



Havering
LONDON BOROUGH

**ANNUAL REPORTS
OF COMMITTEES 2011-12**



CONTENTS

AUDIT COMMITTEE	PAGE 3
CHILDREN AND LEARNING OVERVIEW SCRUTINY COMMITTEE	PAGE 10
CRIME AND DISORDER COMMITTEE	PAGE 16
ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE	PAGE 23
HEALTH OVERVIEW AND SCRUTINY COMMITTEE	PAGE 29
INDIVIDUALS OVERVIEW AND SCRUTINY COMMITTEE	PAGE 35
TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE	PAGE 44
VALUE OVERVIEW AND SCRUTINY COMMITTEE	PAGE 50



Havering
LONDON BOROUGH

INTERNAL AUDIT ANNUAL REPORT

2011 / 2012

1. INTRODUCTION

- 1.1** Under the Accounts and Audit Regulations 2011, the Council is required to conduct a review at least once per year of its systems of internal control.
- 1.2** The purpose of this report is to provide Members and Senior Management with a formal opinion as to the adequacy and effectiveness of the Council's internal control environment and to report on the performance of the internal audit service for the year. It will be available on the Council's internet site from mid June 2011, within the 25th June Audit Committee Agenda.
- 1.3** In accordance with proper practice the report is one of the sources of assurance used in the process to compile the Annual Governance Statement which is also a statutory requirement.
- 1.4** The 2011/12 Internal Audit Plan, of 1576 days, was approved by the Audit Committee in March 2011. Progress reports from the Internal Audit and Corporate Risk Manager are presented to the Committee at quarterly meetings.
- 1.5** During the year there is some flexibility needed to react to changes in risk, accommodate changes in the needs of management; the focus of audits may be changed or new audits included in the programme. The plan also makes provision for Internal Audit to accommodate requests for advice and guidance on specific issues or investigation of specific issues. Before any tasks are undertaken risks are considered to ensure that resources continue to be used in an efficient and effective manner and tasks that provide the greatest added value to the organisation are prioritised.
- 1.6** Whilst remaining an independent assurance function the Internal Audit team seek to maintain strong relationships with management to ensure that appropriate actions are agreed and implemented in a timely fashion. Protocols exist to outline the roles and responsibilities of both the Internal Audit team and management.

2. INTERNAL AUDIT ASSURANCE STATEMENT

- 2.1** In the Internal Audit & Corporate Risk Manager's opinion, the system of internal control is adequate and effective and processes to identify and manage risks are in place. In some areas significant weaknesses have been identified in 2011/12, however action has been taken by management to address this.
- 2.2** This opinion is based on a programme of audit work which was delivered:
- In accordance with the approved Internal Audit plan;
 - By suitably experienced and qualified auditors;
 - In accordance with the CIPFA* Code of Practice for Internal Audit in Local Government; and
 - To standards accepted by the Council's External Auditors.
- 2.3** The following has also been considered:
- The acceptance of audit recommendations and progress noted in year to implement required changes;
 - The results of follow up work on limited assurance audit areas; and
 - Whether any fundamental or significant recommendations have not been accepted or implemented by management and the consequent risk.
- 2.4** The next section of the report details the work completed by the team and the key issues arising.

3. WORK THAT SUPPORTS THE OPINION

3.1 Systems and Contract Audit

- 3.1.1 620 days of the approved plan were allocated to systems and contract audit. This plan was based on a full complement of staff in the team.
- 3.1.2 675 days of the systems plan were delivered. 45 audits were completed.
- 3.1.3 The assurance ratings on reports have changed during 2011/12 from Qualified and Unqualified to Nil, Limited, Substantial and Full Assurance. The aim of this change was to make the assurance more meaningful for management.

3.2 Computer Audit

- 3.2.1 112 days of the plan is allocated to computer audit. 7 audits were completed. Two audits were moved to 2012/13 due to timing issues so in total 87 days were delivered.

