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TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE AGENDA

7.30 pm	Tuesday 20 June 2017	Committee Room 3B - Town Hall

Members 9: Quorum 4

COUNCILLORS:

Conservative (4)	Residents' (2)	East Havering Residents' (1)
Steven Kelly Robby Misir Frederick Thompson Carol Smith	Jody Ganly June Alexander	Linda Hawthorn (Vice-Chair)

UKIP (1)	Independent Residents' (1)
Lawrence Webb (Chairman)	Michael Deon Burton

Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

What is Overview & Scrutiny?

Each local authority is required by law to establish an overview and scrutiny function to support and scrutinise the Council's executive arrangements. Each overview and scrutiny sub-committee has its own remit as set out in the terms of reference but they each meet to consider issues of local importance.

The sub-committees have a number of key roles:

1. Providing a critical friend challenge to policy and decision makers.

2. Driving improvement in public services.

3. Holding key local partners to account.

4. Enabling the voice and concerns to the public.

The sub-committees consider issues by receiving information from, and questioning, Cabinet Members, officers and external partners to develop an understanding of proposals, policy and practices. They can then develop recommendations that they believe will improve performance, or as a response to public consultations. These are considered by the Overview

and Scrutiny Board and if approved, submitted for a response to Council, Cabinet and other relevant bodies.

Sub-Committees will often establish Topic Groups to examine specific areas in much greater detail. These groups consist of a number of Members and the review period can last for anything from a few weeks to a year or more to allow the Members to comprehensively examine an issue through interviewing expert witnesses, conducting research or undertaking site visits. Once the topic group has finished its work it will send a report to the Sub-Committee that created it and will often suggest recommendations for the Overview and Scrutiny Board to pass to the Council's Executive.

Terms of Reference

The areas scrutinised by the Committee are:

- Regulatory Services
- Planning and Building Control
- Town Centre Strategy
- Licensing
- Leisure, arts, culture
- Housing Retained Services
- Community Safety
- Social and economic regeneration
- Parks
- Social inclusion
- Councillor call for Action

AGENDA ITEMS

1   APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive.

2   DECLARATION OF INTERESTS

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

3   CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

4   MINUTES (Pages 1 - 4)

To approve as a correct record the minutes of the meetings of 19 April 2017 and to authorise the Chairman to sign them.

5   CORPORATE PERFORMANCE UPDATE - QUARTER FOUR (Pages 5 - 28)

6   REVIEW OF CABINET REPORT - REVISED HOUSING ALLOCATIONS SCHEME AND INTRODUCTION OF NEW HOMELESSNESS PLACEMENTS POLICY (Pages 29 - 36)

7   ANNUAL REPORT OF THE SUB-COMMITTEE (Pages 37 - 44)

The Sub-Committee is to note its annual report that summarise the activities during its year of operation ended May 2017.

8   DRAFT WORK PROGRAMME OF THE SUB-COMMITTEE (Pages 45 - 46)

The draft work programme is for the Sub-Committee to review and include any other issues.

Andrew Beesley
Head of Democratic Services

**MINUTES OF A MEETING OF THE
TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE
Committee Room 3A - Town Hall
19 April 2017 (7.30 - 8.45 pm)**

Present:

Councillors Lawrence Webb (Chairman), Linda Hawthorn (Vice-Chair), Jody Ganly, Steven Kelly, Frederick Thompson and Julie Wilkes.

Apologies for absence were received from Councillor Carol Smith.

26   **DECLARATION OF INTERESTS**

There were no declarations of Interest.

27   **MINUTES**

The minutes of the meeting of the Sub-Committee held on 19 January 2017 were agreed as a correct record and signed by the Chairman.

28   **MARKET TRANSFORMATION PROGRAMME - UPDATE**

The Sub-Committee was advised that planning permission had been granted for the Market House and agents had been appointed to secure a pre-let for the unit. Four contractors had been invited to submit a full tender to build the Market House. Officers advised that there were two strong contenders, one of which had already opened negotiations.

Marlborough who were the principle contractor for the utility works would be invited to undertake the Public Realm works.

The provisional programme for the works had been submitted and it was anticipated that everything would be completed by the week commencing 25 June 2018.

The Sub-Committee had concerns at the overall programme for improvement encompassing the East End, Market House and West End, car parking and public realm. They asked officers to indicate where the decision to proceed had been taken, together with full details of all the proposed works.

Cabinet at its meeting on 18 November had given an in principle approval to the proposals. This decision had been called in and referred back to

Cabinet for reconsideration. At the meeting on 16 December 2015 Cabinet had reaffirmed its decision.

The Sub-Committee requested the Overview and Scrutiny Board to carry out an in depth review of the proposals, with officers providing full details of all approvals showing clearly what proposals had been approved and by whom, a detailed Business Plan supporting the proposals and a detailed budget indicating clearly where funding had already been approved and its source, this review to be undertaken before any tender was let for the building of the Market House.

Officers had prepared a tender specification for the development of a new market brand and identity and final preparations were being made to launch a tender exercise for the appointment of a marketing specialist.

The events which had been organised in the run up to Christmas had seen an increase in footfall and officers were preparing a programme of events for 2017 commencing with activity over Easter.

The feasibility of a Christmas Lights switch-on and provision of an ice rink over Christmas and New Year, whilst redevelopment works were underway, was being evaluated.

Having established a baseline which showed the average weekly footfall was 142,133 a growth strategy would now be developed in line with the vision.

A new Market Manager had been appointed in January who was focusing on a number of key transformational areas. These included a trader incentive scheme to support recruitment and retention during the construction phase and developing an operational plan to accommodate and relocate existing permanent traders who would be displaced during the Market House build.

The Sub-Committee noted the report subject to the reservations set out above.

29 **LITERACY STRATEGY FOR HAVERING - UPDATE**

The Sub-Committee received a report providing details of the Literacy Strategy which set out how the Council and its partners would improve Literacy levels in the borough and included an Action Plan that identified the priority actions for the next three years.

The Strategy set out a Vision for Literacy for the next three years: 'For all in Havering to enjoy and feel confident in the English Language'. The purpose of the strategy was to ensure better coordination of work to support literacy development in Havering.

The Strategy and associated Action Plan focussed on the following groups:

- Early Years (0-4 Years)
- Children (5 – 11 Years)
- Young People (11-19 Years)
- Adults with Low Literacy.

Following the restructure of the Library Service in 2015/16 the service had relied on volunteers to deliver the Strategy. The biggest challenge was to engage the 11-19 age group.

The Sub-Committee noted the report.

30   **UPDATE ON 2 METRE HIGH FRONT WALLS AND APPEAL DECISION**

As requested by Council the Sub-Committee had reviewed the issue of walls which had been erected at the front of a property in the borough and any action that could be taken as a consequence. Officers advised that following the decision to refuse a lawful use certificate the owner of the premises had lodged an appeal. The inspector appointed to hear the appeal had upheld the council's position.

Officers had attempted to open negotiations with the owners to reach an equitable solution. To date the owners had not engaged.

