



Havering

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

TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE AGENDA

7.00 pm	Thursday 8 July 2021	Council Chamber, Town Hall
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Members 9: Quorum 4

COUNCILLORS:

Conservative Group (4)

Robby Misir (Vice-Chair)
Timothy Ryan
Carol Smith
Ray Best (Chairman)

Residents' Group (2)

Paul Middleton
Gerry O'Sullivan

Upminster & Cranham Residents' Group (1)

Christopher Wilkins

Independent Residents' Group (1)

Tony Durdin

Labour Group (1)

Keith Darvill

**For information about the meeting please contact:
Luke Phimister 01708 434619
luke.phimister@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.

What is Overview & Scrutiny?

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

The sub-committees have a number of key roles:

1. Providing a critical friend challenge to policy and decision makers.
2. Driving improvement in public services.
3. Holding key local partners to account.
4. Enabling the voice and concerns to the public.

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

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

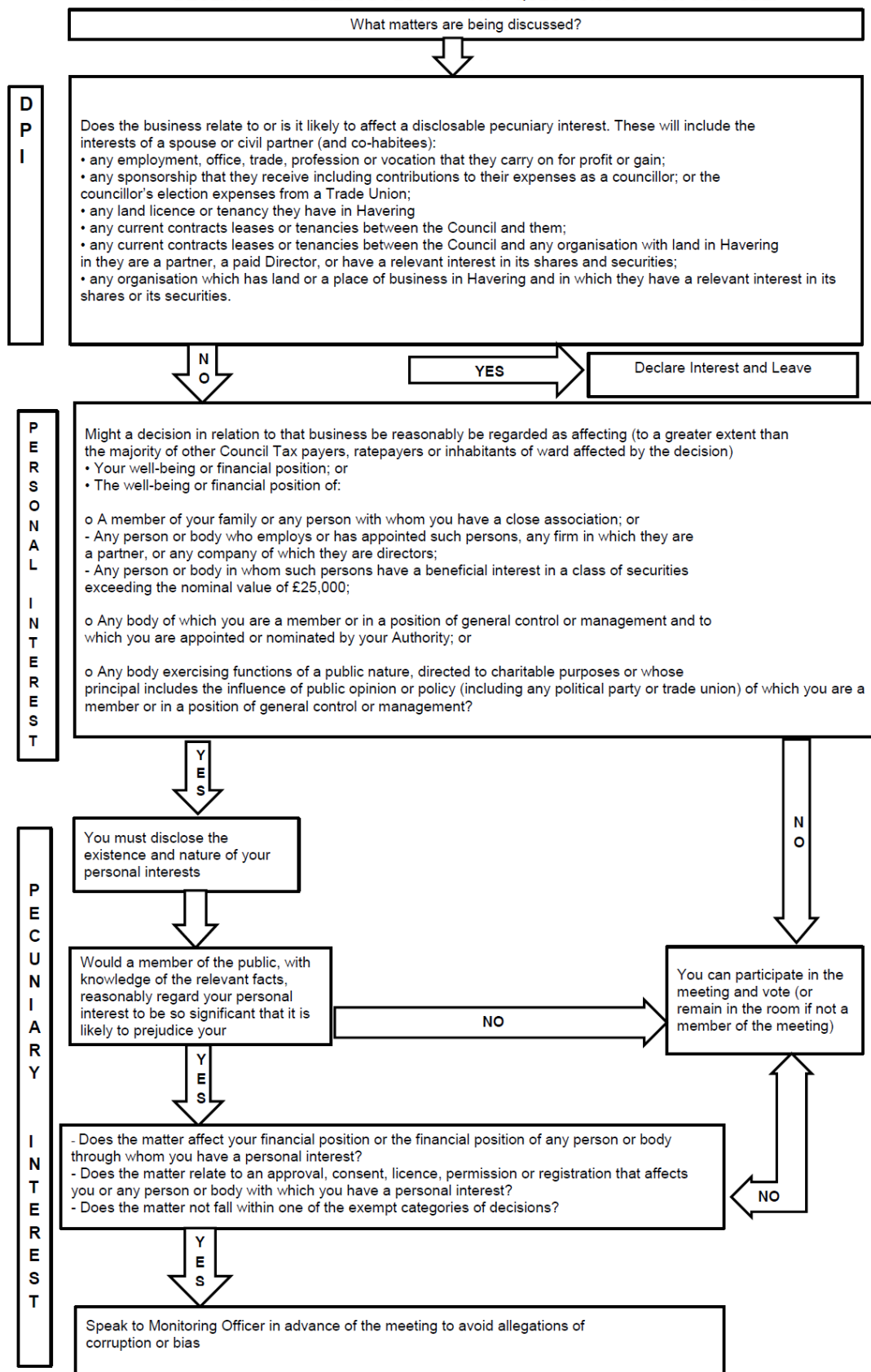
Sub-Committees will often establish Topic Groups to examine specific areas in much greater detail. These groups consist of a number of Members and the review period can last for anything from a few weeks to a year or more to allow the Members to comprehensively examine an issue through interviewing expert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

Terms of Reference

The areas scrutinised by the Committee are:

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

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



AGENDA ITEMS

1 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive.

2 DECLARATION OF INTERESTS

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

3 CHAIRMAN'S ANNOUNCEMENTS

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

4 MINUTES (Pages 1 - 2)

To approve as a correct record the minutes of the meetings of 9th February 2021 and to authorise the Chairman to sign them.

5 QUARTER 4 PERFORMANCE 2020-2021 (Pages 3 - 24)

Report and appendix attached.

6 WORK PROGRAMME

Members are invited to suggest items for the Sub-Committees work programme.

Andrew Beesley
Head of Democratic Services

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**MINUTES OF A MEETING OF THE
TOWNS & COMMUNITIES OVERVIEW & SCRUTINY SUB- COMMITTEE
Town Hall, Main Road, Romford
9 February 2021 (7.05 - 9.20 pm)**

Present:

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

Apologies for absence were received from Councillor Tony Durdin

28 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

There were no apologies for absence.

29 DECLARATION OF INTERESTS

There were no disclosures of interest.

30 CHAIRMAN'S ANNOUNCEMENTS

31 PROTOCOL FOR VIRTUAL MEETINGS

The Committee noted the protocol.

32 MINUTES

The minutes of the meeting held on 16 December 2020 were agreed as a correct record and would be signed by the Chairman at a later date.

33 HOUSING ALLOCATION SCHEME

The report presented to the committee gave an update on the Housing Allocation Strategy.

Members of the Committee noted that 1994 applicants were on the waiting list as of 31 March 2020 with an approximate waiting time of 2.5 years. It was noted that properties to re-let had increased since 2017-18 and applicants could wait up to 7 years to be permanently housed. It was also noted that the 5 bands for emergency rehousing had been updated to the following:

Band 1 – which covered moves due to risk of harm or important works and regeneration

Band 2a – which covered armed forces, care leavers and disabled residents
Band 2b – which covered foster carers
Band 2c – which covered volunteers and unsanitary conditions
Band 3 – which covered overcrowding, moderate medical needs and housing for older people

It was noted that the register would stay closed, the waiting numbers had stayed at 1,900 and there equality impacts have been mitigated. It was noted that evidence is needed to prove sufficient needs and the new bands would increase the waiting time of applicants.

