



Haverling

LONDON BOROUGH

PLACES OVERVIEW & SCRUTINY SUB COMMITTEE AGENDA

7.00 pm

Tuesday
18 July 2023

Appointment Centre
Room 10 & 11, Town
Hall, Romford

Members 12: Quorum 5

COUNCILLORS:

Conservative Group (4)

David Taylor (Chairman)
Osman Dervish
Ray Best
Jason Frost

Labour Group (2)

Katharine Tumilty (Vice-Chair)
Matthew Stanton

Haverling Residents' Group (5)

David Godwin
Gerry O'Sullivan
Natasha Summers
Bryan Vincent
Sue Ospreay

East Haverling Residents Group (1)

Brian Eagling

For information about the meeting please contact:

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Under the Committee Procedure Rules within the Council's Constitution the Chairman of the meeting may exercise the powers conferred upon the Mayor in relation to the conduct of full Council meetings. As such, should any member of the public interrupt proceedings, the Chairman will warn the person concerned. If they continue to interrupt, the Chairman will order their removal from the meeting room and may adjourn the meeting while this takes place.

Excessive noise and talking should also be kept to a minimum whilst the meeting is in progress in order that the scheduled business may proceed as planned.

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

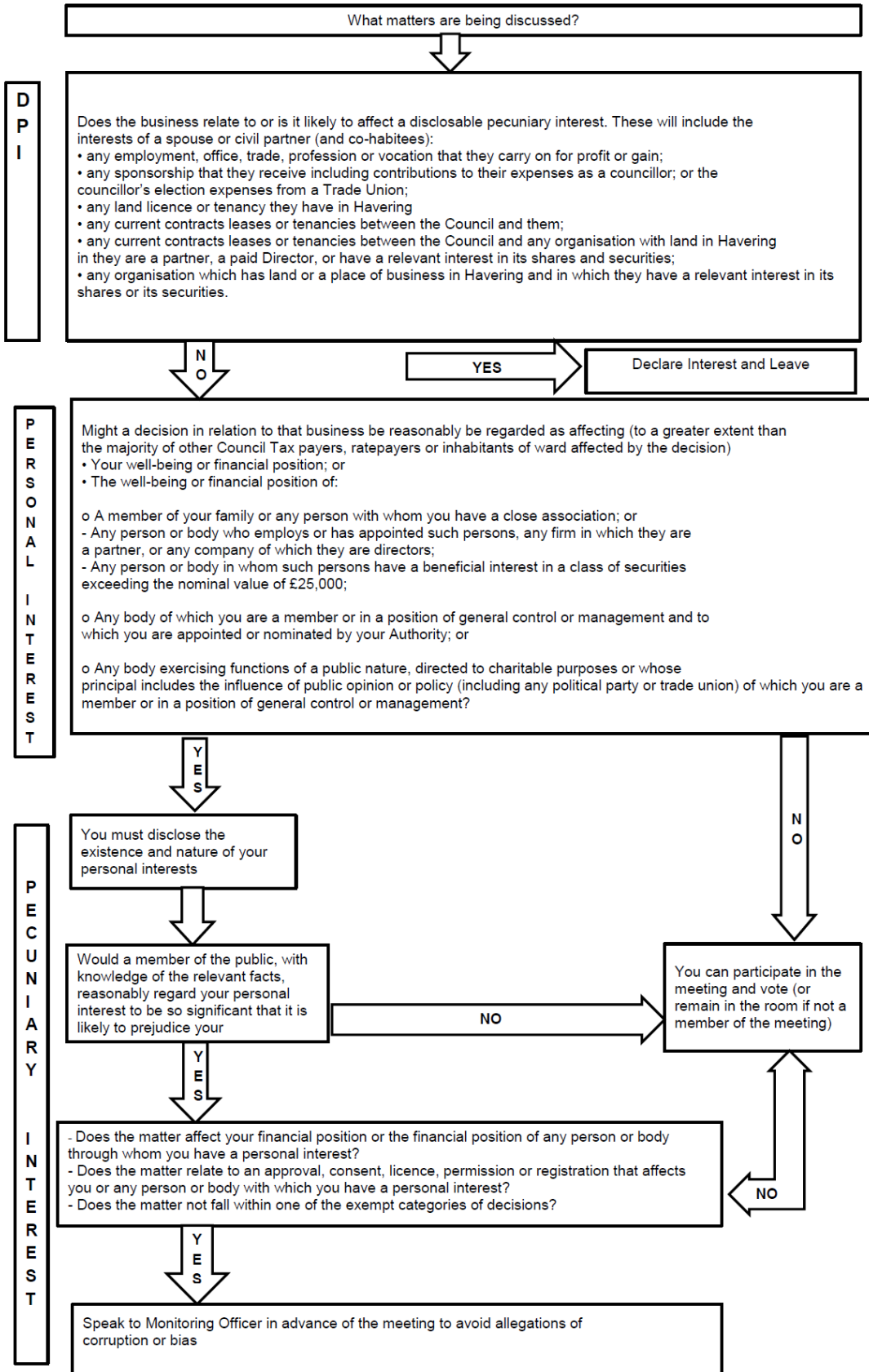
The areas scrutinised by the Committee are:

