



FULL COUNCIL, Wednesday 14 June 2017

## MEMBERS' QUESTIONS

### Charging Council Tenants for CCTV and Community Wardens

1) **To the Cabinet Member for Housing (Councillor Damian White)**  
**From Councillor Nic Dodin**

Does the Cabinet Member feel that charging council tenants for CCTV and Community Wardens is fair, particularly if in most ordinary roads, council tenants receive neither service, but even if they did receive such a service, is it fair that non-council tenants would benefit from the service without contributing anything to it?

#### **Response**

All council tenants pay a service charge for CCTV and Community Wardens.

There are two charges for CCTV, a higher and a lower charge. The lower charge is where there is no permanent CCTV in the locality. The lower charge is used for the provision of mobile/reactive CCTV as and when antisocial behaviour is identified (subject to suitability criteria). The higher charge is where there is permanent CCTV in the locality.

Community Wardens provide a highly visible patrol service on foot and in marked vehicles. They wear body cameras and have cameras in their vehicles. They can be contacted by any Council tenant and will patrol areas where antisocial behaviour has been identified.

By providing both services across the Borough where mixed tenures apply some areas, predominately owner/occupiers, with only minimum Council tenants, will benefit from the services at no cost to themselves.

The council does not have the power to charge non-council tenants' service charges as they do not pay rent.

The service charges fund both services and without those charges neither would continue.

The service provision is for all council tenants and they can request access to both services. Non-council tenants cannot.

In response to a supplementary question, the Cabinet Member accepted that a small number of permanent cameras may not have been working but funding would be brought forward to ensure that all cameras were operational. The use of mobile CCTV allowed the collection of evidence and surveillance.

## Member Enquiries

2) **To the Leader of the Council, Councillor Roger Ramsey**  
**From Councillor Phil Martin**

What is the average time taken to respond to Member enquiries?

### Response

Services respond to Member Enquiries in line with corporate timescales; aiming to respond to 95% of enquiries within 15 days. For the year April 2016 – March 2017, there were 3,536 enquiries from members, 97% (3,426) of them were responded to within time.

(No supplementary question asked)

## Improvements to Hilldene Public Toilets

3) **To the Cabinet Member for Environment and Community Safety (Councillor Osman Dervish)**  
**From Councillor Keith Darvill**

Will the administration bring forward plans to improve the public toilets in Hilldene Shopping Centre Harold Hill?

### Response

The Automated Public Toilet in Hilldene Avenue is monitored by the contractor, JC Decaux, for defects etc for which they arrange repairs. I am aware that during the recent Bank Holiday weekend this unit was not available, which was reported to JC Decaux on Tuesday 30<sup>th</sup> May for investigation and repair.

In response to a supplementary question, the Cabinet Member agreed to investigate reports that public toilets in the area had been unavailable for a longer period.

## Performance Monitoring in Environmental Services

4) **To the Cabinet Member for Environment and Community Safety (Councillor Osman Dervish)**  
**From Councillor Ray Morgon**

One of the functions of the Corporate Performance Framework is to ensure that relevant, timely and accurate information is available to monitor performance and to support decision making. Would the Cabinet Member demonstrate how this is being provided in Environment Services?

## **Response**

As the Councillor will be aware, the Council is in the process of driving an improvement in business intelligence across all services, and has invested resources in systems such as the Data Warehouse. Improving business intelligence is the drive to improving performance across the Council.

The Environment Service, via the Corporate Policy & Performance Team, produce quarterly reports regarding progress against targets set in both the Corporate Plan and the Service Plan. These are used to test the quality of services whether delivered in-house or via contractors. Any issues are then identified and escalated as appropriate.

In addition local indicators are produced to enable operational managers to monitor performance, such as missed waste collections rectified within target, and street cleansing completed against schedules. The outturns are measured and reviewed at operational meetings and are used to redesign service provision to ensure resources are allocated to those locations most in need.