The Committee agreed the statutory consultation on the draft Housing Allocation Scheme.

34 QUARTER 3 PERFORMANCE REPORT

The Committee received a quarter 3 performance report.

It was noted that the response to claims was still under target but was improving, repairs completed had decreased into amber. HRA gas compliance had decreased from green to red and over debit had stayed in red but had improved. It was also noted by the Committee that the average days to re-let had reduced further into red and major/minor/other planning applications were green and above the national benchmark set at 65%.

The Committee noted the contents of the report.

35 URGENT BUSINESS

Councillor Keith Darvill put before the Committee the issue in the reduction of public automated toilets in the Borough. The committee discussed the inconvenience that removing 7 public automated toilets.

Chairman

TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY SUB-COMMITTEE, 08 July 2021

Subject Heading:	Quarter 4 performance report
SLT Lead:	Jane West, Chief Operating Officer
Report Author and contact details:	Cynthujaa Satchithanathan, Customer Insight Officer x4960
Policy context:	The report sets out Quarter 4 performance relevant to the Towns and Communities Overview and Scrutiny Sub-Committee
Financial summary:	There are no immediate financial implications. Adverse performance against some Performance Indicators may have financial implications for the Council. Whilst it is expected that targets will be delivered within existing resources, officers regularly review the level and prioritisation of resources required to achieve the targets agreed by Cabinet at the start of the year.

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

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

SUMMARY

1. This report supplements the presentation attached as **Appendix 1**, which sets out the Council's performance against indicators within the remit of the Towns and Communities Overview and Scrutiny Sub-Committee for Quarter 4 (January to March 2021)

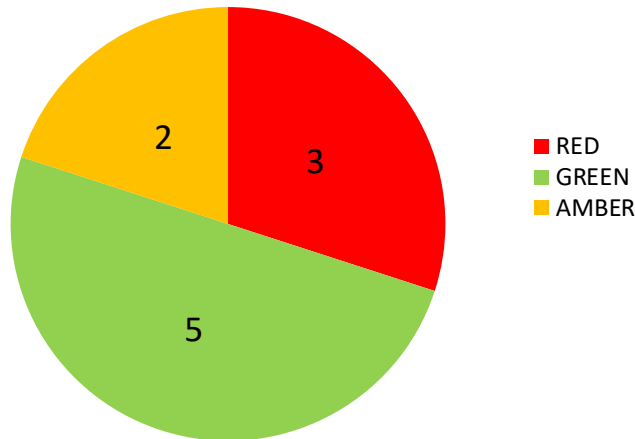
RECOMMENDATION

That Member of the Towns and Communities Overview and Scrutiny Sub-Committee note the contents of the report and presentation and make any recommendations as appropriate.

REPORT DETAIL

1. The report and attached presentation provide an overview of the Council's performance against the performance indicators selected for monitoring by the Towns and Communities Overview and Scrutiny Sub-Committee. The presentation highlights areas of strong performance and potential areas for improvement.
2. The report and presentation identify where the Council is performing well (**Green**) and not so well (**Amber** and **Red**). The RAG ratings for the 2020/21 reports are as follows:
 - **Red** = more than the 'target tolerance' off the quarterly target
 - **Amber** = within the 'target tolerance' of the quarterly target
 - **Green** = on or better than the quarterly target
3. Where performance is off track against the quarterly target and the rating is '**Red**', 'Improvements required' are included in the presentation. This highlights what action the Council will take to address poor performance.
4. Also included in the presentation (where relevant) are Direction of Travel (DoT) columns, which compare:
 - Short-term direction of travel – with performance the previous quarter (Quarter 3 2020/21)
 - Long-term direction of travel – with performance during the same time the previous year (Quarter 4 2019/20)
5. A green arrow (↑) means performance is better and a red arrow (↓) means performance is worse. An amber arrow (→) means that performance has remained the same.
6. It is important to note that though service delivery is returning to business as usual, there will be still be an impact on performance due to COVID-19.
7. In total, eleven performance indicators have been included in the Quarter 4 2020/21 report and presentation. Of these, ten have been assigned a RAG status. Three are currently rated '**red**' (off track), two are rated '**amber**' and five are rated '**green**' (on track).

Q4 2020-21 Indicators Summary



IMPLICATIONS AND RISKS

Financial implications and risks:

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

Adverse performance against some indicators may have financial implications for the Council, particularly where targets are explicitly linked with particular funding streams and/or levies from other bodies. Whilst it is expected that targets will be delivered within existing resources, officers regularly review the level and prioritisation of resources required to achieve the targets agreed by the Cabinet at the start of the year.

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

Legal implications and risks:

Whilst reporting on performance is not a statutory requirement, it is considered best practice to regularly review the Council's progress.

Human Resources implications and risks:

There are no HR implications or risks involving the Council or its workforce that can be identified from the recommendations made in this report.

Equalities implications and risks:

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

Appendix 1 - Towns and Communities Q4 Presentation



Haverling

LONDON BOROUGH

Quarter 4 Performance Report 2020/21

Towns and Communities O&S Sub-Committee

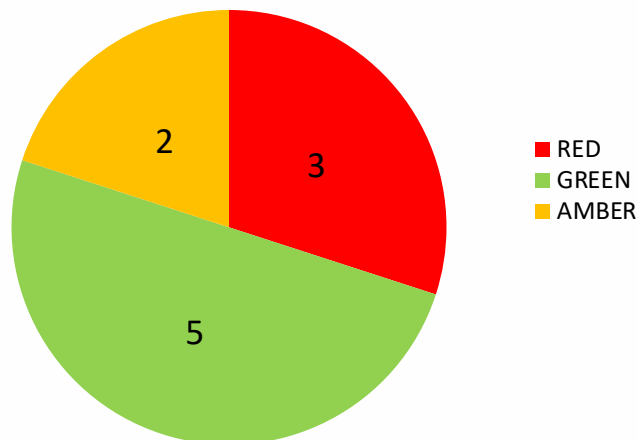
08 July 2021

Towns and Communities O&S Committee Performance Report

- Overview of the key performance indicators as selected by the Towns and Communities Overview and Scrutiny Sub-Committee
- The report identifies where the Council is performing well (**Green**), and not so well (**Amber** and **Red**).
- Where the RAG rating is '**Red**', '**Corrective Action**' is included. This highlights what action the Council will take to address poor performance.
- It is important to note that though service delivery is returning to business as usual, there will be still be an impact on performance due to COVID-19.