- Housing & Accommodation Services
- Land & Property Services
- Planning
- Building Control
- Business Services
- Inward Investment
- Asset Management
- Property Services
- Facilities Management
- Sports

Places Overview & Scrutiny Sub Committee, 18 July 2023

- Leisure
- Arts
- Music
- Libraries
- Heritage
- Parks & Open Space
- Highways
- Parking & Traffic
- Waste & Recycling
- Climate Change
- Transport & Infrastructure
- Public Protection & Licensing
- Emergency Planning
- Technical Services

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



AGENDA ITEMS

1 **APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS**

Receive (if any)

2 **DISCLOSURE OF INTERESTS**

Members are invited to disclose 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 - 8)

To approve as a correct record the Minutes of the meeting of the Sub-Committee held on 7 March 2023 and authorise the Chairman to sign them

5 **UPDATE OF TREE SERVICES IN HAVERING** (Pages 9 - 30)

Report attached.

6 **ULEZ ASSET REPORT**

Report to follow if available.

7 **SCOPING DOCUMENT FOR SCHOOL STREETS SCHEME TASK AND FINISH GROUP** (Pages 31 - 32)

Report attached.

Zena Smith
Head of Committee and
Election Services

Public Document Pack Agenda Item 4

MINUTES OF A MEETING OF THE PLACES OVERVIEW & SCRUTINY SUB COMMITTEE

7 March 2023 (7.00 - 10.00 pm)

Present:

COUNCILLORS

Conservative Group	Robert Benham (Chairman) and Ray Best
Havering Residents' Group	Bryan Vincent, David Godwin, Gerry O'Sullivan and Natasha Summers
Labour Group	Katharine Tumilty (Vice-Chair) and Matthew Stanton
East Havering Residents Group	Brian Eagling

The Chairman reminded Members of the action to be taken in an emergency.

17 **APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS**

Apologies for absence from the meeting was received from Councillor Osman Dervish. Councillor Ray Best substituted for Councillor Dervish. Councillor Sue Ospreay was absent.

18 **DISCLOSURE OF INTERESTS**

There were no declarations of interest.

19 **MINUTES**

The minutes of the sub-committee meeting held on 8 December 2022 were agreed as a correct record and signed by the Chairman.

20 **AN INTRODUCTION TO INFRASTRUCTURE PLANNING :S106 & CIL**

The Sub-Committee received a presentation on an introduction to Infrastructure Planning: Section 106 and the Community Infrastructure Levy Regulations (CIL).

The presentation outlined that the timely delivery of high-quality infrastructure was fundamental to supporting development and ensuring Havering is a great place to live, work, socialise and invest.

It was explained that the Infrastructure Planning Team's key responsibilities were as follows:

- Work collaboratively across the Council to manage policies, processes and systems required to: plan, fund, deliver and monitor all infrastructure projects.
- Manage the Council's infrastructure governance procedures.
- Support services and officers to secure and spend developer contributions (S106 & CIL).
- Provide technical guidance on complex CIL & S106 matters.
- Statutory reporting on CIL & S106 receipt and expenditure in the annual Infrastructure Funding Statement (IFS).

Officers summarised that there were 2 types of developer contributions: Community Infrastructure Levy (CIL) and S106 Contributions and the Sub-Committee was briefed on what CIL was, what it could be spent on, what it could not be spent on, and what neighbourhood NCIL could be spent on.

It was explained who the CIL funding bodies in Havering were, what the CIL funding bid process was, how the decisions and assessment on CIL bids were made, the total amount of CIL the Council had received to date, and what projects had been funded by CIL.

A summary of S106 Developer Contributions were provided, how its obligations were applied, what the contributions could be spent on, contributions received, what was available to spend. Details of the infrastructure Delivery Plan (IDP) were also explained.

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

21 **HOUSING RESIDENT SAFETY AND COMPLIANCE PERFORMANCE**

The Sub-Committee received an update report on the position of the Housing Services resident safety and compliance programmes against its statutory and regulatory duties.

The report was presented as agreed by Cabinet on February 2022 that the overview and scrutiny sub-committee would be provided with regular reports on the housing compliance performance as part of the internal governance approach, performance was also scrutinised monthly by both the Compliance Board and the Asset Management Sub Steering Group.

