



# Haverling

LONDON BOROUGH

## OVERVIEW & SCRUTINY BOARD AGENDA

**7.30 pm**

**Tuesday  
2 April 2019**

**Council Chamber -  
Town Hall**

Members 16: Quorum 6

**COUNCILLORS:**

**Conservative Group  
(8)**

Ray Best  
John Crowder  
Philippa Crowder  
Judith Holt  
Robby Misir  
John Mylod  
Nisha Patel  
Bob Perry

**Residents' Group  
(2)**

Ray Morgon  
Barry Mugglestone

**Upminster & Cranham  
Residents' Group( 2)**

Gillian Ford  
Linda Hawthorn

**Independent Residents'  
Group  
(2)**

Natasha Summers  
Graham Williamson

**Labour Group  
(1)**

Keith Darvill (Vice-Chair)

**North Haverling  
Residents Group(1)**

Darren Wise (Chairman)

**For information about the meeting please contact:**

**Richard Cursons - 01708 432430  
richard.cursons@oneSource.co.uk**

**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.

**OVERVIEW AND SCRUTINY BOARD**

Under the Localism Act 2011 (s. 9F) each local authority is required by law to establish an overview and scrutiny function to support and scrutinise the Council's executive arrangements.

The Overview and Scrutiny Board acts as a vehicle by which the effectiveness of scrutiny is monitored and where work undertaken by themed sub-committees can be coordinated to avoid duplication and to ensure that areas of priority are being reviewed. The Board also scrutinises general management matters relating to the Council and further details are given in the terms of reference below. The Overview and Scrutiny Board has oversight of performance information submitted to the Council's executive and also leads on scrutiny of the Council budget and associated information. All requisitions or 'call-ins' of executive decisions are dealt with by the Board.

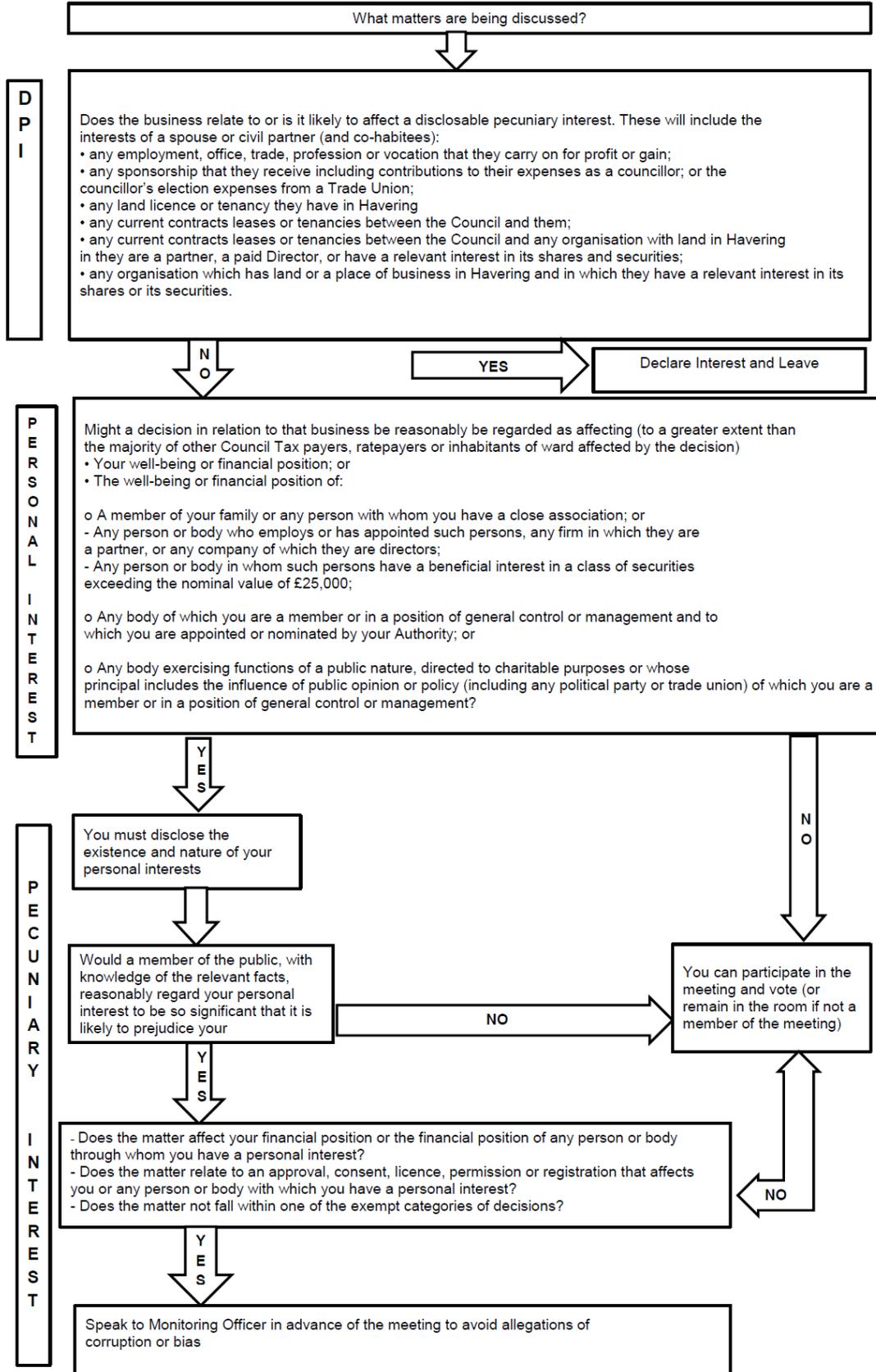
The Board is politically balanced and includes among its membership the Chairmen of the six themed Overview and Scrutiny Sub-Committees.

**Terms of Reference:**

The areas scrutinised by the Board are:

- Strategy and commissioning
- Partnerships with Business
- Customer access
- E-government and ICT
- Finance (although each committee is responsible for budget processes that affect its area of oversight)
- Human resources
- Asset Management
- Property resources
- Facilities Management
- Communications
- Democratic Services
- Social inclusion
- Councillor Call for Action
-

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



## AGENDA ITEMS

### 1 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.

### 2 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive.

### 3 DISCLOSURE OF INTERESTS

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

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

### 4 CALL-IN OF A CABINET DECISION RELATING TO CHAFFORD SPORTS COMPLEX (Pages 1 - 164)

Reports attached.

### 5 CALL-IN OF A CABINET DECISION RELATING TO LONDON COUNTER FRAUD HUB (Pages 165 - 230)

Reports attached.

### 6 CALL-IN OF A CABINET DECISION RELATING TO LAND AT HALL LANE PITCH AND PUTT COURSE, UPMINSTER (Pages 231 - 258)

Reports attached.

**Andrew Beesley**  
**Head of Democratic Services**

# Overview & Scrutiny Board

2 April 2019

**Subject Heading:**

Call-in of a Cabinet Decision – Chafford Sports Complex

**SLT Lead:**

Anne Brown – Deputy Director of Legal & Governance

**Report Author and contact details:**

Richard Cursons – Democratic Services Officer  
richard.cursons@onesource.co.uk

**Policy context:**

Medium Term Financial Strategy

**Financial summary:**

The Councils budget only includes funding for the operation of Chafford Sports Complex until 31 March 2019. It is recommended that the cost of keeping Chafford Sports Complex open from 1 April 2019 until the end of the notice period is met from Business Risk Reserve. Based on a monthly cost of £19,357 if notice period ran until late May 2019 the estimated cost is £38,714.

Funding of up to £50,000 to be released from the Business Risk Reserve in order to develop a feasibility study into a Sports Centre in the South of the Borough.

**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	[ ]

## SUMMARY

In accordance with paragraph 17 of the Overview & Scrutiny Committee Rules, a requisition signed by two Members representing more than one Group (Councillors David Durant and Ray Morgon) have called-in the Cabinet Decision dated 13 March 2019. The grounds for the requisition and an initial response from officers are shown below.

## RECOMMENDATION

**That the Board considers the requisition of the Cabinet Decision and determines whether to uphold it.**

## REPORT DETAIL

### **Grounds to the Call In.**

**I wish to call in the Chafford closure decision, because the gross disparity of funding in the leisure contract towards the south of the borough and the closure of Chafford will adversely impact on the users contrary to the statutory duty within the 2010 Equality Act. Also because the claimed “unaffordable subsidy” is a false claim as the money is available, which I have identified, see message below, which will be the basis for my call for the decision to be reversed.**

**Regards**

Dear All,

**“Unaffordable” £232,284 cost becomes £9,430 saving**

The Conservative Cabinet decision to close Chafford Sports Complex and evict the many and varied people using the centre due to an allegedly “unaffordable £232,284 subsidy” despite spending £28.8m upfront on a new Romford Leisure Centre and £millions more on new centres and facilities in Hornchurch and Harold Hill. Except its not unaffordable, they just want to close Chafford and use Rainham’s £2m+ contribution to subsidies the ‘borough-wide’ leisure contract and boost figures at Sapphire.

According to the Chafford Sports Complex consultation document the average swim and gym attendance figures at Sapphire are less than Hornchurch and far less than Central Park.

### **Chafford Sports Complex**

The March 13<sup>th</sup> Cabinet approved closing Chafford Sports Complex (item 6) due to the “unaffordable subsidy”! Even if we ignore the gross disparity of funding in the ‘borough-wide leisure contract’, the unaffordable figure is wrong and the money has been found!

The Cabinet report says £50,000 has been set aside if required for a feasibility study into building a new centre in the south of the borough, £38,714 will still need to be paid for an additional 2 months to closing date on May 31<sup>st</sup> and I understand about £4,000 (x2) will be paid to two primary schools to help them relocate to Sapphire. This means once the “unaffordable £232,284” is reduced by (£50,000+£38,714+£8,000) it becomes an “unaffordable **£135,570** subsidy”

### **London Counter Fraud Hub**

The conservative policy of making Havering part of a Greater London involves promoting mergers and joining pan-London bodies irrespective of the need to do so.

This was illustrated by the March 13<sup>th</sup> Cabinet (item 9) decision to join a “London Counter Fraud Hub” to deal with housing fraud. The report offered the option of waiting to gauge the success of the scheme first, but the Cabinet, ignoring lessons from the Tri-borough Policing, agreed to join and pay a **£75,000** joining fee and annual subscriptions of **£70,000**. The scheme offered forecast savings, but Havering has already conducted an extensive audit of council properties and PSL, so has little immediate need for the new anti-fraud “Hub”. **This matters because delaying joining frees up £145,000 for other things.**

Namely if joining the “Hub” is delayed it means the **£145,000** can be used to help keep Chafford open and means rather than an “unaffordable **£135,570** subsidy” you get a welcome (£145,000 minus £135,570) **£9,430** saving.

Regards

PS. I have submitted a complaint that the closure decision is contrary to the statutory duty in the 2010 Equality Act.

## **Response to the Call In.**

**“the gross disparity of funding in the leisure contract towards the south of the borough and the closure of Chafford will adversely impact on the users contrary to the statutory duty within the 2010 Equality Act”**

The requirement under section 149 of the Equality Act 2010 is to have “due regard” to the need to eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act and advance equality of opportunity and foster good relations between persons who share a protected characteristic and persons who do not. This is the public sector equality duty. The protected characteristics are age, disability, gender reassignment, marriage and civic partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

“Due regard” is the regard that is appropriate in all the circumstances and was a matter for Cabinet to decide. **As a matter of law, as long as Cabinet was properly aware of the effects of its decision to cease funding for the community use of Chafford Sports Complex with effect from 1 June 2019 and took them into account, it properly discharged its duty.**

In respect of this decision, the effects were set out in an Equality and Health Impact Assessment which was attached to the Cabinet report at Appendix E.

Cabinet’s decision was also informed by a comprehensive public and stakeholder consultation process. The full consultation survey report was attached to the Cabinet report at Appendix B and a summary and analysis at Appendix C. Further, the consultation approach and responses were summarised and discussed conscientiously in the body of the report itself.

Cabinet therefore discharged the Council’s public sector equality duty with great care and demonstrably.

***“the claimed “unaffordable subsidy” is a false claim as the money is available, which I have identified”***

SLM have indicated that if they manage and operate Chafford Sports Complex beyond the 1 June 2019 further investment will be needed. In fact, Section 1.6 of the Cabinet report states that “SLM have provided the Council with indicative essential maintenance costs to keep Chafford Sports Complex open for a further one year and a further three years from June 2019. To keep the whole complex open for a further year, the investment required would be an estimated £456,000, and for a further three years an estimated £577,000. To just keep the swimming pool open for either one year or three years, the estimated cost is the same at £375,000”. This would be in addition to the £240,000 required in a management fee and utility costs paid by the Council under the Leisure Management contract.. All of this would need to be funded from Revenue, as the Council cannot invest capital funds in a site it does not own. Due to the change of ownership of the site and previous uncertainty around DfE permission for the Council to include Chafford Sports Complex in the leisure management contract, no revenue budget

was created for the ongoing management of the centre. However, one off funding has been identified until the end of March 2019.

If funds were redirected as identified by the call in there would still be a significant shortfall as no funding has been identified for the essential maintenance of between £375,000 and £577,000.

If the £50,000 set aside to fund the feasibility study is spent on running the existing centre, there will be no funds available to develop the proposal for a new build.

As a point of clarity only £3-4,000 will be needed to fund relocation of primary schools swimming, rather than the £8,000 quoted in the call in.

*If “the “Hub” is delayed it means the **£145,000** can be used to help keep Chafford open”.*

The decision of whether to delay the London Counter Fraud Hub should be considered in isolation on the basis of the details contained within the report.

Appendix – Cabinet decision  
Appendix – Cabinet report

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### **Cabinet Decision:**

1. **Considered** the results of the consultation on the future of Chafford Sports Complex.
2. **Agreed** that funding for the community use of Chafford Sports Complex should cease, with effect from 1 June 2019.
3. **Delegated** authority to the Chief Operating Officer to end the current arrangement to give effect to the decision to cease funding for the community use of Chafford Sports Complex.
4. **Agreed** that the cost of keeping Chafford Sports Complex open from 1 April 2019 until the end of the notice period is met from the Business Risk Reserve. Based on a monthly cost of £19,357, if the notice period ran until late May 2019 the estimated cost is £38,714
5. **Agreed** that the mitigating actions identified in section 6 are progressed.
6. **Agreed** to investigate the feasibility to secure a site and funding to develop a new self-financing sports centre in the south of the borough, with a report on this to be submitted to Cabinet in the Autumn and agree that funding of up to £50,000 be released from the Business Risk reserve if required.

### **Reasons for the decision:**

Chafford Sports Complex is being funded from business risk reserves until February 2019. There is no identified funding to continue operating and managing the Sports Complex beyond this time. The Council do not own the Sports Complex or the land. A decision is required as to whether the Council seeks ownership of the land, in order to invest Capital in it, HAR have indicated that they are open to this approach subject to agreement from the Education and Skills Funding Agency (ESFA). A decision is also required as to whether to continue funding the operation and management of Chafford sports Complex as funding to achieve this has not been agreed beyond February 2019.

### **Other options considered:**

The following options have been considered:

Continue with current arrangement – this will create a budget pressure of at least £232k per annum as the council does not have any funding in its base budget. That sum represents the cost the council has to pay SLM to manage the public use of the facilities, because unlike other facilities managed under the SLM contract, this requires financial support to continue to operate. Those costs may rise if public use

falls as could be reasonably expected with no investment. The facilities are in need of updating if they are to continue to be used by the public and the estimated cost of this is approximately £1M, with the possibility of further future spend being required over time. However, the Council is not permitted by law to invest capital in a site it does not own and so any improvements would need to be met from revenue. The Council has a £37.8m funding gap over the next four years and has no revenue for this investment without making changes to other aspects of the budget. The Council would need to consider whether it is prudent to invest such large sums in a building it does not own, on a dual use site which will always require financial support for use by the public. This option has been rejected for the reasons set out.

Land and Asset Transfer – Harris Academy Rainham ('HAR') have offered to transfer ownership of the complete school site to LBH. HAR would need to seek agreement from the Education and Skills Funding Agency (ESFA) to do this as without their approval the transfer could not progress. The Council would then lease the school site on a long term arrangement to HAR, with a joint use agreement being agreed providing HAR access to the Sports Complex. Under this arrangement the necessary investment of approximately £1m in the Sports Complex, required by the SLM contract, would again fall to the Council but could be funded from capital. The Council would also be responsible for the repair and maintenance of the Sports Complex. If at a future time the Council decided to remove Chafford Sports Complex from the SLM contract, the Complex would revert to HAR. As with the option above there are real financial questions about whether such high levels of investment are prudent or affordable in an asset which has an uncertain long term future. This option has been rejected on grounds of affordability.

When tendering for the current Leisure Management Contract, tenderers were asked to submit proposals for a new build on the school site. Considerable capital investment would be required – approximately £11m generating an ongoing revenue subsidy of approximately £500k per year inclusive of capital borrowing costs. Again, consideration would need to be given to whether a school site is the correct location for a new sports complex. However, more recent discussion has highlighted the option of a modular build facility as mentioned in 7.3 above. The early indications are that this is a less expensive alternative to that submitted as part of the tendering process based on a traditional build.

A stand-alone site would allow greater day time use of the facility and would be more likely to achieve a self-financing position. A new sports complex on the school site would require the demolition of the existing sports complex prior to building the new; it is expected that there would be no sports complex for a period of up to two years. The traditional build option has been rejected on grounds of affordability. As per Recommendation 6 of this report, it is recommended that a feasibility study is carried

out to establish the business case on a new sports centre in the south of the borough on a stand-alone site, with consideration of the modular build option as part of that study.

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## CABINET

13 March 2019

**Subject Heading:**

Chafford Sports Complex

**Cabinet Member:**

Councillor Viddy Persaud

**SLT Lead:**

Jane West, Chief Operating Officer

**Report Author and contact details:**

Guy Selfe, Health & Wellbeing Manager,  
[guy.selfe@havering.gov.uk](mailto:guy.selfe@havering.gov.uk) , 01708  
433866

**Policy context:**

Medium Term Financial Strategy

**Financial summary:**

The Councils budget only includes funding for the operation of Chafford Sports Complex until 31 March 2019. It is recommended that the cost of keeping Chafford Sports Complex open from 1 April 2019 until the end of the notice period is met from Business Risk Reserve. Based on a monthly cost of £19,357 if notice period ran until late May 2019 the estimated cost is £38,714.

Funding of up to £50,000 to be released from the Business Risk Reserve in order to develop a feasibility study into a Sports Centre in the South of the Borough.

**Is this a Key Decision?**

Yes - Expenditure or saving (including anticipated income) of £500,000 or more

**When should this matter be reviewed?**

March - July 2020

**Reviewing OSC:**

Towns and Communities Overview and Scrutiny Sub-Committee

**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	[]

**SUMMARY**

The report considers the outcome of the Chafford Sports Complex consultation that sought views of stakeholders on the option for Council funding for the community use of the Complex to cease.

Following careful analysis of all of the responses received during the consultation including the public survey, stakeholder feedback and correspondence received, the condition of the Complex, the Council's ability to invest capital and the £37.8m Council funding gap over the next four years it is considered that Council funding for the community use of the Complex should cease. This is likely to result in the consequential loss of service with the swimming pool and fitness gym likely to close.

The report also considers a number of options to mitigate the impact of the decision.

**RECOMMENDATIONS**

That Cabinet

1. Consider the results of the consultation on the future of Chafford Sports Complex.
2. Agree that funding for the community use of Chafford Sports Complex should cease, with effect from 1 June 2019.
3. Delegate authority to the Chief Operating Officer to end the current arrangement to give effect to the decision to cease funding for the community use of Chafford Sports Complex.
4. Agree that the cost of keeping Chafford Sports Complex open from 1 April 2019 until the end of the notice period is met from the Business Risk

Reserve. Based on a monthly cost of £19,357, if the notice period ran until late May 2019 the estimated cost is £38,714

5. Agree that the mitigating actions identified in section 6 are progressed.
6. Agree to investigate the feasibility to secure a site and funding to develop a new self-financing sports centre in the south of the borough, with a report on this to be submitted to Cabinet in the Autumn and agree that funding of up to £50,000 be released from the Business Risk reserve if required.

<b>REPORT DETAIL</b>
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## **1. Background**

1.1 Chafford Sports Complex was built in 1971 and is located at the site of Harris Academy Rainham, a secondary school. The Sports Complex is a dual use facility in that the Academy has use during school hours, and outside of this it is open for community use. Facilities include:

- 4 badminton court sports hall
- Small health and fitness suite
- 4 lane 25m swimming pool
- Sauna and steam

1.2 Chafford Sports Complex is owned by Harris Academy Rainham as part of the wider Harris Academy Federation. It is used by the Academy for school use. Community use provision is currently operated, outside of school hours, as part of the Council's Leisure Management Contract by SLM Ltd. Cabinet previously agreed at their meeting on 17 November 2017 to continue funding the management of the Complex until December 2018.

1.3 SLM's tender in 2016 for the current contract included a variant bid to operate and manage Chafford Sports Complex within the new Contract. Capital investment of £1m to improve the facilities at the Complex was factored into SLM's tender Price. The management fee alone is £224,000 per annum, including a sum for utilities and capital borrowing costs, an annual sum of over £240,000 would be required to include the Complex in the current Contract for a period up to 30th September 2026. Were this arrangement to start on 1 April 2019, over a seven and a half year period, £1.80m would need to be built in to the base budget to keep Chafford Sports Complex within the Leisure Management contract. There is a risk this figure could increase if utility costs rise.

1.4 The Sports Complex is now 47 years old and in need of significant capital investment if it is to continue to operate as a publicly accessible sports complex. Indeed, it could be said that the Complex is at the end of its life with ongoing investment being required just to keep it open due to the age of the buildings. The Complex would also require a significant ongoing revenue subsidy for a management fee to SLM since unlike other leisure centres it does not self fund and is highly unlikely to do so in the future under any circumstances while it is a dual use site and only available outside school hours. In a competitive market, the Complex does not meet with current expectations for the quality of facilities and the usage of this Sports Complex is significantly lower than the use of others.

<b>Sports Centre Attendances 2017/18</b>			
	<b>Dry Side (gym/sports hall)</b>	<b>Swimming</b>	<b>Total</b>
Chafford Sports Complex	8,501	31,820	40,321
Central Park Leisure Centre	134,726	258,160	392,886
Hornchurch Sports Centre	155,157	200,928	356,085
Sapphire Ice and Leisure (attendances from February 2018 to August 2018)	75,627 (Gym only)	113,784	189,411

1.5 A public consultation has been carried out on the future of Chafford Sports Complex to inform the decision making process.

1.6 SLM have provided the Council with indicative essential maintenance costs to keep Chafford Sports Complex open for a further one year and a further three years from June 2019. To keep the whole complex open for a further year, the investment required would be an estimated £456,000, and for a further three years an estimated £577,000. To just keep the swimming pool open for either one year or three years, the estimated cost is the same at £375,000.

## **2. Consultation Methodology**

2.1 The consultation period ran between 16 October 2018 and 10 December 2018 (eight weeks) and sought the views of key stakeholders including Chafford Sports Complex users, Borough residents, Harris Academy Rainham, Primary Schools that use the swimming pool, groups that are regular hirers of the Complex, Ward Members and SLM.

2.2 The comprehensive approach included:

- An online survey
- Hard copy surveys made available at a number of local public venues; Chafford Sports Complex, Harris Academy Rainham, Rainham Library and Romford Town Hall
- Contact with key stakeholders; Harris Academy Rainham, SLM, four local Primary Schools that are users of the Complex, clubs, groups and organisations that regularly use the Complex requesting their views and offering a meeting to explain the Council's position and discuss the issue
- Press release to launch the consultation- this was put out on all Council media platforms – website and on social media [Twitter/Facebook]. It was also sent out externally to media and received coverage.
- Continued messaging on social media to promote where residents can submit their views and to the consultation page and press release, was posted on a regular basis over the eight weeks – including targeting relevant ward audiences for Facebook groups.
- Promotion of the consultation was also included in twice-monthly Living newsletters, which are received by around 55,000 residents who subscribe to the newsletter. Also featured in the November print edition of Living Magazine.
- Consultation also included in internal communications which goes out to all council staff, many of whom are residents in the borough and/or would live in the ward (for Chafford)
- The consultation was also promoted via paid advertising in:  
Romford Recorder - 2 x quarter-page adverts promoting where residents can submit their views for the consultation in 16/11 and 30/11 print editions
- TimeFM Radio live reads – in the week commencing 3/12

2.3 The survey sought feedback about the impact of the Council withdrawing funding for the community use of the Sports Complex, plus details of centre use and the type and frequency of participation by respondents.

2.4 In addition, the survey asked for suggestions about how community leisure provision might be maintained in the area.

2.5A copy of the Consultation Paper is attached as Appendix A. The Paper includes the background to the consultation and four options that have been considered for the future of Chafford Sports Complex.

### **3. Consultation Response**

3.1A total of 470 survey returns were received during the consultation period. Of these, 259 (55.1%) were online and 211(44.9%) were paper surveys.

3.2Of the hard copy surveys, the vast majority of responses (202; 95.7%) were received from Chafford Sports Complex.

3.3The number of returns from the other public venues was Rainham Library (6; 2.8%), Romford Town Hall (3; 1.5%) and Harris Academy Rainham (0)

3.4 Two hundred and forty (51%) of the responses were from members of Chafford Sports Complex.

3.5Three hundred and nine (65.7%) of all respondents had used the Complex weekly. A further 28 (6%) of respondents use the Complex once every two weeks. 26 (5.5%) use the complex once a month and 33 (7%) less than once a month.

3.6The average distance that residents who responded to the consultation live from the Complex is 1.8km (excluding non-Havering residents and unrecognised non-standardised postcodes).

3.7Meetings were held with Harris Academy Rainham, Brady Primary School, Newtons Primary School, Rainham Village Primary School, Parsonage Farm Primary School, Havering Learning Disability Society (SE Lions Swimming Club) and Councillor David Durant (Ward Councillor). Telephone conversations were also held with Cridders Swimming School and Black Dragons Judo Club.

3.8Written stakeholder responses were received from Harris Academy Rainham, Rainham Village Primary School, Havering Learning Disability Society (SE Lions Swimming Club), Cridders Swim School and Councillor David Durant (Ward Councillor).

3.9A petition was submitted to Full Council to 'Save Our Swimming Pool' (Chafford Sports Complex) with the following 'motion': "We the undersigned agree the Council must resume ownership of the Chafford Sports Complex as the solution to keeping the Complex open until a new leisure centre is built in the south of the borough". The petition was signed by 1,095 people.

### **4. Consultation Analysis**

4.1 The full Consultation Survey Report is attached as Appendix B and a summary and analysis as Appendix C.

### **Impact of ceasing Council funding of Chafford Sports Complex**

4.2 The survey asked for feedback on the impact of the Council ceasing management funding of Chafford Sports Complex. Officers undertook an analysis of the responses using standard consultation methodology and identified six key impact themes. These were:

<b>'Impact' Theme</b>	<b>Number of Comments</b>	<b>Nature of Impact</b>
Swimming	180	Loss of: Swimming; swim; pool; water; swimming lessons
Travel	141	Travel; journey; walk; car; bus; distance; transport; local
Health	99	Health; wellbeing; fit/fitness; mental health; lifestyle
Social	55	Social; community; crime; family
Disparity of Investment	47	Invest(ment); neglect; poor relation; funding; fair/unfair; upgrade
Asset	33	Repair/s; building; maintenance

4.3 A total of 625 comments were made, 555 of which mentioned one of the six key impact themes. Loss of swimming was the most commonly noted issue (180 comments). Particular concerns were the impact on swimming lessons, school swimming, the loss of public swimming and the importance of swimming as a health benefit.

4.4 The next most common issue was travel concerns (141 comments) including accessibility to other parts of the borough; the cost and inconvenience of travel; and the additional time required for travel, which would prevent people from participating in sport or physical activity.

4.5 Health concerns were noted 99 times with respondents commenting on the role of leisure facilities in improving the health and wellbeing (both physical and mental) of the community, and the negative impact on health and wellbeing if users could not use the centre.

4.6 In addition to the specific health impacts, respondents were concerned about the wider social impact with 55 references relating to the centre being a hub of the community; the wider social impact beyond that of health; and the impact on a family's ability to participate together.

### **Suggestions to maintain community leisure provision**

4.7 When asked if respondents had any suggestions about how leisure provision could be maintained in the area a number of comments (33) were made in relation to the poor condition of the facility and the need for investment, either from the Council or through grants. Similarly, comments (47) were made about the perceived inequitable investment in Chafford Sports Complex compared to other borough leisure centres, and more generally comments about Romford and Hornchurch both having new sports centres, Central Park Leisure Centre having investment but there being no investment in the south of the borough.

## **5. Stakeholder Feedback**

5.1 Key stakeholders were contacted to seek their views on the future of Chafford Sports Complex. Of those, the following submitted written responses.

### **Harris Academy Rainham**

5.2 Harris Academy Rainham (HAR) noted the strength of feeling among some of the community about the Sports Complex. They reference the offer to transfer ownership of the site to the Council. HAR recognise the Sports Complex is in need of significant capital investment. They fully sympathise with community users of the site, but make it clear they are not equipped to run the Complex themselves nor can they divert their funds, which are intended for the education of their students, into keeping the Sports Complex open. They make it clear that HAR would prepare the swimming pool and the fitness suite for closure and ensure it is made secure. HAR would continue to use the sports hall.

### **Rainham Village Primary School**

5.3 The Headteacher is very concerned to read about the situation the Sports Complex finds itself in. Whilst welcoming development of other sports centres in the borough, there is a feeling that the south of the borough has been neglected. They note that historically local schools and the community have made good use of the Complex, especially the swimming facilities for schools. The school also recognise the debates about ownership of the Complex have resulted in the Complex falling into more of a state of disrepair. Pupils at the school have swum at the Complex for decades.

The national curriculum has clear expectations regarding swimming for all KS2 pupils and the school have a duty to work with Havering to ensure every pupil has had every opportunity to meet these expectations. The school have agreed a time slot at Sapphire Ice and Leisure for their pupils to swim should they not be able to swim at the Complex. However, the school note this will cost them an additional £4.4k per year, as well as pupils losing significant teaching time with the increased travel time required to swim at Sapphire Ice and Leisure. Finally, the school note that as an area of deprivation within the borough,

it is very concerning that a local facility may end. Sports and leisure facilities are a key need to support health, both physical and mental.

**Havering Learning Disability Society – S.E. Lions Swimming Club**

5.4 S.E. Lions Swimming Club has enjoyed use of Chafford Sports Complex since 1981. The clubs members all have a learning disability ranging from the more able to those with some physical disability and some being on the autistic spectrum and others suffering from epilepsy.

The Club note that they have visited other facilities in the Borough as a possible alternative venue to Chafford Sports Complex, if the Complex is withdrawn from the leisure management contract. Out of the pools visited, Abbs Cross is the most appropriate for the Club. SLM also operate this facility and, should the Club need to move venue, SLM will provide sole access to the swimming pool just as the Club have at Chafford Sports Complex.

However, the club has expressed some concerns about using Abbs Cross; mixed changing facilities, no separate showering facilities, limited number of changing cubicles - only 18 when the club requires 25, no pool hoist, no changing facilities for the physically disabled e.g. changing bed, no grab rails or fold down shower chair for disabled people to use.

SLM have confirmed that if the Club relocated to Abbs Cross they would install a shower seat. The Club currently use the First Aid room at Chafford Sports Complex for a changing bed, this could also continue at Abbs Cross. The Club would also be offered the use of the dry side changing rooms to ensure that at the club's 'peak time' all of its members can get changed. A pool hoist will also be provided at Abbs Cross.

The consultation response concludes with a statement: Please refurbish Chafford Sports Complex and make it a state-of-the-art provision not only for the S.E. Lions Swimming Club but also for the people who live in the south of the borough.

The consultation responses identified that of all respondees, 56 identified themselves as having a disability. It is believed not all of these respondees will be members of S.E. Lions Swimming Club, so there could be a negative impact on those that are disabled and not members of the Club if they cannot access another sports centre to participate in sport and physical activity. The Equalities and Health Impact Assessment attached to this report as Appendix E acknowledges this.

**Cridders Swim School**

5.5 The Swim School has been at Chafford Sports Complex for eleven years and have built a swim for fitness club designed for young people who want to train and keep fit but not compete. Most of the swimmers are either preparing to move on to a competitive club or just swimming to keep fit with their peers or taking part in charity swims. There are

between 30-40 swimmers depending on the time of year. Should Chafford Sports Complex be removed from the leisure management contract the Swim School note the following:

- All 4 coaches/teachers would lose their position
- The Swim School would not be able to offer any other sessions to the swimmers
- None of the local swimming clubs could accommodate this number of swimmers
- No other swim school club offer this type of programme
- The financial impact on Cridders Swim School would put the rest of their programme under strain through less revenues
- The Swim School believe that all current swimmers would stop training

SLM might be able to accommodate some of the swimmers within their swim programme. However, as SLM run their own swimming lessons, it is very unlikely Cridders Swim School would be offered pool time in one of the other sports centres. At the time of this report going to print, the Swim School have indicated that they have reserved space in another pool, but would prefer to stay at Chafford Sports Complex.

### **Member Response**

5.6 Councillor Durant has submitted four written submissions that he has requested be included as part of the consultation. Harris Academy cooperated with the Council to expand Brady Primary School, Councillor Durant believes the Council should reciprocate this by keeping Chafford Sports Complex within the leisure management contract. This is covered in two of Councillor Durant's consultation responses.

A further response relates to an unsuccessful motion at Full Council on 21 November 2018 concerning the future of the Complex.

The final response was a copy of a statement made by Councillor Durant at the Towns and Communities Overview and Scrutiny Sub-Committee on 5 December 2018. The statement considers that Rainham and Wennington ward has contributed to the borough wide leisure contract and that the Council resume ownership of the Sports Complex and keep it open until a new Centre is built in the south of the borough, or at least until the new Hornchurch centre is open.

5.7 All the written consultation responses are attached as Appendix D.

## **6. Mitigating Factors**

6.1 Alternative sports centres are available both within the borough and in neighbouring boroughs as listed below. This includes the distance from Chafford Sports Complex as well as average travel times:

- Hornchurch Sports Centre – 4.9 miles from Chafford Sports Complex. Approximately a 16 minute drive, with it taking 32 minutes by bus
- Abbs Cross Health & Fitness Centre – 3.8 miles from Chafford Sports Complex. Approximately a 12 minute drive, 24 minutes by bus.
- Sapphire Ice and Leisure – 6.4 miles from Chafford Sports Complex. Approximately a 19 minute drive, 53 minutes by bus.
- Central Park Leisure Centre – 9.1 miles from Chafford Sports Complex. Approximately a 24 minute drive, 57 minutes by bus.
- Belhus Leisure Centre (Thurrock) – 3.4 miles from Chafford Sports Complex. Approximately a 10 minute drive, 30 minutes by bus including a 1 mile walk.
- Becontree Heath Leisure Centre (B&D) – 5.1 miles from Chafford Sports Complex. Approximately a 16 minute drive, 50 minutes by train and bus.

**Swimming; impact on schools' swimming lesson programme**

6.2 Harris Academy Rainham do not use the swimming pool for school lessons. Of the four primary schools that use the swimming pool, three have requested timeslots at Sapphire Ice and Leisure so their pupils can continue to have swimming lessons. Timeslots, agreed with the three primary schools, have been held or them pending the decision on the future of Chafford Sports Complex. One of these three primary schools has decided to switch from Chafford Sports Complex to Sapphire Ice and Leisure from January 2019 irrespective of the decision on Chafford Sports Complex remaining within the leisure management contract. The fourth primary school did not respond to an offer of a timeslot at other sports centres in the borough.

**Swimming; impact on community use programme**

6.3 SLM provides a programme of public swimming at the Sports Complex during community use hours. Initial discussions with SLM have indicated that it would be possible to accommodate Complex users in public sessions and swimming lessons at other facilities in the borough. This would be dependent on users of Chafford Sports Complex being willing, and able to travel to other facilities.

**Other (non-swimming) activities; impact on community use programme**

6.4 HAR has indicated that if the decision is for the Council to withdraw the Sports Complex from the leisure management contract, they would have no option but to close the swimming pool and gym. They would keep the sports hall open for school and community use. The clubs that currently use the sports hall would be able to continue to do so. Gym users would be able to use any of the sports centres listed in 6.1 above subject to being willing, and able, to travel to other facilities.

**Travel; accessibility, car ownership and public transport**

6.5 It is anticipated that some centre users would be unable to use alternative leisure facilities due to not owning a car, and based on comments made about public transport provision, plus the time and cost associated with travelling by public transport. This issue would be especially relevant for young people who are reliant on their parents/carers to transport them or who currently walk independently to the centre.

**Health**

6.6 Sports centre provision is but one, albeit important, way of encouraging active lifestyles and improving health. As has been highlighted in 6.1, there is alternative provision within a reasonable distance from Chafford Sports Complex. 33% of respondees stated they would use one or more of the alternative provision highlighted. 66% of respondees did not indicate they would use alternative sports centres, with a risk of future non-participation in sport and physical activity. The Council's Health and Sports Development Team and SLM will aim to provide non-sports centre based activity in the south of the borough should the decision be taken to remove the Sports Complex from the leisure management contract. This could include healthy walks led by volunteers and school holiday programmes as examples.

**Neighbouring Provision**

6.7 The Barking Riverside Development, across the border in Barking and Dagenham, will include a new leisure development although at the current time it is not clear what the facility mix will be as this is still being finalised. The existing Becontree Heath Leisure Centre in Barking and Dagenham opened a new 50m 4-lane swimming pool on 26 January 2019.

**7. Feasibility for New Sports Provision**

7.1 The strategic need for a new sports centre in the south of the borough has been documented in previous Sport and Recreation Strategies, the Facilities Strategy that accompanied the tendering documents for the current leisure management contract and the Indoor Sport and Leisure Facility Strategy 2016. At this stage, a stand-alone site is recommended in order to generate the revenue to help facilitate a self-financing sports centre.

7.2 Whilst there is not a stand-alone site identified currently, nor the funding for a new sports centre in the south of the borough, it is proposed that a feasibility is carried out on possible sites and funding options. Once concluded, a further report will be presented to Cabinet outlining the options available. The other recommendations in this report however are not linked to or dependent on this feasibility study.

7.3 Initial discussions with SLM about new sports provision have highlighted a relatively new approach to providing swimming pools. This approach is a modular build that has considerable cost advantages over a traditional build. Barking and Dagenham have recently built a modular swimming pool as an additional facility to the existing Becontree Health Leisure Centre. Officers are in active discussions with SLM about the modular facility above to actively pursue whether the build costs and ongoing revenue costs provide a sustainable and self-financing solution.

7.4 SLM are working on providing the Council with the financial information to help develop the business case for a new sports centre in the south of the borough on a stand-alone site. In terms of a new site, Officers are starting to look for a suitable site as part of the overall business case and feasibility of providing a new sports centre.

## **8. Conclusions**

8.1 When considering the decision as to whether Chafford Sports Complex continues to be managed by SLM within the leisure management contract, as well as the consultation response, the following are recommended to be taken into account.

8.2 Budget – there is currently no base budget for the continued operation of Chafford Sports Complex. To include Chafford Sports Complex in the leisure management contract going forward an annual sum of £240k will be required. Given the funding gap the Council has over the next four years, this sum will only be found by reducing funding to other services or from an additional increase in Council Tax. There are significant financial implications with this.

8.3 Capital – the Council does not own the Sports Complex so cannot invest capital in the facilities. Whilst Harris Academy Rainham have offered to transfer the site to the Council, in exchange for a long term lease on the school site and a joint use agreement for the Sports Complex, the Council would still need to invest approximately £1m in the facility. The £240k annual management fee includes capital loan repayment costs. SLM would not agree to operate the Complex without this capital investment as the facilities will deteriorate further and it can be reasonably expected that usage would decrease as a result.

8.4 It is also recommended to give consideration as to whether it is prudent to invest capital in a site and facility when there is a longer term aspiration to provide a new sports centre on a stand-alone site within the south of the borough. That capital investment is suggested to be better placed on a new facility.

8.5 Subsidy – there are currently 913 direct debit members at Chafford Sports Complex. Given the annual management fee that would need to be paid to SLM to include the Complex in the leisure management

contract, this equates to a subsidy of £260 per member per year. All the other sports/leisure centres currently managed by SLM on behalf of the Council result in a payment by SLM to the Council and therefore no subsidy per member.

8.6 Usage – in comparison with other sports centres in the borough attendances at Chafford Sports Complex are very low.

8.7 Site constraints – Chafford Sports Complex sits within the grounds of Harris Academy Rainham, with the sports hall being used to deliver the curriculum. This prevents use of the Complex by the public during school hours and therefore restricts the hours that revenue can be generated. If the Council is to invest in a new sports centre in the south of the borough following a feasibility study, it is recommended that this is on a stand-alone site that can be used by the public at all times during normal opening hours for such a facility e.g. 6am to 11pm.

8.8 Continuing to fund a leisure facility which requires significant capital repairs would not only be very expensive but the expense would not be an effective use of money or would not offer good value for money for all of the above reasons.

8.9 South of the borough – there has been feedback through the consultation that the south of the borough is the ‘poor relation’ with little or no investment. It should be noted that there are amenities in the south of the borough that have received investment, such as the new Rainham Library. This is a significant investment and an improvement on the old library provision. The Rainham Marshes as an area designated as a Site of Special Scientific Interest (SSSI) is on the doorstep and provides many opportunities for outdoor recreation. The RSPB centre on the Marshes is another ‘regional’ facility that can be explored and enjoyed by residents. There is also a long stretch of Thames river frontage that is accessible. Spring Farm Park has won awards in the prestigious London in Bloom competition for the past two years. Along with other parks in the borough, ball courts, new play equipment and outdoor gym equipment have been installed at Spring Farm Park and Rainham Recreation Ground.

8.10 If the recommendation to cease funding for the community use of Chafford Sports Complex, with effect from 1 June 2019 is agreed, Members are requested to note that SLM have already confirmed their willingness to bring the management arrangement to an end. HAR would be given formal notice which would bring the current arrangement to an end.

## **REASONS AND OPTIONS**

### **9. Reasons for the decision:**

9.1 Chafford Sports Complex is being funded from business risk reserves until February 2019. There is no identified funding to continue operating and managing the Sports Complex beyond this time. The Council do not own the Sports Complex or the land. A decision is required as to whether the Council seeks ownership of the land, in order to invest Capital in it, HAR have indicated that they are open to this approach subject to agreement from the Education and Skills Funding Agency (ESFA). A decision is also required as to whether to continue funding the operation and management of Chafford sports Complex as funding to achieve this has not been agreed beyond February 2019.

#### **Other options considered:**

9.2 The following options have been considered:

9.2.1 Continue with current arrangement – this will create a budget pressure of at least £232k per annum as the council does not have any funding in its base budget. That sum represents the cost the council has to pay SLM to manage the public use of the facilities, because unlike other facilities managed under the SLM contract, this requires financial support to continue to operate. Those costs may rise if public use falls as could be reasonably expected with no investment. The facilities are in need of updating if they are to continue to be used by the public and the estimated cost of this is approximately £1M, with the possibility of further future spend being required over time. However, the Council is not permitted by law to invest capital in a site it does not own and so any improvements would need to be met from revenue. The Council has a £37.8m funding gap over the next four years and has no revenue for this investment without making changes to other aspects of the budget. The Council would need to consider whether it is prudent to invest such large sums in a building it does not own, on a dual use site which will always require financial support for use by the public. This option has been rejected for the reasons set out.

9.2.2 Land and Asset Transfer – Harris Academy Rainham ('HAR') have offered to transfer ownership of the complete school site to LBH. HAR would need to seek agreement from the Education and Skills Funding Agency (ESFA) to do this as without their approval the transfer could not progress. The Council would then lease the school site on a long term arrangement to HAR, with a joint use agreement being agreed providing HAR access to the Sports Complex. Under this arrangement the necessary investment of

approximately £1m in the Sports Complex, required by the SLM contract, would again fall to the Council but could be funded from capital. The Council would also be responsible for the repair and maintenance of the Sports Complex. If at a future time the Council decided to remove Chafford Sports Complex from the SLM contract, the Complex would revert to HAR. As with the option above there are real financial questions about whether such high levels of investment are prudent or affordable in an asset which has an uncertain long term future. This option has been rejected on grounds of affordability.

9.2.3 When tendering for the current Leisure Management Contract, tenderers were asked to submit proposals for a new build on the school site. Considerable capital investment would be required – approximately £11m generating an ongoing revenue subsidy of approximately £500k per year inclusive of capital borrowing costs. Again, consideration would need to be given to whether a school site is the correct location for a new sports complex. However, more recent discussion has highlighted the option of a modular build facility as mentioned in 7.3 above. The early indications are that this is a less expensive alternative to that submitted as part of the tendering process based on a traditional build.

9.2.4 A stand-alone site would allow greater day time use of the facility and would be more likely to achieve a self-financing position. A new sports complex on the school site would require the demolition of the existing sports complex prior to building the new; it is expected that there would be no sports complex for a period of up to two years. The traditional build option has been rejected on grounds of affordability. As per Recommendation 6 of this report, it is recommended that a feasibility study is carried out to establish the business case on a new sports centre in the south of the borough on a stand-alone site, with consideration of the modular build option as part of that study.

## **IMPLICATIONS AND RISKS**

### **10. Financial implications and risks:**

10.1 The management and operation of Chafford Sports Complex currently requires a subsidy of over £240,000 covering a management fee and utility costs paid by the Council under the Leisure Management contract. Cabinet agreed at their meeting on 15 November 2017 to continue funding the operation and management of Chafford Sports Complex until December 2018. Additional funding has been approved

from the Business Risk Reserve to cover the costs of continued operation until the end of March 2019.

10.2 It is recommended that the cost of keeping Chafford Sports Complex open from 1 April 2019 until the end of the notice period is met from the Business Risk Reserve. Based on a monthly cost of £19,357 if notice period ran until late May 2019 the estimated cost is £38,714.

10.3 There are no significant financial implications envisaged for the Council as a result of the mitigating action referred to in section 6. Actions from SLM will be contained within the existing leisure management contract. The Council's Health and Sports Development Team and SLM will aim to provide non-sports centre based activity in the south of the borough and deliver this from their existing revenue budgets.

10.4 The initial feasibility study into a new Leisure Centre in the South of the Borough is expected to be delivered by existing Council and SLM colleagues working together. However, there may be a need to incur some external support and as such it is recommended that funding of up to £50,000 be released from the Business Risk reserve, if required.

#### **11. Legal implications and risks:**

11.1 The Council has a legal power, but not duty, to provide recreational facilities. The Council also has a legal power to make arrangements within its locality to promote health and wellbeing. The legal and financial rationale, including the consultation response and equalities assessments, leading to the recommendation to cease funding is explained in the report. In the context of significant budget cuts and competing budget demands, it is no longer considered to be financially viable or cost effective to continue the funding for Chafford Sports Complex. The current arrangements with HAR and SLM in respect of Chafford Sports Complex can be brought to an end by the Council.

#### **12. Human Resources implications and risks:**

12.1 All employees at Chafford Sports Complex are employees of SLM. Were Chafford Sports Complex to not continue within the Leisure Management Contract beyond May 2019, there are likely to be associated redundancies and SLM will need to manage this process. There are no implications for the Councils workforce.

#### **13. Equalities implications and risks:**

13.1 Under section 149 of the Equality Act 2010, the council has a duty when exercising its functions to have "due regard" to the need to eliminate discrimination, harassment and victimisation and any other

conduct prohibited under the Act and advance equality of opportunity and foster good relations between persons who share a protected characteristic and persons who do not. This is the public sector equality duty. The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

13.2 “Due regard” is the regard that is appropriate in all the circumstances. The weight to be attached to each need is a matter for the council. As long as the council is properly aware of the effects and has taken them into account, the duty is discharged. Depending on the circumstances, regard should be had to the following:

- the need to enquire into whether and how a proposed decision disproportionately affects people with a protected characteristic. In other words, the indirect discriminatory effects of a proposed decision;
- the need to remove or minimise disadvantages suffered by persons who share a protected characteristic that are connected to that characteristic;
- the need to take steps to meet the needs of persons who share a protected characteristic that are different from the needs of persons who do not share it. For example, meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons’ disabilities;
- the need to encourage persons who share a protected characteristic to participate in public life (or in any other activity in which participation by such persons is disproportionately low); and
- the need to tackle prejudice and promote understanding.

13.3 A completed Equalities and Health Impact Assessment is attached to this report as Appendix E.

**BACKGROUND PAPERS**

Cabinet Reports 15 November 2017 and 12 July 2016

# The Future of Chafford Sports Complex

## Consultation Paper

Central Government funding to Havering has reduced by over £29 million since 2014/15 and we are anticipating a further loss of the remaining £7 million in general Government grant over the next two years so that, from 2021/22, we don't expect Havering to be in receipt of any general Government grant.

Over the same period, and into the future, we are seeing Havering's population rising which is causing cost pressures. Since 2014 the Council has had to make reductions of over £77m and we know that we need to go further if we are to tackle the challenges facing the public sector. The Council will be considering a number of ways of meeting these budget challenges. Your views really do matter when we make these tough decisions.

The Chaffords Sports Complex is owned by the Harris Academy Rainham but is run by the Council's Leisure contractor SLM Ltd (Everyone Active). The Council funding for this site does not currently extend beyond December 2018; the funding for this year comes from 'one off' reserves and there is no provision in the Council's base budget for its continued operation.

The Council is therefore looking at the options regarding the future of Chaffords Sports Complex and is considering whether to cease funding at the end of this year. A decision will be taken in the coming months, having considered the feedback from this consultation exercise.

### 1. Introduction and Background

1.1 Chafford Sports Complex was built in 1971 and is located at the site of Harris Academy Rainham, a secondary school. The Sports Complex is a dual use facility in that the Academy has use during school hours, and outside of this it is open for community use.

Facilities include:

- 4 badminton court sports hall
- Small health and fitness suite
- 4 lane 25m swimming pool
- Sauna and steam

1.2 Chafford Sports Complex is owned by Harris Academy Rainham as part of the wider Harris Academy Federation. It is used by the Academy for school use. The Complex is currently operated, outside of school hours, as part of the Council's current Leisure Management Contract by SLM Ltd. Cabinet previously agreed at their meeting on 17 November 2017 to continue this funding until December 2018.

1.3 The Sports Complex is now 47 years old and in need of significant capital investment if it is to continue to operate as a publicly accessible sports complex. Indeed, it could be said that the Complex is at the end of its life with ongoing investment being required just to keep it open due to the age of the buildings. The Complex would also require a significant ongoing revenue subsidy for a management fee to SLM since unlike other leisure centres it does not self fund and is highly unlikely to do so in the future under any circumstances while it is a dual use site and only available outside school hours. In a competitive market, the Complex does not meet with current expectations for the quality of facilities and the usage of this Sports Complex is significantly lower than the use of others.

## Sports Centre Attendances 2017/18

	Dry Side (gym/sports hall)	Swimming	Total
Chafford Sports Complex	8,501	31,820	40,321
Central Park Leisure Centre	134,726	258,160	392,886
Hornchurch Sports Centre	155,157	200,928	356,085
Sapphire Ice and Leisure (from February to August 2018)	Gym only: 75,627	113,784	189,411

1.4 If the Council were to decide to cease the funding arrangement for Chafford Sports Complex it is likely that public use, and possibly club use, would not continue, and the Academy would need to determine the cost of continuing to maintain the pool; in reaching any view on possible future use the Academy would face similar issues as the Council does in relation to the state of the facilities and the financial challenges. As part of its decision making process the Council will consider the impact of closure upon service users; other leisure facilities available to residents are set out in this consultation document.

1.5 If the Council decides to continue to provide funding under the current arrangements this will have significant financial implications since that funding is not currently provided for in the budget and therefore the money will need to be found from other service changes or reductions, or by council tax changes.

1.6 The Council does have aspirations to provide a new sports facility in the south of the borough on a self-funding basis and will continue to look for opportunities for a dedicated stand-alone site rather than a shared site that restricts public access to the facilities.

## 2. Options

2.1 A number of options are set out below, all with reference to the financial challenges faced by the Council;

**Option One:** LBH and SLM agree to cease the current arrangements to manage Chafford Sports complex out of school hours. The explanation for this Option is outlined above.

**Option Two:** Continue with current arrangement – this will create a budget pressure of at least £232k per annum as the council currently does not have any funding in its base budget. That sum represents the cost the council has to pay SLM to manage the public use of the facilities, because unlike other facilities managed under the SLM contract, this requires financial support to continue to operate. Those costs may rise if public use falls as could be reasonably expected with no investment. The facilities are in need of updating if they are to continue to be used by the public and the estimated cost of this is approximately £1M, with the possibility of further future spend being required over time. However, the Council is not permitted by law to invest capital in a site it does not own and so any improvements would need to be met from revenue, and as explained the Council needs to make savings and has no revenue for this without making changes to other aspects of the budget. The Council will need to consider whether it is prudent to invest such large sums in a building it does not own, on a dual use site which will always require financial support for use by the public.

**Option Three:** Land and Asset Transfer – Harris Academy Rainham ('HAR') have offered to transfer ownership of the complete school site to LBH. HAR would need to seek agreement from the Education and Skills Funding Agency (ESFA) to do this as without their approval the transfer could not progress. The Council would then lease the school site on a long term arrangement to HAR, with a joint use agreement being agreed providing HAR access to the Sports Complex. Under this arrangement the necessary investment of approximately £1m in the Sports Complex, required by the SLM contract, would again fall to the Council but could be funded from capital. The Council would also be responsible for the repair and maintenance of the Sports Complex. If at a future time the Council decided to remove Chafford Sports Complex from the SLM contract, the Complex would revert to HAR. As with Option 2 there are real financial questions about

whether such high levels of investment are prudent or affordable in an asset which has an uncertain long term future.

**Option Four:** New build on school site – funding from LBH and possibly HAR, although capital funding through HAR would likely be limited to the sports hall and changing rooms. Considerable capital investment would be required – approximately £11m generating an ongoing revenue subsidy of approximately £500k per year inclusive of capital borrowing costs. Again, consideration would need to be given to whether a school site is the correct location for a new sports complex. A stand-alone site would allow greater day time use of the facility and would be more likely to achieve a self-financing position. A new sports complex on the school site would require the demolition of the existing sports complex prior to building the new; it is expected that there would be no sports complex for a period of up to two years.

### 3. Alternative Provision

3.1 Were the Council to withdraw from the management of Chafford Sports Complex through the Leisure Management Contract, there are a number of alternative sport and leisure opportunities for residents in the south of the borough. These are:

- Hornchurch Sports Complex – 4.9 miles from Chafford Sports Complex. Approximately a 16 minute drive, with it taking 32 minutes by bus
- Abbs Cross Health & Fitness Centre – 3.8 miles from Chafford Sports Complex. Approximately a 12 minute drive, with it taking 24 minutes by bus.
- Sapphire Ice and Leisure – 6.4 miles from Chafford Sports Complex. Approximately a 19 minute drive, with it taking 53 minutes by bus.
- Central Park Leisure Centre – 9.1 miles from Chafford Sports Complex. Approximately a 24 minute drive, with it taking 57 minutes by bus.
- Belhus Leisure Centre (Thurrock) – 3.4 miles from Chafford Sports Complex. Approximately a 10 minute drive, with it taking 30 minutes by bus including a 1 mile walk.
- Becontree Heath Leisure Centre (B&D) – 5.1 miles from Chafford Sports Complex. Approximately a 16 minute drive, with it taking 50 minutes by train and bus.

### 4. Consultation Process

4.1 In order to assist the Council with the decision making about the future of Chafford Sports Complex a comprehensive consultation exercise is being undertaken.

4.2 The consultation seeks to gather:

- Information to help it understand how ceasing management of Chafford Sports Complex would impact on the stakeholders of the Sports Complex were such a decision to be taken
- Ideas for alternative provision in the area
- Information about residents' use of alternative sites if the arrangement at Chafford Sports Complex ceased
- Characteristics of respondees and potential impact of a decision to cease provision
- Ideas to maintain current provision

4.3 The consultation will involve:

- An online survey
- Hard copy surveys available at Chafford Sports Complex, Rainham Library, Romford Town Hall, Harris Academy Rainham
- Specific consultation with HAR and clubs/organisations that have block bookings at the Complex.
- Programme of press releases and social media posts to promote awareness of the consultation
- Adverts in local press advising of consultation
- Time FM radio campaign for a week advising of the consultation
- LBH website banner

4.4 The consultation will last for 8 weeks and will commence on 16 October and close on 10 December.



## The Future of Chafford Sports Complex

### Survey Questionnaire

● **Are you currently a member of Chafford Sports Complex?**

Yes/No (please delete as applicable)

● **If yes, are you:**

- A monthly direct debit member                       Pay As You go gym member  
 A monthly concession direct debit member

● **Which facilities do you use at Chafford Sports Complex? (please tick all that apply)**

- Swimming Pool                       Gym  
 Sports Hall                       Sauna and Steam

● **How often do you use Chafford Sports Complex?**

- Weekly                       Once a month                       Less than once a month  
 Once every two weeks                       Never

● **Have you used Chafford Sports Complex in the last week?**

Yes/No (please delete as applicable)

● **Which of the following activities have you attended at Chafford Sports Complex in the last 6 months?**

- |   |   |
|---|---|
| <input type="checkbox"/> Swimming Lessons                             | <input type="checkbox"/> Badminton                          |
| <input type="checkbox"/> 11-15 Supervised Gym Sessions                | <input type="checkbox"/> Football                           |
| <input type="checkbox"/> Aqua Aerobics                                | <input type="checkbox"/> Gym                                |
| <input type="checkbox"/> Adult Be Water Confident<br>Swimming Lessons | <input type="checkbox"/> Health Suite (Sauna Steam)         |
| <input type="checkbox"/> Table Tennis                                 | <input type="checkbox"/> Children's School Holiday Sessions |
|   | <input type="checkbox"/> Public Swimming                    |

● **Are you aware of other leisure facilities in Havering? Please tick all that apply**

- Hornchurch Sports Centre  
 Sapphire Ice and Leisure  
 Central Park Leisure Centre  
 Abbs Cross Health and Fitness

● **Have you used any of the following leisure centres in the last 6 months?**

- |  |   |
|--|---|
| <input type="checkbox"/> Hornchurch Sports Centre    | <input type="checkbox"/> Abbs Cross Health and Fitness  |
| <input type="checkbox"/> Sapphire Ice and Leisure    | <input type="checkbox"/> Belhus Park Leisure Centre     |
| <input type="checkbox"/> Central Park Leisure Centre | <input type="checkbox"/> Becontree Heath Leisure Centre |



## The Future of Chafford Sports Complex

### Survey Questionnaire (continued)

● If Chafford Sports Complex was not available for public/community use, would you use any of the following facilities? Please tick all that you would use:

- |  |   |
|--|---|
| <input type="checkbox"/> Hornchurch Sports Centre    | <input type="checkbox"/> Abbs Cross Health and Fitness  |
| <input type="checkbox"/> Sapphire Ice and Leisure    | <input type="checkbox"/> Belhus Park Leisure Centre     |
| <input type="checkbox"/> Central Park Leisure Centre | <input type="checkbox"/> Becontree Heath Leisure Centre |

● Which modes of transport do you have you have access to? (please tick all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Car              | <input type="checkbox"/> Bicycle                    |
| <input type="checkbox"/> Public Transport | <input type="checkbox"/> Other (please state) ..... |

● Which modes of transport do you regularly use (please tick all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Car              | <input type="checkbox"/> Bicycle                    |
| <input type="checkbox"/> Public Transport | <input type="checkbox"/> Other (please state) ..... |

● If Chafford Sports Complex was not available for public/community use, please tell us what the impact would be for you and what you would intend to do to promote your health and wellbeing.

.....

.....

.....

.....

● The Council is facing a difficult decision. If you have any suggestions about how community leisure provision could be maintained in the area, please provide your comments below.

.....

.....

.....

.....

#### Submitting your completed form

Thank you for completing the questionnaire, your views are important to us. Please put your completed form, including the accompanying monitoring form, in the box marked 'Chafford Sports Complex Consultation' by Monday 10 December. At the end of the consultation period, all responses will be analysed and a report will be presented to the Council's cabinet committee in early 2019. A decision will then be made about the future of Chafford Sports Complex.



## The Future of Chafford Sports Complex

### Equality and Diversity Monitoring Form

Havering Council wants to improve the quality and delivery of its services to everybody and your completion of this questionnaire will help. In making decisions about services for residents, the Council collects and analyses data about who uses those services and how Council proposals may affect those individuals or groups of individuals. The Council also has statutory duties under the Equality Act 2010 to have due regard to the implications of possible decisions. It is therefore helpful in any consultation process for respondents to provide information about themselves.

#### Confidentiality

We understand and respect that residents are protective of their personal information. No data will be presented in such a way that identifies individuals, without your prior consent. The information you provide will be protected by the Data Protection Act 2018 and General Data Protection Regulations which ensures that the Council and its employees protect the confidentiality of data collected from individuals. The Council has a duty to keep your information securely.