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

31   **REPORT OF THE TOWNS & COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE - ASB IN COUNCIL TENANACY TOPIC GROUP**

The Topic Group had concluded its review and had recommended that the report be submitted to Cabinet with the following recommendation:

'Following the review exercise undertaken with officers, the Topic Group supported the Housing Services and Public Protection operating a joint service dealing with statutory noise nuisance consistently. This would be via a shared Nuisance Information Pack advising residents of the new procedure. There are various legal remedies that could be used such as Section 80 of the Environmental Protection Act 1990 and the Crime & Policing Act 2015; additionally, the Housing Service could also use Tenancy Terms & Conditions to deal with some issues relating to noise nuisance.

It is recommended that a Policy and Procedure be produced and implemented defining the new joint service. This would also demonstrate how the Council was dealing with noise nuisance in a consistent and as far as was possible tenure neutral manner for all residents.

The Topic Group had agreed that in regular communication with all tenants there would be a notice added highlighting any evictions for ASB and a gentle reminder of tenants own obligations.' The Sub-Committee were particular keen that every effort be made to communicate to tenants the actions which the Council have taken to deal with ASB in Council Tenancies.

The Sub-Committee agreed that the report and recommendations be submitted to Cabinet for consideration.

                                          Chairman

TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE,
20 June 2017

Subject Heading:	Q4 performance information
SLT Lead:	Sarah Homer, Interim Chief Operating Officer
Report Author and contact details:	**Kayleigh Walker, 01708 432080, kayleigh.walker@havering.gov.uk**
Policy context:	The report sets out Quarter 4 performance relevant to the Towns and Communities Sub Committee
Financial summary:	There are no immediate financial implications. 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.

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

Communities making Havering   [X]
Places making Havering   [X]
Opportunities making Havering   [X]
Connections making Havering   []

This report supplements the presentation attached as **Appendix 1**, which sets out the Council's performance against the Corporate Performance Indicators within the remit of the Towns and Communities Overview and Scrutiny Sub-Committee for Quarter 4 (January 2017- March 2017).

RECOMMENDATIONS

The Towns and Communities Overview and Scrutiny Sub-Committee notes the contents of the report and presentation and makes any recommendations as appropriate.

REPORT DETAIL

1.   The report and attached presentation provide an overview of the Council's performance against the corporate performance indicators relevant to the Towns and Communities Overview and Scrutiny Sub Committee.   The presentation highlights areas of strong performance and potential areas for improvement.

2.   The report and presentation identify where the Council is performing well (Green) and not so well (Amber and Red).   The RAG ratings for the 2016/17 reports are as follows:

- Red = more than the **'target tolerance'** off the quarterly target and where performance is *not improving*
- Amber = more than the **'target tolerance'** off the quarterly target and where performance has *improved or been maintained*.
- Green = on or within the **'target tolerance'** of the quarterly target

3.   Where performance is more than the **'target tolerance'** off the quarterly target and the RAG rating is 'Red', 'Improvements required' is included in the presentation. This highlights what action the Council will take to address poor performance.

4.   Also included in the presentation are Direction of Travel (DoT) columns, which compare:

- Short-term performance – with the previous quarter (Quarter 3 2016/17)

- Long-term performance – with the same time the previous year (Quarter 4 2015/16)

5.   A green arrow (⬆) means performance is better and a red arrow (⬇) means performance is worse. An amber arrow (➡) means that performance has remained the same.

6.   In total, 14 Corporate Performance Indicators have been included in the Quarter 4 2016/17 report and presentation.

Quarter 4 RAG Summary
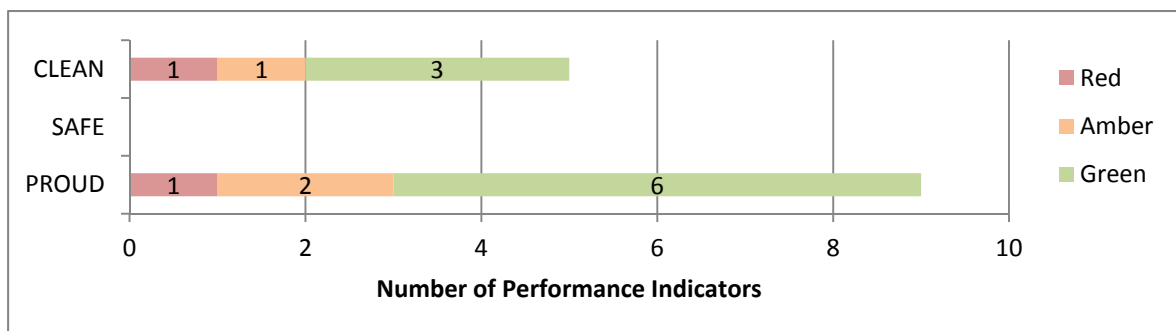
This is a decrease in performance on the position at the end of Quarter 3, when 11 indicators were RAG rated 'green' and 3 indicators were rated 'red'.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications arising directly from this report which is for information only.

Adverse performance against some Corporate Performance Indicators may have financial implications for the Council, particularly where targets are explicitly linked with particular funding streams and/or levies from other bodies. 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.

Robust ongoing monitoring is undertaken as part of the established financial and service management processes. Should it not be possible to deliver targets within approved budgets this will be raised through the appropriate channels as required.

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 HR implications or risks, involving the Council or its workforce that can be identified from the recommendations made in this report.

Equalities implications and risks:

There are no equalities or social inclusion implications or risks identified at present.

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BACKGROUND PAPERS

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Appendix 1: Quarter 4 Towns and Communities Performance Presentation 2016/17

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Annual Corporate Performance Report 2016/17

Towns and Communities O&S Committee

20th June 2017

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About the Corporate Performance Report

- Overview of the Council's performance for each of the (then) strategic goals (Clean, Safe and Proud).

- The report identifies where the Council is performing well (**Green**) and not so well (**Amber** and **Red**).

- Where the RAG rating is '**Red**', '**Corrective Action**' is included in the report. This highlights what action the Council will take to address poor performance.

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OVERVIEW OF TOWNS AND COMMUNITIES INDICATORS

- 14 Corporate Performance Indicators fall under the remit of the Towns and Communities Overview & Scrutiny sub-committee. These relate to the CLEAN and PROUD goals.

Quarter 4 RAG Summary
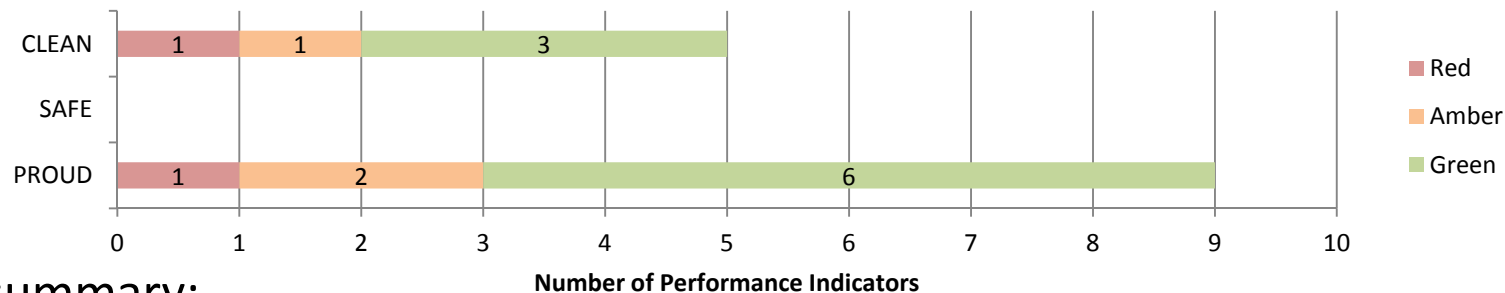
- In summary:
  - **9 indicators (64%)** have a RAG status of **Green**
  - **3 indicators (21%)** have a RAG status of **Amber**
  - **2 indicators (14%)** has a RAG status of **Red**