3.3 Fraud Work

- 3.3.1 Reactive Work and Special Investigations - At the commencement of the financial year a contingency of 315 days was provided to carry out

investigations into suspected fraud issues reported by management or via the fraud or whistle blowing hotline. Due to a larger than anticipated case load 333 days were delivered in year.

- 3.3.2 Pro-active – A budget of 105 days were assigned to pro-active audits. A risk based pro-active audit plan had been devised. Due to the additional reactive work 95 days were delivered by the end of the year. 10 audits were completed.

3.4 Follow Ups

- 3.4.1 Information regarding outstanding recommendations is reported as part of the quarterly report to Corporate Management Team and Audit Committee. At the September meeting the Audit Committee receive a full list of all outstanding recommendations.
- 3.4.2 In 2010/11 there were no 'qualified' reports. Follow up work has been undertaken on reports at the request of the Audit Committee. In 2012/13 a complete overhaul of the approach to monitoring audit recommendations is planned.

3.5 Schools

- 3.5.1 In 2011/12 24 schools were audited.
- 3.5.2 Due to a number of schools moving to Academy Status the three year audit plan for schools has reduced.

3.6 Other Outside Assurances

- 3.6.1 The National Non Domestic Rates administrative processes are undertaken by a third party on behalf of London Borough of Barking & Dagenham. Audit reports and assurances are reviewed by the Internal Audit & Corporate Risk Manager.
- 3.6.2 During 2011/12 the team provided an Audit Service to Homes in Havering.
- 3.6.3 Reports produced by other inspection bodies or assurance providers are also reviewed. Planned work is taken into account when the plan is produced and for unplanned inspections the plan is revised to avoid duplication in scope of work.

3.7 Risk Management Arrangements

3.7.1 During 2011/12 a Corporate Leadership Team Working Group reviewed the arrangements and have proposed some recommendations for improvement. The new approach will be implemented and embedded during 2012/13.

3.6 Review of Other Strategies

3.7.1 Other corporate arrangements and strategies such as the Internal Audit Strategy are reviewed annually and approved by Audit Committee. A number of policies are being reviewed at the time of drafting this report.

4. KEY MESSAGES

4.1 Organisational Change

4.1.1 Many of the significant control weaknesses identified during 2011/12 link back to the pace of organisational change. To achieve the savings required significant transformation activity has taken place during the last two years. Change is taking place both within Service areas and corporately at the same time. The workforce has reduced and many who have gone had a great deal of knowledge and experience.

4.1.2 The pace of change has been fast in some areas and although this has brought a number of benefits to the organisation the changes have impacted on the system of internal control. Significant savings have been achieved in 'back office' or Corporate Teams where control activity often occurred. Although responsibility always sat with management there were often control mechanisms that had evolved over time to manage risk. These were often costly and could not guarantee that the risk was managed efficiently.

4.1.3 The organisation increases its reliance on its Managers to implement controls and ensure compliance is consistent within their team or service area. To be successful this requires culture change within the organisation and this has always been part of Transformation 2014. From an audit perspective assurances regarding compliance are often harder to acquire because there is a reduction in corporate controls.

4.2 Oracle

4.2.1 A Computer audit of the new Oracle system relating to Payroll, Accounts Payable and Accounts Receivable was completed and 24 recommendations raised for management consideration. There was also systems audit work and proactive fraud work undertaken in year. As the three areas are considered to be key financial systems, they are material to the Statement of Accounts, management were advised that the control environment is not considered to be sufficient to mitigate risks. Control

Working Groups were established to identify recommendations and these have been agreed by Management and will be implemented in 2012/13.

4.3 Fraud

- 4.3.1 In 2011/12 the Council was targeted by fraudsters and an invoice was paid into a fraudulent bank account. An internal investigation took place and a Police investigation is on-going. The fraud is not directly a result of the new system and could have been prevented by compliance with the procedures implemented by management. To support Management in the prevention of Fraud a programme of training and awareness has been identified and approved based on a risk analysis of the organisation. As part of this programme the team will not only seek to ensure managers have identified risks but also remind employees and agency workers that approved procedures are there to manage risk.

