereby given that the London Borough of Havering proposes to appropriate a total area of approximately 1.36 hectares (3.4 acres) for planning purposes in the interests of the proper planning of the area.

A full list of the sites is shown below. Plans showing the proposed areas edged red are available for inspection between 9.30am and 4.30pm on normal working days at the offices of London Borough of Havering, PASC (Public Advice Service Centres) Liberty Shopping Centre, Romford RM1 3RL.

Drawing No.	Site Description	Site Area
SPS1383	Bell Avenue Land, Romford, RM3 7BL	0.18 hectares (0.44 acres)
SPS1386	Dorking Road Land, Harold Hill, RM3 9YX	0.08 hectares (0.21 acres)
SPS1714	Dudley Road Land, Harold Hill, RM3 8LH	0.10 hectares (0.26 acres)
SPS1715	Harlow Gardens Land, Collier Row, RM5 3UL	0.24 hectares (0.61 acres)
SPS1390	Macdonald Avenue / Jackson Close Land, Hornchurch, RM11 2PA	0.26 hectares (0.64 acres)
SPS1391	Montgomery Crescent Land, Harold Hill, RM3 7UX	0.16 hectares (0.40 acres)
SPS1717	Tavistock Close Land, Harold Hill, RM3 8HF	0.22 hectares (0.54 acres)
SPS1544	Twerton Grove / Bedale Road Land, Harold Hill, RM3 9UA	0.10 hectares (0.25 acres)

Under the provisions of Section 122 (2A) of the Local Government Act, 1972, any person wishing to object to the proposed appropriation should write setting out the details of such objection to: The London Borough of Havering, Legal & Democratic Services, Town Hall, Main Road, Romford, RM1 3BY for the attention of Ian Burns and must be received no later than 4.00pm on 28 June 2013.

Dated 7 June 2013
Published in the Romford Recorder 7 June 2013
Ian Burns, Acting Assistant Chief Executive
London Borough of Havering, Town Hall, Main Road, Romford RM1 3BD

This page is intentionally left blank

APPENDIX 2

REPRESENTATIONS

This page is intentionally left blank

HARRIS HILL
MONTGOMERY
RHS QMS

26/6/13

Re: DRAINAGE No. SPS 1386 DRAINAGE ROAD HAND RHS QMS

WE ARE OBJECTING TO THE PROPOSED DISPOSAL OF THE ABOVE HAND. OUR HOUSE BACKS ONTO THIS PIECE OF LAND WHICH IS VERY PLEASANT TO BE ABLE TO SEE A PIECE OF GREENSPACE, BUT OUR MAIN CONCERN IS WHAT IS GOING TO BE BUILT ON THIS PIECE OF LAND, OUR BACK GREENS GET FLOODED IN WINTER OR IF WE HAVE HEAVY DOWN POURS OF RAIN SO IF HOUSES OR FLATS ARE PROPOSED FOR THIS SITE WATER WOULD RUN TO DRAINAGE IS NOT VERY GOOD AROUND HERE AS IT IS. ALSO WHY SHOULD CHILDREN BE DEPRIVED OF A PIECE OF LAND TO BE ABLE TO KICK A BALL AROUND, THIS IS THE PROBLEM WITH CHILDREN'S BEHAVIOUR THESE DAYS THEY ARE HAVING NO PLAY AREAS, PARKS CAN ONLY SWEED SOME ANYTIME BUT WITH ALL THE

BUILDING THAT IS BEING DONE AND PROPOSED TO BE DONE ON THE HILL THE BIG PARK (GENERAL PARK) WOULD NOT BE BIG ENOUGH. I AM SURE A SMALL PIECE OF CHILDREN'S OPEN SPACE CAN BE SPARED.
Yours sincerely

June 22nd 2013.

Harold Hill,
Romford,
Essex.
RM3 9YX.

Dear Mr Burns,

I am writing to you today to object against building on the back of my property in Dorking Rd which used to be a play area for the children. The swings was taken away and now I have learnt that it is being built on, How would you like it if you sit in your garden and listen to workmen making a noise, extra traffic from builders lorries. As it is I had to vacat my Garage for homes to be built on them, so now I have to pay more on my insurance because my car is on the road. I dont think this is fair because we get no warning from Havering Council they just do as they like and we have to put up with it. Not all new homes being built are for people on the waiting list. This will always cause more parking issues as there is not enough places to park as it is. How many more open areas

spaces are we going to lose, for you to keep
building on. Please reply to this letter.

Yours Faithfully

RM3 9YX
Sunday, 23 June 2013

Dear Mr Burns,

My Wife and I Object to the proposed disposal of the park next to our house in Dorking Road, We have lived in Harold hill for over 27 years and in our present home for 14 of them, We live at 84 Dorking Road, we regularly tidy the park and keep in close contact with Roy Ojalade at the council to make him aware if it is getting messy or overgrown, it is a Park that local people feel safe to bring their young children as it has only one way in and out so with little monitoring they can play safely, in fact families often picnic there in the summer. I am surprised this site was even considered for building as it is not waste ground it is and always has been a family park the Council only removed the swings and see saw a few years back but it is still as popular now as it always was.

To my utter dismay I have been told by another local resident it has been proposed to sell the park as in the councils opinion it is not required, I am absolutely gutted as this local authority seems to be hell bent on building on every bit of green field we have in our community, without a care it seems on the effect on its infrastructure, I have seen devastating changes locally in the last few years large fields developed tearing down of tennis courts to do it and ripping up allotment sites which had a stream next to it, when I have to be on a waiting list to have any chance of getting a local allotment.

Apart from changing the dynamics of an area by building so many new homes, what about natural soak away areas with the change in climate and more and more areas flooding surely this can't make sense long term for our community we are all aware of the clay soil in this borough and flooding is a real risk with the streams ponds and fields that regularly flood with heavy rain fall with the existing soak away areas it will get to be a real problem if we keep using fields as housing development sites, especially with all the larger scale developments with hundreds of houses and flats being built on what was natural grassed areas why would you want to remove all smaller soak away sites, and so add to the possibility of local flooding? I am also concerned about the infrastructure many hospitals were closed over the last few years and developed for more housing then Queens was built and the first time King Georges hospital closed its A&E Queens actually locked its A&E doors as it could not cope with the greater loading of patients! And King Georges A&E is planned to close permanently in the future what with the extra traffic this closure will generate and the massive increase in local inhabitants due to this over development in Havering does anyone who authorises these plans actually live here? I can't believe they do.

Councillors Pat Murray and Lawrence Webb have told me how they are opposed to these developments as strongly as myself and local residents, Mr Murray told me of damage some of these developments have caused to properties close to the development sites, and this will have more effects on more homes as the land settles there is a risk of subsidence collapse, flooding etc especially as it is a clay area, this will happen over time but needs to be considered now, he also explained how the health care locally is already stretched to breaking point and how the new centre in Harold

wood is catering for its predicted annual patient turnover: monthly! And that's before the new developments in the region of 1000 new homes have people living in them. Is there anything you can do to try and stop this policy of selling off every piece of green field that we have in our community for development surely local feelings should be addressed, You are turning a lovely green environment into an urban jungle I have never actually been notified neither has anyone locally about these developments it took a stranger knocking at my door asking questions about the development she read about in the Romford recorder, it seems these developments are going ahead at an alarming rate very low key without considering people who live here if you actually wanted to consider local people's views why didn't you advertise your intentions to sell these plots in the Havering bulletin which would have insured everyone local would know what you intended in time to complain. I have got a petition of local residents close to the park in Dorking Road and so far every person who answered their door were dead set against development of this site, in fact many were furious they knew nothing about it as they wanted to write to you and object themselves but did not now have the time, My local councillor Lawrence Webb is going to present you with the original document in person but I will include a scanned copy of the petition and the signatures I have so far before I post this objection.

Many locals who have lived here for generations are now selling up as the local area is being turned more and more urban, if we had wanted to live in a densely populated area we would have bought a house in another London borough. Once these areas are gone they are gone forever!
Yours sincerely

27 JUN 2013

Total 165

Petition to **STOP** the sale of the (Park) Land
in Dorking Road RM3



Petition summary and background	Havering Council have announced plans to sell this Park for development which will lead to the loss of another green space and lead to increase congestion in the area.
Action petitioned for	We, the undersigned, are concerned local residents who oppose the sale of the (Park) land in Dorking Road.

Printed Name	Signature	Address	Date
			K 20.6.2013
			20.6.13
			X 21.6.13
			K 21.06
			X 20.08
			21.06.13
			21.6.13
			21.6.13
			21/6/13
			21/06/13
			21/6/13
			21/6/13
			21/6/13
			21/6/13
			21/6/13
			21/6/13
			21/6/13
			21/6/13
			T 22/6

Petition to STOP the sale of the (Park) Land in Dorking Road RM3



Printed Name	Signature	Address	Date
			22/6
			22/6/2013
			22/06/2013
			22/6/2013
			"
			"
			"
			22/6/13
			22.6.13
			22/6/13
			22/6/13
			22/6/13
			22/6/13
			22-6-13
			22/6/13
			22/6/13
			22/6/13
			22/6/13
			22/6/13
			22/6/13
			22-6-13
			22/6/13
			22-6-13
			22-6-13

Petition to STOP the sale of the (Park) Land in Dorking Road RM3



Printed Name	Signature	Address	Date
			22/6/13
			22.6.13
			22.6.13
			11
			11
			11
			11
			22.6.13
			11
			11
			22/6/13
			22/6/13
			22/6
			22/6/13
			22.6.13
			22.6.13
			22.6.13
			22.6.13
			22.6.13
			11
			11

Petition to STOP the sale of the (Park) Land in Dorking Road RM3



Printed Name	Signature	Address	Date
			22-06-13
			22-06-13
			22-06-13
			22-06-13
			23/6/13
			23/6/13
			23/6/13
			23/6/13
			23/6/13
			23/6/13
			23/6/13
			23/6/13
			23/6/13
			23/6/13
			23/6/13
			23/6/13
			23/6/13
			23/6/13
			23/06/13
			23/06/13
			23/06/13

Petition to STOP the sale of the (Park) Land in Dorking Road RM3



Printed Name	Signature	Address	Date
			24/6
			~
			24/6
			24/6
			24/6
			24/6
			14/6
			~
			24/6/2013
			24/6/13
			~
			24/6/13
			24/6/13
			~

Petition to STOP the sale of the (Park) Land in Dorking Road RM3



Printed Name	Signature	Address	Date
			24/6
			~
			24/6
			24/6
			24/6
			24/6
			14/6
			~
			24/6/2013
			24/6/13
			~
			24/6/13
			~

Petition to STOP the sale of the (Park) Land in Dorking Road RM3



Printed Name	Signature	Address	Date
			24/6
			24/6
			24/06
			21/06
			27/6
			21/06
			23/6/13

Collier Row
Romford
Essex
RM5 3UL

Mr Ian Burns

We would deeply object on the selling off of the land behind Harlow Gardens for many reasons. There are families that live in the flats that are on longer eligible to be re-homed, and have been taken of the council housing list, to go into a council house "and they are overcrowded" and now you are taking away the only play and green area that is near to them and us. Children are always playing in the park area and have done so since I moved in 13 years ago.

There is no other play or green area near so children can play, for our children s nearest play or green area is across many main roads.

I can not see how you the council would be able to have lorries or emergency serveries get access to the area if it get developed

If its all about the cost of maintenance to the area, I think that the residents in Harlow gardens should have the opportunity to extends there gardens, which many of us suggested the passed, when asked by the council in a letter, as we all have very tiny gardens

If you take this area away from the children, you the council will then be making the children play in the streets, the street that you the council are making busier, with through traffic in Harlow gardens.

The council deemed it necessary to put a park there in the first place, with the amount of resident in the area, which has not diminished only grown, so why would you the council want to take that away.

There is also many fantastic thing in the play area, much wildlife and two very old Royal Oak trees aswell as many other old trees lining the park area.

There are many large areas of grass and fields around Collier Row, why take away a small bit of park area in a densely populated area.

And if you take a look at the map all the other flat in the area have bigger gardens, I suppose this is because we had access to the park which you are trying to take away. I thought you had to have so much space per occupant.

Regards

London Borough of Havering
Legal & Democratic Services
Town Hall
Main Road
Romford
RM1 3BY

Romford
RM5 3RX

ATTN: Mr Ian Burns

25th June 2013

Dear Mr Burns

I refer to the notice placed in the Romford Recorder on 31st May/ 7th June regarding the intention to sell the land at the rear of Harlow Gardens/Highfield Close.

As I am not sure who the Council will sell the land to (either for residential or commercial use) I initially object to the planned disposal of this land. The only access to the land is at one end albeit a restricted access and this will limit what the land is used for unless there is going to be consideration for compulsory purchase of properties.

I did raise an issue concerning the land in 2011 and Helen Oakerbee replied saying that if the Council was to dispose of the land then a report would be taken to Council's Cabinet meeting – no doubt this has now happened and could you forward me a copy.

I look forward to hearing from you in due course.

Yours sincerely,

Date. 25th June 2013

Collier Row
Romford
Essex

TO Ian Burns,

I am writing to you with regards of Appeal to you selling land behind my property for Development. I strongly object to this as this would cut my Sun light plus my privacy. I bought this house in September 2012 reasons being secluded & private. I feel very depressed with this knowledge because I am diabetic & disabled.

Please take my appeal into consideration
I await your anticipation.

Mr Ian Burns.
London Borough Of Havering,
Legal & Democratic Services,
Town Hall, Romford
Main Road RM5 3RU
Romford

25th June 2013

Letter of Objection: Disposal of Open Space -Harlow Garden Land, Collier Row
RM5 3UL.

Dear Mr Burns.

We have seen the notice in the Romford Recorder that the London Borough of Havering intends to dispose of the plot of land to the rear of Harlow Gardens for development.

We are requesting that you reconsider this decision and not include our local green space in this scheme.

We would also like to draw your attention to recent comments by Councillor Andrew Curtin re the benefits of green space to a community. I have contacted him re this.

The area of land to the rear of Harlow Gardens is the only piece of public open green space within easy walking distance of the Hillrise, Highfield area:
This green space is used in the summer, it is the only open space in the local area that children can use safely.

Harlow Gardens Green space has been the subject of neglect by the Council for the last 10 years. The rubbish bin at the entrance has been overflowing for some time – I have previously photographed it. Money was wasted on installing CCTV cameras in the area, only for the play equipment to be removed and never to be replaced.

It is almost as if by neglecting the space the council were creating the conditions necessary to justify its disposal.

We understand that these are difficult economic times and LBH are attempting to save money but local residents views should be given due and adequate consideration

Once this park is sold to developers it can never be reclaimed. I understand that spending money on this area may not be considered a priority but an area of open space for this already overcrowded part of Collier Row is very important asset for the local residents.

The Park has been neglected by the Council, but is still utilised by the community and wildlife. The upkeep would not actually be that expensive. There are currently efforts to start a Community Group in Collier Row – meetings have been held – Councillor Geoff Starns being one of those in attendance – money is apparently available for various projects to benefit the community – yet the Council want sell this space and disadvantage the Community. Have you considered attempting to start a community allotment project on part of this green space.

The green space is surrounded on 3 sides by residential property.
Due to the gradient of the land any properties built on this land will be overlooked or will be overlooking their neighbours.
This will result in loss of privacy for the current residents, and will result in an unsightly development being built in an unsuitable location.

Access to the park via Harlow Gardens is not a suitable road for through traffic:
Harlow Gardens, is a cul-de-sac that is not suitable to be used as an access road. The use of lorries by developers in this road will be very dangerous for local residents and cause huge inconvenience.

The resulting extra traffic in Harlow Gardens due to any development will also be an added danger and nuisance.

There is also the issue of the effect of increased traffic in Highfield Road as this is the obvious route round into Harlow Gardens. Highfield Road is already extremely noisy and busy.

We believe from discussion with residents in Harlow Gardens that they had previously been asked for ideas of how this

green space could be affectively utilised. Some had suggested that their garden space by increased. Part of Highfield Road backs onto this green space but residents in this row were not afforded the same courtesy.

Development of this site will cause disruption to residents and increased danger to residents in the surrounding roads.

Perhaps if you were to visit this site you would see how unsuitable this land is for development and also see how it could become a valuable community resource - many local residents with families do not have gardens of their own,

We are therefore confirming our objections to the disposal of this green space and request that the decision is given further consideration.

We feel very strongly against the development of this site as do our neighbours. Many neighbours were unaware of the proposal as no individual communications had been sent nor has there been a notice of intent posted on the gates.

Yours Sincerely

26 JUN 2013

Mr Ian Burns,
London Borough Of Havering,
Legal & Democratic Services,
Town Hall,
Main Road
Romford
RM1 3BY

Collier Row
Romford
RM5 3RU

24th June 2013

Letter of Objection: Disposal of Open Space - Harlow Garden Land, Collier Row RM5 3UL.

Dear Mr Burns.

I see from a notice in the Romford Recorder that London Borough of Havering intends to sell the plot of land to the rear of Harlow Gardens for development.

I write to you to please think again on your decision and not to include our local park in this scheme.

Please see below the details of my objections:-

1. The area of land at the rear of Harlow Gardens is the only piece of public open space that is within easy walking distance of the Hillrise / Highfield area:

This park is used in the summer as it is the only open space in the local area that children can kick a ball and run around safely.

I have lived in Highfield Road for 20 years and use the park regularly, beginning with my children and now with my Grandson, where we go to kick a ball and enjoy the open space. Harlow Gardens Park has been the subject of neglect by the Council for the last 10 years. Money was wasted on installing CCTV cameras in the park, only to remove the play equipment a month later never to be replaced. This has resulted in most of the children now playing in the street. I understand that these are austere times and LBH are doing their bit to save money. But please ask yourself...

"At What Price".

Once this park is sold to developers it is gone forever!! I understand that there is not currently money available to invest in the park now, but an area of open space for this already overcrowded part of Collier Row is very important asset for the local residents now and in the future.

The Park has been neglected by the Council, but is still enjoyed by the community and the wildlife. Surely the small cost to the council for its upkeep which amounts to a bit of grass

cutting is a small price to pay.

2. **The land is surrounded on 3 sides and most of the land is on a very high slope:**
Due to the gradient of the land and its location to surrounding homes, any properties built on this land will be overlooked or will be overlooking their neighbours.
This will result in loss of privacy for the current residents, and will result in an unsightly development being built in an unsuitable location.
3. **Access to the park via Harlow Gardens is not a suitable road for through traffic:**
Harlow Gardens, is a quiet and safe cul-de-sac that is not suitable to be used as an access road to any development. The use of lorries by developers in this road will be very dangerous for local residents and cause huge inconvenience.
The resulting extra traffic in Harlow Gardens due to any development will also be an added danger and nuisance.

I am sure the issues I have mentioned above must detract from the value of this land for development purposes.

These features however, do not detract at all from its value as a local park and open space. Development of this site will cause disruption to residents and increased danger to residents in the surrounding roads.

If you visit this site you would see for yourself how unsuitable this land is for development use, but also how delightful the space is for residents now, and in the future, many of which do not have gardens of their own.

I therefore ask that you rethink your decision to sell off Harlow Gardens Park.

I will be happy to discuss my concerns with you further if you wish and look forward to hearing your answer to my concerns.

I feel very strongly against the development of this site as I am sure do my neighbours. However as the Council have not posted any details of its intentions through the residents doors, and also have not posted a letter of intent on the park gates, I am sure many of my neighbours are unaware of your intention.

Please feel free to contact me at the above address / telephone or email me at-

Yours Sincerely

Resident:

Mr Ian Burns
London Borough of Havering
Legal & Democratic Services
Town Hall
Main Road
Romford
RM1 3BY

Collier Row
Romford
RM5 3RU

26 June 2013

SPS1715 - Harlow Garden Land, Collier Row, RM5 3UL

Dear Mr Burns

I am writing with regards to the planning application notice that was in the Romford Recorder on the 31 May and 7 June.

I am a resident in Highfield Road, and our property is very close to the land. I have not received a neighbour notification letter regarding the proposed sale and development of the land, and there have not been any site notices posted.

We have concerns regarding the sale of the land for development for a number of reasons, of which I list below.

The park area at the end of the garden, is the only part of our home where we are not overlooked, and our right to privacy we feel will be considerably compromised. Our right to natural light, depending on the type of development our natural light will also be impacted. We have endured months of noise pollution, with the recent sale and development of a garaged area close to our home and now have the threat of this again.

Environmental issues, we have very little natural green space in the area, and the park is used by the local community, there is a wealth of wildlife using the land and there are often bats flying over my garden from the park area, hedgehogs also live in the hedge row areas of the park.. To lose this urban oasis will be devastating to the local area.

Access to the park, there is no vehicle access to the part, so how would construction vehicles, and mains services gain access? Given the natural topography of the land, and if developed has any consideration to the local water drainage been given any thought?

The date of this letter is the 26th June, and have only been aware of this proposed sale for 2 days, this has given less than 4 days to formally write to you, it is of concern the lack of formal notification the residents who will be impacted by this proposed sale have received, in accordance with the councils own policies and procedures.

I look forward to hearing from you.

My contact details are below:

Collier Row
Romford
RM5 3RU

Yours sincerely

F.A.O Ian Burns
The London Borough of Havering
Legal & Democratic Services,
Town Hall,
Main Road,
Romford,
RM1 3BY

Romford
Essex
RM5 3QX

Ref: Harlow Gardens Land

24 June 2013

Dear Sir,

With regards to the piece of land at the rear of Harlow Gardens we are strongly objecting to its disposal to developers for what can only be assumed is for construction of new homes. Whilst we appreciate that there is a need for new dwellings for our over burdened country, we feel that the use of the land that is at the end of our garden is a step too far. Besides the fact that it is used regularly by small children that can be seen by their parents in the adjoining row of houses it is also used by dog owners to exercise their pets.

Other issues have also come to light such as the impact on Harlow Gardens residents with regards to Emergency access to the site should it be built upon. Having read London Fire Brigade literature concerning their minimum requirements for access and the Disability Act which also has minimum access needs, we feel that the width of the piece of land is not wide enough to be used for development. The gradient of the land upon entering will also be an issue when turning, as a fully loaded Fire Appliance would not be able to negotiate the bend safely. Parking restrictions in Harlow Gardens would also compromise access to this plot. The entrance to this plot is also very narrow and we have no desire for its widening by removing garden from the tenant in the end house.

Two large Oak trees are also present, with the current emphasis on going green and saving the planet it would be a travesty to have them removed for the sake of a very small gain in terms of accommodation. The wildlife that these two trees harbour is priceless.

Street lights on any new development will also be required, which will directly impinge on our quality of life in the evenings. We chose to move and live here based on the current surroundings.

At no time has there been a public meeting with all residents concerned, to discuss the sale of this land, it would appear that the Council are willing to ride roughshod over our interests. One can only assume that after having seen site surveyors taking measurements only a few weeks ago, that approval of some sort of scheme is already in the pipeline. It would seem that giving 28 days notice of the Councils intentions is appropriate enough, hoping that no-one would have the time or inclination to disapprove of their plans, when your resident Council Tax payers want anything done, it takes far longer.

If the Council wants to be rid of this small plot of uneven ground, give it to all the residents backing on to it so they can have a larger garden, that way the Council will not have to maintain it.

We will continue to object to any proposals for this site

Yours sincerely

**Collier Row
Romford
RM5 3QX**

FAO: Mr Ian Burns
London Borough of Havering
Legal & Democratic Services
Town Hall
Main Road
Romford
RM1 3BY

24th June 2013

Dear Mr Burns

Re: Harlow Gardens Land, Collier Row, RM5 3UL – Drawing No. SPS1715

It has been drawn to my attention that the London Borough of Havering intends to appropriate the above-named land for “planning purposes in the interests of the proper planning of the area”.

I wish to register my objection to this appropriation as I am anxious that this land could be sold to an interested party for development.

This land is directly behind my garden and I fear that this could have an adverse effect on the quiet enjoyment of my property to which I am entitled as a freehold owner since 1976.

It will also reduce the amount of Greenfield land in the immediate area and hence be detrimental to the local environment.

This land was originally intended as a play area for children and I believe this is what it should be used for – if at all. With the correct work to level it out and provide soft landing ground (i.e. not concrete) it could be utilised to enhance the area, rather than be spoilt by development.

I am copying this letter, with details of the proposed appropriation, to the Environmental Law Foundation, to gain their expert assistance in this matter. They exist to help communities fight against planning decisions that will affect their local environment.

I look forward to hearing from you that this proposed appropriation has been cancelled.

Yours sincerely

DATE 25th - June - 2013

Mr Burns

I wish to ~~place~~ my objections
to this proposal to the development
to the piece of land in Harlow Goss
stated in enclosed letter.

My objection is due to the lack of
information about what is going to be
erected i.e. houses, flats, or what!
So if what is going to be put there
is not going to do too much to
disrupt the status quo, then maybe
all the objections may be withdrawn in
due course.

23rd. June 2013.

To:-

Ian Burns. Acting Assistant Chief Executive,
London Borough of Havering,
Town Hall, Main Road.
Romford, RM1 3BD.

Ref:- SPS1715.Harlow Gardens Land, Collier Row,RM5 3UL.

Dear Sir,

I wish to register my objection to the London Borough of Havering proposal under the Local Government Act 1972 section 122(1), (2A) in regard to the site drawing No.:- SPS.1715, Harlow Gardens Land, Collier Row,RM5 3UL.

My reasons for objecting are set out below.