The Sub-Committee were informed that the service had a duty to ensure every properties it manages are safe and meet all relevant statutory duties around testing and servicing equipment and meets the relevant consumer standards of the Regulator for Social Housing and the requirements of the Building Safety Act monitored by the new Building Safety Regulator.

The following six compliance areas were considered for resident safety:

- Gas Safety – all gas appliances be inspected annually and a Landlord Gas Safety Record (LGSR) provided.
- Electrical Safety – all social rented properties to have an electrical inspection (EICR) every 10 years. It was stated that a recent regulation changed the requirement for private landlords to have 5 year inspections which is considered best practice in social rented properties and Housing services has adopted this approach.
- Lift Safety – A monthly inspections and planned maintenance regimes and an annual certificate provided by the insurer.
- Water Safety – all relevant water systems must be checked for legionella risk. All actions flowing from the legionella inspection must be completed within prescribed timescales.
- Fire Safety – All relevant properties must have a valid Fire risk assessment (FRA) undertaken on a risk based approach which can be on a cyclical programme between 1 and 3 years. All actions flowing from the FRA must be completed within prescribed timescales.
- Asbestos – under the asbestos regulations all communal areas must have a valid management level asbestos survey which must be held on a relevant asbestos register.

In addition, Members were informed that the service was completing a survey programme of all domestic properties to ensure all risk are managed appropriately, this is not however a statutory requirement under the asbestos regulations.

The Sub-Committee noted that alongside the main six areas Housing services have a duty to ensure compliance across a number of other associated areas such as PAT testing, lightning protection testing, Dry Riser testing and Fire alarm testing and as new properties are added to the portfolio the service also need to ensure areas such as sprinkler and communal extract systems are included in compliance programmes

It was stated that given the seriousness of resident safety all KPIs are set at 100% as shown in Appendix 1. Following a significant programme of work

the service has been able to complete most programmes and ensure the relevant evidence was in place to support this position.

These figures appended to the report were for the January 2023, which is the latest available at the time need to submit this report, it was stated that figures would have changed slightly in February.

The Sub-Committee were informed that some new legislation introduced following the Grenfell Enquiry, The Fire Safety Regulations 2022, came into force.

The service is introducing additional checking regimes to ensure compliance, communal doors checked every 3 months and flat front entrance doors are checked every 12 months.

The legislation introduced some additional requirements around way finding signage, floor plans, lifts and essential firefighting equipment which the service is working to ensure compliance.

Members were informed that in order to achieve these requirements, the service was looking to introduce a tool which would allow a 3D model of each of buildings, which will make identification of all relevant equipment, isolation of services and other relevant information.

Officers stated that once fully populated, the service would be able to share this data with the London Fire Brigade and residents as part of Housing engagement strategy. This would also be the core methodology for providing information to the new Building Safety Regulator as part of the building safety case file.

The Assistant Director gave a brief demonstration of the tools.

The tool could also be used to circulate any information and things around fire safety campaigns and other relevant events for resident whereby ensuring the service communicate.

The Sub-Committee **noted** the report and demonstration.

22 **DOMESTIC VEHICLE CROSSOVER POLICY**

The Sub-Committee received a report on the Domestic Vehicle Crossover Policy.

The report outlined that the implementation of a Domestic Vehicle Dropped Kerb Policy is aimed at ensuring that the Council takes a consistent approach to decision making when assessing applications for domestic vehicle crossings under the Highways Act 1980, which was mainly regarding public safety and the impact on the street environment.

Officers invited the sub-committee for comments which will then be considered and assessed in shaping any further amendments to the Dropped Kerb Policy. Subsequently the Dropped Kerb Policy will then be finalised and an Executive Decision prepared to be adopted.

It was stated that the existing dropped kerb policy was adopted in 2008 and was currently the document used to assess and either approve or reject dropped crossing applications. Whilst there is nothing fundamentally wrong with this policy it has now become quite dated and was therefore subject to review.

The sub-committee noted that from the review Officers highlighted a number of areas where it was considered that changes could be made to introduce improvements. One issue was that the existing policy contains a certain level of subjectivity and interpretation.

It was stated that the new draft dropped kerb policy seeks to address these concerns. The following changes have been made:

- The new policy is clearer and more concise. Both for residents and also for Officers to interpret.
- To update the policy in line with current standards and practices. An example of this would be how assessments are carried out where there are nearby trees.
- In addition, the section on other related permissions (such as planning) and consents are expanded to assist applicants providing additional required detail. In particular, the section on planning consents has been updated to include information surrounding forecourt paving and discharging water onto the highway.

The report stated that it would be important to apply the criteria consistently to applications in order to limit and minimise the level of complaints and provide fairness in the assessment process. Officers acknowledged that certain criteria can be relaxed in exceptional circumstances.