4.4 Conclusion

- 4.4.1 The issues detailed above have been considered as part of the process to produce the 2011/12 Annual Governance Statement and have been identified as issues for monitoring by Senior Management. These issues have been considered during the Annual Audit Planning Process and will also be picked up within individual audits as applicable during 2012/13.

5. INTERNAL AUDIT QUALITY ASSURANCE

5.1 Liaison with Other Boroughs

- 5.1.1 The Internal Audit & Corporate Risk Manager, or an audit team member, also attends a London Audit Group, and other relevant training and networking events, to benefit from presentations and discussions on new emerging risk areas and again shares issues arising and best practice. The team also have informal links with teams in neighbouring boroughs.

5.2 Delivery of Planned Audit Work

- 5.2.1 90% of the 2011/12 Internal Audit Plan was delivered by 31st March 2012. The plan was flexible to accommodate the needs of management in a year of significant change. Three audits were deferred to the 2012/13 plan due to timing issues. The remainder of the plan was delivered in the first quarter of 2012/13.
- 5.2.2 The Audit Committee and Corporate Management Team receive performance reporting quarterly.

5.3 Feedback from Auditees

- 5.3.1 Following every audit, the managers receiving the audit report were also sent a feedback survey form. 99% of the feedback received rated the service satisfactory or above. All comments received from managers are

CHILDREN & LEARNING OVERVIEW AND SCRUTINY COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

It is planned for this report to stand as a public record of achievement for the year and enable members and others to compare performance year to year.

There are no direct equalities or environmental implications attached to this covering report. Any financial implications from reviews and work undertaken will be advised as part of the specific reviews.

RECOMMENDATIONS

That the Council note the 2011/2012 Children & Learning Overview and Scrutiny Committee Annual Report.

REPORT DETAILS

During the year under review, the Committee met on 6 occasions and dealt with the following issues:

1. REQUISITION

- 1.1 The Committee held a special meeting on 5 July 2011 to consider a requisition of an executive decision regarding the changes to the transport provision provided for children and young people with special educational needs and/or disabilities.
- 1.2 Broadly, the decision meant that the door to door collection bus service would be replaced by a series of collection or 'pick-up points' where children would be both collected and dropped-off. Parents would be required to apply for travel assistance for each academic year and new children requesting assistance would undergo a full needs assessment. The changes would allow the Council to make £600,000 of savings as well as creating a climate that reduced dependence on Council services.

- 1.3 The Committee principally questioned the fairness of the assessments that would be undertaken, wishing to ensure that children in need to door to door transport were not disadvantaged. Further, the Committee sought reassurance that the new emphasis on travel training would not pressure or force children who were not ready for certain levels of independence to make that step.
- 1.4 Officers emphasised firstly that the drop-off points had been carefully considered and would be under review to ensure that children did not face a journey that they would not be able to make. Children would not be forced into travel training where they were not ready. The Committee also noted that similar changes had been made in other boroughs and these had been largely successful.
- 1.5 The Committee voted not to uphold the requisitions by 8 votes to 3 with 2 abstentions.

2. CHILDREN'S CENTRES

- 2.1 On 7th June 2011, the Committee considered a report updating members of progress to date with recommendations submitted by a topic group of the Committee's predecessor, the Children's Services Overview & Scrutiny Committee. The Topic Group, which considered the roll out of Sure Start Children's Centres in the borough, reported to the Committee on the 21st April 2009 and the approved recommendations were considered by Cabinet on 24th June 2009.
- 2.2 The Committee noted that the report only provided an update on those recommendations that had been endorsed by Cabinet. Of those that were being progressed, members noted the various outcomes.

