

**MINUTES OF A MEETING OF THE  
TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE  
Committee Room 3A - Town Hall  
4 December 2019 (7.30 - 9.15 pm)**

**Present:**

Councillors Ray Best (Chairman), Robby Misir (Vice-Chair), Keith Darvill, Paul Middleton, Gerry O'Sullivan, Christopher Wilkins, Carol Smith and Sally Miller

Apologies for absence were received from Councillor Tony Durdin and Councillor Timothy Ryan

**9 DECLARATION OF INTERESTS**

There were no disclosures of interest.

**10 MINUTES**

The minutes of the meeting of the Sub-Committee held on 3 September 2019 were agreed as a correct record and signed by the Chairman.

**11 PERFORMANCE REPORT UPDATE - QUARTER TWO**

Members received a presentation that outlined the eleven indicators for Quarter Two 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 9 of the 10 indicators. Two indicators were Red (off target), Three were Amber (off target but expected to achieve target) and the four 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 noted that the following indicators were off targets:

- Percentage of all repairs completed within target Main Contractor(s). It was noted that the percentage was a cumulative but the trajectory for the indicator showed a sign of improvement.
- The percentage of HRA arrears over debit. It was noted that at the end of the quarter a total of 4976 HRA tenants were in arrears. The total amount of arrears owing was £1,672,506 over a current estimated annual HRA rent debit of £53,951,807.

The following indicators were rated as Amber - off target but expected to achieve target:

- Percentage of Housing Services complaints answered within target time. The report outlined that a total of 258 complaints were answered within the 10 days target out of a total of 273 complaints which were received between April and end of September 2019 for Housing services.
- Percentage of HRA Gas servicing compliance (General needs & Sheltered)  
At the end of the current quarter, a total of 8550 properties have a current CP12 (current gas safety record) out of a total compliance stock count of 8555 properties.

The report also indicated that homes under the Private Sector Leasing (temporary accommodation) properties gas safety was 99.24% (790 out of 795).

- Average days re-let time of ALL HRA Voids  
It was noted that at the end of the quarter, a total of 196 HRA re-lets were carried out within an average time of 16.4 days.

During discussion, Members were informed that the issue with Universal Credit (UC) continues to impact on the HRA arrears.

It was noted that at the end of current quarter (Q2), there were a total of 1110 tenants who were receiving UC in arrears. The current £733,957 UC arrears represents 1.35% when expressed as a percentage of the annual rent debit

The Director of Housing Services informed Members that the services would be submitting a report on review of performance indicators to the sub-committee at the next meeting.

Members requested that future Performance Update be collated as a running total in order to understand the direction of performance.

The Sub-Committee noted the performance update report.

## **12 ROMFORD TOWN CENTRE MASTERPLAN**

At the request of a Member, the Sub-Committee received a report on the Romford Town Centre Masterplan project.

The report provided a summary of work undertaken to date in respect of the Town Centre Masterplan project that was commissioned in October 2018 to deliver a comprehensive, design-led development framework for Romford.

It was noted that the objective of the project was to develop a masterplan that would guide and facilitate Romford's future growth appropriately and sustainably, building on its unique characteristics to deliver a high quality, cohesive and vibrant town centre for Havering.

The Sub-Committee was informed that the intention was to adopt the masterplan document as formal planning policy so that it becomes a Supplementary Planning Document (SPD). The SPD would form part of a suite of sub-policies under the Boroughs Local Plan (LP) when this is adopted in 2020. The Council's Local Plan had been submitted to the Secretary of State.

The Sub-Committee noted that consultation on the planning Inspector's proposed modifications to the Local Plan would take place in early 2020.

The aim of the masterplan was to provide a vision for Romford which was supported by detailed guidance that enables opportunities to be realised so that that Romford retains its strategic role within Havering, North East London and Essex.

Members noted that it was the intention that the masterplan sets out a vision for the period up to 2041.

The Sub-Committee was informed of the following emerging draft vision for Romford:

Romford would be a mixed and vibrant regional Town Centre with a distinct character. It would consist of a refined retail offer complimented by a rejuvenated market, with a focus on local goods and services, maintaining its role as a major leisure destination, with an enlarged employment offer, an early evening food and beverage offer and new residential community.

The masterplan vision was supported by 8 interrelated objectives. These objectives were supported by strategies to provide guidance on how to turn the objectives in to good growth and deliver the social infrastructure that was needed to support growth.

The Sub-Committee was informed that the masterplan team has also engaged the following partners and stakeholders to inform the development of the masterplan:

- Land owners
- Prospective developers
- Business representatives
- Council departments.
- Sub regional & statutory agencies – GLA, TfL, Environment Agency
- Havering's Quality Review Panel (QRP) - a professional peer review panel led by independent architects/design professionals to critically review the design principals and emerging proposals.

Members were informed that the council was currently involved in two joint venture partnerships to deliver borough-wide regeneration and high-quality housing for local people.

The Sub-Committee noted the following next steps and associated timescales for completing the project:

- Completion of internal Council consultation on draft SPD – November 2019
- Review workshops with Leader and Members – January 2020
- Cabinet approval for statutory consultation – April 2020
- Review of feedback/update SPD – May 2020
- Adoption of Romford Masterplan SPD\*- June 2020

Members were encouraged to take the opportunity of the current consultation to be involved as it offered a chance to influence the vision for the Romford Masterplan.

The Sub-Committee was informed that an all Member briefing was planned for the future including an opportunity for a walkabout on one of the sites.

The Sub-Committee noted the content of the report.

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**Chairman**