The cost of the application assessment is currently £211.00, as part of the review the fee would go up to £240.00.

The sub-committee was informed that the new policy would recommended 4.8 metres in depth for new applications. It was stated that application with less than 4.8 metres causes problems with pedestrian accessibility and a safety concern.

Another aspect that the services wants to introduce a consistent level relates to having a standard width of 7.2 metres for each dropped crossing which would be assessed and price upon.

The sub-committee was informed that the service would work with Communications Team to ensure the policy is clear and understood when submitting an application.

Members discussed the issue of a new crossing to be a distance of 2.7 metres from the next door neighbour.

The Sub-Committee noted the briefing.

23 **SCHOOL STREETS - PROGRESS REPORT AND PLANS FOR FURTHER EXPANSION**

The Sub-Committee received a report that provided an overview of Phase 1 and 2 School Streets scheme and their benefits.

The School Street is a street (or streets) surrounding a school that is closed to most vehicles for a period of time at the start and end of the school day. They are implemented with the aim of creating a safer environment for everyone by reducing traffic and improving local air quality.

The restrictions, which are enforced during term time only (with CCTV), should have the following benefits for the school community and residents:

- Improved road safety for all road users
- A reduction in anti-social behaviour from thoughtless parking and dangerous vehicle movements
- Less vehicles on the school run, reducing traffic and making it easier for pupils, parents, carers and staff to walk, scoot and cycle to school – with physical and mental health benefits
- Increased physical activity levels in children by enabling confidence in parents to let their children walk, scoot or cycle to and from school.
- Contributes towards positive modal shift and less reliance on motorised vehicles.
- Improved air quality around the school gate due to reduced vehicles (and idling).

The report outlined the plans for the further expansion of the number of school streets in the Borough (Phase 3).

The sub-committee noted report outlined the following proposals for expansion of School Streets Scheme:

As a result of the benefits of the scheme, the Council is moving to a policy of promoting a School Street wherever the location is deemed suitable. It was noted that as the work is underway to implement the next batch of school streets in time for the new school term in September.

All remaining schools that are considered to be suitable for a School Street scheme will be contacted. The advantages of a school street will be explained and the Council will seek their views and whether they would support a School Street in their area.

The sub-committee noted that the high-level screening suggested an additional ten School Streets may be possible this year 2023.

It was noted that further to engagement with schools, providing the school supports in principle, the local area will be consulted. Ward members will be engaged as part of this process. The results of the consultation will be used to develop the approved list to be taken forward and implemented.

The report outlined the following key milestones of the current work:

Activity	By When
Develop and finalise list of suitable schools	March 2023
Engage schools	March 2023
Review results	March 2023
Consult area	April 2023
Review result	April 2023
Executive Decision seeking approval	May 2023
Advise schools and local communications	May 2023
Order cameras and works	May 2023
Install cameras	July / August 2023
Local communication	July/August 2023
Go live (following two weeks warning notices)	September 2023

Those School Street sites to be taken forward will be presented for a decision through the Councils Executive Decision process and will be adopted for the experimental traffic order process as for Phase 1 and 2.

The sub-committee is asked to note the report and provide any feedback, which can be used in the management of existing school streets and the planning and implementation of future school streets, as appropriate.

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

Chairman

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PLACES OVERVIEW AND SCRUTINY SUB COMMITTEE

Subject Heading:

Update of Tree Services in Havering

SLT Lead:

Neil Stubbings, Strategic Director of Place

Report Author and contact details:

Jacki Ager, Waste and External Contracts
Manager, Ext. 3363
Jacki.ager@havering.gov.uk

Policy context:

Havering's Climate Change Action Plan aims to ensure plans are in place to address the added impact of climate change on issues of disease, food safety, waste and climate-enhanced pandemics. The Council will play a key role in supporting this through maintaining and enhancing its tree stock, helping to mitigate pollution and localised heating of the microclimate.

Financial summary:

The current tree budget sits at £0.486m, with further grant funding regularly applied for annually.

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

Place - A great place to live, work and enjoy

SUMMARY

This report outlines the key activities, statistics, challenges and aspirations of the Havering Council's Tree Services, following a request to bring a report to

Environment Overview and Scrutiny Sub Committee. The report will be accompanied by a brief presentation on the day.

RECOMMENDATIONS

The Committee is requested to note the contents of the report, and decide on appropriate subject matter to be considered and taken on by a Task and Finish Group.

REPORT DETAIL

1. Introduction

1.1. Havering is currently home to an estimated 20,000 street trees, 250,000 trees in its parks and open spaces, and 4,000 trees on Council housing sites. The trees play an integral part in both managing the ecological footprint of Havering, as well as the Borough's aesthetics.