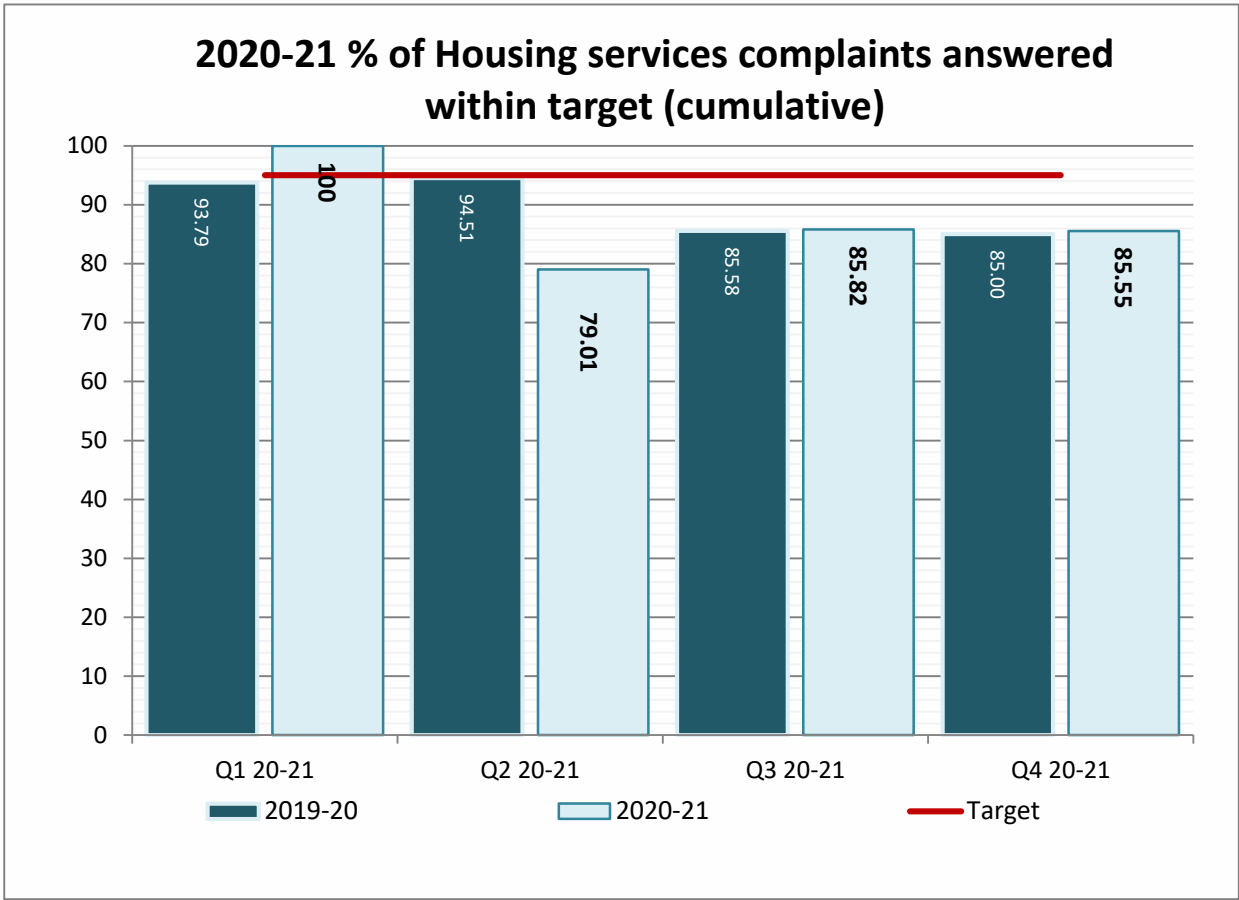
OVERVIEW OF TOWNS AND COMMUNITIES INDICATORS

Q4 2020-21 Indicators Summary

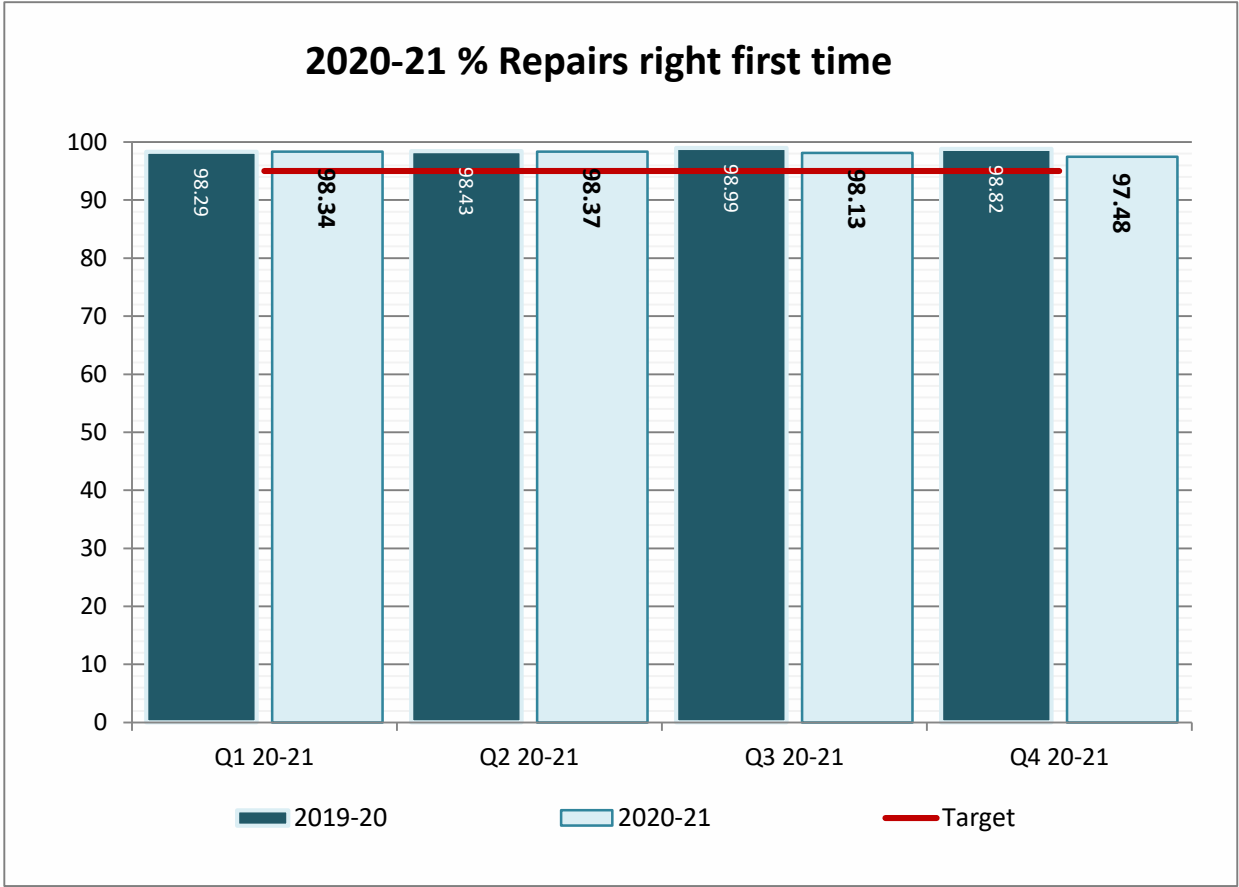


- 11 Performance Indicators are reported to the Towns and Communities Overview & Scrutiny Sub-Committee.
- Data is available for all the indicators.
- Q4 20/21 Performance ratings are available for 10 of the 11 indicators. 3 are **Red** (off target), 2 are **Amber** and 5 are **Green** (on target)