- (1) The original planning of the said area was designated as a 'Children's Play Area' off street and separated from the service traffic of Harlow Gardens and adjacent roads. Thus changing the specified use would not be in the interests of the 'Local Children' and parents of the said children, as all other Green Area's in the vicinity are restricted 'By Order' from playing Ball Games.ect.
- (2) The change in use would be directly opposed to the interests of the local users and remove yet another Green Space Amenity, even though only 0.61 acres is very beneficial to the area.
- (3) Any re-development for Domestic Dwellings, or Business and Commercial Use would dramatically increase the service traffic to the said area. It should be noted that Harlow Gardens is in fact a col-de-sac, without entrance or exit at either end, and not a through road as maybe implied in the title 'Gardens'
- (4) Re-development of this area would very likely require the removal of existing trees from the development area, and also from the possible access and regress to the said site, all of which would detract from the existing benefits to the locals, as presently enjoyed by the local residents.
- (5) In the absents of any specific planning details it would be very foolish to endorse any proposed changes to the use of the said site with out knowing Havering Council ultimate intentions.

I am obliged to ask the question :-

Why have the local residents not been informed and involved in the proposed disposal and development of this local asset as required by the 2006 Act, 2007 Act, 2008 Regulations as prescribed 'have indulged as of right in lawful pastimes on the the land for a period of least 20years, and continue to do so.' ? This right has been enjoyed by the local residents for the last 46years. This is a GREEN SPACE.

Yours sincerely,

Collier Row,
Romford,Essex.
RM5 3QX.

23rd. June 2013.

To:-
Ian Burns. Acting Assistant Chief Executive,
London Borough of Havering,
Town Hall, Main Road.
Romford, RM1 3BD.

Ref:- SPS1715.Harlow Gardens Land, Collier Row,RM5 3UL.

Dear Sir,

I wish to register my objection to the London Borough of Havering proposal under the Local Government Act 1972 section 122(1), (2A) in regard to the site drawing No.:- SPS.1715, Harlow Gardens Land, Collier Row,RM5 3UL.

My reasons for objecting are set out below.

- (1) The original planning of the said area was designated as a 'Children's Play Area' off street and separated from the service traffic of Harlow Gardens and adjacent roads. Thus changing the specified use would not be in the interests of the 'Local Children' and parents of the said children, as all other Green Area's in the vicinity are restricted 'By Order' from playing Ball Games.ect.
- (2) The change in use would be directly opposed to the interests of the local users and remove yet another Green Space Amenity, even though only 0.61 acres is very beneficial to the area.
- (3) Any re-development for Domestic Dwellings, or Business and Commercial Use would dramatically increase the service traffic to the said area. It should be noted that Harlow Gardens is in fact a col-de-sac, without entrance or exit at either end, and not a through road as maybe implied in the title 'Gardens'
- (4) Re-development of this area would very likely require the removal of existing trees from the development area, and also from the possible access and regress to the said site, all of which would detract from the existing benefits to the locals, as presently enjoyed by the local residents.
- (5) In the absents of any specific planning details it would be very foolish to endorse any proposed changes to the use of the said site with out knowing Havering Council ultimate intentions.

I am obliged to ask the question :-

Why have the local residents not been informed and involved in the proposed disposal and development of this local asset as required by the 2006 Act, 2007 Act, 2008 Regulations as prescribed 'have indulged as of right in lawful pastimes on the the land for a period of least 20years, and continue to do so.' ? This right has been enjoyed by the local residents for the last 46years. This is a GREEN SPACE.

Yours sincerely,

Iman Mabrouk

From: propertyservices
Sent: 21 June 2013 17:05
To: Ian Burns; Lorraine Simms
Cc: Kevin Williamson
Subject: FW: Objection to Harlow Garden Land, Collier Row, RM5 3UL plans.

Ian & Lorraine,

Please see below that arrived in the property Services E mail account

Regards,
Lynn

Lynn Williamson | Assistant Property Adviser
Council Branch of Traveling | Strategic Property Services
The Gate House, Market Place, Ruislip, RM1 3FR
+ 01703 432572

From: [redacted] **On Behalf Of**
Sent: 21 June 2013 14:44
To: propertyservices
Subject: Objection to Harlow Garden Land, Collier Row, RM5 3UL plans.

ATTN Mr Ian Burns

It has come to our attention that the piece of land, known as the Harlow Gardens Land, at the back of our property is due to be sold for development.

I would like to issue a formal objection to these plans. There is no other green spaces near our home, and this is the only grass area that we feel children are safe to play in.

I hope that you take our objection into consideration.

Yours,

Harold Hill
Romford
Essex
RM3 9TU

OBJECTION TO THE PROPOSAL OF SALE OF LAND – SPS1544

Dear Mr Burns

i strongly object to the sale of the piece of land adjacent to my house 68 Bedale Road, in fact i object to the sale of any Greenland in the area and find it absolutely preposterous to sell perfectly good playable areas where children and wildlife may flourish. Selling this land for development of housing will only serve to bring down the area and add to problems associated with overcrowding. This will definitely affect mine and my family's standard of living to its detriment as well as add to the parking problems.

Harold Hill
Romford
Essex
RM3 9TU

27th June 2013

OBJECTION TO THE PROPOSED SALE OF LAND - SPS1544

Mr Burns,

It has come to my attention that the council are selling a piece of land at the side of my house for property development. I have not been informed of this proposal and as I will be directly effected by it I don't understand why I have not been consulted on this matter.

I am writing to inform you on my objection. I deliberately bought this house because of the playing area at the side. This is so that my children could play safely without having to cross the road and that I can look out of my door to check on them. Even though the council took away the play ground equipment all the local children still use the grass regularly to play team games. Parents have piece of mind knowing where their children are.

I object to the proposal on the grounds that it will cause the area to be over crowded with dwellings and school placements. The parking around our area is atrocious as it is. Residents struggle regularly to find appropriate, safe and unconstructive areas to park.

I myself applied to buy a small piece of this land to allow me to extend on my house. I was informed that this was not possible for me to purchase this area because of the by-laws concerning the public footpaths (which runs alongside my house). If this is the case then how is a developer allowed to buy this land for whatever purpose they decide to use it for.

Could you please advise me fully of the councils intentions on this proposal, the time scales involved and what my position is as I am objecting to this scheme.

Looking forward to your prompt reply.

Romford
Essex
RM3 9XL

Mr I Burns
London Borough of Havering
Town Hall
Main Road
Romford
RM1 3BD

Dear Mr Burns,

Re Land at Tiverton Grove / Bedale Road

We are writing regarding the notice of disposal published in the Romford Recorder relating to the above land.

We have a direct view onto this area of land from my property and object to this disposal on the following grounds:

Play area – It provides the only open grassed play area for children in the local vicinity. This land's location and close proximity allows us parents to keep a watch on our children whilst they are playing, knowing they are literally outside. In the current climate of fear of abduction, this gives parents some peace of mind and the children space and freedom to meet and grow as individuals without the restrictions placed on their movements by parents, we wouldn't have this should this land be disposed of.

This area has been used for ball games, picnics, general social occasions by local residents and their guests for many years.

I'm currently looking into whether other residents would consider participating in using this area for the BBC One's 'Playing out scheme'

Displaced Children - The result of the disposal of the land and the subsequent dwellings that would be built on the land will in no doubt displace the children that currently use this area to other 'safe' grassed areas (i.e. away from the road), of which there is only one, (this being considerably smaller in comparison) that being between 135 – 151 Dagnam Park Drive. This will lead to increased risk of damage from stray balls, stones, wood, random road furniture and persons that will use that area instead. My vehicle has already been damaged by random events caused by children playing on the driveway outside my property.

Although this area is designated a 'No Ball Games' area, I have no faith in Havering enforcing this bylaw in the same way that they have failed to do so with others.

Tuesday 25th June 2013

**Harold Hill
Romford
Essex
RM3 9UA**

Dear Mr Burns,

I am enclosing this petition to you on behalf of residents of Tiverton Grove/Bedale Road and the surrounding area regarding the councils proposal to dispose of the public green open space at Tiverton Grove/Bedale Road and appropriate it for planning purposes the main objections to this proposal are as follows:

- 1) Loss of public green open space.
- 2) Any development of this site would cause even more parking problems in Tiverton Grove/Bedale Road.
- 3) Council money, which has already been spent on improving the green for the benefit of local residents being wasted.

Yours Faithfully

**Cc - Cllr Michael White
Cllr Keith Wells**

Thursday 20th June 2013



**Harold Hill
Romford
Essex
RM3 9UA**

Dear Mr Burns,

Regarding the public notices that were published in the Romford recorder on 31/5/2013 and 7/6/2013 stating the council's proposals to dispose of the open space at Tiverton Grove/Bedale Road Harold Hill and appropriate it for planning purposes (SPS1544).

We are objecting to the proposed disposal of land and any development arising from it on the following grounds:

- 1) The permanent loss of public green open space, which is enjoyed and used by the residents and children of Tiverton Grove/Bedale Road and the surrounding area. Loss of this green open space will leave no safe place for our children to play in their immediate area.
- 2) Any development on this green open space would only add to an already acute parking problem in Tiverton Grove/Bedale Road.
- 3) A waste of council monies which have been spent on improving the green in the recent years on turfing/tree planting etc.
- 4) More strain on local services such as school places, doctor's surgeries and utilities.
- 5) Disruption to local residents during construction work and danger from heavy lorries and mechanical plant serving the site.

Yours Faithfully

**Cc - Cllr Michael White
Cllr Keith Wells**

Harold Hill

Romford

RM3 9UA

The London Borough of Havering

Legal and Democratic Services

Town Hall

Main Road, Romford

RM1 3BD

24th June 2013

RE: Tiverton Grove/ Bedale Road – Reference SPS1544

I am writing to object to the above disposal of land at Tiverton Grove/ Bedale Road (0.25 acres).

By allowing this development to take place our rights to light and use of open space will be diminished, the amount of noise that will be generated will be unbearable for the other residents not to mention the dangers for our children and local community. Including the added pressures of our infrastructure, the drains are constantly blocked and just manageable, any addition to these will put a strain on our already overloaded systems.

Our close nit community will lose valuable space which is and has been in operation for recreational use for many years. Our children use the space every day and there is nothing in the area to match it.

This is a greenfield site and should remain so

Also, any proposed construction on this land will take away the limited parking spaces residents have, and do not have the money to build their own driveways, so already over-congested parking bays will become worse, and this will prevent emergency services from accessing our roads.

Overall, I feel the effects this will have on the local community and wild life will be disastrous. Building on this land is not in the best interests and will not benefit the local community. We would strongly urge you to reconsider your decision to dispose of this entire area and take off the list and leave the land as is.

I would be grateful if you can advise me on the next meeting this will be on agenda, I look forward to receiving this information and response to my letter

Sincerely

26 JUN 2013

Romford
RM3 9UA
12th June 2013

Ian Burns
The London Borough of Havering
Legal and Democratic Services
Town Hall
Main Road
Romford
RM1 3BD

Dear Mr Burns

RE: Disposal of Open Space SPS1544

I am writing to record my objection to the proposed disposal of the open space located at TIVERTON GROVE and BEDALE ROAD, RM3, as published in the Romford Recorder bearing reference SPS1544.

While this area is well used for the pleasure and recreation of the local community, there are wider concerns over the disposal of this land. I understand that the land will be used for housing. While I appreciate the need for housing I do not believe that this area is suitable due to the problem of current overcrowding and severe lack of parking.

Secondly, there is an issue with the destruction of green spaces in the area. It is of vital importance that the green spaces are not destroyed, thus impacting on the atmosphere and ambiance of the area. The proposed land disposal and building programme will have an impact on the value of the houses already in that area. When I bought my property, the influencing factor was the open spaces opposite my front door.

I urge you to reconsider this area as suitable for building and to preserve the open spaces, which are being gobbled up in the name of progress. This proposal is most definitely not in the best interests of the residents and serves further to prove that those who have the power to impact on the resident's lives are not listening to the needs of local people.

I would suggest that further consultation work is completed before any disposal occurs so the local people may have the chance to voice their concerns. I would appreciate further communication from yourself regarding planning and consultation meetings in order that residents may attend.

I look forward to receiving a response from your department.

14 JUN 2013

Harold Hill

Romford

RM3 9UA

The London Borough of Havering

Legal and Democratic Services

Town Hall

Main Road, Romford

RM1 3BD

12 JUN 2013

06 June 2013

RE: Tiverton Grove/ Bedale Road - Reference SPS1544

I am writing to object to the above Disposal of land at Tiverton Grove/ Bedale Road (0.25 acres).

By allowing this development to take place our rights to light and use of open space will be diminished, the amount of noise that will be generated will be unbearable for the area residents not too mention the dangers for our children and local community. Including the added pressures of our infrastructure, the drains are constantly blocked and just manageable, any addition to these will put a strain on the already overloaded systems.

Our close nit community will loose a valuable space which is and has been In operation for recreational use for many years. Our children use the space everyday and there is nothing in the area to match it.

This is a Greenfield site and should remain so.

Also, any proposed construction on this land will take away the limited parking spaces residents have, and do not have the money to build their own driveways, so already over-congested parking bays will become worse, thus preventing the emergency services from accessing our roads.

Overall, I feel the effects this will have on the local community and wild life will be disastrous. Building on this land is not in the best interests and will not benefit the local community. We would strongly urge you to reconsider your decision to dispose of this entire area and take off the list and leave the land as is.

I would be grateful if you can advise me on the next meeting this will be on the agenda, I look forward to receiving this information and a response to my letter.

Sincerely,

①

Harold Hill
RM3 9VA.

To whom it may concern.

21-6-13.

Please accept this letter as an appeal against Havering Council selling part of the play/village green at Tiverton Grove.

Firstly how do you expect residents to appeal against the proposal if they wish to when no letters were sent to the residents as you rely on them buying the Romford recorder which not many of us do!!!

There are issues for you to consider and give careful thought to before this dreadful mistake takes place. Please take note of these as stated below.

- ① Dangerous to residents as will cause more cars being parked on The Grove and we already struggle with access for the services (emergency) or delivery lorrys.
- ② The green is used for many celebrations when residents get together and celebrate Royal family

②

limited events and fire work displays etc.
it helps create a sense of togetherness in the
Crove.

The Green provides a nice safe area for our
children + grandchildren to play and they can
be watched over all the time, which many of us
have done for 30 years + more.

- ③ You are also taking away an area, where
wildlife i.e. deer are often found grazing.
- ④ There are many empty flats/houses in the
Harold Hill area that can be used to re house
the residents of Newham, why not sell them the
eyesore areas such as dumping areas +
unsightly car wash business areas, which are lowering
the look of OUR Harold Hill.
- ⑤ We have been informed that the land has
already been sold to Newham Council
because they have problems, please DO NOT inflict
their problems on to Havering residents!!!
- ⑥ The Properties that most of us own will decrease in
value (not fair) as you are helping to destroy
the environment in which we live in and have
invested in and been proud of for many years!!
we also feel very very betrayed by Havering Council
(Conservatives) as we have always been told that
you are a group of people who are invested in

in doing the best for Harold Hill residents, clearly this is far from the truth!
Do not destroy the area and more to the point the residents moral.

Please take note of these comments seriously and think very carefully about the actions you are about to undertake for the sake of money you will be making many loyal residents to Havering very dismayed + disillusioned with Havering Council.

Regards

on behalf of

Harold Hill,
Romford,
Essex.
RM3 9UA.

24/6/13

For the attention Mr Ian Burns.

Dear Sir

I strongly object to the appropriation of land at Tiverton Grove/Bedale Road, Harold Hill, RM3 9UA; drawing number SPS 1544, for planning purposes.

This land is and always has been, since the estate was built, a children's play area and greensward and should remain so.

Any development on this land, would not only deprive children of their airy, open and safe play area, but greatly exaggerate the already problematic situation with parking.

I have no objection to the development of garage sites, which on the whole have become derelict rubbish tips, but I object totally to the destruction of any greensward or play areas on Harold Hill! The open planning and airiness of Harold Hill, has long been a feature which has earned praise from many quarters over the years. I am disgusted that this council is intent on destroying this feature and turning Harold Hill into a claustrophobic, overcrowded eyesore. Enough is enough!

Yours, a very angry

C.C. Cllr Michael White
Cllr Keith Wells

26 JUN 2013

Petition To the London Borough of Havering

Tiverton Grove Open Space --Harold Hill

Known Locally as Tiverton Green

We the undersigned, demand, that Havering Council **DO NOT** under any circumstances sell off or lease the public open space known locally as Tiverton Green

For Housing or any related use, other than Public Green Open Space

And that the site, be retained for use by local residents, and their children.

NAME	ADDRESS
	TIVERTON GROVE.
	Tiverton Grove
	Tiverton Grove
	Tiverton Grove.
	Tiverton Grove.
	Tiverton Grove
	Tiverton Grove
	TIVERTON GROVE
	Tiverton grove.
	Tiverton grove.

Petition To the London Borough of Havering

Tiverton Grove Open Space –Harold Hill

Known Locally as Tiverton Green

We the undersigned, demand, that Havering Council **DO NOT** under any circumstances sell off or lease the public open space known locally as Tiverton Green

For Housing or any related use, other than Public Green Open Space

And that the site, be retained for use by local residents, and their children.

<u>NAME</u>	<u>ADDRESS</u>
	<u>T Tiverton</u> <u>Grove Harold Hill -</u>
	<u>TIVERTON GROVE H. HILL.</u>
	<u>TIVERTON GROVE H/HILL</u>
	<u>TIVERTON GROVE H/Hill</u>
	<u>TIVERTON GROVE .</u>
	<u>Tiverton Grov</u>
	<u>TIVERTON GR</u>
	<u>TIVERTON GR.</u>
	<u>Tiverton Gr.</u>
	<u>Tiverton Gro</u>
	<u>TIVERTON GROVE</u>

(1)

(2)

Petition To the London Borough of Havering

Tiverton Grove Open Space --Harold Hill

Known Locally as Tiverton Green

We the undersigned, demand, that Havering Council **DO NOT** under any circumstances sell off or lease the public open space known locally as Tiverton Green

For Housing or any related use, other than Public Green Open Space
And that the site, be retained for use by local residents, and their children.

NAME

ADDRESS

Tiverton Grove

Tiverton Grove,

Tiverton Grove .

Tiverton Grove

Tiverton Grove

Tiverton Grove.

Tiverton Grove .

Tiverton Grove

Tiverton Grove .

TIVERTON GROVE

Tiverton Grove

Petition To the London Borough of Havering

Tiverton Grove Open Space –Harold Hill

Known Locally as Tiverton Green

We the undersigned, demand, that Havering Council **DO NOT** under any circumstances sell off or lease the public open space known locally as Tiverton Green

For Housing or any related use, other than Public Green Open Space
And that the site, be retained for use by local residents, and their children.

NAME	ADDRESS
	Tiverton Grove
	Tiverton Grove
	TIVERTON GROVE
	26 Tivertongrove
	Tiverton grove
	Tiverton Grove,
	TIVERTON GROVE
	Tiverton Grove.
	Tiverton Grove
	TIVERTON GROVE
	Tiverton Grove.

(13)

Petition To the London Borough of Havering

Tiverton Grove Open Space –Harold Hill

Known Locally as Tiverton Green

We the undersigned, demand, that Havering Council **DO NOT** under any circumstances sell off or lease the public open space known locally as Tiverton Green

For Housing or any related use, other than Public Green Open Space
And that the site, be retained for use by local residents, and their children.

NAME

ADDRESS

1 Tiverton Grove

2 TIVERTON GROVE

0 Tiverton Grove

Tiverton Grove

0 Bedale Rd

Bedale Rd

1 Bedale Rd

Bedale Rd

Bedale Rd

BEDALE ROAD

BEDALE ROAD

(12)

Petition To the London Borough of Havering

Tiverton Grove Open Space --Harold Hill

Known Locally as Tiverton Green

We the undersigned, demand, that Havering Council **DO NOT** under any circumstances sell off or lease the public open space known locally as Tiverton Green

For Housing or any related use, other than Public Green Open Space

And that the site, be retained for use by local residents, and their children.

NAME	ADDRESS
	Bedale RD
	BEDALE RD
	Bedale RD
	Bedale RD
	Bedale Road
	Bedale Road
	BEDALE ROAD
	Bedale RD
	Bedale RD
	Bedale Ry
	Bedale

(1)

Petition To the London Borough of Havering

Tiverton Grove Open Space –Harold Hill

Known Locally as Tiverton Green

We the undersigned, demand, that Havering Council **DO NOT** under any circumstances sell off or lease the public open space known locally as Tiverton Green

For Housing or any related use, other than Public Green Open Space

And that the site, be retained for use by local residents, and their children.

NAME

ADDRESS

61 Bedale Road
Harold Hill, Essex, RM3 9TU

63 Bedale ROAD
RM3 9TU

63 Bedale Road
RM3 9TU

65 Bedale Road

25 Bedale Road

Bedale Rd. H/Hill

BEDALE RD

Bedale Rd
H/Hill

BEDALE ROAD

Bedale Road

Bedale Road

Petition To the London Borough of Havering

Tiverton Grove Open Space –Harold Hill

Known Locally as Tiverton Green

We the undersigned, demand, that Havering Council **DO NOT** under any circumstances sell off or lease the public open space known locally as Tiverton Green

For Housing or any related use, other than Public Green Open Space
And that the site, be retained for use by local residents, and their children.

NAME	ADDRESS
	Bedale Rd DM3 9TU
	TIVERTON GROVE RM3 9U1
	BRIDGE ROAD RM3 9TX.
	BENHAM ROAD RM3 9TX
	BEDALE ROAD RM3 9TX
	BEDALE RD RM3 9TX
	" " "
	" " " ^{PARK.}
	Dagnam Drive
	Dagnam Park Drive
	" " "
	Dagnam Park Dr. RM3 9XL

Petition To the London Borough of Havering

Tiverton Grove Open Space –Harold Hill

Known Locally as Tiverton Green

We the undersigned, demand, that Havering Council **DO NOT** under any circumstances sell off or lease the public open space known locally as Tiverton Green

For Housing or any related use, other than Public Green Open Space
And that the site, be retained for use by local residents, and their children.

<u>NAME</u>	<u>ADDRESS</u>
	<u>Dagnam Park Drive</u>
	<u>Leamington Road</u>
	<u>Stratton walk</u>
	<u>STRATTON WALK</u>
	<u>STRATTON WALK</u>
	<u>Stratton Walk</u>
	<u>Stratton Walk</u>
	<u>Tiverton Grove</u>
	<u>Dagnam Park Drive</u>
	<u>LEAMINGTON ROAD</u>
	<u>Leamington Road</u>

Petition To the London Borough of Havering

Tiverton Grove Open Space --Harold Hill

Known Locally as Tiverton Green

We the undersigned, demand, that Havering Council **DO NOT** under any circumstances sell off or lease the public open space known locally as Tiverton Green

For Housing or any related use, other than Public Green Open Space

And that the site, be retained for use by local residents, and their children.

NAME

ADDRESS

Bedale RD.

Tiverton Grove

DAGNAM PARK DRIVE

DAGNAM PARK DRIVE

TIVERTON GROVE

154 Dagnam Park Drive

To Mr Burns
adding a another Property. so close
to the Road will only add more
Problems

To condode I feel that the
green area is a valued Part
of the Natural Balance of the
Street

RM3 YHL

Romford

Essex

RM3 7HL

21st June 2013

RE; Objection to proposed development to land adjacent to 81 Heaton Ave.

Drawing number: SPS1716

To whom it may concern,

My letter is regarding the purposed planning for the land adjacent to my property and my reasons for objecting to such development.

Reasons for objecting to the purpose development of a one bedroom bungalow on the land directly adjacent to my property

- 1) The Visual impact of the development – in this area I feel that it has a high density of concrete. The reason I say this is because of the 15 storey high rise flats not even 20 yards from the site in which you propose to build on. There is also another high rise block of flats within Heaton Avenue not even 200 yards away for the purposed development. Taking away this grass area will offset that balance.
- 2) This area his highly populated with two high rise blocks, numerous maisonettes and two storey flats lining one side of the road and house lining the other. Small grass areas like this next to my property are much appreciated by the residents and local community. These areas represent an area of rural tranquillity that is coherent to a healthy lifestyle.
- 3) I have been told that not so long ago the council sent out a survey asking local resident in this area about what they would like developed within the old garage site directly behind my property. I would assume that this will also be developed in the near future. I would love to see something positive done with the disused garages but I feel that the development of both sites will cause much disruption for residents over a prolonged period of time.
- 4) I myself have a 1 year old daughter and the house on the opposite side of the purposed development has 4 young girls. The girls and their many friends from local resident play in the snow in the winter have water fights in the summer and general uses this grassy area for keeping and staying active. There aren't many places in this street where children can do this.

I would appreciate it if my points were taken into consideration and I look forward to hearing from you in the near future.

Kind regards,

Remember
Essex Road 1711
18th June 2013

Dever Street Madras
SPS 1716

I object to the above
plans, as I live next
door and I have
received no notification
of what plans are
going ahead on this
site and any
building will block out
light from my own
previous buildings at
the blue

Yours faithfully

Romford
Essex

RQ3 8HO.

Dear MR Burns.

I have been
told through sources regarding
Disposal of open spaces Tavistock
close RQ3 8HF that houses
will be built there. I have

now heard that houses are going
to be built at the bottom of
Lanxston close RQ3 8HO has it
runs right the way along I
have lived here 37 years it
has always been a play area.

When my own children come to see
us I take them down there
to play - also you can park
down there if we have friends
or family come they always park
down there because being a close

it's hard to get parked.
When they start building we will
have to put up with lorries
and Dumpers taking all the mud

away it will be very messy.

also this close gets flooded
when we have lots of rain and

the drains are always blocked up
that should be also look in to
be few things start building.

I also think we should be
told what is going on

Yours Sincerely

HAROLD HILL, ESSEX,
RM3-8HQ.

20th June 2013.

Dear Mr. Burns.