In response to a supplementary question, the Cabinet Member confirmed that the new corporate indicators could be supplemented by more in depth indicators and he was happy to provide more information on this.

## **Road Sweeping in the A12 area**

### **5) To the Cabinet Member for Environment and Community Safety (Councillor Osman Dervish) From Councillor Lawrence Webb**

How many council contractors does it take to sweep the area on the A12 between Gubbins Lane and Brook Street Roundabout?

## **Response**

A team of three employees are normally deployed to litter pick the verges adjacent to the trunk roads including the section of the A12 mentioned.

Between three and four weeks ago the Council received late notification from TFL that the grass verges on the A12 between Gubbins Lane and the Brook Street roundabout were due to be cut. To avoid the litter being shredded by the mowers five Council employees were deployed and eight members of a Community Payback team were also used.

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Both sides of the road were litter picked.

All the individuals working on this stretch of the road were wearing hi visibility clothing which may have given the impression that they were all Council employees.

The job was completed in about three hours because of the number of people that were used.

In response to a supplementary question, the Cabinet Member agreed that Havering should receive fair funding from the Greater London Authority.

**Council's Statutory Duties on Flood Risk**

**6) To the Cabinet Member for Environment and Community Safety (Councillor Osman Dervish)**

**From Councillor John Mylod**

Given the increasing risk of flooding, would the Cabinet Member set out the statutory duties imposed on the council, how these duties are being fulfilled and what resources are being allocated to this service?

**Response**

The Council's main statutory duties are set out in sections 19 and 21 of the Flood and Water Management Act 2010. The Highways Act 1980 and the Land Drainage Act 1991 also provide the Highway Authority certain powers and rights in relation to flooding and drainage.

Havering has fulfilled its duties under section 19 of the Act by commissioning a joint investigation with the Environment Agency following floods of June 2016 which affected the Borough. A report has been published following the investigation and is available publically on the Council's website. The critical drainage areas have been identified and works to mitigate the flood risk have already commenced.

The Council has one full time post which oversees all aspects of drainage/flooding within the Environment Department supported by officers within other departments as necessary including the emergency planning officer to support the Council's statutory function.

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The following documents are all available online and officers can arrange for these to be forwarded on to you if you wish:

- Multi Agency Flood Plan
- Strategic Flood Risk assessment
- Preliminary Flood Risk Assessment

(No supplementary question asked).

**Ward Information for Members**

**7) To the Leader of the Council, Councillor Roger Ramsey  
From Councillor John Glanville**

What is the protocol to ensure that councillors are kept informed and involved in decision-making within their Wards?

**Response**

All Members are kept up-to-date with news and information through a regular weekly email bulletin that includes key upcoming calendar dates, public notices, key service news and current housing consultations. Members are also sent the weekly staff Global News, which includes key corporate information and news. In addition, when it comes to matters such as planning and highways improvements, Ward Members are notified as part of the consultation process.

In response to a supplementary question, the Leader of the Council added that the Council communications team used a variety of methods to keep councillors informed.

**“A” Boards on Footways**

**8) To the Cabinet Member for Environment and Community Safety (Councillor Osman Dervish)**

**From Councillor John Wood**

Would the Cabinet Member confirm whether he feels an “A” board in the middle of the footway is more hazardous than a vehicle driving along the same footway?

**Response**

The use of A boards to advertise a business, or tables and chairs outside cafes and restaurants are all part of modern life in busy and thriving town centres. The recent Code of Practice implemented by the Council in January this year allows one A board per business, it does not prohibit all boards. This is a sensible approach and, along with the provision of tables and chairs in some areas, allows local business to advertise and continue to trade.

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With regards to vehicles, it has been a long established practice in some town centres that vehicles access private forecourts with the use of an installed vehicle crossing. This has not proved to be any more of a hazard to footway users than any other stationary object in place.

In response to a supplementary question, the Cabinet Member confirmed that cars travelling on footways or across crossovers were monitored and enforced via the use of CCTV in town centres.