Indicator and Description	Value	2020/21 Annual Target	2020/21 Q4 Target	2020/21 Q4 Performance	Short Term DOT against Q3 2020/21		Long Term DOT against Q4 2019/20	
% of Housing services complaints answered within target time	Bigger is better	96% (5%)	96% (5%)	85.55% (Red)	↓	85.82% (Red)	↑	85.0% (Red)
Repairs right first time (Breyer Contractor only)	Bigger is better	95% (5%)	95% (5%)	97.48% (Green)	↓	98.13% (Green)	↓	98.82% (Green)
Percentage of all repairs completed within target Main Contractor(s) (cumulative)	Bigger is better	95% (5%)	95% (5%)	92.18% (Amber)	↓	92.76% (Amber)	↓	93.12% (Amber)
% HRA Gas servicing compliance (General needs & Sheltered)	Bigger is better	100%	100%	99.97% (Amber)	↓	100% (Green)	↓	100% (Green)
% of fire risk assessments due	Bigger is better	100%	100%	100% (Green)	↔	100% (Green)	↔	100% (Green)
Percentage of HRA arrears over debit	Smaller is better	1.40%	1.40%	2.32% (Red)	↑	2.75% (Red)	↑	2.60% (Red)
Total current UC tenants arrears (General, sheltered, HMO & AST)	Smaller is better	Demand Pressure	Demand Pressure	£924,382	↑	£1.10M	↓	£882K
Average days re-let time of ALL HRA Voids	Smaller is better	14 days	14 days	38.83 (Red)	↑	39.67 (Red)	↓	15.8 (Red)
Major Planning Applications completed within Target	Bigger is better	65%	65%	93.33% (Green)	↑	89.47% (Green)	↑	71.0% (Green)
Minor Planning Applications completed within Target	Bigger is better	65%	65%	85.65% (Green)	↑	82.82% (Green)	↑	74.0% (Green)
Other Planning Applications completed within Target	Bigger is better	80%	80%	93.75% (Green)	↑	92.59% (Green)	↑	89.0% (Green)

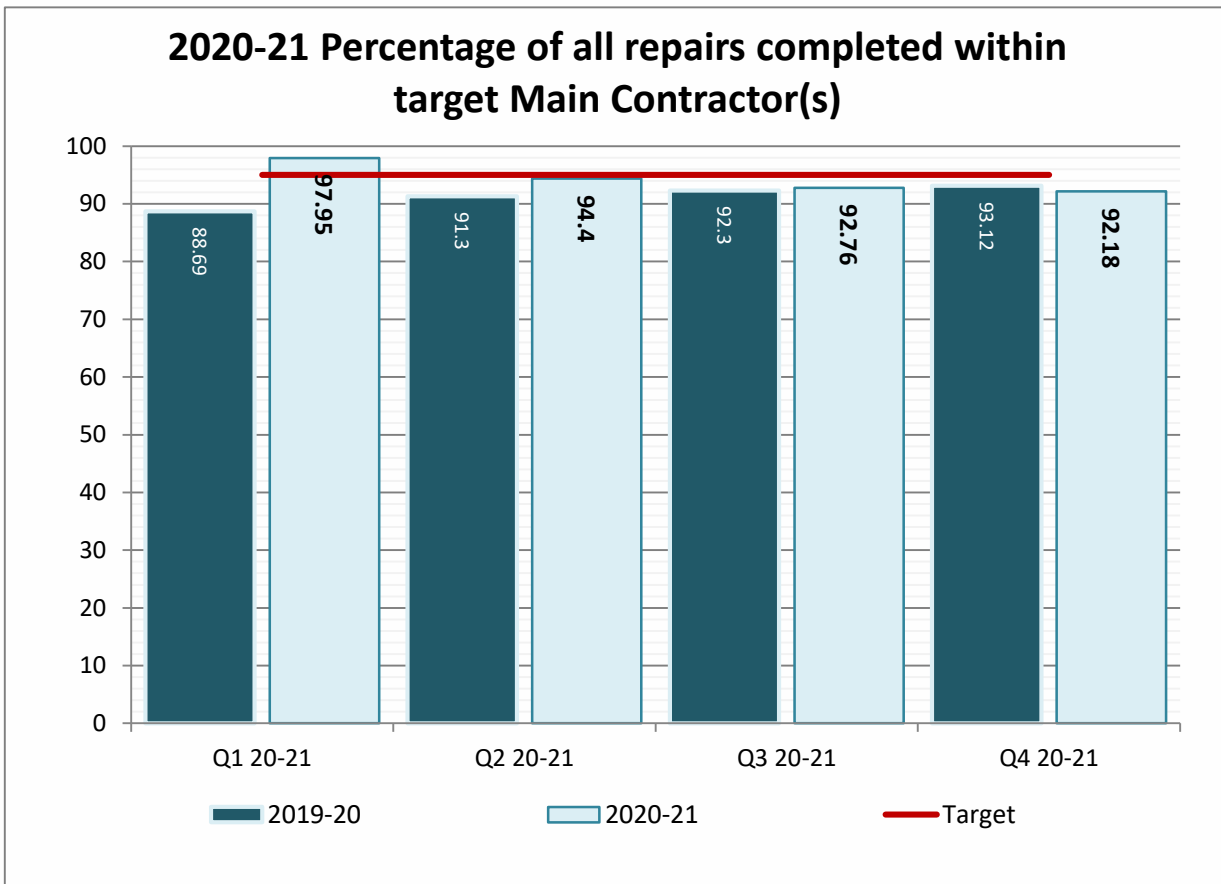


At the end of Q4 2020-21, there was a slight reduction in performance with 85.55% of Stage 1 complaints (cumulative) were answered within the 10 days target. The resolution time for complaints was impacted by a particularly higher number of Member Enquiries received; adding to the workload of the Complaints Team who resolve both complaints and enquiries. An improvement plan is in place to address this issue.