2016/17 Performance - Clean

Indicator	Value	2016/17 Target	Tolerance	2016/17 Performance	Short Term DOT		Long Term DOT	
CLEAN: Using our influence								
Percentage of major applications processed within 13 weeks (Note –extension of time agreements not included)	Bigger is Better	65%	±10%	30% (10 of 33) RED	→	30% (8 of 27)	↓	42% (15 of 36)
Percentage of minor applications processed within 8 weeks (Note –extension of time agreements not included)	Bigger is Better	65%	±10%	57% (237 of 418) AMBER	↑	55% (181 of 329)	↑	54% (188 of 351)
Percentage of other applications processed within 8 weeks (Note –extension of time agreements not included)	Bigger is Better	80%	±10%	76% (1,495 of 1,958) GREEN	↓	74% (1,132 of 1,524)	↓	86% (1,454 of 1,692)
Number of volunteers participating in community clean ups	Bigger is Better	256	±10%	472 GREEN	↑	370	↓	686
CLEAN: Leading by example								
Percentage of appeals allowed against refusal of planning permission	Smaller is Better	35%	±10%	31% GREEN	↓	32%	↑	44%

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Highlights – CLEAN

- The annual target of 256 for the number of volunteers participating in community clean ups was exceeded by Q3. The final year outturn is 472 volunteers that participated in 58 community clean-ups.

- In Q4 alone there were 14 community clean ups in which 102 volunteers took part. As part of the national 'Keep Britain Tidy - British Spring Clean' weekend campaign (3-6 March 2017), Havering hosted 4 community clean up events. These events took place at St. Andrew's Church and surrounding roads, New Windmill Hall, Berwick Glades within Hornchurch Country Park and Raphael's Park. Various other community groups conducted regular clean ups within different parks across the borough.

- Percentage of other applications processed within 8 weeks is under target (76%) but within target tolerance (80%).

- The 'Percentage of appeals allowed against refusal of planning permission' is better than target (31%) and better than last year (44%).
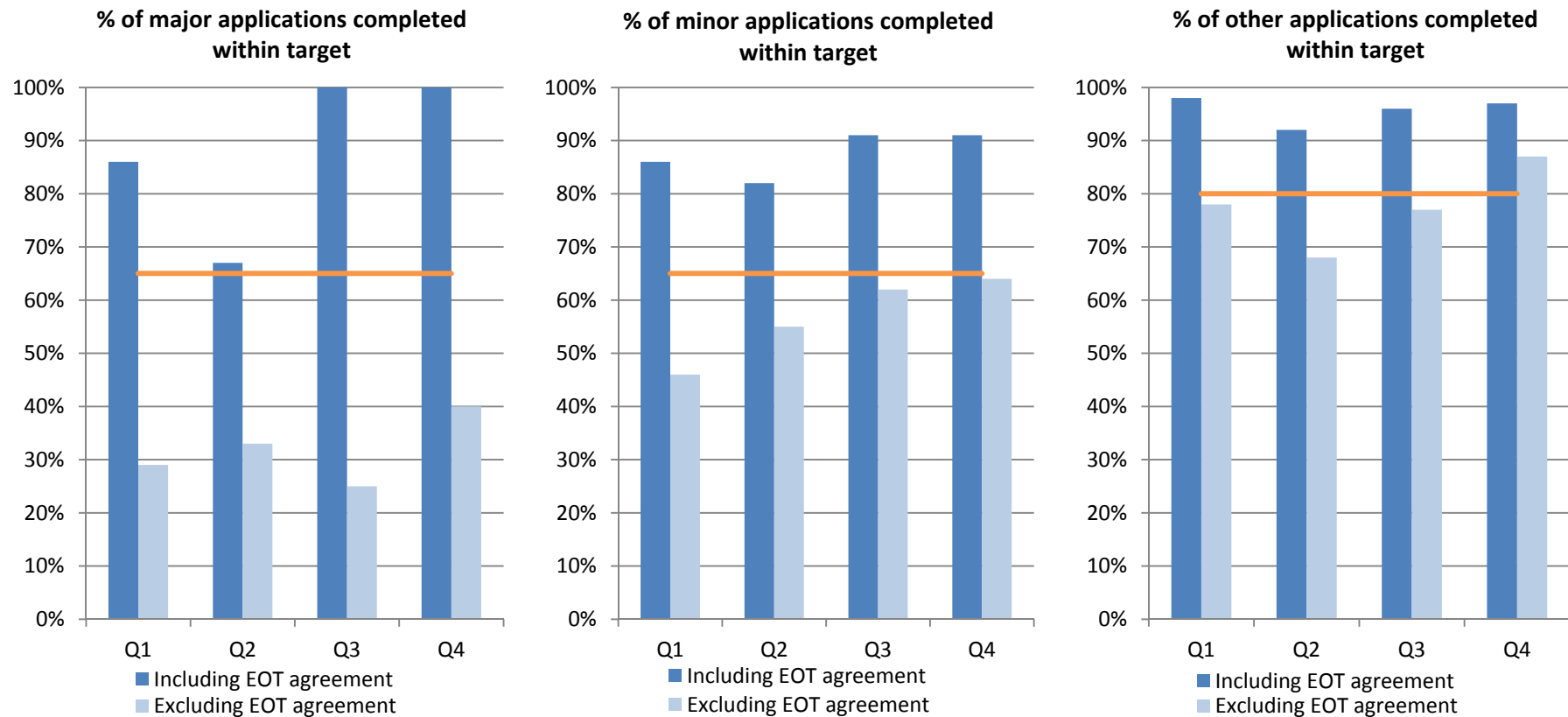
Improvements Required – CLEAN

- Major applications often need a legal agreement which can take the application beyond the target 13 week period.

- Various activities are taking place to process planning applications in the required times. These include:
  - increased promotion of Planning Performance Agreements for significant major applications
  - promotion of the pre-application advice offer
  - quick turn-round of the validation process when application is received
  - neighbour notification
  - officer visit/report and the committee date better timed to allow optimum ability to keep applications in time without requiring Extension of Time agreements.

- Separately, proposals are still progressing to outsource the initial part of planning application process which has the potential to improve overall performance. The service restructure has been completed and went live on the 1st June. Savings identified from this will contribute towards the outsourcing model which will now be taken forward, working with procurement.

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Improvements Required – CLEAN *(continued)*

Performance figures presented for planning applications processed in the required timescales do not include extension of time (EoT) agreements. Taking extension of time agreements into account, performance is significantly better. However, the service is looking at ways to reduce reliance on EoT agreements.