Completion of this form is optional and there are no penalties for not providing equality information.

Post Code .....

If you do not want to complete the form, please tick here

Please tick the box that applies to you:

**Gender** Female  Male  Prefer not to say

**Gender Identity** Is your gender identity the same as the gender you were assigned at birth?

Yes  No  Prefer not to say

**Relationship Status**

Single  Married  Civil Partnership  Co-habiting  Widowed  Prefer not to say

Other (please state) .....

**Age**

Under 18  18-24  25-34  35-44  45-54  55-64  65-74

75-84  85+  Prefer not to say

**Sexual Orientation**

Bisexual  Gay man  Heterosexual  Lesbian/gay woman  Prefer not to say

Other (please state) .....

**Faith, Religion or Belief**

Buddhist  Christian  Hindu  Jewish  Muslim  No Religion

Sikh  Prefer not to say  Other (please state) .....

**Monitoring continues overleaf**



## The Future of Chafford Sports Complex

### Equality and Diversity Monitoring Form (continued)

#### Pregnancy

Are you pregnant, or have you given birth in the last 26 weeks?

Yes  No  Prefer not to say

#### Childcare responsibilities

Do you have unpaid responsibility for a child as a parent/guardian, etc?

Yes  No  Prefer not to say

If yes, is the care: Full-time  Part-time

#### How old is the child, or children?

Aged 0 to 4 (pre-school)  Aged 5 to 10 (primary)  Aged 11 to 18 (secondary)

#### Citizenship and Nationality

Are you a British/United Kingdom citizen or national?

Yes  No  Prefer not to say

If no, please select from the list below

EU National  EEA National  Indefinite leave to remain/enter

Refugee  Asylum Seeker  Other (please state) .....

#### Employment Status

Student  Employed/self-employed  Employed fixed term  Retired

Unemployed and looking for work  Unemployed and not looking for work

Apprenticeship scheme/training  Prefer not to say  Other (please state) .....

#### Ethnicity/Ethnic Origin

This question is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong.

Prefer not to say

White British  Irish  Gypsy or Irish Traveller  European

Other White background, please state .....

Mixed/multiple ethnic groups

White and Black Caribbean  White and Black African  White and Asian

Other Mixed background, please state: .....

Asian/British Asian

Bangladeshi  Chinese  Indian  Pakistani

Other Asian background, please state: .....



# The Future of Chafford Sports Complex

## Equality and Diversity Monitoring Form (continued)

Black/Black British

African  Caribbean

Other Black/African/Caribbean background, please state: .....

Other ethnic group

Arabian  Prefer not to say  Other ethnic group, please state .....

**Do you consider yourself to have a disability, impairment or health condition?**

Yes  No  Prefer not to say

If you have answered 'yes', please tick the box(es) below that best describe your impairment.

This information helps us improve access to our services.

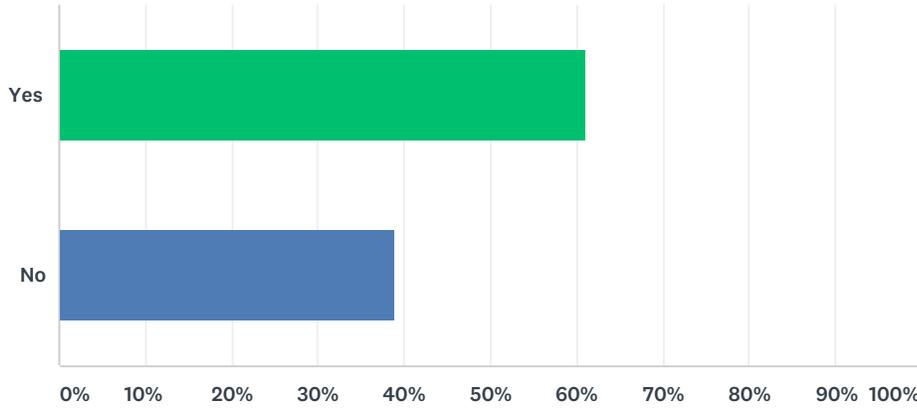
- Sensory – e.g. mild deafness; partially sighted; blindness
- Physical – e.g. wheelchair user
- Mental Illness – e.g. bi-polar disorder; schizophrenia; depression
- Developmental – e.g. autistic spectrum disorders (ASD); dyslexia and dyspraxia
- Learning Disability/Condition – e.g. Down's Syndrome; Cerebral Palsy
- Long-term Illness/Health Condition – e.g. cancer, HIV, diabetes, chronic heart disease, stroke

Other (please specify condition) .....

.....  
.....

# Q1 Are you currently a member of Chafford Sports Complex?

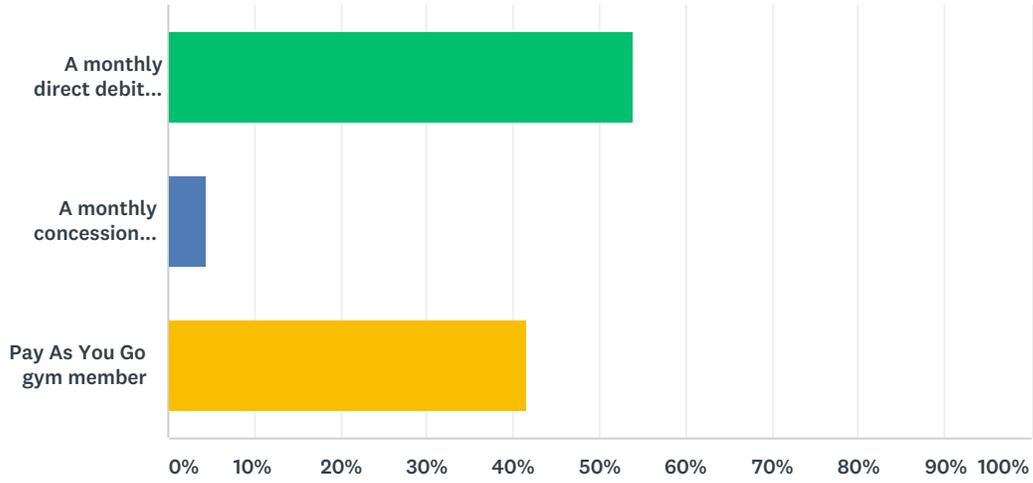
Answered: 376 Skipped: 55



ANSWER CHOICES	RESPONSES	
Yes	61.17%	230
No	38.83%	146
TOTAL		376

## Q2 If yes, are you

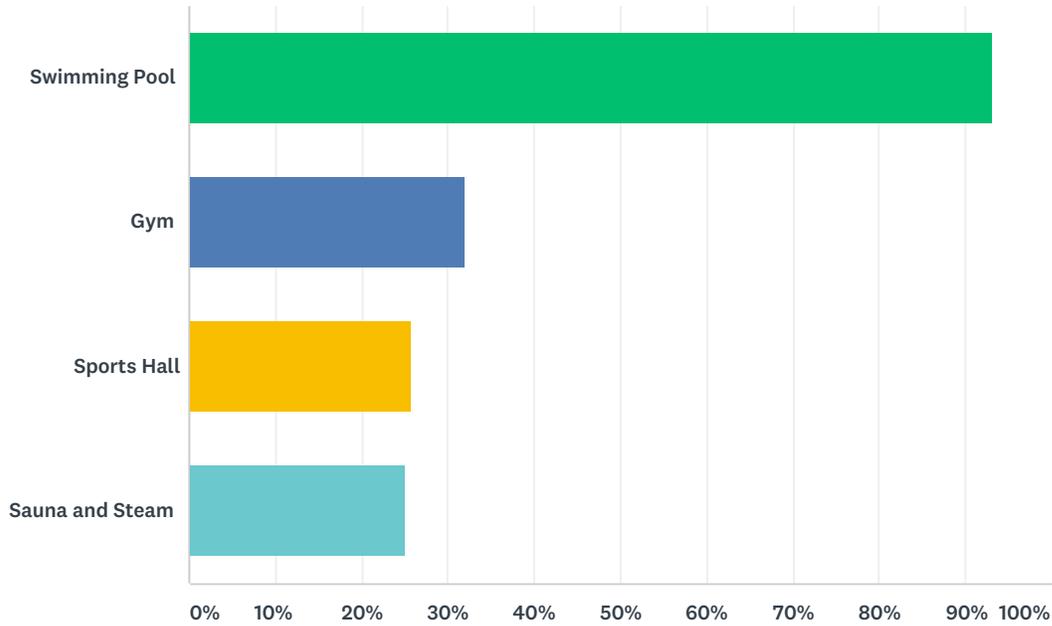
Answered: 226 Skipped: 205



ANSWER CHOICES	RESPONSES	
A monthly direct debit member	53.98%	122
A monthly concession direct debit member	4.42%	10
Pay As You Go gym member	41.59%	94
<b>TOTAL</b>		<b>226</b>

### Q3 Which facilities do you use at Chafford Sports Complex (please tick all that apply)

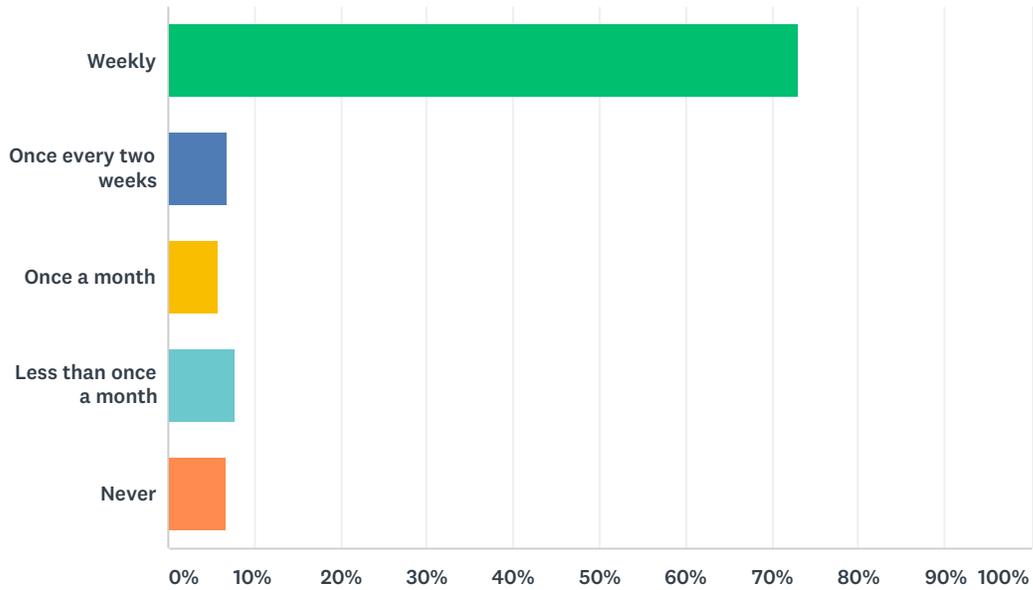
Answered: 374 Skipped: 57



ANSWER CHOICES	RESPONSES	
Swimming Pool	93.05%	348
Gym	32.09%	120
Sports Hall	25.67%	96
Sauna and Steam	25.13%	94
Total Respondents: 374		

## Q4 How often do you use Chafford Sports Complex?

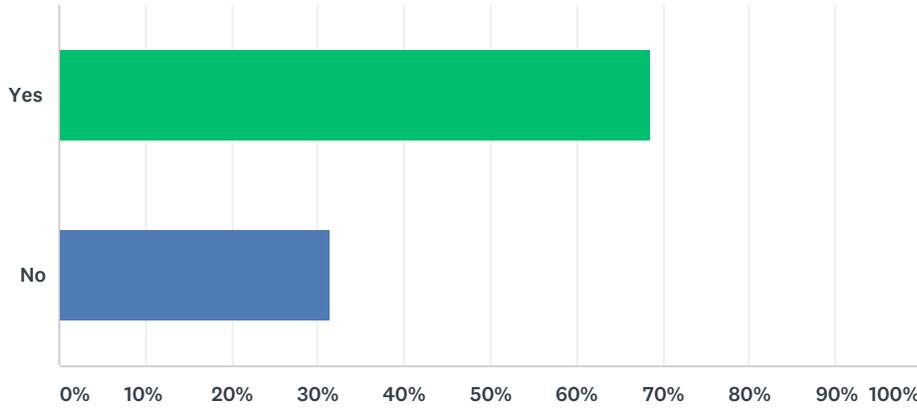
Answered: 392 Skipped: 39



ANSWER CHOICES	RESPONSES	
Weekly	72.96%	286
Once every two weeks	6.89%	27
Once a month	5.87%	23
Less than once a month	7.65%	30
Never	6.63%	26
<b>TOTAL</b>		<b>392</b>

### Q5 Have you used Chafford Sports Complex in the last week?

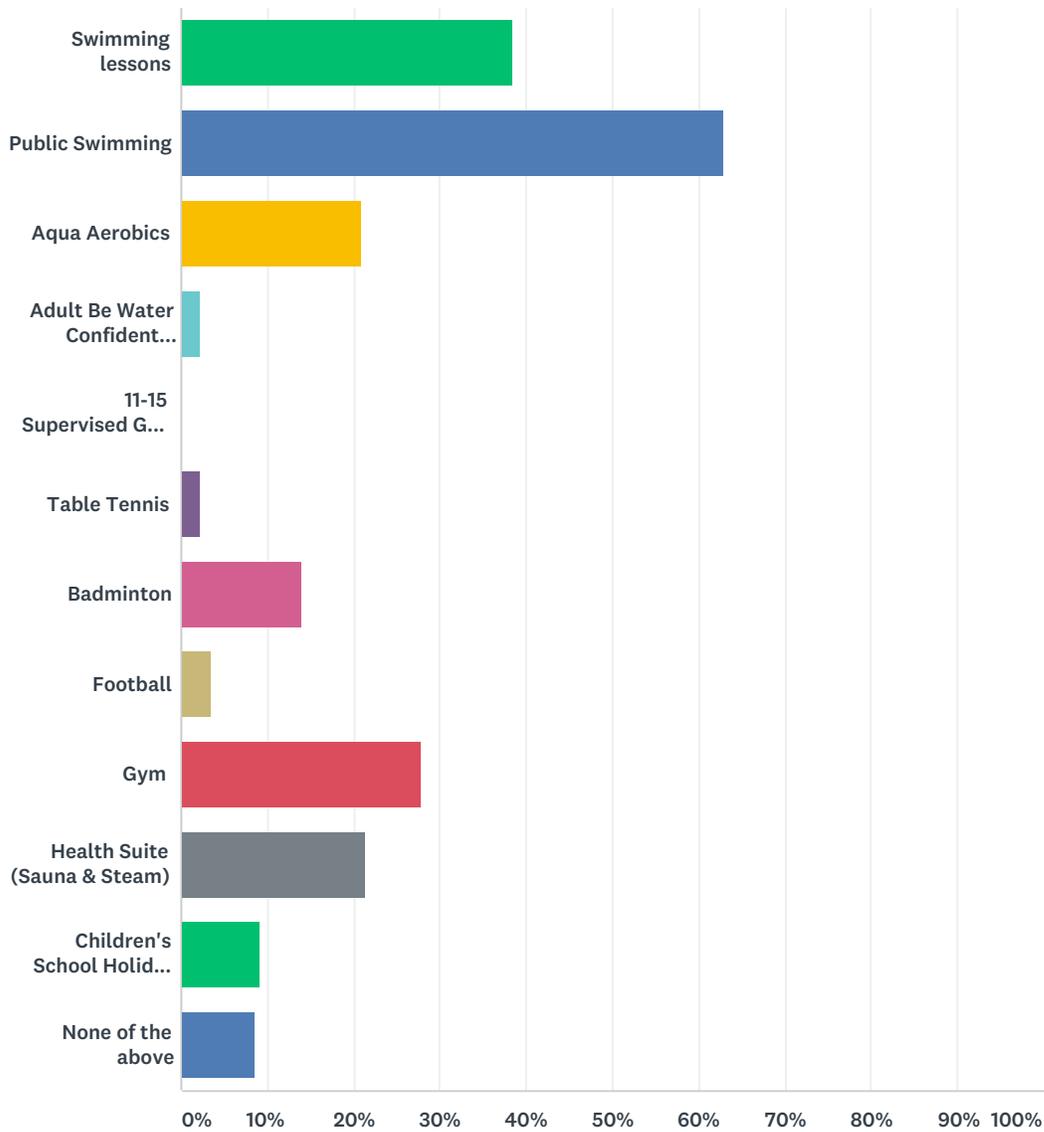
Answered: 348 Skipped: 83



ANSWER CHOICES	RESPONSES	
Yes	68.68%	239
No	31.32%	109
TOTAL		348

Q6 Which of the following activities have you attended at Chafford Sports Complex in the past 6 months? Please tick all that apply.

Answered: 388 Skipped: 43



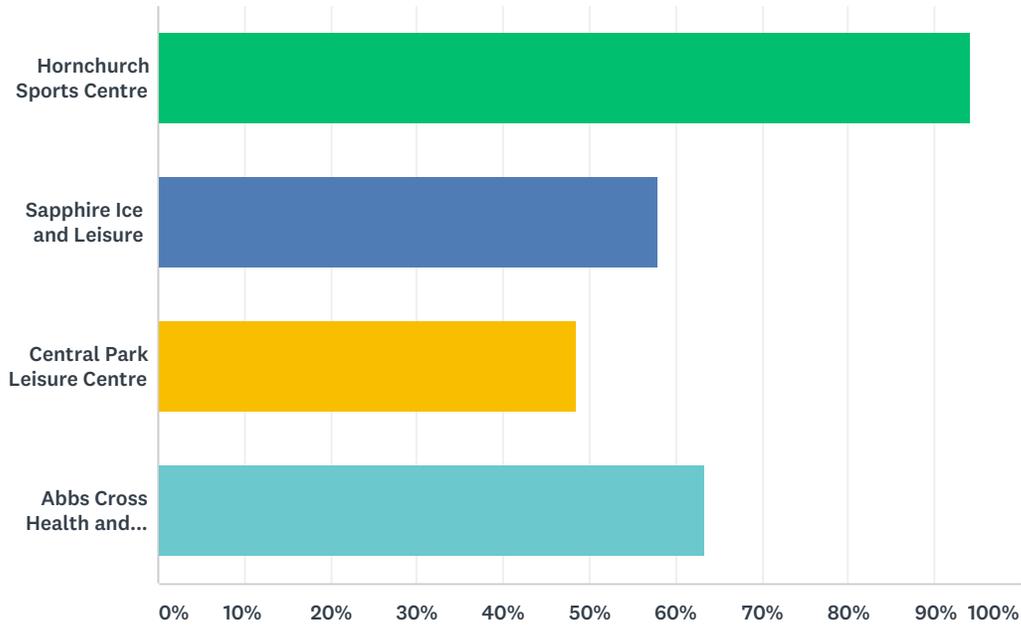
ANSWER CHOICES	RESPONSES	
Swimming lessons	38.40%	149
Public Swimming	62.89%	244
Aqua Aerobics	20.88%	81
Adult Be Water Confident Swimming Lessons	2.32%	9
11-15 Supervised Gym Sessions	0.26%	1
Table Tennis	2.32%	9
Badminton	13.92%	54

## The Future of Chafford Sports Complex

Football	3.61%	14
Gym	27.84%	108
Health Suite (Sauna & Steam)	21.39%	83
Children's School Holiday Sessions	9.28%	36
None of the above	8.51%	33
Total Respondents: 388		

### Q7 Are you aware of other leisure facilities in Havering? Please tick all that apply

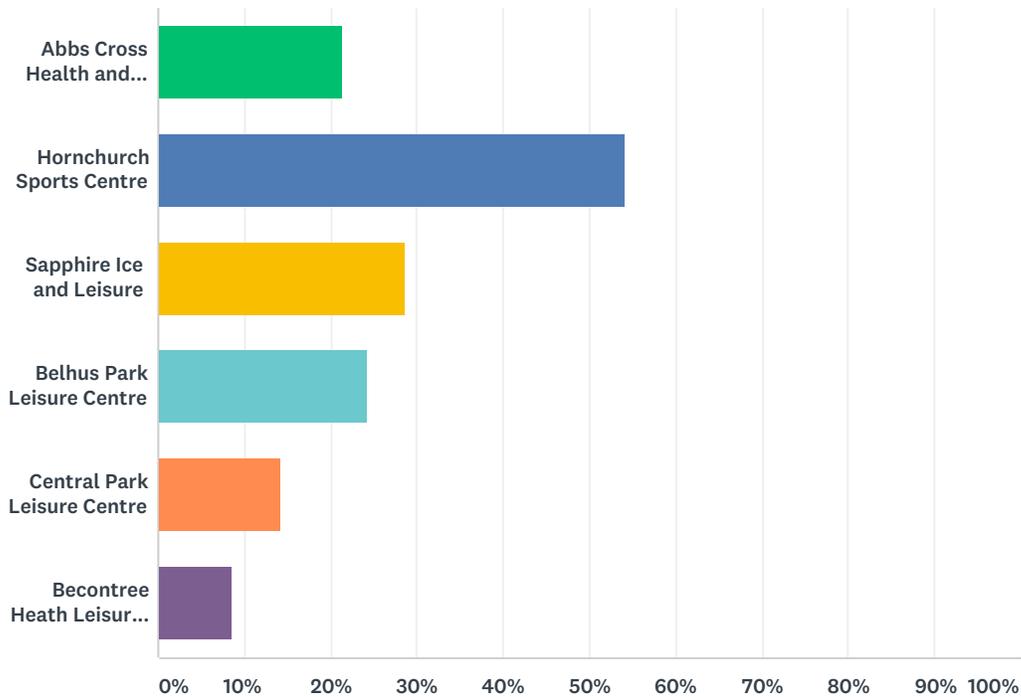
Answered: 356 Skipped: 75



ANSWER CHOICES	RESPONSES	
Hornchurch Sports Centre	94.10%	335
Sapphire Ice and Leisure	57.87%	206
Central Park Leisure Centre	48.60%	173
Abbs Cross Health and Fitness	63.48%	226
Total Respondents: 356		

## Q8 Have you used any of the following leisure centres in the past 6 months:

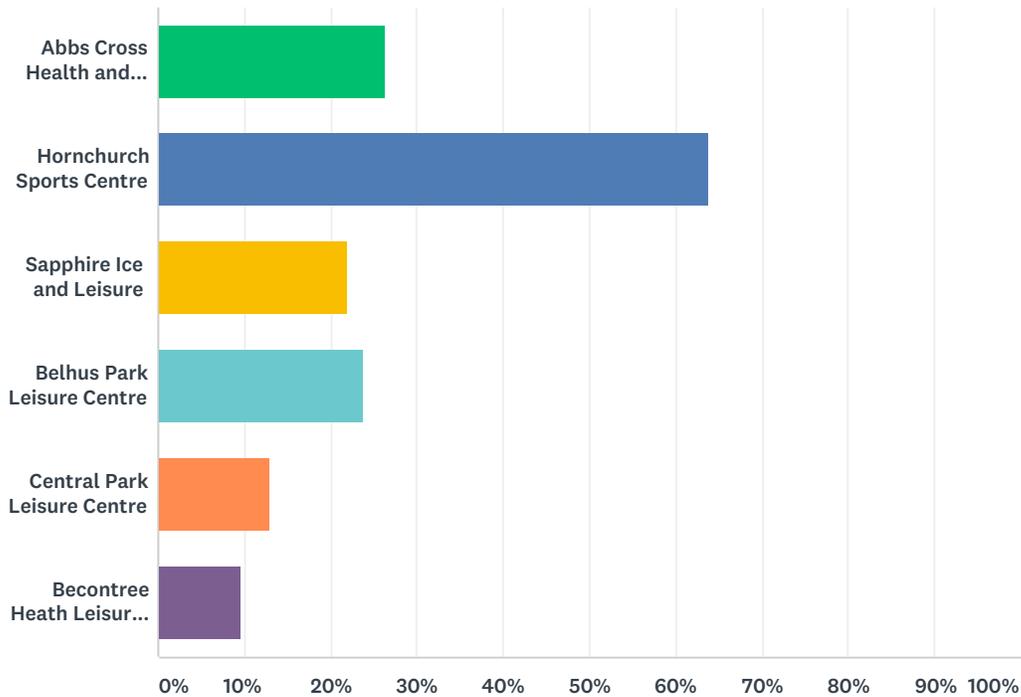
Answered: 140 Skipped: 291



ANSWER CHOICES	RESPONSES	
Abbs Cross Health and Fitness	21.43%	30
Hornchurch Sports Centre	54.29%	76
Sapphire Ice and Leisure	28.57%	40
Belhus Park Leisure Centre	24.29%	34
Central Park Leisure Centre	14.29%	20
Becontree Heath Leisure Centre	8.57%	12
Total Respondents: 140		

**Q9 If Chafford Sports Complex was not available for public/community use, would you use any of the following facilities — please tick all that you would use:**

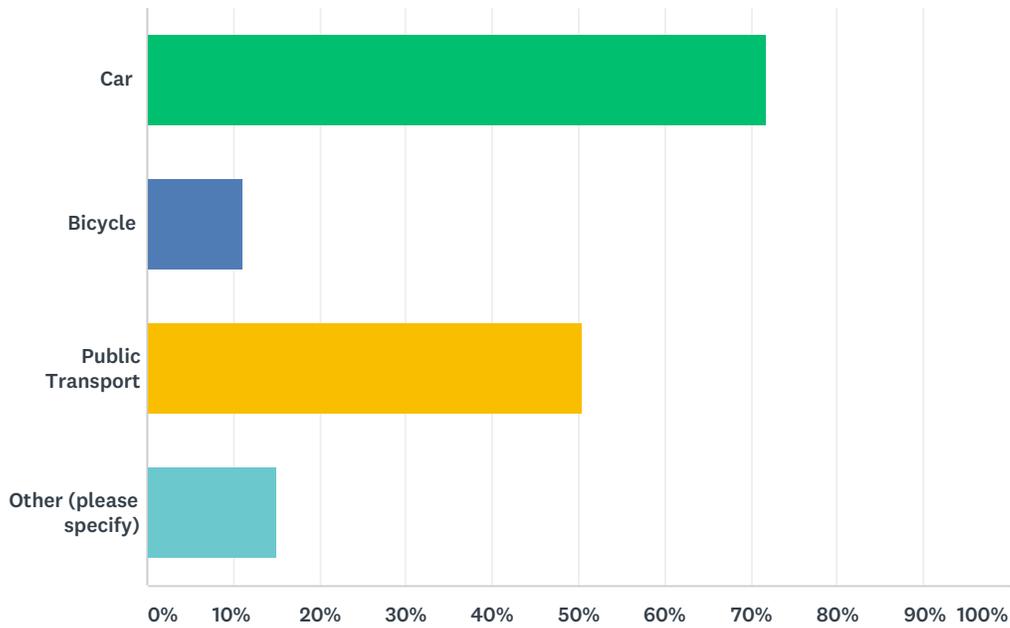
Answered: 155 Skipped: 276



ANSWER CHOICES	RESPONSES	
Abbs Cross Health and Fitness	26.45%	41
Hornchurch Sports Centre	63.87%	99
Sapphire Ice and Leisure	21.94%	34
Belhus Park Leisure Centre	23.87%	37
Central Park Leisure Centre	12.90%	20
Becontree Heath Leisure Centre	9.68%	15
Total Respondents: 155		

### Q10 Which modes of transport do you have access to: (please tick all that apply)

Answered: 389 Skipped: 42



ANSWER CHOICES	RESPONSES
Car	71.72% 279
Bicycle	11.05% 43
Public Transport	50.39% 196
Other (please specify)	15.17% 59
Total Respondents: 389	

#	OTHER (PLEASE SPECIFY)	DATE
1	Mini bus	12/7/2018 12:40 PM
2	Walking	12/7/2018 12:32 PM
3	Walking	12/7/2018 12:26 PM
4	Walk	12/7/2018 12:11 PM
5	Walk	12/7/2018 12:06 PM
6	Walk	12/7/2018 11:48 AM
7	Walk	12/7/2018 11:26 AM
8	Walk	12/7/2018 11:09 AM
9	Walking	12/6/2018 3:31 PM
10	Walking	12/6/2018 2:35 PM
11	Walk	12/6/2018 2:15 PM
12	None	12/6/2018 2:10 PM

## The Future of Chafford Sports Complex

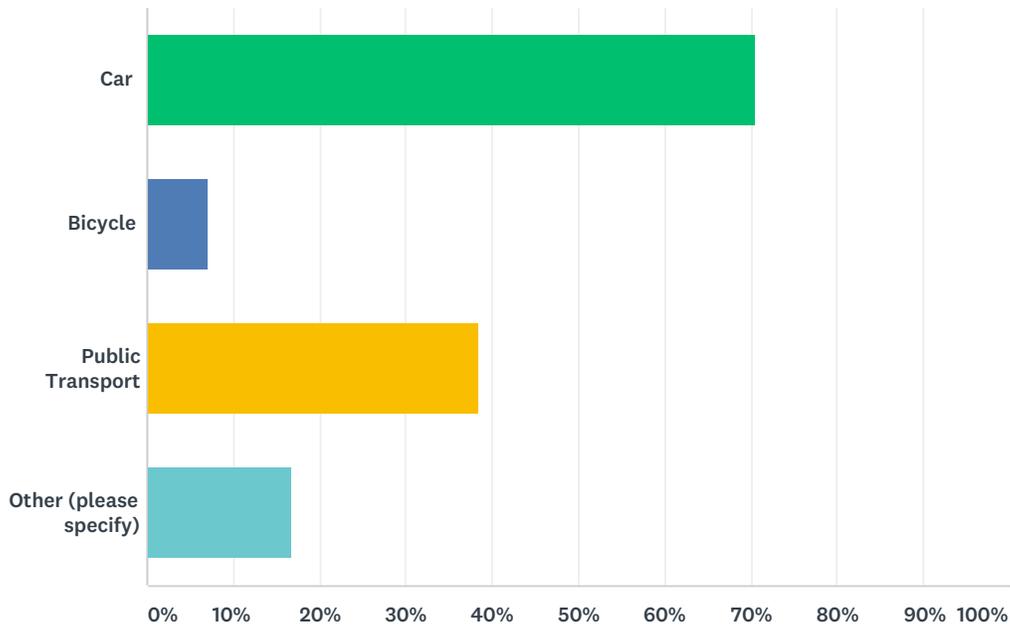
13	Walk	12/6/2018 1:04 PM
14	Walk	12/6/2018 12:44 PM
15	walking	12/5/2018 3:53 PM
16	walk	12/5/2018 3:22 PM
17	walking	12/5/2018 2:59 PM
18	mini bus	12/5/2018 2:51 PM
19	walk	12/5/2018 2:16 PM
20	walk	12/5/2018 2:12 PM
21	legs	12/5/2018 1:49 PM
22	walk	12/5/2018 1:42 PM
23	walk	12/5/2018 11:50 AM
24	walk	12/5/2018 11:39 AM
25	I would not go swimming any where else. I think the council should re think and spend some of our money on keeping the swimming pool where the locals going	12/5/2018 10:44 AM
26	Walk	12/4/2018 4:43 PM
27	Walk	12/4/2018 4:00 PM
28	Walk	12/4/2018 3:52 PM
29	Foot	12/4/2018 3:39 PM
30	Walking	12/4/2018 3:35 PM
31	Walk	12/4/2018 2:54 PM
32	Walk	12/4/2018 2:15 PM
33	Walk	12/4/2018 2:10 PM
34	School coach	11/30/2018 11:04 AM
35	Walk	11/17/2018 10:07 AM
36	Walk	11/15/2018 9:05 AM
37	foot	11/13/2018 7:11 PM
38	Foot	11/13/2018 2:11 PM
39	walk	11/13/2018 1:48 PM
40	Walk	11/5/2018 2:05 PM
41	Walk	11/5/2018 12:27 PM
42	walk	11/5/2018 8:07 AM
43	Walk	11/5/2018 7:39 AM
44	Walk	11/5/2018 6:40 AM
45	Walk	11/4/2018 10:14 PM
46	None	11/4/2018 9:17 AM
47	Walking	10/21/2018 5:28 AM
48	Walk	10/20/2018 4:13 AM
49	Walking	10/18/2018 1:10 PM
50	Walking	10/17/2018 3:20 PM
51	Taxi	10/17/2018 3:09 PM
52	Walk	10/17/2018 11:03 AM

## The Future of Chafford Sports Complex

53	Walk to Chaffords Sports Centre	10/17/2018 9:43 AM
54	Walk	10/17/2018 6:30 AM
55	Walk	10/17/2018 5:13 AM
56	Walking	10/16/2018 8:29 PM
57	Foot	10/16/2018 6:40 PM
58	Walk	10/16/2018 6:35 PM
59	Walk	10/16/2018 1:07 PM

## Q11 Which modes of transport do you regularly use? (please tick all that apply)

Answered: 390 Skipped: 41



ANSWER CHOICES	RESPONSES
Car	70.51% 275
Bicycle	7.18% 28
Public Transport	38.46% 150
Other (please specify)	16.67% 65
Total Respondents: 390	

#	OTHER (PLEASE SPECIFY)	DATE
1	Mini Bus	12/7/2018 12:40 PM
2	Walk	12/7/2018 12:11 PM
3	Walk	12/7/2018 12:06 PM
4	Walk	12/7/2018 11:48 AM
5	Walk	12/7/2018 11:26 AM
6	Walk	12/7/2018 11:09 AM
7	Walk	12/7/2018 10:46 AM
8	Walking	12/6/2018 3:31 PM
9	Walking	12/6/2018 2:35 PM
10	Walk	12/6/2018 2:32 PM
11	Walk	12/6/2018 2:15 PM
12	Walk	12/6/2018 2:10 PM

## The Future of Chafford Sports Complex

13	Walk	12/6/2018 1:04 PM
14	Walk	12/6/2018 12:44 PM
15	walking	12/5/2018 3:53 PM
16	walk	12/5/2018 3:31 PM
17	walk	12/5/2018 3:25 PM
18	walk	12/5/2018 3:22 PM
19	walking	12/5/2018 2:59 PM
20	mini bus	12/5/2018 2:51 PM
21	walk	12/5/2018 2:16 PM
22	walk	12/5/2018 2:12 PM
23	walk	12/5/2018 1:49 PM
24	walk	12/5/2018 1:42 PM
25	walk	12/5/2018 11:50 AM
26	walk	12/5/2018 11:39 AM
27	Walk	12/5/2018 10:59 AM
28	I would not go swimming any where else. I think the council should re think and spend some of out money on keeping the swimming pool. Wheres the locals going	12/5/2018 10:44 AM
29	Walk	12/4/2018 4:43 PM
30	Walk	12/4/2018 4:31 PM
31	None due to funding	12/4/2018 3:56 PM
32	Walk	12/4/2018 3:52 PM
33	Foot	12/4/2018 3:39 PM
34	Walk	12/4/2018 3:35 PM
35	Walk	12/4/2018 3:26 PM
36	Walk	12/4/2018 2:54 PM
37	Walk	12/4/2018 2:15 PM
38	School coach	11/30/2018 11:04 AM
39	Walk	11/17/2018 10:07 AM
40	walk	11/15/2018 3:44 PM
41	Walk	11/13/2018 9:02 PM
42	Walking or running to chaffords	11/13/2018 5:39 PM
43	Foot	11/13/2018 2:11 PM
44	walk	11/13/2018 1:48 PM
45	Walking	11/13/2018 1:42 PM
46	walk	11/5/2018 2:05 PM
47	Walk	11/5/2018 12:27 PM
48	Walk	11/5/2018 8:32 AM
49	Walk	11/5/2018 7:39 AM
50	None	11/5/2018 6:40 AM
51	Walk	11/4/2018 10:00 PM
52	Walking	11/4/2018 9:44 PM

## The Future of Chafford Sports Complex

53	Walk	11/4/2018 9:17 AM
54	Walking	11/2/2018 9:03 PM
55	Walk	11/2/2018 8:20 PM
56	Walking	10/21/2018 5:28 AM
57	walking	10/18/2018 4:41 PM
58	Walking	10/18/2018 1:10 PM
59	Taxi	10/17/2018 3:09 PM
60	Walk	10/17/2018 11:03 AM
61	..and walk to Chaffords Sports Centre	10/17/2018 9:43 AM
62	Walking	10/16/2018 8:29 PM
63	Foot	10/16/2018 6:40 PM
64	Walk	10/16/2018 6:35 PM
65	Walk	10/16/2018 1:07 PM

**Q12 If Chafford Sports Complex was not available for public/community use, please tell us what the impact would be for you, and what you would intend to do to promote your health and wellbeing.**

Answered: 328 Skipped: 103

#	RESPONSES	DATE
1	It would have a big impact on us a family we live in aveley and travel here as that's by far the best place	12/7/2018 12:55 PM
2	It is very important to us it has been here for years and does so many swimming lessons	12/7/2018 12:51 PM
3	There would be no local swimming. I understand Hornchurch is far to busy. I suppose I would stop going if Chaffords Closed. Down (After the Olympic Games we had free swimming) didn't last long. Another Government and council idea they don't care about local residents. Never have	12/7/2018 12:47 PM
4	I would not be able to attend my Saturday swimming session. I would not be keeping fit by swimming. I would not be keeping fit by swimming. I would not have my weekly session of meeting my swimming friends. I would not be going out on a saturday	12/7/2018 12:41 PM
5	I need to be able to use a local swimming pool. I have asthma and it helps to keep me fit and exercises my lungs	12/7/2018 12:33 PM
6	My health would be worse as doing aqua is a low impact exercise. I find the times a suit my life/work balance. I have met many friends there so makes it socially welcoming for me	12/7/2018 12:29 PM
7	Would miss swimming pool partially for friends who use it more	12/7/2018 12:24 PM
8	Do nothing as I can not ravel miles after a days work we pay lots in rates hence give us a brake and leave chaffords alone thank you	12/7/2018 12:20 PM
9	It would be a great loss to the community. Rainham always seems to be losing its facilities. The children in Rainham ..... state pf the art .... Facilities, Similar to Hornchurch etc.	12/7/2018 12:08 PM
10	already a waiting list for swimming lessons. child's ability to learn to swim severely affected	12/7/2018 12:01 PM
11	The likelihood is we would not go swimming on a weekly basis. I would not sign up for a monthly membership at another site	12/7/2018 11:58 AM
12	I am a regular to the Tuesday water aerobics which I have attended on my own in the time I have been going I have formed a great relationship with others which I have found at Hornchurch Also it is not far to go when I have finished work so time factor is a big issue	12/7/2018 11:55 AM
13	I would not be able to take exercise as many times a week if at all, as the travel and ability to book easily would deter me.	12/7/2018 11:50 AM
14	children would stop their swimming lessons	12/7/2018 11:45 AM
15	grandchildren would stop their swimming lessons	12/7/2018 11:43 AM
16	Both my children use the pool on a weekly basis for swimming lessons and I think its important for our community not to lose another facility. Over the years I have seen the Rainham Snooker Hall close and our local football team fold . Please don't let us lose anything else!	12/7/2018 11:40 AM
17	I love swimming, It will have great impact on my health and wellbeing, My son school is near by the swimming and to get to another swimming ..... will be stressfull	12/7/2018 11:33 AM
18	I am mental disably and attend swimming lesson every sataday with Avehon RD Center for disable	12/7/2018 11:28 AM
19	No more swimming thanks to Havering Council	12/7/2018 11:23 AM
20	If the ... was not open our son would find it difficult to follow his effort. It is good exercise for him and the lack of facilities would have a big effect to his general health	12/7/2018 11:20 AM
21	A big impact, why would u want to get rid of this sports centre !!! Why take it away from residents of Rainham	12/7/2018 11:15 AM

## The Future of Chafford Sports Complex

22	I would not get any exercise	12/7/2018 11:10 AM
23	I have been exercising for 40 years and up until now remain fit. The closure of Chaffords Sports Complex would be very serious for me given the fact that I Have so many ailments that require exercise and would take by public transport two hours per day to get to Hornchurch Sports Centre plus 1 1/2 Hours workout three times per week, thus losing so much time and would be tiring at 75 years of age	12/7/2018 11:06 AM
24	It would make going to the pool harder as the pool is convenient with its opening times and availability	12/7/2018 10:58 AM
25	It would be a shame because the learning opportunities it offers are amazing. I would not do the extra 15-20mins journey to go elsewhere	12/7/2018 10:53 AM
26	It would mean having to use public transport which is very time consuming and very inconvenient with all the new housing development in the area keeping open is a must	12/7/2018 10:48 AM
27	WOULD NOT USE OTHER FACILITIES	12/7/2018 10:41 AM
28	very unhappy. local complex	12/7/2018 10:28 AM
29	I would be very upset as I have been a member there for a really long time and feel very comfortable going there on a regular basis	12/7/2018 10:25 AM
30	I come to Chaffords with my disabled daughter , I find the size and atmosphere of the pool more welcoming and friendly then anywhere else , I would stop going with her swimming	12/7/2018 10:21 AM
31	I would stop going currently as it suits me to visit this complex when returning from work	12/7/2018 10:16 AM
32	It will cost more money the school will off to go somewhere else. Over eight years we use it. I live in Rainham we always get the bad end of stick. Chafford sports complex swimming pool we need it.	12/7/2018 10:08 AM
33	I would be unable to use sports facilities. I would not make the journey to other public facilities by public transport this is expensive and time consuming. Parking at alternative sites is busy,transport is often and the sites are inconvenient for somebody working in the city	12/7/2018 9:52 AM
34	It would impact me a lot as I suffer with anxiety and find it difficult to do new things in new places attending Chafford helps ease this as I have got to know many of the staff and members.	12/6/2018 3:44 PM
35	I find Chafford more accepting and friendly. I don't feel self conscious. The impact would probably I wouldn't go to another sports complex.	12/6/2018 3:40 PM
36	It would take away my families sport days every weekend as we use Chafford every Saturday and Sunday mornings.	12/6/2018 3:33 PM
37	I would be massively disappointed if Chaffords close. Not only is it convenient to get to I have made new friends and it is also a very sociable environment. I would use the HX sports centre, but it is a completely different vibe and not as "user" friendly.	12/6/2018 3:29 PM
38	Would have to drive if I had access to a shared car or get the bus. I can walk to Chafford sports complex which is better than driving or using public transport for your health.	12/6/2018 3:24 PM
39	Go to another if I can get booked in!!	12/6/2018 3:20 PM
40	There is nothing else in South Havering. I will stop going to the gym.	12/6/2018 3:18 PM
41	I am 55 years old and obese. I go to the aqua aerobics once a week to help me lose weight because it is a small complex the staffs are very friendly and helpful and the people who use it are as well. The other sports centres are too far for me to go and I would have to get the bus home on my own late at night.	12/6/2018 3:11 PM
42	There would not be a swimming pool close enough for me to use on work days.	12/6/2018 2:56 PM
43	The club might close - miss swimming with friends.	12/6/2018 2:53 PM
44	It would have a bad effect on me and my daughters.	12/6/2018 2:48 PM
45	affect emotional health as I use swimming to relieve stress. Physical health - weight gain, blood pressure.	12/6/2018 2:37 PM
46	I would not be able to train on a regular basis.	12/6/2018 2:33 PM

## The Future of Chafford Sports Complex

47	My children and I want a centre close to home where we can spend the time exercising which will benefit our health and time to be a family. The other centres are too far just for swimming lessons and gym.	12/6/2018 2:30 PM
48	Would impact my general health – majorly this is the only facility I use and feel comfortable for myself and children to use.	12/6/2018 2:26 PM
49	I enjoy going to the Chaffords because of the facilities and people there so shutting it would mean having to go to another centre when I enjoy being at Chaffords, I struggle with anxiety so having to get used to another centre would be hard and could cause anxiety.	12/6/2018 2:22 PM
50	I don't think the Conservatives care about the people of Rainham. I don't think you will be getting my vote I believe you have already decided.	12/6/2018 2:17 PM
51	It would be devastating for me and my young children impacting our lives dramatically. I have no access to facilities with the distance and time management. It would completely effect our healthy lifestyle.	12/6/2018 2:12 PM
52	I would not work out regularly if at all.	12/6/2018 2:07 PM
53	Well, I would try to go running more.	12/6/2018 2:04 PM
54	I am disgusted that Chaffords may close. Regarding Hornchurch – I waited 2 years on the waiting list and never was offered a place. Health and wellbeing are important to my family and removal of these facilities will make Rainham a no go area. Further degradation of the area.	12/6/2018 2:02 PM
55	I would not be able to get to any other health leisure centre due to work and the unreliability of the public transport in the Wennington area. It will be a disgrace by this council if they close the Chafford sports complex. Visits Chafford 5 times a week which is a regular thing.	12/6/2018 1:53 PM
56	I live 10 minutes away, so very accessible without transportation.	12/6/2018 1:47 PM
57	It means everything health wise and social impact.	12/6/2018 1:12 PM
58	This decision would impact my life and I wouldn't be able to manage anywhere else to maintain an healthy lifestyle.	12/6/2018 1:05 PM
59	It means the difference between healthy and not due to my illness I am unable to travel anywhere else.	12/6/2018 1:03 PM
60	I would not be able to swim. I do not have the money or the time to drive to other pools. We have a pool in Rainham. How about you use the money that my taxes provide to support my town rather than other people you thieving scum.	12/6/2018 12:57 PM
61	Do home training.	12/6/2018 12:48 PM
62	Since retiring I use Chafford SC more than ever especially for swimming. The complex is a 5-10 minute stroll from my house. I would find it very inconvenient to go anywhere else.	12/6/2018 12:46 PM
63	I am a pensioner and live near to the Chafford complex which is very convenient for me. I was a member and thinking of joining again to use the complex more. It would be a great shame and inconvenient for the complex to shut.	12/6/2018 12:41 PM
64	If Chafford closes, I think our badminton evening wil terminate. We age from 60's to 70's and is great night for company and exercise	12/6/2018 12:41 PM
65	Would not be able to use the gym and wouldn't go anywhere else as either too far or expensive.	12/6/2018 12:36 PM
66	It would be most inconvenient if Chafford should close, but I would travel to the other venues.	12/6/2018 12:33 PM
67	I rely on my lesson every week to help me with my pain. I am 77 years old and I enjoy my lessons every week and it helps me.	12/6/2018 12:23 PM
68	My children wouldn't want to learn to swim, Chafford's is used by the local primary school in the area, where is the provision for their lesson if Chafford's is shut? There are long waiting lists everywhere. There are no other leisure facilities locally. I would have to drive elsewhere which would add to town congestion and drain our family time.	12/6/2018 12:20 PM
69	The people I have met and meet up with would come to an end. Chafford has become our meeting point and we would definitely lose our following	12/6/2018 10:27 AM
70	There is nowhere in Rainham to do the exercise I do. I don't have time to go further afield . Therefore my health and wellbeing will most defiantly suffer .	12/5/2018 4:24 PM

## The Future of Chafford Sports Complex

71	I would not bother to go as I like Chaffords for the smaller size of its use for swimming	12/5/2018 4:18 PM
72	I am a career and every week I take the girl I work with, who has special needs to Chafford sports centre to swim for the one hour allocated time for special needs people . The impact would be sad if the centre were to close but one would hope there would be another centre to go to continue with the swimming	12/5/2018 4:10 PM
73	Chafford is where my children learn to swim and will eventually use the facilities on a more regular basis when old enough.	12/5/2018 4:03 PM
74	I wouldn't go to any other LC Chafford sports complex is near our house and would be a big lose to close it.	12/5/2018 3:56 PM
75	it would mean traveling further afield in the evening which im not keen to do as I am a pensioner, Chafford is close to home and is more convenient	12/5/2018 3:50 PM
76	inconvenient	12/5/2018 3:41 PM
77	no more swimming lessons for children to use.	12/5/2018 3:37 PM
78	3x children swimming lessons would cease. Other facilities are too far away - journey time is to long when on a time limited schedule.	12/5/2018 3:34 PM
79	less interest in keeping fit, less social activity with local people.	12/5/2018 3:27 PM
80	walking, cycling and running	12/5/2018 3:22 PM
81	If Chafford closed my children aged 3 and 5 would no longer attend swimming lessons. There are no other lessons available at suitable times and prices within a suitable distance.	12/5/2018 3:13 PM
82	it should stay open because it is closest to people of Rainham.	12/5/2018 3:07 PM
83	swimming and walking are my regular means of keeping fit, am a novice on a bike . Have one but come off too frequently to drive any distance or to ride on a road.	12/5/2018 3:03 PM
84	unable to access public swimming, loss in health and mobility.	12/5/2018 2:56 PM
85	The pool is ideal for sea lions swimming club for learning disabled adults. We have use for 1.5 hrs on Saturdays	12/5/2018 2:53 PM
86	I care for my husband with dementia. I find I can leave him for an hour (in bed), if I went to another facility, with travel it would take much longer.	12/5/2018 2:47 PM
87	I am 79 years old and do swimming twice a weekly. I would try to do something else, but at this moment im not sure what.	12/5/2018 2:39 PM
88	would be such a shame as I learnt to swim at this pool 30 years ago.	12/5/2018 2:24 PM
89	Its close to my house so come after work, don't want to get in the car to get to the gym	12/5/2018 2:20 PM
90	son wouldn't learn to swim.	12/5/2018 2:12 PM
91	My family use Chafford complex due to the close proximity to our home. If Chafford sports complex was not available for public use , we wouldn't go to other complex so often and my son wouldn't learn how to swim.	12/5/2018 2:07 PM
92	nothing for the local community or children	12/5/2018 1:59 PM
93	My health and wellbeing would deteriorate as no other centre within accessibility.	12/5/2018 1:54 PM
94	Health and wellbeing will deteriorate.	12/5/2018 1:45 PM
95	I have an extremely tight schedule, I work full time in central London and have young children (who also attend the centre for judo), to travel any further is not an option.	12/5/2018 1:38 PM
96	My children would not be learning to swim and stay fit. If we have to travel to another site the time traveling has a big impact.	12/5/2018 1:28 PM
97	Then life would come sedentary, eat more & gain weight. Chaffords is small and friendly complex. No competition unlike other gyms. Easily accessible for south area. Rainham is going to grow. Never have any other facilities or more put into other areas. Also Hornchurch is going to be rebuilt so not an alternative. Abbs cross shared with school not easy to get to and its to dark.	12/5/2018 11:58 AM
98	It would cause inconvenience as Chaffords is very close to home. I'm not sure if I would be able to continue with the hobby due to the inconvenience	12/5/2018 11:35 AM

## The Future of Chafford Sports Complex

99	Go walk, swimming keep fit	12/5/2018 11:29 AM
100	My grandchildren (age 8 & 10) would miss the swimming pool, gym and other activities and so would I on my visits to them.	12/5/2018 11:26 AM
101	If Chaffords closed then my children along with many others will lose out on swimming lessons and other activities.	12/5/2018 11:18 AM
102	It's very convenient as my daughter attends a club in Rainham, freeing up my time to swim at Chafford. I would not have time to go to other centres, so I would probably cease my membership	12/5/2018 11:13 AM
103	Age 6, facilities need to be close at hand or I may have to give up exercise. What happened to London 2012 legacy? Another government con-trick. What facilities doe Rainham have other than this	12/5/2018 11:02 AM
104	The council needs to think about the residents for a change. Think I may vote for the residents in future	12/5/2018 10:46 AM
105	As always Rainham is always the bridesmaid but never the bride. Please listen to the people of Rainham. So dedicated to the concerns for Rainham.	12/4/2018 4:47 PM
106	Time - as it is close to home Children community - as all friends from school No sports complex locally	12/4/2018 4:39 PM
107	I would really miss it not being here because it's on my doorstep and have used it for many years. Its easy for my kids to keep fit as they use the swimming pool regularly.	12/4/2018 4:33 PM
108	Yes	12/4/2018 4:28 PM
109	Chafford is close to my home so I wouldn't travel anywhere else	12/4/2018 4:24 PM
110	Massive impact as suffer from arthritis + fund the aqua + health suite help. Have met lots of nice people + the staff are very kind + helpful whereas at other centres, you are just a number.	12/4/2018 4:18 PM
111	It would have a massive impact as I honestly wouldn't use any other complex. I have made a big circle of friends at Chaffords + the staff are very friendly. I feel that we are all like family + would be devastated if it were to close!	12/4/2018 4:13 PM
112	I would not be able to promote my health and wellbeing as I've tried other complexes and not liked them at all. The water is cold + the people are not as friendly plus the distance is too far away. Please keep this complex open.	12/4/2018 4:07 PM
113	It means everything to my health and well being and mental.	12/4/2018 4:01 PM
114	I would not be able to maintain due to no money to get to these other places.	12/4/2018 3:57 PM
115	My children would not learn how to swim and I would not be able to maintain healthy as I haven't got time in-between work to get other places in-between work school runs etc.	12/4/2018 3:48 PM
116	I think our team will terminate.	12/4/2018 3:36 PM
117	It would have a great impact on my health and wellbeing as I only have swimming to keep fit I would grow fat and very unfit and I would end up as a great burden and liability to the health service. The council has a legal and moral responsibility for the health of the local community.	12/4/2018 3:32 PM
118	My children swim here; I moved them from Harold Wood (central park) as the teachers changed and it was not worth travelling for the quality of lessons.	12/4/2018 3:22 PM
119	I use Judo Tuesday + Friday, swimming Tuesday, gym Tuesday. I would look for another judo premises, pack up swimming and gym.	12/4/2018 3:16 PM
120	The club I go to would most likely close meaning I wouldn't get any weekly exercise.	12/4/2018 3:05 PM
121	The club I go to would probably close which would mean the weekly exercise I get would stop. I would try to find another means of exercise but unless it is a club I would find it hard to motivate myself	12/4/2018 3:01 PM
122	I am diagnosed as autistic and have special needs. I have been going to the gym at Chafford for 5 years and it really helps with my medical condition, it is also gets me out of the house and I get to meet people at the gym which is nice.	12/4/2018 2:56 PM
123	Really big impact as often use the centre. People + staff are very friendly + wouldn't want to go anywhere else!	12/4/2018 2:49 PM

## The Future of Chafford Sports Complex

124	The complex is not only a means of maintaining my level of fitness but it is also important for my general wellbeing. It is an opportunity to meet the other members to socialise. It has proven to be a lifeline as I am relatively new to the area and widowed shortly after moving here.	12/4/2018 2:44 PM
125	I would really miss Chafford if it is close, it has been part of my life for 9 years. I suffer from Lupos which effects my joints so the swimming helps keep them mobile. If chafford closed I would probably go to Hornchurch but it would not be as convenient. I feel that these leisure facilities are extremely important and councils should be promoting exercises.	12/4/2018 2:35 PM
126	In a time where we are trying to encourage healthy lifestyles you are looking at taking away our sports complex. It may not be state of the art, but it serves a loyal community who enjoy the limited facilities and meeting fellow users - many who have no car travel to sports centre outside of Rainham.	12/4/2018 2:28 PM
127	My daughter suffers from cronic ear infections . Having these swimming facilities so close to home helps prevent these infections from happening.	12/4/2018 2:20 PM
128	It would stop us going weekly swimming as 4 generations at public swimming time, and prevent my children from seeing their grandparents and great nan as much.	12/4/2018 2:17 PM
129	I would never go too far to other pools.	12/4/2018 2:11 PM
130	It would stop me from doing my twice weekly swim. I would not go to the other sites as too far, too much traffic for me.	12/4/2018 2:08 PM
131	As I work in London the start times for lessons are very consistent as travelling time is essential to me when commuting.	12/4/2018 1:59 PM
132	It would be hard to go to Hornchurch as I don't drive. my son has swimming lessons once a week.	12/4/2018 12:49 PM
133	Our swimming club would close after years!	12/4/2018 12:41 PM
134	Wouldn't be able to go to the gym as no others are accessible for me.	12/4/2018 12:27 PM
135	I would miss it a lot. I have made a lot of friends at Chafford, I like it because the gym it is small scale and has a charm.	12/4/2018 12:23 PM
136	I live in Aveley and have no car, so I rely on the 372 bus which is my lifeline. Chafford sports is easy to get to on the 372, it is convenient for me, the other options do not have what I require except central park but it would take 2 hours to get there by public transport. I would be devastated if it closed.	12/4/2018 12:05 PM
137	If Chafford closes the Disabled swimming club I help run may have to close. We were founded in 1971 by a group of parents. We do not get any funding from the council. Most of our members either live in residential/supported living/or with parents. School holiday send swim sessions at chaffords for children and young adults. The other pools in Havering are too cold. Abbs/Hornchurch doesn't have any Disabled changing. Also stop giving councillors large pay rises and expenses.	12/4/2018 11:46 AM
138	My son attends Chaffords pool sat 12-1 for Havering Learning Disability Society. If this pool close he will not be able to swim on a Saturday.	12/4/2018 11:07 AM
139	My mental and physical health would suffer. I would not be able to travel to the other sites. I do not have sole use of a car but Chafford being near means in warm weather I can walk there. I am unable to use public transport.	12/4/2018 11:00 AM
140	I have no means to go any other complex as I find it hard to use public transport. I live within walking distance of Chaffords and have friends I attend with. Closing Chafford would also affect my social life.	12/4/2018 10:52 AM
141	As I work late the start times for lessons are very convenient as travelling time is essential to me when commuting.	12/4/2018 10:43 AM
142	My kids come here weekly and its local so easy for me to access. It is a good form of exercise for me as well as I learned to swim here.	12/4/2018 10:36 AM
143	Massive impact to my mental and physical health. Children swim and enjoy facilities here too.	12/4/2018 10:29 AM
144	I would find it hard as chaffords is so close.	12/4/2018 10:24 AM
145	We would be extremely disappointed if Chafford was not available to use anymore - we use the pool twice every week for lessons and have done for years. It would prove very difficult getting to another centre twice a week.	12/4/2018 10:19 AM

## The Future of Chafford Sports Complex

146	A big impact- there is nothing this side of Rainham for children or Adults.	12/4/2018 10:13 AM
147	I have been attending the gym for the past 5 years. It is local for me only 5 minutes in the car it doesn't cost a lot monthly. I would have to give up going to the gym	12/4/2018 10:07 AM
148	I would no longer be able to swim after work. Impact on health and services.	12/4/2018 10:02 AM
149	Swimming lessons would cease.	12/4/2018 9:54 AM
150	I don't know what I am going to do as both of my children absolutely love doing their lessons here. This is a real shame.	12/4/2018 9:44 AM
151	Have been a member for 10 years and regularly use the pool and health suite. There is no other facility in the borough which suits my needs.	12/3/2018 9:10 PM
152	None	12/3/2018 3:22 PM
153	It's a community hub - the pool is always packed, it is very easy for me to get to on public transport Hornchurch is a 45 min bus ride away, it will greatly impact my health and fitness levels and increase my sense of isolation in the South of the Borough. There are no leisure facilities past Hornchurch that disabled/ impoverished and elderly people can reach without a long journey.	11/30/2018 12:07 PM
154	The school I am in charge of would have to travel a much greater distance for their swimming lessons, this will impact greatly on their learning time. It will also have a cost implication to ensure that the children still have access to these lessons. The result of this will be no longer three year groups going a year, but one year group going.	11/30/2018 11:05 AM
155	Unlikely to go swimming regularly	11/21/2018 6:11 PM
156	This would have a high impact as I would not be prepared to always travel to Abbs Cross/Hornchurch Sports Centres, as Chafford is only a short walk from home. I currently have a yearly membership, which renews annually in June and would not have renewed this on a annual basis, if I had known at the time that Chafford was proposed for closure.	11/21/2018 1:35 PM
157	no impact	11/21/2018 1:28 PM
158	I would not be able to swim My health would deteriorate	11/18/2018 11:06 PM
159	This is local swimming pool and convenient to come regularly. If need to drive further would take more time, not good after work.	11/17/2018 10:11 AM
160	It would be a shame as it would effect all local people who have attended here for years and rely on this sports complex	11/16/2018 12:56 PM
161	If chaffords sports complex closed I wouldn't use another sports complex	11/15/2018 9:30 PM
162	I wouldn't be able to take my children to swimming as the other pools aren't in easy reach or convenient for myself	11/15/2018 3:57 PM
163	go to another one - but chafford is walking distance and therefore very convenient	11/15/2018 3:44 PM
164	Putting on weight	11/15/2018 9:05 AM
165	My children's schooo uses the facility for swimming lessons therefore this would be lost.	11/13/2018 9:57 PM
166	It would be a shame my kids go there with the school for lessons and its local for me to take the kids swimming lessons	11/13/2018 9:42 PM
167	Walking	11/13/2018 9:05 PM
168	The impact would be awful for myself and my daughter who's primary school take her there for swimming lessons. I can't believe closing the complex is even being considered when it keeps so many children and adults healthy and active. Please don't take it away from our area.	11/13/2018 5:42 PM
169	This would affect my child when he is older enough to go swimming with his school as that is the swimming pool which Parsonage Farm use.	11/13/2018 3:00 PM
170	Probably wouldn't be able to take my children swimming - Chaffords is in walking distance	11/13/2018 2:18 PM
171	Both my children have learned to swim in there (lessons) my children go parsonage farm school so they walk to Chaffords within there lesson. Some evenings as a family we all pop to the sports complex for swimming. The thought of going further would make us not be so active	11/13/2018 2:17 PM
172	The Impact would be more on my child she go to the school next door and uses the swimming facillitys	11/13/2018 2:13 PM