1.2. The Tree Team has a number of key responsibilities:

1.2.1. Cyclical inspections of trees on the highway to maintain existing tree stock

1.2.2. Reactive inspections as a result of customer enquiries

1.2.3. Planting of trees, which may involve grant funding applications

1.2.4. Other miscellaneous projects / reactive works on behalf of internal customers and partners

2. Contract

2.1. The tree maintenance contract with City Suburban expired in March 2022, following a 2-year extension. Officers originally started engaging with the procurement team in May of 2021 with a view to carrying out a full tendering exercise, however due to resourcing issues, this was delayed for some months. Furthermore, despite a waiver being issued to allow for a further extension to the contract with City Suburban, the company was sold and Havering and the buyer were unable to agree to their suggested terms and conditions due to procurement rules.

2.2. The procurement exercise is now complete, with a preferred bidder chosen. The appropriate governance is being progressed before the bidder can be announced. In the interim, Havering officers have been putting works out to quote and have engaged with a number of smaller local firms to ensure tree maintenance continues whilst the procurement exercise progresses. The borough also entered into a low value Service Level Agreement with a local

firm, Keith Archers, in order to ensure emergency tree works were still covered.

- 2.3. Typically there will be 2-3 teams of 3 (sometimes 2) operating in the borough at any one time. The number of teams varies depending on the needs of the service, and there have been up to 8 operating at times. Once the new contract is issued it will likely be 1 to 2 teams operating.
- 2.4. Officers are generally very happy with the quality of the work being undertaken, however where issues are found, the contractors are sent back to rectify the work prior to payment being issued. Where quality is an ongoing issue, contractors will not be invited to quote again.

3. Staffing

- 3.1. There has been a challenge in recruiting to the Tree Team, and as with other services, the advertised salaries against the market rate has been a factor. The wider Environment Service will shortly undergo a restructure and job evaluations, and this will be addressed accordingly to make roles more attractive to professionals within the industry.
- 3.2. Despite the above, Havering recruited one new tree officer in December 2021, and another in January 2023. Both are qualified and capable, and in the first instance, a large backlog of CRM enquiries and complaints was cleared, and a new IT system implemented for customers to report issues. Dealing with these items has been time consuming, but essential. This has led to a delay in cyclical 3- and 5- year inspections, and the team is approximately 6 months behind on these but working to bring them up to date.

4. Inspections and pruning

- 4.1. In their natural state trees do not require pruning and are very successful at managing themselves. It is important to note that any pruning operation involves a financial cost to the Council, and a health cost to the tree, as all pruning is wounding, and all wounding is damaging to the tree. However, in the urban environment it is important to be pragmatic and as such, it is recognised that trees need to be pruned for a variety of reasons such as;
 - 4.1.1. To facilitate access, removing lower branches that are interfering with roads and footways, or removal of basal growth through the annual feathering programme to facilitate pedestrian access.
 - 4.1.2. To contain at a size to allow them to fit into their environment, whether physically or perceived. Havering is host to a number of mature trees, and crown reduction works may be issued for no other reason than to stop them being perceived as too large or oppressive. There is a common impression that to keep a tree healthy we must keep a tree pruned – this is not the case.
 - 4.1.3. Where a tree may be diseased, but pruning may retain it by increasing its safe usual life expectancy.

- 4.1.4. In instances of property damage, once sufficient evidence has been submitted, root pruning and crown pruning may again allow the tree to be retained while mitigating future damage.
- 4.1.5. Essentially, through education and experience, the team is able to read the body language of trees to determine their health and whether there is a need to interfere. The team's general ethos is 'to help people and trees live together in harmony', and to do this sometimes the team will elect to prune some trees and not others.

5. Planting

- 5.1. Havering's plans for future tree planting are uncertain. Due to recent changes in budgetary pressures caused by an increase in the contract pricing, the team is reliant on grant funding for tree planting at the present time. It is hoped that this is only a temporary measure but the team recognises the financial pressures Havering is under as an organisation.
- 5.2. Despite this, the team has had recent success in securing grant funding, and last year secured £0.230m through the Forestry Commission. The team undertakes a lot of research to plant trees with 'right tree, right place' in mind. Therefore, where the public highway is concerned, the team is now planting smaller trees, as they are generally more likely to establish, and less likely to become a financial burden to the Council as they mature, whilst maintaining an attractive street scene.
- 5.3. The team keeps in regular contact with suppliers, who offer a range of cultivars, or hybrids of trees that will have a more desirable shape. Tall and narrower trees are currently popular as they generally fit in to the environment more seamlessly.
- 5.4. Havering's last grant fund was solely to replace lost highways trees, in order to begin filling historic empty tree pits. As such, trees have recently only been planted in as close proximity to a removed tree as possible. Officers are applying for funding to continue this work, and are also looking into funding to increase tree stock in areas of canopy deprivation. Confirmation of this funding will not be known for some weeks.
- 5.5. In terms of tree types, again the team uses a 'right tree, right place' principal, generally preferring native trees, as they are more likely to establish and provide more benefits to local flora and fauna. However, officers will also endeavour to introduce new and different species as a varied tree stock is a resilient tree stock.
- 5.6. In light of climate change, the industry is having to quickly adapt its approach. Silver Birch, for example are a particular favourite due to being native and fast growing, however they seem to have taken a particularly high toll in the heat of previous summers and such are dying at a disproportionate rate. As such, whilst native trees remain the preferred option, officers are also looking into more Mediterranean species which are considered to be more drought