% of major applications completed within target

Including EOT agreement
Excluding EOT agreement

% of minor applications completed within target

Including EOT agreement
Excluding EOT agreement

% of other applications completed within target

Including EOT agreement
Excluding EOT agreement

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2016/17 Performance – Proud

Indicator	Value	2016/17 Target	Tolerance	2016/17 Performance	Short Term DOT		Long Term DOT	
PROUD: Supporting our community								
Average void to re-let times	Smaller is Better	14 Days	±10%	15.8 days RED	⬇	12.64 days	⬇	11.9 days
100 new housing units under construction for Mercury Land Holdings Limited	Bigger is Better	100	±10%	65 AMBER	➡	65	N/A	N/A
Percentage of repairs completed on time (including services contractors)	Bigger is Better	96%	±0%	90.6% AMBER	⬆	89.6%	⬇	92.3%
Number of businesses accessing advice through regeneration initiatives	Bigger is Better	600	±10%	649 GREEN	⬆	455	⬆	645
Number of potential start-up businesses accessing advice via the Business Start-up Programme	Bigger is Better	100	±10%	100 GREEN	⬆	63	⬆	44
Percentage of homes that currently meet the decency standard	Bigger is Better	98%	±10%	99.2% GREEN	➡	99.2%	⬆	98.2%
Estate inspections achieving target score	Bigger is Better	95%	±10%	95.3% GREEN	⬇	96%	⬇	96.7%
Number of physical library visits	Bigger is Better	1,017,000	±10%	1,240,028 GREEN	⬆	942,688	⬇	1,498,040

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2016/17 Performance – Proud

Indicator	Value	2016/17 Target	Tolerance	2016/17 Performance	Short Term DOT		Long Term DOT	
PROUD: Using our influence								
Increase in the number of volunteers assisting in the running of library services	Bigger is Better	450	±10%	452 GREEN	↑	404	-	N/A

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Report Highlights – PROUD

- 649 businesses have accessed advice through regeneration initiatives against a target of 600. Increased engagement has taken place via the Business Awards, Business Network and targeted business support activities. Additional work has also been completed through relocation enquiries at London Riverside Housing Zone, Angel Way and Bridge Close from CPO consultation.

- The number of potential start-up businesses accessing advice via the Business Start-Up Programme is on target, despite a delay at the start of the year whilst a new contractor was procured. The programme started in June 2016 and in the first month the contractor supported 15 start-ups and has continued to support start-ups as well as register new ones through a joint media campaigns, conferences and advice workshops. In addition, one of the start-ups from the programme launched a networking meeting in February for other local start-ups. This enabled the Council to access new start-ups for the programme as well as provide additional peer support. The programme of support is continuing into 2017/18.

- At year end, there are only 70 properties which are currently classed as non-decent standard out of 8,784.

Report Highlights – PROUD

- Performance throughout 2016/17 for Estate Inspections has been above target, despite the service undergoing a major restructure in May 2016. New software which is used to collate the performance data was introduced in October. This has resulted in more accurate data collection than in the previous six months and will be used to monitor performance going forward. A slight dip in performance occurred during October, November and February when the service standards were recorded as 94% against the target of 95%. The areas for improvement have been identified and services reviewed to improve standards.

- The annual outturn is well above target in 2016/17 for the number of physical library visits. Library hours have reduced by 33% from April 2016, however physical visits only saw a reduction of 17%.

- The number of volunteers assisting in the running of Library Services has exceeded target for this year. Volunteer Management Software has now been implemented to manage the volunteers i.e. recruitment, training, communication, roles etc. Staff have been trained to use it and generate reports to assist with the analysis and evaluation of the programme.

Improvements Required – PROUD

- The percentage of housing repairs completed on time was below target for 2016/17. During the course of 2016/17 several assurances were given by the contractor about improving performance which did not come to fruition. In direct response the Council issued a detailed Recovery Plan for the service with a deadline of March 2017 for performance to achieve 95%. This was achieved and the outturn for March was 95.4%. This improved performance should continue into 2016/17.

- During 2016/17 Housing services started the stock regeneration programme. This had an effect on the void re-let times (where lower is better) as properties were ring-fenced for decanting tenants requiring support to move. The average void to re-let time with the regeneration properties excluded is 13.4 days, which is below target (14 days).

- There were 65 units under construction for Mercury Land Holdings at the end of 2016/17 against a profiled target of 100. These are located at the Oldchurch Hospital Site in Romford. A further 44 units at 75 North Street in Hornchurch were due to start construction during Q4. However due to delays in obtaining planning permission, construction has been delayed. The developments will all be private rented flatted accommodation, primarily 1 and 2 bedrooms with some 3 bed units as well.

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Volunteers assisting in the running of library services

- The Library Volunteer Partnership model came about from the 2015/16 Organisational Restructure for the Library Service and is in line with the Organisation's Voluntary Sector Strategy.

- Library opening hours were reduced by 33% and staff by 36%. Staffing levels and opening times are set to ensure libraries can open without relying on volunteers; however the Volunteer Partnership is key to maintaining and enhancing the service to the community.

- The Library Service has worked successfully with volunteers for a number of years and was able to build on this success to increase and enhance the volunteer offer.

- A successful training package has been developed and delivered by the Reader Development Team and volunteer Management Software has been implemented to manage the volunteers i.e. recruitment, training, communication, roles. Staff are trained to use it and generate reports to assist with the analysis of the whole programme.

- Feedback from volunteers is positive and social events have been arranged maintain interest and help combat social isolation for some volunteers.

- The service is working on embedding a Community Managed Library Model whereby established voluntary groups could commit to opening a library beyond core hours. This model will require the group to have an established constitution, insurance, Health and Safety procedures. The Citizens Advice Havering (CAH) is based at Hornchurch Library and are interested in opening the Library for an additional 3 hours per week in the mornings. CAH are planning to move into Central Library later in 2017 and subject to enough CAH volunteers being recruited and the governance arrangements being put in place, a trial at Central Library will start in early 2018. If successful this arrangement would see Central Library being opened for an additional 2 hours per week and Hornchurch Library being opened for an additional 3 hours per week.

- Havering Museum expressed an interest in opening Gidea Park Library through this model, but unfortunately withdrew.

- The first table shows the average number of hours per volunteer for each activity and the number of regular volunteers per activity across the service per month. The total number of regular volunteers for quarter 4 is 174. The average number of hours per volunteer for quarter 4 is 12.5.

- The second table shows the number of active volunteers for each role. 716 is higher than the total number of active volunteers as some carry out more than one role.

| Regular Volunteer activity Q4			Active volunteers for each role (large no. of vols volunteer for more than one role) Q4	
Volunteer Roles	No. of regular Vols. Per Quarter	Ave. Hours per Vol. per Quarter per role	Role	Total no. of active Vols
Events Assistant	16	9.22	Event Assistant	57
			Family History	24
Housebound Picker / Deliverer	5	10.91	Homework Buddy	33
			Housebound Service	13
Local History	14	21	Local Studies	29
			Local Studies Publicity	9
Reading / Homework Buddies	33	11.97	Meeter & Greeter	63
Shelving Squad / Meeters & Greeters	75	10.44	Marketing & Publicity	9
			Reading Buddy	92
Techy Buddies	31	11.73	Shelving Squad	127
			Summer Reading Challenge	206
Total no. of regular vols quarter 4	**174**		Techy Buddies	54
Total ave. vol. hrs. quarter 4		**12.5**	Total	**716 (total headcount 452)**

- 264 volunteers are no longer participating as of Quarter 4. The reasons for this are listed below. Feedback from applicants / volunteers who didn't start or resigned, is sought to inform and improve volunteering offers.