## The Future of Chafford Sports Complex

173	It would adversely impact my children and their life skill of being able to swim	11/13/2018 1:54 PM
174	Chafford Sports complex provides swimming lessons for my children. It is the closest one to where we live. Lessons are often conducted after school which means the children can walk to the leisure centre and get home in good time. The impact of them having to move centres is hard to tell, but it means longer commute for their weekly lessons. Their school also uses Chafford sports complex for swimming lessons for year 4-6. It would be detrimental to the school if this centre was closed.	11/13/2018 1:51 PM
175	My 6 year daughter would have to stop swimming lessons because I can't afford nor find the time to drive to the other centres. Swimming at chafford hundred is the only activity she is enrolled on and she enjoys it. She has made friends and I as a parent have made friends who i look forward to seeing weekly. My daughter would be sad if the swimming lessons are taken away from her.	11/13/2018 1:47 PM
176	I will be very disappointed due to be a single parent with extensive work commitments I would be unable to take my daughter to swimming lessons at any other venue and we would have to stop our weekly visit to the pool. My daughter would be devastated as she relies on her lessons for confidence and enjoyment	11/13/2018 12:59 PM
177	No only do the children use the pool for swimming at school, they have weekly swimming lessons there. As I do not drive, we are able to walk to the pool and back again. Should we have to attend elsewhere, this would have a detrimental effect on our week. I also use the pool myself to swim and keep myself active. Without being able to attend here I would be overweight! This pool cannot be closed. We have nothing in Rainham and they want to take away the one thing we have as a community	11/13/2018 12:35 PM
178	Not sure , as it is so close to home and I can walk to to. If it was to close I don't think I would be using any other as it would be too time consuming going there by public transport. My kids attend Harris Academy Rainham so it won't be in the interest of the kids at HAR in the promoting of health and wellbeing if it was to close.	11/12/2018 12:22 PM
179	Not much I could do, other council facilities are too far away and cannot afford private gym	11/10/2018 8:30 AM
180	I have arthritis in my back and knees and a recent fall is the reason I have been unable to go to the pool in the last couple of months x it's a struggle because of work and health issues to get to other pools on public transport. I have been told by the doctors to swim again now. There are very few facilities in Rainham village so it would be wrong to take away the only good thing here.	11/8/2018 3:46 PM
181	I would use Harold Hill, Romford or Hornchurch Everyone Active's.	11/7/2018 2:35 PM
182	It would restrict my ability to swim regularly at a site within easy reach and open at times to suit my lifestyle. I would also like to advise that i had to indicate thatvi had used Hornchurch pool in ladt 6 months as none was not an option and couldnt move on without an answer	11/7/2018 3:00 AM
183	I don't use it now but when the children were young we used it every week. The community will miss out as it's the only facility this side of the borough	11/6/2018 6:56 PM
184	Not a lot ..the chad ford pool is more convient for most people in and around this area.	11/6/2018 2:17 PM
185	I would use Chafford Sports Centre if it received a makeover, the facility has become run down over the years which is why fewer people use it. It also needs to be open to the public more (early mornings & late nights) & it would be good if it offered fitness classes also. Havering council has spent millions on the new sports centre & ice rink in Romford and will spend millions in the future on a new Sports Centre in Hornchurch. Rainham seems to have been forgotten, yet you are happy to build 3000+ new homes here. The need for Chafford Sports Centre will become even greater in the future will an increased population in the area. The closest sports centre is 5 miles away, that's a car journey or bus ride for all. Think about the health benefits on the children to have Sports Centre nearby and the environmental impact of having everyone travel 5 miles for fitness.	11/6/2018 9:40 AM
186	If it wast available I would be unable to use any other health and fitness establishments in the borough - Rainham is always at the bottom of the list in the borough - we should be entitled to the same facilities locally, just as other areas in Havering	11/6/2018 8:35 AM
187	Chaffords sports centre is on my doorstep. I don't drive, so I would need to travel on public transport, which is an extra cost and I would find it hard to be motivated.	11/5/2018 10:26 PM
188	Although I use other facilities in the borough they are not as near as Chafford. The people who use the centre are all mainly local people and if the complex closed the other centres are not that near and take a lot longer to travel there.	11/5/2018 8:57 PM

## The Future of Chafford Sports Complex

189	No impact personally but living in Rainham and seeing the weight problems increasing and exercise places decreasing it needs to be kept open and local people need to be encouraged to use it!	11/5/2018 8:24 PM
190	I would be unfit and my health conditions would deteriorate	11/5/2018 8:11 PM
191	n/a	11/5/2018 6:28 PM
192	It is nearer my house therefore getting to other complex would be difficult.	11/5/2018 5:55 PM
193	For my children it's a safe place to go!! My younger son had swimming lessons there. My oldest son goes after school and school holidays for sports with his friends. This seems to be the only safe, healthy and fun place.	11/5/2018 5:06 PM
194	My two daughters would stop taking part in swimming lessons which they have done at Chaffords for almost two years. We are currently able to walk to the pool which keeps our green footprint down we would not be continuing with lessons at a different site.	11/5/2018 4:39 PM
195	The chafford sports complex is an integral part of our community. It's makes activities, particularly the pool activities, available to our local community. The complex should remain.	11/5/2018 3:52 PM
196	I pick up my 83year old mother and take her to water aerobics class. There are a few older ladies that attend as my mum sees ladies that she knows from her clubs. It is a social event for my mum and her friends which they look forward to and it helps to keep them active.	11/5/2018 2:29 PM
197	None	11/5/2018 2:05 PM
198	There are not many local leisure services in the area. Taking this away would limit the services available for health and fitness.	11/5/2018 1:52 PM
199	This would mean no local affordable access to swimming and gym activities as my next closest complex is belhus with the prices to access there facilities being very expensive.	11/5/2018 1:21 PM
200	My children would no longer be able to learn how to swim.	11/5/2018 12:28 PM
201	I mainly use Chaffords for swimming lessons so to close Chaffords it would make it extremely difficult if not somewhat impossible for my children to learn to swim. There is a waiting list for most swimming classes as it is, so to completely close the centre and then have to add all the children on to waiting lists for other centres is ridiculous. Swimming is a life skill and no child should be left unable to swim. For some children they only do lessons at school and that takes place at Chaffords. My friends who live in neighbouring boroughs can send their children free of charge to all sorts of activities paid for in full by their council and we can't even keep open a centre in which parents are happy to pay for their children to use. How are the children in Rainham any less important than anywhere else?	11/5/2018 12:10 PM
202	It is my local sports centre, myself and family use it because it is convenient and well run.	11/5/2018 11:42 AM
203	No exercise, bad for wellbeing.	11/5/2018 10:25 AM
204	All the other leisure facilities are not convenient when Chafford is a 5 minute car ride away	11/5/2018 9:50 AM
205	You have already stated that the population is rising in Havering therefore you must be collecting more Council tax this government wants people to stay healthy therefore there should be more sports centres not less no sports centres should be closed in fact more should be built. Do you have a reduced rate like Barking and Dagenham where the elderly get cheaper rates this has increased use of sports centres if you keep building houses in the borough you need to increase infrastructure not take it away this pool also has access for the disabled another reason why the pool should not close perhaps you could look at other ways to save money.	11/5/2018 9:47 AM
206	I wouldn't go to the gym at all or take my children swimming as the next facility is too far. Save the centre	11/5/2018 9:31 AM
207	My daughters have swimming lessons there and if it was not available it would be difficult to keep up with their swimming lessons due to work life	11/5/2018 9:15 AM
208	Chaffords is handy and convenient I wouldn't have time to take the children swimming if i had to travel further	11/5/2018 9:00 AM

## The Future of Chafford Sports Complex

209	This would have a major impact as we use the swimming pool weekly to take our daughter swimming as we live around the corner. I also take my niece swimming in the week which is convenient to where we both live. We can walk on both occasions as we don't have access to the car on these times. If we were to lose the pool we would not be able to continue swimming therefore our health and well-being would suffer. What does rainham have apart from a swimming pool?? A lot of other areas have so many other facilities but you want to penalise rainham. Rainham should not always be last on the list and we need to do everything we can to save our pool for our community!!	11/5/2018 8:35 AM
210	The impact would mean not only do locals and children not have facilities nearby but other venues will be busier and not so good to use. Children should be near a swimming pool it could save their life.	11/5/2018 8:31 AM
211	it would limit the use by local people, we are very upset as there are other things going on at this sports hall, i.e. RCWA wrestling and go regularly, there are over 250 people that attend the wrestling because it is close to local people.	11/5/2018 8:13 AM
212	Would not be able to continue exercising	11/5/2018 8:08 AM
213	Both My kids have swimming lessons, closing chafford would mean that they will no longer be able to do so. All sporting facility's local and early accessible to us are closing. We are told that health and wellbeing is important yet all our sporting complex locally are being shut down.	11/5/2018 8:08 AM
214	I love that I can walk to my local leisure centre that is Chaffords. I don't drive but even if I could I'd walk still. Me and my children go and as they've grown they've attended lots of sessions, like swimming lessons, family swimming together with me, trampolining when it was on, table tennis, karate, myself have used the gym and exercise classes. Every area needs their own centre, no matter how small. The chafford needs improvement not knocking down, it does so much for our community and the feel of it, such an important part of implementing the importance of keeping fit and active. Why should we have to go elsewhere?? It's so wrong	11/5/2018 8:04 AM
215	It would be a shame for chafford sports complex to close. My son loves swimming here, also very local for me.	11/5/2018 7:48 AM
216	My children and I would probably never go swimming.	11/5/2018 7:39 AM
217	if The Chafford Sports. Implement was to close, my family and I would not swim very often at all. We like how conveniently located it is in Rainham and that it isn't a huge pool, allowing less confident swimmers to not feel too much out of their depth. To travel further to a different pool or leisure centre would eat up any spare time we have if an evening, thereby reducing our swim time or not allows time at all.	11/5/2018 7:33 AM
218	In Rainham we currently have nothing but all the other areas do my kids regularly use the pool especially in half terms	11/5/2018 7:33 AM
219	Would not be able to use a gym	11/5/2018 6:41 AM
220	There are not enough swimming pools and Chafford pool is literally a 5 minute car journey. I would need to be motivated to use the other facilities which are further away from me. Its not just me that uses pool. My two sons also use the pool. And we also play badminton. Without Chaffords so local to us, this would have a negative impact on our health and wellbeing! Please keep this sports complex open.	11/4/2018 10:51 PM
221	The sport centre is there for personal time, family times, Sunday morning swim, me & my family would not use another centre due to transport. If the centre had a improved timetable, I'm convinced it would be profitable.	11/4/2018 10:29 PM
222	Time doesn't allow for me to travel distances for swimming lessons and fitness.	11/4/2018 10:07 PM
223	I would not be able to use the gym everyday.	11/4/2018 9:48 PM
224	Mental and physical health will suffer. No viable alternative	11/4/2018 9:19 AM
225	I am worried that I will stop swimming on a regular basis. I am 72 years old and swim 1 mile a week at Chafford.	11/3/2018 11:38 AM

## The Future of Chafford Sports Complex

226	<p>My children attend the sports centre for weekly swimming lesson. The swim school, is excellent and provides an enjoyable and essential fitness activity. They attend these on a Friday evening and should these cease to take place at the sports complex it would force us to stop due to a busy family schedule. This is not something that I am happy about at all. It is important to us as a family that our children (and other youngsters) have these facilities available to them. It is scandalous to even consider closing this valuable facility. In an age when children are more unfit than ever, they are attached to tablets or playing computer games for hours and hours we should be making sure that there are more and more available facilities to enable our children to become engaged in all manner of sports. We shouldn't be closing these sports facilities. Children will become even more unfit, unhealthy and bored. There are no youth clubs around anymore and this is why more and more youngsters are hanging around street corners and getting into trouble. Think what impact it would have if we were to take away even more facilities. When I grew up we were lucky to have swimming pools and youth clubs and sports centres all around us. No wonder obesity is becoming an issue. The facilities are no longer available for all. In the long term think of the affect.....more obesity, more diabetes, more money needed for the NHS, more problems on the streets. Don't under value our youngsters today. Give them the same simple opportunities we had growing up in the 70's. Keep them healthy, occupied and off the streets.</p>	11/2/2018 9:21 PM
227	<p>Our 3 children belong to Cridders Swim School and attend swimming lessons on a Friday night, which they have done for many years. The swimming pool is a wonderful facility which needs to remain to help ensure our children have access to a local pool in which to continue their swimming lessons and keep active. The reduction of swimming pools nationally is a scandal which Havering must stand up and be counted to reverse this trend. We talk about getting our kids away from tablets and computers and more active, yet all we do is remove more of the facilities that will encourage and enable them to keep active. We had many local pools when we were young and we benefitted from an active childhood, yet here we are taking away their right to be active too. How can we then moan about them being unfit and overweight when we have taken away the facilities to keep active? No doubt we will also moan that youngsters are out causing problems in the street? Again we will only have ourselves to blame if we take away valuable resources such as Chafford Sports Centre. It is also a false economy as we will end up pouring more money into the NHS and social care treating the symptoms of inactive lifestyles. This closure simply cannot be allowed to happen, it is a scandal. Please listen to the stars in our community such as Trevor Cridland who do their utmost to help keep our kids active, we should be putting more money, not less, into these types of facilities, if we are going to be serious about tackling the nation's obesity issues.</p>	11/2/2018 8:58 PM
228	<p>I have three children who regularly attend an excellent swim school. They provide fun and much needed fitness and offer them opportunities (great Newman swim) as a swim school that they would not get elsewhere. If this complex were to close it would possibly force us to leave the swim school as this location suits our busy family life. In a time when the health and fitness of our children is of most importance it seems criminal to even consider closing such a facility.</p>	11/2/2018 8:27 PM
229	<p>Go to another gym</p>	11/2/2018 1:29 PM
230	<p>ues some ware else</p>	10/31/2018 2:21 PM
231	<p>Goto another venue</p>	10/30/2018 5:09 PM
232	<p>With a full time job and two teenage children I would cease to swim or use the gym regularly as I do not have the time to travel regularly some distance from home to do so</p>	10/30/2018 12:11 PM
233	<p>Probably would stop</p>	10/28/2018 1:36 PM
234	<p>I am planning to move to Rainham from C London, start family with my wife and live there permanently. The house is close to the complex. If the complex is not going to operate, I will re think my move.</p>	10/27/2018 5:18 PM
235	<p>There are no other options for me - the other sports centres take too long to get to by public transport. I would try to exercise at home but I have tried this before and given up very quickly.</p>	10/26/2018 12:04 PM
236	<p>It would be detrimental to those children living in the Rainham area who would find it difficult to access other swimming pools outside their area.</p>	10/25/2018 2:07 PM
237	<p>We would have to stop our 4 and 9 year old boys from going to swim lessons. My eldest have swam there for 6 years and represented the centre at the borough swim meet. It will also end our family Saturday morning swim session. All the remaining pools are in the North or Central North of the borough. We would not be able to transfer to another centre as I have spoken to most and none have spaces available and the cost is greater.</p>	10/25/2018 9:15 AM

## The Future of Chafford Sports Complex

238	As a local resident and user of the local sports centre i would probably not bother to exercise at a facility any more. Rainham is always the poor relation and nothing has been invested in in this area. There is now plans for much more housing and these people and families should not be denied facilities to use	10/23/2018 12:15 PM
239	Would seek alternatives	10/22/2018 12:28 PM
240	I would not have a place to work out, additionally the cost of signing up to a new gym and swimming pool would be extortionate including, access prices, travel time and petrol.	10/22/2018 9:11 AM
241	If the Chafford Sports Centre was closed, it's not likely that people from Rainham will go to any of the other facilities listed, it's convenient to have such a facility on your doorstep. childhood obesity rates are soaring and fitness levels decreasing, so a facility like this is a must for Rainham - there isn't a lot for the young people to do there at present, taking this facility away will make things worse, and also all the clubs and groups that use this facility will have to relocate or close. Rainham is supposed to be undergoing extensive regeneration, why get rid of a facility like this?	10/22/2018 7:33 AM
242	This facility is extremely important for all resident of Rainham. Alot of the local schools use this for swimming lessons and do not have the funding to hire buses or coaches to travel to facilities further away. This is the closest swimming pool to my house so I walk there and back however if it was not available I would then have to drive to one which isnt very health friendly as I would be losing out on the walk there and back. This facility just needs to be refurbished like all the others and not knocked down	10/21/2018 3:01 PM
243	If chaffords was unable available it would impact greatly. Although not a regular user for the past six months due to ill health it means I would not be able to access a pool easily. Therefore impact on my fitness would be great	10/21/2018 12:53 PM
244	I have been using Chaffords most Saturday and Sunday mornings for the past twenty years as part of my exercise and well being this would 50 per cent be lost to me and many other people of my age that use Chaffords	10/21/2018 11:03 AM
245	Swimming is the best exercise the whole family across ages can participate in at the same time. Closing Chafford would put a stop to this local family activity.	10/21/2018 6:00 AM
246	My health would be affected as I wouldn't have enough time to travel to alternative complex's as many times as I travel to chadors sports complex. It is at the heart of my community, needs a refurb but still functioning. You need to stop forgetting Rainham!!!!	10/20/2018 5:27 PM
247	Pupils at local schools have their swimming lessons there. They walk to and from the school therefore it helps to keep them fit as well as learning a life saving skill. It would be an absolute travesty to the schools if this facility was taken away	10/20/2018 3:31 PM
248	I would have to drive or take 2 buses to Romford to use the swimming pool there. Which would be stressful with 2 children and very time consuming	10/20/2018 4:15 AM
249	I use Chaffords Complex for my son who has autism and is profoundly mentally impaired. It has one pool that is normally warm and tends to be quieter so he does not become anxious. The Swim 4 Disability sessions they have during the holidays are fantastic. We have tried all the other leisure centres but they are too big and busy and very stressful for him.	10/19/2018 4:17 PM
250	The impact would be huge - to me personally and to the local community. Your questions do not take into account the classes on offer in the sports hall, Judo, Dance, Aerobicis, Yoga etc. Your questions to not take into account that the steam and sauna have not worked for a long time now, so asking if people use it seems like a very ill informed thing to ask. I went to school at Chaffords, as did my son under the Harris banner - this complex needs saving, it needs investing in - it is worth it. Swimming lessons, fun splash, life saving, cannoying are a number of things I did in this facility - other generations need the chance to do so, IN THEIR LOCAL COMMUNITY not somewhere else. We are all aware of facilities in other areas of the borough and also outside of the borough (Becontree centre) but we want our own one to remain available and open.	10/19/2018 11:05 AM
251	No impact on me personally, but a highly detrimental affect on people I know in the Rainham area.	10/19/2018 9:53 AM
252	It would mean my family doing regular exercise, becomes much more difficult.	10/19/2018 9:23 AM
253	it would be a shame beause there is not alot else in Rainham, i visit the centre at least four times a week and both my children use the complex. If it closed i would probably use Ingrebourne Links	10/18/2018 8:57 PM
254	This is the only facility suitable for my disabled son to swim in as it's warmer and sessions are held exclusively for those with SEND without the general public.	10/18/2018 7:17 PM

## The Future of Chafford Sports Complex

255	I would have to travel to another town & this is the only leisure facility in Rainham so would be a big loss to the Harris Academy too.I wouldn't want to travel so far to another complex	10/18/2018 6:53 PM
256	I'd get fat	10/18/2018 4:43 PM
257	The swimming pool is a local pool for which being a non driver and also disabled people (my family)Can use without additional issues. My child will also learn to swim here through the lessons they have. My son's school also uses this pool as they can walk to and from it. If it was to close local schools are forced to make longer journeys more cost to them as supplying transport. There is no need when the pool has a place in Rainham and is well used.	10/18/2018 1:14 PM
258	The impact would be devastating. Although other facilities are available, it is more difficult to reach them, more time is spent travelling.	10/18/2018 11:11 AM
259	The impact would be that my children would have to find new classes for swimming lessons, and possibly have to join a waiting list. I would have to travel to use the facilities which would happen less due to time constraints from being a busy working mum	10/18/2018 5:07 AM
260	Probably not go swimming as much as I like the convenience of it being so close and no too crowded	10/18/2018 4:18 AM
261	There isn't somewhere in walking distance to swim. I'd then have to pay for buses and go further away	10/17/2018 9:12 PM
262	It would be very bad for anyone in the south of the borough who does not have access to a car. It would have an impact on health of local people in the area which in turn would drive up health budgets. It would impact any intention the council has to reduce obesity.	10/17/2018 7:53 PM
263	No impact	10/17/2018 7:47 PM
264	My child wouldn't have close by access to swimming lessons and would have to join lengthy waiting list. It would not be convenient to travel to facilities further afield and my children who travel there on their own, would now have to be taken to use spirts facilities.	10/17/2018 7:16 PM
265	May end our football matches. Would hope to find another venue to continue to play otherwise no alternative to continue activities/health/wellbeing.	10/17/2018 7:06 PM
266	Myself and a group of 15+ other men wouldn't be able to play football every week. There are already limited options at reasonable rates.	10/17/2018 7:05 PM
267	Chafford sports complex is incredibly convenient for myself to use the pool. If it weren't there I probably wouldn't swim which I find sad.	10/17/2018 6:15 PM
268	I would not go for my twice-weekly swim as the additional time travelling to Hornchurch would make it impossible. It's lovely being able to walk to the pool, and there are so few facilities in the south of the borough.	10/17/2018 5:58 PM
269	I help run a disabled swimming club at chaffords every Saturday. If it closes I don't know where we will go. The other pools in the borough are kept at a cooler temperature which does not suit our disabled members. Also we have access to the whole pool at chaffords in our own closed session. I doubt we would be given this at any other centre.	10/17/2018 5:26 PM
270	Me and my family won't have usual time together in swimming pool. It a closest swimming pool for us won't be going to other ones as my children don't sit in car for long and this pool is waking distance.	10/17/2018 5:21 PM
271	As someone that's has been using the complex for the last year and half to get fit and loose weight and as I suffer from depression and anxiety, I would be very very upset to see the complex close. My children also take lessons here and have done for a few years. Rainham as a community do not have many facilities and you are intending to take one that is used by a lot of locals (as well as the local schools). This will have a massive effect on our community and why should we have to travel further afield to go elsewhere. Please do not close this pool/sports centre.	10/17/2018 3:53 PM
272	None to me personally but it would to the people of Rainham and South Hornchurch	10/17/2018 3:23 PM
273	I'm disabled and have been looking for pools with adaptations suitable As I used Chafford prior to my disability I feel that I will soon be able to use the facilities again as its familiarity will help	10/17/2018 3:15 PM

## The Future of Chafford Sports Complex

274	I have a disabled child who uses the swimming facilities at Chafford Sports Complex regularly. It's his favourite swimming pool and he doesn't cope well at other complex's in Havering. I value this sports complex highly and don't know what we would do without it. It means a lot to many Rainham residents like myself and if it was to go it would leave a big hole in our lives. My son cannot carry out activities that other children can so swimming is a big part of our lives, and he absolutely loves Chafford Sports Complex. He feels safe and calm there, we simply cannot loose it.	10/17/2018 12:51 PM
275	Daft question! There would be no public sports facility in the south of the borough. That would be bad for the quality of life of residents who live there.	10/17/2018 12:22 PM
276	I work full time and I would not have time to visit other centres as I have a child to look after. It would also mean she would loose access to swimming lessons and the option of swimming on s regular basis	10/17/2018 12:21 PM
277	I attend the adult only swimming at Chafford and if it shut, I would not be able to go swimming at all as I can't swim if the pool is busy so therefore it would affect my health as this is the only exercise I can do.	10/17/2018 12:09 PM
278	The closure of the sports complex would be devastating to our family as our three children all have swimming lessons there as well leisure swims along with myself and my partner. To be honest with busy lives and schedules there are no other alternatives due to timing of getting there and back especially with regards to our children and the various lessons they undertake there.	10/17/2018 11:02 AM
279	My wife and I attend Aqua Aerobics at Chaffords Sports Centre twice a week (Tuesday and Thursday) There is a maximum number of people who can attend Aqua Aerobics, throughout the Boroughs sports centres, where Aqua Aerobics is offered. If Havering Council decide to close Chaffords Sports Centre, then the 40 people who attend the Aqua Aerobics Classes at Chaffords, will find it extremely difficult to locate to another class, at another facility, where it is well known that these classes are already over subscribed. Basically, the existing groups of people who regularly attend the Aqua Aerobics classes at Chaffords Sports Centre, will have no-where to go, and it will be the end of Aqua Aerobics for them, including my wife and me! Some sports centres who operate Aqua Aerobics Classes under the 'Everyone Active Scheme', will not recognise our 'Everyone Active' membership, because the payment system is different. Other places charge more for Aqua Aerobics. My wife and I don't want to start driving across the Borough in order to attend an equivalent Aqua Class at another sports facility, because there is no guarantee that there will be spaces at these classes and then we would have wasted our journey! Here at Chaffords, we can book a place up to a week early to secure a space - whereas, at other Aqua Classes, you have to book within 24 hours only, which means large numbers of people fighting to obtain a place at Aqua Aerobics. It is a non-starter!!!	10/17/2018 10:17 AM
280	Too far to travel for a swim. Like to take my grandchildren who live in Rainham	10/17/2018 9:20 AM
281	huge impact on mine and my families life. my children attend swimming lessons though their school at the centre (they wouldnt be able to access this if it were gone), my mental and physical health would also be affected. we NEED this in our community	10/17/2018 9:01 AM
282	This would be a dramatic loss to Rainham and myself. My daughter attends Harris academy so she would have no facilities to use and my son has swimming lessons there. Have used these facilities for over 40 years and it would be a sad day if it was to close	10/17/2018 8:18 AM
283	I have used chaffords sports complex for 46 years and enjoy using these facilities on a weekly basis. Rainham should be entitled to have some leisure facilities without having to travel to other areas. Why is Romford always top of Havering priorities we pay huge amounts in council tax as well so should have facilities for our children and grandchildren	10/17/2018 7:05 AM
284	I wouldn't do anything	10/17/2018 7:02 AM
285	I use the gym and the pool for aqua classes. It's convenient and reasonably priced. I'm due to retire soon and would not be able to afford the membership for other facilities close by. It's in serious need of some tic! If you read the comments on Facebook a lot of us went to Chafford School and the pool is part of our community. Don't take that away.	10/17/2018 6:38 AM
286	It's not good for our kids to have no sports hall makes crime go up even more in rainham Essex	10/17/2018 6:34 AM
287	Would not be able to use any other facility	10/17/2018 6:31 AM

## The Future of Chafford Sports Complex

288	If it was open longer hours I would take my children swimming there all of the time. Both of my children attend Parsonage farm school and are supposed to be doing swimming lessons there. So if it closes they along with hundreds of other local children will lose out as the school can't afford to lay on coaches to somewhere else.	10/17/2018 6:29 AM
289	Being disabled this swimming pool is at the end of my road it is a convenient place to attend. My grandchildren also can use. To attend another pool I am 99% of the time stuck in traffic	10/17/2018 6:08 AM
290	My daughter attend to weekly swimming lessons and my family goes weekends to swim as well. If they closed she will lose her lessons. I don't know if she will be able to continue on Hornchurch complex. Also to go Hornchurch will be difficult as there is no direct bus and I do share car with my husband and not always can drive. Chafford complex is only 5 min away from my house and is so handy	10/17/2018 5:48 AM
291	Means I couldn't get to the gym as I have 2 young children	10/17/2018 5:18 AM
292	My daughter loves her swimming lessons and the swimming pool would be greatly missed. The pool is very convenient for me to get to, otherwise I would have to travel a lot further after work to take my daughter to her lessons	10/17/2018 4:58 AM
293	This mainly affects my children's swimming lessons and also swimming lessons for local schools. This would have a massive impact on the area and parents would be unable to fit their children into lessons anywhere else. Swimming is a lifesaving skill and also promotes fitness and well-being in an already growing obesity country. This in the long term will have an effect on the NHS. Residents of Rainham shouldn't have to get in their car or go on a bus to get to a leisure centre. Once again, this is encouraging more CO2 gases in the air and promoting global warming which we are being told to not do. Think wisely about this Havering Council, please don't rob Rainham of the best things this community has	10/17/2018 4:50 AM
294	I would be less active due to more travel time I can walk to Chafford from most parts of Rainham quicker than I could drive to any of the other centres based in Havering it's been there so long it's just my go to even though it's very basic and aged due to work and other commitments other solutions are just nowhere near good enough I would also like to point out that most schools in the local area walk to and from the complex for swimming lessons promoting extra exercise for the younger generations not to mention closing the Chafford complex would mean hiring coaches to transport the schools to other complexes and do we really need to be adding pollution to London's already poor air ... when the kids are walking it's good for them and good for the environment	10/17/2018 2:29 AM
295	Having two jobs that cover every day, working irregular hours, Chafford is easy to get to as within walking distance and therefore doubly healthy!	10/16/2018 10:56 PM
296	This is the nearest sports complex, my daughter attends swimming lessons every week. To have swimming pool facilities near us saves us money without it we would have extra petrol expenses, also other centres are usually overbooked and long waiting lists.	10/16/2018 10:06 PM
297	My son couldn't go to swimming lessons I could not use the facilities as the other centres are not time friendly for public transport users and for after school lessons. The local school also uses it for lessons which would have to stop	10/16/2018 9:49 PM
298	None would use the many other facilities in Havering	10/16/2018 9:44 PM
299	This is a local centre that I can walk to with my children. It may be a small centre but it provides everything needed for a healthy and active lifestyle. It is the only facility in this side of the borough and lots of people will miss the convenience of the location. If I had to drive to another leisure centre I would be less inclined to keep my membership running. Abbs Cross has very limited hours. Hornchurch always has garages or other companies hiring out so parking can be a problem at weekends, and Sapphire has no parking which is a massive problem. It becomes less cost effective for a family to go swimming for example and therefore out prices some people! I'm not sure why Belhus is included in the consultation as it's not in our borough or on a bus route!	10/16/2018 9:29 PM
300	It is my local swimming pool but it desperately needs a makeover. Swimming is easier on my joints.	10/16/2018 9:19 PM
301	Both my children have swimming lessons there, if I was to drive to Hornchurch I would be stuck in school run traffic. We walk to Chafford and we know all the mums and children from Rainham. Rainham does not have anything else for children. Also my son goes there swimming in the school holidays with his mates .. I would not let him get the bus to Hornchurch he's 12. Thank you	10/16/2018 9:06 PM

## The Future of Chafford Sports Complex

302	None for me personally but my children walk to swimming lessons there as part of the primary curriculum. I'd be concerned this would stop. I'd also be concerned on the impact of my child attending Harris where sporting provision is already very limited.	10/16/2018 8:58 PM
303	It is a great pool and local to my home, I would not swim as often as other pools are not as convenient or warm	10/16/2018 8:45 PM
304	to far to travel to Romford or Hornchurch after a days work please leave chaffords there	10/16/2018 8:44 PM
305	I'm currently recovering from knee replacement so I cannot travel far. My health and well being would decline greatly if the complex were to vlose	10/16/2018 8:30 PM
306	It would be devastating for me. I have back problems and swimming and aqua aerobics really help me. The other aqua classes in havering are always fully booked	10/16/2018 8:20 PM
307	Would be devestating for my children as we take them weekly as a family activity for swimming	10/16/2018 7:45 PM
308	Horrendous. Why,after s hard day at work, should I be forced to travel on a bus to other centres ? Whilst radio & TV ads bang the drum about the dangers of obesity, you lot decide to close a sports centre down !! Yet,on the flip side,you'll willingly throw large sums of money at Romford & Hornchurch,can't have the locals there upset now can we !!	10/16/2018 7:32 PM
309	I am the parent of a special need a child. I attend the centre with him as well as on my own. He accesses clubs that hire out the sports hall which help him with his disabilities. We attend the SEN pool sessions and we attend public swims during the holidays. I know my son is safe attending the centre as I can park nearby and with his disabilities I need to know not only the centre is safe but also the area surrounding the centre. The pool is the right size and the facilities enable us to enjoy much needed social time without meltdowns.	10/16/2018 7:27 PM
310	My kids go swimming there at least one time a week sometime more if the complex will be close there is no other place we can go swimming as a family.	10/16/2018 7:08 PM
311	Chafford sports complex is the only complex available to me by foot, I rely on it heavily for my physical and mental wellbeing, if it was not here it would impact my physical health and social life dramatically	10/16/2018 6:42 PM
312	The complex is a very accessible and important leisure centre in the area and if it was not available I would suffer tremendously. It would be difficult for me to keep fit and for my children would know longer be able to learn to swim which is an important life skill aswell as keeping them active and fit. Please do not let this valuable centre be closed. We as a community rely on it heavily. We need it.	10/16/2018 6:41 PM
313	Son is currently attending weekly swimming lessons and I'm. Looking into adult lessons. I wouldn't attend anywhere else	10/16/2018 6:37 PM
314	Teresa May is promoting people take part in group activities to combat loneliness, when you close the pool another place to meet closes	10/16/2018 6:36 PM
315	It would make it much more difficult for myself & family to access a sports centre as others as all quite far	10/16/2018 6:22 PM
316	less swimming	10/16/2018 6:21 PM
317	For me I have been waiting for this site to be revamped ... I use the swimming pool as it's a good pool, I use Hornchurch for gym purely due to it being a better gym.. if this was the same for Rainham I would go every day .	10/16/2018 5:45 PM
318	I wouldn't be able to take my daughter to swimming lessons because we are pushed for time and travelling to Hornchurch or Abbs cross takes too long.	10/16/2018 4:43 PM
319	No impact at all Walk to work	10/16/2018 4:37 PM
320	It would cause great pressure on myself and disabled wife as at the moment she with my help can get to chafford using her mobility scooter. If chafford was shut there would be a fuel cost to us and as we r both pensioners this would mean the we would have to think as to if we can afford the extra cost. It seems that the council is doing what it always does and putting everyone else in the borough before that problem little pain called Rainham. Within 10 years with the Beam Park complex people will be crying out for this sort of complex. The council must stop thinking short term and think of the future residents of Rainham and there children and the health benefits that places like this bring to people	10/16/2018 4:30 PM

## The Future of Chafford Sports Complex

321	It would profoundly impact on not only my physical wellbeing but my mental wellbeing. Doing a stressful job swimming and the gym have been at the forefront of my recovery from a bout of serious depression. Due to working shifts and travel issues I would not be able to make use of facilities further afield	10/16/2018 3:56 PM
322	This centres is near my home. This for me is very important. I have a medical condition that needs non impact exercise such as swimming. The pool is heated. I can not travel far after exercising so a few mins walk is perfect for me. If I had to travel by public transport I would stop swimming altogether.	10/16/2018 1:13 PM
323	As a resident in this part of the borough we need extra curricular activities to be available to locals. I have 2 children that should have these facilities on offer to them without needing to travel by car or bus.	10/16/2018 12:39 PM
324	It would definitely change my wellbeing. Keeping physically fit it a part of my life and helps with my Mental health, knowing it's close for me to get to encourages me to go and helps me control my anxiety	10/16/2018 12:37 PM
325	I would be unable to maintain my fitness and exercise regimes. I am a time-poor resident of Rainham who works in Central London and has no access to a car, therefore would not have the time available to make a round trip of in excess of one hour by bus to utilize other facilities. This will therefore impact on my health, causing greater burden on the council to fund care.	10/16/2018 12:17 PM
326	I work during the day and do not feel safe travelling far in the evening having local facilities is important to me and my health. I feel if there was more classes and public swimming times available there would be more footfall through the door. Absolutely Cross has the same shared school site but they have more classes. By not having classes such as Yoga, Pilates, Zumba ect that are available at other centres you were setting it up to fail. No classes equals no attendance. There is very little public swimming time making it harder for people to use. I had to take my children to Belhus to swim in the holidays as chaffords was closed	10/16/2018 11:55 AM
327	If the complex is no longer available I don't have a reasonable alternative option. The complex is local and I go straight from work in the evenings. It's not practical for me to travel by public transport further afield to reach such services. I do not have the time and as you're probably aware the travel connections and timings in the area are awful. I also work very long hours and don't have time to travel far for these services. I will simply stop going and exercising all together. I'm sure a lot of the elderly and at risk groups face a similar risk. It's pretty shameful to close such facilities when the government have such a key aim to promote and improve health and wellbeing these actions are completely the opposite of what the government are trying to achieve.	10/16/2018 11:14 AM
328	My daughter would not have swimming lessons if it were to close and my other daughter who is currently on the waiting list for swimming lessons at chaffords would not have them. This is the closest swimming pool to us and to get to swimming after picking up my daughters from school and preschool chaffords is the perfect place. We couldnt make it in time if much further to go. My husband who uses the pool to keep his heart healthy would also suffer as wouldnt be able to go if this pool was not there.	10/16/2018 10:27 AM

**Q13 The Council is facing a difficult decision. If you have any suggestions about how community leisure provision could be maintained in the area, please provide your comments below.**

Answered: 236 Skipped: 195

#	RESPONSES	DATE
1	you need to promote the centre more as its very important to us	12/7/2018 12:55 PM
2	promote the centre and put on my swimming lessons	12/7/2018 12:51 PM
3	Stop building more houses and flats in Havering. We have not got enough schools, hospitals, police , fire brigades, roads parking. But what do the council do build more houses this costs money and its not for us locals not enough swimming pools which are easy to get to	12/7/2018 12:47 PM
4	The council is building lots and lots of houses/flats it needs community leisure. Get the builders to Re build a community leisure centre or help pay towards the are we have	12/7/2018 12:33 PM
5	Increase parking charges, I would pay a bit more to use Chafford. The whole pay Scheme of Councillors need to be looked at as other member of Havering have been down graded in skill levels - everyone should have been cut	12/7/2018 12:29 PM
6	Provide leisure facilities in Rainham for residents by promoting it more and have facilities available all day as people can then come and go when they wish rather than being limited to certain hours	12/7/2018 12:24 PM
7	We don't have any in this area that is why we are desperate. To keep chaffords open all money is spent elsewhere give Rainham something please	12/7/2018 12:20 PM
8	There is nothing else in Rainham open chaffords all day so people of a certain age can use the facilities and indeed would	12/7/2018 12:14 PM
9	Cuts should be made in other complex's where facilities have been modified	12/7/2018 12:08 PM
10	Money should be evenly spread out in the borough so everyone has a chance to use facilities i.e. don't forget the Rainham and south of the borough	12/7/2018 12:01 PM
11	Health and wellbeing needs to be prioritised. Child obesity is increasing but the options open to them are decreasing	12/7/2018 11:58 AM
12	Stop grouping all facilities in the centre or this borough and think about the volume of people in , and about to move to the southern parts	12/7/2018 11:50 AM
13	I understand the difficulty of funding but why are Rainham always the poor relation. I see every surrounding town improve their facilities but we are constantly losing out. Its no coincidence that many of my friends have moved out to neighbouring towns that look after their residents	12/7/2018 11:40 AM
14	With all the new houses and flats being built in this are , It would be a lot more people attending Chaffords Sports Center	12/7/2018 11:28 AM
15	Open longer hours, charge a bit more	12/7/2018 11:23 AM
16	Keeping Chaffords Sports Complex open	12/7/2018 11:20 AM
17	Do the same as Harold Hills Complex. Why should we suffer!!	12/7/2018 11:15 AM
18	Open it longer every day	12/7/2018 11:10 AM
19	I AM TRULY DEVASTED	12/7/2018 11:06 AM
20	Reduce price for younger teenagers 16-19 years Make Pool opening times longer	12/7/2018 10:58 AM
21	Longer opening times More kid activities during holidays More funding	12/7/2018 10:53 AM
22	Open in the day time which more mums can use	12/7/2018 10:48 AM
23	then sports all outers for local community take it away we have nothing	12/7/2018 10:41 AM
24	They need to think of the people in Rainham and the kids. Really they wouldn't have anything	12/7/2018 10:33 AM

## The Future of Chafford Sports Complex

25	KEEP CHAFFORDS OPEN!	12/7/2018 10:25 AM
26	Increase if fees or offers to public3e to increase interest from those currently not using the facilities	12/7/2018 10:21 AM
27	Allowing transfer from alternative of .....I find it difficult when roundabouts are planted and maintained to look nice and because budgets unused cannot be transferred to other areas of need	12/7/2018 10:16 AM
28	Spend our money on Rainham our tax on Rainham what more are you going to take from us we lost over ***** Hornchurch Stay	12/7/2018 10:08 AM
29	Rainham is severely underfunded; excess provision is made in other areas. The council is under an obligation to provide services to all people within the community and is failing Rainham with the proposal to remove the pool.	12/7/2018 9:52 AM
30	More hours being available would help as at the weekend hours are quite limited.	12/6/2018 3:44 PM
31	I would say for LBH to take over the complex as Rainham has not got a lot going for it and needs something for the residents so we don't lose to travel and pay extra.	12/6/2018 3:40 PM
32	Our swimming pool is very well used and I love swimming there, there are no where else for us as a family to all go.	12/6/2018 3:33 PM
33	My daughter's school uses the pool for swimming lessons as well as other schools in Rainham. All we hear about is children being obese now days so closing the local sports complex is really not going to help!	12/6/2018 3:24 PM
34	Do not allow Harris Academy have sole use. They do not use it 100% of the time during the week. Come to an agreement about shared day - time use which will increase numbers. Take back possession and promote and then can invest. It is wrong that a school that was council run a few years ago is catering the school.	12/6/2018 3:18 PM
35	In a time of unhealthy children and obesity this is a crazy time to be closing this great asset to the community.	12/6/2018 2:48 PM
36	This is a local and well used sports centre for Rainham residents its good for children who live locally to use.	12/6/2018 2:37 PM
37	By keeping Chaffords as it is used a lot by the public as well as being hired out for a number of things, it is also providing a place for children to learn to swim, which is important life skill all children need to learn.	12/6/2018 2:22 PM
38	Stop spending our money on houses and flats that would help.	12/6/2018 2:17 PM
39	Invest some money.	12/6/2018 2:04 PM
40	Make it a stand-alone facility – access via Wennington Road – Green could be parking. If it's open during the day then it may start paying for its self.	12/6/2018 2:02 PM
41	Stop paying Councillors, MPs and management people involved with the council. They are the ones taking the money to fix the Chafford sports complex with these savings.	12/6/2018 1:53 PM
42	Please don't close our only source of health in Rainham.	12/6/2018 1:12 PM
43	Split the evenly. Rather than build an estate that no-one wants in Dagenham how about support people already living here. Make the council tax system fairer I make people with larger families pay more!	12/6/2018 12:57 PM
44	It never ceases to amaze me how the council can find funds for other areas of the borough, but never for Rainham – the poor relation of Havering.	12/6/2018 12:46 PM
45	The money from the activities and swimming pool activities also the membership money where does this go apart from paying the staff. This money should have been used to upgrade the Chafford complex surely, from 1971 -2018 that is a big amount of money. (Why should Rainham suffer?)	12/6/2018 12:41 PM
46	Government are always going on about over weight and the strain on resources . Keep our facilities open for all.	12/6/2018 12:41 PM
47	If the council cannot afford to keep Chafford open why are you proposing to build a new leisure centre at Hornchurch when there is already one there? Pay for essential repairs at Hornchurch and Chafford and keep them both open.	12/6/2018 12:33 PM
48	It just needs a bit of work on it i.e. toilets and changing rooms	12/6/2018 12:23 PM

## The Future of Chafford Sports Complex

49	Hornchurch was supposed to be closing for renovations that have not happened yet. So how can Chafford close as well, how can two centres close at the same time? If you close Chafford for renovations, then Hornchurch has to be completed first or no-one in south of the borough has anywhere to go. Chafford's is always busy, if its public opening hours were extended then the foot fall would increase. It used to be open in the early morning so people could use the facilities before work and late in the evening, but these hours were slashed, obviously decreasing the foot fall	12/6/2018 12:20 PM
50	Do not close Chaffords	12/6/2018 12:05 PM
51	Try to get the government to visit local leisure facilities to see how that if they keep building houses people need community and leisure centres	12/6/2018 10:27 AM
52	Instead of spending in areas like Romford, Hornchurch etc. Try spending it in Rainham, the poor relation nothing is ever spent in this area. Its disgusting.	12/5/2018 4:24 PM
53	Maybe to cut high paid managements wages in the council, just a thought	12/5/2018 4:10 PM
54	May playing fields area least them, It will be a travesty to close the complex, put money in to this deserving complex	12/5/2018 4:03 PM
55	Just keep it open, please. Building really needs refurbishment but we are happy how it is.	12/5/2018 3:56 PM
56	It would be nice if you could go for option 3, I feel that this part of the borough is the poor relation. For instance, does Hornchurch really need a completely new complex, when it isn't that old. Romford has a completely new complex and we are going to be left with nothing. A lot of the people who attend the aqua classes at chafford are retired and live locally.	12/5/2018 3:50 PM
57	keep open	12/5/2018 3:41 PM
58	longer opening hours and refurbishment needed.	12/5/2018 3:37 PM
59	business to sponsor the centre. Private company to overtake but keep pool and lessons (swimming) available.	12/5/2018 3:34 PM
60	could be better advertised to raise awareness.	12/5/2018 3:27 PM
61	Through a 'buy a brick ' scheme	12/5/2018 3:13 PM
62	Chafford sports/swimming complex is all we have its running costs are significantly lower than all the others per person. If we still use it in its present condition why would you even consider taking it away . The rest of the borough have enough. Shame on you for even thinking of it .	12/5/2018 3:03 PM
63	This is the only sports complex in the north of the borough	12/5/2018 2:53 PM
64	surely the council could contribute towards the upkeep of this facility. My children and myself learnt to swim here. Where will the current primary school children go for swimming lessons? The council will have the extra cost of transport to and from their lessons. We deserve to have facilities in our area we pay council tax!	12/5/2018 2:47 PM
65	We always seem to draw the short straw at this end of the borough. We should get some of the money that is obviously available to spend in Hornchurch and Romford. We all pay council tax in STH Hornchurch	12/5/2018 2:39 PM
66	Repair/maintenance	12/5/2018 2:31 PM
67	maintenance	12/5/2018 2:28 PM
68	maintenance.	12/5/2018 2:24 PM
69	more funding to make it bigger and nicer.	12/5/2018 1:59 PM
70	Take council £ from other resources, claw back overspend on Romford leisure centre. Plough money into Chafford rather than Abbs Cross close one of the other centres Rainham has very little.	12/5/2018 1:54 PM
71	add more classes to encourage people to attend. Close a different centre. The company buying beam reach, could fund the venue as part of the deal like Morrisons did with Romford ice rink	12/5/2018 1:45 PM
72	Where is our membership money going if the centre is not maintainable from this source of income?	12/5/2018 1:38 PM

## The Future of Chafford Sports Complex

73	Joint funding with the school, ask local area (Tesco's business to invest in the local area - it is a well used venue by a lot of people (middle aged) which is good it promotes health and well being. Rainham has many take away venues obesity will increase. Chaffords is an ideal location for residents to take notice of health advertised.	12/5/2018 11:58 AM
74	Its near to my house. It provides me of a way at keeping healthy. I walk there so its near. Would not bother to go to any other one. Its being that near that it gives me the motivation .	12/5/2018 11:41 AM
75	swimming times should be more frequent to the public. Maybe include different deals	12/5/2018 11:35 AM
76	Lets get people of the streets and into healthy exercise	12/5/2018 11:29 AM
77	Perhaps councillors might re look at there allowances. Being a councillor was and unpaid yet respected and unpaid position. Thousands of pounds if easily saveable if only BASIC allowances are claimed.	12/5/2018 11:26 AM
78	The Pool & Complex could be made a community space to be managed by the locals.	12/5/2018 11:18 AM
79	Too many fast food joints? Make the pool more profitable and open to the public for longer hours.	12/5/2018 11:02 AM
80	Spend money and make Rainham a place for people to relax + enjoy. More opening hours please make Chafford sports complex a place for people to be proud of.	12/4/2018 4:47 PM
81	To increase price To get funding from private companies.	12/4/2018 4:39 PM
82	Keep the complex open! Extend the opening hours.	12/4/2018 4:18 PM
83	Money could be spent on improving the complex which would attract more business + interest	12/4/2018 4:13 PM
84	I think if some improvements were made + money spent , it would encourage more people to use Chafford sports centre.	12/4/2018 4:07 PM
85	Release funds you are trying to keep everyone active.	12/4/2018 3:36 PM
86	Treat Rainham the same as other parts of the Borough invest in Rainham sport not replace it. You should continue with funding Chafford not reducing it, until you have built a new sport centre in Rainham. The same as you have done elsewhere in Havering. Don't neglect this part of the Borough while spending huge amounts on vanity projects.	12/4/2018 3:32 PM
87	Local schools and young children need this facility. Rainham deserves better!!	12/4/2018 3:22 PM
88	Chaffords, for many years, have virtually had no advertising of what is available, and regular leaflet distribution should have been delivered to every household, at least twice per week, to make people aware of what's on locally. (set up a steering committee of regular users)	12/4/2018 3:16 PM
89	Chafford is local to me, just a walk, if it closes I would not be able to go to any other sports centres.	12/4/2018 2:56 PM
90	Keep Chaffords open Update complex Spend money on improvements + provide more activites + extend opening times	12/4/2018 2:49 PM
91	Could a pfi be the answer? It has worked well in the past. Tower hamlets was an example of it for rebuilds, expansions etc. of schools.	12/4/2018 2:44 PM
92	Sports, exercise and healthy eating is surely the way to go. I have recently lost over 2 stone due to diet and gym sessions at Chafford.	12/4/2018 2:35 PM
93	The borough taking back the land ownership, with Harris sponsoring the centre. It would be an investment for the school as their students would be using it. Surely the health is as important to Harris academy as the education of its pupils.	12/4/2018 2:28 PM
94	Charge more I cant go to other centres.	12/4/2018 2:11 PM
95	Don't waste money on knocking down Hornchurch sports complex + rebuild use money wisely.	12/4/2018 2:08 PM
96	Maintenance.	12/4/2018 2:03 PM
97	Get local constituencies to contribute towards the positions required e.g. local Tesco stores pubs etc	12/4/2018 1:59 PM
98	Is there no way havering council can get a sponsor	12/4/2018 12:49 PM
99	Funding. Maintenance Work.	12/4/2018 12:41 PM
100	Maintenance.	12/4/2018 12:37 PM

## The Future of Chafford Sports Complex

101	Rainham old library has stood empty and in an eyesore. This could be a great site for a stand alone gym or would attract people from other areas.	12/4/2018 12:27 PM
102	I feel this area needs something, the other leisure centres are too far away. Option 3 is the way to go.	12/4/2018 12:23 PM
103	There is nothing in the area and beyond that offers gym/swim/sauna it is unique. I would be prepared to pay more, the subs are very cheap. I am in favour of option 3 please.	12/4/2018 12:05 PM
104	Instead of funding things like Hornchurch Police station for 3 hours a week ( a building I believe the council doesn't own) so this should not come out of council money. Can money not be diverted from the other leisure centres. Develop Chaffords instead of knocking down Hornchurch + rebuilding another centre there. Rainham + the people of Rainham are the poor relations of Havering	12/4/2018 11:46 AM
105	Find another venue for our swimming club as people with disabilities do not have access to swimming unless supervised. This swimming club is run by volunteers so all we need is a pool to use for 1 hour on a Saturday specifically for our use.	12/4/2018 11:07 AM
106	I'm not a councillor, the closing of Chafford will affect the people of Rainham. It seems to me Rainham is the forgotten relative of Havering.	12/4/2018 10:52 AM
107	Get local constituencies to contribute towards the provisions required e.g local Tesco stores, pubs etc.	12/4/2018 10:43 AM
108	There is no current centre in Rainham and I think it would be a travesty if this place is shut.	12/4/2018 10:36 AM
109	Raise money- fund raisers etc. Community will help!	12/4/2018 10:29 AM
110	Community clean up.	12/4/2018 10:24 AM
111	I just feel that Rainham really benefits hugely from having Chafford sports centre locally and every time we go its in full use.	12/4/2018 10:19 AM
112	Stop putting money in Hornchurch and invest in this side of Rainham.	12/4/2018 10:13 AM
113	Increasing costs and crowd-funding?	12/4/2018 10:02 AM
114	Funding and maintenance	12/4/2018 9:54 AM
115	Find a way to keep the pool open.	12/4/2018 9:44 AM
116	Option 3 Update the centre. Open it longer over the weekend so that more people have access to it and promote the facilities	12/3/2018 9:10 PM
117	The council should take back ownership and look into ways to truly maximise it's potential as a community health and fitness hub, it has great opportunity for long term profitability and a great source of revenue if you properly maximised it's potential: <a href="https://www.openaccessgovernment.org/how-local-councils-can-improve-community-leisure-centre/38711/">https://www.openaccessgovernment.org/how-local-councils-can-improve-community-leisure-centre/38711/</a> Or get the local community involved to turn it into a cooperative. <a href="https://www.bbc.co.uk/news/uk-wales-38512986">https://www.bbc.co.uk/news/uk-wales-38512986</a>	11/30/2018 12:07 PM
118	Sharing the Chafford sports facility with the Harris Academy school, is a excellent way to ensure and save this community provision, and I am sure that the school don't want the swimming pool and complex to close and this sharing arrangement seems to work very well at Abbs Cross, so why not at Chafford. Also, the Abbs Cross centre is very close to Hornchurch centre , so why have these facilities so close, but have nothing for those of us that live south of the borough. Money must have been spent upgrading Abbs Cross centre over the years, either by the school, council's contractor or Havering council, so why not now do the same for Chafford.	11/21/2018 1:35 PM
119	Open pool longer hours. Make soft play and gym and regenerate leisure centre like others. The community would then use	11/18/2018 11:06 PM
120	The centre can be refurbished or to be open until new one be built in Rainham area.	11/17/2018 10:11 AM
121	Grants increase of pricing	11/15/2018 9:05 AM
122	Maybe more lessons to the public	11/13/2018 9:42 PM
123	With the projected new homes being developed, surely a leisure facility in the south of the borough will be a necessity?	11/13/2018 9:05 PM

## The Future of Chafford Sports Complex

124	Some advertising is all it takes! Involve the community in this and publicise the centre and what it has to offer on social media etc. It doesn't even cost anything to do this. Please at least give it a try before you give up and in turn give up on our little town.	11/13/2018 5:42 PM
125	Surely fitness and leisure is an important tool for all ages in the area so all areas should be looked at I'm sure you have buildings which are sitting unused could they not be sold to make some money for your budget	11/13/2018 3:00 PM
126	Sponsorship? Volunteers to help repair the building in return for free swimming ?	11/13/2018 2:18 PM
127	Would the school not take it over and let it out	11/13/2018 2:13 PM
128	charge more for the activities in order to raise the funds to keep the centre open.	11/13/2018 1:47 PM
129	Do more swimming lessons. There are hundreds of children on the waiting lists	11/13/2018 12:59 PM
130	The council should have thought about whether another facility in romford (sapphire) where there are already so many sports centres and chosen to update the ones we had instead of now closing down the only one in our area. It's not practical for us to move over to another centre. What will happen with the children's swimming lessons?	11/13/2018 12:35 PM
131	We already paid a lot for the services that council provides in our increased council taxes. Rainham being a small village I think it's important to keep this sport complex for the local community if the council is at all serious in promoting health and wellbeing for it's citizens.	11/12/2018 12:22 PM
132	Cut chief executive wages	11/10/2018 8:30 AM
133	You can't remove the only leisure centre in Rainham also it is not utilised enough hence why the revenue is up at the moment. It is under utilised during the holidays when I would imagine it would be most popular which is mind blowing to me	11/8/2018 4:23 PM
134	I know of no other facility for Rainham residences. Travel to other areas of the borough would be difficult for people that have disabilities or unable to drive. It could do with being open during the holidays	11/8/2018 3:46 PM
135	The council could use some of the funding they currently use on the rest of the borough and treat people of Rainham as equal citizens of Havering and not leave us with nothing in way of facilities. We pay the same council tax as rest of borough.	11/7/2018 3:00 AM
136	Keep chafford open and upgrade it	11/6/2018 6:56 PM
137	Have a local committee to help look after the centre .	11/6/2018 2:17 PM
138	See above.	11/6/2018 9:40 AM
139	Try cutting down on what is spent in other areas of the borough - redistribution of funds - Rainham matters too	11/6/2018 8:35 AM
140	The decision to close the centre will impact o. People in the south of the borough. The Council are committed to building more houses in the south of the borough but seem to be reducing facilities and amenities rather that increasing them to meet future needs.	11/5/2018 8:57 PM
141	Stop building on green spaces and closing places down!	11/5/2018 8:24 PM
142	If the council had a demonstrable commitment to Rainham and Wennington we may not be in this position.	11/5/2018 8:11 PM
143	Do not encourage schools to move to Academy status and take the assets away from public ownership. Agree these items at the time that the school transfers.	11/5/2018 6:28 PM
144	Why spend so much to build a new leisure centre in Hornchurch use the money over all council sports sites so that we have pools that can be easily reached more locally.	11/5/2018 4:39 PM
145	Ownership could be transferred to the local borough and included in the council funding. It is very important to maintain the leisure facilities as local schools use these too.	11/5/2018 1:52 PM
146	Increase council taxes other countries have much higher taxes to cover the cost Sweden France have better health and well being because they pay higher taxes it's about time tax should not be a dirty word so we can have better benefits including sports centre also perhaps you should look at multiple occupancy as these people should be paying towards council taxes	11/5/2018 9:47 AM
147	Just save the centre	11/5/2018 9:31 AM
148	Let thunder and lightning drama group use for their rehearsals and they would pay some repairs	11/5/2018 9:00 AM

## The Future of Chafford Sports Complex

149	Rainham needs to stop being put at the bottom of the pile!!!	11/5/2018 8:35 AM
150	Stop closing our swimming pools. We need more not less!	11/5/2018 8:31 AM
151	give it to sue Ospreay she is the heart of Rainham and she would show YOU how to run a successful business, with shows wrestling, exhibitions art and photography flower shows and many other local events, the people of Rainham are very angry at the lack of facilities for Rainham it seems Romford 1st Romford 2nd any left over Romford again	11/5/2018 8:13 AM
152	The centre needs to be improved inside and out, it's dated and needs to be improved just like other centres around. And it needs to be open more. Both will allow for more people to go (even though many do so already) and will benefit the centre. More staff perhaps. It has so much more potential	11/5/2018 8:04 AM
153	People to help.	11/5/2018 7:48 AM
154	Invest in the facility to encourage more users. Renovation.	11/4/2018 10:51 PM
155	An improved opening hours & timetable would be profitable for the centre, more adults & children would use the centre, in line with the government policies.	11/4/2018 10:29 PM
156	Stop spending money on every other area of Havering and spend some in Rainham. Look for private investment. Local schools all use this facility and have many deprived families that won't get the opportunity to learn to swim. Get some of the building contractors putting up all the new house to invest in local facilities.	11/4/2018 10:07 PM
157	Use the monthly payments to keep it open. Do not spend money refurbishing other sites which are already in a better state of repair than chafford. Do not sacrifice chafford for others	11/4/2018 9:19 AM
158	DON'T CLOSE THIS VALUABLE SPORTS FACILITY. IT WOULD BE A TRAVESTY IF THE COUNCIL WERE TO DO IT. THINK ABOUT OUR CHILDREN'S FUTURE.	11/2/2018 9:21 PM
159	Real thought needs to be given to maintaining the budgets for promoting healthy and active lifestyles. We need a comprehensive long term strategy that creates a healthy population in order to reduce the spend on illness and disease caused by inactivity. To reduce access to affordable leisure centres is a short term mindset which will create even greater problems in the medium to long term. In Havering we've had a good track record in bringing up healthy children, we should seek to maintain and even improve this going forward. Healthy bodies means healthy minds means more active people willing and able to create healthy and positive communities. Please do not be party to decisions that will reverse this tradition in Havering.	11/2/2018 8:58 PM
160	Think about those people who cannot travel anywhere to use such a facility. Refurbish it and encourage more users. We travel to use it even though there are other facilities nearby. The service we get is why we go there. Please please please don't close this facility.	11/2/2018 8:27 PM
161	what i say it will not make a diffence	10/31/2018 2:21 PM
162	Partnership like everyone active and Abbs	10/30/2018 5:09 PM
163	Chafford sports complex needs to be kept open including the pool. The council invests heavily in other more affluent parts of the borough but Rainham is generally ignored for development. It is outrageous that a brand new centre has been built in Romford and yet you claim to be unable to maintain the centre in Rainham which is key to local residents, particularly young families.	10/30/2018 12:11 PM
164	Keep chafford open and refurbish it	10/28/2018 1:36 PM
165	Out-lying areas should be supported particularly those with high density housing. Not everything should be in Romford.	10/25/2018 2:07 PM