Re: - TAVISTOCK/WIDECOMBE/LAUNCESTON CLOSE,
DRAWING NO. SPS1717.

I object to the selling of the above land for housing development or Road widening.

The Playground is the only local area where residents can spend leisure time to play with our children or grandchildren.

Where our elderly or disabled can take a stroll.

Visiting relatives and grandchildren play "Footy" there, or hide and seek in safety.

Its where we walk our dogs in safety.

Even some residents of Harold Wood Hall like to sit on the park in the sun. And its well used when we have snow. Central Park is too far away.

The Council totally neglected this area and treated us like outcasts. For years we tried to get the Playground equipment replaced, but each time one of the main Services did work there, it delayed the probability of it happening. We were told some play park equipment had been stolen from the yard! •

There are a myriad gas pipes, water pipes, sewage pipes etc, under the park. Residents know this because we had to suffer the disruption and disturbance every few years during their installations.

• (The Council's Yard!)

Having houses built on the Playground and all the disruption it would entail, would have a devastating impact on our lives.

We are also fearful that the trees would be removed. We are entitled to have them to protect us from air pollution, noise pollution and also to give us privacy from the A12 road.

This little playground is the only bit of greenery we can use, its the only bit this community has. Some of us have even been instrumental in removing litter from the playground, which blows through from the A12.

We do not want our park taken away and we will do everything in our power to keep it as our leisure area.

Rather than overdeveloping here and making all our lives hell The Council ought to use some of the £2.7million its been given to restore our playground or do something about our SINKING road and pavements.

I trust you will take my concerns into consideration
And I remain
Yours Sincerely

London Borough of Havering
Legal and Democratic Services
Town Hall
Main Road
Romford
Essex
RM1 3BD

Harold Hill
Romford
Essex
RM3 8HF

7 June 2013

Dear Sir/ Madam

I have been living at the same address for over thirty years. The only grassed area at the end of the close where there are fir trees planted there to shield the close from exhaust fumes from the A12 dual carriageway. These trees were planted by the Local Authority when the houses were built. I was informed today by a neighbour that an application for planning permission has been made for building work at the end of the close. This would mean that the close would be hemmed in and the only outlook from my front garden would be houses. It is only a small area and to cram houses in there will lead to problems with cars and overcrowding.

I found out about this plan by chance. Were you going to inform the residents of Tavistock Close about your plans? I am against these plans going ahead and speaking to my neighbours they feel the same.

Could you inform the residents of Tavistock Close exactly what you intend to do.

Yours sincerely

08 JUL 2013

Hardd Hill RM38HF

20th June 2013

Fide

Dee Forested Deer Land 9951717

I would like to object to this area being built upon for the following reasons.

- 1 It is the only greenery around
- 2 Noise and air pollution
- 3 There are many utility pipes beneath.
- 4 Children, grandchildren play safely.
- 5 Dog walkers, pensioners and the disabled stroll here.
- 6 Parking problems. Added traffic.
- 7 Lack of privacy. Beings overlooked
- 8 Dirt and disruption

I have lived peacefully here for many years and trust you will take my concerns into consideration

Yours Sincerely

12 JUN 2013

Harold Hill,

9/6/2013

Romford RM3 8HF

Dear Mr Burns,

I wish to appeal and strongly object to the small park that you want to sell off to builders.

How can you contemplate taking the small park that children play on. Also why have you put

My post code on the notification RM3 8HF. This is my post code and I own the property.

There is a big field facing Neave Crescent in Faringdon Avenue sure you could take a small

Part of that as it is used as a dogs toilet. No one can walk on it without treading in dog mess.

There is also on the park that runs a long my side of my house, large gas pipes that were put there a few years ago.

From my experience with your builders they are liable to rupture them.

The wall that runs along the side of my house in the park had to be rebuilt in 2010.

The builders were disgusting and made a lot of mess. Also the pillars on the wall are crumbling.

It is your responsibility to put this right. I have not to long ago wrote to Angela Watkinson Mp

About the wall and was told she was notifying the council. It is a matter of health and Safety.

If the wall falls on a child, you will be responsible.

I have now contacted her about this matter of selling to builders. It is not our fault that you need

Land to build on. The government shouldn't have let all these foreigners in.

Surely children need a park and we need some greenery .

I have 9 disiseses and am dealing with breast cancer. Two of which are astma and lung disiese.

I don't think mine or my husbands lungs will be able to take all the dust and mess from a building site. Also the price of my property will go down. It was a asset living next to a park.

I am sick of all the mess constant from the road widening A12 to pipe laying. I thought I would get

Some peace now , but here we go again. I am 65 and needed some peace in my life.

I have spoke to neibours and they all object.

I suffer with depression and if this goes ahead it will break me!!!!!!

2

I advise you to get the wall sorted before or if you sell the park, as I will have proof of telling you
So if you think to leave it so its not your responsibility, I have told Angela Watkinson over a month
Ago about the wall. I have copies of mail I sent her.
Your sincerely

P.s Also I am a end terrace house.
You put a house next to mine and I
would be. Therefore I will be losing the
value of my house as it will no longer be
a end terrace. I bought this house
as end terrace.

Harold Hill

Romford

Essex

RM3 8HQ

24th June 2013

Re: Land off Launceston Close and surrounding roads

I am writing to appeal against the planned build of housing on the above mentioned land.

This area is used by Residents for walking their dogs and exercise including those with disabilities who are unable to walk too far to get their exercise.

Our estate has already seen a massive increase in traffic due to the increase in houses being built on empty land over the last few years.

Launceston Close is a narrow road. Vehicles are parked on both sides of the road and therefore would not be wide enough for lorries etc to get through. Resident parking /visitors parking is limited already and could cause more parking issues depending on parking facilities provided for new housing. Also with the increase already, are our roads able to cope with any more traffic that this will cause? Also there will be an increase in traffic noise.

Yours faithfully

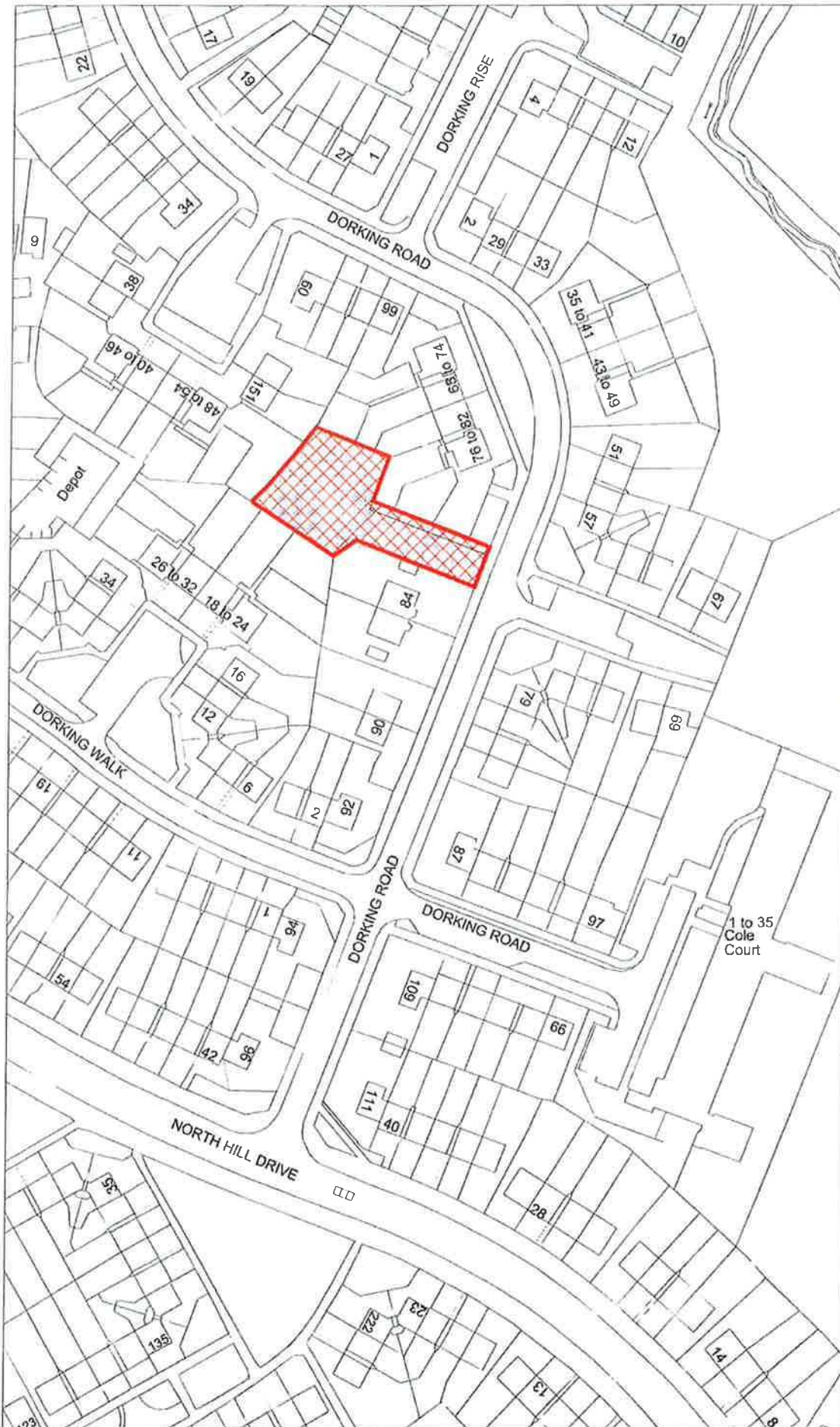


This page is intentionally left blank

APPENDIX 3

PLANS

This page is intentionally left blank



Strategic Property Services

Tollgate House
96-98 Market Place
Romford
RM1 3ER

Telephone: 01708 434343

email: propertyservices@havering.gov.uk
Internet: www.havering.gov.uk

© Crown Copyright. All Rights Reserved.
London Borough Of Havering.
Licence No: 100024327

Based upon Ordnance Survey mapping with the permission of the Controller of Her Majesty's Stationary Office © Crown Copyright. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution or civil proceedings

This Drawing shall not in any way be used or reproduced without the prior permission of Strategic Property Services.

All Dimensions are to be checked on site prior to commencement of work & any discrepancies reported to Strategic Property Services

Do not scale, work only to figured dimensions

No	Revisions	Int	Date



Job Title:
Dorking Road Land
Harold Hill

Drawing Title:
Site Plan

Drawn By:
nt

Scale:
1:1250 @ A4

Date:
April 2012

Drawing Number:
sps1386

Tollgate House
96-98 Market Place
Romford
RM1 3ER

Telephone: 01708 434343

email: propertyservices@haverning.gov.uk
Internet: www.haverning.gov.uk

© Crown Copyright. All Rights Reserved.
London Borough Of Havering.
Licence No: 100024327

Based upon Ordnance Survey mapping with the permission of the Controller of Her Majesty's Stationary Office © Crown Copyright. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution or civil proceedings

This Drawing shall not in any way be used or reproduced Without The Prior Permission Of Strategic Property Services

All Dimensions are to be checked on site prior to commencement of work & any discrepancies reported to Strategic Property Services.

Do not scale, work only to figured dimensions

No	Revisions	Int	Date



Job Title:
**Land Adjacent 81
Heaton Avenue**

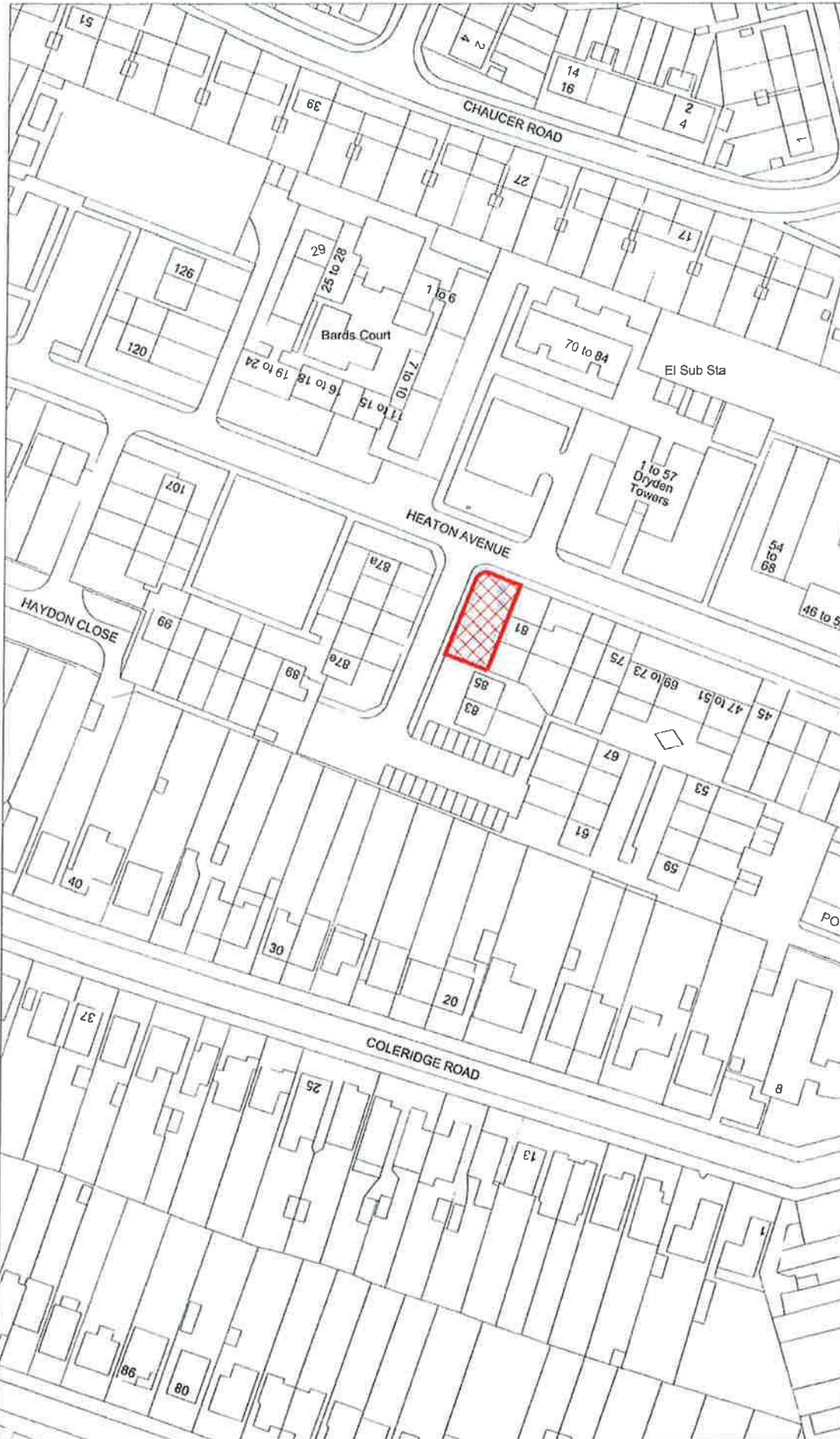
Drawing Title:
Site Plan

Drawn By:
nt

Scale:
1:1250 @ A4

Date:
April 2012

Drawing Number:
sps1389






Havering
 LONDON BOROUGH
Strategic Property Services
 Tollgate House
 96-98 Market Place
 Romford
 RM1 3ER
 Telephone: 01708 434343
 email: propertyservices@havering.gov.uk
 Internet: www.havering.gov.uk

© Crown Copyright. All Rights Reserved.
 London Borough Of Havering.
 Licence No: 100924327
Based upon Ordnance Survey mapping with the permission of the Controller of Her Majesty's Stationery Office © Crown Copyright. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution or civil proceedings
This Drawing shall not in any way be used or reproduced without the Prior Permission Of Strategic Property Services.
All Dimensions are to be checked on site prior to commencement of work & any discrepancies reported to Strategic Property Services.
(Do not scale, work only to figured dimensions)

No	Revisions	Int	Date



Job Title:
**Tiverton Grove/
 Bedale Road Land**
Harold Hill

Drawing Title:
Site Plan

Drawn By:
 nt

Scale:
 1:1250 @ A4

Date:
 April 2012

Drawing Number:
 sps1544



CABINET

25 September 2013

Subject Heading:

Approval to access energy efficiency funding through the Green Deal & Energy Company Obligation (ECO) via a Greater London Authority (GLA) framework.

Cabinet Member:

Councillor Lesley Kelly
Lead Member for Housing and Public Protection
Councillor Barry Tebbutt
Lead Member for the Environment

CMT Lead:

Cynthia Griffin
Group Director for Culture, Community and Economic Development
Joy Hollister
Group Director for Children, Adults and Housing

Report Author and contact details:

Sheri Lim
Sustainability Officer
Corporate Policy and Community
Sheri.lim@havering.gov.uk
01708 432590

Policy context:

Attracting Green Deal finance and the Energy Company Obligation (ECO) funding for low income households is necessary to improve the energy efficiency of residential properties in Havering, and particularly for helping vulnerable residents facing fuel poverty.

This is a central action in the Council's Fuel Poverty Strategy 2012, and is part of the Council's Climate Change Action Plan and the Corporate Plan. It will achieve outcomes in the Council's Housing Strategy and the Private Sector Housing Strategy in achieving thermal comfort and helping older and vulnerable people to remain safe and independent in their homes.

Tackling fuel poverty, particularly among older residents, is identified as a priority in Havering's Joint Strategic Needs Assessment (JSNA).

Financial summary:

The procurement specification is to enable a range of providers to estimate the amount of funding they will be able to bring into Havering to deliver energy efficiency measures. External funding attracted will extend the Council's ability to improve the energy efficiency of its social housing stock.

Is this a Key Decision?

Yes. Being part of this framework could potentially secure external funding of up to £1.89million.

When should this matter be reviewed?

Annually

Reviewing OSC:

Environment

The subject matter of this report deals with the following Council Objectives

Ensuring a clean, safe and green borough	<input checked="" type="checkbox"/>
Championing education and learning for all	<input type="checkbox"/>
Providing economic, social and cultural activity in thriving towns and villages	<input type="checkbox"/>
Valuing and enhancing the lives of our residents	<input checked="" type="checkbox"/>
Delivering high customer satisfaction and a stable council tax	<input checked="" type="checkbox"/>

SUMMARY

This report asks for permission to take part in a GLA procurement framework to select a preferred provider for accessing funding from the national Green Deal scheme and the ECO strand of the Green Deal, which is targeted at low income households.

It is recommended that the Council access this funding through a preferred provider because of the likelihood that, through the Energy Companies' Obligations within the Green Deal, a significant amount of funding could be brought into Havering, potentially as much as £1.89million over two years, depending on take up.

The GLA has already set up the framework, therefore there will be no costs to the Council in setting up its own framework if it joins the GLA framework. It will also allow us to partner with other London boroughs in accessing funding.

If the council is successful in securing funding through the framework for its social housing stock, this may also free up earmarked funds to be re-directed to other properties in need of improvement work.

RECOMMENDATIONS

1. That the Council enter into an Access Agreement with the GLA as required by the GLA RE:NEW Framework Agreement
2. That the Council commences a mini-competition under and in accordance with the terms of the GLA RE:NEW Framework Agreement to select delivery partners that will access external funding and deliver energy efficiency measures under Green Deal and the Energy Company Obligation, and provide energy saving support for Havering residents to approximately 550 Council properties and 900 private residential properties.
3. To delegate authority for approval of individual ECO and/or Green Deal schemes stemming from this process to the Group Director of Children, Adults and Housing.

REPORT DETAIL

1. In Havering, it was estimated that in 2011 over 10% of households were at risk of fuel poverty. Measures to improve insulation and heating systems of vulnerable households can help tackle fuel poverty, by making their homes more efficient and to help reduce their energy bills. In Havering, where we have a high percentage of older residents, fuel poverty is a particularly significant issue – Havering has the second highest number of excess winter deaths in London. Efforts to keep vulnerable residents' homes warm and energy efficient are important to reduce excess winter deaths and fuel poverty.
2. Since 2010, the Council has secured over £4.8million external funding for energy efficiency measures for Havering residents. This funding has helped residents at risk of fuel poverty to insulate their homes and to replace or repair their boilers and heating systems. Measures have been delivered through various schemes, with a number of different delivery partners, under regional partnerships in London and independently, and with a range of different funding sources.

3. As of January 2013, all of these funding streams have been replaced by the Green Deal and the Energy Company Obligation (ECO). The Green Deal is a form of finance whereby residents in private and social housing can repay the cost of the measure from the savings off their energy bills. ECO are grants funded by energy companies which are available for certain types of measures in certain areas or for eligible households. The ECO strands of funding are for: a) providing heating measures for residents in private housing in receipt of certain benefits; b) installing cavity wall and loft insulation in private and social housing in areas designated as generally being of low income; and c) solid wall insulation for all private and social housing residents.
4. The first ECO period runs until March 2015, and government has determined that approximately £1.3billion will be available each year for household energy efficiency measures across the UK. It is anticipated that from 2015 there will be future ECO periods with similar levels of funding.
5. Along with the changes to these funding streams, the main framework agreements which the Council used to deliver schemes over the past three years have also ended. One of these frameworks was with the East London Housing Partnership to deliver heating and insulation measures to private residents, which allocated £1.4million over the past three years in Havering. Another framework was part of the Social Housing Energy Saving Programme to deliver insulation on social housing blocks of flats, and allocated £1.6million for Council properties in Havering.
6. To continue supporting residents to improve the energy efficiency of their homes, particularly where they struggle to afford their heating bills, the Council now needs to procure delivery partners to provide energy efficiency measures under Green Deal and ECO. Procuring delivery partners will ensure we can provide a comprehensive package of ECO measures and Green Deal promotion for both heating and insulation measures across private sector, social housing and Council properties.
7. Undertaking a single procurement exercise to select delivery partners will minimise staff resources by enabling the Council to identify partners through one exercise for all the strands of work, rather than undertaking multiple selection and negotiation exercises for each individual scheme over the next two years. Also offering the work packages together will encourage better offers from providers by increased scale of potential works, rather than seeking quotes for each individually. A procurement process will deliver best value for the Council and our residents in allowing comparison of the offers from the ECO and Green Deal delivery agents.
8. Working with Green Deal and ECO delivery partners will enable us to secure significant funding to support the Homes and Housing Capital Works programme and provide funding for private residents on a project by project basis. The estimated potential is outlined as Appendix A to this report. Based on our data and initial discussions with delivery agents, it is estimated that the

Council could attract around £1.89million for Council and private housing improvements over the next two years.

9. The Greater London Authority (GLA) has an existing procurement framework for the RE:NEW programme to deliver energy efficiency measures across London, in which Havering participated. RE:NEW involved Home Energy Advisors visiting households in Havering to discuss with residents how they could reduce their energy bills and to identify homes that were eligible for energy efficiency measures (i.e. insulation and heating), which were then installed in the property. The framework allows for participating local authorities to run mini-competitions amongst the 12 approved providers on the framework to deliver Green Deal and ECO schemes. The framework was set up in September 2010 and ends in October 2014, however works can continue beyond that date provided the contract is let by this date. It is proposed that the Havering contract would run until March 2015.
10. We are exploring working jointly with other East London boroughs under the framework in order to offer a greater volume of potential properties. This would increase attractiveness to potential partners, and enable us to combine efforts in administering the procurement process and managing contracts.
11. It is proposed that the Council seeks delivery partners to carry out some or all of improvement works to around 550 Council properties and 900 private properties, all of which would be funded from the Green Deal/ECO schemes. The bids would be assessed in accordance with the criteria laid down in the Framework Agreement. The project team for the procurement will be drawn from housing and corporate policy staff with support from finance, legal and procurement.

REASONS AND OPTIONS

Reasons for the decision:

Procuring services to access funding and deliver household energy efficiency measures is necessary to enable the Council to:

- Address fuel poverty in Havering,
- Assist residents most vulnerable to energy price increases,
- Reduce excess winter deaths and the need for higher levels of social care and health services during winter,
- Improve the quality of housing in Havering,
- Enable older residents to maintain independent living, by ensuring their home environments have adequate heating and insulation, a priority identified in the Havering Health and Well-being Strategy 2012-14,

- Redirect allocated resource in the Homes and Housing capital (Decent Homes) and maintenance budgets, which will allow further works to be delivered.

Using the GLA RE:NEW framework to procure these services is the most cost-effective and efficient mechanism to compare offers by a range of providers and will enable the Council to secure the best offers to deliver a range of measures across housing tenures for the benefit all Havering residents.

Other options considered:

The other options that have been considered are:

- To tender for the works independently:

This option has been considered but discounted, as it is deemed to be unnecessarily resource intensive. The GLA has procured a Framework Panel of organisations under their RE:NEW project which allows London boroughs to procure for similar services. Some London local authorities will be using the GLA framework, while others may choose to undertake their own tendering exercises. However, the existing GLA framework provides the flexibility in delivering schemes that Havering requires, without the need to undergo a full tender process. Officers are satisfied with the range of contractors on the GLA framework and that it meets procurement rules for Havering.

Using the GLA Framework will enable Havering to procure the services required while requiring less Council staff time and expertise if we were to tender directly. It will enable us to undertake fair comparison amongst a range of providers to determine best value for money, and to procure a larger package of services in order to get better funding offers rather than through quotes for individual projects.

- To not seek to attract external funding:

Green Deal and ECO funding are required to meet the priorities outlined in the Corporate Plan, the Council's Fuel Poverty Strategy, the Climate Change Action Plan, the Housing Strategy, Private Sector Housing Strategy and the Joint Strategic Needs Assessment. The government's Home Energy Conservation Act (1995) requires Councils to report annually on the actions undertaken to promote Green Deal and access ECO in their local authority areas. Without ECO and Green Deal schemes, we would not be able to achieve our objectives to tackle fuel poverty and assist our vulnerable, typically older, residents who may be struggling to adequately heat their homes. This will lead to related social and health impacts for vulnerable residents in winter, resulting in greater pressure on health services and adult social care support for vulnerable residents.