Number of volunteers no longer participating Q4	
Vols. Archived - reasons	Total No. of archived Vols. (In addition to total number of vols.)
Didn't start	128
Rejected	1
Dismissed	0
Moved	6
Resigned	61
Deceased	0
Other	68
Total	264

Demand Pressures

POPULATION

DP 02: Households - GLA Projections
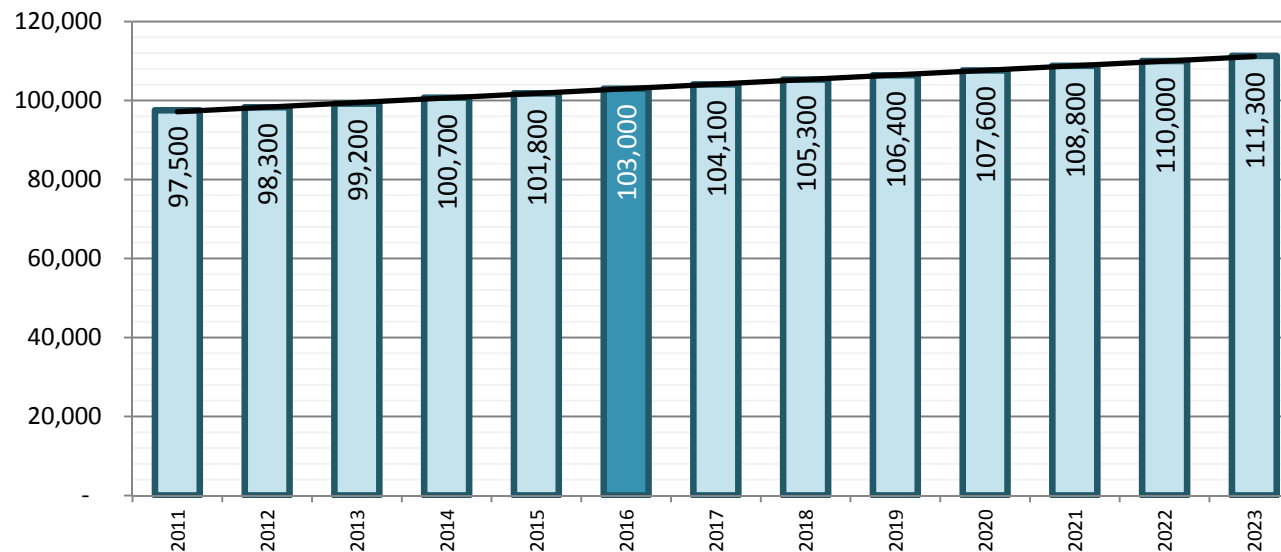
*Source: GLA round capped SHLAA Household Projections, 2015*

Using GLA estimates of the total number of households by borough, 1991-2041, the number of households in Havering has grown by 5,500 households (as at 2016) since 2011 and is projected to grow by a further 3,400 households by 2019 .

* Figures rounded to nearest 100

Demand Pressures

HOMELESSNESS

DP 19: Homeless Decisions and Acceptances

Homeless Decisions **Homeless Acceptances**
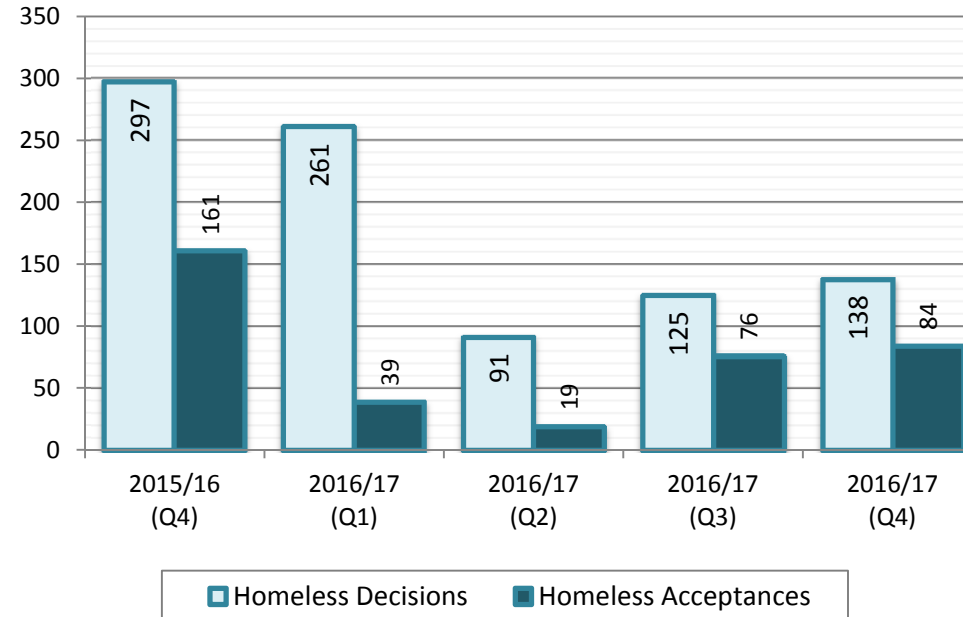
The number of homeless decisions dramatically dropped for Q2 2016/17, by 65% compared to Q1 2016/17. The number of acceptances also reduced, by 51%. Demand then increased again in Q3 2016/17 and Q4 2016/17 but not to previous levels.

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Any questions?

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TOWNS AND COMMUNITIES OVERVIEW & SCRUTINY SUB-COMMITTEE
20 JUNE 2017

Subject Heading:	Review of the revised Housing Allocations Scheme and introduction of new Homeless Placements Policy, following Cabinet decision on 15 June 2016.
Cabinet Member	**Councillor Damian White**
SLT Lead:	**Neil Stubbings** (Interim) Director of Housing
Report Author and contact details:	**Beatrice Cingtho-Taylor** Housing Demand Service Manager 01708434606 Beatrice.cingtho-taylor@havering.gov.uk
Policy context:	Housing Strategy

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

Havering will be clean and its environment will be cared for   [ ]
People will be safe, in their homes and in the community   [X]
Residents will be proud to live in Havering   [X]

SUMMARY

Following Cabinet approval in June 2016, Housing Services implemented a revised Housing Allocations Scheme and new Homelessness Placements Policy setting out how households in the borough are prioritised for accommodation. This report provides an update on the implementation of both policies.

Housing Allocation Scheme
There is a statutory requirement for local authorities to publish an Allocations Scheme that sets out in detail how households are prioritised for social housing. The Localism Act 2011 provides local authorities with discretion in constructing the scheme. The revised Allocations Scheme covers the eligibility and qualification for, and letting of, social housing in the borough. The policy objectives of the revised scheme have been met.
Homeless Placements Policy

This policy set out the Council's approach for responding to homelessness in the borough in relation to the procurement and placements of residents into temporary and settled accommodation. It clarified how and the circumstance the Council takes into account when it discharges its homelessness duty to households applying for assistance under Part VII of the Housing Act 1996. The policy similarly achieved its objectives.