tolerant, although this is considered as sensitively as possible towards the local ecology.

- 5.7. Notable examples are the planting of *Nothofagus antartica* in the north of the borough, as this species has never been implicated in subsidence and so Havering can be seen to be doing everything it can to introduce trees safely that won't risk damage to property. American Ash, is another recent introduction. This is similar to the now banned Common Ash due to pest and disease restrictions, and has been introduced in the hope this will germinate and maintain ash trees in the borough.
- 5.8. Regarding size, there are two points to note, the size at which they are planted and the full growth potential of the tree. The smaller the tree, the cheaper the unit cost, the easier and cheaper it is to plant, and the higher probability it has to establish. However, on the public highway, trees that are too small will be more susceptible to damage from cars and pedestrians.
- 5.9. Havering generally plants mid-range standard trees, with a diameter of 10-14cm. An example of growth potential would be a 3m oak, will grow in to a 30m tree potentially, but a 3m amelanchier, will only reach a height of 5m at maturity. Officers need to account for the demands to prune the larger oak in the coming years as those costs could be better spent on additional tree planting.
- 5.10. Notwithstanding the above, the bigger the tree, the more environmental benefits it offers – but again, this goes back to the “right tree, right place” principal. The team is regularly monitoring the data from recent tree planting to pick up on any patterns, i.e. the silver birch high failure rate, to inform future decisions.
- 5.11. In the last decade Havering has experienced a nett gain of over 12,000 trees. In the last 2 years, the majority of these have been whips, which experience a higher failure rate (often 20-50%), but will still serve to substantially increase the borough's tree stock in a cost-effective manner. On top of this, officers continue to fill vacant tree pits on the highway with heavy standard trees, which provide a higher success rate.

5.12. Nett change in borough tree stock, 2013 to 2023:

	Removed	Planted	Nett change
2013-14	244	356	112
2014-15	311	260	-51
2015-16	257	250	-7
2016-17	212	248	36
2017-18	322	304	-18
2018-19	329	176	-153
2019-20	303	305	2
2020-21	213	359	146
2021-22	212	4735	4523
2022-23	356	8484	8128
	2759	15477	12718

6. Key statistics

6.1. Complaints and member enquiries received by calendar year

	Member enquiries (total)	Member enquiries (to May)	Customer complaints (total)	Customer complaints (to May)
2022	373	171	102	38
2023	52	40	48	36

6.2. The reduction in member enquiries is likely due to the local elections, as well as the tree officers clearing a considerable backlog of general enquiries that had built up prior to the first officer joining in December 2021. Prior to that time, the borough had no tree officers in post for 5 months despite efforts to recruit, and it took some time to get on top of enquiries, leading to an increase in member chasers.

6.3. The current contractors have not been challenged with specific KPIs to adhere to, however they are all observed for quality of work as well as the safety of the operations. Once the new contract commences (November, but the team is hoping to bring this forward), KPIs will be recorded, with the officers expected to undertake inspections of at least 10% of the works orders issued. The following specific performance indicators will be in operation for the new contract, and on top of this, there is an indicator around trees to be planted, pruned, staked and removed in accordance with the specification, with a rectification timescale of 7 days and default notices for failure to rectify within these timescales.

6.4. New Key Performance Indicators:

Completion of orders	95% of orders to be completed within timescales prescribed by Authorised Officer.
Requests for estimates	To be provided within 7 days of request.
Works programmes	To be provided within 7 days of request.
Notification of completed works	Notification of works completed to be provided within 7 days of completion.

7. Tree Policy and Tree Strategy

7.1. Havering has never formally adopted a specific tree policy. As such, a brand new policy and accompanying strategy has been drafted, and is currently under review by business partners. This will then be subject to the appropriate internal governance processes. The Strategy's vision is:

To preserve, improve and secure a nett gain of the Council's tree stock for current and future generations, adhering to the "right tree, right place" principal.