To not seek funding would also ignore opportunities to attract possibly significant funding for the Housing Revenue Account Capital Budget.

IMPLICATIONS AND RISKS

Financial implications and risks:

The previous regime for energy efficiency involved Councils managing works, and applying for funding under the government Carbon Emissions Reduction Target (CERT) funding programme.

The regime now is that funding is allocated to a range of what the scheme calls “providers” (energy companies and other organisations), under the Green Deal Scheme. “Provider” is a specific term used in the Green Deal scheme.

There are two options for the council to consider under this new regime:-

- Total project management by the “providers”, in terms of procuring works, and bringing in funding
- Havering procure, and use the “provider” to bring in funds.

There are no direct costs to the Council in this process, only officer time.

There is the opportunity to secure funding for HRA stock energy efficiency measures – indicatively shown as £1.29million in Appendix A. Such funding may free up HRA capital resources currently earmarked for energy efficiency.

Conway Mulcahy, Corporate Finance

Legal implications and risks:

The Council is able to utilise the GLA RE:REW Framework as it is named as a potential user of it. The Framework sets out the procedures and contract documentation that will have to be used in the competitive procurement of providers for the works. All the delivery partners named in the framework will have to be invited to bid. As the estimated maximum value of the Havering contract is £1.89million, the Group Director has delegated power to award the contract.

Ian Burns, Legal and Democratic Services

Human Resources implications and risks:

Management of providers will be done within existing staff resources or included in external contract management arrangements. Contracts with the winning providers will stipulate that sub-contractors delivering measures will be managed by the supplier. Support by Council staff to assist delivery of measures will be done within existing staff resources.

Geraldine Minchin, Human Resources

Equalities implications and risks:

Delivery of Green Deal and ECO energy efficiency schemes is an action within the Fuel Poverty Strategy (2012). In the Equality Analysis undertaken for the Fuel Poverty Strategy, it was noted that delivering energy efficiency schemes through Green Deal and ECO will have a positive impact on vulnerable residents, particularly those who may have protected characteristics or other socio-economic disadvantage.

As this action upon which the decision is being made is encompassed within the Equality Analysis of the Fuel Poverty Strategy, no further equalities analysis is required for this decision. However, the measures which accessing the Green deal funding will enable to take place, will have an anticipated positive impact on reducing the prevalence of fuel poverty and further monitoring of this impact with regards to equality implications will take place as the scheme progresses.

Claire Thompson, Corporate Policy and Community Manager

BACKGROUND PAPERS

1. GLA RE:NEW Framework User Guide
2. Fuel Poverty Strategy Equality Analysis 2012

Appendix A – Potential scale of ECO funding for Havering

The Energy Company Obligation (ECO) are grants provided for energy efficiency measures based on certain eligibility criteria. These have replaced the previous grant schemes, but still provide opportunity to fund heating and insulation measures for Havering residents. There are three strands to ECO funding:

Home Heat Cost Reduction Obligation (HHCRO) – grants for heating measures based on specific eligibility criteria to target fuel poor, vulnerable residents. These grants are only available for private housing residents.

Carbon Saving Communities Obligation (CSCO) – grants for easy insulation measures (i.e. cavity wall insulation and loft insulation) for households in the 15% most deprived areas in the UK. These are identified as lower super-output areas of low income, of which there are seven in Havering. These grants are for public and private housing.

Carbon Emission Reduction Obligation (CERO) – grants for more difficult insulation measures (i.e. solid wall insulation and hard-to-treat cavity walls, such as blocks of flats). These grants are for public and private housing.

The table below outlines moderate estimates of the potential funding Havering can access through ECO grants over the next two years. These estimates are based on data the Council holds on qualifying households, property types requiring measures, previous delivery record and indications of funding levels available for different measures.

	Private Residents	Council Housing	Number of properties
HHCRO	£400,000	-	400
CSCO	£200,000	£40,000	600
CERO	-	£1,250,000	450
TOTAL	£600,000	£1,290,000	1,450

This page is intentionally left blank



EQUALITY ANALYSIS

Fuel Poverty Strategy 2012



LONDON BOROUGH OF HAVERING EQUALITY ANALYSIS

HAVERING COUNCIL FUEL POVERTY STRATEGY 2012

SCOPE OF PROPOSAL

- 1. What is the scope and intended outcomes of the activity being assessed; in terms of both the Council's organisation and staffing, and services to the community?**

- 1 (a) Organisation and Staffing**

As 70% of Havering Council staff live in the borough, measures to reduce fuel poverty in Havering will impact some Council staff and their families who may be facing fuel poverty themselves. See 1(b) below for intended outcomes.

- 1 (b) Services to the Community**

The Fuel Poverty Strategy 2011 builds on the work undertaken since the previous Strategy from 2004. Havering Council will aim to:

- Stabilise and reduce the numbers of people vulnerable to fuel poverty within Havering

This will be achieved through initiatives to:

- Improve the energy efficiency of housing in Havering
- Increase awareness among residents on how they can reduce their energy costs and cope with cold weather
- Maintain data on housing within the borough and access funding and finance to deliver fuel poverty measures for residents

PEOPLE AFFECTED

- 2. Which individuals and groups are likely to be affected by the activity?**

- 2 (a) Staff Individuals and Groups**

As 70% of Havering Council staff members live in the borough, some may be affected by the Fuel Poverty Strategy. This would particularly be the case for staff members who live in properties which are very energy inefficient or have poor

heating systems and are part-time staff or on low incomes, staff with disabilities, or staff who may be struggling with financial difficulties.

2 (b) Community Individuals and Groups (*including voluntary organisations*)

Individuals and groups targeted by the Fuel Poverty Strategy are those who are facing fuel poverty. People who can be more at risk of fuel poverty are those with disabilities, older residents, and households on low incomes or receiving means-tested benefits.

DATA AND INFORMATION

3. What data/information do you have about the people with ‘protected characteristics’ (*age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation*) **or other socio-economic disadvantage** (*e.g. disabled and part-time workers, low income and/or lone parents (mothers and fathers), looked-after children, other vulnerable children, families and adults*) **among these individuals and groups? What information do you have about how they will be affected by the activity? Will you be seeking further information in order to assess the equalities impact of the activity? How is this information being used to influence decisions on the activity?**

3 (a) Staff

See 3(b) below – applicable for staff living in Havering who fall into the affected categories mentioned above.

3 (b) Community

Within Havering, in 2009 an estimated 15.2 percent of the population were facing fuel poverty.

In Havering, 13 percent of the population are receiving work-related benefits and 4 percent of Havering residents are receiving income support. Nineteen percent of Havering households are living in poverty. Seventeen percent of working age people reported having a disability, with four percent of the population in Havering receiving disability allowance.

Eighteen percent of the population are over the age of 65 years. Thirty percent of pensionable age residents are receiving pension credit.

Generally, areas with high levels of social housing are also the areas with the highest numbers of residents facing fuel poverty. The three wards with the highest levels of fuel poverty are Romford Town, Gooshays and South Hornchurch. These areas also have more households facing unemployment, on low incomes and receiving benefits.

As the Fuel Poverty Strategy aims to assist these groups, we are using this information to target programmes to those most vulnerable.

CONSULTATION

4. If no data and information is available about the groups likely to be affected by the activity, how would you inform your EA? Will you be considering carrying out some consultation to inform your EA?

4 (a) Staff

Meetings have been held with relevant Council services to discuss the Fuel Poverty Strategy, including Social Services (presentation to the Adults Transformation Board, 29th March 2012), Housing, Customer Services and the Climate Change Strategic Working Group. Feedback from these discussions has been incorporated into the strategy, in terms of setting actions, identifying and verifying data on target groups, and making links with other strategies.

4 (b) Community

Consultation has been held with Homes in Havering, NHS Havering and Havering Citizens Advice Bureau. The Financial Inclusion Project Board, which comprises members from various community groups, has had a presentation and discussion on the Fuel Poverty Strategy (6th February 2012). Comments on identifying target areas, working with key partners and related strategies being developed have been incorporated.

The strategy will be sent to stakeholder groups for a six week consultation period, and the strategy will be revised where appropriate to take into consideration stakeholder comments.

LIKELY IMPACT

5. Based on the collected data and information, what will be the likely impact of the activity on individuals and groups with protected characteristics or other socio-economic disadvantage?

5 (a) Staff

As mentioned in the previous sections, the likely impact on staff will be the same as the community, for those that fall into the groups most likely to be affected by fuel poverty (see 5(b) below for further detail).

5 (b) Community

The likely impact of the strategy on individuals or groups identified previously will be an improvement in their ability to heat their homes to an adequate level. People within these groups will be assisted in finding opportunities to improve the energy efficiency of their homes and will be provided with advice and assistance in reducing

their energy bills and dealing with cold weather. This will lead to reduced winter illness and improved living conditions for people with protected characteristics or facing socio-economic disadvantage that are facing fuel poverty.

6. What is the likely impact on arrangements for safeguarding children and/or safeguarding vulnerable adults?

6 (a) Vulnerable children

Vulnerable children who are already receiving support through children's services may also be at risk of fuel poverty, which can have a detrimental effect on their health, education (e.g. difficulty in concentrating, home environment not conducive to doing homework) and quality of life. Through the measures proposed in the Fuel Poverty Strategy, social care services within Havering will be made aware of the risks of fuel poverty, how to identify families facing fuel poverty and what services and assistance can help these families.

6 (b) Vulnerable adults

Vulnerable adults may also be facing fuel poverty, particularly those on low incomes or with disabilities. Fuel poverty can lead to social exclusion, poor quality of life and increased vulnerability to winter and respiratory illness. The Fuel Poverty Strategy outlines actions for voluntary groups and social services that work with vulnerable adults to be aware of the risks of fuel poverty, how to identify households facing fuel poverty and what services and assistance can help these individuals.

PREVENTING DISCRIMINATION

7. If any negative impact is identified, is there a way of eliminating or minimising it to reasonable level? If not, how can the negative impact be justified?

7 (a) Staff

See 7(b) below.

7 (b) Community

No negative impact identified, as the Fuel Poverty Strategy will help fuel poor households facing socio-economic disadvantage and fuel poor individuals with protected characteristics of age and disability.

PROMOTING EQUALITY

8. How will the activity help the Council fulfil its legal duty to advance equality of opportunity in the way services are provided?

8 (a) Staff

Staff living in Havering facing fuel poverty will be able to access the same programmes and schemes that are available for the community.

8 (b) Community

Because households with socio-economic disadvantage, older residents and residents with disabilities are most at risk of fuel poverty, helping residents facing fuel poverty will inevitably address inequality in the ability of these households to heat their homes adequately.

SPECIFIC NEEDS

9. What actions will you be taking in order to maximise positive impact and minimise negative impact from the activity?

9 (a) Staff

Havering Council staff will be able to access schemes and programmes that are available to all residents of Havering who are facing fuel poverty.

9 (b) Community

Actions to maximise positive impact will include:

1. Collaborating with agencies and Council Services who work with residents at risk of fuel poverty to raise awareness of:

- *available grants and income maximisation*
- *ways to get the best energy price*
- *ways to improve resilience to severe cold and available assistance*
- *ways to reduce energy consumption*
- *works that can improve energy efficiency in homes*

Specifically through:

- *Training frontline staff and volunteer agencies*
- *Delivering awareness events and presentations to groups*
- *Providing communications on fuel poverty, cold weather and energy efficiency (information materials, publicity campaigns, etc.)*
- *Accessing funding to promote, support and deliver cold weather services and schemes for vulnerable residents*

Communications will be delivered with the Corporate Communications team to ensure it is accessible for different groups. Various communication channels and methods will be used to reach as many people as possible. Existing networks within faith and racial/ethnic groups will be used to promote the information to other protected characteristic groups beyond age, disability and socio-economic disadvantage.

2. *Consolidate databases on housing stock and socio-economic indicators in Havering to identify vulnerable households.*

Data from social services, customer services, housing, Homes in Havering and customer insight data will be used to identify houses at risk of fuel poverty and particularly targeting the most vulnerable in protected groups.

MONITORING AND REVIEW

10. Once implemented, how often do you intend to monitor the actual impact of the activity?

10 (a) Staff

See 10(b) below.

10 (b) Community

The impact will be reported to the Adults Transformation Board and the Housing Strategy Board on a 6-monthly basis.

SIGN OFF AND PUBLICATION

11. When completed, the Equality Analysis needs to be signed off by the Head of Service. Once signed off, it should be forwarded to the Directorate Equality Analysis Web administrator to publish it on the council's website.

HEAD OF SERVICE

Name:

Date:

Signature:

This page is intentionally left blank

CABINET

25 September 2013

Subject Heading:	Draft Annual Report 2012/13
Cabinet Member:	Councillor Michael White
CMT Lead:	Cynthia Griffin
Report Author and contact details:	Claire Thompson, Corporate Policy & Community Manager, claire.thompson@havering.gov.uk 01708 431003
Policy context:	The Annual Report provides information on the Council's progress towards achieving the Living Ambition goals in 2012/13 as set out in the Corporate Plan 2011/14 and 'Plan on a Page' 2013/14.
Financial summary:	The Annual Report outlines the activities that have taken place in 2012/13 in the context of the 2012/13 budget.
Is this a Key Decision?	No
Is this a Strategic Decision?	No
When should this matter be reviewed?	Annually
Reviewing OSC:	Value

The subject matter of this report deals with the following Council Objectives

Ensuring a clean, safe and green borough	[X]
Championing education and learning for all	[X]
Providing economic, social and cultural activity in thriving towns and villages	[X]
Valuing and enhancing the lives of our residents	[X]
Delivering high customer satisfaction and a stable council tax	[X]

SUMMARY

To receive the Annual Report 2012/13 and recommend its publication.

RECOMMENDATIONS

Members are asked to approve the Annual Report 2012/13 for publication on the Council's website, under the Living Ambition page.

REPORT DETAIL

The draft Annual Report 2012/13 is attached as **Appendix 1**.

The purpose of the Annual Report 2012/13 is to provide information to the public, partners and staff on the Council's performance and progress towards achieving the Living Ambition goals and objectives, as set out in the Corporate Plan 2011/14 and 'Plan on a Page' 2013/14. It is also an opportunity to promote the Council's key projects and achievements in 2012/13.

The Annual Report has a chapter on each corporate goal, a section on 'Our Finances' and a list of performance indicators at the end.

The chapters on the corporate goals include case studies on a particular project/achievement, followed by a list of key achievements in that area. Where a performance indicator is relevant, it has also been included in this section (as well as listed at the end of the document).

The information in the 'Our Finances' section has been taken from the Statement of Accounts, due to be audited in September. Any amendments to the finance pages will be made following this audit, before the Annual Report is made publically available on the website.

The performance indicators listed in the Annual Report are the same indicators that appear in the refreshed Plan on a Page 2013/14. The 2012/13 target and outturn have been included (where available) but no RAG rating has been provided.

The Annual Report 2012/13 has a similar design to last year's Annual Report. This is to ensure that the document is easily identifiable and also because last year's

report was well received. However, there is a new front cover and new pictures have been used throughout the document.

It is proposed that the Annual Report 2012/13 is kept as an electronic resource only to keep costs to a minimum and copies will only be printed upon request. This was also the approach taken last year.

REASONS AND OPTIONS

Reasons for the decision: To give Cabinet Members the opportunity to receive and review the draft Annual Report 2012/13 and to approve its publication on the Council's website.

The report also provides assurance that the Council is delivering the Corporate Plan, and reaffirms the Council's goals and objectives.

Other options considered: N/A

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications arising from this report.

Whilst the Annual Report 2012/13 provides brief information on the Council's Statement of Accounts for 2012/13, this information is scheduled to be available separately on the Council's website in late September.

Legal implications and risks:

Whilst the Annual Report is not a statutory requirement, it is considered best practice to make performance information available to the public and to illustrate how the Council's money is spent. There are no apparent legal risks or implications.

Human Resources implications and risks:

There are no specific Human Resources implications.

Equalities implications and risks:

There are no specific equalities or social inclusion risks associated with this report.

Where relevant, the individual projects within the Corporate Plan have been assessed for equality implications separately, to ensure the Council maintains its statutory obligations under the Equality Act 2010.

Many of the achievements listed in the Annual Report illustrate how the Council targets services at vulnerable residents who are most in need of support, ensuring that the Council is actively working to reduce inequality in Havering.

The Annual Report will be produced in alternative format on request.

BACKGROUND PAPERS

The Corporate Plan 2011/14 and 'Plan on a Page' 2013/14 are available on the Living Ambition page on the Havering Council website at: <http://www.havering.gov.uk/Pages/Campaigns/living-ambition-our-20-year-vision.aspx>

Annual Report

2012/13



Page 155

Contents

Welcome to our
Annual Report 2012/13 3

Our Living Ambition
for a better quality of life 4

Environment
*to ensure a clean, safe and
green borough* 5

Learning
*to champion education and
learning for all* 8

Towns and Communities
*to provide economic, social and
cultural opportunities in
thriving towns and villages* 11

Individuals
*to value and enhance the
lives of our residents* 14

Value
*to deliver high customer
satisfaction and a stable
Council Tax* 19

Our Finances 21

Our Performance 23



Getting Information in your language or another format

This is Havering Council's Annual Report 2012/13 which outlines the key achievements and progress made towards delivering the Council's vision and corporate goals during the year. If you would like to get this document in your language or in another format (large print, Braille, audiotape or easy read), please contact the Corporate Policy and Partnerships Team at corporatepolicy@haverling.gov.uk or on 01708 434343.

Welcome to our Annual Report 2012/13



Cllr Michael White,
Leader of the Council



Cheryl Coppell,
Chief Executive

2012/13 has been another challenging year for Havering. Against a backdrop of organisational change and financial challenge, we have continued to deliver a number of innovative projects and further improve services for our residents.

In October we welcomed Homes in Havering, responsible for managing Council homes, back into the Council and in April the Public Health Team were transferred to the organisation. These changes have provided further opportunities to integrate work programmes and provide a more holistic and seamless service to our customers.

As well as considerable change, the last year has also been a time of continued achievement – from the incredibly successful Cleaner Havering Campaign which has made some real improvements to the Borough based on resident feedback, to new educational facilities including the Avelon Road Centre which provides day opportunities for Adults with learning disabilities, and the new buildings at

Drapers Academy, marking a milestone in the regeneration of Harold Hill. A number of important new projects have been launched this year including Active Living, a partnership project that aims to get older people to socialise, remain fit and healthy, get more involved in their local community and have someone to turn to for a chat, advice or help around the home.

As well as delivering these exciting projects the Council has been working hard to protect frontline services by reviewing back office functions and making savings wherever possible. Through our transformation programme, we have invested in new technology, introduced new ways of working and made it easier for customers to access Council services online and via the telephone. These changes are all aimed at improving services whilst delivering efficiencies. And it's working - we are on track to deliver £40 million of savings by 2014, without a significant impact to frontline services.

Our success has been recognised over the last year through a clutch of industry awards as well as independent assessments by Investors in People (iIP) and the LGA through a 'peer challenge'. The Peer Challenge Report, provided by the LGA and other members of the peer team, including Senior Officers and Members from other Local Authorities, stated 'The London Borough of Havering has made significant progress in recent years and the Council is rightly proud of what has been achieved.'

The Annual Report 2012/13 highlights some key examples of the work we have been doing over the past 12 months and through these achievements, the progress we have made towards achieving our goals and ultimately our vision: *a better quality of life for residents now and in the future.*

Our Living Ambition *for a better quality of life*

The London Borough of Havering is situated in the North East of London and is home to 237,000 people, including the highest proportion of older people in London. At around 40 square miles, it is the third largest borough in Greater London, covering some 43 square miles. Romford is the Borough's largest town and other urban centres include Hornchurch, Upminster and Rainham. The Borough is mainly characterised by suburban development with large areas of protected open space and more than half the Borough is designated as greenbelt land.

A breadth of data, information and research about the Borough can be found on our Data Intelligence Hub at www.haveringdata.net

In 2008 the Council launched our Living Ambition, a long-term vision to improve still further the quality of life enjoyed by Havering residents.

The vision is that:

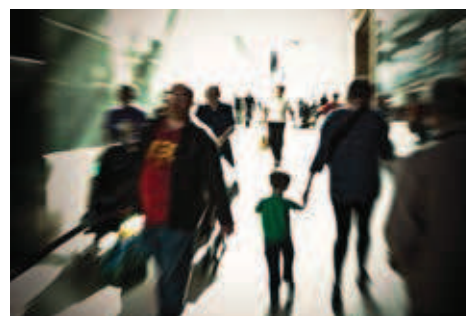
“Havering residents enjoy the highest possible quality of life, in a Borough that thrives on its links to the heart of the Capital, without ever losing the natural environment, historic identity and local way of life that makes Havering unique.”

We will deliver a better quality of life in Havering by aiming for five goals:



Environment

to ensure a clean, safe and green Borough



Towns & Communities

to provide economic, social and cultural opportunities in thriving towns and villages



Learning

to champion education and learning for all



Individuals

to value and enhance the lives of our residents



Value

to deliver high customer satisfaction and a stable Council Tax

Since we launched our Living Ambition in 2008, Government action to cut the deficit has meant councils have much less money to spend, and as a result the relationship between public services and local communities has changed.

In response to this, the Council launched a wide-ranging transformation programme to deliver the Living Ambition vision in a more efficient and focused way whilst remaining fair to the people who rely on the Council for support.

The Council has now started to look towards 2018 and how the organisation may need to change in the future to meet resident needs in light of further projected funding cuts from Central Government. Through careful strategic planning we will continue to review how we deliver services whilst ensuring the best outcomes for local people.

The activities the Council is undertaking to achieve our Living Ambition and five goals are outlined in our Corporate Plan 2013/14 which is being used to deliver our priorities for the Borough over the next year. This Annual Report sets out our key achievements and activities that have taken place in 2012/13.

Environment *to ensure a clean, safe and green borough*

Working with our partners, the Council has made great progress in making the Borough an even more pleasant and safe place to live, work and visit this year by listening to our residents and addressing their key priorities and concerns.



Cleaner Havering Campaign

In Spring 2012, the Council undertook the Spring Clean Survey, which asked residents what more could be done to make the Borough cleaner and tidier. The main issues identified through the survey were dog mess, general litter and petty vandalism. There was also widespread support for more seating in parks and town centres, more trees and plants and improvements in some areas to lighting. Using this feedback, the Cleaner Havering Campaign was launched. Recently released survey results in 2013 show how successful the programme has been: in total 87% of residents reported their local park to be clean and tidy (an increase of 14% points from 2012) and 78% of residents said that their local streets are clean and tidy (an increase of 4% points from 2012).

Dog Watch Scheme

Residents told us that one of their biggest concerns was dog mess and, in response, the Dog Watch Scheme was launched at the Havering Show 2013 as part of the Cleaner Havering Campaign. Through this scheme residents are encouraged to report repeat dog mess offenders by filling in an online form on the Council website. The Council has also teamed up with Asda to reward residents who take pride in the Borough – Council staff who spot someone that cleans up after their pet or picks up litter are entered into a monthly prize draw, with a £50 Asda voucher as first prize and a food hamper as the second prize. Free pooper scoopers are also available to all residents and staff from the Town Hall reception.



Community Clean-up Events

As part of the Cleaner Havering Campaign the Council is encouraging local residents to carry out community clean-ups. In April, members of the Briar Residents' Action Group (BRAG), in Harold Hill, along with Council staff and McDonald's employees, braved snow showers to litter pick in their local roads. Various other community clean-ups have been taking place across the borough, including one at Tweed Way Hall in April, where 28 volunteers helped clear the garden and grounds of the Hall and in June, more than 30 members of the community helped to clean up Crow Lane in Romford.



Other initiatives as part of the Cleaner Havering Campaign include:

- Around 100 new bins have been placed in locations around the Borough to further encourage people to bin their rubbish and not drop it on the ground.
- 16 'Ghost Buster' style back-mounted vacuum cleaners and four 'wheel bin' type cleaning machines have been purchased to pick up broken glass, drink cans and cigarette butts in places such as parks and children's playgrounds, where our cleaning vehicles cannot reach.
- New street lights and benches have been installed and flower and tree planting schemes have been carried out across the Borough including in Romford, Rainham, Harold Hill, Hornchurch and Upminster.

More initiatives to improve the Borough are planned throughout 2013, including a major push to reduce the amount of litter linked to take-aways, which residents also cited as a problem. To find out more about the campaign and how you can do your bit to help keep the Borough clean, visit www.havering.gov.uk/cleanerhavering

Environment

Improving Energy Efficiency

In 2012/13, the Council continued efforts to reduce the Council's carbon footprint and help residents reduce their energy bills.

In five Council office buildings lighting was converted to LED replacements which reduce energy use by 65-75%. Lighting in public centres has also been changed to LEDs, including Langtons Hall, several libraries and the Public Advice & Services Centre (PASC). In addition, a massive streetlighting upgrade programme has been undertaken and streetsigns, bollards and beacons in a number of areas are now lit by low energy or LEDs lamps. This has reduced the energy consumed from these lights by 60%.

With energy prices set to rise again this winter, the Council has helped residents improve the energy efficiency of their homes by accessing external grants for insulation and heating. Over 500 residents benefited from insulation measures and over 300 residents received new boilers or heating systems. Many of these residents were

at risk of fuel poverty, and finding it difficult to afford their energy bills.

Working with the Mayor of London's office, we have delivered a scheme where Home Energy Advisors visit residents to discuss how they can save energy in their homes. In 2012/13, 1,100 home visits were delivered in Havering. Residents can also monitor how much energy they are using in their homes through energy monitoring kits, available to loan from five Havering libraries.