3. CHILDREN & YOUNG PEOPLE WITH LEARNING DIFFICULTIES AND DISABILITIES

- 3.1 Throughout the year, the Committee considered numerous reports relating to the services and support provided with children with learning difficulties and disabilities (LDD). A report considered by the Committee on 7th June 2011 highlighted the legal requirement on the Council to provide for such children.
- 3.2 The Committee considered the various ways in which the Council met its responsibility, including the under-5 provision, the transition for SEN pupils at crucial stages of education and measures to enable inclusion of SEN and LDD pupils in mainstream education. Although there was an emphasis on inclusion, a specialist SEN provision was available and very effective in the borough.
- 3.3 The Committee was informed that the Local Authority commissioned an independent review of Post-16 Special Education in Havering, which reported in July 2010. It recommended development of special sixth forms at both Corbets Tey and Dycorts as a matter of urgency. However the report contained no detail as to funding and its completion coincided with the Government's withdrawal of funding for Havering's Building Schools for the Future Programme and the arrival of the current period of financial constraint.

- 3.4 There were two pilot programmes to deliver the required service for post-16 learners. The Committee received information about these schemes at its meeting on 7th June 2011; the Committee received an update on the success of the schemes at its meeting later in the academic year on 29th March 2012.
- 3.5 The Committee had discussions around the future of the programmes, the first scheme, a partnership between Havering College of Further and Higher Education and Corbets Tey Special School, which catered for six learners and which had cost rough £240,000 from various funding streams, would continue with modifications. The second scheme, which was a partnership between Hall Mead School and Havering Sixth Form College and which catered for four learners, would not be continued as it was specific to the 2011/12 SEN needs.
- 3.6 Throughout the year, at its meetings in September, November and January, the Committee received updates regarding the roll-out of the SEN Transport changes, the same decision that the Committee had considered as a requisition in July. The last update, at its meeting on 26th January 2012, demonstrated that the projected saving of the changes was on track, with the depot for the buses having been moved to allow for new start times, culminating in 10 less buses which translated to a saving of £40,000 per bus.

4. SOCIAL CARE & LEARNING ANNUAL COMPLAINTS/COMPLIMENTS REPORT

- 4.1 At its meeting in November 2011, the Committee received a report, presented by the Head of Children & Young People's Services, regarding the complaints received by Children and Young People's Services in the previous council year.
- 4.2 The report outlined information around the numbers and types of complaints handled by Children & Young People's Services and how they dealt with these to minimise the impact of justifiable concerns and to reduce the likelihood of future complaints.
- 4.3 The Committee noted that the overall number of complaints was around 146 (46 matters raised by MPs and Councillors), which was relatively low given the nature of the services involved and against a backdrop of a significant increase in referrals to social care in 2009/10. In addition, the Pre-Stage 1 process (40 matters raised) had been very successful in resolving many initial concerns, with both more handled through that process and with none moving from that stage to the formal stage 1 process.
- 4.4 Members noted that the overall number of Stage 1 complaints had increased from the previous year by 6. The Committee noted that following a major restructure within Social Care & Learning Directorate, there would be new arrangements whereby Children's and Adult complaints had now merged. It was envisaged that the annual report of 2011/12 would include combined data and more effective comparisons about performance in managing and dealing with complaints across all services. Proposals were being considered to bring complaints services within Social Care and Learning (Learning and Achievement, Adult Social Care and Children and Young People's Services)

together in the future and as part of that change consideration would be given to how a wider service report can be provided.