## The Future of Chafford Sports Complex

166	There is to be a population explosion in the south of the borough over the next few years, far greater than that in the North of the borough, this is based upon reviewing the approved planning for new homes and potential other plans in developing (all info available on the council planning site) making closure a short sighted decision as membership and demand for swimming lessons will increase, in fact there is already an extensive waiting list at Cahford centre. The price charged for lessons is very reasonable £23 per month for a weekly lesson, to aid the budget an increase up to £30-33 per month is not unreasonable. I now lessons are via a contract with a provider so the council would be to agree a new fee structure with them but it is not impossible. There are also a number of govt grants that can be applied for. With capital investment (and I understand the issue that the council can't fund as the school owns the pool) the gym facilitates could be improved which will attract more memberships as the gym is the current issue that stops expansion. As Origins gym will close due to the planned housing development there will be a greater need for a gym locally. The entrance to the centre could then be moved as part of the remodelling to accommodate a larger gym to the side of the side away from the school, this could aid the expansion of the opening hours to possible include early morning mid-week swimming and gym. This is also poor planning as the council can and should impose funding clauses in large housing developments for local amenities beyond just schools and roads.	10/25/2018 9:15 AM
167	I believe that the sports centres are already run by an outside company on the councils behalf? Could this facility be run like the Abbs Cross one on a shared basis?	10/23/2018 12:15 PM
168	Having just approved the Hornchurch Leisure Centre and also Sapphire in Romford in my opinion enough funding is being used to support these venues and therefore another would be a waste of crucial funding.	10/22/2018 12:28 PM
169	Improve the Chafford Complex gym to bring more people in and extend the opening hours of the gym and swimming pool as the current hours are extremely limited. Or subsequently reduce gym membership prices for the other gyms in Havering to make it more of a reasonable adjustment for those who currently attend Chaffords Gym	10/22/2018 9:11 AM
170	Sponsorship? Crowdfunding? Money spent on sports and activity now will save money in health care costs in the future.	10/22/2018 7:33 AM
171	This building needs to be refurbished and the residents of Rainham would be more than happy to contribute to costs in the way of fund raising etc as it is a much loved and used part of the community	10/21/2018 3:01 PM
172	Promote the pool and gym more so it is accessed by more people	10/21/2018 12:53 PM
173	if the council had spent some money on Chaffords over the past twenty years it would not be in need of a lot work now the council should adopt Option 3 and keep this centre in this part of the borough so help the residents to keep fit and well	10/21/2018 11:03 AM
174	Rainham needs a swimming pool that is easily accessible by the local community. Chafford can continue to meet local needs by changing the access via Wennington Road.	10/21/2018 6:00 AM
175	Stop forgetting Rainham for once and actually listen to us. Health and well-being should be at the TOP of your list of needs for residents. Helping to combat obesity and unhealthy lifestyles will reduce the amount of hospital goers in the long term. You are making lots of housing developments around Rainham in the next few years, the sports centre will be needed!	10/20/2018 5:27 PM
176	It's easy - find funding to keep the existing centre open and refurb it if necessary. The Sapphire Centre has recently been opened. Central Park has been refurbished and Hornchurch is due a refurb - cut down on that and save some for Rainham - its not rocket science!	10/19/2018 4:17 PM
177	Rainham needs funding properly The local community are exhausted with battling a general lack of funding from the local authority and wider government. Fight it As a London Borough, we saw and were proud to support the Olympics and the legacy to follow - so let's follow it up! Sports England / The lottery funding - apply for help and support	10/19/2018 11:05 AM
178	Equal out money spent by the council more evenly in regards to areas within the borough.	10/19/2018 9:53 AM
179	Look into how you can make the centre more profitable eg renting out for parties etc	10/19/2018 9:23 AM
180	Try to stop wasting money as most councils do and spend some where its needed by the local community	10/18/2018 8:57 PM
181	Update the complex & keep it open for the local school & local residents	10/18/2018 6:53 PM
182	Offer a partnership deal with local stakeholders and private leisure providers	10/18/2018 4:43 PM

## The Future of Chafford Sports Complex

183	Cheaper membership would help more people to join. More and different clubs, longer opening times, social as well as sporting.	10/18/2018 11:11 AM
184	Perhaps the same thing that was implemented when sapphire and ice was built. Money was found for that, as was Harold hills refurbishment and also abbs cross. It seems only right that the council provides the same improved services for this site. The council has let the chafford site run down and failed to properly maintain the site.	10/18/2018 5:07 AM
185	Maybe councillors take a pay cut and not turn in "expenses"? Have volunteer groups there to clean and tidy the area.	10/17/2018 9:12 PM
186	Cut costs	10/17/2018 7:47 PM
187	Why can investment be made into our part of the borough. Once things have been upgraded more income can be made as more people and groups would use it, therefore more income made. If it was done at Abbs why not Harris.	10/17/2018 7:16 PM
188	Increase cost	10/17/2018 7:06 PM
189	I find it hard to believe that Harris Academy cannot be persuaded to contribute to the maintenance and upkeep of Chafford Sports Complex.	10/17/2018 6:15 PM
190	Increase council tax.	10/17/2018 5:58 PM
191	Cut the leader of councils salary and cut the members of the cabinet salary and expenses claims. I read reasently that there is going to be a snooker/football/actor trail like the Hollywood walk of fame in Romford. Really are you seriously going to waste money on that, use that money instead for something like chaffords.	10/17/2018 5:26 PM
192	Why was so much money thrown into romford facility when there were already so many gyms/sports centres and health clubs already there? We didn't need an ice rink, yet all the money has been spent there and not in Rainham when were could have done with it. Anyone that uses chaffords (especially with swimming) will now have to go in waiting lists everywhere else, meaning we would not be able to have swimming lessons and my children may regress!	10/17/2018 3:53 PM
193	Use some of the land in the Rainham and Beam Park Development Area for a new sports centre, paid for primarily by CIL or Sec.106 money. Add this to Havering's CIL '123 List' of designated infrastructure to be funded.	10/17/2018 3:23 PM
194	Has the lottery funding all been spent ? Did Rainham get money from the Olympics. Approach the mayor of London as we have had police numbers reduced and opportunities for youngsters would help cut crime.	10/17/2018 3:15 PM
195	Cut the amount of committee's Councillor's sit on as I feel there are far too many, and many Councillor's don't do much on these committees yet get paid for it. Also, Havering was granted leisure funding in 2016 - a multi million pound fund - why has this not been used for Chafford's? Hornchurch is having a refurb, Romford has a brand new leisure centre, Harold Hill's leisure centre was refurbished not too long ago - why is Rainham missing out? It's not fair on the people of Rainham. Yet again we're at the bottom of the pile. But I'm guessing that's because Rainham don't vote Tory.	10/17/2018 12:51 PM
196	Can a deal not be done with Harris for them to provide and expand public facilities there, just as Abbs Cross provides public facilities in a different part of the borough?	10/17/2018 12:22 PM
197	Look at the use of this centre and compare with others centres. There is not much in this part of the borough and the transport links and traffic makes it difficult to commute quickly between the other areas you propose	10/17/2018 12:21 PM
198	Use some of the profit from other schemes to keep Chafford open	10/17/2018 12:09 PM
199	Why not maintain what we have?! Not doing so when clearly savings can be made in other areas seems ludicrous, what are we otherwise paying our council tax for? It seems yet again that Rainham get the brunt of government funding issues along with being the dumping ground of Havering!	10/17/2018 11:02 AM

## The Future of Chafford Sports Complex

200	<p>What happened to the pledges that were promised and made by the politicians, celebrities, members of the Olympic committee, Local Councils etc., etc., during the time of the 2012 London Olympic Games, where upon Boris Johnson, Seb Co and others were seen on National News coverage - falling over each other, to promote 'Sport for All' and the promise of funding to build new sports facilities, up and down the country to get ordinary people out of their chairs and to exercise and take up a sport of some kind, to stay fit and healthy? It appears that Havering Council have forgotten about this pledge, and what happened to the money that was promised by Boris Johnson and other politicians, to provide local Councils with the necessary funding / grants etc., to provide sports facilities etc...? This makes a sham of the 2012 London Olympic Games. So, my suggestion is, that Havering Council investigate more deeply into funding, and unless it hasn't already done so, go directly to Boris Johnson and other relevant politicians and remind them what was said and promised, during the time of the 'Games'. The local residents of Rainham always seem to lose out when it comes to funding initiatives in the Borough; exciting projects always appear in other parts of Havering. I had worked for Havering Council for 27 years, and during my time in nthe Council, it was a well kept secret that, 'Rainham is the dustbin of Havering'. After living in Romford and Gidea park for 17 years, and now living in Rainham, I can say, that I truly feel the difference, with the standard of living that is offered to local Rainham residents, it is abysmal! The only developments that seem to occur in the 'dustbin end' of Havering, are more flats - which means more and more people who deserve better, including LOCAL sports facilities for their LOCAL AREA! A copy of this document will be forwarded to Jon Cruddas MP, as I want to share my feelings with him, and hope he will address some of the issues and questions I have raised in this questionnaire.</p>	10/17/2018 10:17 AM
201	<p>This would impact greatly on the local people and schools. So much is given to bigger boroughs - Romford etc</p>	10/17/2018 9:20 AM
202	<p>There is no illusion. Chafford sports complex does need updating and money spent on it. It is at the centre of our community and also more use could be made of it. I remember in the school holidays attending holiday clubs - this no longer happens. Fun splashes have been stopped. There is no encouragement to use these facilities. They close early at a weekend when most people would use them. What will the school do if these facilities are taken away. How about the local schools that use these facilities for swimming lessons? Chafford sports complex needs to be saved and money invested in it like what has happened to hornchurch, belhus, etc</p>	10/17/2018 8:18 AM
203	<p>I am sure the local community would rather find a solution rather than lose the facilities</p>	10/17/2018 7:05 AM
204	<p>Needs to be done up</p>	10/17/2018 7:02 AM
205	<p>You should keep it open</p>	10/17/2018 6:34 AM
206	<p>Needs to be open longer hours to he public and more publicised. Maybe a children's time with inflatables</p>	10/17/2018 6:31 AM
207	<p>Open longer hours = many more people attending and therefore more money to maintain it</p>	10/17/2018 6:29 AM
208	<p>Spend the money doing it up so more people use it the amount of older people using it they would miss out on exercise</p>	10/17/2018 5:18 AM
209	<p>Rainham needs a swimming pool in the area .It's good for my children to encourage their fitness and they haven't got miles to go to get there.</p>	10/17/2018 4:58 AM
210	<p>Keep the centre open in the day for longer. It is shut most of the day and members of the public could pay for the gym. Harris use this leisure centre, can they contribute, I am sure parents will be willing to pay a small contribution, be it small but that will all add up.</p>	10/17/2018 4:50 AM
211	<p>Once a facility is gone we won't get it back. Look what's happened when they built queens hospital. We lost a green space.</p>	10/16/2018 10:56 PM
212	<p>before spending this much money on new Leisure centre in Romford they should ask us what community needs. They knew that Chafford's centre in need of renovation a long time ago, but their priority was to build new one instead! Look after leisure centres we have already!</p>	10/16/2018 10:06 PM
213	<p>Take the money from elsewhere ie councillors expenses.</p>	10/16/2018 9:49 PM
214	<p>Shut it down and spend the money on the other complex</p>	10/16/2018 9:44 PM
215	<p>The centre needs to open it facilities during the day and also longer at weekends like it used to. In previous years I've held children's parties there and have sent my children to sports camps during the school holidays. You took all of these activities away....probably as they made money for the centre, so it didn't look good to be in profit when trying to shut it down.</p>	10/16/2018 9:29 PM

## The Future of Chafford Sports Complex

216	Ask for more money from the mayor. I think the people of a Rainham deserve excellent facilities as well as support our childrens health at our local comprehensive.	10/16/2018 9:19 PM
217	Rainham needs some local facilities, considering all the new housing developments we should work to maintain our existing facilities not get rid of them	10/16/2018 8:45 PM
218	Spend a bit less on Romford and hornchurch and invest in rainham aa we always seem to come last when it comes to funding	10/16/2018 8:20 PM
219	Keep it open	10/16/2018 7:45 PM
220	Open for early morning sessions(06:30-08:30), have weekend swimming lessons in the afternoon, more class activities (yoga,spin etc)	10/16/2018 7:32 PM
221	The council should stop spending hundreds and thousands of pounds fighting village green statuses in this part of the borough and spend it on more suitable things in the area like the sports centre. The South part of the borough constantly gets crapped on. All that unnecessary funding the council do in the borough is killing the good stuff that needs the funding. Offer more public swim times. Advertise in the school. Start school lessons again at a cost. Open more often in the school holidays.	10/16/2018 7:27 PM
222	Please think about the people who need this facility	10/16/2018 6:42 PM
223	Utilise the hall space at weekends for other activities or rent out for things such as Table top sales, performances, clubs, kids parties to name but a few. Generate a more varied programme so that classes can happen in the hall and invest in the interior a little. To just give up and shut it down would be a disgrace and would make me further loose faith in an already greedy borough.	10/16/2018 6:41 PM
224	Councillors managed to find an increase in their salaries and expenses	10/16/2018 6:36 PM
225	Better opening hours & more advertising about what goes on there would make more people use it	10/16/2018 6:22 PM
226	I don't understand why there is no scope to increase the size of the gym similar to Hornchurch and take their equipment once there revamp is complete.. no cost there for new equipment... there is spare land behind the centre.. why can't some of this be used for housing and this money reinvested back into the centre would massively improve the centre.. there are so many people in rain ham like me who go elsewhere for gym who in my opinion would use Rainham if it was the same standard as others.. simplified as use the spare land around it for housing , tidy it up and have a new gym and facilities .. the profits from the new builds would fund it.	10/16/2018 5:45 PM
227	Rainham needs a leisure facility. Which ever way you decide to go. Either by building a new one or saving Chafford. Maybe offer more classes at Chaffords to help get more paying people through the door. Also holiday clubs like they do at Robert clack leisure centre. They have lots of paying children there daily. Ask Harris if you can let other schools use the pool more in term time, the other schools surely have to pay.	10/16/2018 4:43 PM
228	Outdoor gym in park	10/16/2018 4:37 PM
229	Look at total cost of all the facilities and reduce the monies given to them so as to keep Chafford	10/16/2018 4:30 PM
230	Perhaps in partnership with public sector or by way of charitable investments. The loss of this vital local resource will have a detrimental impact on our community	10/16/2018 3:56 PM
231	Rainham is always forgotten. All new stuff for Rainham goes to South Hornchurch or the Orchard Village. The residents of Rainham are fed up with the low maintenance or loss of facilities. Why does Romford, Hornchurch and Abbs Cross all have new facilities or plans. I don't have children. Why can't childless households have their schooling council tax part go towards this.	10/16/2018 1:13 PM
232	The council and HAR should make this a joint venture whereby the school and the community will benefit.	10/16/2018 12:39 PM
233	Outsource it to a virgin active or one of the other big gym company's to give it a new lease of life it deserves	10/16/2018 12:37 PM
234	Option 4 details how it would have to be considered whether the current site is suitable for a new leisure facility - has any consideration whatsoever been given to looking for other sites in the South of Havering where such a facility may well make sense?	10/16/2018 12:17 PM

## The Future of Chafford Sports Complex

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235	Stop spending the money on other areas of havering and invest money into Rainham where services are constantly being cut and we are in huge need. We pay council tax as well so should benefit also. It's as if Rainham is the invisible town within havering that just doesn't matter. We're constantly shoved to the bottom of the pile. Look at the crime rate for example havering fought for a police station to remain open in hornchurch whilst in Rainham residents are targeted by thugs and scared to walk home in the dark.	10/16/2018 11:14 AM
236	It doesnt need to be ultra modern. People that use it like that its not a posey gym. Just carry out essential repairs. They could do fund raising events there to fund maintainance too.	10/16/2018 10:27 AM

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## Q14 Please tell us your postcode.

Answered: 332 Skipped: 99

#	RESPONSES	DATE
1	Rainham	12/7/2018 12:58 PM
2	RM15 4JB	12/7/2018 12:55 PM
3	RM15 4JB	12/7/2018 12:52 PM
4	RM13 7IB	12/7/2018 12:48 PM
5	RM15 4ER	12/7/2018 12:36 PM
6	RM13 9QJ	12/7/2018 12:34 PM
7	RM13 9QJ	12/7/2018 12:30 PM
8	RM13	12/7/2018 12:24 PM
9	RM13 9QL	12/7/2018 12:20 PM
10	RM13 9QG	12/7/2018 12:15 PM
11	RM13 9XT	12/7/2018 12:12 PM
12	RM13 9XT	12/7/2018 12:09 PM
13	RM13 9FE	12/7/2018 12:01 PM
14	rm13 9qu	12/7/2018 11:55 AM
15	RM13 9X3	12/7/2018 11:50 AM
16	RM13 9DX	12/7/2018 11:46 AM
17	RM13 9DG	12/7/2018 11:43 AM
18	RM13 9SW	12/7/2018 11:40 AM
19	RM13 9PR	12/7/2018 11:33 AM
20	RM13 9AX	12/7/2018 11:28 AM
21	RM14 3AT	12/7/2018 11:23 AM
22	rm13 8ad	12/7/2018 11:10 AM
23	RM13 9SE	12/7/2018 11:06 AM
24	RM12 5ER	12/7/2018 10:59 AM
25	RM13 9RD	12/7/2018 10:54 AM
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29	rm13 8nl	12/7/2018 10:37 AM
30	RM13 8DJ	12/7/2018 10:34 AM
31	RM2 5TP	12/7/2018 10:26 AM
32	RM12 6BD	12/7/2018 10:21 AM
33	RM12 63S	12/7/2018 10:17 AM
34	RM13 9HT	12/7/2018 10:08 AM
35	RM13 9TT	12/7/2018 9:53 AM

## The Future of Chafford Sports Complex

36	RM15 6QR	12/6/2018 3:34 PM
37	RM12 5LR	12/6/2018 3:29 PM
38	RM13 9SA	12/6/2018 3:24 PM
39	RM12 4NW	12/6/2018 3:20 PM
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43	RM13 8NP	12/6/2018 2:48 PM
44	RM11 2HT	12/6/2018 2:45 PM
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46	RM13 9NZ	12/6/2018 2:37 PM
47	RM12	12/6/2018 2:33 PM
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49	RM13 9UU	12/6/2018 2:26 PM
50	RM12 6BD	12/6/2018 2:23 PM
51	RM13 9XD	12/6/2018 2:17 PM
52	RM13 9YU	12/6/2018 2:12 PM
53	RM13	12/6/2018 2:08 PM
54	RM13 9PR	12/6/2018 2:05 PM
55	RM13 8AU	12/6/2018 2:02 PM
56	RM13 9HE	12/6/2018 1:54 PM
57	RM13 9RU	12/6/2018 12:58 PM
58	RM13 7UD	12/6/2018 12:51 PM
59	RM13 9HD	12/6/2018 12:48 PM
60	RM13 9TS	12/6/2018 12:46 PM
61	RM5 2QA	12/6/2018 12:42 PM
62	RM13 9XJ	12/6/2018 12:42 PM
63	RM13 9HZ	12/6/2018 12:33 PM
64	RM13	12/6/2018 12:28 PM
65	RM19 1TP	12/6/2018 12:23 PM
66	RM13 8AB	12/6/2018 12:07 PM
67	RM13 7EB	12/6/2018 10:34 AM
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69	Rm12	12/5/2018 4:19 PM
70	RM12 2TS	12/5/2018 4:14 PM
71	Rm11 3JJ	12/5/2018 4:10 PM
72	RM13 9AG	12/5/2018 4:03 PM
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74	Rm13 9HD	12/5/2018 3:50 PM
75	RM13 7HR	12/5/2018 3:41 PM
76	RM13 7UH	12/5/2018 3:38 PM

## The Future of Chafford Sports Complex

77	RM13 9FT	12/5/2018 3:34 PM
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79	RM13 9FQ	12/5/2018 3:23 PM
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87	RM11	12/5/2018 2:32 PM
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89	RM4	12/5/2018 2:24 PM
90	RM13 9PR	12/5/2018 2:20 PM
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93	RM13 9DR	12/5/2018 1:54 PM
94	RM13 9DR	12/5/2018 1:46 PM
95	RM13 9TS	12/5/2018 1:38 PM
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102	RM14 2PL	12/5/2018 11:13 AM
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111	RM13 9NX	12/4/2018 3:39 PM
112	RM5 2QA	12/4/2018 3:37 PM
113	RM13 9QE	12/4/2018 3:33 PM
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116	RM12	12/4/2018 3:05 PM
117	RM12	12/4/2018 3:01 PM

## The Future of Chafford Sports Complex

118	RM13 9HH	12/4/2018 2:56 PM
119	RM11 1FD	12/4/2018 2:51 PM
120	RM15 4SA	12/4/2018 2:36 PM
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126	RM14 2	12/4/2018 2:03 PM
127	RM13 9SW	12/4/2018 1:59 PM
128	rm13 9ps	12/4/2018 12:49 PM
129	RM14 1QJ	12/4/2018 12:41 PM
130	RM12 2	12/4/2018 12:37 PM
131	RM13 9FE	12/4/2018 12:31 PM
132	RM13 9S	12/4/2018 12:27 PM
133	RM15 4SA	12/4/2018 12:06 PM
134	RM13 9RY	12/4/2018 11:47 AM
135	RM14 1EU	12/4/2018 11:08 AM
136	RM13 9HH	12/4/2018 11:00 AM
137	RM13	12/4/2018 10:53 AM
138	RM13 9SW	12/4/2018 10:44 AM
139	RM13	12/4/2018 10:37 AM
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143	RM13 9PE	12/4/2018 10:14 AM
144	RM13 9LH	12/4/2018 10:08 AM
145	RM13 9SA	12/4/2018 10:03 AM
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148	RM13 8JR	11/30/2018 12:07 PM
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150	Rm125ha	11/21/2018 6:12 PM
151	rm13 9qe	11/21/2018 4:11 PM
152	RM13 9JT	11/21/2018 1:36 PM
153	rm139at	11/21/2018 1:28 PM
154	Rm139rl	11/18/2018 11:06 PM
155	Rm139qg	11/17/2018 10:13 AM
156	RM13 9NU	11/16/2018 12:57 PM
157	RM139LB	11/15/2018 9:30 PM
158	Rm13 8sh	11/15/2018 3:57 PM

## The Future of Chafford Sports Complex

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163	Rm13 9ty	11/13/2018 9:05 PM
164	rm13 9rz	11/13/2018 7:12 PM
165	Rm139sw	11/13/2018 5:43 PM
166	Rm139xu	11/13/2018 3:00 PM
167	RM13 9QT	11/13/2018 2:18 PM
168	Rm13 9fs	11/13/2018 2:18 PM
169	Rm15	11/13/2018 2:14 PM
170	Rm13	11/13/2018 1:54 PM
171	rm13 9lt	11/13/2018 1:51 PM
172	Rm139ad	11/13/2018 1:47 PM
173	Rm137qs	11/13/2018 12:59 PM
174	Rm13 9jj	11/13/2018 12:36 PM
175	RM13 8 JA	11/12/2018 12:22 PM
176	Rm13 9fy	11/10/2018 8:31 AM
177	Rm13 9al	11/8/2018 4:23 PM
178	Rm13 9al	11/8/2018 3:46 PM
179	rm77rn	11/7/2018 2:35 PM
180	Rm13 8aa	11/7/2018 3:01 AM
181	Rm125rh	11/6/2018 6:56 PM
182	Rm13 9ty	11/6/2018 2:18 PM
183	RM13 9LH	11/6/2018 9:41 AM
184	RM13	11/6/2018 8:36 AM
185	Rm139ll	11/5/2018 10:30 PM
186	RM139UU	11/5/2018 10:26 PM
187	Rm137lj	11/5/2018 8:58 PM
188	RM13 9AR	11/5/2018 8:25 PM
189	RM13 9yx	11/5/2018 8:12 PM
190	RM13	11/5/2018 5:55 PM
191	Rm139lw	11/5/2018 5:07 PM
192	Rm13 9jb	11/5/2018 4:39 PM
193	Rm139RH	11/5/2018 3:53 PM
194	Rm13	11/5/2018 2:30 PM
195	RM13 9HY	11/5/2018 1:53 PM
196	RM13 9BH	11/5/2018 1:22 PM
197	Rm139hu	11/5/2018 12:46 PM
198	rm13	11/5/2018 12:28 PM
199	Rm13 9AL	11/5/2018 12:11 PM

## The Future of Chafford Sports Complex

200	Rm137rj	11/5/2018 11:42 AM
201	Rm13 9bt	11/5/2018 10:26 AM
202	RM13	11/5/2018 10:26 AM
203	rm139hs	11/5/2018 9:53 AM
204	RM13 9LD	11/5/2018 9:50 AM
205	Rm139aa	11/5/2018 9:32 AM
206	RM13 9PB	11/5/2018 9:16 AM
207	Rm138hq	11/5/2018 9:01 AM
208	Rm13 9hj	11/5/2018 8:35 AM
209	RM13 7PA	11/5/2018 8:31 AM
210	RM139AJ	11/5/2018 8:13 AM
211	RM13 9HP	11/5/2018 8:09 AM
212	Rm13 9ba	11/5/2018 8:08 AM
213	Rm13 9ts	11/5/2018 8:05 AM
214	Rm13 9rd	11/5/2018 7:48 AM
215	Rm13 9xt	11/5/2018 7:40 AM
216	Rm138ab	11/5/2018 7:34 AM
217	RM139AD	11/5/2018 7:34 AM
218	Rm13 9pa	11/5/2018 7:31 AM
219	RM10 7YX	11/5/2018 7:25 AM
220	RM138AT	11/5/2018 7:21 AM
221	RM13 9hs	11/5/2018 6:41 AM
222	RM13 8LH	11/4/2018 10:52 PM
223	RM13 9UA	11/4/2018 10:29 PM
224	RM13 9HD	11/4/2018 10:15 PM
225	Rm139uu	11/4/2018 10:08 PM
226	Rm139xb	11/4/2018 9:48 PM
227	Rm13 9dr	11/4/2018 9:20 AM
228	Rm139ee	11/3/2018 11:39 AM
229	RM14	11/2/2018 9:22 PM
230	RM14 2JL	11/2/2018 8:59 PM
231	RM14	11/2/2018 8:27 PM
232	Rm154th	11/2/2018 1:29 PM
233	rm26ld	10/31/2018 2:21 PM
234	Rm124jx	10/30/2018 5:11 PM
235	RM13 9UU	10/30/2018 12:11 PM
236	Rm139hg	10/28/2018 1:36 PM
237	SE1 2XS	10/27/2018 5:18 PM
238	RM13 9NX	10/26/2018 12:04 PM
239	RM14 3AP	10/25/2018 2:08 PM
240	RM13 9DT	10/25/2018 9:16 AM

## The Future of Chafford Sports Complex

241	RM13	10/23/2018 12:15 PM
242	rm11 1fr	10/22/2018 12:28 PM
243	rm13	10/22/2018 9:11 AM
244	RM13 9TZ	10/22/2018 7:33 AM
245	RM13 7UB	10/21/2018 3:02 PM
246	RM13 9sw	10/21/2018 12:54 PM
247	RM125ES	10/21/2018 11:04 AM
248	Rm13 9hq	10/21/2018 6:02 AM
249	RM13	10/20/2018 5:28 PM
250	RM138BP	10/20/2018 4:44 PM
251	RM13 9AA	10/20/2018 3:31 PM
252	Rm13 9ht	10/20/2018 4:15 AM
253	RM11 3XL	10/19/2018 4:17 PM
254	RM139YU	10/19/2018 11:06 AM
255	Rm2 5ra	10/19/2018 9:53 AM
256	Rm139qh	10/19/2018 9:24 AM
257	RM139JS	10/18/2018 8:57 PM
258	Rm14np	10/18/2018 7:18 PM
259	rm138fe	10/18/2018 6:53 PM
260	RM13 9DX	10/18/2018 4:44 PM
261	Rm13 9hu	10/18/2018 1:14 PM
262	RM13 9PS	10/18/2018 5:07 AM
263	RM139hw	10/18/2018 4:18 AM
264	Rm13 9pa	10/17/2018 9:12 PM
265	Rm12 5at	10/17/2018 7:53 PM
266	RM13 9FW	10/17/2018 7:47 PM
267	Rm13 8jp	10/17/2018 7:17 PM
268	Rm14	10/17/2018 7:06 PM
269	RM13 9TS	10/17/2018 6:15 PM
270	Rm139ts	10/17/2018 5:58 PM
271	Rm13 9ry	10/17/2018 5:26 PM
272	Rm139tu	10/17/2018 5:22 PM
273	RM13 9RH	10/17/2018 3:53 PM
274	RM14	10/17/2018 3:23 PM
275	RM138BB	10/17/2018 3:16 PM
276	RM138SL	10/17/2018 12:51 PM
277	RM2 5NU	10/17/2018 12:23 PM
278	Rm139sw	10/17/2018 12:21 PM
279	RM13 8TR	10/17/2018 12:09 PM
280	Rm13 9bh	10/17/2018 11:04 AM
281	RM13 9AT	10/17/2018 11:02 AM

## The Future of Chafford Sports Complex

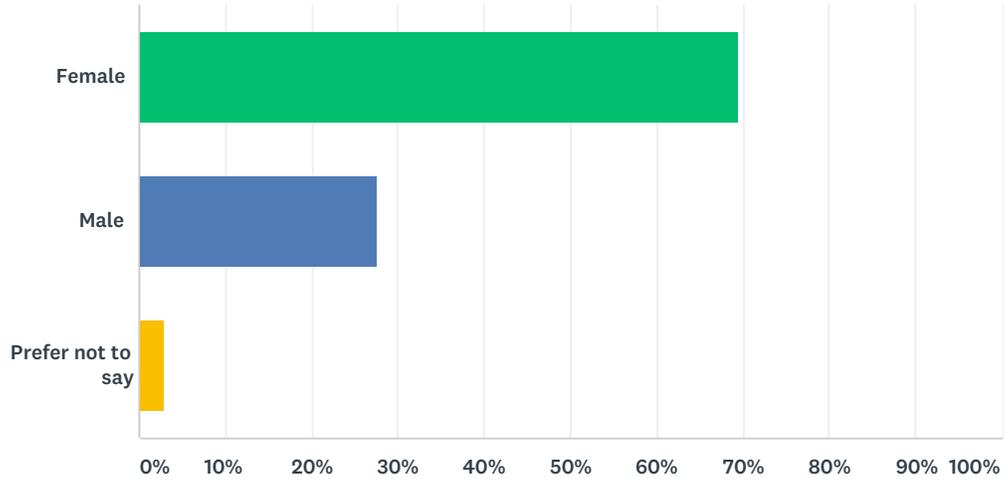
282	RM13 7TS	10/17/2018 10:20 AM
283	RM13 9AL	10/17/2018 10:17 AM
284	RM13 9SN	10/17/2018 9:24 AM
285	rm13 9py	10/17/2018 9:01 AM
286	Rm13 9ry	10/17/2018 8:19 AM
287	Rm139lz	10/17/2018 7:05 AM
288	Rm13 9sf	10/17/2018 7:02 AM
289	RM139SZ	10/17/2018 6:38 AM
290	Rm13 9rh	10/17/2018 6:34 AM
291	RM139QT	10/17/2018 6:31 AM
292	Rm13 9ln	10/17/2018 6:29 AM
293	RM139BA	10/17/2018 6:08 AM
294	RM13 9TH	10/17/2018 5:49 AM
295	Rm13	10/17/2018 5:18 AM
296	Rm139fy	10/17/2018 4:59 AM
297	RM13 9AT	10/17/2018 4:51 AM
298	Rm13	10/17/2018 2:30 AM
299	Rm13 9tp	10/16/2018 10:57 PM
300	RM13 9FQ	10/16/2018 10:07 PM
301	Rm13 9ty	10/16/2018 9:49 PM
302	Rm122hd	10/16/2018 9:45 PM
303	Rm139aj	10/16/2018 9:29 PM
304	Rm139rd	10/16/2018 9:06 PM
305	Rm13 9sq	10/16/2018 8:58 PM
306	Rm138sl	10/16/2018 8:45 PM
307	rm139qg	10/16/2018 8:45 PM
308	Rm139lu	10/16/2018 8:31 PM
309	Rm13 9ua	10/16/2018 8:20 PM
310	RM13 9nn	10/16/2018 7:45 PM
311	RM139QT	10/16/2018 7:33 PM
312	Rm13 8fq	10/16/2018 7:27 PM
313	rm14 3an	10/16/2018 7:09 PM
314	Rm13	10/16/2018 6:42 PM
315	RM13 8SW	10/16/2018 6:41 PM
316	Rm139hd	10/16/2018 6:38 PM
317	RM15 5XE	10/16/2018 6:37 PM
318	Rm13 9Hd	10/16/2018 6:23 PM
319	rm78rd	10/16/2018 6:21 PM
320	Rm139hd	10/16/2018 5:45 PM
321	Rm12qj	10/16/2018 4:56 PM
322	Rm13 8nu	10/16/2018 4:44 PM

## The Future of Chafford Sports Complex

323	RM1. 4RA	10/16/2018 4:37 PM
324	RM13 9DF	10/16/2018 4:30 PM
325	Rm13 9nr	10/16/2018 3:56 PM
326	Rm13 9lx	10/16/2018 1:13 PM
327	RM13 9SS	10/16/2018 12:40 PM
328	Rm139pb	10/16/2018 12:37 PM
329	RM13 9BE	10/16/2018 12:17 PM
330	Rm139np	10/16/2018 11:56 AM
331	Rm13 9gt	10/16/2018 11:14 AM
332	Rm13 8ap	10/16/2018 10:28 AM

### Q15 What is your gender?

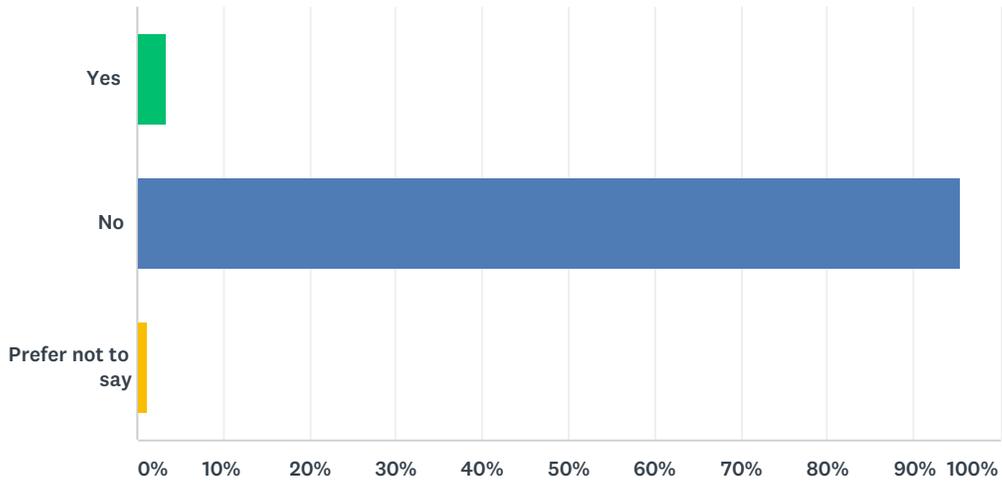
Answered: 348 Skipped: 83



ANSWER CHOICES	RESPONSES
Female	69.54% 242
Male	27.59% 96
Prefer not to say	2.87% 10
TOTAL	348

### Q16 Are you pregnant, or have you given birth in the last 26 weeks?

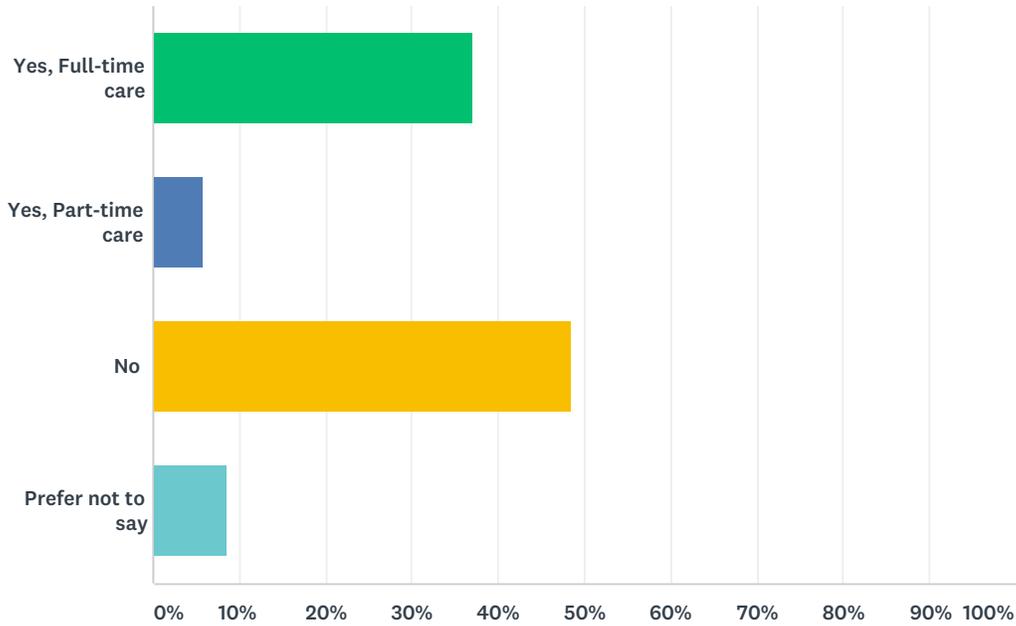
Answered: 242 Skipped: 189



ANSWER CHOICES	RESPONSES
Yes	3.31% 8
No	95.45% 231
Prefer not to say	1.24% 3
<b>TOTAL</b>	<b>242</b>

### Q17 Childcare responsibilities Do you have unpaid responsibility for a child as a parent or guardian?

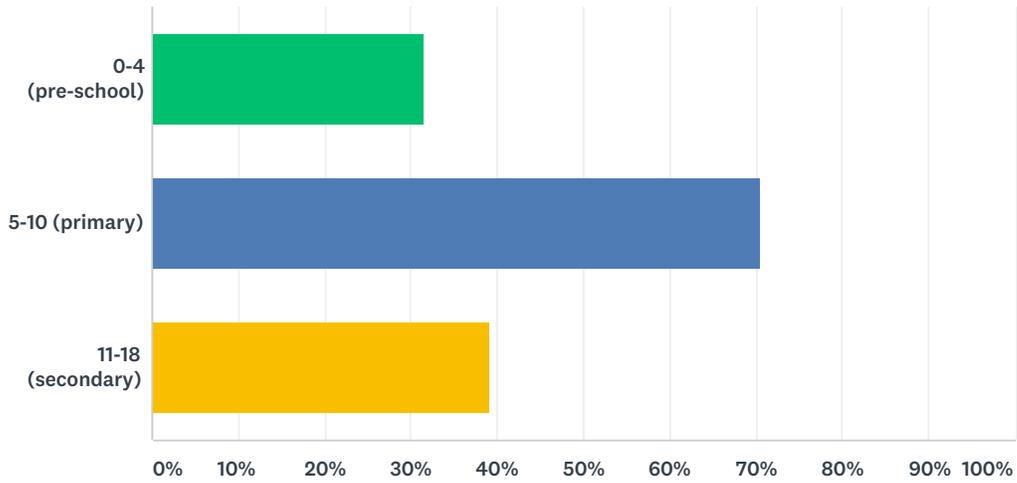
Answered: 329 Skipped: 102



ANSWER CHOICES	RESPONSES	
Yes, Full-time care	37.08%	122
Yes, Part-time care	5.78%	19
No	48.63%	160
Prefer not to say	8.51%	28
<b>TOTAL</b>		<b>329</b>

### Q18 How old is the child / are the children? Please tick all that apply

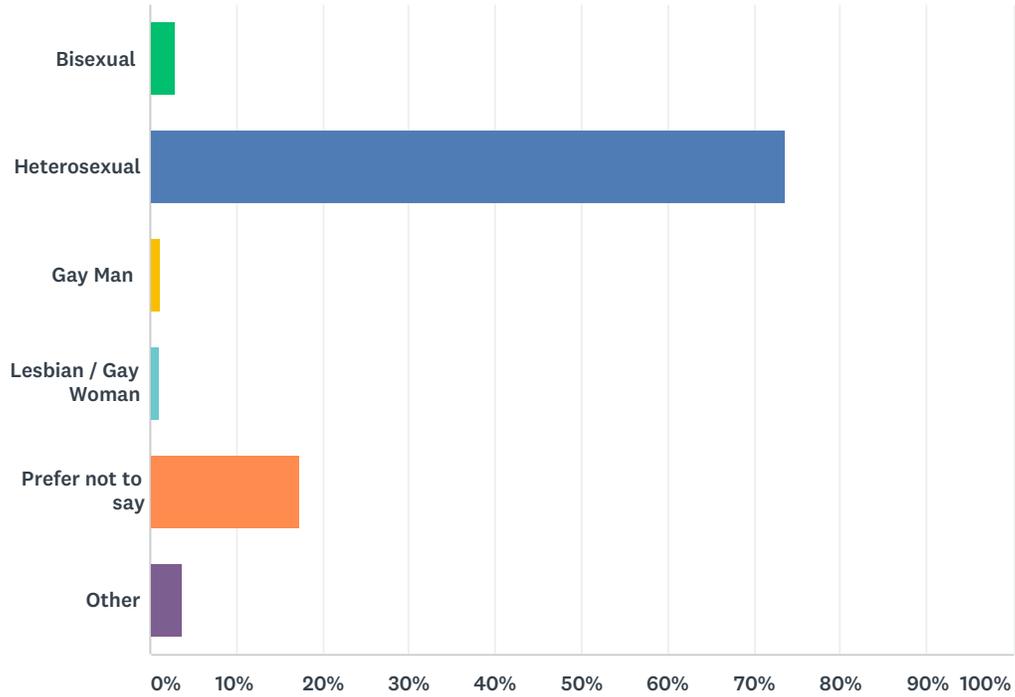
Answered: 146 Skipped: 285



ANSWER CHOICES	RESPONSES	
0-4 (pre-school)	31.51%	46
5-10 (primary)	70.55%	103
11-18 (secondary)	39.04%	57
Total Respondents: 146		

## Q19 Sexual Orientation

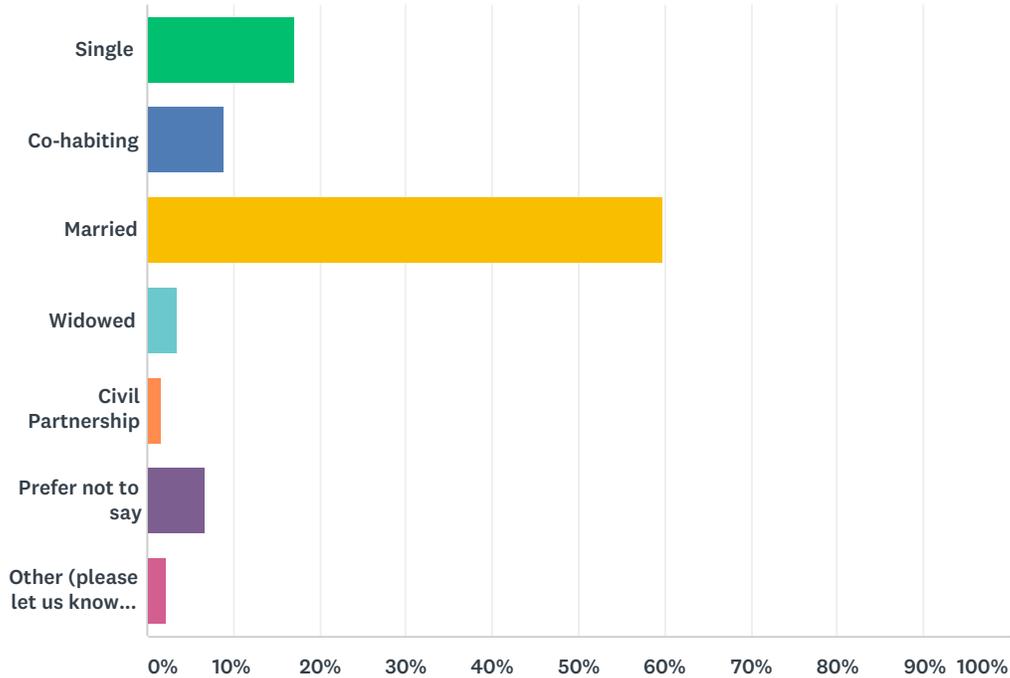
Answered: 312 Skipped: 119



ANSWER CHOICES	RESPONSES	
Bisexual	2.88%	9
Heterosexual	73.72%	230
Gay Man	1.28%	4
Lesbian / Gay Woman	0.96%	3
Prefer not to say	17.31%	54
Other	3.85%	12
<b>TOTAL</b>		<b>312</b>

## Q20 Relationship Status

Answered: 343 Skipped: 88

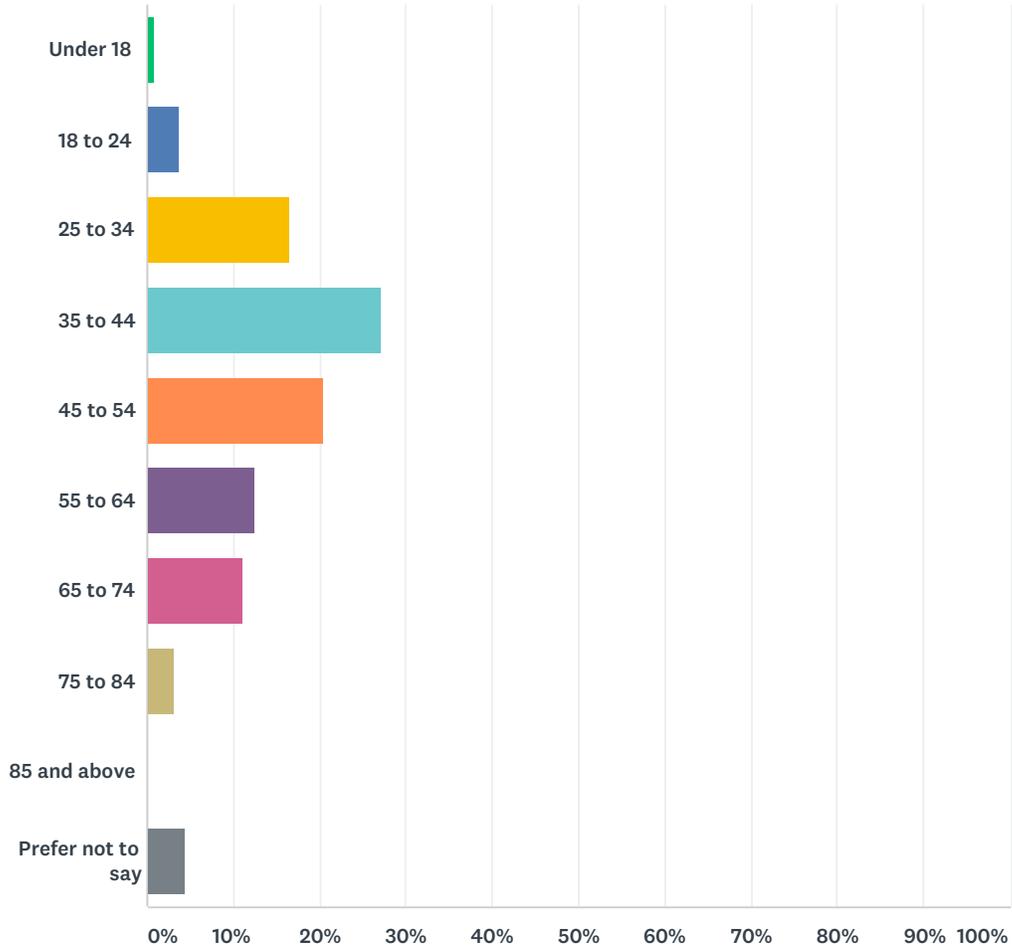


ANSWER CHOICES	RESPONSES	
Single	17.20%	59
Co-habiting	9.04%	31
Married	59.77%	205
Widowed	3.50%	12
Civil Partnership	1.75%	6
Prefer not to say	6.71%	23
Other (please let us know your relationship status)	2.33%	8
Total Respondents: 343		

#	OTHER (PLEASE LET US KNOW YOUR RELATIONSHIP STATUS)	DATE
1	In a relationship	12/6/2018 2:23 PM
2	irrelevant	12/5/2018 4:25 PM
3	BOYFRIEND	12/5/2018 11:36 AM
4	In a relationship	12/4/2018 3:06 PM
5	Separated	11/13/2018 1:48 PM
6	DIVORCED	11/5/2018 10:27 AM
7	None of your business	11/5/2018 9:33 AM
8	Again why is this relevant	11/5/2018 8:37 AM

## Q21 What was your age on your last birthday?

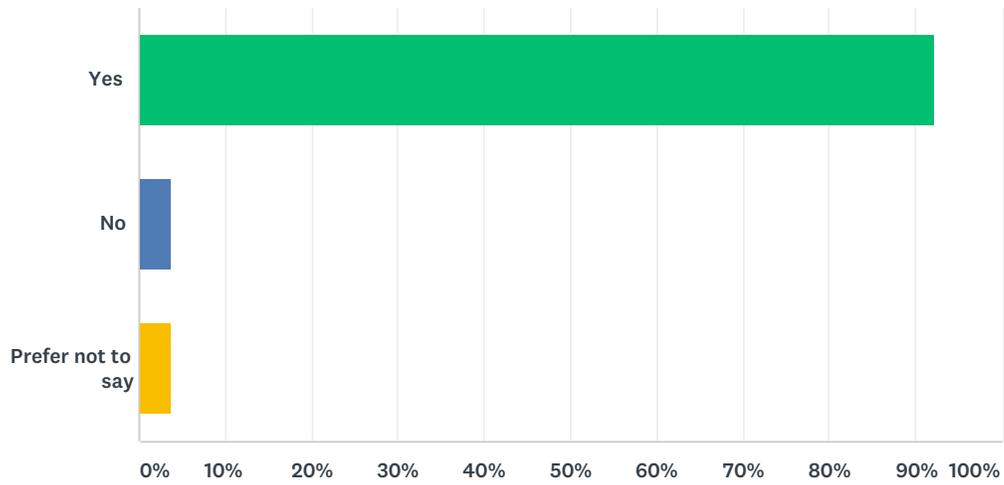
Answered: 345 Skipped: 86



ANSWER CHOICES	RESPONSES	
Under 18	0.87%	3
18 to 24	3.77%	13
25 to 34	16.52%	57
35 to 44	27.25%	94
45 to 54	20.58%	71
55 to 64	12.46%	43
65 to 74	11.01%	38
75 to 84	3.19%	11
85 and above	0.00%	0
Prefer not to say	4.35%	15
<b>TOTAL</b>		<b>345</b>

## Q22 Citizenship and Nationality Are you a British / United Kingdom citizen or national?

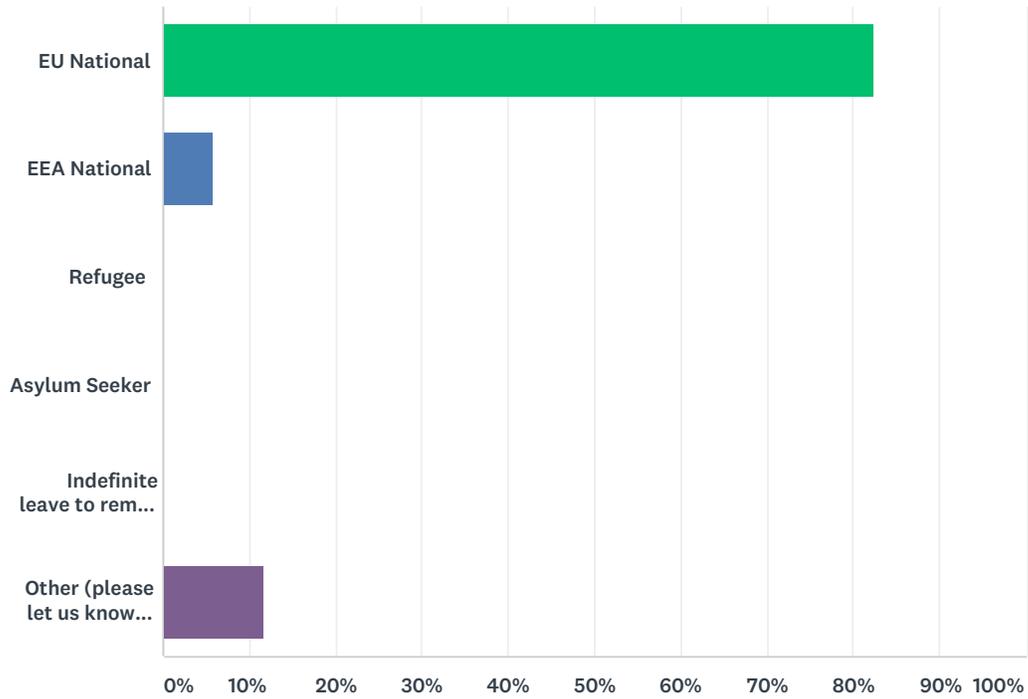
Answered: 338 Skipped: 93



ANSWER CHOICES	RESPONSES	
Yes	92.31%	312
No	3.85%	13
Prefer not to say	3.85%	13
TOTAL		338

## Q23 If no, please select from the list below

Answered: 17 Skipped: 414

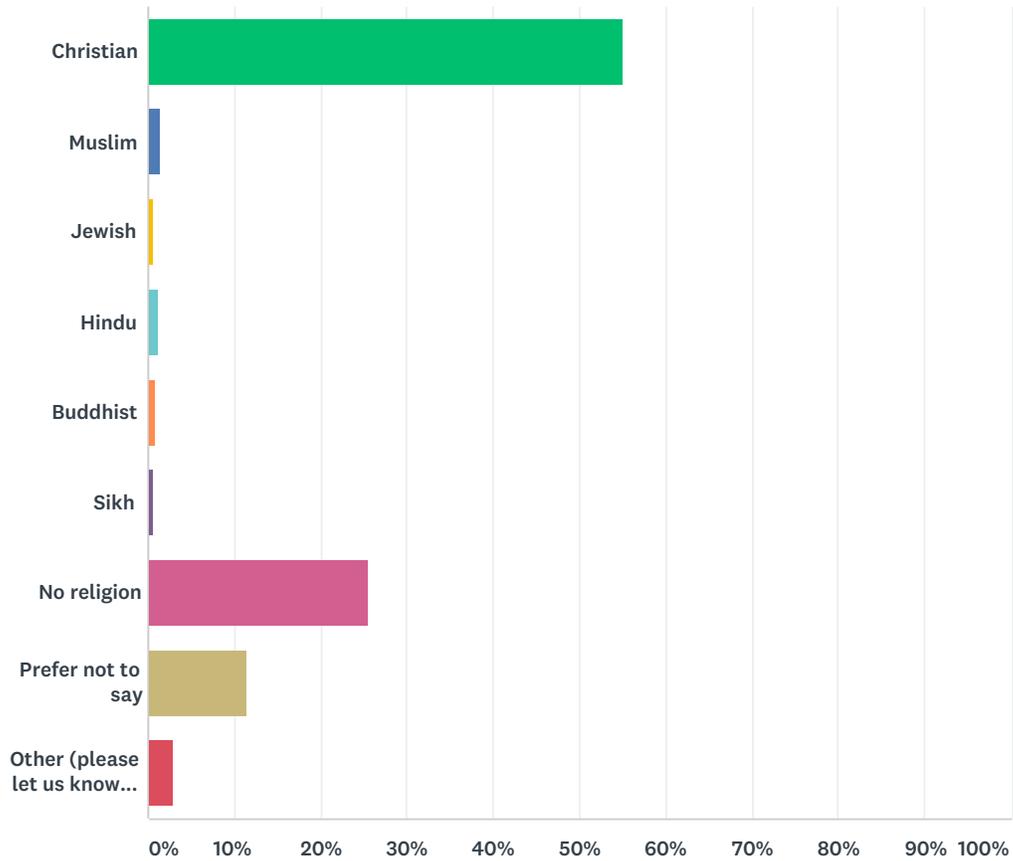


ANSWER CHOICES	RESPONSES	
EU National	82.35%	14
EEA National	5.88%	1
Refugee	0.00%	0
Asylum Seeker	0.00%	0
Indefinite leave to remain / enter	0.00%	0
Other (please let us know your citizenship or nationality)	11.76%	2
<b>TOTAL</b>		<b>17</b>

#	OTHER (PLEASE LET US KNOW YOUR CITIZENSHIP OR NATIONALITY)	DATE
1	N/A	12/4/2018 12:32 PM
2	N/A	12/4/2018 9:46 AM

## Q24 Faith, Religion or Belief

Answered: 336 Skipped: 95



ANSWER CHOICES	RESPONSES	
Christian	55.06%	185
Muslim	1.49%	5
Jewish	0.60%	2
Hindu	1.19%	4
Buddhist	0.89%	3
Sikh	0.60%	2
No religion	25.60%	86
Prefer not to say	11.61%	39
Other (please let us know your faith or belief)	2.98%	10
<b>TOTAL</b>		<b>336</b>

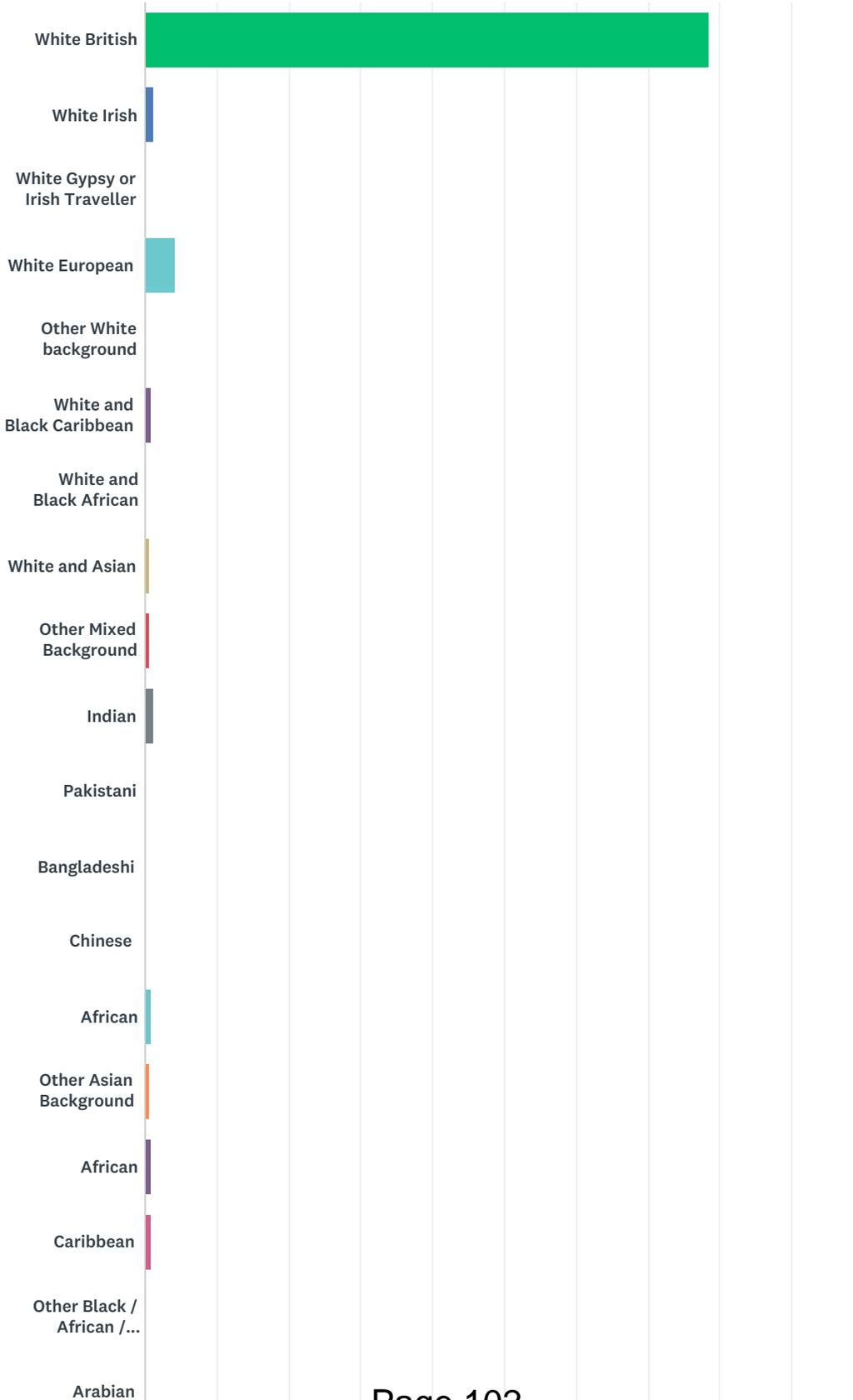
#	OTHER (PLEASE LET US KNOW YOUR FAITH OR BELIEF)	DATE
1	C of E	12/7/2018 12:38 PM
2	Roman Catholic	12/6/2018 3:35 PM