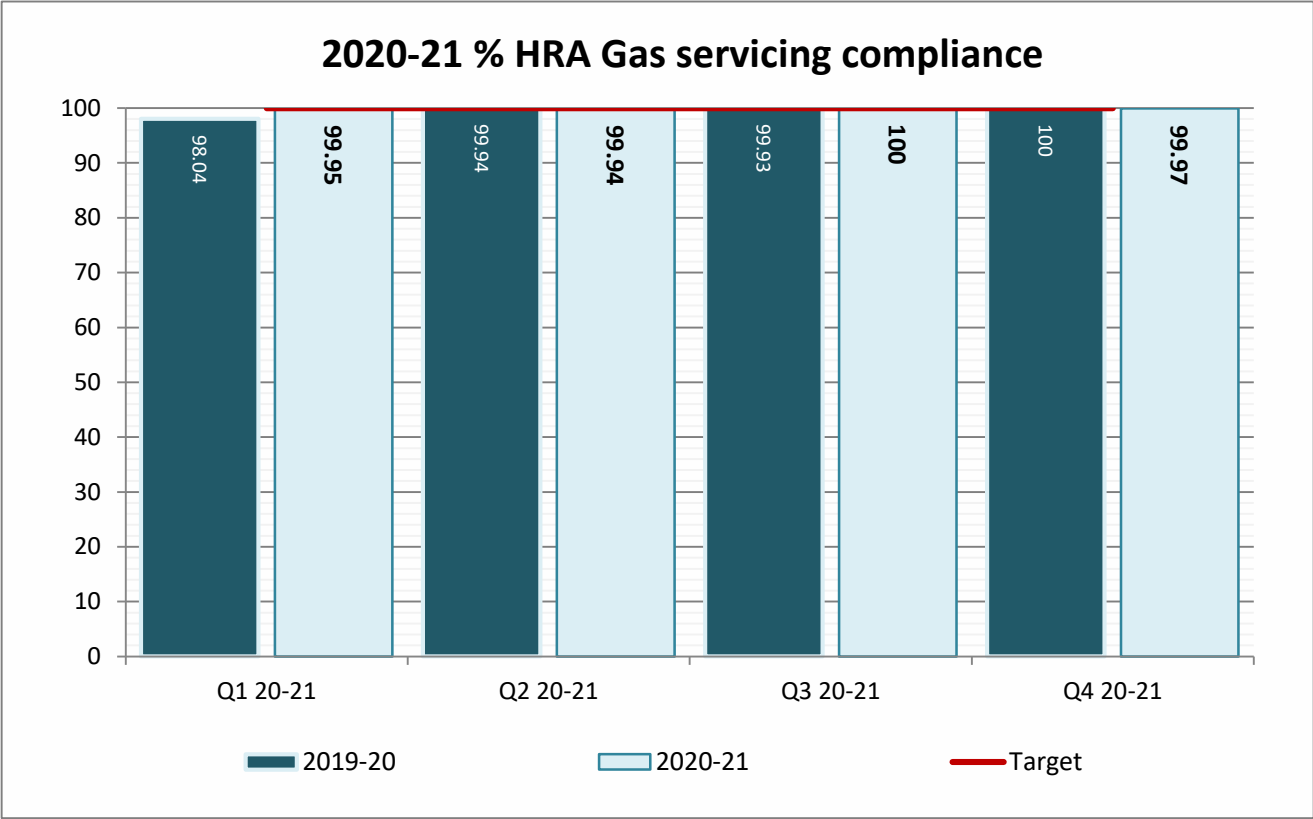


At the end of Q4 2020-21, 97.48% of responsive repairs were reported and completed right first time. This is above the target of 95% despite the impact of COVID-19 on performance.

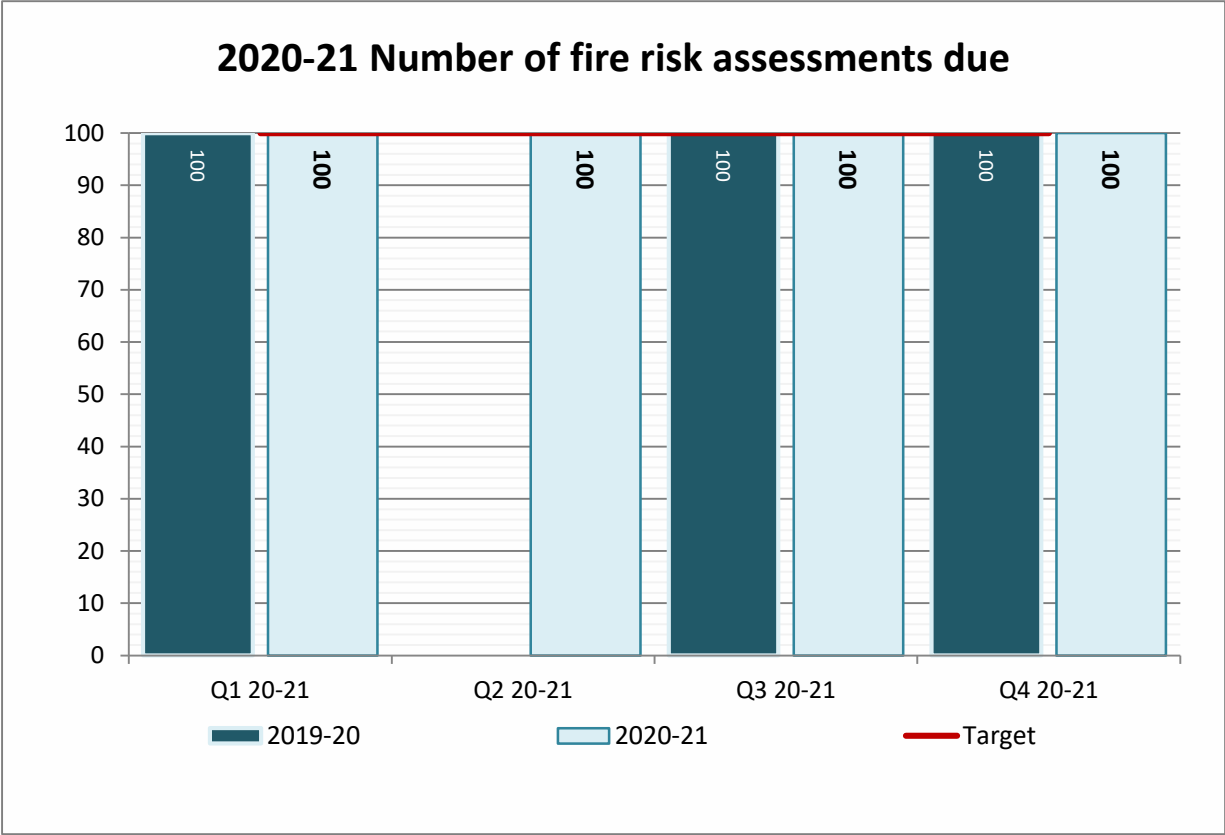
Repairs completed within target – main contractors: Quarter 4 2020-21