**Strategy for Coping with Traveller Incursions**

**9) To the Cabinet Member for Environment and Community Safety (Councillor Osman Dervish)**

**From Councillor Patricia Rumble**

With the recent traveller incursion into Harold Hill and fearful that there may be a return of last years repeated unlawful traveller incursions, what steps are being made to produce a long term solution to this problem?

**Response**

The Council successfully evicted the travellers at Harold Hill with the support of the Police and our Parks Protection team.

The Council will not tolerate the presence of unlawful traveller incursions within the Borough and is working with partners to introduce a long term solution on both private and public land. We are in the process of preparing a legal injunction to prevent both named individuals and other persons from illegally entering onto Council land within the Borough to be in place later this year.

The Environment Agency is implementing a national operation called "Operation spider DOG" primarily to identify and target persistent offenders who occupy land illegally and fly tip. The objective of this operation is to disrupt their lifestyle and develop a more targeted approach against persistent offenders.

In response to a supplementary question, the Cabinet Member confirmed that discussions had been held with the Police around taking action more forcefully and quickly to deal with future Traveller incursions.

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## **Calls to Housing Repairs Service**

### **10) To the Cabinet Member for Housing (Councillor Damian White)** **From Councillor Barbara Matthews**

Would the Cabinet Member confirm what analysis is carried out in relation to housing repair requests to stop repeat calls being necessary, particularly in relation to gas boiler inspections where currently the contractor decides whether a boiler needs to be replaced?

#### **Response**

Our approach to the service we provide is to work in partnership with our contractors to highlight and address repeat requests. This is embedded within our contract documents and has been an integral part of our demand management strategy. The approach has allowed us to reduce the numbers of works requests we are dealing with and the strategy is an ongoing project.

The decision to replace a boiler is made by the Council but we do seek information from the contractor on the economic viability to repair the appliance or where numerous repair requests have been made. In such incidents we will look at the repair history to identify a breakdown trend, alongside an inspection to make an assessment on whether to replace the boiler. We are constantly monitoring our service for efficiency and ensure that resident satisfaction is paramount.

In response to a supplementary question, the Cabinet Member added that the existing arrangements were in the best interests of tenants but he was happy to look into a case of apparent repeated repair call-outs if Councillor Matthews could provide further details.

## **Penalty Charge Notices for “Idling” Vehicles**

### **11) To the Cabinet Member for Environment and Community Safety (Councillor Osman Dervish)** **From Councillor Jody Ganly**

Would the Cabinet Member confirm whether Penalty Charge Notices are issued for idling vehicles, especially near schools?

#### **Response**

Penalty Charge Notices (PCNs) are not issued to any vehicle that may be idling within Havering.

Councillor Ganly may be interested to know that there is an experimental scheme recently launched in City of Westminster that is seeking to issue PCNs to idling vehicles in certain ‘hotspots’ and I have asked Havering officers to keep abreast of this scheme as it progresses.

**12) To the Cabinet Member for Environment and Community Safety (Councillor Osman Dervish)  
From Councillor Jody Ganly**

When the Public Space Protection Orders became operational outside schools, residents were promised that after six months a review and re-consultation would be carried out. Would the Cabinet Member advise why this has not happened?

**Response**

A post implementation review has been undertaken following the introduction of the (Public Space Protection Order) PSPOs outside the four schools in Havering. The report outlines the observations of officers reviewing post PSPO implementation around 4 school locations, the behaviours of the parents and children as a result, including any displacement to adjacent areas and recommends a further course of action. This report has already been circulated to local ward members where these schools are located for their views and incorporated within the final report presented at the Highways Advisory Committee (HAC) on the 2nd May 2017.

A consultation programme has commenced with an on-line survey that closes on 30th June, and drop-in sessions at the four existing schools and Havering Town Hall during June to seek views from the broader community and stakeholders on the scheme. These results will be made available alongside the findings of the six-month comprehensive review.

In response to a supplementary question, the Cabinet Member added that the next stage of implementation of PSPOs would be decided once the review had concluded.