## The Future of Chafford Sports Complex

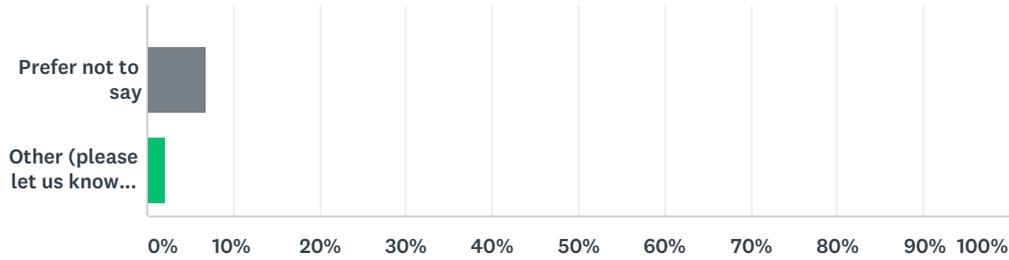
3	None	12/4/2018 10:26 AM
4	None of your business	11/5/2018 9:33 AM
5	its on the back burner	11/5/2018 8:15 AM
6	Agnostic	10/17/2018 3:25 PM
7	Banger racing	10/17/2018 11:06 AM
8	Engiish	10/17/2018 6:35 AM
9	Calthlic	10/17/2018 5:19 AM
10	Do different religions swim differently?	10/16/2018 6:39 PM

## Q25 What is your Ethnicity?

Answered: 335 Skipped: 96



## The Future of Chafford Sports Complex



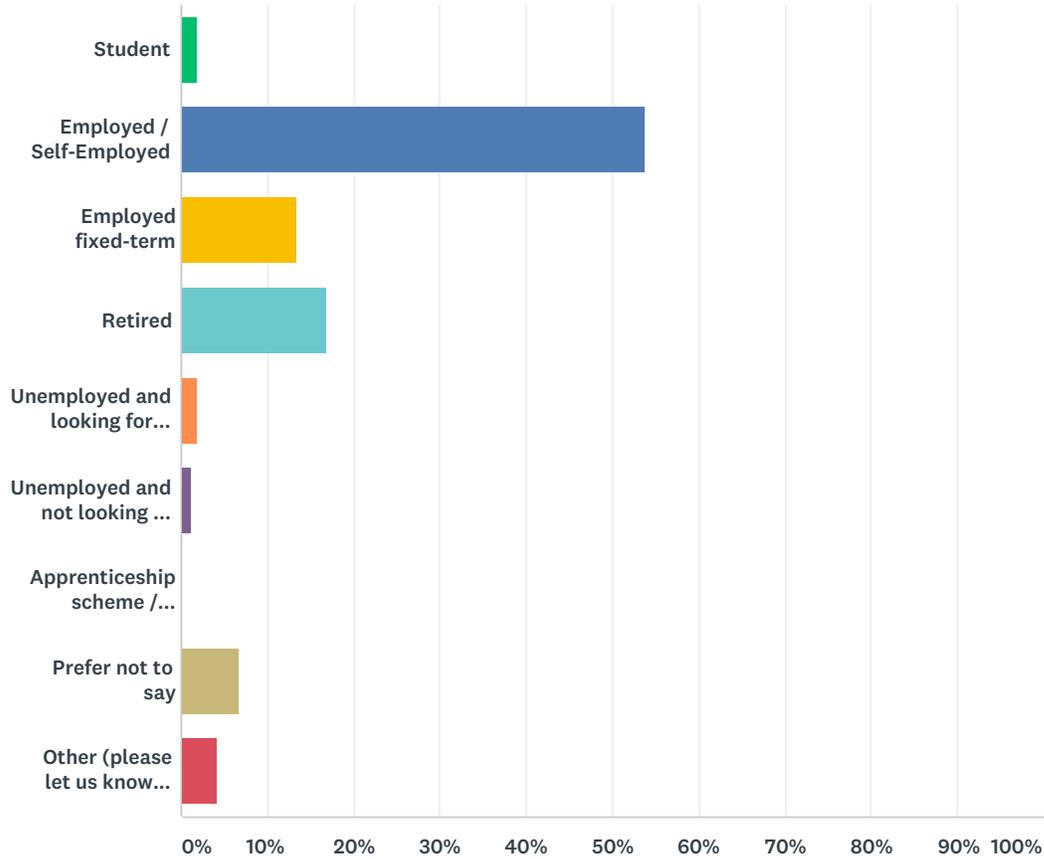
ANSWER CHOICES	RESPONSES	
White British	78.51%	263
White Irish	1.19%	4
White Gypsy or Irish Traveller	0.00%	0
White European	4.18%	14
Other White background	0.00%	0
White and Black Caribbean	0.90%	3
White and Black African	0.00%	0
White and Asian	0.60%	2
Other Mixed Background	0.60%	2
Indian	1.19%	4
Pakistani	0.30%	1
Bangladeshi	0.00%	0
Chinese	0.00%	0
African	0.90%	3
Other Asian Background	0.60%	2
African	0.90%	3
Caribbean	0.90%	3
Other Black / African / Caribbean Background	0.30%	1
Arabian	0.00%	0
Prefer not to say	6.87%	23
Other (please let us know your ethnicity)	2.09%	7
<b>TOTAL</b>		<b>335</b>

#	OTHER (PLEASE LET US KNOW YOUR ETHNICITY)	DATE
1	English	12/6/2018 12:59 PM
2	english	12/5/2018 2:41 PM
3	european	12/5/2018 2:10 PM
4	Lithuanian	12/4/2018 4:42 PM
5	Black	12/4/2018 10:39 AM
6	white English	11/5/2018 8:15 AM



## Q26 What is your employment status?

Answered: 314 Skipped: 117



ANSWER CHOICES	RESPONSES	
Student	1.91%	6
Employed / Self-Employed	53.82%	169
Employed fixed-term	13.38%	42
Retired	16.88%	53
Unemployed and looking for work	1.91%	6
Unemployed and not looking for work	1.27%	4
Apprenticeship scheme / training	0.00%	0
Prefer not to say	6.69%	21
Other (please let us know your employment status)	4.14%	13
<b>TOTAL</b>		<b>314</b>

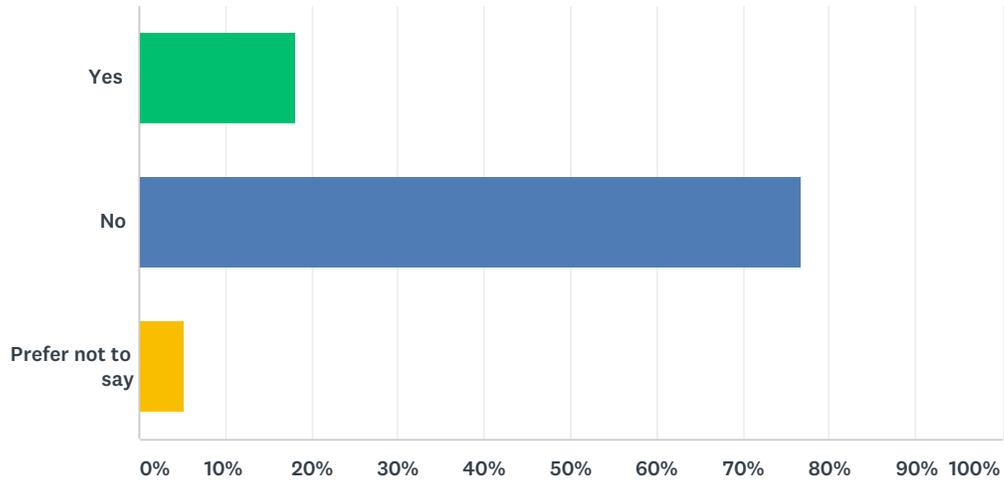
#	OTHER (PLEASE LET US KNOW YOUR EMPLOYMENT STATUS)	DATE
1	New Mum	12/7/2018 10:56 AM
2	Part time	12/7/2018 10:23 AM

## The Future of Chafford Sports Complex

3	Housewife	12/6/2018 3:25 PM
4	Home Maker	12/6/2018 2:03 PM
5	Part time sessional	11/12/2018 12:26 PM
6	Housewife	11/5/2018 3:54 PM
7	unpaid	11/5/2018 8:15 AM
8	Housewife	11/5/2018 7:35 AM
9	Full time carer to my disabled child	10/19/2018 4:18 PM
10	Employed part time	10/18/2018 7:22 PM
11	Stay at home Mum	10/17/2018 9:13 PM
12	Part time	10/17/2018 7:18 PM
13	Homemaker	10/17/2018 5:19 AM

## Q27 Do you consider yourself to have a disability, impairment or health condition?

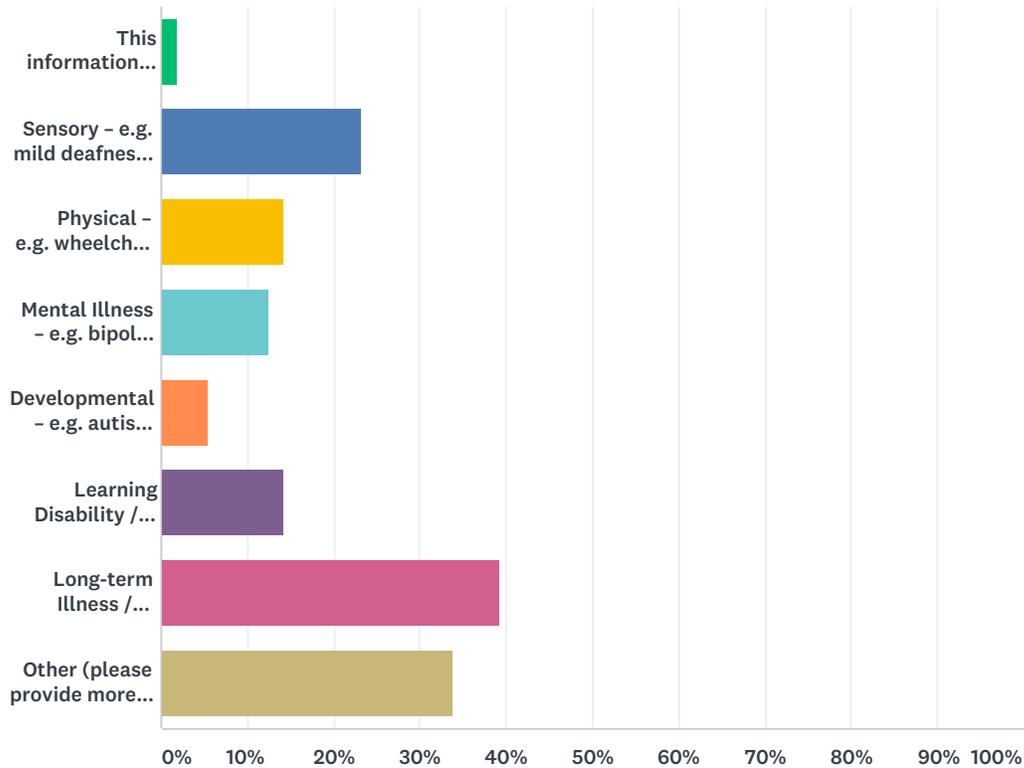
Answered: 309 Skipped: 122



ANSWER CHOICES	RESPONSES	
Yes	18.12%	56
No	76.70%	237
Prefer not to say	5.18%	16
TOTAL		309

## Q28 If yes, which description best describes your impairment?

Answered: 56 Skipped: 375



ANSWER CHOICES	RESPONSES
This information will help us improve access to our services	1.79% 1
Sensory – e.g. mild deafness; partially sighted; blindness	23.21% 13
Physical – e.g. wheelchair user	14.29% 8
Mental Illness – e.g. bipolar disorder; schizophrenia; depression	12.50% 7
Developmental – e.g. autistic spectrum disorders (ASD); dyslexia; dyspraxia	5.36% 3
Learning Disability / condition – e.g. Down’s syndrome; Cerebral Palsy	14.29% 8
Long-term Illness / Health condition – e.g. cancer, HIV, diabetes, chronic heart disease, stroke	39.29% 22
Other (please provide more information on your impairment)	33.93% 19
Total Respondents: 56	

#	OTHER (PLEASE PROVIDE MORE INFORMATION ON YOUR IMPAIRMENT)	DATE
1	Diabetes	12/7/2018 12:49 PM
2	Diabetes(need the excise)	12/7/2018 11:25 AM
3	Arthritis , Spondylitis , Osteoporosis	12/7/2018 11:08 AM
4	Diabetes	12/7/2018 10:10 AM
5	Physical - Non- wheelchair user	12/6/2018 2:34 PM
6	Arthritis, osteoporosis of the bones, osteoarthritis and rheumatoid arthritis	12/6/2018 12:26 PM

## The Future of Chafford Sports Complex

7	Over weight, high cholestrol, pre diabetic	12/5/2018 12:04 PM
8	Spinal	12/4/2018 3:18 PM
9	Lupos, Arthritis	12/4/2018 2:37 PM
10	Epilepsy. My daughter also has epilepsy, cerebral palsy and is a wheelchair user.	12/4/2018 11:56 AM
11	Asthma, Athritis, Sciatica	12/4/2018 11:02 AM
12	Diabetes and total knee replacement.	12/4/2018 10:46 AM
13	Arthritis in my knees arms and spine which is malformed. I also have falling arches which are painful. I'm not yet wheelchair bound but when my arthritis in my spine flares up and the malformation of the spine hurts I have very limited mobility. Swimming is one of the only exercises I have been told to do x	11/8/2018 3:52 PM
14	Atrial fibrilation	11/3/2018 11:41 AM
15	Physical arthritis	10/16/2018 8:33 PM
16	Back problems	10/16/2018 8:22 PM
17	Arthritis	10/16/2018 4:38 PM
18	Hereditary blood disorder	10/16/2018 3:58 PM
19	Fibromyalgia	10/16/2018 1:14 PM

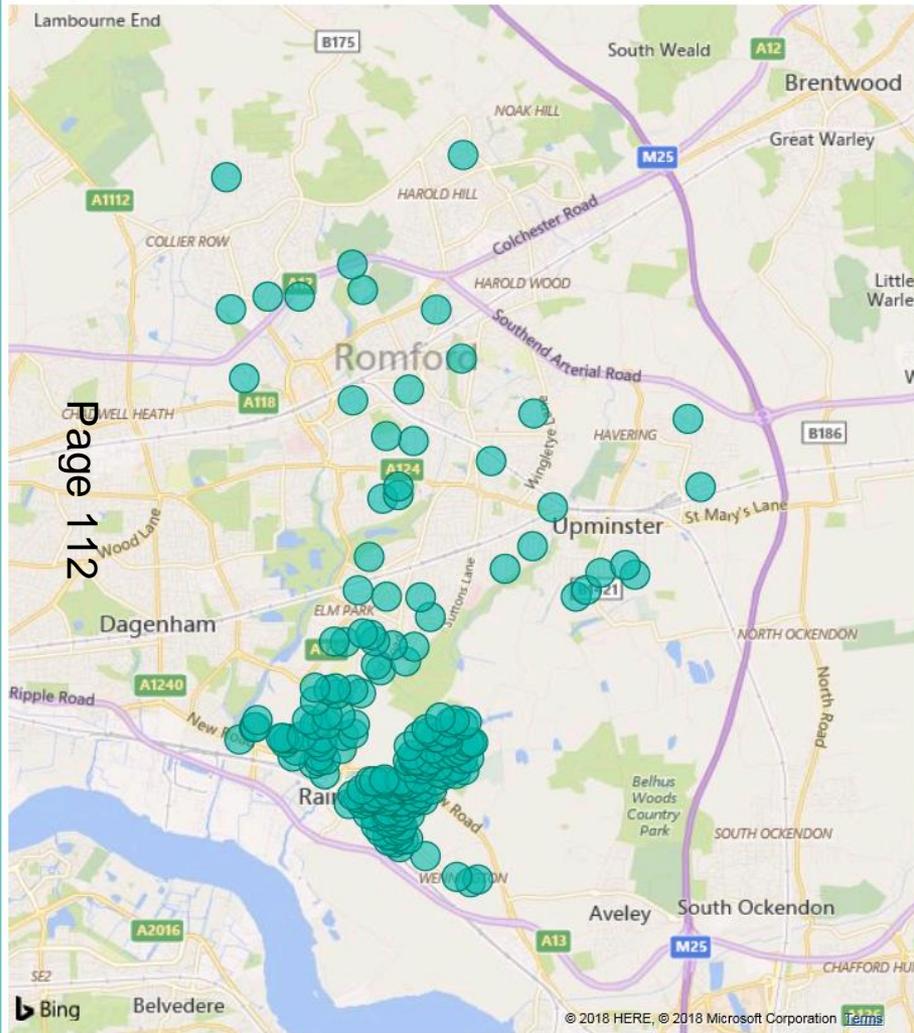
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**Haverling**  
LONDON BOROUGH

**Chafford Sports Complex  
Consultation  
Results and Analysis  
December 2018**

Havering consultation respondents:



467 respondents

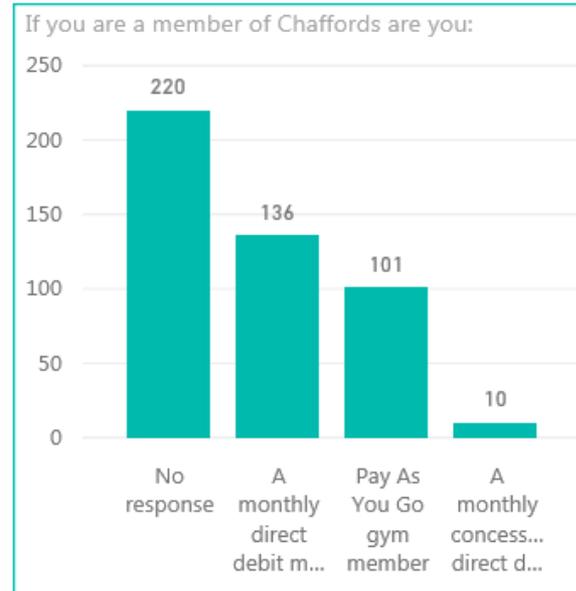
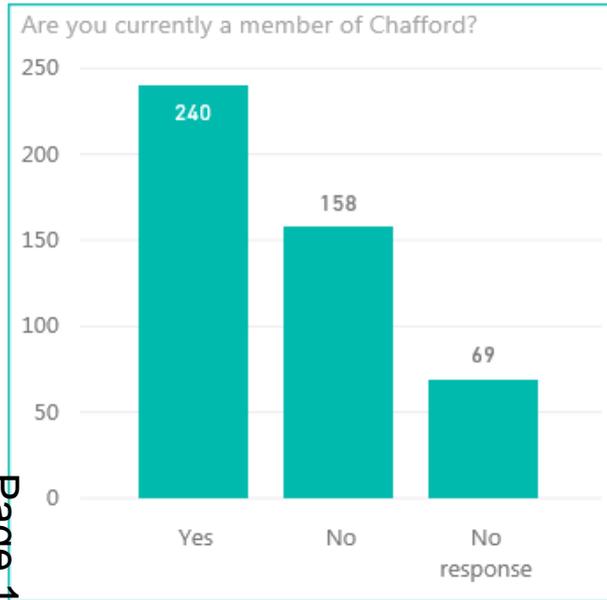
288 respondents from Havering\*

2 responses from outside RM postcode\*

Average distance (km) of respondents from Chafford Sports Complex (excluding non-Havering residents and unrecognised non-standardised postcodes)

**1.80**

\*from those respondents who gave a correct postcode.



The average distance of a member from Chafford is 1.4km

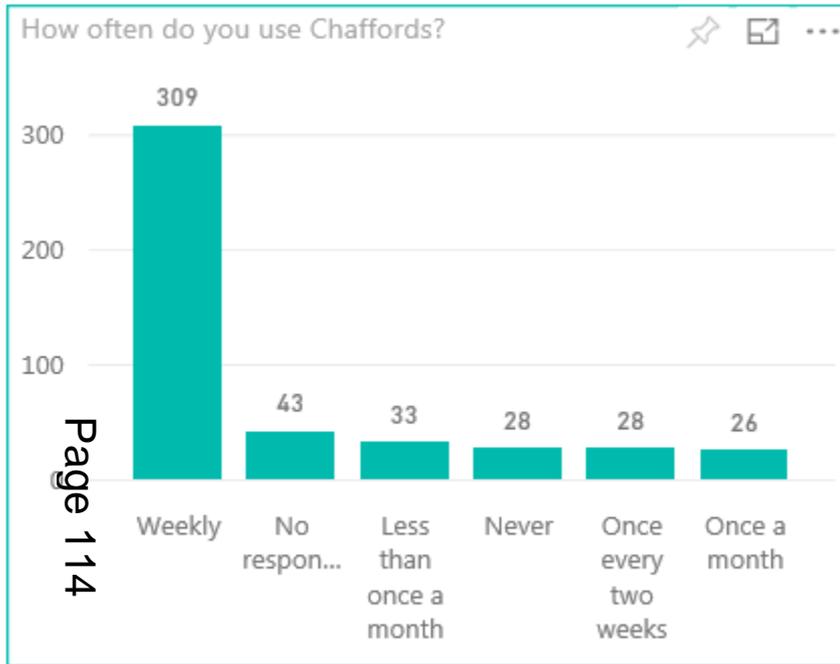
The average distance of a non-member from Chafford is 2.4km.

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Of the 240 respondents who were members of Chafford, 168 (70%) had used the sports complex during the week prior to their response.

Of the 158 respondents who were not members of Chafford, 51 (32%) had used the sports complex during the week prior to their response.

69 respondents did not provide membership status.



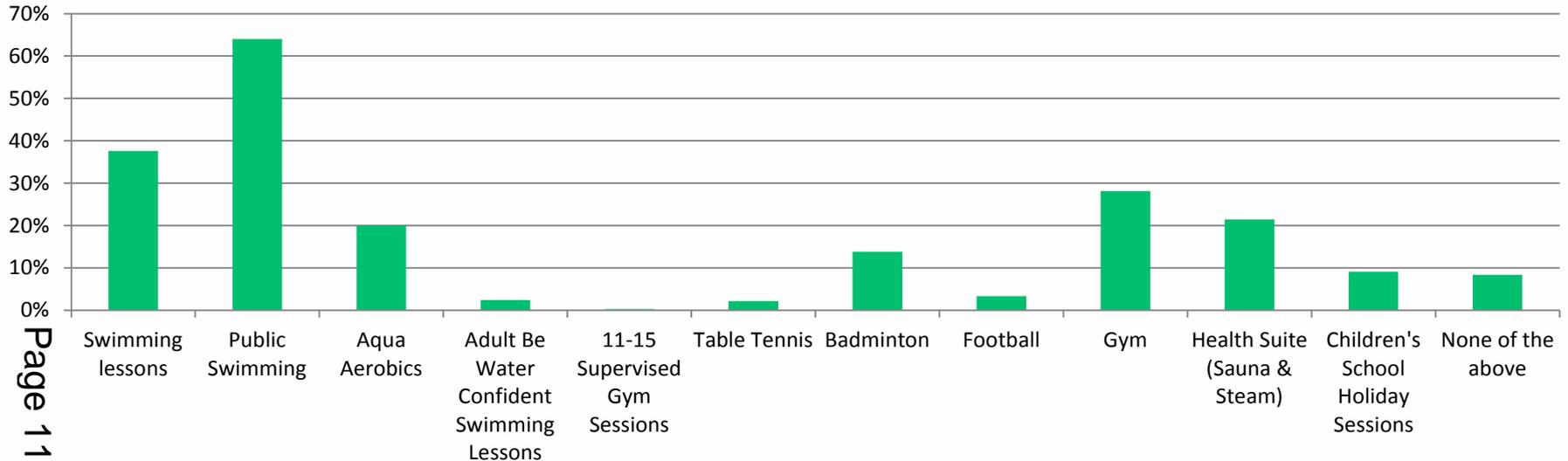
309 out of 467 (66%) respondents use Chafford sports complex weekly.

28 out of 467 (6%) respondents have never used Chafford Sports Complex, with a further 33 (7%) attending less than once a month.

Of the 240 respondents who were members of Chafford, 193 (80%) attend weekly.

Of the 158 respondents who were not members of Chafford, 53 (34%) attend weekly.

Which of the following activities have you attended at Chafford Sports Complex in the past 6 months? Please tick all that apply.

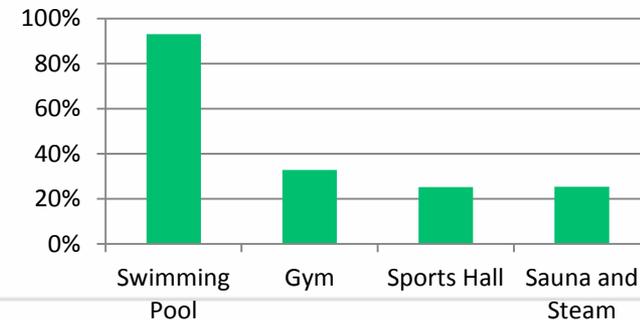


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The swimming pool is by far the most commonly used facility at Chafford Sports Complex.

217 out of 240 members (90%) use the pool.  
103 out of 158 non-members (65%) use the pool.

Which facilities do you use at Chafford Sports Complex (please tick all that apply)



Which modes of transport do you have access to?:

Car



Yes No ...

Bicycle



Yes No ...

Public Transport



Yes No ...

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Which modes of transport do you regularly use?:

Car



Yes No ...

Bicycle



Yes No ...

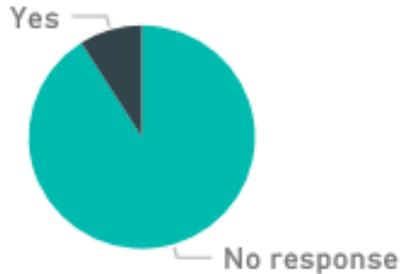
Public Transport



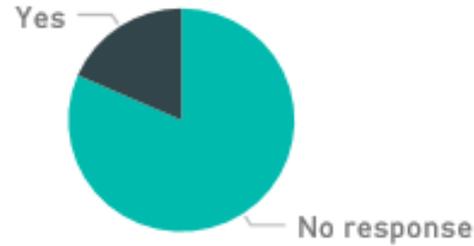
Yes No ...

Have you used any of the following leisure centres in the past 6 months?

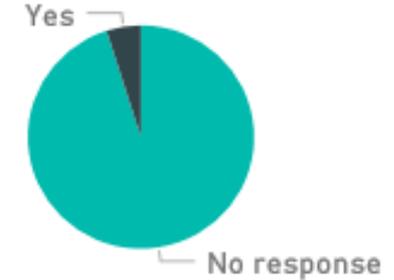
Sapphire



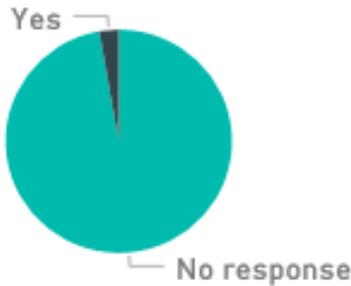
Hornchurch



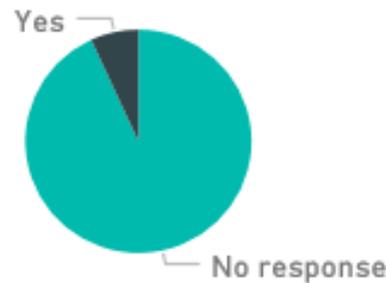
Central



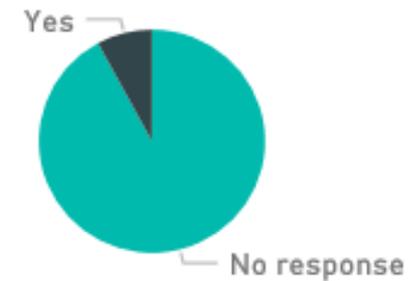
Becontree



Abbs Cross



Belhus Park

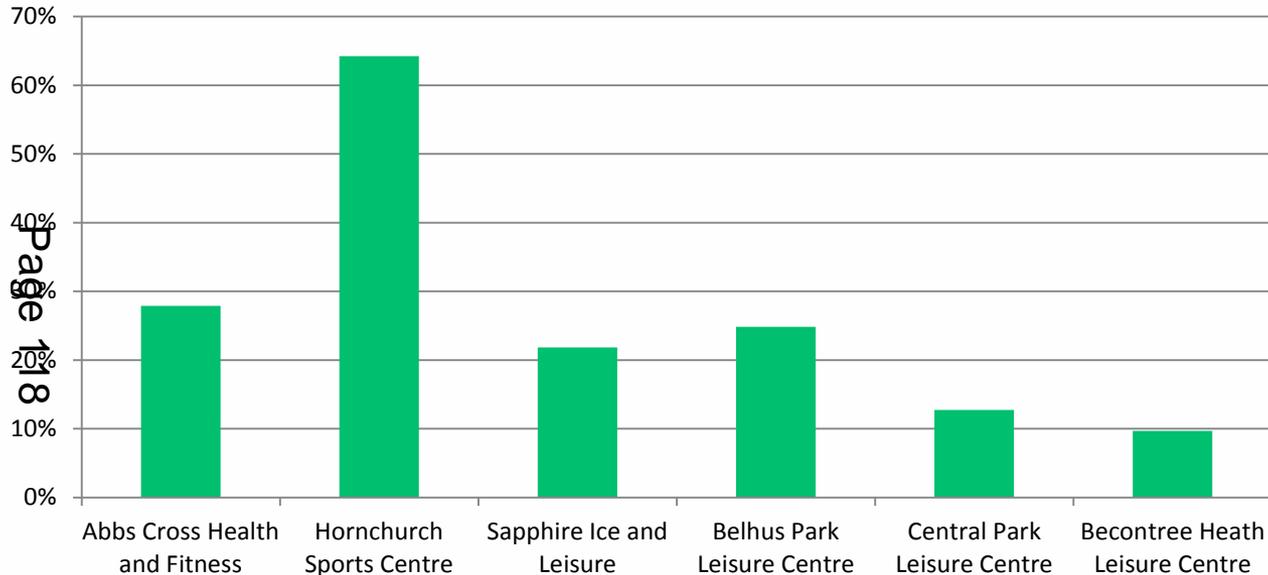


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The most popular alternative leisure centres are Hornchurch (86 responses, 18%) Sapphire Ice & Leisure (42 responses, 9%) and Belhus Park (37 responses, 8%)

*This can be analysed further by activity type if required.*

If Chafford Sports Complex was not available for public/community use, would you use any of the following facilities — please tick all that you would use:



Answer Choices	Responses	
Abbs Cross Health and Fitness	28%	46
Hornchurch Sports Centre	64%	106
Sapphire Ice and Leisure	22%	36
Belhus Park Leisure Centre	25%	41
Central Park Leisure Centre	13%	21
Becontree Heath Leisure Centre	10%	16
	Answered	165
	Skipped	302

Q. If Chafford Sports Complex was not available for public/community use, please tell us what the **impact** would be for you, and what you would intend to do to promote your health and wellbeing?

'Impact' Theme	Number of comments	Nature of impact – response featured any of the following words or statements:
Swimming	180 (including 62 references to swimming lessons)	Swimming; swim; pool; water; swimming lessons
Travel	141	Travel; journey; walk; car; bus; distance; transport; local
Health	99	Health; wellbeing; fit / fitness; mental health; lifestyle
Social	55	Social; community; crime; family

Answered	362
Skipped	105

From the responses to this question it is clear that the impact would be felt most amongst local residents who value the ability to walk to the pool for either their own leisure or for their children's swimming lessons.

\*Further analysis of responses to this question by location and activity type can be undertaken if required.

# Further Suggestions

Q. The Council is facing a difficult decision. If you have any suggestions about how community leisure provision could be maintained in the area, please provide your comments below.

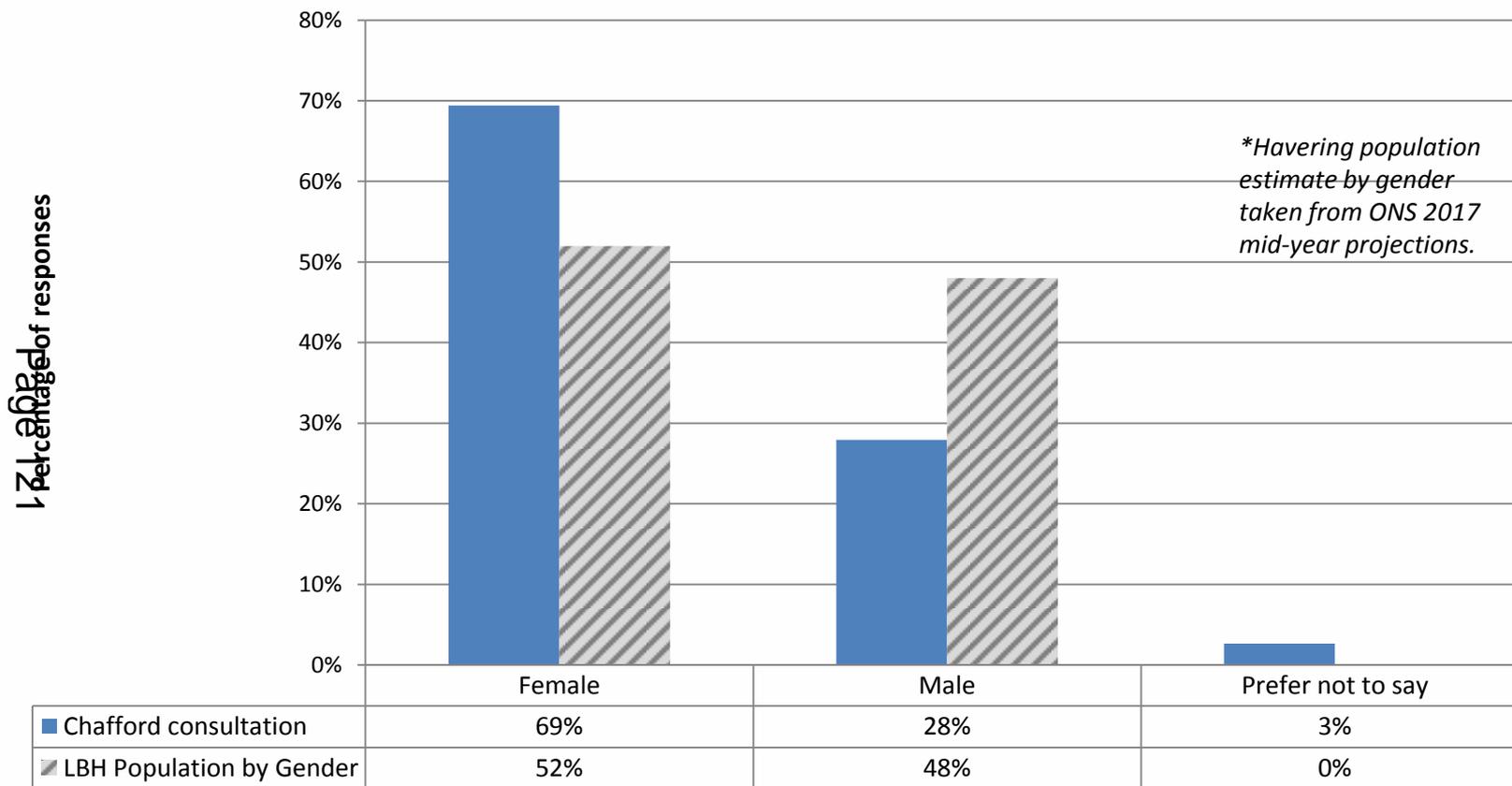
'Impact' Theme	Number of comments	Nature of impact – response featured any of the following words or statements:
Asset	33	Repair/s; building; maintenance
Disparity of investment	47	Invest(ment); neglect; poor relation; Funding; fair / unfair; Upgrade

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Answered	263
Skipped	204

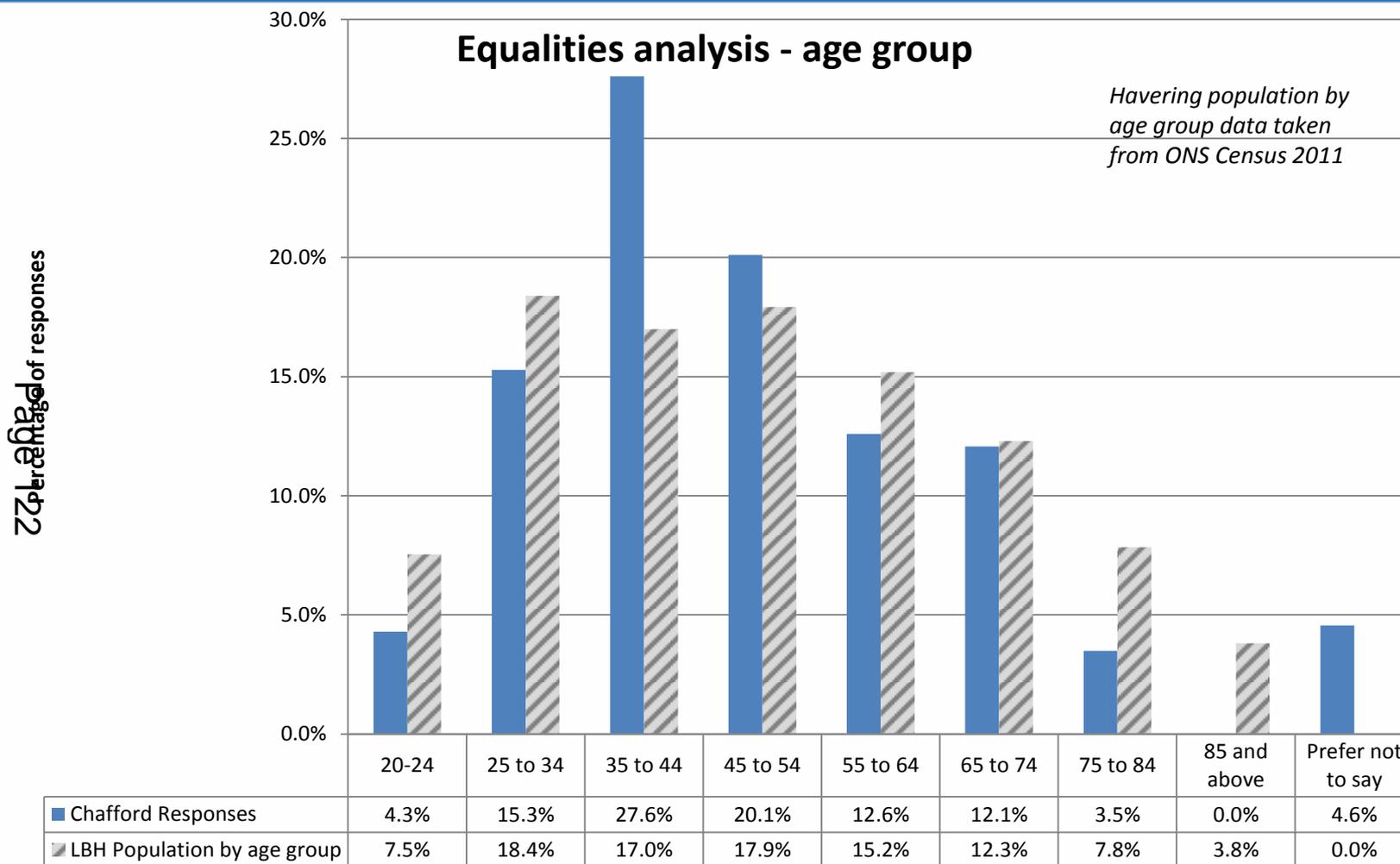
The majority of responses to this question related to perceived disparity of investment in the area local to Chafford sports complex, suggesting other areas of Havering are better funded and have access to superior facilities.

## Equalities Analysis - gender



Responses from females (69%) were much higher than the Havering average of 52%, and responses from male residents (28%) were lower than the Havering average (48%).

91 respondents did not answer this question.



The highest number of responses (27%) were received from the 35 to 44 year old age group. This is significantly higher than the Havering average.

94 respondents did not answer this question.

## Equalities analysis – disability

13% of respondents to the Chafford consultation considered themselves to have a disability, impairment or health condition. This is compared to 19% Havering average for working-age residents\*.

*Source: ONS Annual Population Survey (Jan 2015-Dec 2015),*

Which description best describes your impairment?	Responses	
Sensory – e.g. mild deafness; partially sighted; blindness	22%	13
Physical – e.g. wheelchair user	13%	8
Mental Illness – e.g. bipolar disorder; schizophrenia; depression	15%	9
Developmental – e.g. autistic spectrum disorders (ASD); dyslexia; dyspraxia	7%	4
Learning Disability / condition – e.g. Down’s syndrome; Cerebral Palsy	13%	8
Long-term Illness / Health condition – e.g. cancer, HIV, diabetes, chronic heart disease, stroke	40%	24
Other (please provide more information on your impairment)	33%	20

407 respondents did not answer this question.

*\*please note more than one description may be given per person*

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**Guy Selfe**

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**From:** Councillor David Durant  
**Sent:** 28 September 2018 09:04  
**To:** Jane West; Tim Aldridge; Andrew BlakeHerbert; Guy Selfe  
**Subject:** Chafford Sports Complex

Dear Jane West,

Initially the council wanted to expand Parsonage Farm Primary school from 3FE to 4FE. Local councillors objected and instead said expand Rainham Village from 2FE to 3FE and Brady from 1FE to 2FE. This was ignored and the council persisted with plans to expand Parsonage Farm, but were unsuccessful, as the planning committee refused to approve the plans. Now both Rainham Village and Brady are being expanded.

When Harris Academy took over from Chafford Academy local councillors contacted Harris to ask if they would support keeping the Sports Complex open and assist with expanding Brady school, and they said they would. Harris will restore ownership of the Complex to the council and have released land to assist with expansion of Brady.

A Public Notice appears in today's Romford Recorder announcing plans to expand Brady.

I wish for this message to be added to the budget/Chafford Sports Complex consultation as the Council should be working in good faith with the school to keep the Complex open, which is used by the school, as Harris have cooperated with the council to expand Brady.

Regards

Cllr David Durant

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## Guy Selfe

---

**From:** Councillor David Durant  
**Sent:** 07 December 2018 15:50  
**To:** Taiwo Adeoye; Jane West; Guy Selfe  
**Subject:** Chafford Sports Complex consultation.

Dear Jane West and Guy Selfe,

Please add the following message I made at 5<sup>th</sup> Dec Towns & Communities O&S committee meeting to the Chafford Sports Complex consultation.

Thank you Chairman, the new Romford Leisure Centre cost £28.8m and the new leisure contract involves £millions more being spent on a new Hornchurch centre, Noak Hill centre and new facilities at Central Park, but excludes Chafford Sports Complex in the south of the borough, as it requires a £232,000 subsidy.

This is a very biased funding arrangement as council assets are owned by us all and because the whole contract involves a cross-subsidy in one form or another and so Chafford should have been included in the contract. For example, if we count the 3 wards in the south of the borough, they contributed about a 16% (£4.6m) share of the £28.8m and over £5m to the borough-wide contract. If we only count Rainham and Wennington ward, it's a 5% share of £1.5m+, but if this contribution was spent locally, it would keep Chafford open for another 7 years.

It's a bit like me, Rainham, asking you, Romford and Hornchurch, for some petrol money for the 'old banger', Chafford, and being told, you have no money, as you've just bought a new Bentley, Sapphire, and when asked where you got the money from, are told in part, from you, Rainham!

But Chairman, although Chafford is old, its paid for and functional, and has 40,000 visitors a year, as it only operates publicly outside school hours. The school attendance figures are not included, but should be, if we are considering the full public health benefit of keeping the centre open and this is a reasonable thing to do as Harris Academy have assisted with the expansion of the adjoining Brady Primary school, by ceding some land to the council.

In short, Rainham and Wennington ward has contributed £1.5m+ towards the borough-wide leisure contract, which the council say will generate a profit, and there is a further profit share with the management company that can be activated, so after R&W contribution its unfair (and perhaps illegal under terms of 2010 Equality Act) to close Chafford due to a £232,000 subsidy.

Therefore in the interests of public health and fair funding, I would like the committee to make a contribution to Cabinet and Chafford Sports Complex consultation that the Council resume ownership of the Sports Complex and keep it open until a new centre is built in the south of the borough, or at least until the new \*Hornchurch centre is open.

Regards  
Cllr David Durant

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Trevor Cridland [REDACTED]

05 November 2018 17:41

Guy Selfe

Re: Chafford Sports Complex

r day

closure of Chaffords on Cridders and its stakeholders.

s we have built a swim for fitness club designed for youngsters who want to train and compete.

ther preparing to moving on to a competitive club or just swimming to keep fit through taking part in charity swims.

ners depending on the time of year at our session. I would suggest that 60-75% of within 10/15 mins of the centre.

g points should be noted

s would lose their position

ble to offer any other session to the swimmers

mpetitive swimming clubs could accommodate this amount of swimmers

l club offer this type of programme

on Cridders would put the rest of the programme under strain through less

rent swimmers would stop training

er questions please just call



18.10.2018

Guy Selfe  
Health and Wellbeing Manager, London Borough of Havering  
Culture and Customer Access, Langtons Stableblock  
Billet Lane, Hornchurch  
RM11 1XJ

SPONSOR  
Lord Harris of Peckham

CHIEF EXECUTIVE  
Sir Daniel Moynihan Ed.D, M.A., B.Sc. (Econ)

Dear Guy,

Thank you for the information you have supplied to us with regard to the consultation you are holding as you consider the future of Chafford Sports Complex.

We would like firstly to acknowledge the strength of feeling among some of the community about this sports complex and that users of the facility would be upset and inconvenienced by its closure. Because of this, we worked with the local authority to find a solution that works for everyone, including an offer to transfer ownership of the site to the London Borough of Havering.

As the consultation document makes clear, while the academy has been open for two years, the sports complex is almost 50 years old and is in need of significant capital investment. Without this investment, the complex will not be fit for purpose. While we fully sympathise with community users of the site, we have made clear that we are not equipped to run it ourselves – and nor can we divert our funds, which are intended for the education of our students, into keeping the sports centre open.

Therefore, if the outcome of this consultation is that the local authority stops funding the community-use facility, we would unfortunately be forced to close the complex on the grounds of affordability. In this instance, we would work with the Education and Skills Funding Agency and the London Borough of Havering to find an appropriate solution for the building in the future.

If the complex were to close, sports provision at the academy would be largely unaffected because it does not use either the fitness suite or the swimming pool. It would continue to use the sports hall. However, the rest of the site would need to be prepared for closure and made secure. So that the school and its students are not unfairly penalised for the closure of the complex, we are hopeful that the local authority would put in place the funding needed for these works.

Please do not hesitate to contact me if you would like further information or clarification.

Yours Faithfully

Sarah Musgrove



Mr Guy Selfe,  
Health and Wellbeing Manager  
London Borough of Havering  
Culture and Customer Access,  
Langtons Stable block,  
Billet Lane, Hornchurch,  
Essex, RM11 1XJ

Tuesday 27th November 2018

To Whom it May Concern,

Re: Consultation – The Future of Chafford Sports Complex

As Headteacher at Rainham Village Primary School and Nursery I am very concerned to read about the situation the Sports Complex finds itself in.

I appreciate that the Council have demonstrated a commitment to developing leisure facilities, in particular the opening of the Sapphire Ice and Leisure Centre, however, I feel that the south of the borough has been neglected.

Historically, local schools and the local community have made good use of the Chafford Sports Complex (especially the swimming facilities for schools). Over the past few years – as there have been debates about ownership and capital investment – the Centre has fallen into more of a state of disrepair.

As the consultation paper states: “in a competitive market, the Complex does not meet with current expectations for the quality of facilities and the usage of this Sports Complex is significantly lower than the use of others”. It seems that few proactive actions were taken by the owners to advertise its facilities and promote its use by the local community.

The pupils at the school have swum at the centre for decades.

The national curriculum has clear expectations regarding swimming for all KS2 pupils and we have a duty as a Community School to work with Havering to ensure every pupil has had every opportunity to meet these expectations.

I appreciate that should the pool close, the school has been offered time slots at Sapphire and Ice Leisure Centre to conduct the 2 weekly swimming sessions we currently provide pupils, however this is at an additional cost of £ 142 per week for transport. (31 weeks per year, totalling £4,402). This is now an additional £4,402 to be found in the school budget, to meet a statutory responsibility.

Additionally, pupils will lose significant school teaching time needing to be travelling to/from the pool. Any time lost to needing to make journeys is a waste of valuable teaching time which impacts on other subjects.

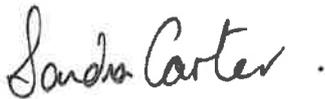


Having spoken to Cllr White on Thursday at the Waites Regeneration Minecraft event here at the school, he was pleased to hear that the School had been offered a provisional alternative venue and suggested that the Council could perhaps subsidise part of this coach cost. The coaches are Havering coaches and any subsidy, even just for the Spring term (during the period of the current budget) would be beneficial and supportive to the School. With the School then acknowledging the need to budget for swimming coaches within the new 2018/19 budget. I would appreciate it if this offer could please be considered in your response to me.

Finally, as an area of deprivation within the borough, it is very concerning that these local facilities may end. Sports and leisure facilities are a key need to support Health – both physical and mental well-being. Well-being is a significant aspect of Government concern at present.

I hope that the regeneration of the Rainham area will give consideration to the well-being of the local community and ensure that suitable facilities are within easy access for the growing population the new housing accommodation will bring.

Yours faithfully,



S.E. Carter  
Headteacher

# HAVERING LEARNING DISABILITY SOCIETY

(formerly known as Havering Mencap)

## S.E.LIONS SWIMMING CLUB

### THE FUTURE OF CHAFFORD SPORTS COMPLEX

#### RE: CONSULTATION PROCESS

November 2018

The above Swimming Club has enjoyed the use of Chafford Swimming Pool since 1981.

All of our members have a learning disability ranging from the more able to those with some physical disability and some being on the autistic spectrum and others suffering from epilepsy.

We have made good use of the pool for one hour per week, 12 noon to 1pm on Saturdays throughout the year.

The Club has benefitted from the sole use of a 25m pool with appropriate water temperature. Chafford Pool has also provided the following:-

Separate changing facilities (male/female)

In pool hoist for the physically disabled

Separate male/female showering facilities

Use of a disabled shower

Hair dryers

Use of a changing bed situated in the first aid room adjacent to the pool side

Life Guard throughout each session

Appropriate outside parking facilities

Pool staff who have always been more than helpful

All of the above have been provided at a minimum cost to the Club which is very much appreciated.

Then in February 2013 we were told by pool staff Chafford Pool was to close at the end of that financial year – March 2013.

Subsequently we met with Andrew Curtin (then Councillor) London Borough of Havering, the Head teacher of the then Chafford School and John Cruddas MP. Following these meetings Andrew Curtin arranged for us to meet with Chris Spencer then overall Manager L.B.Havering for Borough pools.

Having met with Chris Spencer some adjustments were made to the Club's pool time. An overlap of changing facilities and required time to vacate the building.

Havering L. D. Society Headquarters: Victoria Hall, 91 Victoria Rd, Romford, Essex. RM1 2LT (not for letter correspondence).  
Campaigning on behalf of people with learning disability and their families.  
Registered Charity Number 229483

Thus, the Club has continued to use Chafford Pool until present date. However, during the past couple of years it has become obvious that facilities at Chafford were declining. The Club then proceeded to investigate other pools in the Borough.

Harold Hill – Facilities reasonable, however they could only offer one lane of the pool whilst sharing with the public. Not suitable.

Harrow Lodge – Pool far too large, impossible to oversee the safety of our swimmers.

Sapphire – One of our members has visited the pool. It is too big and too cold. Do not believe we would get a dedicated closed session on a Saturday as they already have a SEND (Special Educational Needs & Disability) session 2pm to 3pm which is supposed to be a closed session. Our member has been informed by people who have attended that it's not. There is one lane roped off which other swimmers are allowed to use. Plus, the teaching pool is also in use. The changing area is a mixed changing village and quite large. It would be impossible to keep track of our swimmers. It does have a dedicated disabled changing places facility and showers in the changing village. Both pools have shallow steps to enter the pool and there is also a wheelchair pool pod which allows wheelchair users to sit in a special wheelchair to be lowered into the pool. Unfortunately, this is lowered into the deep end. Our member has already raised her concerns with the management that this is dangerous. We have been informed management are looking at a possible move up to the shallow end. There are no safe parking facilities, only multi-storey car park at the opposite side of a busy road.

Abbs Cross – Have recently visited, meeting with Tom Fletcher SLM and the Pool Manager. Pool ideal size – 25m. Appropriate water temperature – Life Guard – Could have sole use of pool on Saturdays at a cost similar to what is currently paid – Adequate parking facilities.

Our Club's Concerns – mixed changing facilities – No separate showering facilities – Limited number of changing cubicles, only eighteen when our Club would need at least 25 and possibly more. No pool hoist – No changing facilities for the physically disabled – shower -changing bed. There is a hairdryer at Abbs Cross, but it is in the dry side changing area which you can't access whilst wet. As some of our members have health problems we need to ensure their hair is dried as quickly as possible. In shower area there is four showers but no grab rails or fold down shower chair for disabled to use

Out of the pools visited, Abbs Cross is the most appropriate for our Club but does have its limitations, however, with co-operation on both sides it may be possible to come to some compromise!

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Campaigning on behalf of people with learning disability and their families.  
Registered Charity Number 229483

## THE S.E.LIONS SWIMMING CLUB FINDS ITSELF IN A DILEMMA

### CHAFFORD POOL CLOSES – IS THIS TO BE END OF THE S.E.LIONS SWIMMING CLUB, THE CLUB HAVING BEEN IN OPERATION FOR SOME 45 YEARS!!!!

### A CLUB THAT HAS PROVIDED PEOPLE WITH A LEARNING DISABILITY THE OPPORTUNITY TO ACHIEVE IN SPORT.

People with a learning disability are not always given the opportunity to achieve in Sport. Swimming provides a number of beneficial outcomes for our members. With patience and understanding from instructors, they learn to swim. It may take them several years to gain the confidence, but they definitely achieve. Once able to swim they learn water safety skills moving on to developing acceptable swimming strokes and then to distance swimming. A number of our members are able to swim many lengths of the pool.

It is well known that water has a therapeutic value. For some of our members it provides the opportunity to relieve built up tension and stress, this particularly helps those members who are considered to be on the autistic spectrum.

For our less mobile members the Club provides an opportunity to leave their wheelchairs and let the water take the weight of their bodies, exercising limbs and having the opportunity to feel free.

For all attending, the Club is also a social activity, stimulating both mind and body and providing vital exercise. It gives members a sense of achievement and self-worth and at the same time it is fun!!

### For your information

Havering Learning Disability Society is an entirely voluntary organisation, with no paid employees. Each member is required to pay a life membership fee of £10 which covers the cost of insurance for social activities, including swimming.

HLDS does not receive any regular grants from other organisations. No grants are received from the London Borough of Havering.

Members who attend the Swimming Club are required to pay £2.00 per session, £5.00 if using the provided transport.

Chafford (SLM) currently charge HLDS £34.46 per session

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Campaigning on behalf of people with learning disability and their families.  
Registered Charity Number 229483

A 15-seater minibus plus driver is hired at a cost of £150.00 per week. This minibus picks up and returns home members whose parents cannot get them to the session or members who live in supported living/residential care.

All instructors, spotters, escorts and helpers are DBS checked.

The Club purchases all required swimming certificates and awards.

**PLEASE REFURBISH CHAFFORD SPORTS COMPLEX AND MAKE IT A STATE-OF-THE-ART PROVISION NOT ONLY FOR THE S.E.LIONS SWIMMING CLUB BUT ALSO FOR THE PEOPLE WHO LIVE IN THE SOUTH OF THE BOROUGH. THANK YOU.**

This document has been produced on behalf of the S.E.Lions Swimming Club,  
Havering Learning Disability Society

17<sup>th</sup> November 2018

## Guy Selfe

---

**From:** Councillor David Durant  
**Sent:** 04 December 2018 18:39  
**To:** Jane West, Guy Selfe  
**Subject:** Minutes for Council, Wednesday, 21st November, 2018, 7.30 pm  
**Attachments:** Jill Fordree\_LBH9930\_1280\_001.pdf

Dear Jane West and Guy Selfe,

**Please include this message and attached details of motion and vote at 21<sup>st</sup> Nov Council in the consultation about Chafford Sports Complex.**

The motion was lost by 34 to 20, but 20 still shows strong support for keeping Chafford open. The conservative amendment didn't rule out keeping Chafford open and says the new contract will generate a profit.

This profit should be used to subsidise Chafford, particularly as Rainham and Wennington ward alone has contributed about a 5% share (£1.6m) towards the 'borough-wide' contract.

I.e. the contract involves cross-subsidy of one form or another and it would be biased funding to close Chafford before a new centre is built in the south of the borough or at least until the new Hornchurch centre is open.

Regards  
Cllr David Durant

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50 **LEISURE CENTRES (agenda item 10F)****Motion on behalf of the Independent Residents' Group**

The Councils composite contribution to the new **£28.8m** Romford Leisure Centre was **£26.726m**. This involved **£21.950m** from Morrisons in exchange for the council owned ice rink site and a further **£4.776m** from council reserves. Sports England contributed an additional **£2.074m**.

Please note, Council assets and reserves are owned by all the borough. In Havering there are 18 wards and if we count the 3 wards in the south as Rainham, it means Rainham's share of council assets is about **16%**. This means Rainham's contribution to the new Romford Leisure Centre was **16%** of **£26,726m = £4.277m**. (This figure excludes Rainham's 16% contribution towards whatever the council is spending on the other centres).

On the back of this contribution new centres and facilities have been opened in Romford, Hornchurch, Harold Hill and Noak Hill, with the council responsible for the capital funding and a new 'borough-wide' leisure contract signed with SLM. They are making a payment to council of **£1.1m** to manage the contract, but their own profit is undisclosed and the council has yet to trigger a profit share option.

The Executive claims, as Chafford requires a subsidy it may have to close. Ignoring the fact the Romford Centre was opened after receiving a de facto upfront council subsidy of **£26.726m**. In other words all the centres are receiving subsidy in one form or another and therefore they should all be included in the 'borough-wide' contract and cross subsidised.

In short, Rainham has contributed over **£4.277m** towards the Romford Leisure Centre and 'borough-wide' contract, but its own leisure centre is facing closure, allegedly, due to an unaffordable **£232,000** subsidy, when if Rainham's over **£4.277m** contribution towards the other Centres had been spent in Rainham, it's enough to keep Chafford open for over another **18 years**.

**Thus Council agrees this disparity of funding within the new 'borough-wide' leisure contract is evidence of institutional bias against Rainham, contrary to the council's equality, diversity and community cohesion duty within the 2010 Equality Act and calls on the Executive to resume ownership of Chafford Sports Complex and keep it open until a new centre is built in the south of the borough.**

**Amendment on behalf of the Conservative Group**

This Council congratulates the previous administration for delivering the new state of the art Sapphire Ice and Leisure Centre in Romford and welcomes the additional investment being made within sport provision across the Borough.

This Council further notes that due to the financial arrangements of the contract, there is no burden on the council tax payer and there will in fact attribute an on-going surplus for the Council, to reinvest in the Borough.

Following debate, the amendment on behalf of the Conservative Group was **AGREED** by 34 votes to 20 (see division 6) and **AGREED** as the substantive motion, without division.

**RESOLVED:**

**This Council congratulates the previous administration for delivering the new state of the art Sapphire Ice and Leisure Centre in Romford and welcomes the additional investment being made within sport provision across the Borough.**

**This Council further notes that due to the financial arrangements of the contract, there is no burden on the council tax payer and there will in fact attribute an on-going surplus for the Council, to reinvest in the Borough.**

51 **VOTING RECORD**

The record of voting decisions is attached as appendix 3 to these minutes.