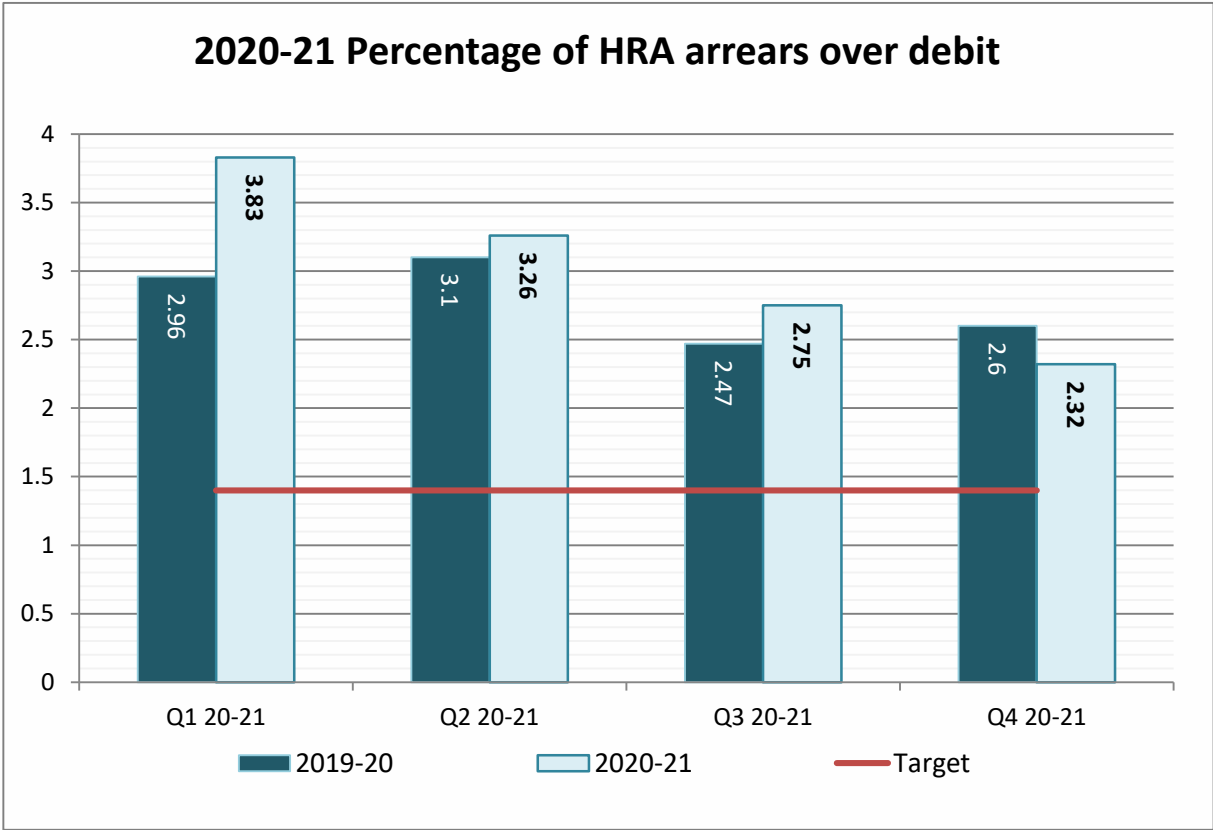
By the end of Q4 2020-21, 20,686 repairs orders have been raised (year to date) for the main maintenance and gas contractors and of these 19,068 repairs were completed within target. There is an action plan in place to return performance back to normal but performance is affected by Covid.



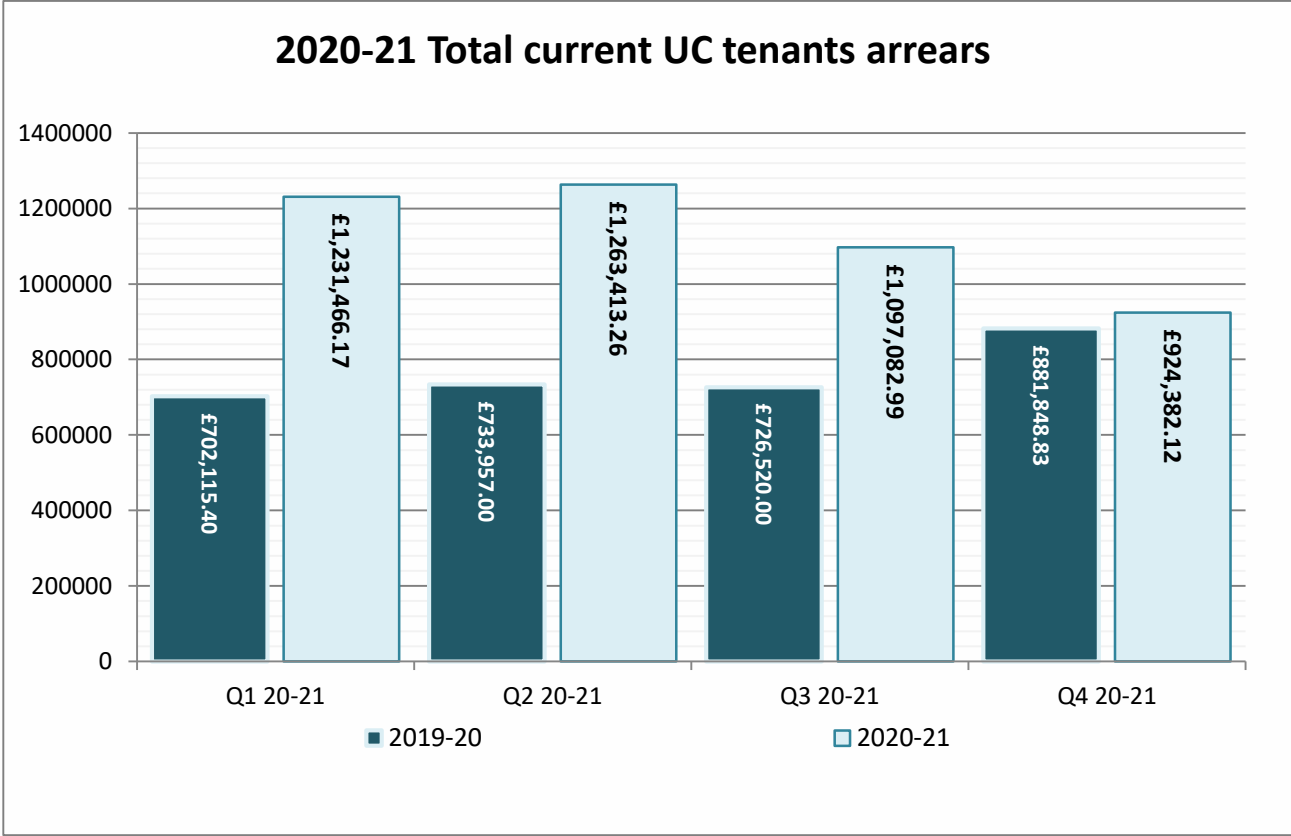
At the end of Q4 2020-21, 99.97% of 8,539 properties have a current gas safety record. Two properties have overdue inspections and measures have been put in place to gain access.