5. SCHOOL IMPROVEMENT STRATEGY

- 5.1 At its meeting in September 2011, the Committee considered a report on Havering's New School Improvement Strategy, presented by the Principal Inspector of the Havering School Improvement Service.
- 5.2 In light of the forthcoming Education Bill, 2011, (now the Education Act 2011) and the wide-ranging and significant changes to both funding and policy in relation to schools and school improvement, the Department for Education (DfE) directed all Local Authorities to submit detailed plans on their strategy to support all schools, and especially those that were failing to provide a satisfactory standard of education for its pupils/students, or those schools that were performing below the new government floor standards.
- 5.3 The Committee considered the various categories for school improvement as well as those schools in need of more robust support from the service. The different categories of support would equate to greater or smaller periods that the team would spend in the school, ranging from 0.5 to 6 days.
- 5.4 The Committee also considered the specific and general guiding principles underlying the Strategy before looking at the work that Havering Improvement and Advisory Service undertook in schools in the borough. The Committee was informed that as an education community, Havering was using all its resources collectively to enhance pupils' learning and improve the overall quality of provision. There was a collective commitment to open, transparent communication and honest and frank debate. The LA regularly reviewed its practice in relation to its key activities with representative groups of schools and governors, particularly in relation to the nature of the monitoring, challenge, intervention and any core elements of the support provided.

6. 14-19 LEARNING PATHWAYS

- 6.1 At its meeting in November 2011, the Committee received a report, presented by the 14-19 Strategy Manager, regarding the 14-19 programme.
- 6.2 The Committee noted that on 13 April 2011, the Minister for Further Education, Skills and Lifelong Learning made an announcement giving detail about proposals for a new all-age careers service in England by April 2012. The Department of Business Innovation and Skills (BIS) would continue to fund careers services for adults both online and through helpline services from September 2011 these would be linked to similar services for young people so there would be a single point of access for all users of each service. The department would also fund a network of public, private and voluntary organisations to provide careers guidance to adults. From April 2012 these services would be known as the National Careers Service.
- 6.3 In terms of access to Higher Education the latest information available from UCAS showed that an increasing number of young people were making applications to University, and whilst the acceptance rate was staying

relatively static, the total number of young people being accepted was increasing from 964 in 2003 to 1,233 in 2009.

7. BUDGET SCRUTINY

- 7.1 In both July 2011 and January 2012, the Committee met jointly with the other Overview and Scrutiny Committees in order to scrutinise aspects of the Council's proposed budget for the coming year. The meetings scrutinised several issues of relevance to the Committee.

8. SCHOOL'S PERFORMANCE

- 8.1 The Committee received a report from the Principal Inspector of Havering's Inspection & Advisory Service (HIAS) for schools, on the performance improvements in primary and secondary schools supported by the service.
- 8.2 The Committee noted that the core purpose of HIAS was to challenge and support all schools to improve. Overall attainment at all Key Stages in 2011 remained above the national average for each of the main national attainment measures in each Key Stage and was higher than the performance of Havering's statistical neighbours.
- 8.3 There was a particularly pleasing improvement in Key Stage 4, where Havering's improvement was greater than that of other local authorities and using the measure 5+A*-C GCSE grades with English and maths Havering was performing within the top 20% of all 150 Local Authorities for the first time for four years. In Key Stage 1 Havering's performance in reading, writing and maths remained within the top 20% of all Local Authorities. During 2010-11 primary and secondary schools receiving support improved in all cases more quickly than those schools not in receipt of support. Improvements were particularly significant in supported secondary schools.

9. CHILDCARE SUFFICIENCY ASSESSMENT

- 9.1 The Committee received a report, in January 2012, presented by the Service Manager of the Foundation Years & Independent Advice Service, regarding the borough's second Childcare Sufficiency Assessment, which was required to be completed and published by April 2011.
- 9.2 The report detailed the progress towards meeting those actions as published. It also provided an opportunity to inform Councillors of the recently published consultation document which called for significant changes in the way the Local Authority must ensure sufficiency in the childcare market and the Local Authority's statutory role on the delivery of free Early Education for 2, 3 and 4 year olds.

10. CHILDREN AND YOUNG PEOPLE'S PLAN 2011-14

- 10.1 At its meeting in March 2012, the Committee considered a report from the Strategic Lead, Performance and Policy from Social Care and Learning, regarding the Children and Young People's Plan 2011-14 (CYPP). Specifically, the report was updating the Committee on the progress made against the six priorities as determined by the Children's Trust.
- 10.2 The Committee had regard to the six priority areas of the Plan, as determined by the Children's Trust, and the progress made against each of the priority areas.