In January, the Council ran its first collective energy switching scheme, which enabled residents to group together to gain lower energy prices from energy companies. As a result of this auction, the average saving for participating residents is around £145 off their annual energy bills.

Integrated Offender Management

The Council and its partners work hard to keep Havering one of the safest Brouchs in London. Integrated Offender Management (IOM) a partnership approach to reducing re-offending and

helping ex-offenders re-integrate into the community, is just one example of this. The Council leads the IOM Panel where statutory and non-statutory agencies in the Borough come together to discuss Havering's Priority Offenders on a monthly basis in a confidential environment.

IOM Havering put together a number of successful projects in 2012/13 to try and assist re-integration. These include the IOM Fathers Project, an initiative between Havering Council, Havering Children's Centres and the London Probation Services to provide fathers who are offenders with a parenting course. It is aimed at combating/reducing the offending cycle within the home and promoting a violence free and healthy lifestyle for children. The first Pilot has already been completed and evaluated by both the Race Equality Foundation and Ofsted and the second pilot, which includes fathers who have fallen victim to substance abuse, started in February 2013.

Other projects include the IOM Rent Deposit Scheme which aims to reduce re-offending by providing clients with a stable home in order to allow them to re-integrate into society; the IOM Football Project which is designed to divert offenders away from crime and use their time more effectively; and the IOM Women's Empowerment Programme which aims to empower vulnerable women through developing their independence and raising

awareness of issues such as domestic violence, drug and alcohol abuse, sexual health and finance.

More Environment highlights in 2012/13:

- A green ring is to be created around Romford town centre as part of the Council's Cleaner Havering Campaign. Trees for Cities is working with the Council to plant 100 new trees around the sides of the Romford Ring Road. The plan is also backed by The Big Tree Plant, RE:LEAF (a partnership campaign led by the Mayor to protect the Capital's trees and encourage individual Londoners, businesses and organisations to plant more trees), KIA Motors, local people and schools. Borough residents, community groups and businesses had been asked to identify the best 100 sites for the trees, which are hardy enough to live along a main road and will help support wildlife and are appropriate to the area.
- The Council's work on heritage conservation was recently featured in a Local Government Association and English Heritage report "Making the most of your heritage assets: the future of local historic environment services". The report highlighted the Council's strategic approach to heritage conservation through a Heritage and History Strategy, the setting up of a Historic Environment Forum and through the presence of a Lead Member for Culture who is also

Indicator	Value	Target for 2012/13	Outturn for 2012/13
Greenhouse gas emissions from local authority own estate and operations	Smaller is better	TBC	TBC

Environment

the Borough's Heritage Champion. The report also mentions the new local social history Museum run entirely by volunteers and the Local Studies and Family History Centre which conserves and makes accessible all of the Borough's important historical records.

- The Council has maintained its status as having some of the best parks in the country after eight of them were awarded the prestigious Green Flag status for 2013/14. The Green Flag Award, handed out by environmental charity, Keep Britain Tidy, is the benchmark national standard for parks and green spaces in the United Kingdom.

- The Havering Community Safety Partnership (HCSP) has established an Anti-Social Behaviour (ASB) panel to ensure an effective multi agency response to ASB, provide support for victims and to take action against perpetrators. Some of the families experiencing and engaging in ASB are among the most troubled families within the Borough and the panel works closely with those families to ensure a joined up response.

The partnership achieved a 4% reduction in ASB in 2012/13. Work has also taken place with both victims and perpetrators of ASB to reduce opportunities for repeat victimisation.

Indicator	Value	Target for 2012/13	Outturn for 2012/13
The number of anti-social behaviour incidents reported	Smaller is better	5,970	5,431

This has involved mediation, diversionary activity for young people and support for victims.

- In 2012/13, the Domestic Violence Forum developed and implemented the Violence against Women and Girls action plan, a key part of which was the embedding of support for victims in the work of the Council, police and voluntary sector. The action plan focused on prevention, protection and safeguarding and provision of services to support victims of domestic violence. The Borough also secured White Ribbon Status following submission of the plan to the White Ribbon Campaign, illustrating a commitment to never commit, condone or remain silent about violence against women.

- In November, the Domestic Violence Forum held a successful conference which focused on the theme of safeguarding and was attended by 100 Council and partner staff. In addition, 20 domestic violence support groups were run in 2012 for women who have or still are experiencing domestic violence and Havering's Women's Aid provided 204 Domestic Violence advocacy sessions. The aim of the sessions was to increase reporting of domestic violence and reduce repeat victimisation by empowering the victim.

- In an effort to reduce doorstep crime and deter bogus traders from operating within Havering, a Bogus Callers Working Group has been set up through the Havering Community Safety Partnership. The group tackles the existing and potential problems of bogus callers identified within Havering, develops initiatives to reduce incidents and opportunities for bogus calling and identifies funding opportunities to support projects. In total, 18 Council departments and partners have come together to form the group.



In December, myplace, the new youth and community centre in Harold Hill won the Public Sector Sustainability Award by the Public Sector Sustainability Association. The zero-carbon building is designed to use very little energy and generate its own electricity.



Learning

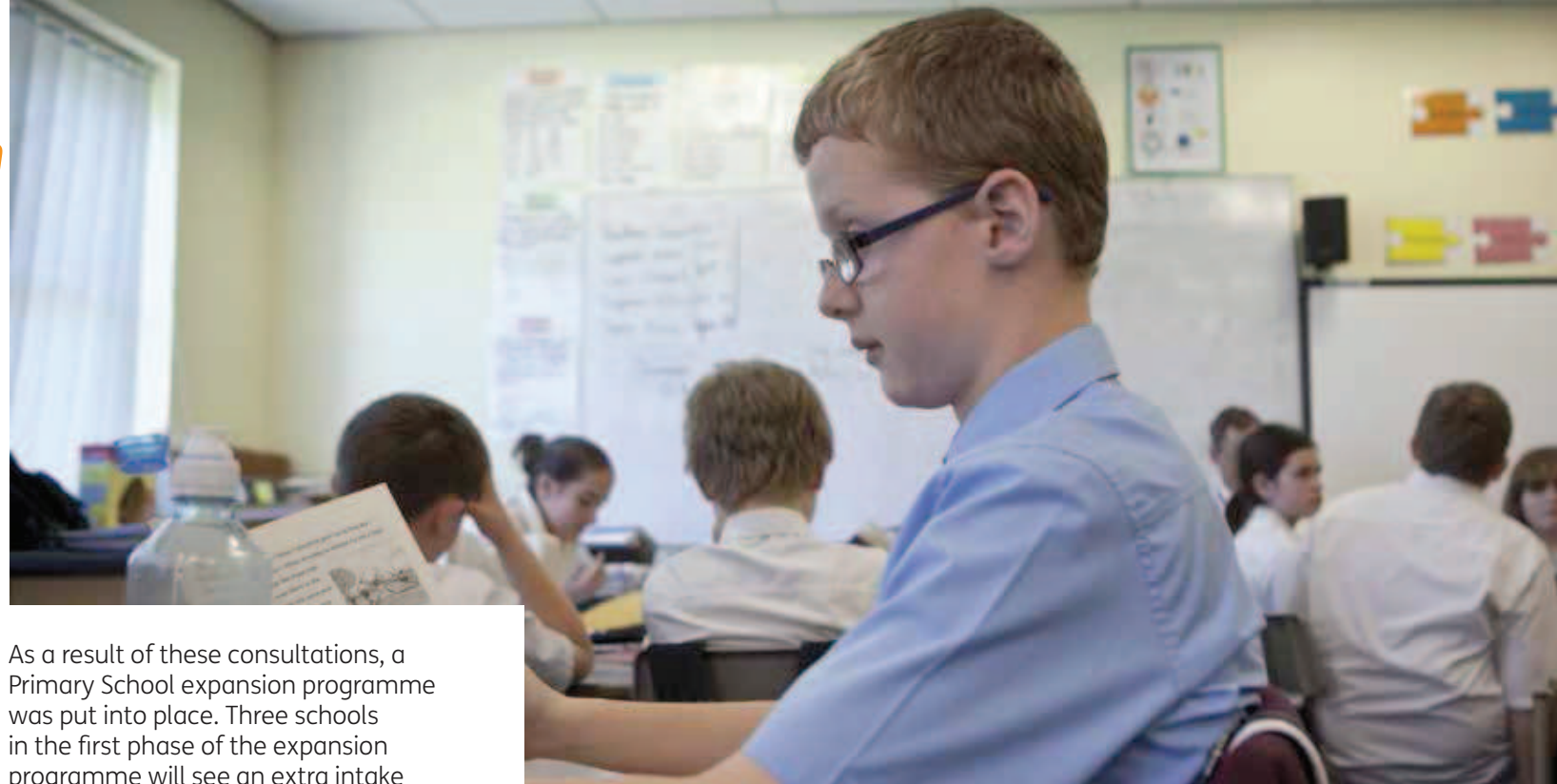
to champion education and learning for all

New facilities and a number of new projects, combined with support for children and parents in light of changes to the school leaving age, are just some of our achievements under the goal of Learning this year.

Providing Primary School Places

In order to respond to a growing demand for Primary School places and to cope with a rising birth rate in the Borough, a programme to invest in expanding some of Havering's Primary Schools is underway. The Borough has seen an increase in Reception class aged children from 1.4% in 2006 to 4.1% in 2012 and further increases are projected.

As part of the expansion project the Council undertook a series of statutory consultations with head teachers, governing bodies, staff, pupils and local residents to hear their views about how to best develop the additional capacity required. The majority of respondents supported the expansion proposals and on balance agreed that the needs of children without a place at a local primary school were paramount.



As a result of these consultations, a Primary School expansion programme was put into place. Three schools in the first phase of the expansion programme will see an extra intake of 15 pupils in the reception year group from September 2013 including Harold Court Primary, Scargill Infant and St. Patrick's Catholic Primary. An additional 30 reception places each is also planned for Harold Wood Primary, Mead Primary, Parsonage Farm Primary, Pinewood Primary, Rise Park Infant, Towers Infant and Wykeham Primary.

In addition to increasing school places for Reception aged children, there has been a demand for more School places across other year groups. In order to ensure that this demand is met, the Council, with the support and co-operation of head teachers and their governing bodies, has created an additional 435 places from Year

Reception to Year 5, across 12 schools. These extra places will be ready for the start of the new academic year in September. In addition, £11.6 million has been approved to fund permanent expansions at Towers Infant & Junior, Wykeham, Pinewood, St Patricks, Rise Park, Mead, Harold Wood, Parsonage Farm, Scargill Infant & Junior and Harold Court.

From September 2014, the second phase of the expansion programme will commence and will create an additional 30 extra places in Rise Park and Towers Junior and 15 extra places at Scargill Junior.

This programme of permanent expansions, plans for new schools, and the additional temporary increases will eventually provide 900 extra places to ensure that every Havering child requiring a school place for September 2013 onwards will get one. The success of the expansions has been made possible by the excellent working relationship that the Council has maintained with school Headteachers and their Governing bodies, who have worked tirelessly to support and accommodate this extra capacity to meet rising demand. We are also working with them to find solutions that will help improve residents' concerns over traffic problems around our schools.

Learning

New Avelon Road Centre



The new Avelon Road Centre (formerly Nason Waters) in Rainham was opened in November as part of a major programme to modernise day opportunities for adults with learning disabilities. Consultation with all those that would use the centre was carried out before the changes were made, which saw the amalgamation of services with the Western Road day centre and St Bernard's Day centre.

As part of the refurbishment, extensive improvements to the building have been carried out, including the removal of walls, creation of new rooms, breakout areas, and new flooring throughout. The Centre is now regarded as the central learning disability resource in Havering. Further improvements are also planned for the near future, including the development of an orchard and kitchen garden.

In addition to improvements to the building, a more people-centred approach has been adopted to provide clients with new opportunities to further their education and develop specific skills and knowledge in preparation for voluntary and paid work. Recent success stories include six young men who have gained paid employment working at the Avelon Centre. Supported by the ROSE project (Realistic Opportunities for Supported Employment) and the Community Learning Disability Team, the men have said working at the centre has given them confidence, independence and new skill sets around social and employee relationships. Travel training has been part of their learning programme, which has given the group greater independence and freedom.

Opening of Drapers Academy

The new buildings for Drapers Academy were completed last September marking a milestone in the Council's Harold Hill Ambitions programme, which aims to regenerate the area and improve the quality of life and life chances for residents. Now the £24 million campus is complete, staff will be working with the community in Harold Hill to raise pupils' aspirations and make it a centre for educational excellence following its best ever GCSE results in 2012.

More Learning highlights in 2012/13:

- 76.4% of our early education and childcare places are now rated by OFSTED good or outstanding with 80% of our Primary schools rated as good or better by OFSTED. This is particularly impressive given the more demanding Ofsted Framework and the rising bar of performance.

- The performance of primary aged children in Havering continues to improve. At the end of Key Stage 1 and 2 children in Havering are performing significantly above the national average. For Key Stage 1 children this represents the fourth consecutive year of significantly positive attainment and for Key Stage 2 it represents the third consecutive year.

- All 3 and 4 year old children are entitled to a certain amount of free Early Education and Childcare a year. In Havering, 1.5 million hours of free Early Education and Childcare were taken-up in 2012/13. From September 2013 this will be extended to some two year old children. However, the Foundation Years and Independent Advice Service (FYIS) was ahead of the game this year, providing 280 vulnerable two-year olds with an early childcare placement by March 2013, six months earlier than legally required to do so.

- The Council and its partners are working hard to provide advice and guidance to young people following

legislation to raise the participation age. The changes mean that from 2013 all young people will continue in education or training until they are 17 and from 2015 this will rise to 18. Young people will not necessarily be required to stay in school; instead they can choose work based learning, such as an apprenticeship or part time education or training if they are employed, self-employed or volunteering for more than 20 hours a week.

- To ensure that school pupils are aware of the opportunities available to them, the Council has launched a campaign called 'Learn Longer for a Better Future'. As part of the campaign a series of roadshows and presentations have taken place across the Borough to inform parents and students about the changes. A Qualifications Guide has been put together to provide information, advice and guidance to young people, parents and guardians on the opportunities available in Havering. A short video has been developed, which is available on the Council's YouTube site which includes a number of case studies from students in the Borough.

- The Council is working with schools to identify young people as early as possible that might be at risk of becoming NEET (Not in Education, Employment or Training) at 16 through the use of a 'targeting toolkit'. The Toolkit, which has been provided to

Learning

schools across the Borough, uses a range of risk factors such as school attendance, free school meal eligibility, special educational needs and whether the child is in care to assess if the child is at a high risk of becoming NEET. Schools then work with Prospects, the Information, Advice and Guidance Provider, to agree a range of early interventions which could include study groups, alternative education provision, motivational workshops or referrals to specialist services to help ensure a positive transition post-16.

- Last summer the Council launched its new Youth Strategy 'Creating Brighter Futures', which sets out a new approach to engaging with young people and supporting the Council, community, voluntary and business sectors to work more effectively with young people. The Strategy sets out a vision 'to ensure that all young people in Havering have access to relevant activities and opportunities, to assist in the development of their abilities and to help them make a successful transition from childhood to adulthood, and develop the assets that will enable them to become successful, social and safe'. The Strategy also includes the launch of the new Assets Framework which recognises personal qualities such as confidence, team work and creativity as assets that will help young people achieve what they want to be. Using the Assets Framework, services will encourage young people and others to assess their own progress.

- In Summer 2012, young people learnt about how to film, edit and interview and about branding as part of HYPE TV (Havering's Young People Engaged) at the myplace centre. They also produced some films, with one called 'I'm Different' winning the Best Short Film Award at the Barbican Framed Film Festival.

- A new university technical college will be built at the Centre for Engineering and Manufacturing Excellence (CEME) in Rainham, offering academic and vocational training to 14 to 19-year-olds, in an attempt to address the nationwide shortage of engineering talent. The new college, called the East London University Technical College (ELUtec), will take in students from Havering, Barking and Dagenham, Newham, Redbridge and Thurrock. Pupils will be required to attend wearing business attire rather than school uniforms, and will work an 8.30am-5pm day, to prepare them for the world of work. The college is due to open in 2013 and Ford, Network Rail, as well as University College London, Loughborough University and the Prospect Learning Foundation are all partners of ELUtec.

- In May, a new Young Leader, Princess Bright, was elected to work closely with Havering Youth Council and ensure the views of young people in Havering are represented within the Borough, across London and the rest of the UK. As part of her role, Princess will also advise Councillors on youth issues, work with other bodies to further young people

living, working and studying within the Borough and strengthen links between the Council and Havering Central Youth Council.

- The Council teamed-up with The Reading Agency to support young people aged between 11-19 to develop their passion for writing and current social issues through the Dickens Social Reporters project. Funded by the City Bridge Trust, the project encouraged the young people to use various forms of journalism including video, photography and writing, to explore topics such as street life, education, school and literacy, crime and punishment, housing, debt and

poverty, theatre and the arts and family life. The initiative was part of a wider project working with the Mayor of London to commemorate the bicentenary of Charles Dickens' birth.

- Volunteers in Havering's libraries helped to deliver a number of educational initiatives over the last year including the 'Summer Reading Challenge', which attracted the participation of 3,678 children, 'Peer Support for Computers', which provided informal support to increase confidence with IT and 'Reading Buddies', which supported readers of all ages and abilities in their reading and literacy.

Indicator	Value	Target for 2012/13	Outturn for 2012/13
The number of apprentices recruited in the Borough	Bigger is better	460	563
The percentage of 16-19 year olds (school years 12-14) who are not in education, employment or training	Smaller is better	5.1%	4.6%



Towns and Communities

to provide economic, social and cultural opportunities in thriving towns and villages

A number of regeneration schemes have made significant progress in 2012/13 and many exciting events were held across the Borough. In addition changes were made to how services are delivered to improve outcomes for the customer.

The Garage Project

To address the demand for affordable family homes in the Borough, a number of previously derelict garage sites have been transformed into affordable housing. The project followed a survey of local residents which showed support for working with the Council to develop positive and long lasting solutions to the problems caused by derelict Council sites which included anti-social behaviour, fly-tipping and vandalism.

In total, 56 garage sites achieved planning consent to deliver 135 new

homes (as well as an additional four homes that were built as a pilot scheme prior to commencing the larger programme). A portion of the capital receipt from the sale was used creatively to offer grants to the registered providers to help deliver affordable housing obligations. The Council has also utilised modern methods of construction in order to maximise the speed of delivery of the new houses, maximise value for money for the taxpayer and just as importantly, minimise disruption caused by construction. To date, 34 of the 56 garage sites have been completed, generating 84 new homes. The remaining sites are currently under construction and will be completed in stages between now and December 2013.

This innovative project has delivered a number of benefits including optimising Council assets and providing new and

Indicator	Value	Target for 2012/13	Outturn for 2012/13
The percentage of decent Council homes	Bigger is better	58.4%	58.7%
The number of affordable homes delivered	Bigger is better	250	487

attractive affordable homes available to rent and to buy. The properties are low-rise in line with residents' wishes and local planning policy and are environmentally sustainable with greater insulation for thermal retention, use of solar panels to reduce energy use and fuel bills and use of rainwater butts to store and re-use rainwater. The houses have been designed in a way that reduces crime by dealing with trouble spots in consultation with the Borough's Secure By Design planning officer to avoid creating areas that can attract problems in the future.

Homes in Havering Join the Council

In October, the Arms Length Management Organisation (ALMO) 'Homes in Havering' re-joined the Council following extensive consultation with tenants and leaseholders. The consultation followed changes to government rules that stated a separate organisation was no longer required in order to gain 'Decent Homes' money from the government.

The organisation was merged with the existing Housing teams at the Council to create a new service called 'Homes and Housing' which is now responsible for all aspects of Council Housing.

It means savings can be achieved and a more seamless service for residents can be delivered.

Although the merger meant that more than 200 staff were transferred to the Council, telephone numbers remain unchanged and staff continue to work from their offices in Harold Hill and across the Borough. The focus of the new Homes and Housing Service is to build on the work already undertaken by the ALMO and continue to improve the quality of life for tenants and leaseholders.

More Towns and Communities highlights in 2012/13:

- The Council has radically transformed its role in the private housing sector to help disadvantaged people find a rented home and prevent vulnerable families from losing their homes. The new Private Housing Solutions Team (PHST) provides a single access point for all private sector housing options for people who want to rent, buy or stay in the private housing sector by operating as a competitive property management service in the same way as commercial enterprise, but also delivering new ways to help and support people who face losing their



The Garage Project: 92 Udall Gardens, before and after

Towns and Communities

home in the private sector. The support the team provides ranges from helping residents find high-quality rental properties for people on low incomes, finding first-time homes for young vulnerable single people as well as exploring homelessness prevention measures for people affected by the welfare reforms or those in mortgage arrears.



- Orchard Village in Rainham has been listed as one of the country's top five housing developments by the planning minister, Nick Boles. In the magazine 'Building Design', Mr Boles described the estate as "uplifting, fine, bold and human". The scheme was also recently listed in "the top 50 affordable housing developments" by Inside Housing Magazine.

Circle Housing Group began work on Orchard Village in 2008. The regeneration project, which is due to be completed in 2016 will see most of the existing properties demolished and replaced with modern, high quality low-rise homes. By the end of the project 555 new homes will have been built to re-house existing tenants. So far the properties have been extremely popular and residents have been queuing up to live there. Recently a one-bedroom flat received 225 applications.

- In the build-up to London 2012, the Council worked closely with Transport for London to ensure that traffic would run smoothly on Havering's roads for the duration of the Olympics. Key routes, which would form the Olympic Route Network Sensitive Roads (ORNS), were identified well in advance of the Games. An embargo was placed on these roads to ensure that no road works took place during the Olympics and day-to-day management of the incidents on the road network were closely co-ordinated to ensure there were no significant traffic problems in Havering during the Games.

Before the Games commenced, the Council liaised with businesses to inform them about Olympic activities affecting their operations and to offer advice about how to prepare for the Games period. Havering's dedicated Olympics page provided up-to-date transport information on the transport network, to help local residents and

businesses plan their journeys across the Capital.

- In July the Torch Relay went through the Borough. As a result of careful planning, the convoy of vehicles was able to travel safely along the route and the day was a great success. Around 150,000 spectators came out to watch the Torch relay in the borough.

- Whilst the Olympic Games might be over, the Olympic legacy has lived on in Havering. Various initiatives have been taking place over the last year to keep residents engaged with sport and physical activity and significant investment has been made in sporting facilities for children at Harold Lodge Park including improving the two play areas and installing a new skate park.

The Council has also shown commitment to keeping the legacy alive through building a state of the art leisure facility in Romford. A planning application for the new development was agreed by Havering's Regulatory Services Committee in May, marking a major milestone towards building the multi-million pound leisure centre, which will house a competition pool and ice rink.

- The Harold Hill Festival takes place every year and is a community-run event which celebrates the lives, residents, charities and organisations which make up the community of Harold Hill. Visited by thousands of

people, the festival hosts a wide range of community stalls, information stands and family activities as well as showcasing some of the areas best acts and is aptly suited for young and old alike. The 2012 festival saw live acts from across the area take to the stage as well as donkey rides, falconry, free dog micro chipping and an 'It's a Knockout' competition.

- A 13-mile extension to the National Cycle Network, running from the north of Havering to the River Thames in the south of the Borough, has been officially opened. Funded by the BIG Lottery, Veolia Havering Riverside Trust and Transport for London, the Council has been working on the £2 million project with sustainable transport charity Sustrans. The aim of the project was to join together areas of green space in the Borough to form one long, continuous, fully accessible public route, stretching from Lower Noke Close at Dagnam Park to the River Thames in Rainham. The project has also led to the creation of the new 'Ingrebourne Way' cycling and walking route, running close to the River Ingrebourne through Harold Hill, Hornchurch, Upminster and Rainham.

- In September, the Council held a 'Pedalling into the Past' cycling event in Hornchurch Country Park which focused on cycling to promote smarter travel.

Towns and Communities



The event included activities such as cycle polo and a pedal-powered disco. Non-cycling events were also available, giving people the chance to learn bread-craft skills, get a henna tattoo, meet alpacas and see a flypast by the only airborne Lancaster Bomber in the world. Fantastic feedback on the event was received, which will help the planning of more events in the future.

- Since its opening in 2012, myplace has become a cornerstone of the Harold Hill area, providing a place for young people to spend time with each other and develop their skills, as well as bringing members of the community together. One such example was the formation of 'Piggie lot', a group of young people who are working with the Council, police and other partners to engage



with the youth service at myplace on a regular basis. So far the group has worked with the Council to gain funding for a series of free football coaching sessions held during February half term, which also provided mentoring opportunities as well as a way to keep fit in the school holidays.

- Havering's Libraries run and/or host nearly 3,000 different events and activities across their 10 branch libraries each year, many of which are run voluntarily by local residents who want to share their skills and interests. The service hugely values the support and enthusiasm of the volunteers, who are at the heart of our service and the community. In 2012/13 alone, the Library Service recorded an incredible 6,314 hours of volunteer work across all branches.
- Havering Libraries have strong partnerships with a number of voluntary and community groups in their locality, and in October 2012 they joined forces with the local volunteer centre, HAVCO, to establish a 'Volunteering Information Shop' in Romford Central Library which provides information about all volunteering opportunities in the Borough and encourages people to get involved. Whilst managed by HAVCO, the desk is also staffed by volunteers who provide first hand promotion of the volunteering opportunities on offer.