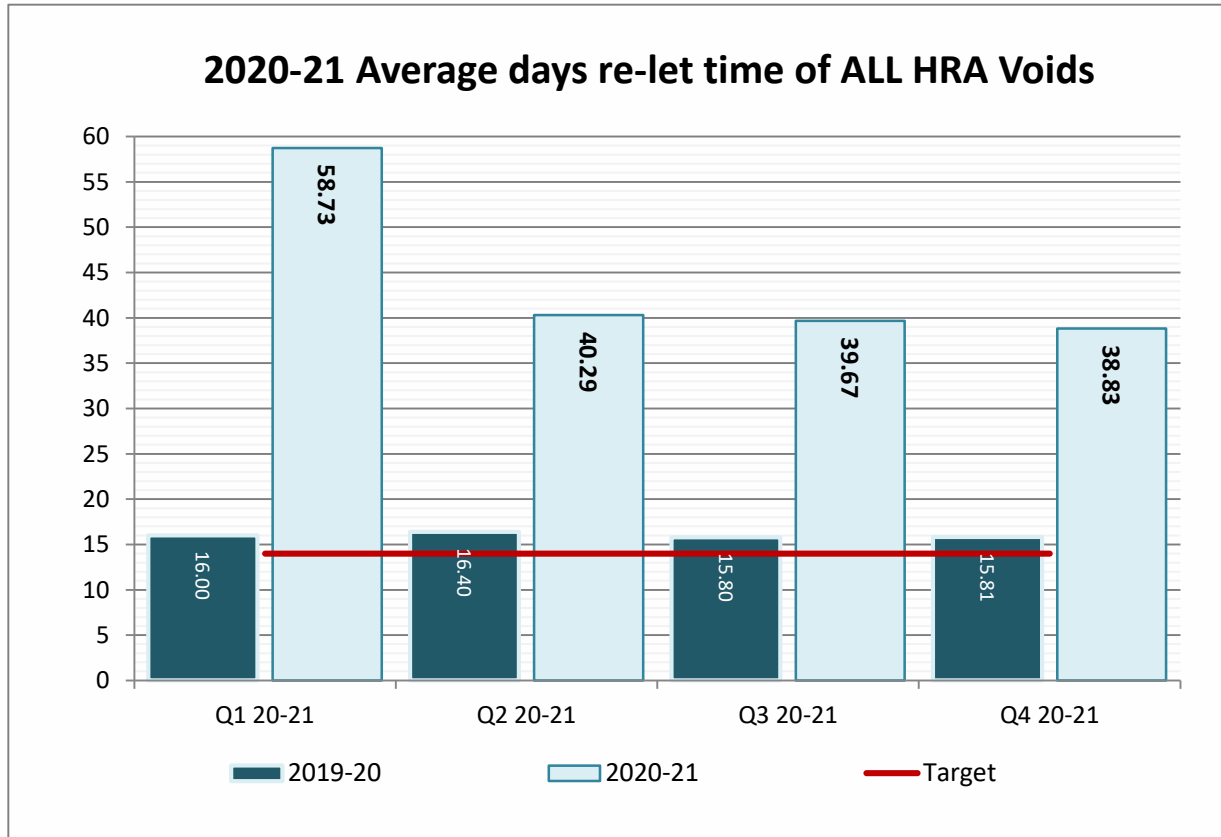
At the end of Q4 2020/21, 100% of Fire Assessments due were completed. (No outturn for Q2 2019-20 as indicator was under review).



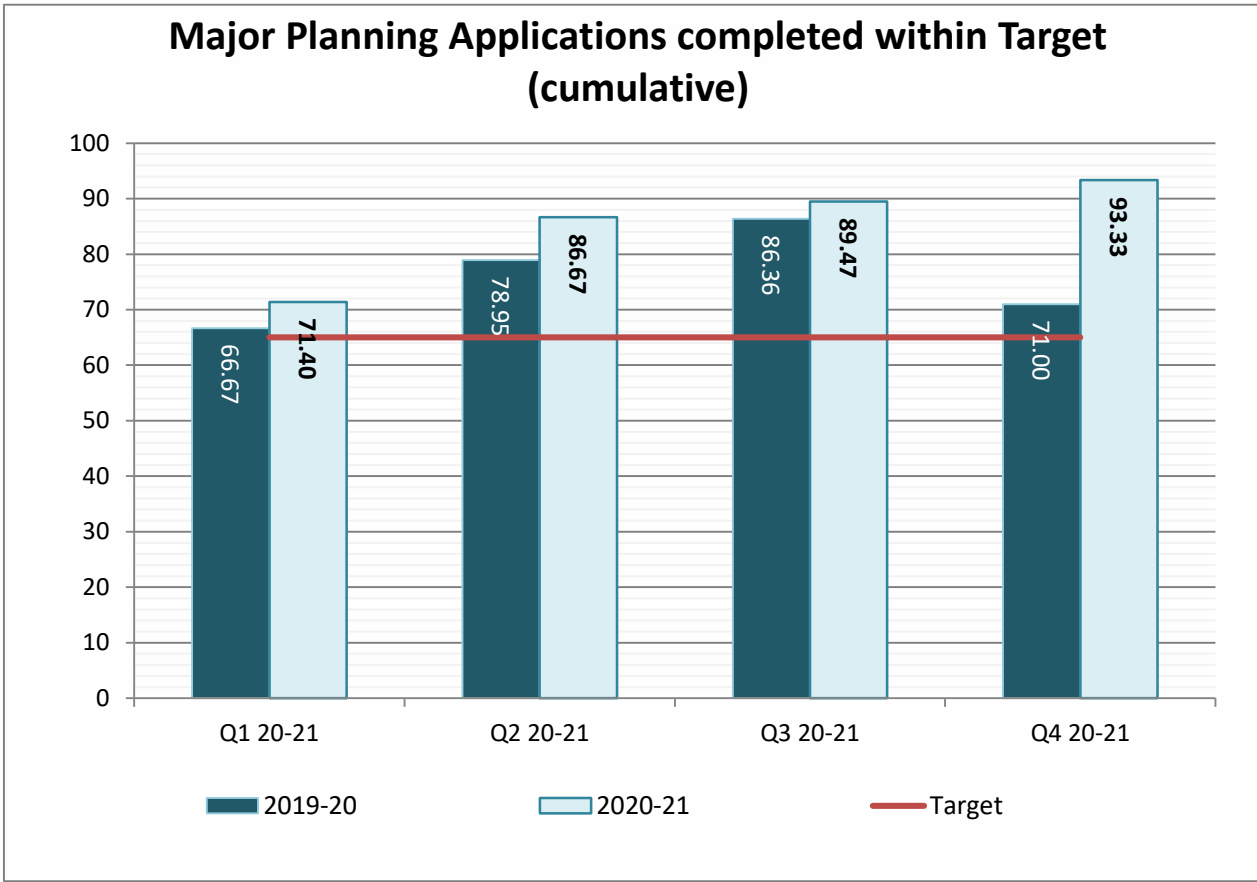
At the end of Q4 2020-21, 2.32% of HRA tenants current arrears over 1p over an estimate gross debit of £54,207,231. This equates to £1,255,587 (£1,238,612 accounts for General needs and £16,974 for Sheltered). The 2.32% is the lowest percentage since lockdown and the arrears figure is reducing to the same level which was reported pre-pandemic.