11. CORPORATE PARENTING PANEL

- 11.1 The Corporate Parenting Panel is a sub-committee of the Children and Learning Overview and Scrutiny Committee and is comprised only of the elected members of the Committee. The role of the Panel is to monitor services and care provided to looked after children in the care of the authority.
- 11.2 Throughout the year, the Panel has sought to ensure that the service provided by the local authority is of a high standard and considered the results from Ofsted inspections into Havering's Looked After Children team and into its performance in relation to safeguarding. In the first report, Ofsted assessed the effectiveness of the Corporate Parenting Panel and stated the following:

The Children's Trust and Corporate Parenting Panel are providing effective and improved leadership, with an increasingly shared vision and agreed priorities at a strategic level. Elected members on the Corporate Parenting Panel demonstrate a strong commitment to corporate parenting and as a consequence the panel is beginning to strengthening its role in scrutiny and challenge. There is a clear commitment to improving services for children, young people and care leavers. Elected members have put in place arrangements to meet with looked after children and young people on a periodic basis in order to listen to their views and experiences, however this is not yet formalised.

The arrangements for promoting the involvement of the Children in Care council in the planning and delivery of services are being strengthened and this is timely as a number of children, young people and care leavers seen by inspectors had not heard of the Children in Care council. There is a strong commitment to ensure rigorous challenge of the Corporate Parenting Panel's work through Havering's Children and Learning Overview and Scrutiny Committee.

- 11.3 The Panel is seeking to build on the success it has achieved and plans to meet with the LAC Nurse and the engagement of health partners in meeting the needs of looked after children.



CRIME AND DISORDER COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the year ended May 2012.

It is planned for this report to stand as a public record of achievement for the year and enable Members and others to compare performance year on year.

There are no direct equalities or environmental implications attached to this covering report. Any financial implications & risks from reviews and work undertaken will be advised as part of the specific reviews.

RECOMMENDATION

1. That the Council note the 2011/12 Annual Report and authorise the Chairman to agree the final version for Council.

REPORT DETAIL

During the year under review, we have met as a Committee on 4 occasions and dealt with the following issues.

1. TOPIC GROUPS

1. There were no Topic Groups in the year.

2. NHS Havering

1. At its meeting on 14 July 2011 the Committee received a presentation from Jacqui Himbury, the Havering Borough Director and Nuzhat Anjum, Head of Public Health Commissioning. Nuzhat Anjum was responsible for the DAAT budgets across ONEL and he advised the Committee that Havering's performance was very good.
2. Currently Havering was 'Non Intensive' so clients engaged in the Drug Intervention Programme (DIP) on a voluntary basis. To address this it

was proposed that Havering DIP become an 'Intensive DIP'. This would make it compulsory for any person testing positive for Class A drugs to engage with the DIP service.

3. The representatives from NHS Havering admitted that the Alcohol Liaison with King Georges Hospital needed some improvement.

3. COMMUNITY SAFETY SECTION STAFFING BUDGET 2011-12

1. The Committee considered a report on the budget for the Community Safety section which showed that the section had 8.4FTE posts and a budget of £459,580. One of the posts was vacant and it was likely that this would remain unfilled to cover a potential shortfall on CCTV. A temporary post of full time ASB caseworker had been funded until July 2011, with further funding agreed for another year.
2. Whilst the Council's CCTV did not cover the whole borough the Metropolitan Police were very supportive of the use of CCTV, especially within Romford Town Centre. The Council had looked at the possibility of extending coverage but the cost of communication from outlying areas to the Control Centre had proven excessive. However, the possible extension of CCTV and new ways of working, drawing on the experience of neighbouring boroughs was being explored.