Building work has started for a new state-of-the-art Rainham library which will include 1,200 square metres of expanded library facilities, as well as retail space, a nursery and 16 new flats built above the new-look library. The project was stalled temporarily due to changes in funding arrangements, but is now on track and the Council expects it will be open by spring 2014. The library scheme is a key part of the Council's wide-reaching Rainham Compass project to improve the area and the quality of life for local residents.

- A further Rainham Compass success was the opening of the new one-way system in Rainham Village improving traffic flow and providing parking directly outside the shops in the Village. This £2 million grant funded scheme saw new pavements and street furniture and the creation of a new public space around the War Memorial. The works were complimented by the completion of further shop-front improvements creating a high quality setting for this historic conservation area.
- Improvement works in Hornchurch Town Centre, the second largest Town Centre in Havering were completed in summer 2013. The £3 million grant funded works to open up the high street, provide wider pavements, improve traffic flow and provide safer

areas to cross the road was part of a Transport for London (TfL) funded scheme to update the High Street and future-proof the town. The Council is using the investment to make the shopping environment more appealing to visitors and encourage businesses to grow in the area.

- This year's Christmas celebrations were bigger and better than ever. Boosted by contributions from the Mayors Outer London Fund, all the borough's main town centres held events involving local shopkeepers, businesses and local people, to celebrate the festive season. The largest event was in Romford where approximately 9,000 local people turned out to watch Santa, Postman Pat and Twist and Pulse turn on the Christmas lights
- The Council recognises the importance of Small Businesses in stimulating economic growth and works with the Chamber of Commerce and Federation of Small Businesses to facilitate procurement opportunities and promote the message that we are open to their business. In January, the Council started a series of Procurement Workshops for small businesses that focus specifically on what the public sector is looking for, how the procurement process works and 'top tips' for writing successful bids.

Towns and Communities



- Page 109
- In January, a new Business Start-Up Programme was launched in Havering delivered in partnership with Kingston Smith LLP. The programme 'A Winning Start to Business' part of the Council's initiative to promote growth and, in particular, to develop entrepreneurial business start-up activity. Kingston Smith LLP will provide the full range of advisory and compliance services including one-on-one meetings, mentoring sessions, seminars and workshops, all of which will be free to those entrepreneurs and businesses wishing to be part of the programme.
 - In addition, the Council is also part of East London Business Place, a partnership of private and public sector organisations led by Canary Wharf plc, East London Business Alliance and London Development Agency.

The partnership works with small to medium enterprises in the broader East London area and buyers across all industry sectors to source and match local suppliers to the purchasing needs of buyers as part of regeneration efforts in the Thames Gateway. East London Business Place offers free advice and guidance on procurement practice as well as a free programme of events designed to improve competitiveness.

- In 2013/13 Havering attracted over £3.6 million of external funding for Regeneration Projects across the borough. Some of the projects include: £128,900 development funding from Heritage Lottery Fund (HLF) for the Restoration of Upminster Windmill, £900,000 Outer London Funding for works in Rainham, £1,500,00 Local Implementation Plan (LIP) funding for Hornchurch Major Scheme and £100,000 Veolia North Thames Trust funding for Rainham War Memorial.
- Work is underway to improve Raphael Park following a £1.9 million grant from the Heritage Lottery Fund, Council funding and a £200,000 grant from the Veolia Havering Riverside Trust. Due to be completed by Winter 2013, the renovations include improved entrance gates, planted areas, railings, benches, walkways and improvements to the park lodge which will also have a new café. In addition, there will be improved

protection for parkland and wildlife throughout the park.

The Council has also received a grant of £1,885,900 from the Heritage Lottery Fund and Big Lottery Fund for the restoration of Langtons Gardens and Fielder's Field in Hornchurch and £250,000 from the Big Lottery Fund to restore Bedford's Park Walled Garden, which has recently been opened to the public.

- In December 2012, Havering Citizens Advice Bureau (CAB) entered into an agreement with Havering's Trading Standards service to provide consumer advice, information and education. The project follows the transfer of national responsibility for consumer advice, information and advocacy to Citizens Advice (backed by local Citizens Advice Bureaux).
- Havering CAB is now responsible for providing consumer advice, consumer case work in partnership with Trading Standards, co-ordination of local provision for consumer education and co-operation with trading standards on the local consumer advice partnership. The project has allowed Trading Standards to carry out more enforcement work and has also allowed the CAB to provide a more holistic service. The initiative had been recognised as an excellent example of a local response to national policy and it is hoped that other boroughs will

also engage in the same partnership arrangement.

- Havering Music Education Hub formed in August 2012, with Havering Music School as its lead. The Hub is a partnership which includes the Queen's Theatre, Havering Arts Service, the education departments of the London Symphony Orchestra and Royal Opera House and Sound Connections. It has strong links with the London Chamber Orchestra, Grand Union Orchestra, Voices Foundation and neighbouring music services.



Towns and Communities

This year, Havering students performed at the Olympics Orchestra. Their percussion ensembles performed at the IndigO2; as well as their own performances, they played with 200 students from ten London boroughs in the première of a specially commissioned piece by Thomas Hewitt-Jones. The Royal Opera House has supported several projects locally and led a summer school based on Carmen in July, which involved five Hubs but over a quarter of participants came from Havering. An Urban music project will start shortly and the Hub will present a primary vocal conference with Sound Connections in October.

Page 169



Award Success

The Council scooped national recognition for The Garage Project and Consumer Landscape Project in The Municipal Journal Achievement Awards 2013, which recognise innovation in local government. The Garage Project was a finalist in in the Community Investor category and the Consumer Landscape Project commended in the Trading Standards and Environmental Health category.

Award Success

In September, the Council won seven top awards in the prestigious London in Bloom contest, including two gold and several silver gills. In one of the awards, the Borough took first place in the annual competition's Biodiversity Award category – demonstrating the wide variety of local plants and wildlife. Contest judges complimented the “clean and tidy” Borough; praised the hard work of Council staff and residents in looking after highway plant beds and schemes, parks and open spaces, and hailed work done to open up Rainham Marshes to the public and create a new nature reserve.

The full list of awards won by Havering in the London in Bloom contest includes:

London in Bloom Biodiversity Award: first place (won for the second year running)

Large Park of The Year: Bedford's Park, GOLD

Country Park of The Year: Hornchurch Country Park, GOLD

London City Award: SILVER GILT (Havering has previously reached the Silver position in this category)

Park of The Year: Lodge Farm Park, SILVER GILT

Small Park of The Year: Langtons Gardens, SILVER GILT (Havering won Silver last year)

London in Bloom Allotment Award: Keats Avenue Allotments, Harold Hill, second place.

Individuals *to value and enhance the lives of our residents*

Through a number of new projects the Council has made significant progress in enabling adults to be independent for as long as possible and improved services for the Borough's most vulnerable families and children. The addition of Public Health to the Council has also created new opportunities to improve the health and wellbeing of our residents.



Public Health Joins the Council

In April 2013, Public Health joined the Council and a new Director of Public Health was appointed to lead the service. The move is part of the implementation of the Health and Social Care Act 2012, which has meant a number of key public health functions have transferred from the National Health Service (NHS) to local government.

Public Health has a number of priorities and statutory responsibilities to improve the health of local people in Havering. These include:

- Ensuring appropriate access to sexual health services

- Protecting the health of the population, especially childhood immunisations; chlamydia screening; diabetic retinopathy; and ensuring NHS commissioners receive the public health advice they need
- Reducing inequalities in health
- Reducing the prevalence of smoking
- Enabling vulnerable people, especially those with long-term conditions, to live independently for longer
- Early detection of cancer
- Improving the identification and support for people with dementia
- Reducing prevalence of obesity and

increasing physical activity in adults

- Reducing harm from alcohol misuse
- Working in partnership to address the wider determinants of health, including education; employment; housing; and crime reduction

As part of the changes, some organisations such as Primary Care Trusts (PCTs) and Strategic Health Authorities (SHAs) have been abolished, and new organisations such as Clinical Commissioning Groups (CCGs) have taken their place.

Whilst none of the changes will affect how residents access NHS services (for example, the way that residents book a GP appointment, get a prescription

or are referred to a specialist) they do provide new opportunities to work in partnership with other local organisations and develop holistic approaches to improve the health and wellbeing of local people.

active living ⁵⁰⁺

Active Living Programme

Havering has the most elderly population in London – and the Council is determined that the Borough remains one of the best places in which to grow old.

In March, the Council launched its Active Living programme, a partnership project with organisations such as Age

Individuals

Concern Havering, HAVCO and Havering Museum, which aims to get older people more involved in their local community. The project is designed to give residents, aged over 50, the opportunity to have fun, learn new skills, take part in social activities and make a valued contribution to their local area.

Evidence shows that staying active as we grow older has significant health and wellbeing benefits. People who are socially active are said to have a 50% less chance of developing dementia and have a significantly reduced chance of having high blood pressure.



There are four key strands to the project:

- **Social** - helping to improve social opportunities for older adults, meeting new people and trying new activities.

- **Healthy** - expanding the opportunities to get fit and active, from gentle exercise classes and walks, to the provision of free swimming for over 50s at off peak times.
- **Supported** - making sure everyone has someone they can turn to for a chat, advice or help around the house. This includes befriending, providing training and support for volunteers to visit isolated people, and supporting a trustworthy handyman service to carry out minor household repairs and adaptations for residents.
- **Involved** - this will provide local people with many more opportunities to volunteer and get involved in their local community.

As part of Active Living, the Council and its partner organisations will be developing opportunities for older people and co-ordinating existing services to ensure their needs are identified. Opportunities coming up will include a range of community volunteering and social activities such as outings and trips. These all have the main aim of promoting independence, choice and wellbeing for Havering's older people. If you think you could help or would benefit from these opportunities, visit www.havering.gov.uk/activeliving or call 01708 432896.



Havering Circle

Havering Circle is a community based membership organisation that is open to anyone over the age of 50. Made possible through the support of the Council and the Active Living programme, with match funded support through the Cabinet Office Social Action Fund, members are supported by a network of helpers and members support each other. The Circle also offers its members the chance to enjoy their interests with others, learn something new, lead a healthy life and socialise.

For the nominal annual fee, membership includes a monthly calendar of events and free activities, access to local and reliable practical help as and when needed, a network of fellow members with a wide variety of interests, discounts for events and businesses in the local area, and much more. The number of members is steadily increasing across the Borough - for more information visit <http://www.haveringcircle.org.uk/> or call 0800 112 3990.



More Individuals highlights in 2012/13:

- In 2012, the Council and its partners established the Multi Agency Safeguarding Hub (MASH) which brings together a variety of agencies into an integrated multi-agency team where they can share intelligence on vulnerable children, families and adults. Consisting of eight social care staff, two police officers, three police information researchers, and two health visitors along with representatives from probation services (one day a week), around 1,400 referrals a month are

Individuals

now received and it is already proving successful. By working together and sharing information the team get a bigger picture of the situation from the outset and are able to quickly respond to a child's needs more effectively and efficiently. The MASH is also becoming well known among GPs and other agencies, who would not necessarily have contacted the service before, illustrating how the service has been able to expand its net and reduce the chance of a child slipping through it.

- Havering Council and Havering Clinical Commissioning Group (CCG) set up a new scheme in October 2012 called 'Help Not Hospital'. Run by the British Red Cross, the service works with hospital discharge, health and community reablement teams across the Borough to provide support to people following discharge from hospital or to prevent them being admitted to hospital, leading to speedier discharges, assisting people to remain independent in their homes and freeing up hospital beds.

- Those who use the service are supported according to their assessed needs and this is reviewed and monitored on a regular basis. People are also being encouraged to socialise and regain their independence. In the longer term it is hoped that the scheme will lead to improved quality of life, reduce health and social care interventions, increase personal

dignity, safety, independence and confidence.

- New 'Singing for the Brain' sessions were launched in March 2012 by the Council and the Alzheimer's Society, aimed at those suffering with memory problems to help build confidence through song. Research shows that singing stimulates the brain and memory, as well as relieving stress. There are currently more than 3,000 people with dementia in Havering and this is expected to reach 4,000 by 2021.

So far the initiative has been really successful, with the Romford sessions operating at full capacity each week. Sessions are now being held in Harold Hill and attendance is steadily climbing. The Council is also working with the Alzheimer's society to offer a new peer support service that will enable residents who are facing the life changing challenges posed by dementia to share their experiences and help each other. The groups will enable people to come together to offer each other support, information and to reduce social isolation.

- In November, Family Mosaic began delivering the Council reablement service. Based in Romford, the new service, called the Havering Reablement Team or 'HaRT', will provide an intensive short term service to residents who have left hospital, to help them get back to their own home

and live independently. Some residents will also have the option to spend some time in temporary residence in sheltered housing at Royal Jubilee Court, which has 15 new reablement beds following the conversion of some empty sheltered units. So far the new service has delivered cashable savings of £750,000 per annum and increased contact time by 10%.

- The Council has introduced a new sat-nav style service for people with dementia. Called 'On Track', the Havering Telecare Centre based at Royal Jubilee Court has around 40 people using the watch-like GPS enabled device, which monitors a wearer's movements by tracking a signal and quickly locating them if they go missing. The devices, which are



Indicator	Value	Target for 2012/13	Outturn for 2012/13
The number of telecare users in the Borough	Bigger is better	3,600	3,797
The proportion of people using social care who receive Self Directed Support	Bigger is better	60%	48.4%
The percentage of adult social care clients who receive a reablement service and then return within 91 days requiring an ongoing service	Bigger is better	7%	6.9%

Individuals

part of a wider assistive technologies project, are given to residents following an assessment by Social Care staff and have attracted interest from around the world after it was featured on the BBC and tweeted by more than 500,000 people. Enquiries have been received from as far away as New Zealand, as well as closer to home in London.

- An extra care housing scheme was completed in March providing 98 new extra care homes for people aged over 55. The scheme, which is located in Squirrels Heath, Gidea Park, was funded by the Homes and Communities Agency and East Thames, who have over 30 years' experience providing housing and support in East London and Essex. The development contains self-contained one and two bedroom apartments in a secure environment, with flexible support to meet the residents' care needs. There are also a number of new facilities including a hairdresser's salon, guest suite, resident lounge, a restaurant and terrace garden.

- In 2012/13, one of the main priorities of our Diversity Programme Team was to develop the Council's new Single Equality Scheme (SES). The SES is the key overarching strategic document which sets out the Council's aims and objectives for achieving and demonstrating compliance with the Equality Act, and for putting into practice the Council's commitment to being fair to all. The new SES builds on the achievements of the previous scheme, while being strengthened by an increased focus on 2011 Census demographic, diversity and socio-economic data analysis, three-month consultation with key stakeholders from across the local community and our workforce, and in-depth service plan equality mapping. The 2013-16 SES Action Plan and supporting Appendices can be found on the Council equality and diversity web pages.



Award Success

Havering's Banking Protocol, which enables bank staff to tactfully intervene when older and vulnerable customers seek to withdraw unusually large sums of cash, was shortlisted in the public/private partnership category of the Local Government Chronicle Awards 2013. Last year, the scheme, which aims to protect the savings of elderly and vulnerable people in the Borough from rogue traders, won the best public/private partnership scheme in the Association of Public Service Excellence Awards, and was highly commended in The Municipal Journal Achievement Awards.



Value - to deliver high customer satisfaction and a stable Council Tax

Providing efficient and effective services, whilst maximising funding for the Borough is central to the Council achieving its goals. As part of our transformation programme, the Council has been able to cut bureaucracy to improve the customer experience whilst also protecting frontline services.

Transforming the Way We Work

In response to reductions in Council budgets the Council has taken action to protect frontline services by reviewing back office functions and streamlining service delivery. Key to this has been the introduction of Oracle powered technology which has changed business processes and introduced new ways of working, rolling out a new self-service approach that reduces bureaucracy, paperwork and costs, whilst increasing efficiency. The technology also empowers staff and managers, giving them the tools and management information needed to run their services through a series of 'dashboards' on their computer.

Oracle powered technology is already used widely in the private sector and more and more local authorities are starting to use it. The standardisation means that there are more opportunities to share services with others and the Council is already

working with five other London Boroughs through a 'One Oracle' project. Use of this technology is part of a wider transformation programme at Havering, which is helping the organisation save £40 million by 2014 whilst protecting frontline services like libraries.

As well as changes to the back office, the Council has reviewed the ways in which customers access services to make it quicker and easier to contact the Council and make transactions. As part of the changes, a new Contact Centre, Customer Relationship Management (CRM) system and website have been developed working with the London Boroughs of Waltham Forest and Newham. As a result of this partnership working, the Council now has a three tier model of customer service delivery, with 80% of enquiries dealt with at the first point of contact. Our online services have been much improved, with a number of online service request forms now available for customers on the Apply/Pay/Report pages on the website and work is underway to deliver more online options for customers in stages, with a full web portal in place by August 2013.

Havering has been one of the first authorities to make use of other new technologies such as iPads, data telephony and remote access to improve efficiency and support flexible working, which reduces running costs and the amount of office floor space required for staff.

These changes have meant that the Council has been able to focus resources where it really needs them and maintain high standards of customer service, despite the cuts to budgets. The recent 'Your Council Your Say' Survey 2013 showed that just over three quarters (76%) of residents agreed that they are satisfied with their local area as a place to live and, since the 2011 survey, satisfaction with the majority of frontline services has also increased. For example, more than four fifths of residents reported being satisfied with the rubbish collection (85%), recycling (81%) and library services (81%) provided by the Council. Three quarters (75%) of residents were satisfied with parks and green spaces, and more than half were satisfied

with cleaning the streets (57%). This is re-enforced by the high number of compliments the Council receives each month about our frontline services:

'After talking to a member of staff about my Housing and Council Tax benefit I felt extremely reassured and I would like thank that person for their professional answers and kindness'

'I was really impressed with how professional the service was'

'I have always found the people in the Public Advice and Service Centre (PASC) very helpful – if they had not taken the time to help me I would not have been able to get through a very difficult time'



Value

More Value highlights in 2012/13:

- The Council achieved £8.9 million in savings in 2012/13 and is on track to deliver the required £40 million by 2014. This has been achieved whilst also agreeing to freeze Council Tax in 2013/14 for the fourth year running. The Council will continue with the savings programme post 2014 in response to further projected funding cuts from 2015/16, finding more cost-effective ways of running the Council and delivering the best outcomes for residents with less money.

- Havering was one of the first London Boroughs to undertake a local government 'peer challenge' in October. Senior Officers and Members from other local authorities and Members of the Local Government Association made up the 'peer' team. The group reviewed the Council's strategic direction, as well as examining its leadership and financial resilience. It concluded that the Council's £40 million four year savings plan, which was launched in 2010, was on track to protect frontline services whilst making the Council more efficient in order to meet savings targets. Peers also highlighted how the Council had transformed over the last few years by adopting new ways of working, reducing bureaucracy and using technology innovatively.

- In October, the Council successfully retained its Investors in People (IiP) award, a quality standard that recognises the best staff management practices. The award is the only quality standard in the UK which focuses on people and meeting it gives Havering not only the opportunity to compare its practices with other organisations but also to make sure that our management practices continue to develop for the benefit of our staff. Achieving the award shows that despite the volume of change and the complex and difficult times the Council is operating in, we are doing our best to provide the right tools, information and support to maximise the potential of our most important asset – the people who work here.

- The Council marked the 10th anniversary of the Public Advice and Service Centre (PASC) in June 2013. Based in Romford Town Centre, the PASC was introduced by the Council in 2003 with the sole aim of making its services more accessible under one roof for local residents. Over the years the PASC has updated the way it serves residents; access to services is now also available on the Council's website (www.havering.gov.uk) and residents can find information, apply and pay for services and report issues online, 24 hours a day, seven days a week. Access to the internet and self-service is also

available in the PASC at six kiosks, with staff on hand to help residents use them. The PASC also provides the opportunity to speak to an advisor if they wish to do so.

- In response to the Government's Welfare Reforms, the Council has put in place a number of initiatives to help residents with the changes. A Welfare Reform working group has been set up to plan how the Council can help people affected and a cross-service Welfare Reform Advice and Support Team has been established. The team consists of officers in the Council's Housing Management Service, Private Housing Solutions Specialist Advice Team and the Local Citizens Advice Bureau. Each case is looked at individually and the appropriate financial and employment advice and support is provided.



- The Council has increasingly used Customer Insight tools to understand more about our customers' needs, expectations, behaviours and experiences, and used this information to target our services and communications around the needs of different customer groups. A core part of this has been the use of customer segmentation, working with our commercial partners Experian plc. to build an innovative bespoke customer profile for every household in the Borough. Recent examples include increasing the number of foster carers, telecare and telehealth take-up and direct debit payments.

- As part of a London Benchmarking Group, the Council was recently rated joint top Borough for the quality of data in Housing Benefit Processing – no errors in Council processes and practices were identified.

- Under the new Blue Badge Scheme which came into force in March, the Council is now responsible for administering Blue Badges, which make it easier for disabled people to park closer to their destination. Eligibility is administered through an initial application to the Council, and if appropriate, a mobility assessment is carried out by an Occupational Therapist at Council offices. Staff in Customer Services have undertaken this new role, with no impact to existing services, and have received compliments from customers for the way the application process is handled.

Award Success

In January 2013, the Council's transformation programme, 'Havering 2014' was shortlisted in the Business Transformation category at the Local Government Chronicle Awards for delivering millions of pounds in savings without cutting frontline services.

Award Success

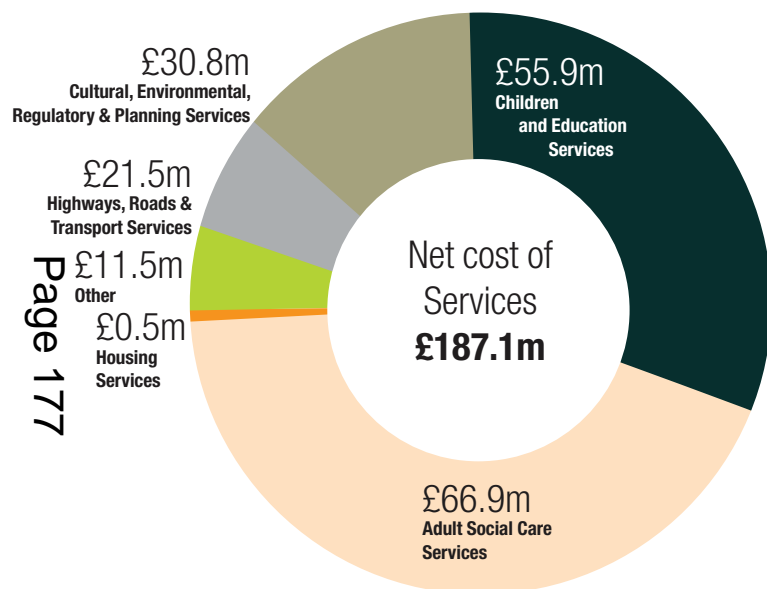
The Council was a Bronze Award winner in the 'Council of the Year' category at the Improvement and Efficiency South East (IESE) Awards in March, which celebrates the achievements and transformation of public services in difficult times.

Our Finances

This section provides information from the Council's Statement of Accounts for 2012/13¹.

A copy of the full Statement of Accounts is scheduled to be available in late September and will be available on the Council's website.

Net Cost of Services



Public Health joined the Council in April 2013, therefore the organisational finances in 2012/13 do not include this service.

¹ Based on draft accounts which are subject to external audit in September. This report will not be published on the website until the audit is complete and any subsequent changes can be made.

Comparison of Havering Council's formula grant to other outer London boroughs

	Formula Grant £m	Estimated Population	Grant per person £
Havering	51.353	239,279	215
Newham	202.749	238,581	850
Barking & Dagenham	99.013	176,960	560
Redbridge	93.642	276,911	338
Bexley	60.513	230,597	262
Bromley	59.636	317,936	188
Outer London	1,831	5,033,467	364

The amount of formula grant Havering has received in previous years has been significantly lower compared to our neighbouring authorities and the London average. The figures relating to 2012/13 are set out in the table above.

The indicators used in apportioning the formula do not reflect the demographics of the Borough. In contrast, the amount of grant Havering received through un-ringfenced and specific grants has been more reflective of the demographics as the data used to allocate this funding is based on actual caseload, population etc.

Cost of Council Services

This statement sets out the cost of running Council services in 2012/13. It shows where the money came from to finance the costs and any surplus deficit at the end of the financial year.

Gross expenditure, gross income and net expenditure of continuing operations	£000s Gross Expenditure	£000s Gross Income	£000s Net
Central Services to the Public	10,888	(4,450)	6,438
Cultural, Environmental, Regulatory and Planning Services	43,190	(12,337)	30,853
Children's and Education Services	205,802	(149,847)	55,955
Highways, Roads and Transport Services	27,019	(5,554)	21,465
Other Housing Services	118,017	(117,501)	516
Local Authority Housing (HRA)	66,938	(66,985)	(47)
Adult Social Care Services	79,759	(12,855)	66,904
Corporate and Democratic Core	5,461	(270)	5,191
Non-Distributed Costs	1,437	(1,592)	(155)
Cost of Services	558,511	(371,391)	187,120
Other Operating Expenditure	—	—	40,844
Financing and Investment Income and Expenditure	—	—	18,794
Surplus or Deficit on Discontinued Operations	—	—	—
Taxation and Non-specific Grant Income	—	—	(218,731)
(Surplus) or Deficit on Provision of Services	—	—	28,027
Surplus or Deficit on Revaluation of Property, Plant and Equipment Assets	—	—	(18,905)
Surplus or Deficit on Revaluation of Available for Sale Financial Assets	—	—	—
Actuarial Gains / Losses on Pension Assets / Liabilities	—	—	41,720
Other Comprehensive Income and Expenditure	—	—	22,815
Total Comprehensive Income and Expenditure	—	—	50,842

Our Performance

The Council closely monitors its performance throughout the year against the following indicators to inform key decisions and to ensure progress is made towards achieving our Corporate Goals and ultimately our Living Ambition Vision.