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RECOMMENDATIONS

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That Members of the Towns and Communities Overview and Scrutiny Sub-Committee note:
- The policy objectives of both the Housing Allocations Scheme and Homeless Placements Policy have been achieved as set out within this report.

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REPORT DETAIL

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1. Background to the Housing Allocations Scheme

1.1 The Council's Housing Allocations Scheme is used to determine which households are offered housing assistance in Havering and to explain how vacant social housing properties are let. It therefore provides a fair and transparent framework for determining priority between those in housing need.

1.2 Havering is an area with very high demand for social and affordable housing and therefore demand outstrips supply. Over recent years, these pressures have increased significantly due to changing market conditions and as a result, the Council has seen rising numbers of applicants on the housing register.

1.3 The key objectives of the revised Housing Allocations Scheme are to:
- Provide a fair and transparent system by which people are prioritised for social housing.
- Help those most in housing need.
- Recognise residents who make a contribution to a local community.
- Make the best use of Havering's social housing including those of our partner Registered Social Landlords.

1.4 The new scheme introduced changes in 10 key policy areas. The impact of each area is detailed below to show whether the desired objectives have been achieved.

2. Policy Objective – Make the best use of Havering's social housing including those of our partner Registered Social Landlord.

2.1 **Policy Change 1 and 2 – Qualifying Criteria: Extending the residency period to a continuous period of residency from 5 to 6 years**

2.2 Under the previous scheme an applicant had to have lived in Havering for at least 5 years **or** for a continuous period of 2 years prior to submitting an application to join the housing register. The aim of the change was to simplify the residency period criteria to make it clearer for residents to understand and more efficient for frontline officers to assess. In addition it sought to restrict the limited supply of social housing for local people who have lived and contributed to the community in Havering for a reasonable period.

2.3 Since the implementation period July to March 2017, 198 (10%) applicants were declined from joining the housing register because they did not meet the 6 year continuous residency criteria. This was one of more controversial policy change; however it has shown to have had a low adverse impact, with relatively low numbers of new applications rejected.

2.4 **Policy Change 3 – Qualifying Criteria: Financial circumstances - income threshold increased from £27,500 to £36,000**

2.5 Under the previous scheme, an applicant could not join the housing register if they had a household income in excess of £27,500. The change increased the income level to £36,000. This was based on the fact that rents on private sector properties had increased and become unaffordable for household with less than £36,000.

2.6 Evidence shows residents are benefitting from this change because the number of applications rejected due to income has reduced. Before the policy change on average 26 applicants each month were rejected due to their financial circumstances being too high over the threshold. Not only did the previous policy make it difficult for a certain cohort of households to find affordable private rented sector homes but they were at increased risk of homelessness. Following the policy change, for the period July to March 2017, only 58 applicants (average of 6 a month) are rejected due to having household income higher than the threshold. Support is also being offered to rejected applicants to find homes in the private rented sector at levels they can afford.

2.7 **Policy Change 4 – Qualifying Criteria: Unacceptable behaviour**

2.8 The purpose of change was to influence behaviour by excluding applicants guilty of unacceptable behaviour from joining the housing register altogether as such behaviour would prevent the applicant from being considered a suitable tenant. Examples of unacceptable behaviour include anti-social behaviour; obtaining a tenancy by deception; sub-letting social housing; unspent housing or welfare benefit convictions; providing false or misleading information and threat or actual violence against neighbours, council staff, members and Council contractors.

2.9 From the date of policy implementation in July 2016 to March 2017, no applicant has been rejected from joining the housing register as a result of unacceptable behaviour. It

is therefore unknown whether the policy has had its desired effect. However, it should be noted that this change is likely to act as a deterrent for any applicant with a history of unacceptable behaviour from submitting an application.

3. Policy Objective - Help those most in housing need.

3.1 Policy Change 5 – Restricting the housing register to those applicants who can demonstrate a housing need

3.2 Under the previous scheme, council tenants who were adequately housed could join the housing register and be moved into alternative accommodation regardless of whether they had a housing need or not. The purpose of this change was to ensure only people who have a demonstrated housing need could access the limited supply of social housing. Examples of housing need include;
- People who need to move on welfare or medical grounds where their situation is being made worse by current housing
- People living in unsanitary, unsatisfactory or overcrowded housing and
- People who would face hardship unless moved to another area

3.3 Following the policy implementation, 353 tenants removed from the housing register after the transitional period as they were living in a suitable home. In addition, since the implementation period July to March 2017, 1510 applicants (75% of those rejected) were declined from joining the housing register as they were suitably housed. Every household on the housing register now has a housing need for alternative accommodation.

3.4 Policy Change 6 – Reduced Housing Priority

3.5 To ensure the Council meets its obligations under the homelessness legislation and the Housing Act, a reduced priority band (RP) was introduced for accepted homeless households who do not meet the 6 year residency period. This is because residency criteria under the Homelessness Legislation and Housing Act are different with the former only requiring 6 out of the last 12 months connection or family association.

3.6 Following the policy implementation, around 46% of residents in temporary accommodation who are on the housing register are now awarded the 'Reduced Priority' band. Most of the applicants are in private sector leased accommodation that meets their need. Over the period July 2016 to March 2017 only one allocation was made to a household on the RP band.

4. Policy Objective - Provide a fair and transparent system by which people are prioritised for social housing.

4.1 Policy Change 8 – Priority Banding System

4.2 The aim of this change was to simplify the priority banding system to five simple priority bands with clear criteria to make it easier to administer and explain to residents how allocations operated. Under the old system a number of qualifying conditions made it difficult for residents to understand that a fair assessment process was in

place. The change in priority reflected the severity of the impact of lack of housing on the household.

4.3 Therefore, households awarded the greatest priority are those in urgent housing need to move and those who were making a community contribution for example through working, ex-service personnel, fostering, carer etc.

4.4 Table A below outlines how the policy change has simplified the system and is reflective of need with Emergency Housing awarded to a small number of applicants with an urgent need to move.

Table A

Objective	Priority Band	Housing register – June 2017	Housing register – May 2017
Helping those in most urgent housing need	Emergency Rehousing (ER)	194 **(8%)**	56 **(2%)** 430 – regen decants (19%)
Rewarding residents with a long attachment to the borough	Community Contribution 1 (CC1) - workers	636 (24%)	228 (10%)
Rewarding residents with a long attachment to the borough	CC2 – carers, volunteer		179 (8%)
Helping those in housing need	Home seeker	1785 **(68%)**	1106 **(48%)**
Supporting residents to actively pursue suitable alternative housing options	Reduced Priority		291 (13%)
Total		**2615**	**2290**

4.5 Policy Change 10 – Choice based lettings and assisted bidding

4.6 Cabinet agreed to continue to operate a Choice Based Lettings system by advertising properties through the East London Lettings Company. However, under the previous scheme, all applicants in the 'Emergency Rehousing Band' were made a direct offer (assisted bids) which meant that although all properties are advertised, they were not available to other residents to bid on which caused frustration.

4.7 To improve system transparency and ensure equitable access, the change limited the circumstances of when assisted bids / direct offers can be made and it was agreed that any properties being directly offered would not be advertised. It was also agreed that the aim would be to retain access to 70% of properties through bidding. For the period July – March 2017, 77 out of the 408 (19%) lettings were made through direct offers.