---

**Mayor**

## VOTING RECORD

DIVISION NUMBER:	1	2	3	4	5	6
The Mayor (Cllr. Dilip Patel)	✓	✓	✓	✗	✓	✓
The Deputy Mayor (Cllr. Michael Daon Burton)	✓	✓	✓	✗	✓	✓
<b>CONSERVATIVE GROUP</b>						
Cllr Robert Banham	✓	✓	✓	✗	✓	✓
Cllr Ray Best	✓	✓	✓	✗	✓	✓
Cllr Joshua Chapman	✓	✓	✓	✗	✓	✓
Cllr John Crowder	✓	✓	✓	✗	✓	✓
Cllr Philippa Crowder	✓	✓	✓	✗	✓	✓
Cllr Osman Dervish	✓	✓	✓	✗	✓	✓
Cllr Jason Frost	✓	✓	✓	✗	✓	✓
Cllr Judith Holt	✓	✓	✓	✗	✓	✓
Cllr Robby Mlsir	✓	✓	✓	✗	✓	✓
Cllr John Mylod	✓	✓	✓	✗	✓	✓
Cllr Nisha Patel	✓	✓	✓	✗	✓	✓
Cllr Bob Perry	✓	✓	✓	✗	✓	✓
Cllr Viddy Persaud	✓	✓	✓	✗	✓	✓
Cllr Roger Ramsey	✓	✓	✓	✗	✓	✓
Cllr Timothy Ryan	✓	✓	✓	✗	✓	✓
Cllr Carol Smith	✓	✓	✓	✗	✓	✓
Cllr Christine Smith	✓	✓	✓	✗	✓	✓
Cllr Matt Sutton	✓	✓	✓	✗	✓	✓
Cllr Maggie Themistocli	✓	✓	✓	✗	✓	✓
Cllr Christine Vickery	✓	✓	✓	✗	✓	✓
Cllr Melvin Wallace	✓	✓	✓	✗	✓	✓
Cllr Claran White	✓	✓	✓	✗	✓	✓
Cllr Damian White	✓	✓	✓	✗	✓	✓
Cllr Michael White	✓	✓	✓	✗	✓	✓
<b>RESIDENTS' GROUP</b>						
Cllr Nic Dodin	✓	✓	✗	✗	✓	✗
Cllr Paul Middleton	✓	✓	✓	✗	✓	✓
Cllr Sally Miller	✓	✗	✗	✗	✗	✗
Cllr Raymond Morgon	✓	✓	✓	✗	✓	✓
Cllr Barry Muggleston	✓	✓	✗	✗	✓	✓
Cllr Stephanie Nunn	✓	✗	✗	✗	✗	✗
Cllr Gerry O'Sullivan	✓	✓	✓	✗	✓	✓
Cllr Reg Whitney	✓	✓	✓	✗	✓	✓
<b>INDEPENDENT RESIDENTS' GROUP</b>						
Cllr David Durant	✓	✗	✗	✓	✓	✗
Cllr Tony Durdin	✓	✗	✗	✓	✓	✗
Cllr Jan Sargent	✓	✗	✓	0	✓	✗
Cllr Natasha Summers	✓	✗	✓	0	✓	✗
Cllr Jeffrey Tucker	✓	✗	✗	✓	✓	✗
Cllr Graham Williamson	✓	✗	✓	0	✓	✗
<b>UPMINSTER &amp; CRANHAM RESIDENTS' GROUP</b>						
Cllr Clarence Barrett	✓	✗	✗	✗	✓	✗
Cllr Gillian Ford	✓	✗	✗	✗	✓	✗
Cllr Linda Hawthorn	✓	✗	✗	✗	✓	✗
Cllr Ron Ower	✓	✗	✗	✗	✓	✗
Cllr John Tyler	✓	✗	✗	✗	✓	✗
Cllr Christopher Wilkins	✓	✗	✗	✗	✓	✗
<b>LABOUR GROUP</b>						
Cllr Carole Beth	✓	0	✓	0	✗	✗
Cllr Keith Darvill	✓	0	✓	0	✗	✗
Cllr Teie Lawal	✓	0	✓	0	✗	✗
Cllr Paul McGeary	✓	0	✓	0	✗	✗
Cllr Denis O'Flynn	✓	0	✓	0	✗	✗
<b>NORTH HAVERING RESIDENTS' GROUP</b>						
Cllr Brian Eagling	✓	✓	✓	✗	✓	✓
Cllr Martin Goode	✓	✓	✓	✗	✓	✓
Cllr Darren Wise	✓	✓	✓	✗	✓	✓
<b>TOTALS</b>						
✓ = YES	54	35	41	3	47	34
✗ = NO	0	14	13	43	7	20
0 = ABSTAIN/NO VOTE	0	5	0	8	0	0
ID = INTEREST DISCLOSED/NO VOTE	0	0	0	0	0	0
A = ABSENT FROM MEETING	0	0	0	0	0	0
	54	54	54	54	54	54

**Havering Council – Decisions taken by the Council on Wednesday, 21 November 2018**

Agenda Item No	Topic	Decision
		<p>by Conservative Group <b>CARRIED</b> without division.</p> <p>D. <u>SIZE OF PLANNING COMMITTEES</u>                      Motion withdrawn by Independent Residents' Group and resubmitted to next meeting of Council.</p> <p>E. <u>PESTICIDE CONTROL</u>                      Amendment by Conservative Group <b>CARRIED</b> by 47 votes to 7 and <b>AGREED</b> as substantive motion, without division.</p> <p>F. <u>LEISURE CENTRES</u>                      Amendment by Conservative Group <b>CARRIED</b> by 34 votes to 20 and <b>AGREED</b> as substantive motion, without division.</p>

## Guy Selfe

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**From:** CouncillorDavid Durant  
**Sent:** 08 October 2018 12:48  
**To:** [REDACTED]  
**Subject:** Harris Academy assist in the expansion of Brady Primary School - Publication of Statutory Notice

Dear Pooneeta,

- Thank you very much for the information which outlines support Harris Academy has provided to make the expansion of Brady possible.

Dear Guy,

- Please include this information in the consultation on the future of Chafford Sports Complex as it provides context and is assistance that should be reciprocated.

Regards

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**From:** schoolsorganisation  
**Sent:** 08 October 2018 11:08  
**To:** CouncillorDavid Durant  
**Cc:** schoolsorganisation  
**Subject:** RE: Brady Primary School- Publication of Statutory Notice

Dear Councillor Durant,

Harris Academy has transferred part of their playing field land to the Local Authority. Without the additional land from Harris Academy, Brady would not have the site area to expand to 2FE. I have attached the decision of the ESFA for the transfer of land.

It is proposed that the acquired land from Harris Academy Rainham will provide the following facilities for the expanded Brady school:

- A re-provision of the existing car park. The area of the existing staff parking is to be re designated as a non-vehicle/ pedestrian area to improve the flow of parents and children around the exterior of the school.
- A further section of the acquired land will be re-surfaced and used as additional playground area to compensate for the area of playground lost to the expansion.
- The remainder of the acquired land is to be prepared and seeded and used as playing field.

Many thanks

**Pooneeta Mahadeo | School Organisation Manager**

London Borough of Havering | Education Provision and Commissioning  
9<sup>th</sup> Floor, Mercury House, Mercury Gardens, Romford, RM1 3DW

t 01708 431 092

m 07816 077 077

e [pooneeta.mahadeo@havering.gov.uk](mailto:pooneeta.mahadeo@havering.gov.uk)

w [www.havering.gov.uk](http://www.havering.gov.uk)  
text relay 18001 01708 431 092

---

**From:** CouncillorDavid Durant  
**Sent:** 07 October 2018 09:11  
**To:** schoolsorganisation  
**Subject:** RE: Brady Primary School- Publication of Statutory Notice

Dear Pooneeta Mahadeo,

What assistance did Harris Academy provide to make the expansion of Brady possible?

Regards  
Cllr David Durant

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**From:** schoolsorganisation  
**Sent:** 28 September 2018 10:04  
**To:** schoolsorganisation  
**Subject:** Brady Primary School- Publication of Statutory Notice

Dear Councillor,

This is to inform you that the Council has published a statutory notice and other information setting out its formal proposal to expand Brady Primary school by one form of entry and also establish a 30 place maintained nursery provision thereby, lowering the age range of the school from 4 -11years to 2-11years to enable the school offer 3 &4 year old early years places.

The publication of this statutory notice marks the beginning of the formal consultation (Representation period) of four weeks which starts on **Friday 28 September 2018 and ends on Friday 26 October 2018**

This Representation Period is the final opportunity for people and organisation to express their views before a final decision is made. Any comments and objections must be received before the end of the representation period by sending them to: **Pooneeta Mahadeo, School Organisation Manager, London Borough of Havering, 9<sup>th</sup> Floor Mercury House, Mercury Gardens, Romford, RM1 3DW or by emailing [schoolsorganisation@havering.gov.uk](mailto:schoolsorganisation@havering.gov.uk).**

A copy of the statutory notice & full proposal is attached for your information.

If the decision is to proceed with the proposals, the Council is then legally required to implement on the dates specified in the statutory notice.

Thank you

### **School Organisation & Pupil Place Planning**

London Borough of Havering | Education Provision and Specialist Commissioning  
9<sup>th</sup> Floor Mercury House, Mercury Gardens, Romford, RM1 3DW

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## Equality & Health Impact Assessment (EqHIA)

### Document control

<b>Title of activity:</b>	Future of Chafford Sports Complex
<b>Lead officer:</b>	Guy Selfe, Health & Wellbeing Manager, Customer, Communication and Culture, Chief Operating Officer
<b>Approved by:</b>	Jane West, Chief Operating Officer
<b>Date completed:</b>	20 December 2018
<b>Scheduled date for review:</b>	This has been reviewed at the end of the consultation.

<b>Did you seek advice from the Corporate Policy &amp; Diversity team?</b>	Yes
<b>Did you seek advice from the Public Health team?</b>	Yes
<b>Does the EqHIA contain any confidential or exempt information that would prevent you publishing it on the Council's website?</b>	No

**Please submit the completed form via e-mail to [EqHIA@havering.gov.uk](mailto:EqHIA@havering.gov.uk) thank you.**

# 1. Equality & Health Impact Assessment Checklist

Please complete the following checklist to determine whether or not you will need to complete an EqHIA and ensure you keep this section for your audit trail. If you have any questions, please contact [EqHIA@havering.gov.uk](mailto:EqHIA@havering.gov.uk) for advice from either the Corporate Diversity or Public Health teams. Please refer to the Guidance in Appendix 1 on how to complete this form.

## About your activity

1	<b>Title of activity</b>	Review of Chafford Sports Complex		
2	<b>Type of activity</b>	The review will ultimately consider whether Chafford Sports Complex remains within the Leisure Management Contract operated by Sport and Leisure Management Limited (SLM)		
3	<b>Scope of activity</b>	<p>The review of Chafford Sports Complex included an eight week period of public consultation. The review considered the impact to residents and user groups if Chafford Sports Complex was withdrawn from the Leisure Management Contract.</p> <p>The results of the public consultation will be reported to the Council's Cabinet committee to make a decision on whether Chafford Sports Complex is withdrawn from the Leisure Management contract.</p> <p>If Cabinet agree to withdraw Chafford Sports Complex from the Leisure Management contract, the Complex will revert to Harris Academy Rainham as the Complex is owned by them.</p>		
4a	<b>Are you changing, introducing a new, or removing a service, policy, strategy or function?</b>	Yes	If the answer to <u>any</u> of these questions is 'YES', please continue to question 5.	If the answer to <u>all</u> of the questions (4a, 4b & 4c) is 'NO', please go to question 6.
4b	<b>Does this activity have the potential to impact (either positively or negatively) upon people (9 protected characteristics)?</b>	Yes		
4c	<b>Does the activity have the potential to impact (either positively or negatively) upon any factors which determine people's health and wellbeing?</b>	Yes		
5	<b>If you answered YES:</b>	<b>Please complete the EqHIA in Section 2 of this document.</b> Please see Appendix 1 for Guidance.		

6	If you answered NO:	N/A
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Completed by:	Guy Selfe, Health and Wellbeing Manager, Customer, Communications and Culture, Chief Operating Officer
Date:	20 December 2018

## 2. The EqHIA – How will the strategy, policy, plan, procedure and/or service impact on people?

Background/context:
<p>Central Government funding to Havering has reduced by over £29 million since 2014/15 and we are anticipating a further loss of the remaining £7 million in general Government grant over the next two years so that from 2021/22 we don't expect Havering to be in receipt of any general Government grant. Over the same period, and into the future, we are seeing Havering's population rising which is causing cost pressures. Since 2014 the Council has had to make reductions of over £77m and we know that we need to go further if we are to tackle the challenges facing the public sector. The Council will be considering a number of ways of meeting these budget challenges.</p> <p>The Chafford Sports Complex is owned by the Harris Academy Rainham but is run by the Council's Leisure contractor SLM Ltd (Everyone Active). The Council funding for this site does not currently extend beyond February 2019; the funding for this year (2018/19) comes from 'one off' reserves and there is no provision in the Council's base budget for its continued operation.</p> <p>The Council is therefore looking at the options regarding the future of Chaffords Sports Complex and is considering whether to cease funding in May 2019. A decision will be taken in February 2019, having considered the feedback from the consultation exercise.</p> <p><b>1. Introduction and Background</b></p> <p>1.1 Chafford Sports Complex was built in 1971 and is located at the site of Harris Academy Rainham, a secondary school. The Sports Complex is a dual use facility in that the Academy has use during school hours, and outside of this it is open for community use. Facilities include:</p> <ul style="list-style-type: none"> <li>• 4 badminton court sports hall</li> <li>• Small health and fitness suite</li> <li>• 4 lane 25m swimming pool</li> <li>• Sauna and steam</li> </ul>

1.2 Chafford Sports Complex is owned by Harris Academy Rainham as part of the wider Harris Academy Federation. It is used by the Academy for school use. The Complex is currently operated, outside of school hours, as part of the Council's current Leisure Management Contract by SLM Ltd. Cabinet previously agreed at their meeting on 17 November 2017 to continue this funding until December 2018. To enable the Complex to remain in the leisure management contract until a decision is taken in February 2019, an Executive Decision has been signed by the Section 151 Officer to fund from business risk reserves the management fee for the Complex until a decision is taken.

1.3 The Sports Complex is now 47 years old and in need of significant capital investment if it is to continue to operate as a publicly accessible sports complex. Indeed, it could be said that the Complex is at the end of its life with ongoing investment being required just to keep it open due to the age of the buildings. The Complex would also require a significant ongoing revenue subsidy for a management fee to SLM since unlike other leisure centres it does not self fund and is highly unlikely to do so in the future under any circumstances while it is a dual use site and only available outside school hours. In a competitive market, the Complex does not meet with current expectations for the quality of facilities and the usage of this Sports Complex is significantly lower than the use of others.

<b>Sports Centre Attendances 2017/18</b>			
	Dry Side (gym/sports hall)	Swimming	Total
Chafford Sports Complex	8,501	31,820	40,321
Central Park Leisure Centre	134,726	258,160	392,886
Hornchurch Sports Centre	155,157	200,928	356,085
Sapphire Ice and Leisure (attendances from February 2018 to August 2018)	Gym only: 75,627	113,784	189,411

1.4 If the Council were to decide to cease the funding arrangement for Chafford Sports Complex it is likely that public use, and possibly club use, would not continue, and the Academy would need to determine the cost of continuing to maintain the pool; in reaching any view on possible future use the Academy would face similar issues as the Council does in relation to the state of the

facilities and the financial challenges. As part of its decision making process the Council will consider the impact of closure upon service users; other leisure facilities available to residents are set out in this consultation document.

1.5 If the Council decides to continue to provide funding under the current arrangements this will have significant financial implications since that funding is not currently provided for in the budget and therefore the money will need to be found from other service changes or reductions, or by council tax changes.

1.6 The Council does have aspirations to provide a new sports facility in the south of the borough on a self-funding basis and will continue to look for opportunities for a dedicated stand-alone site rather than a shared site that restricts public access to the facilities.

## 2. Options

2.1 A number of options are set out below, all with reference to the financial challenges faced by the Council;

**Option One:** LBH and SLM agree to cease the current arrangements to manage Chafford Sports complex out of school hours. The explanation for this Option is outlined above.

**Option Two:** Continue with current arrangement – this will create a budget pressure of at least £232k per annum as the council does not have any funding in its base budget. That sum represents the cost the council has to pay SLM to manage the public use of the facilities, because unlike other facilities managed under the SLM contract, this requires financial support to continue to operate. Those costs may rise if public use falls as could be reasonably expected with no investment. The facilities are in need of updating if they are to continue to be used by the public and the estimated cost of this is approximately £1M, with the possibility of further future spend being required over time. However, the Council is not permitted by law to invest capital in a site it does not own and so any improvements would need to be met from revenue, and as explained the Council needs to make savings and has no revenue for this without making changes to other aspects of the budget. The Council would need to consider whether it is prudent to invest such large sums in a building it does not own, on a dual use site which will always require financial support for use by the public.

**Option Three:** Land and Asset Transfer – Harris Academy Rainham ('HAR') have offered to transfer ownership of the complete school site to LBH. HAR would need to seek agreement from the Education and Skills Funding Agency (ESFA) to do this as without their approval the transfer could not progress. The Council would then lease the school site on a long term arrangement to HAR, with a joint use agreement being agreed providing HAR access to the Sports Complex. Under this arrangement the necessary investment of approximately £1m in the Sports Complex, required by the SLM contract, would again fall to the Council but could be funded from capital. The Council would also be responsible for the repair and maintenance of the Sports Complex. If at a future

time the Council decided to remove Chafford Sports Complex from the SLM contract, the Complex would revert to HAR. As with Option 2 there are real financial questions about whether such high levels of investment are prudent or affordable in an asset which has an uncertain long term future.

**Option Four:** New build on school site – funding from LBH and possibly HAR, although capital funding through HAR would likely be limited to the sports hall and changing rooms. Considerable capital investment would be required – approximately £11m generating an ongoing revenue subsidy of approximately £500k per year inclusive of capital borrowing costs. Again, consideration would need to be given to whether a school site is the correct location for a new sports complex. A stand-alone site would allow greater day time use of the facility and would be more likely to achieve a self-financing position. A new sports complex on the school site would require the demolition of the existing sports complex prior to building the new; it is expected that there would be no sports complex for a period of up to two years.

### **3. Alternative Provision**

3.1 Were the Council to withdraw from the management of Chafford Sports Complex through the Leisure Management Contract, there are a number of alternative facilities that would be considered able to continue service provision of sport and leisure opportunities for residents in the south of the borough. These are:

- Hornchurch Sports Complex – 4.9 miles from Chafford Sports Complex. Approximately a 16 minute drive, with it taking 32 minutes by bus
- Abbs Cross Health & Fitness Centre – 3.8 miles from Chafford Sports Complex. Approximately a 12 minute drive, with it taking 24 minutes by bus.
- Sapphire Ice and Leisure – 6.4 miles from Chafford Sports Complex. Approximately a 19 minute drive, with it taking 53 minutes by bus.
- Central Park Leisure Centre – 9.1 miles from Chafford Sports Complex. Approximately a 24 minute drive, with it taking 57 minutes by bus.
- Belhus Leisure Centre (Thurrock) – 3.4 miles from Chafford Sports Complex. Approximately a 10 minute drive, with it taking 30 minutes by bus including a 1 mile walk.
- Becontree Heath Leisure Centre (B&D) – 5.1 miles from Chafford Sports Complex. Approximately a 16 minute drive, with it taking 50 minutes by train and bus.

### **4. Consultation Process**

4.1 In order to assist the Council with the decision making about the future of Chafford Sports Complex a comprehensive consultation exercise has been carried out.

4.2 The consultation sought to gather:

- Information to help it understand how ceasing management of Chafford Sports Complex would impact on the stakeholders of the Sports Complex were such a decision to be taken
- Ideas for alternative provision in the area
- Information about residents' use of alternative sites if the arrangement at Chafford Sports Complex ceased
- Characteristics of respondees and potential impact of a decision to cease provision
- Ideas to maintain current provision

#### 4.3 The consultation involved:

- An online survey
- Hard copy surveys available at Chafford Sports Complex, Rainham Library, Romford Town Hall, Harris Academy Rainham
- Specific consultation with HAR and clubs/organisations that have block bookings at the Complex.
- Programme of press releases and social media posts to promote awareness of the consultation
- Adverts in local press advising of consultation
- Time FM radio campaign for a week advising of the consultation
- LBH website banner
- Meetings with key stakeholders to include Disability Swimming Club, Harris Academy Rainham, SLM and clubs that block book the Complex.

4.4 The consultation lasted for 8 weeks and commenced on 16 October 2018 and closed on 10 December 2018.

### Who will be affected by the activity?

The people who may be affected if Chafford Sports Complex is withdrawn from the Leisure Management Contract are:

- Residents who use Chafford Sports Complex or who might use the Complex in the future
- Voluntary sector clubs that currently use Chafford Sports Complex
- The Havering Learning Disability Society that use the swimming pool every Saturday for an hour.
- Four local Primary Schools that use the swimming pool
- One private swim school that use the swimming pool for swimming lessons
- Harris Academy Rainham
- Residents in nearby South Hornchurch regeneration area
- Young people

<b>Protected Characteristic - Age:</b> Consider the full range of age groups		
<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>
<b>Positive</b>		Young people as users of the Complex during both school hours and during community use hours could be negatively impacted. Whilst other sports centres are available within a reasonable distance, some children and young people will be reliant on an adult to take them to these other centres.
<b>Neutral</b>		
<b>Negative</b>	X	
<i>*Expand box as required</i>		
<b>Evidence:</b>		
SLM data of Everyone Active card holders.		
<i>*Expand box as required</i>		
<b>Sources used:</b>		
SLM (Everyone Active) data		
<i>*Expand box as required</i>		

<b>Protected Characteristic - Disability:</b> Consider the full range of disabilities; including physical mental, sensory and progressive conditions		
<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>
<b>Positive</b>		A learning disability group hires the swimming pool every Saturday for an hour. There could be a negative impact if the group cannot find another suitable swimming pool to hire within the borough that can accommodate them. Due to the nature of disability, the users require sole use of the swimming pool.  The leisure centre operator has discussed with the Group use of another swimming pool if they do need to relocate from Chafford Sports Complex. Whilst the group would prefer to remain at Chafford Sports Complex, Abbs Cross Sports Complex is the most appropriate alternative venue for the club.  The club do have some concerns about Abbs Cross such as there being mixed changing facilities, no separate showering facilities, limited number of changing cubicles, no pool hoist, no changing facilities for the physically disabled, no grab rails or fold down shower chair for disabled people to use. However, the club has stated that with co-operation on both sides it may be possible to come to some
<b>Neutral</b>		
<b>Negative</b>	X	

	<p>compromise. For example, the hoist currently serving Chafford Sports Complex can be moved.</p> <p>The consultation responses identified that of all respondees, 56 identified themselves as having a disability. It is believed not all of these respondees will be members of S.E. Lions Swimming Club, so there might be a negative impact on those that are disabled and not members of the Club if they cannot access another sports centre to participate in sport and physical activity.</p>
<p><b>Evidence:</b> SLM data of Everyone Active card holders indicates only three users declaring a disability.</p> <p style="text-align: right;"><i>*Expand box as required</i></p>	
<p><b>Sources used:</b> SLM (Everyone Active) data.</p> <p style="text-align: right;"><i>*Expand box as required</i></p>	

<p><b>Protected Characteristic - Sex/gender:</b> Consider both men and women</p>	
<p><i>Please tick (✓) the relevant box:</i></p>	<p><b>Overall impact:</b></p> <p>If the decision is taken to withdraw from managing Chafford Sports Complex and then subsequently the Complex was to be closed to the public, it would affect all users in the same way irrespective of sex/gender.</p> <p style="text-align: right;"><i>*Expand box as required</i></p>
<p><b>Positive</b></p>	
<p><b>Neutral</b></p>	<p style="text-align: center;"><b>X</b></p>
<p><b>Negative</b></p>	
<p><b>Evidence:</b></p> <p style="text-align: right;"><i>*Expand box as required</i></p>	
<p><b>Sources used:</b></p> <p style="text-align: right;"><i>*Expand box as required</i></p>	

**Protected Characteristic - Ethnicity/race:** Consider the impact on different ethnic groups and nationalities

<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>  If the decision is taken to withdraw from managing Chafford Sports Complex and then subsequently the Complex was to be closed to the public, it would affect all users in the same way irrespective of ethnicity/race.
<b>Positive</b>		
<b>Neutral</b>	X	
<b>Negative</b>		

*\*Expand box as required*

**Evidence:**

*\*Expand box as required*

**Sources used:**

*\*Expand box as required*

**Protected Characteristic - Religion/faith:** Consider people from different religions or beliefs including those with no religion or belief

<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>  If the decision is taken to withdraw from managing Chafford Sports Complex and then subsequently the Complex was to be closed to the public, it would affect all users in the same way irrespective of religion/faith.
<b>Positive</b>		
<b>Neutral</b>	X	
<b>Negative</b>		

*\*Expand box as required*

**Evidence:**

*\*Expand box as required*

**Sources used:**

*\*Expand box as required*

**Protected Characteristic - Sexual orientation:** Consider people who are heterosexual, lesbian, gay or bisexual

<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>  If the decision is taken to withdraw from managing Chafford Sports Complex and then subsequently the Complex was to be closed to the public, it would affect all users in the same way irrespective of sexual orientation.
<b>Positive</b>		
<b>Neutral</b>	X	
<b>Negative</b>		

*\*Expand box as required*

**Evidence:**

*\*Expand box as required*

**Sources used:**

*\*Expand box as required*

**Protected Characteristic - Gender reassignment:** Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth

<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>  If the decision is taken to withdraw from managing Chafford Sports Complex and then subsequently the Complex was to be closed to the public, it would affect all users in the same way irrespective of gender reassignment.
<b>Positive</b>		
<b>Neutral</b>	X	
<b>Negative</b>		

*\*Expand box as required*

**Evidence:**

*\*Expand box as required*

**Sources used:**

*\*Expand box as required*

**Protected Characteristic - Marriage/civil partnership:** Consider people in a marriage or civil partnership

<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>  If the decision is taken to withdraw from managing Chafford Sports Complex and then subsequently the Complex was to be closed to the public, it would affect all users in the same way irrespective of marriage/civil partnership.  <i>*Expand box as required</i>
<b>Positive</b>		
<b>Neutral</b>	X	
<b>Negative</b>		

**Evidence:**

*\*Expand box as required*

**Sources used:**

*\*Expand box as required*

**Protected Characteristic - Pregnancy, maternity and paternity:** Consider those who are pregnant and those who are undertaking maternity or paternity leave

<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>  If the decision is taken to withdraw from managing Chafford Sports Complex and then subsequently the Complex was to be closed to the public, it would affect all users in the same way irrespective of pregnancy, maternity and paternity status.
<b>Positive</b>		
<b>Neutral</b>	X	

<b>Negative</b>			<i>*Expand box as required</i>
<b>Evidence:</b>			
<i>*Expand box as required</i>			
<b>Sources used:</b>			
<i>*Expand box as required</i>			

**Socio-economic status: Consider those who are from low income or financially excluded backgrounds**

<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>  If the decision is taken to withdraw from managing Chafford Sports Complex and then subsequently the Complex was to be closed to the public, it would affect all users in the same way.  However, Chafford Sports Complex users that have low income or are from financially excluded backgrounds might find the additional costs of travelling to an alternative leisure centre to be a barrier to participating in leisure centre activities.	<i>*Expand box as required</i>
<b>Positive</b>			
<b>Neutral</b>	<b>X</b>		
<b>Negative</b>			
<b>Evidence:</b>			
<i>*Expand box as required</i>			
<b>Sources used:</b>			
<i>*Expand box as required</i>			

<b>Health &amp; Wellbeing Impact:</b> Consider both short and long-term impacts of the activity on a person’s physical and mental health, particularly for disadvantaged, vulnerable or at-risk groups. Can health and wellbeing be positively promoted through this activity? Please use the Health and Wellbeing Impact Tool in Appendix 2 to help you answer this question.	
<i>Please tick (✓) all the relevant boxes that apply:</i>	<b>Overall impact:</b> Participation in sport and physical activity does positively contribute to an individuals’ health and wellbeing. Should Chafford Sports Complex be withdrawn from the leisure management contract and subsequently the Complex was to close, this might impact some users of the Complex. The following impacts have been identified:
<b>Positive</b>	
<b>Neutral</b>	X
<b>Negative</b>	X
	<ol style="list-style-type: none"> <li>1) Loss of positive contribution of sports and leisure facilities on health and wellbeing: The proposal to close Chafford Sports Complex would mean that all of the positive impacts that Leisure Centres can have on supporting people in the community, as outlined above, would be lost for the people of Rainham and Wennington and the surrounding area. Currently the centre offers fitness classes and sporting facilities and it can act as a social meeting point and brings community groups together.</li> <li>2) Potential increased travel time for some current users of the service relocating to alternative centres: There are the same facilities available within 4 miles of Chafford Sports Complex that are accessible to residents. However, the option to close the centre would mean that residents of Rainham and Wennington and South Hornchurch would be expected to travel further to access the activities and programmes.  Despite the increased travel time, it should be noted that 71% of respondents to the consultation survey (389 answered, 42 skipped the question) stated they had access to, and 70% regularly used a car. So, there is a chance that the increased distance would only have a minimal impact on the majority of people who use Chafford Sports Complex.</li> <li>3) Less opportunity for walking by some users: 15% of people stated they do not have access to a car, or public transport and walk to the sports centre. These people may experience a greater impact, as they would both no longer be walking to the centre nor taking additional physical activity whilst at the centre.</li> <li>4) Potential loss of independence: Opportunities for independence may be lost if people are no longer able to walk to a local centre. Carers within the local community may no longer be able to access facilities with the people they care for due to transportation issues. The option to close would mean that people are not being supported within their community to live fulfilled lives, with specific regards to providing access to leisure</li> </ol>

facilities.

- 5) Potential loss of employment/impact on the local economy: Closure of the centre may have a negative impact on employment for staff at the complex itself and on Cridders Swim School. Leisure Centres often provide good job opportunities and training for young people, e.g. lifeguards, sports trainers and assistants etc.

Mitigating Factors:

- 1) Opportunities for free or low cost alternative forms of physical activity in the area: It should be noted that a Sports Complex is only one way of being physically active. Individuals can improve their health and wellbeing through activities such as walking, cycling and jogging, all of which are possible in the local area. Indeed, residents in the Rainham and Wennington area benefit from a designated Site of Special Scientific Interest (SSSI) – Rainham Marshes. Encouraging people to engage in moderate, but regular, intensity physical activity through walking or cycling can be cheaper than membership of a sports centre.
- 2) Age and condition of the complex: At 47 years old, the complex is no longer fit for purpose. The condition of the facilities to maintain its required standard to protect health and safety would require a significant investment over and above the Council's available resources and budget.
- 3) Low and falling attendance: Deterioration in the condition of the complex has contributed to the decline in numbers of people attending the complex. In comparison with other sports centres in the borough, which have been identified as reasonably accessible by the majority of the users of Chafford Sports complex, attendance is roughly 10 – 20% of the numbers attending alternative centres.

Actions in place to mitigate for identified negative impacts:

- 1) Sports development and local partners (such as local health champions) will target promotions and community involvement in the area to encourage and support people to take up alternative forms of physical activity
- 2) Regeneration of South Hornchurch area will include opportunities for physical activity within the built environment
- 3) Potential for action with TfL to increase/improve bus routes from the Lambs Lane South area to Abbs Cross, Hornchurch and Sapphire Leisure centre

*\*Expand box as required*

**Do you consider that a more in-depth HIA is required as a result of this brief assessment?** Please tick (✓) the relevant box

Yes  No

**Evidence:**

See ward profiles for evidence of local population profile and needs:

[www.haveringdata.net/JSNA](http://www.haveringdata.net/JSNA)

*\*Expand box as required*

**Sources used:**

- Consultation Survey: The Future of Chafford Sports Complex
- Options appraisal Cabinet Report

*\*Expand box as required*

### 3. Outcome of the Assessment

The EqHIA assessment is intended to be used as an improvement tool to make sure the activity maximises the positive impacts and eliminates or minimises the negative impacts. The possible outcomes of the assessment are listed below and what the next steps to take are:

Please tick (✓) what the overall outcome of your assessment was:

	<p>1. The EqHIA identified <u>no significant concerns</u> OR the identified <u>negative concerns</u> have already been <u>addressed</u></p>		<p><b>Proceed with implementation</b> of your activity</p>
	<p>2. The EqHIA identified some <u>negative impact</u> which still needs to be <u>addressed</u></p>		<p><b>COMPLETE SECTION 4:</b> <b>Complete action plan</b> and finalise the EqHIA</p>
	<p>3. The EqHIA identified some <u>major concerns</u> and showed that it is <u>impossible to diminish negative impacts</u> from the activity to an acceptable or even lawful level</p>		<p><b>Stop and remove</b> the activity or <b>revise</b> the activity <b>thoroughly</b>. <b>Complete an EqHIA on the revised proposal.</b></p>

## 4. Action Plan

The real value of completing an EqHIA comes from the identifying the actions that can be taken to eliminate/minimise negative impacts and enhance/optimize positive impacts. In this section you should list the specific actions that set out how you will address any negative equality and health & wellbeing impacts you have identified in this assessment. Please ensure that your action plan is: more than just a list of proposals and good intentions; sets ambitious yet achievable outcomes and timescales; and is clear about resource implications.

Protected characteristic / health & wellbeing impact	Identified Negative or Positive impact	Recommended actions to mitigate Negative impact* or further promote Positive impact	Outcomes and monitoring**	Timescale	Lead officer
Disability	Negative impact if an alternative facility is not suitable for a regular hirer group at Chafford Sports Complex	Seek to find an alternative venue that meets the needs of this specific group.	S.E. Lions Swimming Club have visited a number of alternative facilities in the borough, and would accept a move to Abbs Cross Health and Fitness Centre if necessary. Whilst there are some issues to overcome with the facility, these can be worked through with the group. They have been offered the same time and day that they currently use at Chafford sports Complex.	December 2018	Guy Selfe

			It has also been confirmed that they can have sole access to the pool for their session.		

**Add further rows as necessary**

\* You should include details of any future consultations and any actions to be undertaken to mitigate negative impacts

\*\* Monitoring: You should state how the impact (positive or negative) will be monitored; what outcome measures will be used; the known (or likely) data source for outcome measurements; how regularly it will be monitored; and who will be monitoring it (if this is different from the lead officer).

## 5. Review

In this section you should identify how frequently the EqHIA will be reviewed; the date for next review; and who will be reviewing it.

**Review:** This EIA has been reviewed following the completion of the public consultation on Chafford Sports Complex.

**Scheduled date of review:**

**Lead Officer conducting the review:** Guy Selfe

*\*Expand box as required*

**Please submit the completed form via e-mail to [EqHIA@havering.gov.uk](mailto:EqHIA@havering.gov.uk) thank you.**



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# Overview & Scrutiny Board

2 April 2019

# REPORT

**Subject Heading:**

Call-in of a Cabinet Decision – London Counter Fraud Hub

**SLT Lead:**

Anne Brown – Deputy Director of Legal & Governance

**Report Author and contact details:**

Richard Cursons – Democratic Services Officer  
richard.cursons@onesource.co.uk

**Policy context:**

Preventing Fraud

**Financial summary:**

Total cost of the London Counter Fraud Hub will be £615,000 over the life of the 7 year contract

Net potential benefits will be between £900,000 - £1,538m

**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	[X]

**SUMMARY**

In accordance with paragraph 17 of the Overview & Scrutiny Committee Rules, a requisition signed by two Members representing more than one Group (Councillors

David Durant and Ron Ower) have called-in the Executive Decision dated 13 March 2019.

**RECOMMENDATION**

**That the Board considers the requisition of the Cabinet Decision and determines whether to uphold it.**

**REPORT DETAIL**

As per Appendices

Appendix A – Grounds for requisition

Appendix B – Cabinet decision

Appendix C – Cabinet report

**Cabinet Decision:**

1. **Approved in principle** Havering Council joining the London Counter Fraud Hub.
2. **Delegated** authority to the Council's Chief Financial Officer (s151) to enter into the contract following consultation with the Director of Law and Governance

The London Counter Fraud Hub will provide greater opportunities for Havering Council to identify fraudulent activity, specifically in the areas of single person discount, business rates and tenancy fraud. The ability to match data with other London Boroughs will give the Council greater opportunity to identify those individuals committing fraud in multiple Boroughs.

**Other options considered:**

Havering could wait to join until other Councils have embedded the system so that its benefits can be evaluated. However, the hub needs Councils to join to make it a success, so if Havering were to take this approach it would not benefit the wider London authorities. It is also likely that late joiners will have higher costs charged.

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## CABINET

**Subject Heading:**

**London Counter Fraud Hub**

**Cabinet Member:**

Councillor Roger Ramsey, Cabinet Member for Finance and Property

**SLT Lead:**

Jane West, Chief Financial Officer

**Report Author and contact details:**

Jeremy Welburn, Head of Assurance -  
Jeremy.welburn@onesource.co.uk

**Policy context:**

Preventing Fraud

**Financial summary:**

Total cost of the London Counter Fraud Hub will be £615,000 over the life of the 7 year contract

Net potential benefits will be between £900,000 - £1,538m

**Is this a Key Decision?**

Yes - Expenditure or saving of £500,000 or more

**When should this matter be reviewed?**

1 April 2020

**Reviewing OSC:**

Overview and Scrutiny

**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

[x]

**SUMMARY**

This report details the development of the London Counter Fraud Hub and highlights the potential benefits to Havering Council of joining this initiative. The hub is supplied by CIPFA, in partnership with BAE systems, with Councils and third parties providing their data to be analysed for fraud using advanced data analytics. The hub is focussed on identifying fraudulent activity in relation to council tax single person discount fraud; business rates fraud; and, housing tenancy fraud.

**RECOMMENDATIONS**

That Cabinet:

1. Approves in principle Havering Council joining the London Counter Fraud Hub.
2. Delegates authority to the Council's Chief Financial Officer to enter into the contract following consultation with the Director of Law and Governance.

**REPORT DETAIL**

**1. Background**

1.1 The London Counter Fraud Hub is one of the London Councils 'London Ventures' projects. After an EU tender and two-year pilot phase the project is being rolled out across London.

1.2 Councils and third parties supply their data into a hub where it is analysed for fraud using advanced data analytics. The councils then get fraud alerts, delivered through a cloud-based case management system, so that they can be investigated. The more councils put in their data, the more effective the hub is at finding fraud.

1.3 Testing was carried out by the 4 pilot authorities, Camden, Ealing, Islington, and Croydon. The results suggest that if all 33 boroughs were to sign up, in the first year of operation London would save a net £15m (worst case) to £30m (best case) and recover circa. 1,500 council homes that are currently illegally sub-let. The fraud types the hub looks for are council tax single person

discount, business rates, and housing. This range will expand once the hub is up and running, and will be subject to additional costs.

- 1.4 The hub is supplied by CIPFA, in partnership with BAE Systems. The original contract was based on payment by results, but after listening to the pilots and other councils the hub is now subscription based. The fees are £75k one-off joining fee plus an annual subscription of £90k for large authorities and £70k for small authorities (Havering is a small authority and the annual charge is £70k). The GLA also contributes directly to support the council tax and business rates elements of the hub. The contract length is 7 years, and this is necessary because of the very large investment the contractor has to recoup.
- 1.5 To make the arrangement commercially viable, 26 of the 33 local authorities in London need to join. It is anticipated that the hub will expand over time to include authorities bordering London, housing associations, and other public sector bodies.
- 1.6 The project has a profile with Cabinet Office and MHCLG and is an opportunity to demonstrate that London is delivering data sharing and collaboration. The Society of London Treasurers has acted as a sponsor for the project since inception. In 2015 Havering signed a Memorandum of Understanding, signed by all London local authorities, making a non-binding commitment to the project.
- 1.7 The business case for joining the hub, as drafted by Ealing as lead authority, is set out in Appendix A. It demonstrates that the council will potentially benefit from significant net savings over the life of the contract.
- 1.8 The pilot commenced March 2017 and has now concluded with all minimum contract standards achieved. The pilot evaluation report is attached in Appendix B.
- 1.9 It should be noted that although the LCFH imposes a significant financial cost on the Council, fraudsters should be pursued for the benefit of all residents within Havering and across London as a whole. The social benefit to this project should be considered alongside the financial risks.

## **2. Fraud risks addressed by the hub**

- 2.1 The national strategy for councils on fighting fraud, 'Fighting Fraud and Corruption Locally' recommends the use of data analytics as a tool for detecting and preventing fraud. Councils are vulnerable to fraudsters claiming discounts on services and local taxation that they are not entitled to, and it is estimated that the cost of fraud to local government is in the region of £2.1bn each year. Fraudsters are constantly revising and sharpening their techniques and local authorities need to do the same. The hub has been developed to provide a response to the current and future threat of losses from fraud. The pilot focussed on three types of fraud perpetrated against councils: council tax single person discount fraud, business rates fraud, and council housing fraud.

2.2 The hub serves to increase the local tax base by removing fraudulently claimed discounts and reliefs (e.g. single person discount on council tax, small business rate relief), and, for business rates, additionally identifying property not yet in rating. Any savings are cashable to the Council and the GLA. The GLA have agreed to contribute towards both the set up costs and the ongoing costs of the hub.

2.3 The hub will help to identify council housing that is potentially being fraudulently sub-let, making it available for homeless families and therefore delivering cashable savings by reducing the temporary accommodation costs to the Council.

### **3. Pilot results**

3.1 The pilot, which was completed by Ealing, Croydon, Camden, and Islington, indicated the following results would be achieved for London (based on all 33 Boroughs joining):

<b>LCFH - breakdown of extrapolated savings by fraud type (best case) 33 Authorities</b>	<b>Year 1 Savings</b>	<b>Year 1 Valid Alerts</b>	<b>Year 2</b>	<b>Year 2 Valid Alerts</b>
Council Tax SPD	£16,398,550	48,437	£8,199,275	24,219
Housing	£10,798,678	2,553	£5,399,339	1277
Business Rates	£4,884,930	1,035	£2,442,465	518
<b>Total</b>	<b>£32,082,158</b>		<b>£16,041,079</b>	

<b>LCFH - breakdown of extrapolated savings by fraud type (worst case) 33 Authorities</b>	<b>Year 1 Savings</b>	<b>Year 1 Valid Alerts</b>	<b>Year 2</b>	<b>Year 2 Valid Alerts</b>
Council Tax SPD	£4,015,730	11,862	£2,007,865	5,931
Housing	£6,479,207	1,532	£3,239,603	766
Business Rates	£4,884,930	1,035	£2,442,465	518
<b>Total</b>	<b>£15,379,867</b>		<b>£7,689,933</b>	

Notes:

1. Assumes all 33 London local authorities join.

2. *All historic cases assumed to be identified in year 1, so year 2 activity is projected at 50% of year 1.*
3. *Best case and worst case extrapolated from 3 different test exercises – except for business rates where only one set of test results was available.*
4. *The pilot results came from processing live data, so fraud cases identified are additional to any counter fraud work already carried out by the pilot boroughs, although there was some overlap where fraud cases had been identified by the boroughs but not actioned.*
5. *Ignores effects of collection fund accounting.*

#### **4. Contract arrangements**

- 4.1 The London Borough of Ealing hosts the contract management team, which is funded through a contract mechanism that top-slices revenues from the contractor's charges.
- 4.2 An Oversight Board, which currently consists of Finance Directors from the four pilot authorities, has been established with the purpose of reporting on the effectiveness of the hub and providing a joined-up approach between the lead authority and other local authority stakeholders, and the wider stakeholder pool affected by the implementation of the LCFH.
- 4.3 Joining the LCFH is through a Deed of Adherence, which is also signed by CIPFA and the lead Authority. Once the Deed of Adherence has been entered into the council becomes a party to the Agreement. Termination rights can be exercised if the level of performance of the supplier during the service period is below in respect of any Key Performance Indicators.
- 4.4 The contract originally contained a payment by results commercial model, where councils had an obligation to process cases promptly. This was a cause of concern for some authorities and this has been changed to a subscription model. There is no obligation on councils to action cases promptly.

### **REASONS AND OPTIONS**

#### **5 Reasons for the decision:**

- 5.1 The London Counter Fraud Hub will provide greater opportunities for Havering Council to identify fraudulent activity, specifically in the areas of single person discount, business rates and tenancy fraud. The ability to match data with other London Boroughs will give the Council greater opportunity to identify those individuals committing fraud in multiple Boroughs.

**6 Other options considered:**

- 6.1 Havering could wait to join until other Councils have embedded the system so that its benefits can be evaluated. However, the hub needs Councils to join to make it a success, so if Havering were to take this approach it would not benefit the wider London authorities. It is also likely that late joiners will have higher costs charged.

**IMPLICATIONS AND RISKS**

**7 Financial implications and risks:**

- 7.1 The subscription charges will be:

- Joining fee (one off, to be paid on signing up) £75,000
- Annual Subscription fee based on size: £90,000 (Tier 1 size), £70,000 (Tier 2 size, Havering falls into this category)
- Discount for authorities with no housing (quantum to be confirmed)

- 7.2 There is no allowance in the model for new fraud type development funding. Any development will be subject to the consideration of the business case by the London Boroughs and proceeding will require further agreement with the contractor and additional charges – ie any future data matching services will be subject to additional cost.

- 7.3 At least at the start of the project, additional resources will be required to support the LCFH within the fraud team and triage the matches received. As this is a developing system, it is likely that there will be significant support required initially to embed the system and challenge the initial results. It is difficult to quantify the level of support that will be required going forward.

- 7.4 However, the aim is to achieve a level of accuracy that allows processing of the alerts to be fully automated (eg the generation of Single Person Discount letters). There would also be economies of scale if Newham also joined the hub. But it is clear that, particularly in the first year, additional support will be required in the Fraud Investigation Team to implement the hub and the new ways of working. Therefore, it is proposed to budget for one additional fraud investigator for the first year and then reassess the situation. Sufficient savings may be being generated by then to support the business case for permanent additional support. The additional cost of this option would be a one-off £49k in the first year of membership. The summary of the costs over the contract period can be seen in Table 1 below. The joining fee and additional fraud officer will initially be funded from corporate earmarked reserve. The ongoing membership costs will be funded from an existing s151 Officer revenue budget.

<b>Table 1</b>	<b>Year 1</b>	<b>Years 2 to 7</b>	<b>Total contract period</b>
	<b>£000s</b>	<b>£000s</b>	<b>£000s</b>
<b>Costs per annum</b>			
CIPFA - joining fee	75		75
annual subscriptions	70	70	490
1 X Fraud Investigator	49	*	49
* review the requirements going forward after year 1.			
<b>Costs</b>	194	70	614

7.5 Additional management time will also be required to manage the relationship with CIPFA, although it is not possible to quantify the impact of this at this stage, and it is hoped that this will be subsumed within the existing resources

7.6 There will also be additional resource demands within the Council to provide and cleanse data sources. However, this is an area of immediate priority already identified by the Business Intelligence Board as the data held by the Council needs to be improved to better support decision making and service delivery. The outputs from the hub would enhance and accelerate this process of data cleansing.

7.7 Appendix A, page 3, estimates that the net benefit to Havering over the 7 year life of the contract could be £1,587k (without additional resources options outlined above). However, this would be offset by the resource requirements discussed above,

7.8 The returns through additional fraudulent activity in Appendix A are CIPFA estimates, calculated based on the results from the pilot authorities. There is a risk that the hub does not generate the quality of matches required to identify fraud. The testing undertaken has not been in a live environment. It is too early to know how many of the matches identified by the pilots will lead to successful case outcomes.

**8. Legal implications and risks:**

8.1 A competitive dialogue procurement procedure was conducted by the London Borough of Ealing that complied with the Public Contracts Regulations 2015 (as amended) (PCR 2015) and Ealing's Contract Procedure Rules were followed.

8.2 Regulation 38 of the PCR 2015 permits contracting authorities such as the London Borough of Ealing to jointly procure services and on behalf of other named contracting authorities. The Council was one of those named parties.

8.3 The contract was let as a single contract, as opposed to a framework agreement (which would have been limited in its length), and the council can join the Agreement with the provider through a Deed of Adherence.

8.4 It is understood that the desired length of the Contract is for a period of 7 years effective with no options to extend. However, the principal contract does not specify this period and allows only the lead contractor London Borough of Ealing to terminate. Further work is being undertaken with Ealing Borough Council to resolve this issue before the contract is entered into.

8.5 The Council will be required to enter into a Deed of Adherence which will then give the Council the status of a participating authority under the main contract. It should be noted that the contract provides for little flexibility in terms of early termination and at the same time it gives the supplier a number of due diligence requirements which if complied with provide little leeway for them to subsequently increase the contract price during the term of the contract.

8.6 In addition to signing a Deed of Assurance the Council will also need to sign a data processing agreement with all participating authorities and the supplier. This agreement is ancillary to the main agreement and seeks to ensure that all parties comply with the Authorities obligations under the Data Protection Act and Human Rights Act 1998. Further assurance work is being undertaken to ensure that the agreement is compliant with the new General Data Protection Regulation 2018 and the Data Protection Act 2018 which came into effect after the contract was originally entered into by Ealing Borough Council.

## **9. Human Resources implications and risks:**

9.1 HR implications would be the creation of the fixed term post initially for a 12 month period to enable the submission of the data and 'triage' of cases that come back as a result. These posts can be covered by employees on fixed term contracts or agency workers.

## **10 Equalities implications and risks:**

10.1 The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;

- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants.

**BACKGROUND PAPERS**

None

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## **London Counter Fraud Hub Business Case Havering**

### Summary

Based on the results from the pilot, by signing up to the London Counter Fraud Hub the council will achieve:

- A net saving of £ 393,030 in the first full year of operation
- A net saving of £ 1,587,119 over the life of the contract
- An overall Return on Investment of 281%
- Homes recovered from fraudsters over the life of the contract: 198

### Introduction

The London Counter Fraud Hub is one of the London Ventures projects. After an EU tender and two year pilot phase the project is ready to roll out across London.

Councils and third parties share their data in a hub where it is analysed for fraud using advanced data analytics. The councils then get fraud alerts, delivered through a cloud-based case management system so that they can be investigated. The more councils put in data, the more effective the hub is at finding fraud. The hub also learns from the results and gets better at finding fraud.

Testing was carried out by the 4 pilot authorities, Camden, Ealing, Islington, and Croydon. The results of three separate testing exercises were used to extrapolate the full year impact that the hub would have if all 33 authorities in London were onboarded. The results suggest that if all 33 boroughs were to sign up, in the first year of operation London would save a net £15m (worst case) to £30m (best case) and recover 1,500 council homes that are currently illegally sub-let. The fraud types the hub looks for are council tax, business rates, and housing. This range will expand once the hub is up and running.

The hub is supplied by CIPFA, in partnership with BAE Systems. The original contract was based on payment by results, but after listening to the pilots and other councils the hub is now subscription-based. The fees are a £75k one-off joining fee plus an annual subscription of £90k for large authorities (Tier 1) and £70k for small authorities (Tier 2). The GLA also contributes to support the council tax and business rates elements of the hub. The contract length is 7 years, and this is necessary because of the very large investment the contractor has to recoup.

The investment in technology was financed with private sector risk capital, and almost certainly could not have been achieved if councils had been asked to provide the capital themselves in the current financial climate. However, to make the arrangement work commercially 26 of the 33 local authorities in London need to join. It is anticipated that the hub will expand over time to include authorities bordering London, housing associations, and other public sector bodies.

The project has a profile with Cabinet Office and MHCLG and is an opportunity to demonstrate that London is delivering on data sharing and collaboration.

### Business Case

Set out on the following page are the anticipated revenues and costs for your borough based on the pilot:

## Havering

LCFH - breakdown by fraud type	Year 1 £	Year 1 Valid Alerts	Year 2 £	Year 2 Valid Alerts	Total over Contract Life £
Council Tax SPD	-389,340	939	-194,670	470	-1,557,361
Housing	-124,088	49	-62,044	25	-496,351
Business Rates Charity Rel.	-62,404	3	-31,202	1	-249,614
Business Rates SBRR	-86,314	28	-43,157	14	-345,254
B. Rates – not in rating	N/K	N/K	N/K	N/K	N/K
<b>Total Savings</b>	<b>-662,145</b>		<b>-331,073</b>		<b>-2,648,581</b>
GLA share of council tax	69,090		34,545		276,361
GLA share of business rates	55,025		27,513		220,101
<b>Savings after GLA</b>	<b>-538,030</b>		<b>-269,015</b>		<b>-2,152,119</b>
<b>Costs</b>					
Sign on fee	75,000		0		75,000
Annual Subscription	70,000		70,000		490,000
Discount – no housing	0		0		0
<b>Total CIPFA Cost</b>	<b>145,000</b>		<b>70,000</b>		<b>565,000</b>
Additional investigators	0		0		0
Other internal costs	0		0		0
<b>Total Cost</b>	<b>145,000</b>		<b>70,000</b>		<b>565,000</b>
<b>Net Benefit</b>	<b>-393,030</b>		<b>-199,015</b>		<b>-1,587,119</b>
<b>ROI</b>					<b>281%</b>

Notes	
Tier 1 or Tier 2?	2
GLA % Share of council tax?	18%
GLA % Share of business rates?	37%
Discount for no housing?	0%

### Sensitivity Analysis

**74%** Percentage by which savings can drop and the contract still breaks even

**£1,587,118.70** Amount internal costs can reach and the contract still breaks even

### Assumptions

Work connected with receiving and investigating alerts is absorbed as business as usual.

Work connected with providing data extracts to the hub is absorbed as business as usual.

Effects of collection fund accounting are ignored.

GLA contributes directly towards the cost of the hub through a separate subscription.

All pilot councils already had counter fraud measures in place including data matching – pilot results are additional.

The projected savings are calculated as follows:

- Business Rates – Not in Rating: although the LCFH identified cases of hereditaments not in rating in the pilot, no savings have been calculated as it is not possible to say what the rateable value would be. However, it should be noted that savings will be achieved in this fraud type.
- Council Tax SPD: the Band D annual value of the SPD in your borough times the number of SPD removals forecast for your borough based on the average proportion identified for removal by the pilot authorities.
- Council tax GLA proportion: the percentage of your borough's Band D council tax that represents the precept collected on behalf of the GLA, based on the most recent published information.
- Business Rates Charity Relief: the average charity relief awarded to a ratepayer in your borough in the most recent published information times the number of Charity Relief removals forecast for your borough based on the average proportion identified for removal by the pilot authorities.

- Business Rates SBRR: the average SBRR awarded to a ratepayer in your borough in the most recent published information times the number of SBRR removals forecast for your borough based on the average proportion identified for removal by the pilot authorities.
- Business Rates GLA proportion: 37% as defined in the business rates devolution pilot for London.
- Housing: the average annual net General Fund cost of a household in temporary accommodation in your borough based on the most recent published information times the number of housing fraud cases forecast for your borough based on the average proportion identified by the pilot authorities. No account has been taken of any internal costs to the council's Housing Revenue Account (e.g. void, redecoration, re-letting).
- Forecast alert numbers: these are based on the sample testing carried out by the 4 pilot authorities using live data during the pilot. Sample sizes were selected to provide a 95% confidence level and a 5% margin for error. The total number of alerts was extrapolated from the tested sample. There were three tests carried out for each fraud type. The averaged results across the three tests were then averaged across all four boroughs to give a composite result that could be used to extrapolate the results for boroughs not participating in the pilot.
- Year 2 alerts are forecast at 50% of year 1 because any historical cases will have been identified, although the hub will continue to improve its detection rates.

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# London Counter Fraud Hub

## Evaluation Report Issue 3.0

16<sup>th</sup> January 2019



# Foreword

The Evaluation report is part of the governance process for taking the LCFH platform towards go live and service. In combination with the User Acceptance Testing and Report it confirms the original vision and intent is correct and that the work conducted by CIPFA and the Pilot Authorities (Ealing, Croydon, Camden and Islington) has provided assurance that the solution is technically viable.

The Evaluation report is targeted at the four Pilot Authorities. Its' original intent was to provide the output of the test phases conducted and also an assessment on Value for Money. However, in recognition that the report will be read more widely than originally anticipated the report has been updated and now includes two sections.

Section A provides background into the LCFH programme and gives an overview of the need for London-wide collaboration on Fraud and also an overview of the system being deployed to provide a refresh to those Authorities that have not been involved through the Pilot.

Section B is the Evaluation Report and provides detailed output from the work conducted to date.

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# Section A

## Background Information

# 1 Introduction

Recent studies suggest that UK Local Authorities lose approximately £1.9bn per annum to non-compliance, waste and fraudulent misuse of a variety of benefit schemes. Fiscal pressures and demands for Authority services are increasing, coupled with wide scale adoption of digital channels for service delivery. Against this backdrop, the opportunities for, and incidents of fraud are escalating.

While many Local Authorities have systems in place to detect certain types of fraud through matching systems, organised criminals and fraudsters continue to target public services in increasingly complex ways – the challenge is to stay ahead of the curve. Advancements in fraud detection technology and solutions, and accurate pin-pointing of suspicious behaviours to prevent fraud, present a significant opportunity for innovation and improvement within Local Government.

The insight needed to distinguish fraud from honest behaviour is often hidden across a web of data sets, and uncovering this insight relies on building an intelligent picture of the extended network of information around the citizen. Operationally, there is a growing need to move detection up-stream in order to prevent fraud and to uncover non-compliant behaviour before it becomes a problem.

There is an opportunity to leverage the leading edge thinking pioneered in Insurance, Financial Services and large public sector organisations such as HMRC that tackle fraud and wider criminal activities using large scale data analytics. These industries and bodies use data analytics to identify fraud and criminal large scale fraud networks such as money laundering using leading edge but well proven products delivered by some of the most forward thinking technology companies in the UK.

At the heart of what we need to achieve is collaboration and data sharing. With the data of all 33 London Authorities combined with third part data such as credit reporting we have the opportunity to detect crime across the London geography and wider. Once we have cracked data sharing for the initial fraud types we have a mechanism, process and culture to add further data sets to the data lake and use multiple techniques to find fraud as it is happening. This is the future of LCFH and the prize that is up for grabs.

## Counter Fraud Hub

### A Proven Solution

- Proven technology, developed by BAE Systems, which has prevented and detected over £3bn in central government and the insurance and banking industries.
- A single place to review all data quickly and consistently, rather than having to operate multiple systems.
- A reduction in false positives resulting in more focused cases of high-risk fraud.
- Access to Open Source resources and, because we are fraud experts, constant refreshes of this.

### Adding value for London

- Value added Investigation services to augment current resources
- Access and input into the national picture via CIPFA Counter Fraud Centre Partners to include NCA, NFIB, IFB.

## 2 The Need For A Counter Fraud Hub

**Fraud detection is a paramount concern to the public sector. The threat has grown exponentially as services have shifted towards digital channels with an increased level of business to business integration. The threat landscape is evolving and becoming better financed and criminally organised.**

The prevalence of Local Government Fraud has advanced from being amateur and accidental, to becoming organised and well funded. Organised crime groups are investing in resources to exploit the burgeoning opportunities they see in financial crime. To combat fraud, the **Fighting Fraud and Corruption Locally** strategy, has resulted in many positive outcomes. Local Authorities have responded well. Many have already taken practical steps to help identify, remove or reduce potential loopholes and opportunities for fraud. The Strategy advocates using robust systems to prevent fraud occurring, but also recognises benefits through **increased integration of data and use of analytics to support the early detection and future prevention of fraud.**

Fraudsters do not respect boundaries of any type – they attack neighbouring local authorities, other agencies and commit other frauds. Through collaboration and working across boundaries, Local Authorities will be better placed to detect and prevent the range of fraudulent activity carried out by individuals and organised gangs. The Counter Fraud Hub, provided by CIPFA and underpinned by robust core technology offered by BAE Systems, **reduces and eliminates many of the stress points** identified. It delivers actionable insight through an innovative use of data, within a comprehensive understanding of data protection rules, which enables:

Wider data sharing with a collaborative group of London Authorities;  
Consistency of process and ease of case management;  
Flexibility to tailor the approach to local threats, issues and operating environment in future development.

Beneficiaries of the Hub have an opportunity to enhance and develop their ability to uncover waste and misuse. This can result in the protection of services and finances and help to improve performance in Fraud Detection.

**An end-to-end service offering improved outcomes in the detection and prevention of fraud**

# 3 Commitment to a shared vision and partnership

Our vision is to help **prevent, detect, deter and disrupt fraud across London**, to the benefit of all participants, the wider public sector and citizens.

By using cutting-edge technology and a credible, trusted team, LCFH will help to **protect reputations, prevent loss and increase revenues**. The goal has always been to create a single, powerful Counter Fraud Hub which will help to tackle fraud activity across London. The benefits of the solution will extend far wider than counter fraud in isolation.

As an innovative and ambitious initiative, we believe that there is an opportunity to capitalise on the excitement and momentum generated by embedding new innovations in all areas to include:

- **One-Stop Fraud Service** - expanding the scope of the analytics, to create a one-stop service for fraud analysis across London.
- **Expansion of the Hub** - exploiting CIPFA's unique position in the local government and anti-fraud communities to cement buy-in and drive new initiatives.
- **Embrace Technology Innovation** - taking advantage of the advancements in technology being adopted and implemented within the wider supply chain of the private and public sector and bringing them into the Hub.

## Expansion of the Hub

The opportunities afforded by the Hub extend far beyond just data sharing. As participating authorities join the Hub, this will provide the ability to:

- **Inform Policy** - identify trends such as Authority-wide hotspots for fraudulent applications, but also for rapid increases in homelessness, and use this to inform evidence-based policy-making.
- **Regional Improvement** - benchmark local authorities against each other, to identify and promote areas of best practice across the whole of London.
- **Collaboration** - develop a community of analysts and investigators across London who can share approaches for identification, prevention, disruption and prosecution.
- **Leading the Field** - ensure the London's counter fraud community is actively and appropriately represented in national discussions and is recognised as a leader in the field.
- **Increase Counter Fraud Services** - set up a local government 'fraud desk,' similar to that in place at the National Fraud Intelligence Bureau.

## Expanding fraud types

Over the course of the programme, the number of in-scope fraud types will need to be extended. As the the core of the Hub is able to ingest a wide range of data types, expansion to additional fraud types should not prove problematic, constrained only by the amount of data available to support analysis.

CIPFA supports the recommendation from SLT that future fraud type development should be subject to their own investment cases with prioritisation agreed on a pan-London basis.