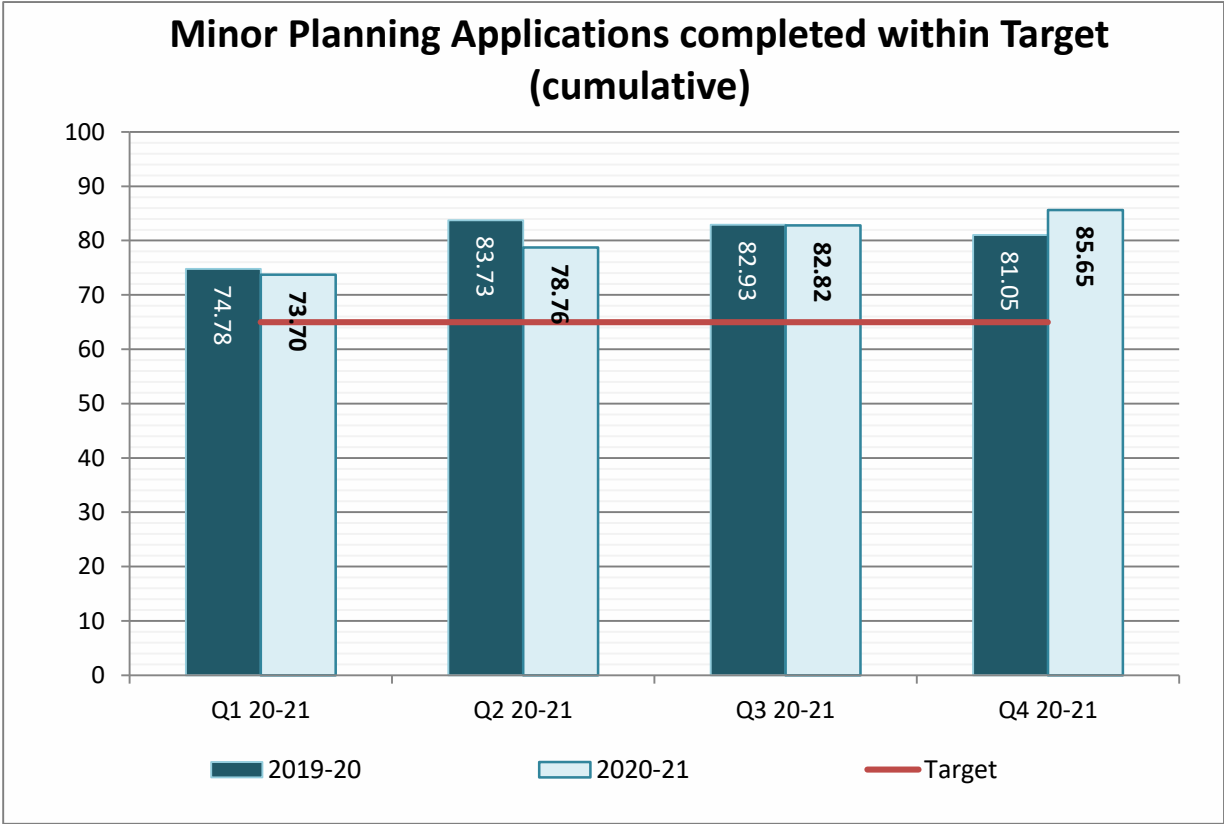
At the end of the quarter the total amount of UC arrears is £924,382.12. A total of 1,254 tenants receiving Universal Credit are in arrears, reducing from the previous quarter.



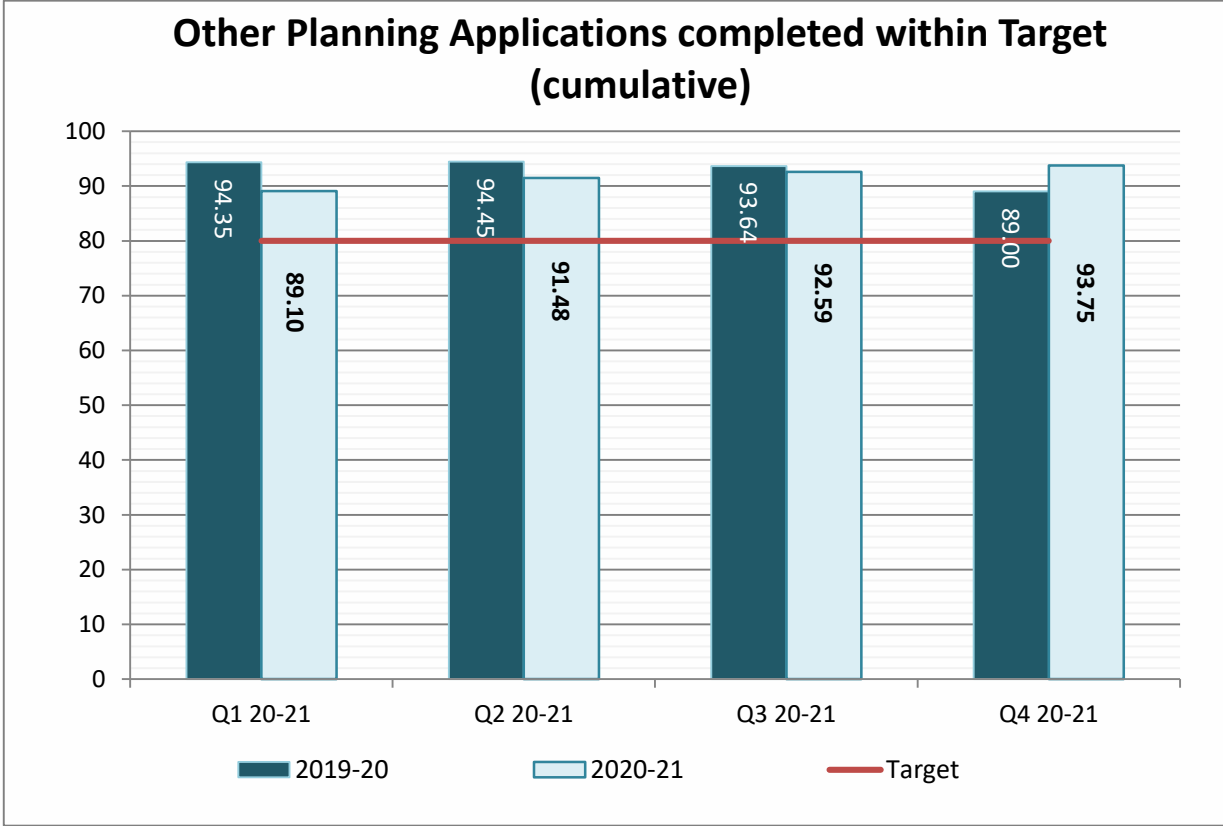
At the end of Q4 2020-21, a total of 363 HRA re-lets were carried out within an average time of 38.83 days. Of this total, 344 were general needs properties with an average re-let time days of 36.71 days. This has now been reduced to target in April 2021.



At the end of Q4 2020-21, 93.33% of major planning applications were completed within the target 13 week statutory period. The performance is still steadily improving following on from increasing performance during 2019-20.



At the end of Q4 2020-21, 85.65% of minor planning applications were completed within the target time 8 week statutory period. Performance is strong in this area and is currently well above the target set of 65%.



At the end of Q4 2020-21, 93.75% of other planning applications were completed within target. Performance remains strong in this area and is currently well above the target 8 week statutory period.

Any questions?



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