4.8 However, since the policy change, the Council has embarked on a large regeneration programme in the borough affecting 12 council sites. Therefore, since January 2017 a Local Lettings Plan has been in place as additional guidance on how the available

supply of accommodation will be allocated to meet the need of housing register applicants and tenants who need to be decanted away from the affected estates.

4.9 Consequently, direct offers are being made to tenants on the regeneration programme and therefore form a greater proportion than the 30% previously intended. The impact of the regeneration scheme is being monitored.

4.10 Policy Change 7 – One Offer Only Policy

4.11 Under the previous scheme, there are different numbers of offers and penalties that could be made to households on the housing register depending on the household's 'priority band'. This was a complicated system for residents to understand and was a difficult system for officers to administer.

4.12 Over April 2015 to March 2016, there were 241 refusals (a total 655 properties we let during the year). This not only indicated the high level of inefficiency in lettings but also the loss of income during periods when the property remained vacant.

4.13 This change was meant to encourage applicants to make informed decisions before placing a bid for a property. Since the implementation of this change, refusals reduced to 45.

4.14 Policy Change 6 – Sheltered Housing Eligibility Criteria

4.15 Under the previous scheme there was no eligibility criterion for Sheltered Housing. This change was made to ensure that that the lifestyle of those residing in sheltered accommodation was compatible with the scheme. Residents who meet the following criteria can be housed in sheltered accommodation:

- People aged 60 years and over or aged 55-59 requiring a high level of support due to frailty, ill health or restricted mobility
- In need of the housing support provided by the scheme
- Single or joint applicants

4.16 Since implementation of this change, 51 residents aged 55-80 has expressed a wish to move into sheltered accommodation; this represents 13% (402) of all older residents on the housing register.

5. Background to the Homeless Placements Policy

5.1 It is the Council's aim to ensure that it has sufficient and suitable accommodation in Havering to meet its statutory duty towards people who are homeless or are at risk of homelessness. However due to the limited availability of affordable accommodation and increasing demand, it is no longer reasonably practicable to offer accommodation within the borough to all homeless households and the Council intends to increase supply of accommodation by procuring properties wherever available both within and out of borough.

5.2 The objectives of the new policy was to:
- Set out an accommodation pathway for homeless households.
- Secure affordable private rented accommodation to meet demand both in and out of borough
- Use the Council's powers under the Localism Act 2011 to discharge its homelessness duty by arranging for a private landlord to make a suitable offer of private rented for a period of at least 12 months.
- Set out key tests to be used to ensure the Council makes suitable offers of accommodation which complied with the Homelessness Code of Guidance 2006, Homelessness (Suitability of Accommodation) Order 2012 and case laws including Nzolameso v City of Westminster 2015.

6. Policy Objective: Setting out an accommodation pathway; securing affordable private rented accommodation to meet demand both in and out of borough and using the Council's powers under the Localism Act 2011 to discharge its homelessness duty by arranging for a private landlord to make a suitable offer of private rented for a period of at least 12 months.

6.1 The Homeless Placements Pathway has been successfully implemented and provides a fair, transparent and clear pathway for applicants presenting as homeless in the borough. In all circumstances it is the Council's objective to first prevent homelessness from occurring and once all preventative methods have been exhausted, if eligible to receive assistance, an applicant is placed in temporary accommodation while enquiries into the application is conducted. Should the Council have a statutory duty to accommodate the household on a long-term basis, longer term temporary (PSL) accommodation or settled private rented sector accommodation is offered depending on available supply.

6.2 It has been the focus of the service to limit circumstances where expensive Bed and Breakfast accommodation is used as emergency accommodation for homeless households. However, due to the increased demand during 2016/17, around 234 households were placed in Bed & Breakfast accommodation.

6.3 Since the implementation of the policy, 40 homeless households have been housed in settled private rented accommodation in Harlow which also contributed to ending the use of unsuitable and expensive Bed & Breakfast accommodation.

7. Policy Objective – Setting out key tests to be which complied with the Homelessness Code of Guidance 2006, Homelessness (Suitability of Accommodation) Order 2012 and case laws including Nzolameso v City of Westminster 2015.

7.1 To meet this objective the service implemented a suitability assessment process to ensure any offer of accommodation made is suitable: These include:
- ensuring that a property meets the standards sets out the Suitability Regulations
- ensuring that the circumstances of the applicant have been considered in terms of the location of the property, and
- ensuring that the applicant is able to afford to live in the property taking into account their income once they have paid the rent.

- accommodation may be located outside of the borough if this is more affordable

6.1 Applicants also have a right to request a review if they do not agree with the placement. In terms of the settled private rented sector properties in Harlow, a total of 15 reviews were received, of which 13 were dismissed and 2 were upheld (for the 2 upheld, they were made alternative offers within Havering.

IMPLICATIONS AND RISKS

Financial implications and risks:
None

Legal implications and risks:
None

Human Resources implications and risks:
None

Equalities implications and risks:
None

BACKGROUND PAPERS

None

![Havering London Borough logo]

Towns and Communities Overview and Scrutiny Sub-Committee Summary of Work Undertaken 2016/17

INTRODUCTION

This report is the annual report of the Sub-Committee, summarising the Sub-Committee's activities during its year of operation ended May 2017.

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

SUB-COMMITTEE MEMBERSHIP

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

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

1.   Volunteer Expansion Programme – Library Services

The Sub-Committee received an update on the Library Service. It was noted that with the support of Members, all libraries had remained open, although opening hours had to be reduced.

As part of the recent Libraries restructure, which included the reduction in hours, the Library Service embarked on a partnership model involving staff and volunteers working alongside each other to a much greater degree than they had previously.

Libraries had an excellent history of working with members of the community and it now had approximately 300 signed up volunteers.

The roles volunteers covered were mainly as reading buddies, summer reading challenge (SRC) and ICT support. Volunteers would offer between one or two hours at a time and for SRC in the summer months.

The Sub-Committee noted that the aim of the new model was to increase the roles that volunteers were able to provide support with. This in turn would support libraries to remain open and for existing services and activities to continue to be provided by either staff or volunteers. There were 12 different task roles for volunteers.

Following an earlier recruitment campaign, the service had recruited an additional 120 volunteers from the community and a further 50 volunteers undergoing checks and training.

The Sub-Committee was informed that many of the volunteers were retired members of the community who also had other commitments and activities that they pursued; it was often difficult to encourage volunteers to sign up for more than one session per week of about two hours.

The Sub-Committee noted that another part of the restructure programme was for volunteers to undertake the Housebound Service (HBS). The new model entailed that the service would be provided by volunteers; including the choosing of books and delivering to customers' homes and returning books to the library. It was noted that the arrangement would require the biggest commitment as often customers do not see many people throughout the day or week.

The Sub-Committee was informed that the service had developed guidance and procedures for a Community Managed Library. It was envisaged that established community organisations or groups of volunteers would form Friends of Groups to open libraries beyond their core hours to provide a basic level of service and activity to the community.

So far, only one organisation had indicated an interest in such a service.

The Sub-Committee noted that a volunteer was able to outline a preference of which library they preferred to be engaged.

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

2. **Update on Friends of the Parks**

At the a request of the Sub-Committee, a report on Friends of Parks groups who volunteer and work in partnership with the Public Realm service to assist with the improvement and development of public spaces was outlined.