7.2. The aims, objectives and outcomes of the draft Tree Policy are subject to change, and the team is considering looking to include reference to climate change mitigation. The draft policy currently reads as follows:

- To manage the Council's tree stock in accordance with good arboriculture and streetscape practice to BS standard 3998.
- To maintain the Council's tree stock on a regular cyclical basis.
- To increase the stock of trees in an appropriate manner by seeking both grant funding and private sponsorship.
- To inform and educate residents and businesses about the value of trees, and explore ways for greater involvement, consultation and protection from residents and businesses.
- To promote and secure high quality tree planting and landscaping within new developments in order to maintain and enhance the Borough's local landscapes.

8. Key risks

8.1. **Age:** Havering has an impressive and mature tree stock which is a valuable natural asset for its residents. However, these trees are aging and declining, and historically there has been no legacy planning for this. As such, there is a considerable difference in the range of the tree stock, causing visual inconsistencies.

8.2. **Deer:** Havering has experienced exceptionally high tree losses in the north due to the lack of effective deer management. This is both an issue for trees

and an animal welfare issue, and there is a separate piece of work being carried out by the Parks Development Team to address this.

- 8.3. **Driveways:** The conversion of front gardens in to driveways is both an issue for pressure on street trees as well as for SUDS and rainwater run-off issues.
- 8.4. **Value for money:** While the team is currently arguably achieving well above its capacity, especially in terms of tree planting, should Havering strive to achieve a nett gain in its tree stock, a strong financial commitment is needed to secure its future prosperity, particularly once newly planted trees start to require maintenance further down the line.

9. Strengths

- 9.1. Havering has a small but highly passionate team of relatively 'new school' tree officers who are on the forefront of industry developments, regularly attending training and employing innovative techniques to enhance the borough's tree stock in imaginative ways.
- 9.2. Along with this, the team is forging relationships with other internal partners, such as the Parks Development Team, as well as external community groups and organisations who can offer free trees and voluntary labour to carry out planting where appropriate.
- 9.3. In the last year the team has been able to secure £0.230m of grant funding, as well as additional donations of trees. The team is applying for more funding this year, as well as continuing to work with local organisations to source more trees for planting. Havering's new waste and street cleansing contractor, Urbaser, has also committed to donating trees as part of the added value it is providing to the contract.

10. What's next?

- 10.1. June 2023: submit funding application
- 10.2. August 2023: assuming funding is granted, purchase new tree stock
- 10.3. November 2023 – Feb 2024: Next round of tree planting (dependent on the above)
- 10.4. November 2023: Commencement of new tree maintenance contract
- 10.5. Future plans include:
- 10.6. School programme: The team would like to become more involved in community engagement and education of youngsters in the borough to fuel their enthusiasm for the natural environment.

- 10.7. Sponsorship scheme: Officers hope to relaunch this scheme in the next 12-18 months, as a way to encourage more tree planting on the public highway and enable residents to take more ownership of their surroundings.
- 10.8. The Team will continue to explore further opportunities across the service.

IMPLICATIONS AND RISKS

Financial implications and risks:

The current tree budget sits at £0.486m, with further grant funding regularly applied for annually. The new contract commencing in November 2023 will be subject to annual inflationary reviews linked to indexation.

Legal implications and risks:

There are no legal implications associated with this report.

Human Resources implications and risks:

There are no specific implications for staff as a result of 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, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex/gender, sexual orientation.

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.

Due to the nature of this service, it will have a potential to impact all residents living in the Borough. An Equality Impact Assessment was undertaken as part of the separate contract procurement exercise, and will be kept under review. This EQHIA is not relevant for this particular report, which merely serves to update on existing services.

ENVIRONMENTAL AND CLIMATE CHANGE IMPLICATIONS AND RISKS

Tree maintenance contributes to the environment by assisting to impact on reduction of carbon emissions. Healthy tree stock in the borough aids preparing for the impacts of climate change.



Haverling

LONDON BOROUGH

Update on Haverling's Tree Service
Environment Overview and Scrutiny Committee
18 July 2023

Content

- 1 Introduction
- 2 Tree Contract Update
- 3 Key stats
- 4 Tree Team Update
- 5 Policy / Strategy
- 6 Risks and strengths
- 7 What's next

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Introduction

20,000 street trees

250,000 trees in parks

4,000 trees on Council housing sites

Key responsibilities:

Cyclical inspections

Reactive inspections / works orders

Planting (including funding applications)

Insurance investigations

Internal advice and inspections

Tree contract update

City Suburban contract expired in March 2022

Interim measure: RFQs + temporary emergency contractor

New contractor from November 2023 (possibly earlier)

Currently 2-3 teams in the borough on average whilst work is brought up to date.

New contractor = 1 or 2 teams.