Environment *to ensure a clean, safe and green borough*

Strategic Outcome	Indicator	Value	Target for 2012/13	Outturn for 2012/13
Local people more involved in keeping the local environment clean, tidy and safe	The percentage of fly posting	Smaller is better	1%	0%
	The number of fly tip incidences	Smaller is better	2,704	2,842
	The percentage of residents who feel local streets are clean and tidy	Bigger is better	74%	78%
<p>The percentage of flyposting remains better than target and the number of fly tip incidences has improved by 4% compared to last year. The 2013 'Your Council Your Say' Survey revealed that 78% of residents said that their local streets are clean and tidy (an increase of 4% points from 2012). This can be largely accredited to the Cleaner Havering Campaign which was aimed at addressing resident priorities to make the Borough a safer and more pleasant place to be.</p>				
Low rates of crime and the perception of crime	The number of residential burglaries reported	Smaller is better	1,909	2,101
	The number of anti-social behaviour incidents reported	Smaller is better	5,970	5,431
<p>The Council works with various partners to keep crime to a minimum in the Borough. The Council and its partners were successful in achieving the target for the number of anti-social behaviour incidents reported. The number of residential burglaries has seen an increase across East London and local authorities are working together to address this for 2013/14.</p>				
Increased recycling rates and reduced waste and landfill	The amount of residual household waste per household	Smaller is better	645 kg	640 kg
	The percentage of household waste sent for reuse, recycling and composting	Bigger is better	36%	35%
<p>The Council was successful in reducing the amount of residual household waste per household this year. Whilst we were slightly below target for the percentage of household waste sent for reuse, recycling and composting, the service will continue to encourage residents to recycle more and put their waste out for collection in the correct bags. Where there are problems with this, the service will investigate and take the appropriate action.</p>				
Reduced impact on climate change	Greenhouse gas emissions from local authority own estate and operations	Smaller is better	TBC tonnes	TBC tonnes
TBC.				

Our Performance



Learning *to champion education and learning for all*

Strategic Outcome	Indicator	Value	Target for 2012/13	Outturn for 2012/13
First class learning opportunities for children and young people	The percentage take up of an Early Education Entitlement placement for 3 and 4 year olds	Bigger is better	90%	96%
Take up of Early Education Entitlement is 96% for 2012/13, significantly above target. From September, Early Education Entitlement will be extended to some two-year-old children and the Council is already well placed to deliver these extra placements.				
Council resources focused on schools and pupils who need our support most	The number of schools where fewer than 60% of pupils achieve Level 4 or above in both Maths and English	Smaller is better	0 (2011/12 academic year)	0 (2011/12 academic year)
Good education and training opportunities for young people	The percentage of 16-19 year olds (school years 12-14) who are not in education, employment or training	Smaller is better	5.1%	4.6%
	The number of apprentices recruited in the borough	Bigger is better	460 (2011/12 academic year)	563 (2011/12 academic year)
Throughout the year the Council has worked with partners to provide advice, guidance and targeted intervention to young people who are not in education, employment or training (NEET) and increase the number of apprentices recruited.				

Our Performance



Towns and Communities *to provide economic, social and cultural opportunities in thriving towns and villages*

Strategic Outcome	Indicator	Value	Target for 2012/13	Outturn for 2012/13
Housing that local people can afford and best use of Council social housing for those in greatest need	The number of affordable homes delivered	Bigger is better	250	487
	The percentage of decent Council homes	Bigger is better	58.4%	58.7%
As part of the Mayor's Housing Strategy, the Council aims to deliver 750 new affordable homes by March 2014. In 2012/13 the Council delivered 487 homes, above the 250 target. The Council also has an agreed delivery plan with the Homes and Communities Agency to bring housing up to the Decent Homes Standard, defined as being wind and weather tight, warm and having modern facilities. Again we were above target for this indicator.				
Increase inward investment and support for local business to achieve economic growth	The number of businesses accessing advice through regeneration initiatives	Bigger is better	600	847
In 2012/13 the Council provided advice to businesses through a number of channels including business EXPO events, procurement workshops, business start-up workshops and Fit for Legacy diagnostics, which helps medium and small businesses take advantage of new market opportunities in the East London and Thames Gateway area.				
Local people are actively involved in place shaping and the co-production of services to meet community needs	The percentage of residents' satisfaction with the area as a place to live	Bigger is better	76%	76%
Cohesive communities where people work together to address neighbourhood issues	The proportion of residents who feel that people get on well together within their neighbourhood	Bigger is better	71%	66%
Culture and leisure play a key part in community life and Havering's heritage and history is celebrated	The percentage of residents' satisfaction with library services	Bigger is better	82%	81%
	The percentage of residents' who feel their local park is clean and tidy	Bigger is better	73%	87%
In 2013, the Council asked residents for their views in the second 'Your Council Your Say' Survey. The results from this survey showed that reducing crime and anti-social behaviour and maintaining roads and pavements were top priorities for the Council to address.				

Our Performance



Individuals *to value and enhance the lives of our residents*

Strategic Outcome	Indicator	Value	Target for 2012/13	Outturn for 2012/13
Holistic and integrated services that are tailored to the needs of the individuals or family and targeted at those who most need our help.	The percentage of placements lasting at least two years	Bigger is better	75%	63%
	A very challenging target was set for this indicator and although performance was below target, it has improved significantly since 2011/12 when the outturn was 49%. In 2013/14, the service will continue the drive to recruit more foster carers to increase placement choice and improve processes to increase the number of placements lasting at least two years.			
Improved choice and control over the health and social care people receive, including community based support	The percentage of people using social care who receive self-directed support	Bigger is better	60%	48.4%
	The percentage of residents who give up their time to volunteer	Bigger is better	N/A	25%
The Council works with partners to provide information, advice and services which emphasise greater choice, independence and control. Although we are below target, good progress has been made this year in increasing the number of social care clients who receive self-directed support. The 2013 'Your Council Your Say' survey revealed that 25% of residents that responded give up time to volunteer in their local area. The survey also showed that residents aged 16-24 and 65-74 are most likely to volunteer.				
Partnership working to ensure access to the best possible health and care services	The number of extra care housing within the borough	Bigger is better	216	186
	The percentage of adult social care clients who receive a reablement service and then return within 91 days requiring an ongoing service	Smaller is better	7%	6.9%
	The number of Careline and Telecare users in the Borough	Bigger is better	3,600	3,797
The Council works hard to ensure vulnerable adults remain independent for as long as possible. The number of adults using Careline and Telecare has continued to increase throughout the year and the number of adults who have received a reablement service returning within 91 days is above target.				

Our Performance



Value to deliver high customer satisfaction and a stable Council Tax

Strategic Outcome	Indicator	Value	Target for 2012/13	Outturn for 2012/13
High customer satisfaction with the Council	The percentage of Council Tax collected	Bigger is better	97%	97%
	The percentage of NNDR collected	Bigger is better	97%	96.1%
	The amount of avoidable contact	Smaller is better	8%	4.5%
	The percentage of residents who feel informed about what the Council does	Bigger is better	45%	42%

Customer satisfaction is a priority for the Council. The amount of avoidable contact is well below target and at the end of 2012/13, Council Tax collection was at a 6 year high.

www.haverling.gov.uk

CABINET

25 September 2013

Subject Heading:	Quarter 1 Corporate Performance Report 2013/14
Cabinet Member:	Councillor Michael White
CMT Lead:	Cynthia Griffin
Report Author and contact details:	Claire Thompson, Corporate Policy & Community Manager, claire.thompson@havering.gov.uk 01708 431003
Policy context:	The report sets out the Council's performance against the Corporate Performance Indicators for Quarter 1 2013/14.
Financial summary:	There are no direct financial implications arising from this report. It is expected that the delivery of targets will be achieved within existing resources.
Is this a Key Decision?	No
Is this a Strategic Decision?	No
When should this matter be reviewed?	The Corporate Performance Report will be brought to Cabinet at the end of each quarter.
Reviewing OSC:	Value, Towns and Communities, Individuals, Environment, Children and Learning, Adult

The subject matter of this report deals with the following Council Objectives

Ensuring a clean, safe and green borough	[X]
Championing education and learning for all	[X]
Providing economic, social and cultural activity in thriving towns and villages	[X]
Valuing and enhancing the lives of our residents	[X]
Delivering high customer satisfaction and a stable council tax	[X]

SUMMARY

This report sets out the performance of the Council's Corporate Performance Indicators for the first quarter (April - June 2013), against the five Living Ambition Goals of the Corporate Plan:

- Environment
- Learning
- Towns and Communities
- Individuals
- Value

The report identifies where the Council is performing well (Green) and not so well (Amber and Red). The variance for the 'RAG' rating is:

- Red = more than 10% off the Quarter 1 Target and where performance has *not improved* compared to Quarter 1 2012/13¹
- Amber = more than 10% off the Quarter 1 Target and where performance has *improved or been maintained* compared to Quarter 1 2012/13.
- Green = on or within 10% of the Quarter 1 Target

Where the RAG rating is 'red', a 'Corrective Action' box has been included in the report. This highlights what action the Council is taking to address poor performance where appropriate.

Also included in the report is a Direction of Travel (DoT) column which compares performance in Quarter 1 2013/14 with performance in Quarter 1 2012/13. A green arrow (↑) signifies performance is better than 2012/13 and a red arrow (↓) signifies performance is worse than 2012/13.

Quarter 1 Performance Summary

Of the 61 indicators, 47 are measured quarterly and 38 have been given a RAG status in Quarter 1. For 9 indicators a RAG status is not applicable. In summary:

- 32 indicators (84%) are rated as 'green'
- 1 indicator (3%) is rated as 'amber'
- 5 indicators (13%) are rated as 'red'

Annual indicators have also been included in the Quarter 1 report for information purposes only.

¹ With the exception of '% of NNDR collected' and '% of council tax collected' where the tolerance is 5%

RECOMMENDATIONS

Members are asked to review the report and note its content.

REPORT DETAIL

Summary of annual indicators rated as 'red'

Towns and Communities

Indicator	Quarter 1 Target	Quarter 1 Performance	DOT
((ex) NI157b) - Processing of minor applications within 8 weeks (%)	65%	31%	↓
((ex) NI157c) - Processing of other applications within 8 weeks (%)	80%	40%	↓
Legislative changes as well as case officer turnover and higher than normal case officer sickness absence during this period has affected continuity of application handling and decision-making speed this quarter. Additional resources have now been put in place to help get performance back on track during Quarter 2 of 2013/14.			

Individuals

Indicator	Quarter 1 Target	Quarter 1 Performance	DOT
((ex) NI065) - % of children becoming the subject of a Child Protection Plan for a second or subsequent time within 2 years	4%	10%	↓
At the end of Quarter 1, 21 children had become the subject of a Child Protection Plan, of which 2 children (siblings) became subject of the plan for the second time within 2 years, giving a figure of 10%. Although, this is significantly higher than the target figure, it is very early in the year.			
Work is underway through the Quality Assurance group to determine whether children are being 'de-planned' too early. This indicator will be closely monitored due to concerns that more young people will soon be subject of a Child Protection Plan for second / subsequent time within two years.			

Value

Indicator	Quarter 1 Target	Quarter 1 Performance	DOT
(CS3) - Speed of processing new HB/CTB claims (days)	24 days	39.7 days	↓

A strategy to improve performance for this indicator is in place and we are using additional government funding to clear the outstanding work. Actions are progressing; however a drop in performance during Quarter 1 was anticipated whilst the backlog is cleared. Performance is expected to improve next quarter.

(CS10) - % of Member/MP enquiries completed within 10 days

90%

66.7%



Whilst performance is worse than target for Member/MP enquiries, throughout the quarter performance did improve, reaching 85% for June. Performance is expected to improve further in Quarter 2.

The full Quarter 1 Corporate Performance Report 2013/14 is attached as Appendix 1.

REASONS AND OPTIONS

Reasons for the decision: To provide Cabinet Members with a quarterly update on the Council's performance against the Corporate Performance Indicators.

Other options considered: N/A

IMPLICATIONS AND RISKS

Financial implications and risks:

Adverse performance for some Corporate Performance Indicators may have financial implications for the Council. Whilst it is expected that targets will be delivered within existing resources, officers regularly review the level and prioritisation of resources required to achieve the targets agreed by Cabinet at the start of the year.

Legal implications and risks:

Whilst reporting on performance is not a statutory requirement, it is considered best practice to regularly review the Council's progress against the Corporate Plan.

Human Resources implications and risks:

There are no specific Human Resources implications.

Equalities implications and risks:

The following Corporate Performance Indicators rated as 'red' could potentially have equality and social inclusion implications if performance does not improve:

Cabinet 25 September 2013

- ((ex) NI065) - % of children becoming the subject of a Child Protection Plan for a second or subsequent time within 2 years
- CS3 - Speed of processing new HB/CTB claims

The commentary for each indicator provides further detail on steps that will be taken to improve performance.

BACKGROUND PAPERS

The Corporate Plan 2011-14 and 'Plan on a Page' 2013-14 are available on the Living Ambition page on the Havering Council website at: <http://www.havering.gov.uk/Pages/Campaigns/living-ambition-our-20-year-vision.aspx>

This page is intentionally left blank

Appendix 1: Quarter 1 Corporate Performance Report 2013/14
Cabinet - 25th September 2013

Key

RAG Rating		Direction of Travel (DoT)	
Green	On or within 10% of the Quarter 1 Target ¹	↑	Performance is better than Quarter 1 2012/13
Amber	More than 10% off the Quarter 1 Target and where performance has <i>improved or been maintained</i> compared to Quarter 1 2012/13	→	Performance is the same as Quarter 1 2012/13
Red	More than 10% off the Quarter 1 Target and where performance has <i>not improved</i> compared to Quarter 1 2012/13	↓	Performance is worse than Quarter 1 2012/13

	Corporate Plan Indicator
--	--------------------------

Environment - to ensure a clean, safe and green borough

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
SC05	% of missed collections put right within target	Bigger is Better	93%	93%	97.2%	96%	↑	Performance has been above target for each of the three months this quarter and is well above target for the quarter as a whole. Performance is also better than this time last year.	Streetcare
SC01 (ex) NI191	Residual household waste (kg) per household	Smaller is Better	640Kg	169.1Kg	166.9Kg	169.8 Kg	↑	Performance is better than target and better than this time last year for this indicator.	Streetcare
SC02 (ex) NI192	% of household waste sent for reuse, recycling and composting	Bigger is Better	36%	36%	36.3%	35.8%	↑	Performance is better than target and better than last year for this indicator. The service will continue to encourage residents to recycle more, and put their waste out for collection in the correct bags. Where there are problems with this, the service will investigate	Streetcare

¹ With the exception of ‘% of NNDR collected’ and ‘% of council tax collected’ where the tolerance is 5%

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
								and take the appropriate action.	
SC07	Total number of fly tip incidents	Smaller is Better	2,704	827	842	797	↓	Performance is within the 10% tolerance for this indicator, despite a large number of fly tips in May and June.	Streetcare
SC9	Parking income against budget	Bigger is Better	£3,964,420	£991,105	£909,221	New Indicator	NA	Performance is within the 10% tolerance for this indicator. A number of parking schemes are currently being implemented and these should improve the position further for Quarter 2.	Streetcare
(ex) NI195d	% of fly posting	Smaller is Better	1%	Bi-annual	Bi-annual	Bi-annual	NA	This is a bi-annual indicator and will be reported in Quarter 2. It has been included for information purposes only.	Streetcare
SC06	Casualty reductions – killed and seriously injured in Road Traffic Accidents	Smaller is Better	65	Annual	Annual	Annual	NA	This is an annual indicator and has been included for information purposes only.	Streetcare
(ex) NI185/R8	Greenhouse gas emissions from Local Authority estate and operations	Smaller is Better	25,443 tonnes	Annual	Annual	Annual	NA	The figures for this indicator become available during the summer; therefore the outturn will be included in the Quarter 2 report.	Corporate Policy & Community

Page 192

Learning - to champion education and learning for all

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
LA6	% of Early Years providers, including those in schools, judged Good or Outstanding by OFSTED	Bigger is Better	75%	75%	77.6%	74.8%	↑	Performance is better than target and also better than last year for this indicator.	Learning and Achievement
LA1	Number of apprentices recruited in the borough	Bigger is Better	500 (AY 12-13)	375 (Q3 12-13)	497 (Q3 12-13)	461 (Q3 11-12)	↑	This figure is reported by academic year (August to July) and the figure included is for Quarter 3 (February, March and April 2013). Performance is better than target and at the end of Quarter 3 we have almost achieved the year-end target.	Learning and Achievement
(ex) NI117	% of 16 to 19 year olds (school years 12-14) who	Smaller is Better	4.9%	4.9%	4.9%	4.7%	↓	Performance is on target, although slightly worse than this time last year. This is partially due to	Learning and Achievement

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
	are not in education, employment or training							the service focusing on reducing the number of 'unknowns' (young people who the Council does not know if they are in education, employment or training) which in turn increases the number of NEETs. However, it is considered better to have a low number of unknowns so that interventions can be put in place.	
LA5	% of 3 and 4 year olds who have access to an early education entitlement place if their parents wish (<i>Whilst this refers to access to places, it is actually measured on take up of places. The wording has remained the same because this is how it is reported to the Department for Education</i>)	Bigger is Better	90%	Annual	Annual	Annual	NA	This is an annual indicator and has been included for information purposes only.	Learning and Achievement
LA25	People of working-age qualified to at least level 2 (% of working age population)	Bigger is Better	65%	Annual	Annual	Annual	NA	This is an annual indicator and has been included for information purposes only.	Learning and Achievement
(ex) NI075	KS4 - % of pupils who achieve 5 or more A*-C grades, including Maths and English	Bigger is Better	68%	Annual	Annual	Annual	NA	This is an annual indicator and has been included for information purposes only.	Learning and Achievement
LA10	KS4 - number of schools below the floor standard where fewer than 45% of pupils achieve A*-C grades in both Maths and English and make less than average progress in Maths and English	Smaller is Better	0	Annual	Annual	Annual	NA	This is an annual indicator and has been included for information purposes only.	Learning and Achievement
LA9	KS2 - number of schools below the floor standard where fewer than 60% of pupils achieve Level 4 or above in both Maths and English and make less than	Smaller is Better	0	Annual	Annual	Annual	NA	This is an annual indicator and has been included for information purposes only.	Learning and Achievement

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
	average progress in Maths and English								

Towns and Communities - to provide economic, social and cultural opportunities in thriving towns and villages

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
R3	Number of businesses accessing advice through regeneration initiatives	Bigger is Better	700	175	330	177	↑	In Quarter 1, local businesses received advice through procurement workshops which have been running since January, the Business Start Up Programme and through Leader's Network events. Performance is above target and better than this time last year.	Economic Development
R2	Net external funding (£) secured through regeneration initiatives	Bigger is Better	£1,000,000	£250,000	£1,406,440	£925,000	↑	In total, £1,406,440 of funding was secured in Quarter 1, meaning that the annual target has already been achieved. This includes £350,000 for two skills programmes for young people from City Bridge Trust and the London Councils European Social Fund (ESF) programme, and a grant of £291,940 for support provided to Rainham Hall from the Heritage Lottery fund (HLF).	Economic Development
CL2	Number of library visits (physical)	Bigger is Better	1,600,000	399,069	428,719	407,154	↑	Performance is better than target and better than this time last year for this indicator.	Culture and Leisure
DC4	% of appeals allowed against refusal of planning permission	Smaller is Better	30%	30%	11.1%	24%	↑	The service reviews all appeal decisions and keeps an eye out for trends so that any issues in our decision making can be addressed. Performance is better than target and better than this time last year for this indicator.	Regulatory Services
(ex) NI157a	Processing of major applications within 13 weeks (%)	Bigger is Better	60%	60%	80%	45%	↑	This quarter 4 of the 5 major applications were issued in the statutory timeframe. Performance is better than target and better than this time last year.	Regulatory Services
H1	Percentage of Leaseholder Service charge arrears	Bigger is Better	95%	19.4%	36.4%	28.8%	↑	This is a new indicator that has been added to the Corporate Performance Reports and is	Homes and

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
	(excluding major works) collected (quarterly snapshot set against estimated and actual figures)							significant as the leaseholder picks up some of the costs of the repairs to properties. Performance is better than target this quarter and better than this time last year.	Housing
H2	Percentage of repairs completed on time (including services contractors)	Bigger is Better	90%	90%	92.3%	89.6 %	↑	This is a new indicator that has been added to the Corporate Performance Reports and monitors repairs to Council properties. Performance is better than target this quarter and better than this time last year.	Homes and Housing
H5	% of rent arrears against rent debit	Smaller is Better	2.5%	2.5%	2.4%	2.4%	→	Performance is better than target and is the same as this time last year for this indicator. The income recovery team have an action plan in place to ensure recovery action is taken without delay and cases are progressed within timescales. In addition, Welfare Reform is expected to impact this indicator and the Welfare Reform Working Group will be monitoring rent arrears and addressing any challenges in 2013/14.	Homes and Housing
H4	Number of homes made decent	Bigger is Better	2,224	108	108	New Indicator	NA	This is a new indicator that has been added to the Corporate Performance Report and has replaced ' % Decent Council Homes ' as it is more indicative of homes being made decent. Performance is on target this quarter. As this is a new indicator for 2013/14, no DoT is available.	Homes and Housing

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
H3	Average void to re-let times	Smaller is Better	22 days	22 days	25 days	25 days	→	<p>This is a new indicator that has been added to the Corporate Performance Report. The indicator is a driver of insuring there is a minimum waiting time between when a property is void and when it is re-let and is significant as the Council does not receive rates for void properties.</p> <p>Performance is worse than target this quarter but the same as this time last year. This is due to a number of contributing factors including the Council's programme to encourage residents to downsize, resulting in larger properties becoming available. This has impacted turn-around times. In addition there are some concerns associated with the contractor and staff capacity which have been highlighted to senior management so that appropriate action can be taken.</p>	Homes and Housing
(ex) NI157b	Processing of minor applications within 8 weeks (%)	Bigger is Better	65%	65%	31%	71%	↓	<p>Performance is lower than target this quarter. This is due to the impact of legislative changes plus case officer turnover and higher than normal case officer sickness absence during this period which has affected continuity of application handling and decision-making speed.</p> <p>Corrective Action</p> <p>Additional resources have now been put in place to help get performance back on track during Quarter 2 of 2013/14.</p>	Regulatory Services
(ex) NI157c	Processing of other applications within 8 weeks (%)	Bigger is Better	80%	80%	40%	89%	↓	<p>Performance is lower than target this quarter. This is due to the impact of legislative changes plus case officer turnover and higher than normal case officer sickness absence during this period which has affected continuity of application handling and decision-making speed.</p> <p>Corrective Action</p>	Regulatory Services

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
								Additional resources have now been put in place to help get performance back on track during Quarter 2 of 2013/14.	
(ex) NI155	Number of affordable homes delivered (gross)	Bigger is Better	250	Annual	Annual	Annual	NA	This is an annual indicator and has been included for information purposes only.	Homes and Housing

Individuals - to value and enhance the lives of our residents

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
L5	Total number of Careline and Telecare users in the borough	Bigger is Better	4,000	3,850	3,931	3,496	↑	The original annual target for this indicator was 3,900, but this has been increased to 4,000 in light of good performance in Quarter 1. This is partly down to good performance throughout 2012/13 and the year-end figure of 3,797 which was significantly better than the 2012/13 year-end target of 3,600.	Homes and Housing
L3	% of people who, having undergone reablement, return to ASC 91 days after completing reablement and require an ongoing service	Smaller is Better	6%	6%	4%	6%	↑	Performance is better than target in Quarter 1 with only 5 service users requiring a service after 91 days. This is an improvement on performance at the same time last year when 9 service users had returned. It continues to demonstrate the benefits of reablement at preventing a need for longer term services.	Adult Services
(ex) NI130/1C (ii)	Direct payments as a proportion of self-directed support (%)	Bigger is Better	15%	13.7%	14.1%	12.1%	↑	The service has done a lot of work to improve performance for this indicator and this has paid off, with performance better than target in Quarter 1. Staff will continue to encourage and support customers to take up this option.	Adult Services

Page 197

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
(ex) NI131/2C (ii)	Number of delayed transfers of care from hospital attributable to Adult Social Care (ASC) and health per 100,000	Smaller is Better	3	3	1.1	4.5	↑	<p>This is a partnership indicator between Adult Social Care (ASC) and Health relating to hospital discharges which measures the total number of delayed discharges across the system including in the hospital itself.</p> <p>Performance is better than target for this indicator. There were just 4 delays this quarter, compared to 20 delays for the same period last year. Closer working practises with Health colleagues have assisted greatly in reducing this figure. The reduction in DTOC is occurring at the same time as the new Community Treatment Team is embedded at A&E Queen's. This team is screening patients who potentially may not need to be admitted in the first place. This in turn creates sufficient bed provision. Hence less pressure on hurried discharges.</p>	Adult Services
(ex) NI131 2C (iii)	Delayed transfers of care that are attributable to Adult Social Care only per 100,000 population	Smaller is Better	1	1	1	New PI	NA	<p>This is a new indicator that has been added to the Corporate Performance Reports as it highlights delayed transfers of care that are attributable to ASC only.</p> <p>There were just 3 delays this quarter, compared to 11 delays with social care responsibility for the same period last year. Closer working practises with Health colleagues have assisted greatly in reducing this figure. The reduction in DTOC is occurring at the same time as the new Community Treatment Team is embedded at A&E Queen's. This team is screening patients who potentially may not need to be admitted in the first place. This in turn creates sufficient bed provision. Hence less pressure on hurried discharges.</p>	Adult Services