It was mentioned that there were currently 18 Friends of Parks groups across the borough; nine of the groups had achieved official Friends Group status. These

included relatively new ones at Hall Lane Mini Golf Course and Upminster Hall Playing Field.

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

The report outlined that the work of a well-organised volunteer group could be extremely beneficial to both the volunteers and the park in which they work. Volunteers acquired new skills, met new people and gained a sense of achievement and ownership of the park. The park itself benefited through the work the group completed which may include practical tasks, receiving funding for improvement work, or holding events to increase public awareness and enjoyment of the park.

Since the first group was established in Havering around 2002 there were now many volunteer groups in existence working in the parks in Havering. Each group was different in the way it had been formed and the work it carried out, but they all are effective and make a real difference.

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

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

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

3. **Houses in Multiple Occupation**

The Sub-Committee received a presentation on progress in tackling the issues presented by Houses in Multiple Occupation. All such premises of 3 storey or over were licensed. Additionally the Council had introduced Article 4 Directions under planning.

The next step was to seek approval for borough wide additional licensing plus selective licensing of up to 20% of the Borough's Private Rented Sector housing on a 'worst first' basis (subject to public consultation).

The Sub-Committee noted originally it was intended to target the three worse areas Gooshays, Heaton and Brooklands wards, but it was now proposed to target specific roads. A report was submitted to Cabinet in November 2016 before going out to consultation. The intention was to implement the policy by August 2017.

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

4.   **Update on 2 metre high front walls and appeal decision**

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

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

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

5.   **Cabinet Report updates**

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

- **Rainham Compass**
- **Article 4**
- **Recommendations relating to the consultation on Youth service proposals**
- **Housing Revenue Account Development Programme**
- **Establishment of Council owned Housing Company to deliver market rent and market sale home**
- **Havering Local Plan**
- **Socialbuy**
- **Attestation of Parks Protection Officers**
- **Literacy Strategy for Havering**

6.   Topic Group Update

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

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

- Green Belt Topic Group
  The aim of the Topic Group was to scrutinise and better understand the process involved in Green Belt land designation within the Local Plan system. The Group had undertaken a tour of the designated green belt land across the borough.

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

- Anti-Social Behaviour in Council Tenancy Topic Group
  The Topic Group completed its review and submitted a report to the Sub-Committee.

  The Group was opportune to participate in the review of the Tenancy Agreement for council tenants.

The Sub-Committee had agreed that the following recommendation of the Topic Group be submitted to Cabinet:

- The Topic Group supported the Housing Services and Public Protection operating a joint service dealing with statutory noise nuisance consistently. This would be via a shared Nuisance Information Pack advising residents of the new procedure. There were various legal remedies that could be used such as Section 80 of the Environmental Protection Act 1990 and the Crime & Policing Act 2015; additionally, the Housing Service could also use Tenancy Terms & Conditions to deal with some issues relating to noise nuisance.
- It was also recommended that a Policy and Procedure be produced and implemented defining the new joint service. The document would demonstrate how the Council was dealing with noise nuisance in a consistent and as far as was possible tenure neutral manner for all residents.

The Topic Group had agreed that in regular communication with all tenants there would be a notice added highlighting any evictions for ASB and a gentle reminder of tenants own obligations.'

The Sub-Committee were particularly keen that every effort be made to communicate to tenants the actions which the Council have taken to deal with ASB in Council Tenancies.

The Sub-Committee agreed that the report and recommendations be submitted to Cabinet for consideration.

7. Any other Business

At a recent meeting of the Individuals Overview and Scrutiny Sub-Committee, it was suggested that a joint meeting between Individuals and Towns & Communities Overview and Scrutiny Sub-Committees be arranged in order to scrutinise the issues of homelessness strategies in Havering and the services available from hostels locally.

A meeting date was to be organised with the two Chairman and appropriate officers.

Performance Indicators
At its meeting in July 2016, the Sub-Committee received a report of the Performance Indicators within its remit for Quarter 3 and 4 of 2015/16. The report detailed Corporate Performance Indicators under the remit of the Sub-Committee. These related to Regulatory Services, Policy and Performance, Culture & Leisure, Housing, and Economic Development. It was noted that each indicator was given a red, amber or green (RAG) rating.

The Sub-Committee noted that the following indicators ended the year with a red or amber RAG status:

- The percentage of major applications processed within 13 weeks and minor applications processed within 8 weeks were below target and lower than during both the previous quarters and the previous year.
- The third indicator related to the percentage of appeals allowed against refusal of planning permission.

Quarter 1
The Sub-Committee noted the areas that required improvements under the Clean goal. The planning application process; to ensure planning applications were processed in the required times. These included the promotion of the pre-application advice offer, quick turn-round of the validation process when application was received, neighbour notification, officer visit/report and better timing of the committee date. The Sub-Committee was informed that in the case of major planning applications, better pre-planning was now taking place.

It was also noted that there were proposals being considered regarding outsourcing of the initial part of the planning application process that would streamline the process with the potential to improve overall performance.

The Sub-Committee was made aware of the improvement areas required under the Proud goal that related to the number of potential start-up businesses accessing advice via the Business Start-up Programme that was below target. This was attributed to a gap in service provision whilst a new contractor was procured. The provider started in May 2016 and was confident that performance would improve throughout the year.

Quarter 2
At its meeting in October 2016, the Sub-Committee noted that eleven of the indicators had a RAG status of Green, 2 a RAG status of Amber and just 1 a RAG status of Red.

The red indicator related to the Percentage of other applications processed within 8 weeks which had a target of 80%, but the service achieved 66%. The 2 amber indicators related to the percentage of major applications processed within 13 weeks and the percentage of minor applications processed within 8 weeks.

Quarter 3
At its meeting in January 2017, the Sub-Committee received the Quarter 3 Performance Indicators that detailed eleven of the indicators (78.6%) had a RAG status of Green while three indicators (21.4%) had a RAG status of Red.

The Sub-Committee noted that the red indicators related to the percentage of major applications processed within 13 weeks. The Major applications often required a legal agreement which could take the application beyond the target 13 week period. Various activities were now taking place to process planning applications in the required times. These included:

- o increased promotion of Planning Performance Agreements for significant major applications

- o promotion of the pre-application advice offer

- o quick turn-round of the validation process when application is received

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IMPLICATIONS AND RISKS

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Financial implications and risks:

None – narrative report only.

Legal implications and risks:

None – narrative report only.

Human Resources implications and risks:

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None – narrative report only.

Equalities implications and risks:

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

BACKGROUND PAPERS

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

TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE WORK PROGRAMME 2017-18

20 June 2017	5 September 2017	23 November 2017	28 February 2018		
Corporate Performance Report (Q4)	Cabinet Report Update – Literacy Strategy	Cabinet Report Update - Housing Scheme for the buy-back of ex Council Properties	Estate Improvements - Highfield Road		
Cabinet Report Update – Review of the Tenancy Strategy and Policy	Cabinet Report Update - Approval of the Romford Development Framework				
Romford Market Update	Romford Market Update	Romford Market Update	Romford Market Update		
	Cabinet Report Update - Approval of the Romford Award of the Sport and Leisure Management Contract		Corporate Performance Report (Q4) – K Walker/Pippa Brent-Isherwood)		

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