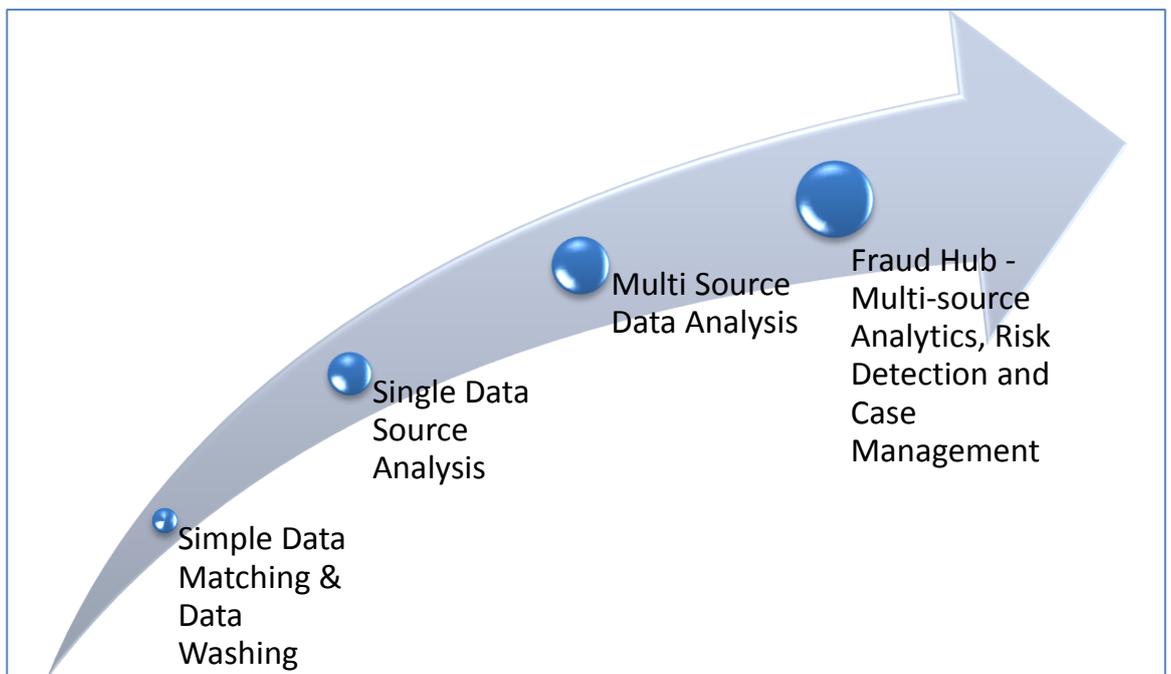
In terms of wider collaboration, the City of London Police (COLP) run the National Fraud Intelligence Bureau (NFIB) and through CIPFA, with the agreement of the Hub to run cases through COLP, and get results back via NFIB, there is the opportunity to help develop the national picture.

Another example of this is the CIPFA relationship with the NCA. The NCA supports the CIPFA survey and therefore the alerts delivered jointly will be provided free at point of use.

## 4 The Counter Fraud Hub Solution

Fraud and error detection have become more critical for organisations as budgets become tighter, while service demand continues to increase. Every pound lost to fraud and error is a pound which cannot be spent on providing services to the community. In a recent Home Office report, "The scale and nature of fraud: a review of the evidence", July 2018, it was highlighted that incidents of recorded fraud continue to rise; increasing by 5% from 2016 – 2017.

The landscape for fraud and error detection capability is extremely varied, with solutions offering a range of sophistication and maturity (as well as a range of price points), as depicted in the diagram below, showing the options available to organisations wishing to respond to the fraud challenge.



Solutions at the simpler, less mature end of the spectrum may include simple data matching (data washes), single source data analytics and small-scale or ad-hoc data sharing. At the more sophisticated and mature end of the spectrum, initiatives can offer ongoing multi-source data analytics, proactive risk detection, rule and behaviour-based risk detection and case management. The CIPFA LCFH solution is one such solution.

The table below outlines the various solutions that Authorities across London are likely to be using and contrasts them with the London Counter Fraud Hub and what it delivers differently.

Solution	Approach	Impact	Benefits	Drawbacks
<b>Simple data matching/data washing</b>	Analysis of a single data source around a single service (e.g. council tax). A matching service is used to enrich data with additional information for validation.	Data Enrichment with added attributes can help to improve decision making.	Large selection of service providers offering specialist services; relatively quick to perform; low cost.	Poor hit rates for fraud detection; no use of analytics to filter out 'low' or 'no risk' events.
<b>Single source data analytics</b>	Analytics on a single data source. Looking for patterns, trends, outliers, etc. Helps prioritise data records to investigate further.	Helps to determine patterns and introduces a risk-based approach to alert prioritisation.	Improved hit rates as compared with data matching; ability to match workload with capacity.	Single source analysis is limited in its ability to create a holistic view of risk and behaviour.
<b>Multi-source data analytics</b>	Combine multiple data sources to create richer data sets for detecting a particular fraud type or building a more complete picture of an entity.	Use multiple data sets to help create a more risk-based approach to detection and prioritisation.	Single view of entities to analyse for risk detection; potential for detection of multiple fraud types in parallel; prioritisation of alerts on a range of data points.	Typically, not embedded into business as usual processes; treated as ad-hoc analysis; typically, no historical analyses.
<b>London Counter Fraud Hub</b>	Combine multiple data sources to create richer data sets for detecting multiple fraud types in parallel, conduct behaviour analysis; build a more complete picture of entities and their networks of relationships.	Use of multiple data sets, including third party data sets for enrichment and validation. Creates a comprehensive holistic view of entities' behaviours and that of their network of associates and related entities.	Comprehensive holistic view with identified risks presented to investigators for rapid triage and decision making. Detection of multiple types of fraud and behaviours in parallel, including analysis of historical data. Employs social network analytics to establish relationships and understand the risk presented by those relationships. Automated detection and alert generation; embedded into business processes to enable maximum exploitation of the capability. Scalable to additional data providers, consortium partners and fraud types.	Potentially longer time to ROI as compared with alternative approaches. May require business change activity in parallel to fully exploit the benefits.

## Industry Benchmarking

CIPFA have reviewed current solutions used by financial services and fraud practitioners to ascertain best practice and fraud detection rates. This allows CIPFA to put any results from the LCFH into fair comparison.

The current LA detection rates based upon the use of NFI and other bespoke data matching services achieve a success rate between 3% and 5%. Substantial resources are invested in the review of any output from these solutions to risk assess false positives, as well as any additional cost of data handling and extraction.

The Insurance Sector referral retention rate (the volume of alerts accepted for investigation) is on average between 14% and 16% (60% for the highest risk 'Red' alerts), of which they typically achieve a successful outcome in 40% of cases. Insurance sector investigations are thorough and detailed as the average value of detected fraud in motor insurance is £18k.

The NetReveal product developed by BAE has been recognised as a market leading product for fraud detection and prevention with the following examples of customer reviews:

- BAE Systems a 'Niche Player' of Managed Security Services based on their ability to execute and their completeness of vision. - Gartner Inc.
- BAE Systems NetReveal® financial crime and compliance platform recognised as a "Leader in Link Analysis and Visualisation" - Aite Group.

The London Counter Fraud Hub has the potential to add significant value to the anti-fraud activities at a local and regional level, tackling cross boundary and organised fraud and corruption attempts, as well as addressing new risks. The solution has the capability to cover a wide range of fraud types and address numerous business problems to help target non-compliance, opportunistic evasion and sophisticated organised attacks.

## We have started the journey

We have already delivered the foundation steps to creating a London wide Analytics capability that targets fraud but we are on a much bigger journey. With the right focus and evolution of thinking the LCFH can deliver numerous benefits.

**Complete/Unique Solution** - A truly end-to-end solution

**Beyond Data Matching** - A powerful solution, combining advanced data matching with intelligent analytics and deep local government and counter fraud expertise, delivered by best-in-class partners who will add value across all areas of the process of preventing and detecting fraud.

**Collaborative/Common Risk Register** - A common risk register across London, preventing fraud through sharing knowledge, leads and best practice, and leading to earlier detection.

**Proven & Effective** - Access to technology which has prevented and detected over £3bn in central government and the insurance and banking industries. The service is being operated by counter fraud specialists and local authority-experienced staff.

**Increase Accuracy at Scale** – By evaluating every individual, provider, or other entity, the solution is able to uncover patterns of relationships and quickly identify previously undetected methods of fraud; fusing and interrogating both internal and available third-party data sources.

**Earlier Intervention, Investigation and Resolution** – Investigators will become more empowered through intelligent risk prioritisation and the use of intuitive research tools. This will help to simplify incident response and reduce time spent on investigations from weeks to days or hours.

**Enables High-Value Detection** – Increased efficiency and more effective use of resources will mean that additional time can then be spent on detecting high value organised cross-council fraud, higher POCA claims; while helping to prevent future fraud.

**Automated Non-Compliance Assessment** – The solution allows cases to be triaged and in turn, identify those assessed as low level or non-compliance. These cases can then be handled by personalised, automated treatments, to further improve the efficiency of London’s investigators.

**Real-Time Risk Assessment** – The solution can operate in real-time at point of transaction or registration; therefore, protecting from threats such as sophisticated repayment frauds.

**National Impact** – Potential to access and input into the national picture via the Counter Fraud Hub Partners, including NCA, NFIB and IFB.

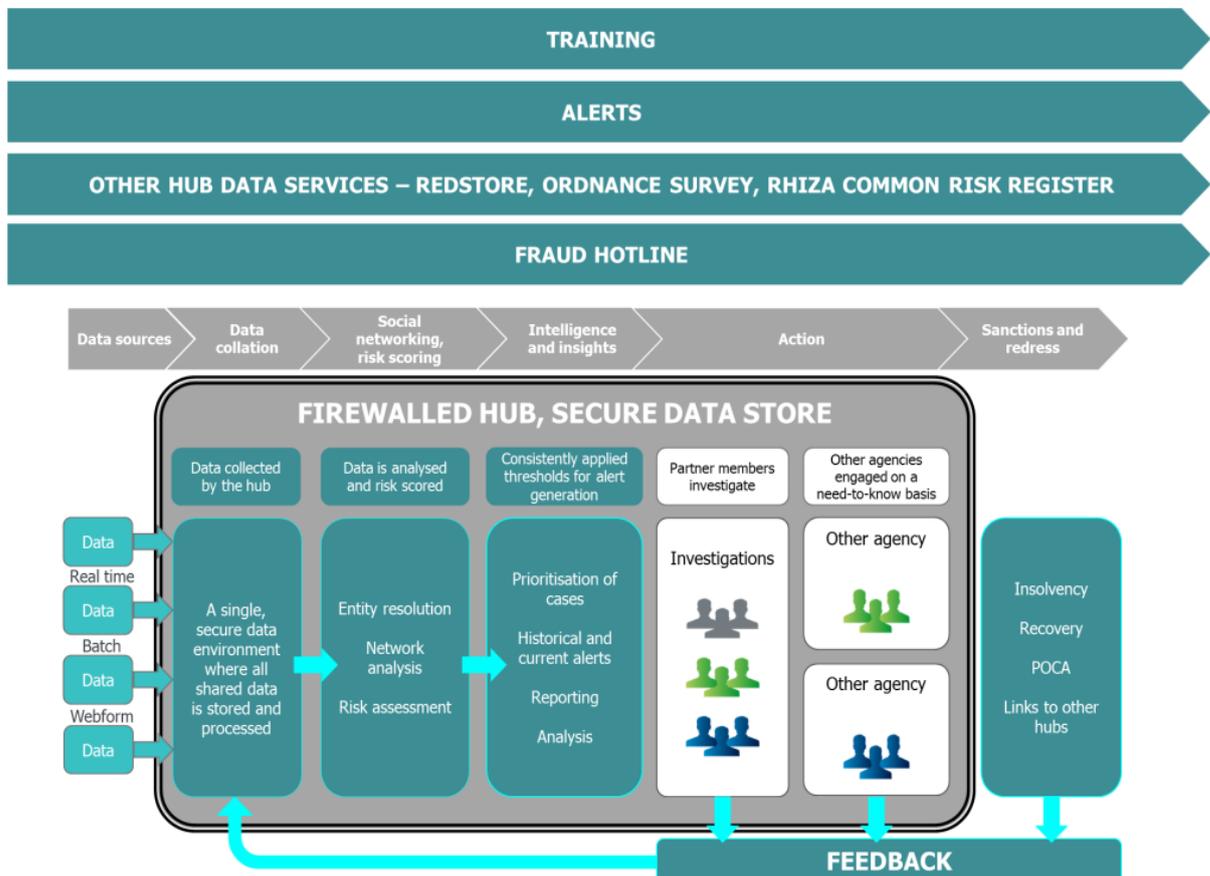
In summary, the London Counter Fraud Hub will help to simplify counter fraud activity, making it easier to focus resources on high risks. It will also provide high quality data and information to take cases forward more efficiently, thereby raising savings, protecting reputations and recovering assets to ensure that fraud does not pay. The prevention aspects of our solution will help authorities stop fraud at the door and has the potential to deliver significant returns on investment.

# The Technical Solution

The London Counter Fraud Hub includes the following components.

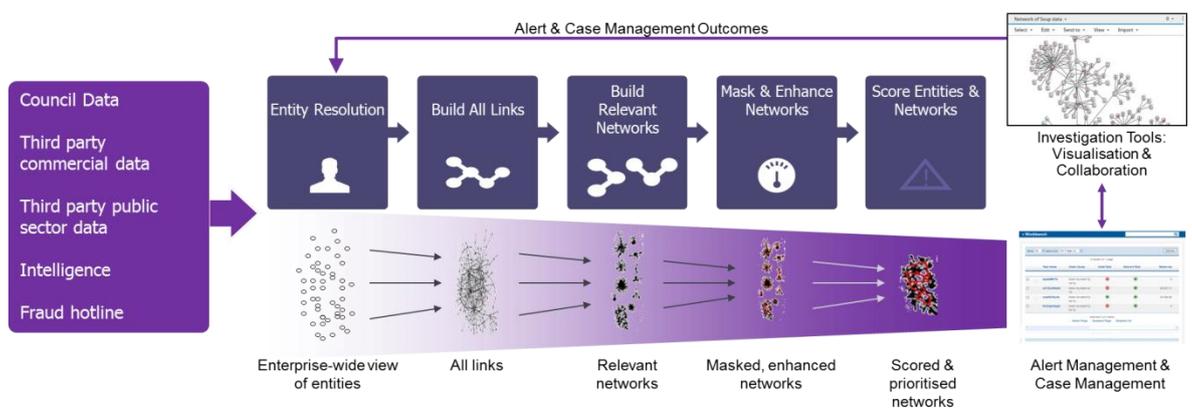
- **Fraud Hub Engine** - A data integration and analytics solution, NetReveal™, provided by BAE Systems will facilitate data sharing and risk analysis.
- **Enquiries Service** – Provides front line staff the ability to search for risk associated with an entity.
- **Case Management** - Aligned to NetReveal™, a common Case Management tool can be provided which would allow greater collaboration between beneficiaries.
- **External Data Sources** – OS, HALO, Equifax.
- **Training & Education** - Training, policies and best practice guidance for fraud investigators around the Region.
- **Investigation Services** - An optional case investigation service, to provide additional capacity to Local Authorities.

The Counter Fraud Hub solution incorporates the following processes and services:



The Hub will automatically ingest data that has been provided by participating authorities – removing the requirement for manual uploads of files, which can introduce delays, inconsistencies and errors. As data is ingested into the solution, it is enriched with key metadata to provide direct lineage between the Hub’s analysis and participants’ data sources, and to enable investigators to trace the source of the original data record so that they can review the original source data system as necessary.

Figure 1, below, illustrates the high-level data flow through the Hub analytics engine, and how this generates data for the end user interfaces.



**Figure 1** How the Hub’s data analytics engine ingests, analyses and presents data

End-users will have a consistent set of interfaces to the data and cases – this will enhance many aspects of the operation, in particular a direct impact on consistency in the presentation and dissemination of information, and training more focused on achieving results than operating many different tools.

Access to the data is through a solution engineered for compliance with data protection regulations and is enhanced by a service wrapper which can include direct hotline support and optional investigative services.

## 5 Evolution and Innovation

**The fraud types managed initially within the Counter Fraud Hub will create the foundations for robust policies, processes and technology. This will grow, adding additional fraud types and more participating authorities.**

However, the long-term benefits of LCFH can go far beyond countering fraud across the region. There are many by-products, outcomes and other services within London that could benefit from our innovative approach; helping to improve services beyond counter fraud and having a positive impact on the lives of communities across the region.

We see the LCFH crossing multiple geographic boundaries – aligned to the fact that fraud also crosses geographical boundaries. Our solution is able to link to additional datasets to widen the net, making more connections and uncovering more fraud, to a point where the service itself becomes the deterrent.

CIPFA is at the fore-front of the anti-fraud movement, from the establishment of the Counter Fraud Centre, to the advisory activities undertaken to National and Local government organisations.

# Section B

## Evaluation Report

# 1 Executive Summary

The results obtained throughout the development and testing of LCFH over the past 12 months show:

- LCFH Platform technically performs and can ingest and combine data from multiple London Authorities
- It benchmarks well in terms of fraud detection rates having matched or surpassed current solutions used across London but with the additional benefit LCFH is always on and always ingesting data, it's not a once a year activity
- Delivers a compelling commercial outcome for authorities in terms of return on investment, with even worst case predictions showing a payback in year 1. The value for London as a whole is between £15M and £32M per annum based on worst and best case scenarios that have been calculated on the back of the test results of just the first three fraud types
- Delivers a platform we can build on as we start to understand the data available across London as a whole. This could be the basis for data sharing well beyond fraud to allow London wide analysis and reporting. It should be seen as an asset for London that can be exploited in myriad ways over the coming years
- Delivers a leading edge solution that is already proven for fraud detection at a fraction of the cost of each London Authority trying to deliver this step change individually.

LCFH has had a difficult two years of pulling together data sources from four separate Pilot Authorities (PAs) but has successfully created a standard for data sharing, worked with the PAs to extract the data and delivered a platform that can ingest the data and build a network model to look for fraud and anomalies. This is a great achievement that sets the foundations for the future. It has taken effort from all parties and we shouldn't underestimate the achievement. There is ongoing work in this area and the opportunity to set and align national standards working with bodies such as CIPFA but also embryonic organisations such as the London Office of Data Analytics (LODA).

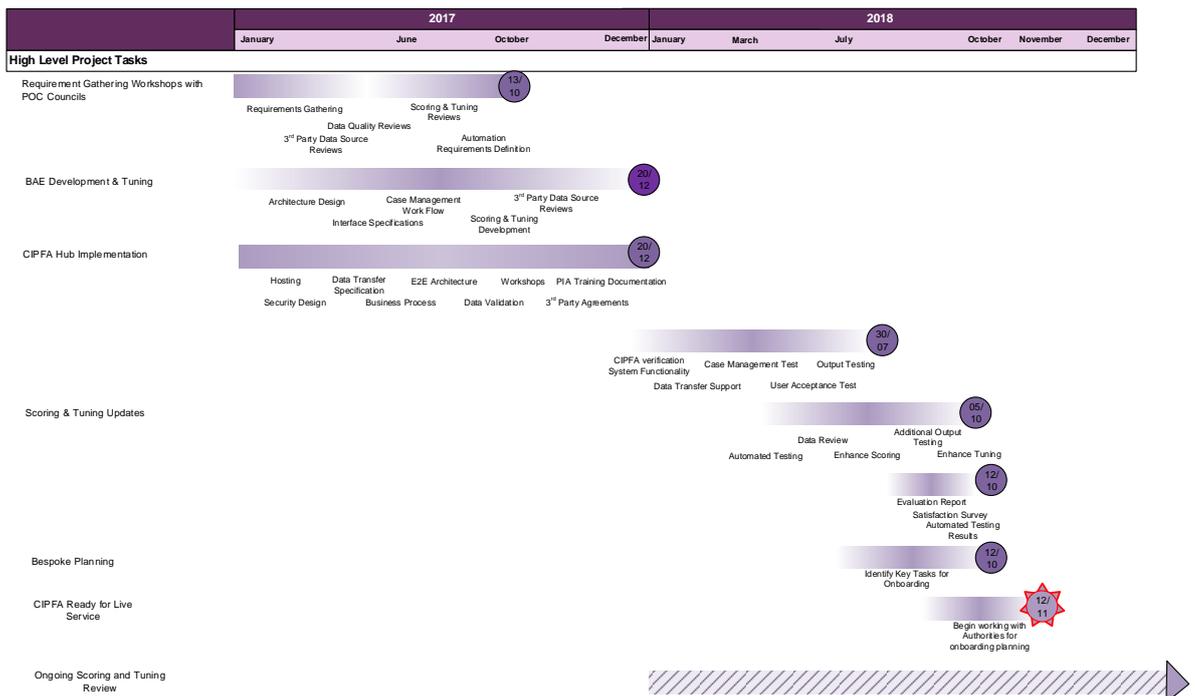
In addition to the collaboration that has taken place to deliver the technology component, we are also now looking at the commercial model that best fits London, allowing Authorities more freedom to exploit the platform as needed and giving full control over the future development. There is also a joint driver to improve on the Value for Money proposition by moving from a PbR model to a fixed yearly fee ensuring London is again in complete control of the solution and where it goes in the future.

## 2 A Brief History

The LCFH Project was established to stand up the services offered as part of CIPFA Counter Fraud Hub. In conjunction with Ealing, the Lead Authority, a detailed plan was created with key deliverables and milestone.

The project is broken down into several phases including a Proof of Concept (POC), Industrialisation (Develop and test) and Onboarding. The onboarding phase includes working with each of the onboarding authorities to plan the implementation of LCFH and includes a continuous improvement cycle.

A critical success factor of the project was the involvement of the POC Authorities throughout the entire project lifecycle, from requirements gathering to testing. POC Authority representatives helped define the indicators and scoring rules and later, performed user and output testing that will feed into the continuous cycle of improvement throughout the lifetime of the service.



## Key Achievements

The key premise of the LCFH Solution is dependent on the sharing of data not only from the local authorities, but from 3rd party data providers. This solution required buy-in from all participants and a willingness to work with the CIPFA and BAE teams throughout the development and test phase to provide the data extracts necessary to start building a picture of the potential fraud happening across the London Authorities.

An example of some of the key achievements are:

- Each POC authority entering into a Data Sharing Agreement that not only allowed their data to be used in the detection and prevention of fraud within their own Authority, but that the data could be used by LCFH to identify potential fraud across Authority boundaries
- New Privacy Impact Assessments created and agreed across all POC authorities to provide assurance that the data would be controlled and secure per local authority guidelines
- ICT teams in each POC authority working with the CIPFA team to extract the data in an agreed format and work together to identify any format or data issues that could prevent the local authority data being used to create alerts
- Working with SMEs in each POC, jointly agree between all teams the data elements necessary to create a new extract for Business Rates
- 3rd party data providers agreed to provide data for our POC phase in order to enable the creation of alerts for review during workshops and test
- Collective agreement across all SMEs on requirements for building LCFH where agreement was reached as a whole rather than at an individual local authority level
- Extremely high level of participation and willingness to travel to workshops and testing despite other commitments

### 3 Workshops and system testing

The London Counter Fraud Hub (LCFH) project followed a standard system development cycle for the creation, configuration, tuning and testing of a product designed by local authorities, for local authorities. Tasks were split into several workstreams and included:

- Solution Design
- Solution Configuration
- System Tuning
- Assessment Workshops
- User Acceptance Testing (UAT)
- Off Site Testing

Test phases were split between the users acceptance of a product against the design specification and the quality of the output produced.

For testing phases, outcomes could be categorised in the following manner:

Accepted (Valid Alert)	An alert that has been reviewed against Authority systems and considered suitable for investigation.
Rejected (Valid Alert)	An alert that has been reviewed against Authority systems and considered unsuitable for investigation due to: <ul style="list-style-type: none"><li>• The Authority is already aware of the information</li><li>• The Authority is already investigating the matter</li><li>• The alert was generated due to poor Authority data provided</li></ul>
Rejected (Invalid Alert)	An alert that has been reviewed against Authority systems and considered unsuitable for investigation due to: <ul style="list-style-type: none"><li>• Incorrect names/addresses being linked (Entity resolution issues)</li><li>• Incorrect linking of third party data to and individual/address</li><li>• The alert is not an indicator of fraud</li></ul>
Defect	The system is not working as designed and no review of an alert can be carried out.

## **Solution Design**

Solution design workshops were attended by a selection of service matter experts (SME's) from key business areas across the Authority where fraud may be prevalent. The objective was to discuss how fraud was being perpetrated, how it could be identified using available data, how advanced analytics could be used to improve the quality of output and how Authorities would like the output presented to them in a user interface.

## **Solution Configuration**

The purpose of the solution configuration workshops was to show SME's how the solution networks were built, using pre defined indicators and scorecards, along with the agreed scoring thresholds and appropriate logic created as part of the solution design. This was also an opportunity to discuss cold-listing and possible improvements in network linking and Visualizer configuration.

## **System Tuning**

The purpose of the system tuning workshop was to allow counter-fraud SME's to review examples of alerts generated as part of the pre defined indicators and scorecards, along with the agreed scoring thresholds and appropriate logic. SME's provided feedback on quality and relevance of these alerts and the workshop concluded with a discussion on possible improvements to indicator scoring, thresholds, data cleansing and cold listing.

## **Assessment Workshops**

Conducted in October 2017, fraud SMEs were invited to assessment workshops and to bring their work laptops, with access to any source systems needed with a view to making an initial decision on the acceptance or rejection of an alert, also known as Triage.

SME's were asked to record the outcome of their reviews to assist in measuring performance, as well as provide examples of alerts where further system improvements were required.

## **User Acceptance Testing (UAT)**

User acceptance testing (UAT) was carried out in May 2018 and consisted of a process of verifying that the solution worked for the user. This took place in a controlled environment, led by a Test Manager and a lead SME and ensured that test plans were followed, test cases were executed correctly, results were documented, and any errors or defects were reported and fixed in the timeframe allowed.

During UAT a number of test plans are executed to confirm functionality of the system was performing as designed, in line with what would occur in real-life scenarios. UAT acts as a final verification of the required business functionality and proper functioning of the system, however also allowed for further testing of alerts for quality and validity. The results of UAT testing (test plans) and further quality checks can be found in this document.

## **Off Site Testing**

At the request of participating authorities, an additional test phase was added to the project allowing further testing of alerts produced by the NetReveal solution to review quality. Participating authorities recorded the results of these tests and outcomes are detailed below.

## 4 Assessment Workshop

The purpose of this workshop was to review the progress of the London Counter Fraud Hub (LCFH) solution for the Proof of Concept (POC), including the data used for analytics purposes, output produced as a result of fraud indicators, and the scoring used to generate these outputs.

Camden						
Test Outcome	Housing		Business Rates		Council Tax	
Accepted (Valid Alert)	18	41%	1	13%	21	43%
Rejected (Valid Alert)	0	0%	0	0%	0	0%
Rejected (Invalid Alert)	26	59%	7	88%	28	57%
Total	44	100%	8	100%	49	100%
Croydon						
Test Outcome	Housing		Business Rates		Council Tax	
Accepted (Valid Alert)	7	18%	1	10%	22	49%
Rejected (Valid Alert)	0	0%	0	0%	0	0%
Rejected (Invalid Alert)	32	82%	9	90%	23	51%
Total	39	100%	10	100%	45	100%
Ealing						
Test Outcome	Housing		Business Rates		Council Tax	
Accepted (Valid Alert)	8	22%	8	36%	22	56%
Rejected (Valid Alert)	0	0%	0	0%	0	0%
Rejected (Invalid Alert)	29	78%	14	64%	17	44%
Total	37	100%	22	100%	39	100%
Islington						
Test Outcome	Housing		Business Rates		Council Tax	
Accepted (Valid Alert)	17	53%	12	38%	27	48%
Rejected (Valid Alert)	0	0%	0	0%	0	0%
Rejected (Invalid Alert)	15	47%	20	63%	29	52%
Total	32	100%	32	100%	56	100%

<b>Housing Alerts</b>	<b>Number Tested</b>	<b>Valid</b>	<b>Not Valid</b>
Camden	44	41%	59%
Croydon	39	18%	82%
Ealing	37	22%	78%
Islington	32	53%	47%
	Average	33%	67%
<b>Business Rates Alerts</b>	<b>Number Tested</b>	<b>Valid</b>	<b>Not Valid</b>
Camden	8	13%	88%
Croydon	10	10%	90%
Ealing	22	36%	64%
Islington	32	38%	63%
	Average	24%	76%
<b>Council Tax Alerts</b>	<b>Number Tested</b>	<b>Valid</b>	<b>Not Valid</b>
Camden	49	43%	57%
Croydon	45	49%	51%
Ealing	39	56%	44%
Islington	56	48%	52%
	Average	49%	51%

## 5 User Acceptance Testing (UAT)

Although the primary function of UAT was to verifying all aspects of the solution worked as designed, this provided for a further opportunity to review the quality of alerts generated.

It should be noted that not all fraud types could be tested for each Authority due to either a lack of Authority resource or insufficient alerts generated for this phase of testing.

Camden						
Test Outcome	Housing		Business Rates		Council Tax	
Accepted (Valid Alert)	30	33%	5	71%	10	30%
Rejected (Valid Alert)	0	0%	0	0%	0	0%
Rejected (Invalid Alert)	60	67%	2	29%	23	70%
Total	90	100%	7	100%	33	100%
Defects	20		0		1	
Croydon						
Test Outcome	Housing		Business Rates		Council Tax	
Accepted (Valid Alert)	13	76%	0	0%	5	83%
Rejected (Valid Alert)	0	0%	0	0%	0	0%
Rejected (Invalid Alert)	4	24%	2	100%	1	17%
Total	17	100%	2	100%	6	100%
Defects	0		6		0	
Ealing						
Test Outcome	Housing		Business Rates		Council Tax	
Accepted (Valid Alert)	36	63%	6	43%	0	0%
Rejected (Valid Alert)	0	0%	0	0%	0	0%
Rejected (Invalid Alert)	21	37%	8	57%	0	0%
Total	57	100%	14	100%	0	0%
Defects	14		4		0	
Islington						
Test Outcome	Housing		Business Rates		Council Tax	
Accepted (Valid Alert)	19	27%	6	100%	22	27%
Rejected (Valid Alert)	0	0%	0	0%	0	0%
Rejected (Invalid Alert)	51	73%	0	0%	60	73%
Total	70	100%	6	100%	82	100%
Defects	15		4		26	

<b>Housing Alerts</b>	<b>Number Tested</b>	<b>Valid</b>	<b>Not Valid</b>
Camden	90	33%	67%
Croydon	17	76%	24%
Ealing	57	63%	37%
Islington	70	27%	73%
	Average	50%	50%
<b>Business Rates Alerts</b>	<b>Number Tested</b>	<b>Valid</b>	<b>Not Valid</b>
Camden	7	71%	29%
Croydon	2	0%	100%
Ealing	14	43%	57%
Islington	6	100%	0%
	Average	54%	46%
<b>Council Tax Alerts</b>	<b>Number Tested</b>	<b>Valid</b>	<b>Not Valid</b>
Camden	33	30%	70%
Croydon	6	83%	17%
Ealing	0	0%	0%
Islington	82	27%	73%
	Average	35%	40%

## 6 Off Site Testing

At the request of participating authorities, CIPFA provided each with a random sample of alerts (randomisation methodology agreed by the lead authority) that had been generated after defects identified during UAT had been resolved.

Results are as follows:

Camden						
Test Outcome	Housing		Business Rates		Council Tax	
Accepted (Valid Alert)	4	20%	9	45%	4	20%
Rejected (Valid Alert)	11	55%	0	0%	2	10%
Rejected (Invalid Alert)	5	25%	11	55%	14	70%
Total	20	100%	20	100%	20	100%
Not Tested	0		0		0	
Croydon						
Test Outcome	Housing		Business Rates		Council Tax	
Accepted (Valid Alert)	2	18%	6	30%	0	0%
Rejected (Valid Alert)	7	64%	0	0%	0	0%
Rejected (Invalid Alert)	2	18%	14	70%	0	0%
Total	11	100%	20	100%	0	0%
Not Tested	9		0		0	
Ealing						
Test Outcome	Housing		Business Rates		Council Tax	
Accepted (Valid Alert)	0	0%	8	40%	5	25%
Rejected (Valid Alert)	7	35%	3	15%	3	15%
Rejected (Invalid Alert)	13	65%	9	45%	12	60%
Total	20	100%	20	100%	20	100%
Not Tested	0		0		0	
Islington						
Test Outcome	Housing		Business Rates		Council Tax	
Accepted (Valid Alert)	0	0%	7	35%	0	0%
Rejected (Valid Alert)	15	75%	0	0%	0	0%
Rejected (Invalid Alert)	5	25%	13	65%	9	100%
Total	20	100%	20	100%	9	100%
Not Tested	0		0		0	

<b>Housing Alerts</b>	<b>Number Tested</b>	<b>Valid</b>	<b>Not Valid</b>
Camden	20	75%	25%
Croydon	11	82%	18%
Ealing	20	35%	65%
Islington	20	75%	25%
	Average	67%	33%
<b>Business Rates Alerts</b>	<b>Number Tested</b>	<b>Valid</b>	<b>Not Valid</b>
Camden	20	45%	55%
Croydon	20	30%	70%
Ealing	20	55%	45%
Islington	20	35%	65%
	Average	41%	59%
<b>Council Tax Alerts</b>	<b>Number Tested</b>	<b>Valid</b>	<b>Not Valid</b>
Camden	20	30%	70%
Croydon	0	0%	0%
Ealing	20	40%	60%
Islington	9	0%	100%
	Average	23%	77%

## 7 Comparison

The following tables show a comparison between the results achieved during the different test phases:

	workshops		UAT Testing		Off Site Testing	
<b>Housing</b>	Number reviewed	Valid	Number reviewed	Valid	Number reviewed	Valid
Camden	44	41%	90	33%	20	75%
Croydon	39	18%	17	76%	11	82%
Ealing	37	22%	57	63%	20	35%
Islington	32	53%	70	27%	20	75%
Average	Average	33%	Average	50%	Average	67%

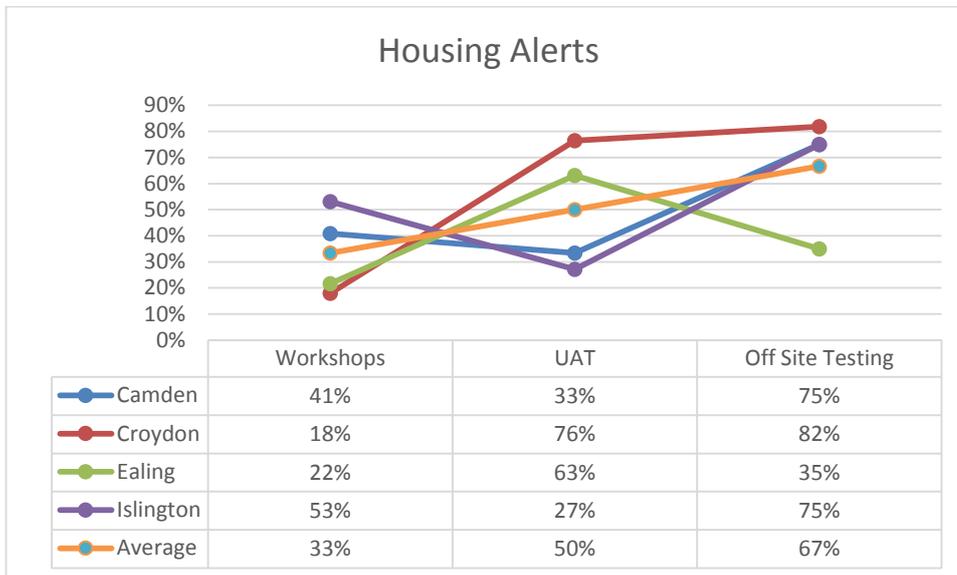
	workshops		UAT Testing		Off Site Testing	
<b>Business Rates</b>	Number reviewed	Valid	Number reviewed	Valid	Number reviewed	Valid
Camden	8	13%	7	71%	20	45%
Croydon	10	10%	2	0%	20	30%
Ealing	22	36%	14	43%	20	55%
Islington	32	38%	6	100%	20	35%
Average	Average	24%	Average	54%	Average	41%

	workshops		UAT Testing		Off Site Testing	
<b>Council Tax</b>	Number reviewed	Valid	Number reviewed	Valid	Number reviewed	Valid
Camden	49	43%	33	30%	20	30%
Croydon	45	49%	6	83%	0	n/a
Ealing	39	56%	0	n/a	20	40%
Islington	56	48%	82	27%	9	0%
Average	Average	49%	Average	47%	Average	23%

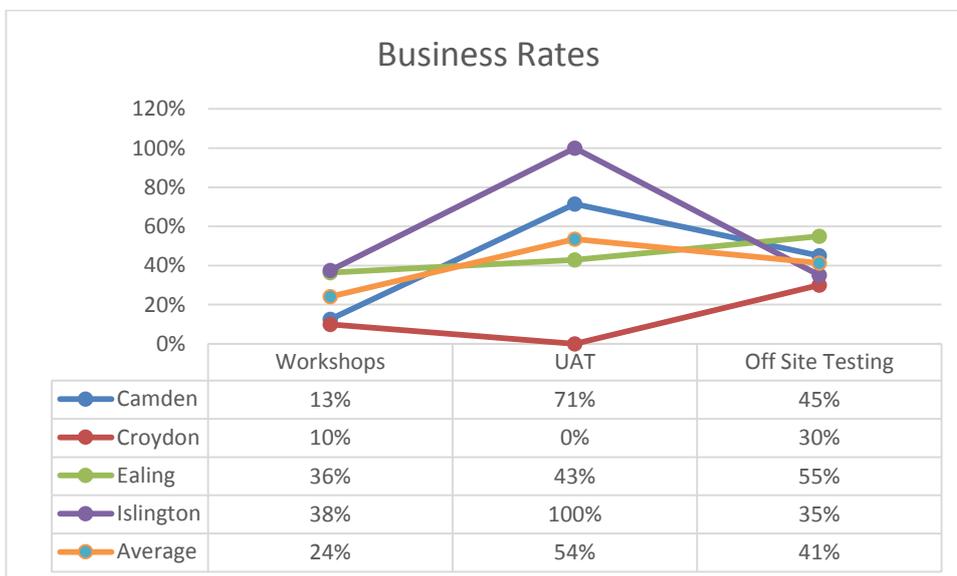
<b>Housing</b>	Camden	Croydon	Ealing	Islington	Average
Workshops	41%	18%	22%	53%	33%
UAT	33%	76%	63%	27%	50%
Off Site Testing	75%	82%	35%	75%	67%

<b>Business Rates</b>	Camden	Croydon	Ealing	Islington	Average
Workshops	13%	10%	36%	38%	24%
UAT	71%	0%	43%	100%	54%
Off Site Testing	45%	30%	55%	35%	41%

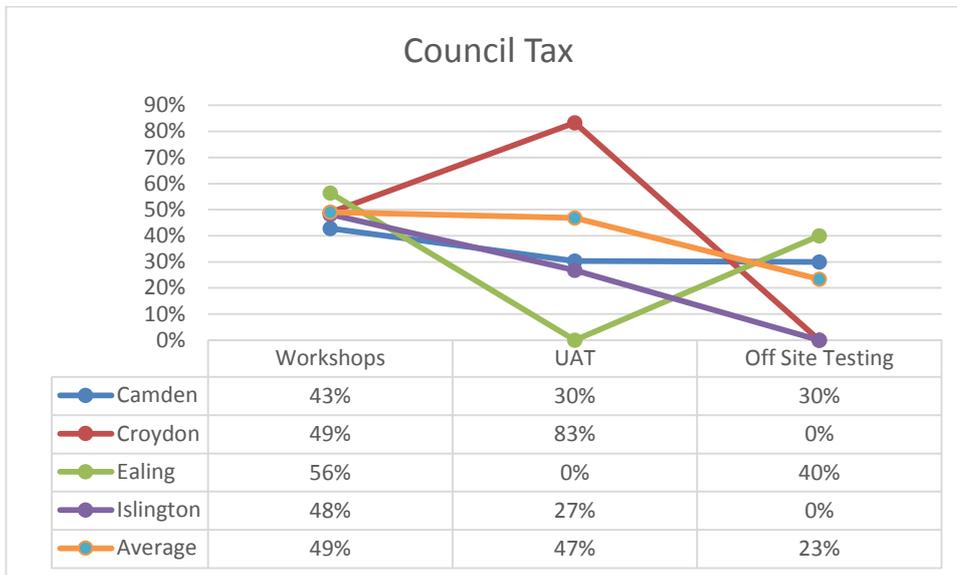
<b>Council Tax</b>	Camden	Croydon	Ealing	Islington	Average
Workshops	43%	49%	56%	48%	49%
UAT	30%	83%	n/a	27%	47%
Off Site Testing	30%	n/a	40%	0%	23%



There has been a consistent improvement in the volume of housing alerts reported as valid from an average of 33% during initial workshops to 67% during off site testing. Three of the four participating authorities reported a better than average valid alert rate with one experiencing a drop in output quality.



There has been a measured improvement in the volume of business rate alerts reported as valid from an average of 24% during initial workshops to 41% during off site testing. UAT All four participating authorities reported a valid alert rate higher than the average experienced during the initial workshops.



Whilst there was a consistent result in the volume of business rate alerts reported as valid during workshops and UAT (almost 50%), the results from off site testing reported only 23%. This was due to poor results from one authority who tested less than half of their sample and experienced entity resolution errors.

# 8 Value For Money

## Introduction

Value for money calculations in this evaluation report were compiled by the lead authority (Ealing Council) using information obtained during pilot test phases and data provided by pilot authorities or available in the public domain.

Some things to be aware of include:

1. The pilot phase of the LCFH focussed on three fraud types:
  - Council tax single person discount (SPD)
  - Housing
  - Business Rates
2. Testing was carried out by four pilot authorities:
  - Camden
  - Croydon
  - Ealing
  - Islington
3. The results were calculated on the outcome of three test phases:
  - Workshops
  - User Acceptance Testing
  - Off Site Testing
4. The results of test phases were used to extrapolate the full year impact that the hub would achieve if all 33 authorities in London were included
5. The pilot results came from processing live data, so fraud cases identified are additional to any counter fraud work already carried out by the pilot Authorities, although there was some overlap where fraud cases had been identified by the Authorities but not actioned.
6. The evaluation information for Council Tax in this report is based on the following assumptions:
  - Projections assume that all London authorities will join the LCFH
  - All figures are based on a full year of operation
  - Testing results are averaged across four pilot authorities
  - Financial figures are based on the original contract pricing model, although an alternative subscription model is being considered.
  - All costs are based on the acceptance of alerts only and do not include the cost of investigations carried out by CIPFA
  - Year 2 volumes will be reduced by 50% on the assumption all historic cases are dealt with in Year 1

## Headline Summary

Results showed that under the current payment by results (PBR) model, authorities would save between £15m and £32m in the first year and in addition, recover 1,500 to 2,500 council homes currently being illegally sublet.

<b>LCFH - extrapolated total full year savings for London</b>	<b>Year 1</b>	<b>Year 2</b>
Best case	£32,082,158	£16,041,079
Worst case	£15,379,867	£7,689,933

Below is a breakdown of savings by fraud type:

### Best Case

<b>Fraud type</b>	<b>Year 1 Savings</b>	<b>Year 1 Valid Alerts</b>	<b>Year 2 Savings</b>	<b>Year 2 Valid Alerts</b>
Council Tax SPD	£16,398,550	48,437	£8,199,275	24,219
Housing	£10,798,678	2,553	£5,399,339	1,277
Business Rates	£4,884,930	1,035	£2,442,465	518
<b>Total</b>	<b>£32,082,158</b>		<b>£16,041,079</b>	

### Worst Case

<b>Fraud type</b>	<b>Year 1 Savings</b>	<b>Year 1 Valid Alerts</b>	<b>Year 2 Savings</b>	<b>Year 2 Valid Alerts</b>
Council Tax SPD	£4,015,730	11,862	£2,007,865	5,931
Housing	£6,479,207	1,532	£3,239,603	766
Business Rates	£4,884,930	1,035	£2,442,465	518
<b>Total</b>	<b>£15,379,867</b>		<b>£7,689,933</b>	

The cost for London in the first year, based on the current PBR model would be between £650k and £1.12m, an average Return on Investment (ROI) of 2,600%

<b>Cipfa charges full year for London</b>	<b>Year 1</b>	<b>Year 2</b>
Best case	£1,123,874	£561,937
Worst case	£656,666	£328,333

It should be noted that over the course of the LCFH contract and under the PBR model, the number of fraud types will be expanded, subject to investment cases approved and prioritised by SLT.

# Detailed Summary

## Council Tax

VFM Indicators extrapolated from pilot results	YEAR 1		YEAR 2+	
	Best Case	Worst Case	Best Case	Worst Case
Average percentage of total taxpayers with SPD for which alerts generated	9.68%	6.90%	4.84%	3.45%
Average percentage of alerts generated accepted as fraud cases	49%	23%	49%	23%
Alerts accepted as percentage of total taxpayers with SPD	4.6%	1.1%	4.6%	1.1%
Average value of total saving (£)	713,834	227,922	356,917	113,961
Lowest total saving (£)	19,325	4,732	9,662	2,366
Highest total saving (£)	877,856	214,972	438,928	107,486
Unit CIPFA price (£)	43	43	43	43
Average value of CIPFA cost (£)	63,115	15,456	31,558	7,728
Lowest CIPFA cost (£)	3,569	874	1,785	437
Highest CIPFA cost (£)	96,856	23,718	48,428	11,859
Total savings for London (£)	16,398,550	4,015,730	8,199,275	2,007,865
Total CIPFA cost for London (£)	2,082,810	510,045	1,041,405	255,023
Net saving for London (£)	14,315,741	3,505,685	7,157,870	1,752,843
Average authority ROI	687%	687%	687%	687%

Projected Year 1 results										
Borough	Lowest Alert Accept Rate					Highest Alert Accept Rate				
	SPD Removals	SPD Saving - (£)	Cipfa Cost at £43 per case (£)	Net Saving (£)	ROI	SPD Removals	SPD Saving - (£)	Cipfa Cost at £43 per case (£)	Net Saving (£)	ROI
Barking & Dagenham	247	87,020	10,601	76,418	721%	1,007	355,352	43,291	312,061	721%
Barnet	480	172,311	20,657	151,654	734%	1,962	703,646	84,356	619,290	734%
Bexley	336	127,901	14,433	113,468	786%	1,371	522,295	58,939	463,355	786%
Brent	373	133,073	16,060	117,013	729%	1,525	543,414	65,583	477,831	729%
Bromley	486	169,384	20,899	148,485	710%	1,985	691,693	85,343	606,350	710%
Camden	410	145,342	17,633	127,710	724%	1,675	593,518	72,005	521,513	724%
City of London	20	4,732	874	3,858	441%	83	19,325	3,569	15,755	441%
Croydon	552	214,972	23,718	191,254	806%	2,252	877,856	96,856	781,000	806%
Ealing	346	117,707	14,874	102,833	691%	1,413	480,666	60,739	419,927	691%
Enfield	442	163,608	18,998	144,610	761%	1,804	668,107	77,579	590,528	761%
Greenwich	417	140,871	17,933	122,938	686%	1,703	575,259	73,233	502,027	686%
Hackney	434	144,312	18,677	125,635	673%	1,774	589,310	76,269	513,041	673%
Hammersmith & Fulham	319	80,498	13,738	66,760	486%	1,305	328,718	56,100	272,618	486%
Haringey	389	148,172	16,720	131,452	786%	1,588	605,073	68,277	536,796	786%
Harrow	222	90,499	9,563	80,936	846%	908	369,559	39,052	330,507	846%
Havering	348	139,052	14,969	124,082	829%	1,422	567,829	61,128	506,701	829%
Hillingdon	327	113,770	14,048	99,722	710%	1,334	464,590	57,367	407,223	710%
Hounslow	307	107,615	13,194	94,421	716%	1,253	439,456	53,880	385,576	716%
Islington	383	129,299	16,460	112,839	686%	1,563	528,003	67,218	460,785	686%
Kensington & Chelsea	328	88,381	14,102	74,279	527%	1,339	360,911	57,588	303,323	527%
Kingston-upon-Thames	193	84,659	8,285	76,374	922%	787	345,713	33,834	311,879	922%
Lambeth	522	170,914	22,435	148,479	662%	2,131	697,940	91,614	606,326	662%
Lewisham	526	188,921	22,602	166,319	736%	2,146	771,473	92,296	679,177	736%
Merton	230	81,644	9,891	71,753	725%	939	333,400	40,391	293,008	725%
Newham	342	106,462	14,713	91,749	624%	1,397	434,748	60,083	374,665	624%
Redbridge	265	97,670	11,381	86,289	758%	1,081	398,843	46,475	352,368	758%
Richmond-upon-Thames	250	102,385	10,748	91,637	853%	1,021	418,097	43,888	374,209	853%
Southwark	507	159,424	21,818	137,606	631%	2,072	651,020	89,094	561,926	631%
Sutton	276	105,961	11,847	94,113	794%	1,125	432,699	48,380	384,319	794%
Tower Hamlets	393	122,599	16,913	105,686	625%	1,606	500,642	69,064	431,578	625%
Waltham Forest	330	126,980	14,201	112,779	794%	1,349	518,532	57,990	460,543	794%
Wandsworth	447	78,194	19,212	58,981	307%	1,825	319,310	78,455	240,855	307%
Westminster	415	71,397	17,846	53,552	300%	1,695	291,556	72,874	218,682	300%
<b>LONDON</b>	<b>11,862</b>	<b>4,015,730</b>	<b>510,045</b>	<b>3,505,685</b>	<b>687%</b>	<b>48,437</b>	<b>16,398,550</b>	<b>2,082,810</b>	<b>14,315,741</b>	<b>687%</b>

Projected Year 2 results										
Borough	Lowest Alert Accept Rate					Highest Alert Accept Rate				
	SPD Removals	SPD Saving - (£)	Cipfa Cost at £43 per case (£)	Net Saving (£)	ROI	SPD Removals	SPD Saving - (£)	Cipfa Cost at £43 per case (£)	Net Saving (£)	ROI
Barking & Dagenham	123	43,510	5,301	38,209	721%	503	177,676	21,646	156,030	721%
Barnet	240	86,156	10,329	75,827	734%	981	351,823	42,178	309,645	734%
Bexley	168	63,951	7,217	56,734	786%	685	261,147	29,470	231,678	786%
Brent	187	66,537	8,030	58,506	729%	763	271,707	32,791	238,916	729%
Bromley	243	84,692	10,450	74,243	710%	992	345,847	42,671	303,175	710%
Camden	205	72,671	8,816	63,855	724%	837	296,759	36,002	260,756	724%
City of London	10	2,366	437	1,929	441%	42	9,662	1,785	7,878	441%
Croydon	276	107,486	11,859	95,627	806%	1,126	438,928	48,428	390,500	806%
Ealing	173	58,853	7,437	51,417	691%	706	240,333	30,369	209,963	691%
Enfield	221	81,804	9,499	72,305	761%	902	334,053	38,790	295,264	761%
Greenwich	209	70,436	8,967	61,469	686%	852	287,630	36,616	251,013	686%
Hackney	217	72,156	9,339	62,818	673%	887	294,655	38,135	256,520	673%
Hammersmith & Fulham	160	40,249	6,869	33,380	486%	652	164,359	28,050	136,309	486%
Haringey	194	74,086	8,360	65,726	786%	794	302,536	34,138	268,398	786%
Harrow	111	45,249	4,782	40,468	846%	454	184,780	19,526	165,254	846%
Havering	174	69,526	7,485	62,041	829%	711	283,914	30,564	253,350	829%
Hillingdon	163	56,885	7,024	49,861	710%	667	232,295	28,684	203,611	710%
Hounslow	153	53,808	6,597	47,211	716%	627	219,728	26,940	192,788	716%
Islington	191	64,649	8,230	56,419	686%	782	264,001	33,609	230,392	686%
Kensington & Chelsea	164	44,191	7,051	37,139	527%	670	180,456	28,794	151,661	527%
Kingston-upon-Thames	96	42,330	4,143	38,187	922%	393	172,856	16,917	155,939	922%
Lambeth	261	85,457	11,217	74,240	662%	1,065	348,970	45,807	303,163	662%
Lewisham	263	94,460	11,301	83,160	736%	1,073	385,736	46,148	339,589	736%
Merton	115	40,822	4,946	35,876	725%	470	166,700	20,196	146,504	725%
Newham	171	53,231	7,357	45,875	624%	699	217,374	30,041	187,332	624%
Redbridge	132	48,835	5,690	43,144	758%	540	199,421	23,237	176,184	758%
Richmond-upon-Thames	125	51,192	5,374	45,819	853%	510	209,048	21,944	187,104	853%
Southwark	254	79,712	10,909	68,803	631%	1,036	325,510	44,547	280,963	631%
Sutton	138	52,980	5,924	47,057	794%	563	216,349	24,190	192,160	794%
Tower Hamlets	197	61,299	8,456	52,843	625%	803	250,321	34,532	215,789	625%
Waltham Forest	165	63,490	7,100	56,390	794%	674	259,266	28,995	230,271	794%
Wandsworth	223	39,097	9,606	29,491	307%	912	159,655	39,227	120,428	307%
Westminster	208	35,699	8,923	26,776	300%	847	145,778	36,437	109,341	300%
<b>LONDON</b>	<b>5,931</b>	<b>2,007,865</b>	<b>255,023</b>	<b>1,752,843</b>	<b>687%</b>	<b>24,219</b>	<b>8,199,275</b>	<b>1,041,405</b>	<b>7,157,870</b>	<b>687%</b>

## Comparative analysis

The LCFH performed on a par with other solutions in identifying fraud cases. The Hub offers the ability to automate the processing of SPD cases by interfacing directly with an authority's council tax system. This is not typical of other solutions, although at least one supplier offers a service that manually inputs all information. The unit cost at £43 is higher than the unit cost of other suppliers, which are in the range £8 to £16. This anomaly is explained by the automation offer, saving valuable Authority resources and time. The automation process has been successfully tested and individual Authorities can choose when this is deployed. System tuning is a continual process with the aim of achieving improved results to a point where Councils are willing to deploy automation.

# Housing

VFM Summary - Housing Tenancy Fraud				
VFM Indicators extrapolated from pilot results	YEAR 1		YEAR 2+	
	Best Case	Worst Case	Best Case	Worst Case
Average percentage of total social rental properties for which alerts generate	1.8%	1.2%	0.92%	0.59%
Average percentage of alerts generated accepted as fraud cases	33%	50%	33%	50%
Alerts accepted as percentage of total social rental properties	4.6%	1.1%	4.6%	1.1%
Average value of total saving (£)	381,616	236,827	190,808	118,413
Lowest total saving (£)	47,908	28,745	23,954	14,372
Highest total saving (£)	1,726,541	1,035,925	863,270	517,962
Unit CIPFA price (£)	350	350	350	350
Average value of CIPFA cost (£)	30,687	18,368	15,344	9,184
Lowest CIPFA cost (£)	4,439	2,663	2,219	1,332
Highest CIPFA cost (£)	85,367	51,220	42,684	25,610
Total savings for London (£)	10,798,678	6,479,207	5,399,339	3,239,603
Total CIPFA cost for London (£)	893,393	536,036	446,696	268,018
Net saving for London (£)	9,905,285	5,943,171	4,952,643	2,971,586
Average authority ROI	<b>1109%</b>	<b>1109%</b>	<b>1109%</b>	<b>1109%</b>

Projected Year 1 results										
Borough	Lowest Alert Accept Rate					Highest Alert Accept Rate				
	Properties Recovered	GF Saving (£)	Cipfa Cost to HRA at £350 per case (£)	Net Saving (£)	ROI	Properties Recovered	GF Saving (£)	Cipfa Cost to HRA at £350 per case (£)	Net Saving (£)	ROI
Barking & Dagenham	68	114,960	23,705	91,256	385%	113	191,600	39,508	152,093	385%
Barnet	38	33,456	13,313	20,143	151%	63	55,760	22,188	33,572	151%
Bexley	-	-	-	-	-	-	-	-	-	-
Brent	31	138,974	10,768	128,206	1191%	51	231,624	17,947	213,677	1191%
Bromley	-	-	-	-	-	-	-	-	-	-
Camden	90	1,035,925	31,497	1,004,427	3189%	150	1,726,541	52,496	1,674,045	3189%
City of London	8	28,745	2,663	26,082	979%	13	47,908	4,439	43,469	979%
Croydon	53	157,511	18,515	138,996	751%	88	262,518	30,858	231,660	751%
Ealing	46	148,849	16,261	132,588	815%	77	248,082	27,102	220,980	815%
Enfield	40	88,670	14,118	74,552	528%	67	147,784	23,530	124,254	528%
Greenwich	83	458,820	29,126	429,694	1475%	139	764,701	48,544	716,157	1475%
Hackney	86	155,220	29,952	125,268	418%	143	258,700	49,920	208,780	418%
Hammersmith & Fulham	48	204,453	16,654	187,798	1128%	79	340,754	27,757	312,997	1128%
Haringey	60	198,675	21,050	177,625	844%	100	331,125	35,083	296,042	844%
Harrow	19	91,803	6,604	85,199	1290%	31	153,005	11,006	141,998	1290%
Havering	37	93,066	12,973	80,093	617%	62	155,110	21,622	133,488	617%
Hillingdon	39	314,380	13,564	300,816	2218%	65	523,966	22,607	501,359	2218%
Hounslow	50	297,035	17,637	279,397	1584%	84	495,058	29,395	465,662	1584%
Islington	99	299,668	34,689	264,980	764%	165	499,447	57,815	441,633	764%
Kensington & Chelsea	27	121,657	9,322	112,335	1205%	44	202,761	15,536	187,225	1205%
Kingston-upon-Thames	18	101,623	6,395	95,228	1489%	30	169,372	10,658	158,714	1489%
Lambeth	92	551,336	32,371	518,965	1603%	154	918,894	53,952	864,942	1603%
Lewisham	56	145,543	19,679	125,864	640%	94	242,571	32,799	209,773	640%
Merton	-	-	-	-	-	-	-	-	-	-
Newham	61	136,891	21,312	115,580	542%	101	228,152	35,520	192,633	542%
Redbridge	17	122,664	6,001	116,664	1944%	29	204,441	10,001	194,440	1944%
Richmond-upon-Thames	-	-	-	-	-	-	-	-	-	-
Southwark	146	566,484	51,220	515,263	1006%	244	944,139	85,367	858,772	1006%
Sutton	23	66,151	8,044	58,107	722%	38	110,251	13,407	96,844	722%
Tower Hamlets	45	307,400	15,848	291,553	1840%	75	512,334	26,413	485,921	1840%
Waltham Forest	39	113,511	13,665	99,846	731%	65	189,186	22,775	166,411	731%
Wandsworth	65	313,779	22,864	290,915	1272%	109	522,965	38,106	484,859	1272%
Westminster	46	71,957	16,226	55,731	343%	77	119,928	27,043	92,885	343%
<b>LONDON</b>	<b>1,532</b>	<b>6,479,207</b>	<b>536,036</b>	<b>5,943,171</b>	<b>1109%</b>	<b>2,553</b>	<b>10,798,678</b>	<b>893,393</b>	<b>9,905,285</b>	<b>1109%</b>

Projected Year 2 results										
Borough	Lowest Alert Accept Rate					Highest Alert Accept Rate				
	Properties Recovered	GF Saving (£)	Cipfa Cost to HRA at £350 per case (£)	Net Saving (£)	ROI	Properties Recovered	GF Saving (£)	Cipfa Cost to HRA at £350 per case (£)	Net Saving (£)	ROI
Barking & Dagenham	34	57,480	11,852	45,628	385%	56	95,800	19,754	76,046	385%
Barnet	19	16,728	6,656	10,072	151%	32	27,880	11,094	16,786	151%
Bexley	-	-	-	-	-	-	-	-	-	-
Brent	15	69,487	5,384	64,103	1191%	26	115,812	8,974	106,838	1191%
Bromley	-	-	-	-	-	-	-	-	-	-
Camden	45	517,962	15,749	502,214	3189%	75	863,270	26,248	837,023	3189%
City of London	4	14,372	1,332	13,041	979%	6	23,954	2,219	21,735	979%
Croydon	26	78,755	9,257	69,498	751%	44	131,259	15,429	115,830	751%
Ealing	23	74,425	8,131	66,294	815%	39	124,041	13,551	110,490	815%
Enfield	20	44,335	7,059	37,276	528%	34	73,892	11,765	62,127	528%
Greenwich	42	229,410	14,563	214,847	1475%	69	382,350	24,272	358,078	1475%
Hackney	43	77,610	14,976	62,634	418%	71	129,350	24,960	104,390	418%
Hammersmith & Fulham	24	102,226	8,327	93,899	1128%	40	170,377	13,879	156,499	1128%
Haringey	30	99,337	10,525	88,813	844%	50	165,562	17,541	148,021	844%
Harrow	9	45,901	3,302	42,600	1290%	16	76,502	5,503	70,999	1290%
Havering	19	46,533	6,486	40,046	617%	31	77,555	10,811	66,744	617%
Hillingdon	19	157,190	6,782	150,408	2218%	32	261,983	11,303	250,680	2218%
Hounslow	25	148,517	8,819	139,699	1584%	42	247,529	14,698	232,831	1584%
Islington	50	149,834	17,344	132,490	764%	83	249,724	28,907	220,816	764%
Kensington & Chelsea	13	60,828	4,661	56,168	1205%	22	101,381	7,768	93,613	1205%
Kingston-upon-Thames	9	50,812	3,198	47,614	1489%	15	84,686	5,329	79,357	1489%
Lambeth	46	275,668	16,185	259,483	1603%	77	459,447	26,976	432,471	1603%
Lewisham	28	72,771	9,840	62,932	640%	47	121,286	16,399	104,886	640%
Merton	-	-	-	-	-	-	-	-	-	-
Newham	30	68,446	10,656	57,790	542%	51	114,076	17,760	96,316	542%
Redbridge	9	61,332	3,000	58,332	1944%	14	102,220	5,000	97,220	1944%
Richmond-upon-Thames	-	-	-	-	-	-	-	-	-	-
Southwark	73	283,242	25,610	257,632	1006%	122	472,070	42,684	429,386	1006%
Sutton	11	33,075	4,022	29,053	722%	19	55,125	6,703	48,422	722%
Tower Hamlets	23	153,700	7,924	145,776	1840%	38	256,167	13,206	242,961	1840%
Waltham Forest	20	56,756	6,833	49,923	731%	33	94,593	11,388	83,205	731%
Wandsworth	33	156,890	11,432	145,458	1272%	54	261,483	19,053	242,430	1272%
Westminster	23	35,978	8,113	27,865	343%	39	59,964	13,521	46,442	343%
<b>LONDON</b>	<b>766</b>	<b>3,239,603</b>	<b>268,018</b>	<b>2,971,586</b>	<b>1109%</b>	<b>1,276</b>	<b>5,399,339</b>	<b>446,696</b>	<b>4,952,643</b>	<b>1109%</b>

## Comparative analysis

Data could be obtained for only one comparable case study. The LCFH performed on a par with the other solution, successfully identifying a comparable number of fraud cases overall, although the Hub achieved a much lower level of false positives (50% as opposed to 89%), creating less abortive work for investigators.