Contractors undertake:

General maintenance

Emergency works

Planting

Watering

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Tree contract update (2)

KPIs for the new contract:

Completion of orders	95% of orders to be completed within timescales prescribed by Authorised Officer.
Requests for estimates	To be provided within 7 days of request.
Works programmes	To be provided within 7 days of request.
Notification of completed works	Notification of works completed to be provided within 7 days of completion.

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Key stats

Planting:

	Removed	Planted	Nett
2013-14	244	356	112
2014-15	311	260	-51
2015-16	257	250	-7
2016-17	212	248	36
2017-18	322	304	-18
2018-19	329	176	-153
2019-20	303	305	2
2020-21	213	359	146
2021-22	212	4735	4523
2022-23	356	8484	8128
	2759	15477	12718

Complaints:

	Member enquiries (total)	Member enquiries (to May)	Customer complaints (total)	Customer complaints (to May)
2022	373	171	102	38
2023	52	40	48	36

Tree Team update

Staffing = 2 x full time tree officers

Delay in employing qualified officers due to market competition

So far the team have:

Worked through a backlog of CRM enquiries

Introduced a new IT system

Secured £0.230m funding and delivered on 2022-23 planting season

Engaged with volunteers for further planting

To do this year:

Ratify policy and strategy

Complete backlog of cyclical inspections (6 months)

Secure funding for 23/24 planting season / execute planting programme

Mobilise a full-time contractor

Policy / Strategy

Strategy:

To preserve, improve and secure a nett gain of the Council's tree stock for current and future generations, adhering to the "right tree, right place" principal.

Policy:

The aims, objectives and outcomes of the Tree Policy are as follows:

To manage the Council's tree stock in accordance with good arboriculture and streetscape practice to BS standard 3998.

To maintain the Council's tree stock on a regular cyclical basis.

To increase the stock of trees in an appropriate manner by seeking both grant funding and private sponsorship.

To inform and educate residents and businesses about the value of trees, and explore ways for greater involvement, consultation and protection from residents and businesses.

To promote and secure high quality tree planting and landscaping within new developments in order to maintain and enhance the Borough's local landscapes.

Key risks and strengths

Risks:

Age of tree population

Deer

Driveways

Finances

Strengths:

Talented team

Building partnerships

Securing funding

What's next

June 2023: Submit funding applications

August 2023: Assuming funding is provided, purchase new tree stock

November 2023 – Feb 2024: Next round of tree planting (dependent on the above)

November 2023: Commencement of new tree maintenance contract

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Thank you

Jacki Ager CRWM

Waste and External Contracts Manager

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PLACES OVERVIEW AND SCRUTINY SUB-COMMITTEE

SCOPING DOCUMENT FOR SCHOOL STREETS SCHEME TASK AND FINISH GROUP

MEMBERS OF THE TOPIC GROUP:

Councillor MATTHEW STANTON

Director/Head of Service: Imran Kazalbash / Mark Hodgson

Objectives of Review

- To report on the success, or otherwise, of the school streets programme
- To make recommendations regarding the school street programme going forward

Key Considerations and Aspects for Investigation

- To collect information and report modal shift following introduction of a school street (using hands up surveys)
- To ascertain schools view as to whether a school street has made a positive impact on the school community
- To review accident data in the area around the school to determine if any conclusions regarding road safety can be made (noting it could be too early for trends to be identified)
- To gain an understanding of displacement parking and if parking contraventions have increased in the areas on the perimeter of new school streets
- To report on compliance / number of contraventions in a school street (unauthorised vehicles entering the street during restricted hours)
- To ascertain ward members view as to success or otherwise of school streets in their areas
- To investigate, and if resources allow, undertake air quality and traffic monitoring in and around school streets

Key Dates and Target Date for Completion

This scoping document will be presented to Places OSSC on 18 July 2023.

Key milestones:

Activity	Deadline / target date
Agree scope	9 June 2023
Allocate lead	Mid June
Share scope with Places OSSC and adjust if needed	18 July 2023
First draft report	End August
Final report	End September
Present to Places OSSC and agree report and recommendations	TBC (Autumn)

Witnesses to be consulted-

- Headteachers of Schools in existing Schemes.
- Parent Governors of Schools in existing Schemes.
- Ward Councillors in wards containing Schemes
- Public Health Officers
- Assistant Director, Education.

Other sources of information-

- Travel plan information
- Enforcement statistics for the areas inside the Schemes and the area outside.
- Accident statistics for the streets on the periphery of the Scheme.
- AQ data capture
- Other tbc

For the report

Anecdotal info about medical appointments – appeals process regarding evidence

Ask about school choice closer to home – reduce travel – school allocations, allocations policy, can we prioritise active travel

More clarity on work we can do to avoid long travel

Info about the number of kids who travel in from outside the borough

More info about how to address displacement and respond to concerns