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
CY2	% of placements lasting at least 2 years	Bigger is Better	68%	70%	70%	57%	↑	At the end of Quarter 1, 70% of our eligible looked after children (LAC) aged under 16 years had been in the same placement for at least 2 years. Performance is on target and better than this time last year.	Children's Services
CY13	% of Child Protection Plans lasting more than 24 months	Smaller is Better	4%	4%	0%	0%	→	Performance is better than target this quarter and the same as this time last year for this indicator.	Children's Services
(ex) NI130/1C (i)	% of people using social care who receive self-directed support and those receiving direct payments	Bigger is Better	70%	43.5%	42.7%	44.7%	↓	All teams are encouraged to ensure that Self-Directed Support is the method of choice at the assessment process and review stages. There is a small review team operating to complete outstanding homecare reviews which will include transferring traditional cases where possible to Self-Directed Support. Performance is just worse than target this quarter, although within the 10% tolerance. It is envisaged that the end of year target will be met.	Adult Services
(ex) NI065	% of children becoming the subject of a Child Protection Plan for a second or subsequent time within 2 years	Smaller is better	4%	4%	10%	0%	↓	At the end of Quarter 1, 21 children had become the subject of a Child Protection Plan, of which 2 children (siblings) became subject of the plan for the second time within 2 years, giving a figure of 10%. Although, this is significantly higher than the target figure, it is very early in the year. Corrective Action Work is underway through the Quality Assurance group to determine whether children are being 'de-planned' too early. This indicator will be closely monitored due to concerns that more young people will soon be subject of a Child Protection Plan for second / subsequent time within two years.	Children's Services

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
13	% children who wait less than 21 months between entering care and moving in with their adopting family	Bigger is Better	55%	55%	43%	New PI	NA	<p>This is a new indicator to be added to the Corporate Performance Report. This is because adoption is a focus, both locally and nationally, reflected by new adoption scorecards that all local authorities will need to report on. Performance is worse than target for this indicator, however as no DoT is available, a RAG status has not been provided.</p> <p>In Quarter 1, 3 out of the 7 children that have been adopted so far this period waited less than 21 months between entering care and moving in with their adoptive families. Changes to the court system meant that adoption cases should move quicker through the courts in 2013/14 and the service is confident that as a result performance for this indicator will improve throughout the year. No further corrective action is therefore required.</p>	Children's Services
R9	% of residents that give up their time to volunteer (YCYS survey)	Bigger is Better	New indicator	NA	25%	New PI	NA	<p>This is an annual indicator based on the Your Council Your Say Survey, but has been included in this report because the 2013 survey data has recently been released. No target has yet been set and next year's target will be to see an increase on this year's outturn.</p> <p>A quarter (25%) of residents said that they give up free time for voluntary or unpaid work and 16% of residents said that they would like to volunteer in their local area. Residents aged 16-24 and 65-74 are most likely to volunteer.</p>	Corporate Policy and Community
L6	Number of extra care housing units in the borough	Bigger is Better	TBC	Annual	Annual	Annual	NA	<p>This is an annual indicator and has been included for information purposes only. A target is yet to be determined for this indicator as the Extra-Care Housing Strategy is still in development.</p>	Homes and Housing
PH1	Chlamydia diagnoses (quarterly, but with a time lag of up to two quarters)	Bigger is Better	475 positive cases	NA	Not yet available	NA	NA	<p>This is a new indicator to be added to the Corporate Performance Report.</p>	Public Health

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
								The outturn for this indicator will not be available until Quarter 2.	
PH2	Participation in National Child Measurement Programme (NCMP)	Bigger is Better	85% for Reception and Year 6	Annual	Annual	Annual	NA	This is an annual indicator and has been included for information purposes only.	Public Health
(ex) NI125/2B	Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement services	Bigger is Better	TBC	Annual	Annual	Annual	NA	This is an annual indicator and has been included for information purposes only.	Adult Services

Value - to deliver high customer satisfaction and a stable council tax

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
CS11	% of NNDR collected	Bigger is Better	96.5%	31.88%	33.76%	31.88%	↑	Performance is better than target and better than this time last year for this indicator.	Exchequer Services
CS1	% of council tax collected	Bigger is Better	97%	30.70%	30.77%	30.70%	↑	Performance is better than target and better than this time last year for this indicator.	Exchequer Services
CI1	Sickness absence rate per annum per employee (days)	Smaller is Better	7.6 days	7.6 days	7.9 days	8.2 days	↑	Work to reduce levels of sickness across the Council is on-going, including the implementation of a new Managing Sickness Absence policy, updated training for managers in dealing with sickness absence, and the on-going development and improvement of sickness absence monitoring. Performance is just worse than target, but is within the 10% tolerance. There has also been considerable improvement compared to this time last year. The sickness figure including the former ALMO, Homes in Havering is 8.77 days.	Corporate (Provided by Internal Shared Services)
CS4	Speed of processing changes in circumstances of HB/CTB claimants (days)	Smaller is Better	18 days	18 days	19.4 days	22.7 days	↑	Performance is just worse than target but within the 10% tolerance. Performance is better than this time last year and has also improved since Q4 2012/13 when the outturn was 21.2 days.	Exchequer Services

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
ISS10	% of suppliers paid within 30 days of receipt, by Transactional Team, by invoice	Bigger is Better	97%	97%	96%	98%	↓	In 2013/14, No PO and No Pay, identification of disputed invoices and more efficient passing of invoices to ISS should see the year-end target exceeded. One Oracle will also allow improved reporting on the submission of late invoices by services to allow targeted intervention. Performance is just worse than target at the end of Quarter 1, but within the 10% tolerance.	Corporate (provided by Internal Shared Services)
CS21	% customer satisfaction with the Contact Centre	Bigger is Better	85%	85%	85%	New Indicator	NA	Performance is on target for this indicator. This time last year the service was only monitoring satisfaction through the call centre, therefore performance is not comparable and no 'DoT' has been included.	Customer Services
Page 202	% of Corporate Complaints escalated to Stage 2	Smaller is Better	10%	10%	5.3%	New PI	NA	This is a new indicator that has been added to the Corporate Performance Report as it provides more context around satisfaction with complaints by looking at the small percentage of complaints that are escalated to the Head of Service due to the customer's dissatisfaction with the initial response. Performance is better than target this quarter.	(Corporate) Provided by Exchequer Services
CS3	Speed of processing new HB/CTB claims (days) (NEW)	Smaller is Better	24 days	24 days	39.7 days	31.8 days	↓	A strategy to improve performance for this indicator is in place and we are using additional government funding to clear the outstanding work. Actions are progressing; however a drop in performance during Quarter 1 was anticipated whilst the backlog is cleared. Corrective Action Performance is expected to improve next quarter; therefore no additional corrective action is required.	Exchequer Services

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
CS10	% of Member/MP enquiries completed within 10 days	Bigger is Better	90%	90%	66.7%	83.2%	↓	<p>In total, 66% of all enquiries logged in Quarter 1 were for Streetcare, which has recently undergone a restructure and consequently this has impacted performance. However, performance has improved throughout the Quarter; in April the figures was 52%, but this improved to 63% in May and 85% in June.</p> <p>Corrective Action</p> <p>In light of the increase in performance throughout Quarter 1, performance is expected to improve throughout Quarter 2; therefore no further corrective action is required.</p>	(Corporate) Provided by Exchequer Services
CS7	% of corporate complaints completed within 10 days	Bigger is Better	90%	90%	TBC	73.9%	NA	Data for this indicator is in the process of being cleansed for one service area and data quality checks are being carried out to ensure accuracy of reporting. Therefore no outturn can be provided at this stage.	(Corporate) Provided by Exchequer Services
TBC	% of queries resolved at first point of contact	Smaller is Better	TBC	TBC	NA	New PI	NA	This is a new indicator that has been added to the Corporate Performance Report. The Council is unable to measure the indicator at present, but hopes to be able to do so via CRM later in 2013.	Customer Services

Partnership Performance Indicators (Council not solely responsible for target and/or performance)

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
CSP1	The number of burglaries reported	Smaller is Better	2,589	645	586	646	↑	<p>This indicator is subject to seasonal fluctuations. At this time of year, there are fewer burglaries than the latter part of the year. The Havering Community Safety Partnership (HCSP) is increasing the amount of “cocooning” whereby houses either side, opposite and behind a house that has been burgled are visited and given specific advice on how to stop them becoming a victim also. Advice to wider communities is also taking place as well as the targeting of known burglars through community engagement activity.</p> <p>Performance is better than target this quarter and also better than this time last year.</p>	Corporate Policy and Community
CSP2	The number of anti-social behaviour incidents reported	Smaller is Better	5,970	1,492	1,507	1,347	↓	<p>The Metropolitan Police Service in conjunction with partners is targeting anti-social behaviour through themed days over the next few weeks to address the issue. In addition the implementation of the Local Policing Model, which will see Police Officers aligned to Safer Neighbourhood Teams to reinforce existing ward-based policing, should boost police and support staff to tackle these anti-social behaviour and related issues.</p> <p>Performance is slightly worse than target this quarter.</p>	Corporate Policy and Community
(ex) NI131/2C (i)	Overall number of delayed transfers of care from hospital per 100,000 population	Smaller is Better	7	7	4.6	15	↑	<p>This is a partnership indicator relating to hospital discharges which measures the total number of delayed discharges across the system including in the hospital itself.</p> <p>Performance is better than target this quarter. There were only 13 delays in April and this reduced to just 4 in May. This compares to 57 delays at the same point last year. Closer working</p>	Adult Services

Ref.	Indicator	Value	2013/14 Annual Target	2013/14 Quarter 1 Target	2013/14 Quarter 1 Performance	2012/13 Quarter 1 Performance	DOT	Comments	Service
								practises with Health colleagues have assisted greatly in reducing this figure. The reduction in DTOC is occurring at the same time as the new Community Treatment Team is embedded at A&E Queen's. This team is screening patients who potentially may not need to be admitted in the first place. This in turn creates sufficient bed provision. Hence less pressure on hurried discharges.	
(ex) NI112	Teenage pregnancies per 1,000 population (< 18 year old girls)	Smaller is Better	35	35	32 (Q1 2012/13)	35.1 (Q1 2011/12)	↑	<p>The most recent figures released by the Office for National Statistics are for the first quarter of 2012. Performance is better than for the same period the previous year. However, there has been an increase in conceptions compared to Quarter 4 2011/12 when the rolling average was 28.0 per 1,000 girls. Despite this, performance is still better than target.</p> <p>NB. The figures do not correspond to the 2011/12 annual target and a RAG and DoT cannot be stated. This is because the ONS release conception statistics around 14 months after the period to which they relate (as information on a birth may not be available until 11 months after the date of conception and the ONS then require 3 months to compile the conception statistics).</p>	Public Health
PH3	Take up of NHS Health Checks (quarterly)	Bigger is Better	16.5% offered 49% of those offered, received	NA	Not yet available	NA	NA	<p>This is a new indicator to be added to the Corporate Performance Report.</p> <p>The outturn for this indicator will not be available until Quarter 2.</p>	Public Health
SC13	Casualty reductions - killed and seriously injured in Road Traffic Accidents	Smaller is Better	65	Annual	Annual	Annual	NA	This is an annual indicator and has been included for information purposes only.	Streetcare

This page is intentionally left blank

CABINET
25th September

Subject Heading:	Civic Pride Member Project
Cabinet Member:	Councillor Robert Benham
CMT Lead:	Cynthia Griffin
Report Author and contact details:	Mark Leech, Head of Communications, mark.leech@havering.gov.uk 01708 434373
Policy context:	This project was created to increase a sense of civic pride in Havering and contribute to an improved quality of life
Financial summary:	This project was delivered with existing resources, augmented by some additional funding to support specific activities.
Is this a Key Decision?	No
When should this matter be reviewed?	N/A
Reviewing OSC:	Towns & Communities

The subject matter of this report deals with the following Council Objectives

Ensuring a clean, safe and green borough	<input type="checkbox"/>
Championing education and learning for all	<input type="checkbox"/>
Providing economic, social and cultural activity in thriving towns and villages	<input checked="" type="checkbox"/>
Valuing and enhancing the lives of our residents	<input type="checkbox"/>
Delivering high customer satisfaction and a stable council tax	<input type="checkbox"/>

SUMMARY

At the beginning of this term, ten Strategic Administration Projects were established to help deliver services more effectively and in new ways. The Projects were each to be driven by a Member of the Cabinet, working with a select team of officers, representing a diverse variety of disciplines within the Council.

The projects were:

**Council Effectiveness
Think Family
Open Government
Community Action
Harold Hill Ambitions**

**Neighbourhood Responsibility
Civic Pride
Future Financing
Rainham Compass
Romford Regeneration**

In the last year of this Administration, each Project will be reporting back to Cabinet, to note the achievements attained and the progress made.

The **Civic Pride** project has now been completed.

The project:

- **Supported and encouraged local celebration to mark the Diamond Jubilee of Her Majesty the Queen** including the staging of public events and the facilitation of nearly 100 street parties in Havering.
- **Saw the introduction of a Visitor Centre** to capitalise on interest in East London during the Olympics, which is now being used to promote the Borough and its attractions to visitors and residents alike
- **Celebrated our armed forces** through popular annual parades and the award and exercising of Freedom of the Borough for the Royal Anglian Regiment.
- **Brought people together**, at a range of successful public events and oversaw the growth of the Havering Show as a free event attended by 50,000 people

RECOMMENDATIONS

That the Cabinet note the outcomes delivered by the Civic Pride project.

REPORT DETAIL

1. BACKGROUND

- 1.1 The 'Civic Pride' project was launched in May 2011 and reflected a long-held Administration commitment to developing civic pride through public events and community celebrations.
- 1.2 It can be described as completed, having delivered its main objectives over the past two years – with a particular focus on 2012, as Havering enthusiastically joined the national celebrations for the Diamond Jubilee and Olympic and Paralympic Games.
- 1.3 However, 'Civic Pride' as a priority for the Council did not begin in 2011, nor does in end in 2013. The promotion of civic pride and support for the Armed Forces will continue. For instance, plans are being developed to commemorate the 100th anniversary of the outbreak of the First World War in 2014.

2. OUTCOMES FROM THE PROJECT

Celebrating the Diamond Jubilee

- 2.1 The Council was determined to celebrate 60 years of Her Majesty's reign with celebrations, both civic and private, across Havering. To that end a range of events were planned in the lead up to the Jubilee.
- 2.2 Discussions were held with the Deputy Lieutenant about making a 'bid' to Buckingham Palace for a Royal Visit during the Jubilee celebrations, as part of the Queen's tour of the country. A proposal was drawn up and passed to Buckingham Palace by the Deputy Lieutenant, who wholeheartedly supported the bid. Feedback was very positive, but the Palace took the view that the Queen's last visit to Romford in 2003 was comparatively recent and it was decided that Redbridge would host the East London leg of the Queen's tour of the Capital.
- 2.3 The Council decided to press ahead with a programme of events spread across four days to mark the Jubilee:
- 2.4 Celebrations began with a special Diamond Jubilee Market in Romford, with bunting and street entertainment, on 2nd June 2012.
- 2.5 Sunday June 3rd began with a well-attended service of Thanksgiving at St Edward's Church in Romford, attended by the Mayor, a number of Councillors and members of local faith communities.

- 2.6 Following the service, Romford Marketplace was the venue for the Diamond Jubilee Romfest event, featuring a colourful parade and music from a variety of local and national acts. The event was dogged by poor weather, which affected attendance, but the hundreds who came along celebrated with gusto.
- 2.7 The following day saw a fun-run and sports festival in Raphael Park, preceding the Friends of Raphael Park's popular Music in the Park event. The Mayor, Leader and other dignitaries spent the evening at Havering-atte-Bower for the lighting of a Diamond Jubilee Beacon, organised by local scouts. Closing the Borough's formal celebrations on 10th June was a specially-themed Langton's Concert, which as ever, was extremely popular.
- 2.8 Children were a particular focus throughout the celebrations. 60 primary schoolchildren from across the Borough, received 'Diamond Tickets' making them guests of honour at the Romfest event. They and their families also enjoyed a special picnic at Langtons Park in the lead up to the Jubilee, culminating in a balloon release.



- 2.9 Most pleasing of all was the outpouring of pride from the local communities across Havering, which came together to put on events and to celebrate with friends and families.
- 2.10 The Council enthusiastically embraced Government entreaties to cut the red tape around street parties and allow as many as possible to go ahead. Havering published clear and easy-to-follow guidance for running a street party and adopted a very light touch approach to the oversight of them.
- 2.11 Under Havering's guidelines, street parties would incur no charge from the Council, with the Authority absorbing the costs of legal notices and signage to close streets. The Communications team co-ordinated street party requests, only stipulating that they shouldn't take place on a bus route or main road. They suggested alternative locations where appropriate, including parks and open spaces. StreetCare supplied signage and

collected waste afterwards. This team effort saw nearly 100 street parties authorised – one of the highest numbers in London.

- 2.12 As well as street parties, many community groups across Havering organised celebrations of their own. And in a lasting tribute to Her Majesty, two playing fields – formerly Brittons and Park Lane – were designated Queen Elizabeth II Playing Fields.

Maximising the ‘Olympic Effect’ – Havering Visitor Centre

- 2.13 Havering residents showed their passion for the London Olympic and Paralympic Games on 22nd July 2012 when the Olympic Torch was carried through the Borough by a succession of torchbearers. An estimated 150,000 people lined the route through the Borough. Encouraged by the Council, community groups staged activities along the route. There were also designated event spaces along the route in Romford, Rainham and Hornchurch providing entertainment for the crowds and a focus for media attention. TV coverage of the day’s relay, which also took in Redbridge, Barking & Dagenham and Bexley, were dominated by footage shot in Romford and in Hornchurch, where world-renowned pianist Lang Lang carried the torch.



- 2.14 To maximise the ‘Olympic effect’, as demonstrated on that July day, Havering Visitor Centre had opened in April 2012. Discussions with the local business community had shown support for such a move and when the Centre opened in South Street Romford, it welcomed many visitors to the area who were in east London for the Olympic and Paralympic Games.
- 2.15 With the Games now a year behind us, the Visitor Centre remains a focal point for visitors to Havering, as well as residents who are keen to know more about what’s on and what’s available in their Borough. More than 20,000 people have visited the centre since its opening and it still welcomes around 700 people per month.



- 2.16 It is open five days a week, including weekends and carries promotions for events and local services. An electronic screen provides information 24 hours a day.
- 2.17 The very popular Discover Havering guide was first published in 2012 and is now in its second edition. It is available from the centre, which also acts as a focal point for many events that take place in Romford – including the Christmas Lights Switch On (when it dished out free mince pies) or various Armed Forces parades (when it handed out flags).

Celebrating our Armed Forces

- 2.18 Havering has strengthened its support for the Armed Forces over recent years. The signing of a Community Covenant in 2012 underlined the enormous respect felt by the local community for the Armed Forces, which the Council reflected in the Covenant.
- 2.19 The Civic Pride project sought to underline this support with a series of public events. These events, including the Annual Armed Forces Day, have given local people a chance to show their gratitude for the sacrifice and commitment of our service personnel.
- 2.20 Armed Forces Day is marked in June each year. In Havering the Council has established as part of the project, an annual parade, culminating in a reception at the Town Hall. The Armed Forces Day flag is raised at the Town Hall in the run-up to the event. In recent years, the parade has included veterans, cadets and serving members of the local Territorial Army.



2.21 In 2010, Havering awarded the Freedom of the Borough to the Royal Anglian Regiment. In November 2012, the 1st Battalion exercised that Freedom to mark their homecoming from operations in Afghanistan. The event consisted of a parade through Romford and an inspection by the Mayor in the Market Place, followed by a reception for the soldiers.

2.22 Thousands watched the parade and the Battalion was delighted with their visit. Commanding Officer, Lt Col Mick Aston MC, said: “It was a brilliant day. I was astounded with the number of people we had come and see us, and the support we have always had from the people of Romford and the Borough of Havering.”



2.23 Private Paul Lashbrook (20), a former pupil at Bower Park School was one of the soldiers on parade. He said: “It’s been a great day. One I will remember for a long time to come. It’s great to see so many people come out to support us.”

Bringing people together – family events

- 2.24 One of the cornerstones of Civic Pride – both as a specific project and before that as an Administration priority – has been the desire to bring communities and neighbours together at a range of family events.
- 2.25 A particular focus of the project was the promotion of free events that provided local families a day, or evening out, at a difficult time for many, with the economy struggling and money tight.
- 2.26 The annual Christmas Lights Switch On continues to pack the Market Place in Romford each November. The Council has adopted a winning formula – local acts and children’s characters. Attendance for the last two years has averaged around 10,000 in Romford -but several town centres have their lights and trees, with switch-on events of their own. Communities across Havering continue to come together to celebrate the start of the Christmas season.



- 2.27 Another perennial success is Romford Market’s St George’s Day celebrations. The Civic Pride project has prominently featured national celebrations as occasions all residents can share in, whatever their personal heritage or background and Havering Council has an established view that national pride, properly expressed and encouraged, can then be translated into local civic pride.



- 2.28 The Havering Show has been an established event in the Borough calendar for many years. In 2008 the Administration reviewed the funding for the event and its operating model and decided to make the Havering Show free to enter. The numbers of visitors increased exponentially, and, as part of the Civic Pride project, the Show has been improved and has grown.



- 2.29 In 2012 the Showground was extended to allow additional room for a Big Top and Classic Cars – two very popular attractions that returned in 2013. The additional space also allowed for the growing popularity of the Show and the greater attendances, drawn by its successful blend of both local and nationally-renowned music acts, arena entertainment, a fun fair, craft and general stalls, children’s entertainment, food and drink.
- 2.30 In 2011, as part of the project, an additional day was added to the Show. ‘Hornchurch Live’, on the Saturday of the August Bank Holiday weekend, was to be trialed as a music event aimed at a younger audience. Its first year was enough of a success to warrant a second trial in 2012. That year, the site was subjected to violent electrical storms and the event was closed at the half way point. The final trial, last month, also fell victim to the weather. The pre-event ‘buzz’ on social media and among local young people was drowned out by torrential rain on the day. The event went ahead, but the attendance was understandably low.
- 2.31 However the skies cleared and the sun shone for the Havering Show in 2013, resulting in the most successful ever event. Around 50,000 people are

estimated to have attended over the two days of the Show – headlined by the Tremeloes and The Hollies. Feedback has been overwhelmingly positive from all quarters:

Facebook:

Rita P loved the Tremeloes, the fab Hollies....the dogs..in fact this was one of the best years, it did help as the weather was beautiful..we had a lovely day..

Paula D Worth moving to Essex for this weekend !! Loved it xx Well done to everyone involved in my family's lovely weekend

Rspca Essex Havering Branch Thanks for a fantastic show the team did an amazing job

John H Well done to everyone - biggest crowds I've seen since it started

Romford Recorder:

Quoting attendee Angie Harris "I come every year with the family and grandkids and it just keeps getting better and better."

By phone:

Mrs Mitchell, Hornchurch: "Thanks for the nice time and the entertainment, I really enjoyed myself. There must have been a lot of hard work behind the scenes and it really paid off."

3 PRINCIPLES

- 3.1 Three principles ran through the Civic Pride project – a focus on community engagement; a commitment to celebrate and reflect the diversity of the Borough and a focus on family-friendly activities.
- 3.2 Community engagement was both an outcome of our events programme and an integral part of the planning process. Whether that was engagement with a number of veteran's groups in the planning of the Armed Forces events, engagement with young people in the lead up to the Hornchurch Live festivals or the involvement of local businesses and charities to support and take part in the Havering Show. At the events, efforts were made to engage visitors with council activities and provide a forum for feedback – most notably at the Havering Show which undertook a number of activities to both gather comments from residents and promote council initiatives such as the Cleaner Havering campaign.



- 3.3 Wherever feasible events have both reflected the diversity of the Borough and made allowances to ensure an equality of opportunity to enjoy the events to people with disabilities. The Council introduced a disabled viewing platform at the Hornchurch Live/Haverin Show events and work with event management contractors to provide dedicated viewing areas. During the celebration of the Jubilee across the Borough, including at schools, events promoted the diversity of the Commonwealth and cultural events seek to include a flavour of the Borough's diversity in their entertainment programmes.
- 3.4 Finally, the importance of family-themed events is apparent from the summary in this paper of the Civic Pride activity. All events are promoted to a wide family audience – with many centred around entertainment for children.

4 CONCLUSION

- 4.1 Much of the Civic Pride project now forms part of the mainstream work of a number of service areas, from Communications to Regeneration.
- 4.2 Financial challenges in the year ahead will undoubtedly have an impact on how much can be done to maintain the momentum of the last two years. However, the principle of bringing local people together in celebration of national or local milestones, achievements and strengths, remains part of the Council's ideology.

REASONS AND OPTIONS

Reasons for the decision:

This report is being brought to Cabinet to provide Members with an overview of what the Civic Pride Member project delivered between 2011 and 2013.

Other options considered:

N/A

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications arising from this report, as its recommendation is simply to note the report. Activity in future years would require appropriate budget allocation.

Legal implications and risks:

There are no legal implications or risks arising from this report.

Human Resources implications and risks:

There are no HR implications arising from this report.

Equalities implications and risks:

This Member Project has always strived to address the Council's obligations under the Public Sector Equality Duty to minimise barriers to accessing public services, for all customers, but particularly those with 'protected characteristics' under the Equality Act 2010. The Civic Pride events were designed to bring communities together, celebrating diversity whilst emphasising the common ground that unites people as residents of Havering. Wherever possible the events and activities described have made reasonable adjustments to welcome and engage with residents of all background and abilities.

BACKGROUND PAPERS

None.