## Business Rates

Additional assumptions:

1. Results ignore collection fund accounting issues
2. No results are given above for identification of hereditaments not in rating. This is because it is not possible to assign a value until the RV has been determined

<b>VFM Indicators extrapolated from pilot results - Charitable Relief</b>	<b>YEAR 1</b>	<b>YEAR 2+</b>
Average percentage of total ratepayers with Charitable Relief for which alerts generated	1.64%	0.82%
Average percentage of CR alerts generated accepted as fraud cases	23%	23%
Alerts accepted as percentage of total ratepayers with CR	0.4%	0.4%
Average value of total CR saving (£)	59,883	29,942
Lowest total saving (£)	17,741	8,870
Highest total saving (£)	313,013	156,507
Unit CIPFA price (£)	125	125
Average value of CIPFA cost (£)	284	142
Lowest CIPFA cost (£)	125	63
Highest CIPFA cost (£)	625	313
Total savings for London (£)	1,976,141	988,071
Total CIPFA cost for London (£)	9,375	4,688
Net saving for London (£)	1,985,516	992,758
<b>Average authority ROI</b>	<b>21179%</b>	<b>21179%</b>

<b>VFM Indicators extrapolated from pilot results - SBR Relief</b>	<b>YEAR 1</b>	<b>YEAR 2+</b>
Average percentage of total ratepayers with SBR Relief for which alerts generated	4.56%	2.28%
Average percentage of SBRR alerts generated accepted as fraud cases	32%	32%
Alerts accepted as percentage of total ratepayers with SBRR	1.5%	1.5%
Average value of total SBRR saving (£)	88,145	44,073
Lowest total saving (£)	11,198	5,599
Highest total saving (£)	125,551	62,775
Unit CIPFA price (£)	125	125
Average value of CIPFA cost (£)	3,765	1,883
Lowest CIPFA cost (£)	500	250
Highest CIPFA cost (£)	6,375	3,188
Total savings for London (£)	2,908,789	1,454,395
Total CIPFA cost for London (£)	124,250	62,125
Net saving for London (£)	3,033,039	1,516,520
<b>Average authority ROI</b>	<b>2441%</b>	<b>2441%</b>

Business Rates Charitable and SBR Reliefs - Summary by Borough										
	Charitable Relief					Small Business Rates Relief				
	Successful alerts	Total Saving (£)	Cipfa Cost (£)	Net Saving (£)	ROI	Successful alerts	Total Saving (£)	Cipfa Cost (£)	Net Saving (£)	ROI
Barking & Dagenham	0.8	17,741	125	17,616	14093%	21	65,023	2,750	62,273	2264%
Barnet	2.0	52,539	375	52,164	13911%	32	100,391	4,000	96,391	2410%
Bexley	1.0	28,239	250	27,989	11196%	30	91,372	3,875	87,497	2258%
Brent	1.8	35,046	250	34,796	13919%	38	120,186	4,875	115,311	2365%
Bromley	1.6	40,200	250	39,950	15980%	32	95,259	4,000	91,259	2281%
Camden	3.5	296,967	500	296,467	59293%	23	72,741	2,875	69,866	2430%
City of London	1.0	60,324	250	60,074	24030%	4	11,198	500	10,698	2140%
Croydon	1.9	38,060	250	37,810	15124%	42	102,542	5,375	97,167	1808%
Ealing	1.5	33,101	250	32,851	13140%	42	125,551	5,375	120,176	2236%
Enfield	1.8	25,888	250	25,638	10255%	30	99,540	3,750	95,790	2554%
Greenwich	1.9	42,606	250	42,356	16943%	26	75,130	3,250	71,880	2212%
Hackney	2.6	58,139	375	57,764	15404%	40	113,834	5,125	108,709	2121%
Hammersmith & Fulham	1.3	45,805	250	45,555	18222%	20	66,092	2,625	63,467	2418%
Haringey	1.6	25,268	250	25,018	10007%	37	113,938	4,625	109,313	2364%
Harrow	0.9	20,475	125	20,350	16280%	25	76,379	3,125	73,254	2344%
Havering	1.4	20,833	250	20,583	8233%	28	87,089	3,625	83,464	2302%
Hillingdon	1.7	40,164	250	39,914	15966%	32	88,130	4,125	84,005	2036%
Hounslow	1.3	25,133	250	24,883	9953%	24	74,285	3,000	71,285	2376%
Islington	3.2	100,980	500	100,480	20096%	25	86,310	3,125	83,185	2662%
Kensington & Chelsea	1.5	91,309	250	91,059	36424%	14	46,428	1,875	44,553	2376%
Kingston-upon-Thames	0.8	29,831	125	29,706	23765%	20	55,680	2,625	53,055	2021%
Lambeth	2.7	76,615	375	76,240	20331%	41	111,206	5,125	106,081	2070%
Lewisham	1.9	35,144	250	34,894	13957%	33	101,718	4,250	97,468	2293%
Merton	1.3	24,018	250	23,768	9507%	21	68,790	2,750	66,040	2401%
Newham	1.5	46,673	250	46,423	18569%	38	117,219	4,875	112,344	2304%
Redbridge	1.3	20,476	250	20,226	8091%	31	91,086	3,875	87,211	2251%
Richmond-upon-Thames	1.4	41,571	250	41,321	16529%	24	65,481	3,000	62,481	2083%
Southwark	3.1	126,914	500	126,414	25283%	43	118,066	5,500	112,566	2047%
Sutton	0.7	24,115	125	23,990	19192%	21	67,910	2,625	65,285	2487%
Tower Hamlets	2.7	67,455	375	67,080	17888%	51	123,284	6,375	116,909	1834%
Waltham Forest	1.0	23,889	250	23,639	9455%	38	117,748	4,875	112,873	2315%
Wandsworth	1.6	47,611	250	47,361	18944%	32	100,410	4,125	96,285	2334%
Westminster	5.0	313,013	625	312,388	49982%	18	58,771	2,375	56,396	2375%
<b>London</b>	<b>59</b>	<b>1,976,141</b>	<b>9,375</b>	<b>1,966,766</b>	<b>20979%</b>	<b>976</b>	<b>2,908,789</b>	<b>124,250</b>	<b>2,784,539</b>	<b>2241%</b>

## Comparative analysis

Data could be obtained for only one comparable case study in which 2.66% of alerts converted successfully into 7 fraud cases at a cost of £20,000. The Hub achieved 23% to 32% successful conversion (1,035 alerts) at a cost of £129,375.

## Other Comparative analysis

- The Hub will expand its activities to cover more fraud types over the course of operation.
- The Hub's performance will improve over time as it ingests more data and improves its algorithms for finding fraud.
- The Hub provides a case management system for investigators to use and record results. This is not offered by any other solution.
- The Hub will take monthly data extracts from authorities and provide a steady stream of alerts. Other comparable data matching exercises are one off in nature.
- The Hub provides other services including an online enquiries facility and the capability to take on investigations.

## 9 Further Entity Resolution Tuning

During test phases, SME's identified a number of issues where a named individual or address (entities) had been misread or misrepresented by the solution, causing the entity to be either over or under linked:

**Overlinking** – Where an entity has been grouped together with other entities that are not the same

**Underlinking** – Where two or more entities have been created for the same individual/address

**Improvements** – During testing, improvements were identified to help reduce the number of false positives created due to over or under linking. These included:

- Cleansing leading zeros in 3<sup>rd</sup> party data, E.g. "0010 King Street"
- Improving the identification of sub buildings, road names and counties
- Improving postcode cleansing
- The addition of several compound keys, linking together more Individual entities

These improvements were implemented during three tuning cycles and each was tested by reviewing the quality of alert based on the information used to trigger indicators and displayed in the network for each alert. For the purpose of this testing CIPFA focused measuring the number of valid/invalid alerts, these are broken down as follows:

**Valid Alert** – An alert requiring further interrogation and/or investigation by the Council. These will include alerts which have been correctly generated, however are later rejected due to Council data errors.

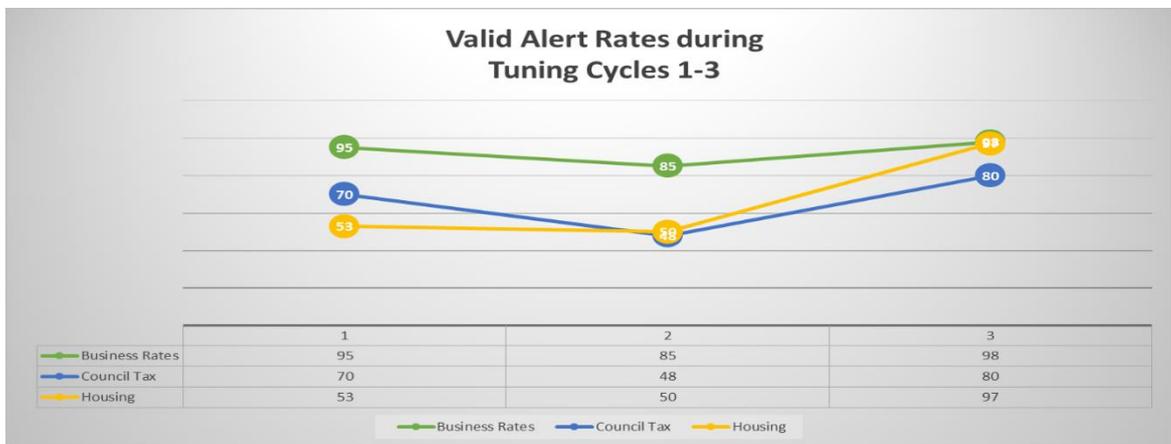
**Invalid Alert** – Where an alert has been generated due to system errors, including the over/under linking of entities or the incorrect interpretation of Council data.

It should be noted that not all changes implemented during tuning had an overall positive effect to the solution. There will always be a margin of error within entity resolution resulting in a number of false positives being generated, mainly due to the complexity and variety of data capture. There will be occasions where a change designed to improve entity resolution in one area has a greater negative impact in another.

During the tuning cycles it was possible to identify which changes had a net improvement and which, whilst improving some aspects of the solution had a net negative effect. A decision was made to only implement changes that had an overall positive effect.

The results from each testing cycle are detailed below:

Cycle1			Cycle2			Cycle3		
<b>Business Rates</b>	<b>40</b>		<b>Business Rates</b>	<b>40</b>		<b>Business Rates</b>	<b>40</b>	
Accept	38	95%	Accept	34	85%	Accept	39	98%
Reject	2	5%	Reject	6	15%	Reject	1	3%
<b>Council Tax (SPD)</b>	<b>40</b>		<b>Council Tax (SPD)</b>	<b>40</b>		<b>Council Tax (SPD)</b>	<b>69</b>	
Accept	28	70%	Accept	16	40%	Accept	55	80%
Reject	12	30%	Reject	24	60%	Reject	14	20%
<b>Housing</b>	<b>38</b>		<b>Housing</b>	<b>38</b>		<b>Housing</b>	<b>37</b>	
Accept	20	53%	Accept	19	50%	Accept	36	97%
Reject	18	47%	Reject	19	50%	Reject	1	3%
<b>Total</b>	<b>118</b>		<b>Total</b>	<b>118</b>		<b>Total</b>	<b>146</b>	
Accept Rate	<b>73%</b>		Accept Rate	<b>58%</b>		Accept Rate	<b>89%</b>	
Reject Rate	<b>27%</b>		Reject Rate	<b>42%</b>		Reject Rate	<b>11%</b>	



In summary, there was a significant improvement in the quality of Housing alerts and a marked improvement in the quality of Council Tax alerts, whilst valid Business Rates alerts remained high.

Entity resolution improvements will continue during operation with analysis of accepted/rejected alerts contributing information allowing further changes. Testing has now also been conducted in conjunction with the Pilot Authorities which was completed on the 28<sup>th</sup> and 29<sup>th</sup> of November 2018 to confirm the results being seen through internal testing. The results of this testing are given in the table below.

	% Valid Alerts Against All Alerts Raised					
	Business Rates		Housing		Council Tax	
	Sample Size	Valid %	Sample Size	Valid %	Sample Size	Valid %
<b>Camden</b>	<b>20</b>	<b>60%</b>	<b>20</b>	<b>90%</b>	<b>20</b>	<b>40%</b>
<b>Croydon</b>	<b>20</b>	<b>60%</b>	<b>20</b>	<b>90%</b>	<b>20</b>	<b>40%</b>
<b>Ealing</b>	<b>21</b>	<b>90%</b>	<b>49</b>	<b>80%</b>	<b>20</b>	<b>90%</b>
<b>Islington</b>	<b>17</b>	<b>71%</b>	<b>29</b>	<b>69%</b>	<b>19</b>	<b>74%</b>
<b>Overall</b>	<b>78</b>	<b>70%</b>	<b>118</b>	<b>81%</b>	<b>79</b>	<b>61%</b>

## 10 Pulling it all together

Testing the platform with real data at volume has provided challenges for both CIPFA and the pilot authorities involved. We believe the testing to date shows that we have between us built a solution that has significantly surpassed the industry bench mark of 3-5% success rates in actual detection, this is proven out by the results at each stage of testing.

The output based testing has gone on to prove that the results obtained are a good indicator that actual fraud is being detected and we draw this conclusion from a combination of new fraud cases that would be suitable for further investigation and also because we are finding fraud cases that due to the age of the test data, are already under (or have been under) investigation due to them being found by the pilot authority teams and systems.

There is still much work to be done in building out the fraud detection capabilities and tuning the platform to ensure we have the best balance between detecting fraud vs false positives and we continue this work as described in the following sections.

The key to developing a London-Wide counter fraud platform is to have the available data in a central data store, collected on a regular basis, allowing us all to look for new patterns and attempts at fraud on a regional basis. We believe we have a joint solution for delivering not only fraud alerts but also reporting and operational information which will help improve London's ability to tackle fraud in the long run.

### Lessons Learnt

During the development and testing cycles, CIPFA noted some key lessons learnt that will inform how we should address the false positive rate as an ongoing exercise. In conjunction with BAE NetReveal advanced analytics systematically working to resolve entity issues, we plan to work with each Authority to help identify potential areas where improving data quality will have a positive impact on the false positive rates.

During the pilot, data quality and availability issues presented significant challenges to the success of the pilot. Although the NetReveal solution can do a great deal to help resolve entity issues, we must ensure that we create the correct balance of managing data issues within the solution, while not programming out actual instances of fraud. The issues we have encountered have also been documented with other data analytics pilots across London. A recent LODA pilot of HMO detection has also reported similar issue which slowed their progress. However, we believe we have made great strides in this area far surpassing other initiatives in the completeness of vision for data sharing.

Some of the key areas we should collectively look to address through the life of the contract are:

**Missing Data:** Data submitted by POC Authorities required significant analysis to understand where the likely entity resolution issues may reside. Linking a single property records across multiple council data sources continues to be a challenge where the UPRN information is missing from the data files.

**Data Collection:** Due to the nature of the ICT structure in some Authorities, collecting data from different sources provided challenges for timescales and quality.

**Aged Data:** During test, alerts were created which resulted from records such as deceased persons not being removed from housing files, or housing waiting lists not being updated created false positives that could not be removed without verification and confirmation by an investigator

## Automation Testing

CIPFA has worked with London Borough of Ealing's Business and ICT team in order to confirm that the LCFH solution is technically capable of providing two-way integration between the Hub and authority system for automation of recovery. Testing took place between October 2nd and October 22nd. The test case files contained all the data elements requested as part of the solution design, and 100% of test cases have been run successfully and signed off by Ealing ICT and business team.

Although CIPFA has now proven automation of recovery is technically possible, the decision to automate simple cases, and the business process surrounding this decision will be made on an authority by authority basis. CIPFA is committed to ensure the solution is accessible to all onboarding authorities and will provide necessary support to enable this feature as required.

## Satisfaction Survey

The following two pages contain the results of the Satisfaction Survey exercise. After an initial review it was agreed that Ealing would approach their procurement team to re-mark the survey using a tried and tested methodology used in the evaluation of bids in response to a tender. This resulted in a significant increase in the scoring which we believe more accurately depicts the system delivered than the initial scoring provided by the Pilot Authorities.

		Camden	Croydon	Ealing	Islington				
A	Using the BAE Enterprise Investigation Management (EIM) Tool	Score	Score	Score	Score	Weighting	Total	Maximun	Summary
1	The Enterprise Investigation Management (EIM) interface layout of NetReveal is simple and easy to navigate	3	4	4	2	150%	19.5	30	Answers vary by authority and some have been marked down due to the volume of work required to review an alert, or the quality of the alert information, despite this not forming part of the question.  The main issue here was the quality of alerts i.e. false positives too high.
2	Alert information is easy to understand	3	3	4	3	200%	26	40	
3	Alert information is a valid indicator of fraud risk, as defined during workshops	4	3	4	2	200%	26	40	
4	Alert information is accurate and are not merely false positives	2	2	3	2	200%	18	40	
5	Alert information is sufficient to support an investigation	2	3	4	2	200%	22	40	
B	Value for Money	Score	Score	Score	Score	Weighting	Total	Maximun	Summary
1	The cost of an alert investigated by the Council (SPD - £43) leading to a successful outcome/recovery represents value for money.	1	3	2	2	100%	8	20	All councils have answered this based on the additional resources required to review and investigate alerts to a successful income. Answers contradict the VFM work carried out by Ian that shows a significant ROI once all costs are taken into account.  New commercial model being looked at which will address some of the VFM issues.
2	The cost of an alert investigated by the Council (Housing - £350) leading to a successful outcome/recovery represents value for money.	3	4	2	2	100%	11	20	
3	The cost of an alert investigated by the Council (Business Rates - £350) leading to a successful outcome/recovery represents value for money.	1	4	3	2	100%	10	20	
4	The cost of an alert investigated by the CIPFA (SPD - £1,857) leading to a successful outcome/recovery represents value for money.	1	2	DNA	2	100%	5	20	
5	The cost of an alert investigated by the CIPFA (Housing - £4,250) leading to a successful outcome/recovery represents value for money.	1	3	2	2	100%	8	20	
6	The cost of an alert investigated by the CIPFA (Business Rates - £5,899) leading to a successful outcome/recovery represents value for money.	1	3	2	2	100%	8	20	
C	Data Cleansing	Score	Score	Score	Score	Weighting	Total	Maximun	Summary
1	Reports have been provided to my Council on data quality and errors.	3	3	4	4	100%	14	20	All error reports were provided to councils, however it was the length of time that this took to resolve was the main issue.
D	Automation	Score	Score	Score	Score	Weighting	Total	Maximun	Summary
1	Automated process for SPD has been demonstrated to work effectively	DNA	4	4	4	200%	24	40	Camden/Civica and CIPFA need to carry out end to end testing.
E	Enquiries	Score	Score	Score	Score	Weighting	Total	Maximun	Summary
1	The cost of processing an Enquiry Portal request on a new application (£0.50) represents value for money	2	4	3	2	100%	11	20	The enquiry portal was shown to SMEs during testing and demonstrated in a test environment. SMEs were offered an opportunity to test themselves but declined due to the fact the enquiries function was simple to use. CIPFA cannot be accountable for councils not taking the opportunity for further testing.
2	The enquiry portal is easily accessible	DNA	DNA	4	DNA	200%	8	40	
3	The enquiry response is received in a timely manner	DNA	DNA	4	DNA	200%	8	40	
4	The enquiry response is relevant to my request	DNA	DNA	4	DNA	200%	8	40	
F	Management Information	Score	Score	Score	Score	Weighting	Total	Maximun	Summary
1	Management information reports are easily accessible for PAs	DNA	DNA	4	DNA	150%	6	30	Management reports were shown to SMEs during testing and demonstrated in a test environment. SMEs were offered an opportunity to test themselves but declined due to their acceptance that they returned the expected results. CIPFA cannot be accountable for councils not taking the opportunity for further testing.
2	Management information reports are user friendly and easy to understand	DNA	DNA	4	DNA	150%	6	30	
3	Management information reports are relevant	DNA	DNA	4	DNA	150%	6	30	

G	Registering with the CIPFA HUB	Score	Score	Score	Score	Weighting	Total	Maximun	Summary
1	Registering on the website to join the hub was a straight forward process	DNA	4	3	DNA	100%	7	20	All councils were registered on the LCFH by a key contact via a simple registration email at the beginning. Councils had not utilised the Hub website since they first registered.
2	Information on the LCFH website is relevant and all links work	DNA	4	3	DNA	100%	7	20	
H	Data Sharing	Score	Score	Score	Score	Weighting	Total	Maximun	Summary
1	It was a simple process for getting the Data Sharing Agreement approved for our council	3	4	4	3	0%	0	0	This was an information gathering exercise on council internal processes and did not contribute to the scores.
2	It was a simple process to obtain approval of the LCFH contract	3	3	4	DNA	0%	0	0	
3	It was a simple process to obtain data for LCFH use	2	2	4	3	0%	0	0	
4	It was simple to extract the data requested by the LCFH in the agreed format	2	2	3	3	0%	0	0	
5	Transferring data to the LCFH was easy	3	4	3	4	0%	0	0	
I	On-boarding Process	Score	Score	Score	Score	Weighting	Total	Maximun	Summary
1	The on-boarding process accommodated our Councils internal decision making and mobilisation requirements	3	3	4	3	100%	13	20	Lack of transparency from CIPFA at the beginning of the process but this has improved. Scores reflect the beginning of the journey and not how the situation is at present.
2	Communication was open and transparent during the on-boarding process	2	3	3	2	100%	10	20	
J	Stakeholder Engagement	Score	Score	Score	Score	Weighting	Total	Maximun	Summary
1	The workshops arranged by CIPFA were well organised and informative	3	4	3	3	100%	13	20	Poor communication early on but this has improved over time e.g. short notice of when testing workshops were being held. Councils felt more open feedback by CIPFA would have helped as they felt at times there was not a two-way communication channel.
2	The level of input my organisation had in the development of the overall LCFH product was satisfactory	3	2	3	2	100%	10	20	
3	Questions related to the CIPFA hub product and deliverables were answered in full by CIPFA	3	3	3	2	100%	11	20	
4	Questions related to the Contract and fees were answered in full by CIPFA	3	3	3	3	100%	12	20	
5	CIPFA's overall level of stakeholder engagement was satisfactory	3	2	3	3	100%	11	20	
		<b>60</b>	<b>88</b>	<b>111</b>	<b>64</b>		<b>346.5</b>	<b>780</b>	
		35%	52%	65%	38%		<b>44%</b>		

# 11 Oversight Board Summary

## Oversight Board Evaluation Summary (6th November 2018)

Minimum Standards (Schedule 13):	Oversight Board Evaluation	Pass/Fail	CIPFA Mitigation																																
<b>1) Detection of Fraud: Simple Cases</b> <table border="1"> <thead> <tr> <th>Fraud Type</th> <th>Pilot Phase Target</th> </tr> </thead> <tbody> <tr> <td>Council Tax SPD</td> <td>1,105</td> </tr> <tr> <td>Housing tenancy</td> <td>166</td> </tr> <tr> <td>Business rates</td> <td>183</td> </tr> </tbody> </table> <b>Detection of Fraud: Complex Cases</b> <table border="1"> <thead> <tr> <th>Fraud Type</th> <th>Pilot Phase Target</th> </tr> </thead> <tbody> <tr> <td>Council Tax SPD</td> <td>4</td> </tr> <tr> <td>Housing tenancy</td> <td>166 + 22 = 188</td> </tr> <tr> <td>Business rates</td> <td>183 + 37 = 220</td> </tr> </tbody> </table>	Fraud Type	Pilot Phase Target	Council Tax SPD	1,105	Housing tenancy	166	Business rates	183	Fraud Type	Pilot Phase Target	Council Tax SPD	4	Housing tenancy	166 + 22 = 188	Business rates	183 + 37 = 220	<table border="1"> <thead> <tr> <th>Fraud Type</th> <th>Offsite Testing Result (VFM)</th> </tr> </thead> <tbody> <tr> <td>Council Tax SPD</td> <td>1,691</td> </tr> <tr> <td>Housing tenancy</td> <td>N/A</td> </tr> <tr> <td>Business rates</td> <td>N/A</td> </tr> </tbody> </table> <p>*Note: All Housing tenancy and Business rates classified as Complex Cases</p> <table border="1"> <thead> <tr> <th>Fraud Type</th> <th>Offsite Testing Result (VFM)</th> </tr> </thead> <tbody> <tr> <td>Council Tax SPD</td> <td>N/A</td> </tr> <tr> <td>Housing tenancy</td> <td>288</td> </tr> <tr> <td>Business rates</td> <td>1,050</td> </tr> </tbody> </table> <p>*Note: All SPD classified as Simple Cases</p>	Fraud Type	Offsite Testing Result (VFM)	Council Tax SPD	1,691	Housing tenancy	N/A	Business rates	N/A	Fraud Type	Offsite Testing Result (VFM)	Council Tax SPD	N/A	Housing tenancy	288	Business rates	1,050	<p>Pass</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>Pass</p> <p>Pass</p>	
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<b>2) Integration:</b> <ul style="list-style-type: none"> <li>Provided that Participating Authorities data is accurate, the Hub can ingest agreed data feed without error at all times.</li> <li>The Hub can combine multiple third-party data sources (a minimum of 3 different third-party data sources) for use in the fraud risk rules engine.</li> <li>Combination of the Hub engine (and third-party data) and Participating Authority fraud risk rules can result in a Simple Case and a Complex Case.</li> </ul>	<p>The Hub generated both Simple and Complex Cases and therefore meets the standard required</p>	<p>Pass</p>	<ul style="list-style-type: none"> <li>CIPFA to complete end to end integration testing with Camden/Civica</li> </ul>																																
<b>3) Satisfaction Survey:</b> Achieve at least 80% score	<p>47% achieved</p> <p>Quality of alerts needs to improve i.e. false positives need to reduce in order to allow SPD automation</p> <p>Value for money in terms of the pricing structure needs to be reviewed</p>	<p>Fail</p>	<ul style="list-style-type: none"> <li>Further work required on entity resolution and tuning i.e. addresses, names and missing data issues</li> <li>Risk scores need to be enhanced to create the most accurate indication of fraud and increase confidence in alerts</li> <li>Commercial model proposal to be agreed along the lines of an upfront payment and CIPFA to relinquish its right to investigate these cases</li> </ul>																																

In conclusion after careful deliberations, it was agreed that the way forward is to seek clarification from CIPFA on the timescales to resolve the issues that are leading to the poor user satisfaction score. When these are satisfactorily addressed the Oversight Board would be minded to sign off the Pilot phase. In addition, CIPFA to update the Evaluation Report to include the satisfaction survey results and the Oversight Board evaluation summary. Also, CIPFA to separate the Evaluation Report into two sections: first part CIPFA's contextual information and the other being the detailed evaluation outputs.

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# Overview & Scrutiny Board

2 April 2019

# REPORT

**Subject Heading:**

Call-in of a Cabinet Decision - Property Disposals

**SLT Lead:**

Anne Brown – Deputy Director of Legal & Governance

**Report Author and contact details:**

Richard Cursons – Democratic Services Officer  
richard.cursons@onesource.co.uk

**Policy context:**

The Council's Asset Management Plan

**Financial summary:**

The disposal of the properties identified in this report if approved will generate capital receipts which will be utilised to fund Council priorities approved as part of the Capital Strategy. Disposal will also deliver minor reduction in ongoing revenue costs

**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	[X]

**SUMMARY**

In accordance with paragraph 17 of the Overview & Scrutiny Committee Rules, a requisition signed by two Members representing more than one Group (Councillor Gillian Ford and Councillor Ray Morgan are requisitioning the Cabinet Decision

made on 13 March 2019, to dispose of the Land at Hall Lane Pitch & Putt Course, Upminster, on the following ground. The grounds for the requisition and an initial response from officers are shown below.

## RECOMMENDATION

**That the Board considers the requisition of the Cabinet Decision and determines whether to uphold it.**

## REPORT DETAIL

### **Grounds for the Call In.**

Councillor Gillian Ford and Councillor Ray Morgan are requisitioning the Cabinet Decision made on the 13th March, to dispose of **the** Land at Hall Lane Pitch & Putt Course, Upminster, on the following grounds:

1. The Local Plan Map and Policy DC18 of the Core Strategy show the Hall Lane Pitch & Putt land being designated under the broad description of 'parks, open spaces, playing fields, allotments'.
2. The site has been excluded from the Playing Pitch Strategy and the 2016 Open Space Assessment. The site specific assessment by LUC (Oct 2016) identifies that there is a need and demand for a publicly accessible park and garden. It clearly states that the development of the site would be contrary to Policy 18 of the emerging Local Plan unless suitable equivalent or better quality provision is made in a suitable location. Why has the site been deliberately omitted and Policy 18 ignored?
3. As the site has not been declassified and the above applies. The land should have undergone a statutory consultation process to be disposed of as part of the draft Local Development Plan submission. Why has this not been undertaken?
4. The miniature pitch and putt site is surrounded by the Hall Lane Policy Area Zone B. Any development would impact on Policy Area Zone B. Why has this not been taken into consideration?
5. There has been no consideration or feasibility study of the retention of the site for public wellbeing. The nearest park is dedicated for sports activities. This site has other health benefits that have not been taken into consideration, for example social prescribing as part of Havering's strategy towards health prevention. Why?

6. Land disposal requires tree surveys to be undertaken. A tree survey has been undertaken of the site as part of planning application P0.248.19. Why has this survey been ignored as part of the sale, as there is a requirement to consider TPO's in accordance with the survey's findings?
7. Policy 18 of the Local Plan sets out (criteria (i)) "that the Council will continue to protect the boroughs designated open spaces from development". Why is this Policy not being adhered to?
8. No consideration has been given to Policy 30 Nature Conservation section iii with the commitment to preserving veteran trees. Why?
9. No consideration has been given to Policy 28 and the site as a heritage asset. Why?
10. No consideration has been given to Policy 29 protecting green infrastructure. Why?
11. No consideration has been given to Policies 33 on emissions. Why?
12. No consideration has been given to Policy 34 on air quality. Why?
13. Could you explain why there has been no public consultation on the sale of the land in respect to the residents gates leading onto the site, usage, rights of access without challenge from the local authority, afforded to them for over 20 years.
14. Contrary to planning application P0248.19 which suggests a percentage of the site to the front of the development would be retained for public open space, it is the intention for the site to be sold as a whole. Therefore planning application P0248.19 would not have any public open space, why?
15. The As part of application P0248.19, a land value statement was submitted. The BNP Paribas references the Council's CIL viability study for a greenfield classification of between £250,000 to £350,000 per hectare and they have used the mid-point of this range to generate a value of £1,066,000. This is the value the land would need to be offered for in order that the development can be viable. They go on to say that even at this level there is currently a projected deficit in value based on current returns and they are reliant on this area outperforming London trends, and on being able to minimise cost inflation, in order to return the payment in lieu of affordable housing. This is a significant area of risk. The land value figure is £7.3m per hectare for residential land in Havering as reported in the GLA Economic Evidence Base for London 2016. Why the huge difference in land value figures?

## **Response to the Call In.**

Councillor Gillian Ford and Councillor Ray Morgan are requisitioning the Cabinet Decision made on the 13th March, to dispose of the Land at Hall Lane Pitch & Putt Course, Upminster, on the following grounds:

*No decision has been made on the disposal of the land .The Cabinet was recommended to:*

*(a) Agree, in principle, that the land referred to below is no longer required to be held for the purposes for which the Council presently holds it and that it should be appropriated to planning purposes with a view to its subsequent disposal in due course:*

- *Land at Gooshays Drive, Harold Hill*
- *Hall Lane Pitch & Putt Course, Upminster*

*(b) Authorise, for the purposes of (a) above and in accordance with section 122(2A) Local Government Act 1972 and section 233(4) Town and Country Planning Act 1990 that notices are placed in a local newspaper circulating in the area for two consecutive weeks expressing*

- (i) an intention to appropriate the land to planning purposes; and*
- (ii) an intention to dispose of the land following its appropriation.*

*(c) Consider any objections to the intended appropriation and/or disposal before a decision to appropriate or dispose is made.*

*(d) Agree, in principle, following its appropriation for planning purposes, to the disposal of the land referred to above subject to (b) and (c) above.*

*The Council's intention therefore, is for the Cabinet to consider all of the objections made, both to the appropriation and the disposal at another meeting before a decision is made on whether or not to proceed with the disposal.*

1. The Local Plan Map and Policy DC18 of the Core Strategy show the Hall Lane Pitch & Putt land being designated under the broad description of 'parks, open spaces, playing fields, allotments'.
2. The site has been excluded from the Playing Pitch Strategy and the 2016 Open Space Assessment. The site specific assessment by LUC (Oct 2016) identifies that there is a need and demand for a publicly accessible park and garden. It clearly states that the development of the site would be contrary to Policy 18 of the emerging Local Plan unless suitable equivalent or better quality provision is made in a suitable location. Why has the site been deliberately omitted and Policy 18 ignored?
3. As the site has not been declassified and the above applies. The land should have undergone a statutory consultation process to be disposed of as part of the draft Local Development Plan submission. Why has this not been undertaken?
4. The miniature pitch and putt site is surrounded by the Hall Lane Policy Area Zone B. Any development would impact on Policy Area Zone B. Why has this not been taken into consideration?
5. There has been no consideration or feasibility study of the retention of the site for public wellbeing. The nearest park is dedicated for sports activities. This site has other health benefits that have not been taken into consideration, for example social prescribing as part of Havering's strategy towards health prevention. Why?
6. Land disposal requires tree surveys to be undertaken. A tree survey has been undertaken of the site as part of planning application P0.248.19. Why has this survey been ignored as part of the sale, as there is a requirement to consider TPO's in accordance with the survey's findings?
7. Policy 18 of the Local Plan sets out (criteria (i)) "that the Council will continue to protect the boroughs designated open spaces from development". Why is this Policy not being adhered to?
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15. The As part of application P0248.19, a land value statement was submitted. The BNP Paribas references the Council's CIL viability study for a greenfield classification of between £250,000 to £350,000 per hectare and they have used the mid-point of this range to generate a value of £1,066,000. This is the value the land would need to be offered for in order that the development can be viable. They go on to say that even at this level there is currently a projected deficit in value based on current returns and they are reliant on this area outperforming London trends, and on being able to minimise cost inflation, in order to return the payment in lieu of affordable housing. This is a significant area of risk. The land value figure is £7.3m per hectare for residential land in Havering as reported in the GLA Economic Evidence Base for London 2016. Why the huge difference in land value figures?

*Points 1,2,3,4,6,7,8,9,10,11,12,14 and 15 relate to planning considerations, which will be considered in due course as part of the process to determine the planning application, which has been submitted. The report indicates that the Council intends to see the land used for development subject to securing planning and other relevant consents.*

*The Cabinet did not decide on the merits or demerits of the planning application or planning position of the site as is shown in the above recommended decisions (a) to (d). It is considered that all the above points will be dealt with under the process of determining the planning application.*

*With respect to point Number 5, the site is considered to offer little value in the delivery of the Council's health and wellbeing policies. It is located in one of the least deprived wards of the borough where physical activity rates are much higher than most deprived wards in the north (Gooshays and Heaton and the south (South Hornchurch)*

*With respect to point Number 13, the Council does not recognise any rights of access or use acquired by any of the said residents. The land is managed and maintained by the Council as a pitch and putt. It is secured by mesh fencing and the entrance gates .It is kept secured except when the pitch and putt facility is open.*

Appendix – Cabinet decision  
Appendix – Cabinet report

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### **Cabinet Decision:**

- (a) **Agreed**, in principle, that the land referred to below is no longer required to be held for the purposes for which the Council presently holds it and that it should be appropriated to planning purposes with a view to its subsequent disposal in due course:
- Land at Gooshays Drive, Harold Hill
  - Hall Lane Pitch & Putt Course, Upminster
- (b) **Authorised**, for the purposes of (a) above and in accordance with section 122(2A) Local Government Act 1972 and section 233(4) Town and Country Planning Act 1990 that notices are placed in a local newspaper circulating in the area for two consecutive weeks expressing
- (i) an intention to appropriate the land to planning purposes; and
  - (ii) an intention to dispose of the land following its appropriation.
- (c) **Considered** any objections to the intended appropriation and/or disposal before a decision to appropriate or dispose is made.
- (d) **Agreed**, in principle, following its appropriation for planning purposes, to the disposal of the land referred to above subject to (b) and (c) above.

### **Reasons for the decision:**

15. The Council should regularly review assets to ensure that they meet the requirements of the Asset Management Plan and make the best possible contribution to the aims of the Council.
16. As a preliminary step it is necessary to obtain Cabinet's in principle decision to both appropriate and thereafter dispose of the land for planning purposes. A final decision on whether to appropriate for planning purposes and dispose of the land will be made following the consideration of any objections received.

### **Other options considered:**

17. The only other option immediately available would be to not sell these sites. They are considered to be surplus to the Council's requirements and retaining them may not maximise their contribution to the Council's aims.

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## CABINET

**Subject Heading:**

**PROPERTY DISPOSALS**

**Cabinet Member:**

**Councillor Roger Ramsey**

**SLT Lead:**

**Jane West, Chief Operating Officer**

**Report Author and contact details:**

Simeon Nnyombi, Senior Property Adviser  
Tel: 01708 432573

E-mail:simeon.nnyombi@onesource.co.uk

**Policy context:**

The Council's Asset Management Plan

**Financial summary:**

The disposal of the properties identified in this report if approved will generate capital receipts which will be utilised to fund Council priorities approved as part of the Capital Strategy. Disposal will also deliver minor reduction in ongoing revenue costs

**Is this a Key Decision?**

Yes

Expenditure or saving (including anticipated income) of £500,000 or more

**When should this matter be reviewed?**

Not Applicable

**Reviewing OSC:**

Overview & Scrutiny Board

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

Places making Havering

[X]

Opportunities making Havering

[X]

## **SUMMARY**

On various occasions, Cabinet has approved the disposal of a number of Council owned sites either identified as surplus because of specific projects or following property reviews carried out by Property Services.

As the Council has pursued a policy of selling surplus sites for many years it becomes more difficult to identify new sites for disposal that do not pose challenges, either technically or in terms of planning, and especially in respect of objections to disposal that arise in many cases. Nonetheless, constant and on-going appraisal of property assets to identify disposal opportunities is a best practice tenet on all local authorities and at Havering is essential in providing capital receipts to fund and secure improvements and enhancements in delivery of Council services.

Nationally, councils are shifting their approach and considering sites for self-development in line with corporate need. Through capital spend; they are able to generate savings and new forms of revenue income.

This report identifies two sites that do not appear to meet the Council's approved criteria for property ownership and therefore need to be considered for disposal or self-development to meet corporate need, through the General Fund, HRA or Council-owned Company.

## **RECOMMENDATIONS**

That Cabinet:

- (a) **Agree**, in principle, that the land referred to below is no longer required to be held for the purposes for which the Council presently holds it and that it should be appropriated to planning purposes with a view to its subsequent disposal in due course:
  - Land at Gooshays Drive, Harold Hill
  - Hall Lane Pitch & Putt Course, Upminster
- (b) **Authorise**, for the purposes of (a) above and in accordance with section 122(2A) Local Government Act 1972 and section 233(4) Town and Country Planning Act 1990 that notices are placed in a local newspaper circulating in the area for two consecutive weeks expressing
  - (i) an intention to appropriate the land to planning purposes; and
  - (ii) an intention to dispose of the land following its appropriation.
- (c) **Consider** any objections to the intended appropriation and/or disposal before a decision to appropriate or dispose is made.
- (d) **Agree**, in principle, following its appropriation for planning purposes, to the disposal of the land referred to above subject to (b) and (c) above.

**REPORT DETAIL**

- 1 Over the last few years Cabinet has considered several reports that dealt with the results of a number of systematic property reviews and service-led projects that identified surplus property assets. Following this consideration, approval has been given to a number of property disposals.
- 2 The Council's Asset Management Plan states that land and property assets should only remain in Council ownership if they:
  - need to be retained in Council control for the provision of services
  - are of great value to the Council, community and other stakeholders and are in need of the degree of protection from development or other uses afforded only by ownership
  - are investment properties providing a financial return that can fully satisfy relevant investment criteria
- 3 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 the disposal of assets in order to pursue capital projects. The review and identification of new disposal and capital receipt opportunities makes an essential contribution to funding the Council's capital programme.
- 4 The combination of these factors has highlighted the need for a continuing systematic review of the Council's assets to ensure that those that continue to be retained match one of the definitions referred to above and those that do not are considered for disposal or re-use.
- 5 The required outcome of any asset disposal is to ensure that the Council's assets are managed efficiently and that their value makes a positive contribution to service delivery. However, where the site is to be redeveloped in accordance with the Council's planning policies the disposal may also assist in the pursuit of certain planning objectives, such as housing provision.
- 6 The sites identified for disposal within this report are:

Appendix 1	Land at Gooshays Drive, Harold Hill
Appendix 2	Land at Hall Lane Pitch & Putt Course, Upminster

Each Appendix sets out the strategic context in identifying the land for disposal along with any associated projects. Further data on the asset and a site plan are also provided. The Council owns the freehold interest in both sites.

- 7 As a matter of law, councils hold or own land for a particular statutory purpose. If they want to hold the land for a different purpose, they must formally appropriate the land to that purpose. Appropriation is a statutory process that allows the Council, following consultation, to change the purpose for which it holds property in its ownership from one purpose to another.
- 8 Councils are authorised to appropriate land for planning purposes. By formally appropriating the land for planning purposes subject to section 241 Town and Country Planning Act 1990, the Council (or any other person) may develop the land in accordance with a planning permission.
9. The Council should only propose to appropriate land for planning purposes if it has an intention to see the land used for development that 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.
10. In each case, the Council intends to see the land used for development, subject to securing planning and any other relevant authorisations. The reason behind the intended future disposal of the land is also supported by the Council's Asset Management Plan which only seeks to retain the ownership of land where that land: meets a service need, is of high value to the Council and/or local stakeholders and the community, or needs to be protected from development. Further, the subsequent disposal of the land will generate capital receipts that will allow the Council to pursue other priority capital projects.
11. A Council is authorised to appropriate land that it owns. However, if the land is used as public open space, which is legally defined as "*any land laid out as a public garden or used for the purposes of public recreation*" the Council must advertise its intention to appropriate the land for two successive weeks in a newspaper circulating in the area. It must then consider any objections made to the intended appropriation.
12. Outline planning applications have been submitted for both sites, which should provide more details on the proposals to residents and other interested parties. This will ensure that any objections are made from a more informed stand-point.
13. Councils are authorised to dispose of land held for planning purposes in accordance with section 233 Town and Country Planning Act 1990 subject to the requirement that the land is disposed of for the best consideration that can reasonably be obtained. Further, where land is used as public open space (as defined above) the Council must advertise its intention to dispose of the land for two successive weeks in a newspaper circulating in the area. It must then consider any objections made to the intended disposal.
14. It is proposed that both the intention to appropriate, and dispose of the land for planning purposes, will be advertised in one notice published for two successive weeks in a newspaper circulating in the area. The Council will consider all of the objections made, both to the appropriation and the disposal before making a decision as to whether to proceed.

**REASONS AND OPTIONS**

**Reasons for the decision:**

15. The Council should regularly review assets to ensure that they meet the requirements of the Asset Management Plan and make the best possible contribution to the aims of the Council.
16. As a preliminary step it is necessary to obtain Cabinet's in principle decision to both appropriate and thereafter dispose of the land for planning purposes. A final decision on whether to appropriate for planning purposes and dispose of the land will be made following the consideration of any objections received.

**Other options considered:**

17. The only other option immediately available would be to not sell these sites. They are considered to be surplus to the Council's requirements and retaining them may not maximise their contribution to the Council's aims.

**IMPLICATIONS AND RISKS**

**Financial implications and risks:**

**Capital Implications**

18. Capital presale expenses up to the allowable maximum of 4% of sale proceeds will be offset against the capital receipts. Any costs over and above this, or of a revenue nature will be met through the prioritisation of existing resources. Should the sale not proceed then the presale expenses will need to be reclassified as revenue in nature and alternative funding sources identified.
19. Costs will be incurred in connection with the processes required under section 122 Local Government Act 1972 in connection with the appropriation of the land for planning purposes. This will involve publishing notices for two consecutive weeks in a local newspaper circulating in the area. The cost of the notices will be met from the pre-sale expense budgets referred to above.
20. There is a risk that the disposal proceeds may be less than anticipated or that additional pre-sale expenses may be identified in which case the Director of Asset Management Services would reconsider the position in consultation with the appropriate Lead Member and Finance Officers. The economic case for each disposal will be kept under consideration throughout the sale process.

21. The net capital receipts will then be utilised to fund Council priorities approved as part of the Medium Term Financial Strategy and Capital Strategy. This may involve the flexible use of receipts to fund transformation costs of a revenue nature.

### **Revenue Implications**

22. Hall Lane mini golf course – the disposal of this site will have a minimal impact on revenue. There are currently no revenue budgets for this site. Costs are dependant on the opening hours of the course but for 2017/18 net costs were £2k (approximately £12k costs with income of £10k generated). Net costs to date in 2018/19 are £4k (costs of £12k and income of £7k).
23. Gooshays Drive – the disposal of this site will deliver a minor reduction in grounds maintenance costs.

### **Legal implications and risks:**

#### **Appropriation**

24. The Council is seeking to appropriate land for planning purposes under section 122 Local Government Act 1972 (“LGA 1972”) and then dispose of the land pursuant to section 233 Town and Country Planning Act 1990.
25. Section 122 LGA 1972 enables the Council to appropriate (transfer) land it owns from one use to another, as long as (1) the new use is for a purpose it could have purchased the land and (2) the land is no longer required to be held for the purpose for which it is held immediately before the appropriation. The Council must therefore, consider whether the land is no longer needed for the purpose for which it is currently held if it is to be appropriated for planning purposes.
26. The meaning of the words “*no longer required for the purpose for which it was held immediately before the appropriation*” in law means “not required” or “not needed in the public interest of the locality”.
27. The appropriation for planning purposes, in this instance, must follow the process set out in section 122(2A) LGA 1972. This involves placing a notice in two consecutive editions of a local weekly newspaper and the formal consideration of any representations made in response to the notice. There is a legal duty to consider such representations fully and properly.
28. Appropriation of the land for “planning purposes” (in order to engage the provisions of section 203 Planning and Housing Act 2016 (“PHA 2016”)) requires the Council to consider the following factors, that is, whether:
  - 28.1 the appropriation will facilitate the carrying out of development, re-development or improvement on or in relation to the land or is required for a purpose which it is necessary to achieve in the interests of the proper planning of an area in which the land is situated;

- 28.2 the proposed development, re-development or improvement will contribute to the promotion or improvement of the economic, social and/or environmental well-being of the area;
- 28.3 it is in the public interest that the proposed development should be carried out, having regard to the provisions of the development plan, whether planning permission is in force and any other considerations that would be material to the determination of a planning application for development of the land; and
- 28.4 as noted above, whether the land is no longer required for the original purpose for which it was acquired
- 29 “Planning purposes” is defined in section 246(1) Town and Country Planning Act 1990 (“TCPA 1990”) and acquisition for such purposes includes acquisition under section 226 or section 227 TCPA 1990.
- 30 Where land is appropriated for planning purposes, it is then held by the Council under the statutory provisions of Part 9 of the TCPA 1990. The consequence is that the erection, construction or carrying out of any maintenance or any building or work on the land and subsequent use of the land is authorised under those planning powers, if the works are done in accordance with planning permission, even if they interfere with third party rights.
- 31 The purpose of section 203 PHA 2016 is to ensure that where land has been appropriated for planning purposes, and provided that work is done in accordance with planning permission, then existing rights, which could prevent the development of that land from proceeding, can be overridden. The rights are overridden whether the Council or another person carries out the development. Persons who would otherwise benefit from those rights are entitled to claim compensation for the interference from the person carrying out the development.
- 32 Section 122(2A) LGA 1972 requires that before appropriating any land consisting or forming part of open space the Council must advertise the proposed appropriation in two consecutive editions of a local newspaper and consider any objections received in response.

### **Disposal**

33. Section 233 TCPA 1990 authorises a local authority to dispose of land held for planning purposes subject to securing the best consideration for the land that can be reasonably obtained.
- 34 Section 233(4) TCPA 1990 requires that before disposing of any land consisting of or forming part of open space the Council must advertise the intended disposal in two consecutive editions of a local newspaper and consider any objections received in response.

- 35 In this instance, the intention is to combine the notice of intention to appropriate under section 122(2A) LGA 1972 and the notice of intention to dispose under section 233(4) TCPA 1990 in one notice. There is no precedent for doing this and therefore there remains a possibility that the process may be the subject of a legal challenge. If this were to happen, it is unlikely to frustrate the process but it could cause a considerable delay, as the advertising process would have to be carried out again, but as two separate processes, first dealing with the intention to appropriate and the second the intention to dispose of the land held for planning purposes.

**Human Resources implications and risks:**

36. There are no Human Resources implications or risks in identifying these areas of land for disposal.

**Equalities implications and risks:**

- 37 The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

- 38 The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants.
- 39 An Equality and Health Impact Assessment will be carried out for both sites in due course.

**BACKGROUND PAPERS**

None

## APPENDIX 1

### LAND AT GOOSHAYS DRIVE, HAROLD HILL

1. The Council owns the freehold interest in an area of amenity green space off Gooshays Drive.
2. The site is located within Harold Hill, to the west of Central Park and the Harold Hill Community and Health Centres.
3. It is considered that the site is suitable for residential development subject to planning and other consents. This would provide additional homes, generate a capital receipt and bring the land into optimal use.
4. Under the current development plan policy, the loss of an open space or green space such as this site can be justified where it is demonstrated that there would be an improvement to the quality of open space in the vicinity or by remedying qualitative and quantitative deficiencies in open space elsewhere in the Borough.
5. In terms of wider considerations, the proposal also needs to be weighed against the benefits derived from the proposed delivery of housing and especially affordable housing on the site / in the Borough, in line with the Council's housing targets, which are proving difficult to meet.

<b>Housing Revenue Account or General Fund</b>	General Fund (See Legal Section Below)
<b>Site Area (acres)</b>	1.99 acres
<b>Description</b>	Grassed amenity area
<b>Current Use</b>	As above
<b>Ward</b>	Gooshays
<b>Feasibility Assessment</b>	<p>This site has reasonable public transport links, being in easy walking distance to numerous bus services, that link to various destinations and centres nearby but it is located 20 minutes' walk of Harold Wood train station, which is on the Crossrail route, with numerous services per hour into central London.</p> <p>The site is not allocated specifically as open space within the proposals map. However, the site is recognised as an amenity green space, in evidence base documents for the emerging Local Plan, which provides some visual amenity and a break in urban form. The Havering Green Spaces, Sport and recreation Study 2005 states that Gooshays Gardens falls short of the qualitative standards whilst the recent Open Space Assessment 2016 concludes that sites</p>

	<p>such as Gooshays Gardens which score low in terms of value and quality, could feasibly be surplus to requirements. This more recent assessment also states that in the northern area of the Borough, there is a good level of coverage of amenity greenspace within a 10 minute walk.</p> <p>New development proposals for residential development would potentially meet the housing priority criteria of the existing and emerging local plan policies set out in the adopted LDF and London Plan, subject to mitigation measures and high quality design, but this delivery needs to be balanced against the protectionist policies for open space, and the requirement to replace in quantity and quality or for alternative sports and recreation use required by emerging policies of the Local Plan and NPPF.</p>
<p><b>Planning and Other Issues</b></p>	<p>Information has been obtained relative to services travelling through the site. This has highlighted that Thames Water has an underground foul and surface water sewer travelling across the site from the west to the east. The foul sewer is a class II sewer of 225mm. The surface water sewer is a 450mm pipe and is classified as a class III or strategic sewer.</p> <p>Thames Water does not permit strategic sewers to be built upon and does not permit any development to be constructed within 3m of an existing sewer. As such, development would either need to be designed around the constraints or a diversion requested. Given the status of the sewers, it is not anticipated that a diversion would either be approved or cost effective.</p> <p>Any development scheme would need to be designed carefully given the shape of the site and the constraints that exist. Benefits to the existing residents (i.e., road width / additional parking provision) will also need to be a key consideration.</p> <p>An outline planning application has been submitted for residential development of the site to provide up to 64 units with ancillary car parking, landscaping and access.</p>

## APPENDIX 2 LAND AT HALL LANE PITCH & PUTT COURSE, UPMINSTER

1. The Council owns the freehold in the Hall Lane pitch and putt site.
2. This site is situated to the east of Hall Lane and Upminster Golf Course. The rest of the surrounding area comprises of mainly detached houses fronting The Fairway to the north, Claremont Gardens to the east and Ingrebourne Gardens to the south, where their gardens back onto the site.
3. An independent assessment of the site has concluded that it does not contribute to open space needs and there is little viable future as a golf facility, hence loss as both forms and the redevelopment of the site could be justified
4. New development proposals for residential development would potentially meet the criteria of the policies set out in the adopted LDF and London Plan, subject to mitigation measures and high quality design.
5. Operation of the site requires a subsidy of approximately £5,000 per annum (£8 per golf round) and remedial works of approximately £35,000 are required to sustain the operation.

<b>Housing Revenue Account or General Fund</b>	General Fund
<b>Site Area (acres)</b>	8.5 acres
<b>Description</b>	Pitch and Putt course
<b>Current Use</b>	18 hole pitch and putt facility open at weekends and school holidays from Easter to October.
<b>Ward</b>	Upminster
<b>Feasibility Assessment</b>	<p>Existing adopted policy requires an open space assessment to ascertain if open space is surplus to requirement. The headline findings of a 2019 Hall Lane Pitch and Putt open space assessment were:</p> <ol style="list-style-type: none"> <li>1. The site is located within the catchment area of at least one type of publicly accessible open space.</li> <li>2. There is scope to provide a publicly accessible open space within the site itself, which would help address quantitative deficiencies at a local level.</li> <li>3. There is opportunity to further address quantitative and qualitative deficiencies at a local level through contributing to the enhancement of nearby publicly accessible open spaces.</li> </ol>

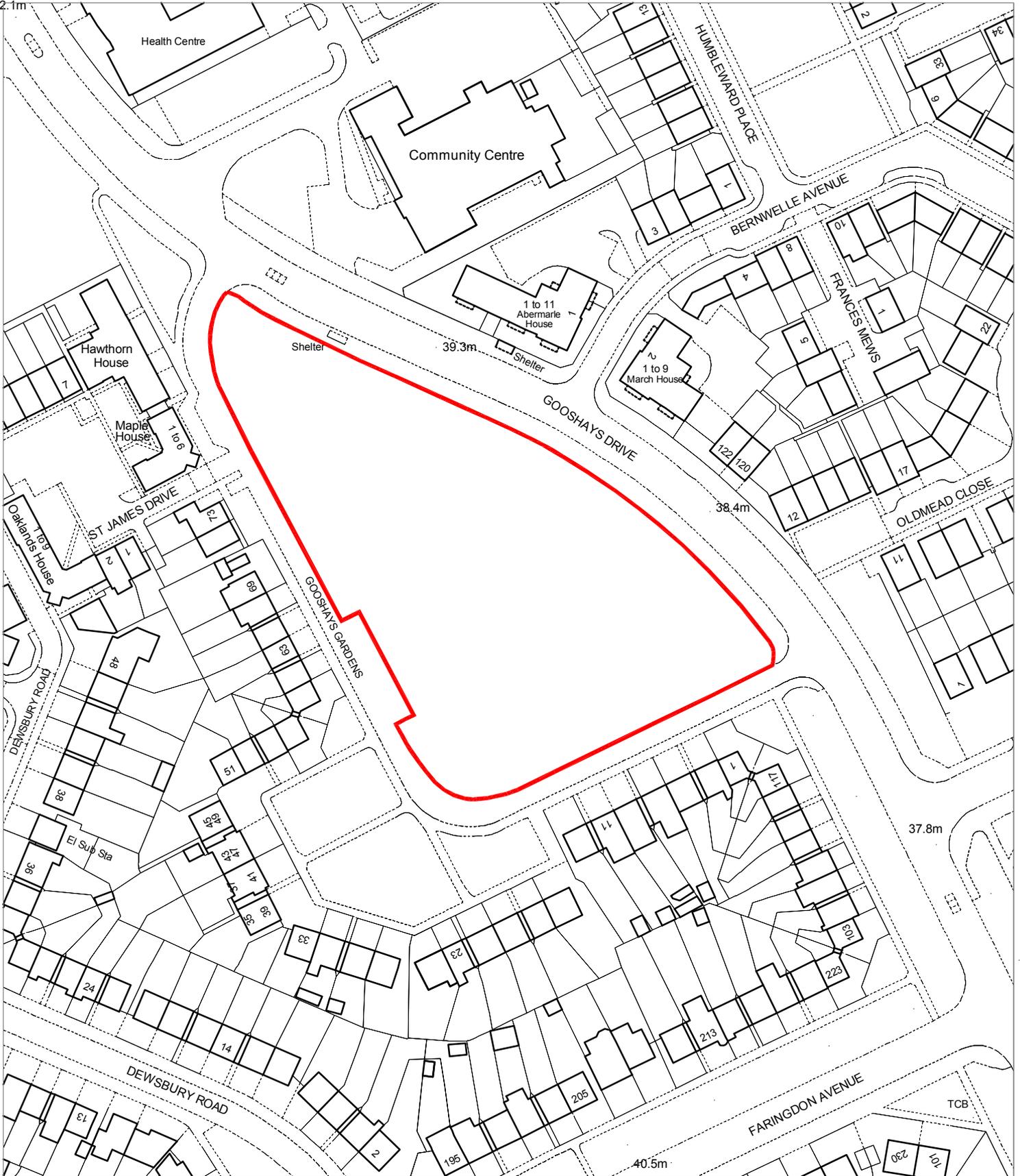
	<p>A related 2018 Golf Facility Needs Assessment concluded as follows:</p> <ol style="list-style-type: none"> <li>1. The facility is very out-dated and while 'nice to have' as a low cost entry facility to the game of golf, it offers little value as a site to deliver the Council's community health and wellbeing policies. It is located in one of least deprived Wards of the borough where physical activity rates are much higher than in the most deprived Wards in the north (Gooshays and Heaton) and the south (South Hornchurch).</li> <li>2. The facility is of poor quality; it offers poor availability and requires a substantial subsidy to operate.</li> <li>3. The site offers no potential to be enhanced to become financially viable. Standalone Pitch and Putt and/or Crazy Golf is only attractive to sufficient numbers of users to achieve financial viability in locations where these facilities are complementary to other sports and recreational facilities - for example in destination parks such as Battersea Park or Alexandra Park, or in commercial golf centres as part of a wider offer with parking and hospitality facilities such as Golf Kingdom Family Golf Centre in Romford or West Park in Chelmsford.</li> </ol> <p>The site is not included within the Council's recent open space assessment (2016) prepared as a supporting evidence document for the Draft Local Plan, confirming that it is not considered formal "open space" by the Council. However, the adopted LDF proposals Map does allocate the site as 'park, open space, playing fields and allotments DC18' and this is not proposed to be amended with the Draft Local Plan Proposals Map Changes document.</p> <p>Thus, it is considered that there is potential for permission to be granted for an alternative use on part of the site, subject to mitigation including providing facilities or financial contributions to improving sports and allotments elsewhere and providing a children's play area on site.</p>
<p><b>Planning and Other Issues</b></p>	<p>An outline planning application for residential development of the site to provide up to 48 units with ancillary car parking, landscaping and access has been submitted.</p>



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Gooshays Gardens  
Harold Hill



Property Services

River Chambers  
High Street  
Romford | RM1 1HR  
Tel: 01708 434343

rev/by date amendment

Site Plan

drawn by nt drawing number  
date May 2018  
scale 1:1250 @ A4

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