

**MINUTES OF A MEETING OF THE  
TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE  
Committee Room 3B - Town Hall  
3 September 2019 (7.30 - 8.30 pm)**

**Present:**

Councillors Robby Misir (Chairman), Keith Darvill, Paul Middleton, Gerry O'Sullivan, Christopher Wilkins, Timothy Ryan and Carol Smith

An apology for the absence was received from Councillor Ray Best. Councillor Tony Durdin was absent.

**5 DECLARATION OF INTERESTS**

There were no disclosures of interest.

**6 MINUTES**

The minutes of the meeting of the Sub-Committee held on 11 July 2019 were agreed as a correct record and signed by the Chairman.

**7 PERFORMANCE REPORT UPDATE - QUARTER ONE**

Members received a presentation that outlined the eleven performance indicators (PI) for Quarter One that reports to the Sub-Committee.

The PIs are the standards by which performance of services are measured within the Council. These are compared over four quarters of the municipal year to monitor performance standards. Most are given a "RAG rating" on the basis of Red (off track), Amber (at risk) and Green (on track).

The report indicated that there were performance ratings available for 10 of the 11 indicators. Five indicators were Red (off target) and the other five were Green (on target).

One of the indicators was a demand rather than performance, therefore did not have a target assigned and was not given a RAG status.

The Sub-Committee was informed that in Quarter 1 of 2019/20, the total number of Stage 1 complaints closed within timescale (10 days) was 136 out of 145 (93.79%). This was a significant improvement compared to the

same time last year where 122 out of 148 (82.43%) Stage 1 complaints were closed within timescales (15 days).

It was stated that 95% of Stage 1 complaints relating to Housing Demand service were closed within the timescale of 10 days, 97.8% of Stage 1 complaints relating to Property & Land service were closed within the timescale of 10 days and 82.4% of Stage 1 complaints relating to Tenancy Sustainment service were closed within the timescale of 10 days.

The report indicated that at the beginning of Quarter 3 2018/19; targets for stage 1 complaints were revised from 15 to 10 working days.

The Sub-Committee noted that 88.7% of repairs were completed within the target timescale against a target of 95%. The main repairs contractor, Breyer's, performance was 87.7%. It was stated that continuous monitoring and regular meetings were still taking place with Breyer to ensure the trajectory remains upward.

Members noted that although Breyer have not met the cumulative KPI for repairs completed within target, the monthly performance have shown consistent improvement month on month and in June Breyer achieved 92.14.

Breyer have also consistently achieved over 95% for repairs "Right First Time" against a target of 85. Officers were confident that we will see further improvement in the Q2 2019-20 figures.

Officers stated that the performance of Breyer continues to improve and the service was confident that further improvements were expected in the Q2 2019-20 figures.

The report also outlined the following areas that required improvement:

The Sub-Committee was informed of the new KPI measure for Housing Revenue Account Arrears.

The calculation for this measure was the total arrears expressed as a percentage of the rent debit for HRA current tenants. The pprovisional Quarter 1 performance was recorded at 2.96%. The total sum of arrears was stated at £1,593,872 over an estimated 2019-20 debit of £54 million.

The total number of HRA current tenants in arrears was 3356 out of 8587 total tenancies.

It was explained that the Universal Credit (UC) had a big impact on the HRA arrears. The Service was now promoting Standing Orders as a preferred method of payment with UC claimants.

Members were informed that Havering was still one of the council with the lowest arrears. It was also indicated that Arrears indicator will be on target by the end of the financial year.

Planning Applications - It was stated that in accordance with the published government standards, speed of decision applies to all major and non-major development applications, with a threshold for designation set.

Based on the current performance, it was considered unlikely that the Council would be at risk of designation due to speed of decision but the figure would continue to be monitored. The Sub-Committee was informed that performance had improved in recent months following a new systems being introduced for prioritising of officer work and supporting officers to avoid applications missing deadlines.

Re-let – There were plans to improve on the current performance for minor voids and get the average days down to 10 working days. The Service was liaising with the responsive repairs team and working with contractors through weekly meetings and updates on current voids through monitoring sheets to improve turnaround times to meet the target.

It was also stated that improvement on Turnaround for lettings was targeted for 5 working days for properties advertised through choice based lettings systems or direct offers outside the regeneration decant scheme.

During discussion, Members were informed that the reason for the delay in gas servicing of some properties ranged from inability to gain access for reasons of mental health, the service was taking appropriate steps to ensure the servicing is carried out.

Members were assured that by quarter two, all planning indicators will be on target.

The Sub-Committee **noted** the performance report.

## **8 UPDATE - ADOPTION OF THE SEX ESTABLISHMENT LICENSING POLICY AND ADOPTION OF SCHEDULE 3 OF THE LOCAL GOVERNMENT ACT 1982**

In accordance with the Council's Continuous Improvement Model, the Sub-Committee received a briefing on the Sex Establishment Licensing Policy that was adopted by Council in early 2015.

The Policy recommended that the maximum number of sex establishments for all wards in the borough was zero.

The Sub-Committee was informed that the Licensing Authority received very few enquiries from premises that were considering an application. All

prospective applicants were referred to the Council's Policy. Members were informed that to date there have been no legal challenge to the Policy.

The Licensing Authority indicated that there were no licensed sex establishments in the borough.

During a brief discussion, Members noted the difference between a treatment massage shop and a massage parlour. It was noted that indication of a massage parlour should be notified to the Police for enforcement.

The Committee was assured that rigorous checks are undertaken before a massage treatment centre was licensed.

The Committee resolved not to take the update report further.

The content of the report was noted.

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**Chairman**