4. FUTURE OF THE SAFER NEIGHBOURHOOD TEAMS

1. Following on from discussions last year the Committee were informed of the outcome of the review of the Safer Neighbourhood Teams. They were pleased to note that the Teams would maintain their existing structure although there would be the ability to temporarily flex resources across ward boundaries in response to specific problems.
2. The principle of 2 PC's and 3 PCSO's (6 PCSO's in an enhanced ward) would remain. However, there would be a reduction in the number of Sergeants available to manage the Teams. For Havering this meant a reduction of 4 sergeants with eight wards being combined into four each joint team served by one sergeant, The wards affected were:
 - Mawneys/Havering Park
 - Pettits/Squirrells heath
 - Hacton/Elm Park
 - Upminster/Cranham.

5. HAVERING COMMUNITY SAFETY PARTNERSHIP – PRIORITIES FOR 2011/12

1. The Committee received a report from the HCSP analyst regarding priorities for 2011/12. Progress against the targets were viewed as at the end of August 2011. The figures seemed to indicate there was a problem with fires but the Committee were informed that the Fire Brigade were not concerned as this was the peak time for fires and experience

showed that there would be a drop off over the remainder of the year.

2. Prior experience had shown that the peak period for burglary was December and January and during these months the Partnership concentrated their efforts. However, despite perceptions to the contrary over a weekend on average less than five people were victims of a criminal action in Romford Town Centre.

6. COMMUNITY SAFETY FUND

1. Throughout the year the Committee received regular reports on how expenditure from the Safer Stronger Community Fund had been spent. The Committee had an opportunity to comment on the various projects being funded and monitor the level of expenditure, to ensure all the monies were spent during the financial year.
2. One of the new projects developed by the Havering Community Safety Partnership in conjunction with our local banks, the Metropolitan Police, Community Police Consultative Group and Age Concern, was the banking protocol. The scheme has a strong focus on prevention and early intervention. It provides a route for bank staff to tactfully intervene when older and vulnerable customers seek to withdraw unusually large sums of cash. Therefore, not only does it focus on preventing our residents from being a victim of crime but also identifies vulnerable residents who might be living with dementia, so we can intervene and provide access to vital support services.
3. The initial idea for the scheme emerged after several reported incidents in Havering of older and vulnerable people being accompanied to banks, building societies and post offices by unscrupulous conmen to withdraw large sums of cash as payment for supposed 'building work'. Following discussions at the Community Safety Serious Acquisitive Crime Group a working group was established and project plan was developed. Funding was secured from the Community Safety Service and the CPCG.
4. The banks have been keen to adopt the scheme. Bank staffs use a prompt card with set questions to tactfully enquire about the purpose of any cash withdrawal over £500. They will explain the dangers of carrying large sums of cash and suggest an alternative, and safer, method of payment such as a cheque or bank transfer. If the cashier is suspicious in any way about the intent of the withdrawal or the vulnerability of the customer, he/she will notify their supervisor immediately and a call will be placed to the appropriate agency for assistance. This might be Trading Standards and/or the Police if they suspect the customer a victim of crime; or Adults Social Care and/or Age Concern if they feel the customer is confused in any way. The simple act of asking a few questions allows bank staff to delay the withdrawal of large sums of cash to give the referral agency time to respond.
5. Currently 19 banks have signed up to the scheme across the Borough.

6. Back in October £10,000 had been approved to support targeted work against scrap yards.

Operation RAM

Following discussions at the HCSP on the increasing trend in theft of motor vehicles across the Borough, the Community Safety Service were tasked with coordinating a multi agency partnership meeting to address metal theft in Havering. Funding was secured from the Havering Community Safety Partnership to deliver a series of multi agency operations targeting scrap metal dealers within the Borough. Partners involved included Havering Council, Havering Police, London Fire Brigade, Environmental agency, and Customs and Excise.

Op Ram commenced on the 10th October 2011 and ran for a two week period targeting problematic scrap metal dealers in the Rainham area. Successes included over 15 arrests were made, two stolen vehicles were recovered, and 122 fixed penalty notices were served for failure to produce a waste license. A number of cars were stopped during ANPR operations and 9 were identified as unroadworthy and seized. Ten vehicles were seized by Customs and excise for use of red diesel, which carries a fine of £500.

Thirty eight sites were visited with the Environment Agency and intelligence was gathered to support future operations. A Subsequent reactive Operation led to a further fourteen arrests.

Operation Ram was identified as good practise by the Metropolitan Police Force and has subsequently been rolled out to all Boroughs as Operation Ferrous.

There were 3 more week long operations since December with further planned in 2012.

7. PUBLIC ORDER DISTURBANCES

1. Following the Public Order Disturbances which had occurred last August the Committee reviewed the actions taken locally to ensure that Havering did not suffer as did other London Boroughs. Close co-operation between the Council, whose actions were co-ordinated by the Community Safety Manager, the Police and other Partners had lead to quick reactions to perceived problems enabled the police to head of any trouble before it started.

The Committee were informed that a review was being undertaken locally to see what happened and looking to identify the cost to the council of their response and the cost to local businesses. The Police informed the committee that they had made 24 arrests in the borough with 25 crimes reported.

8. WORK OF THE TRADING STANDARDS TEAM

1. The Trading Standards Divisional Manager attended the Committee and gave a presentation highlighting the work of his team in so far in tackling Crime and Disorder. He gave details of the different initiatives in which they were involved. These included the banking Protocol and Operation Ram.
2. Also of interest to the Committee was the work undertaken with test purchases, especially underage sales. The target for the team was to carry out 150 test purchases a year and these were targeted at known problem premises. Because of this targeted approach Havering had 20% failures on the test purchases compared to a London average of 17%. Another factor which may have contributed to the failure rate was the fact that the number of licensed premises in Havering had increased from 400 in 2007 to 570 in 2011.
3. Of particular concern to the Committee was the fact that a high percentage of the failed purchases occurred late at night when often untrained staff were serving. The Committee asked the Licensing Committee to look into the possibility of imposing conditions requiring the presence of a Designated premises Supervisor and/or Personal Licence Holder during these late hours.

9. YOUTH OFFENDING TEAM

1. The Youth Offending Team had failed the recent Core Case Inspection of Statutory Youth Offending Work in Havering. A list of recommendations to improve the service had been issued and the Committee considered progress towards implementing these recommendations.
2. The Committee had concerns at the performance of the Youth Offending Team and agreed they would receive regular reports to monitor progress in meeting the recommendations. At the last meeting they felt good progress was being made and were pleased to note that the IT problems being experienced by staff attending Barkingside Court had been resolved.
3. Concern was expressed that following the changes in court arrangements whereby all Youth cases from Havering, Barking & Dagenham and Redbridge were initially referred to Barkingside Courts had increased the work load for Havering staff. Each borough were allocated a court day, but on that day they were expected to cover any cases from the other two boroughs which were dealt with as an emergency. Given the number of cases Havering normally dealt with compared with Barking & Dagenham and Redbridge on a regular basis this meant how workload had increased.

10 POLICE REFORM AND SOCIAL RESPONSIBILITY ACT 2011

1. Throughout the year officers had kept the Committee informed of potential changes as a result of the Police Reform and Social Responsibility Act. As far as it related to London the major change was the abolition of the Metropolitan Police Authority and its replacement by the Mayor's Office for Police and Crime (MOPC). Whilst the rest of the United Kingdom would have an opportunity to elect a Police and Crime Commissioner the Mayor of London was given this role in the capital.
2. Unlike the Metropolitan Police Authority the MOPC would not be a responsible authority therefore the Crime and Disorder Committee would not have the opportunity to require their attendance. However, MOPC was required to co-operate with the Community Safety Partnership to reduce crime and disorder and re-offending.
3. Responsibility for the crime and order reduction grants would pass from the Home Office to MOPC. It was possible that the MOPC's priorities would be different to local priorities and this could lead to a reduction in funding locally. It was hoped that the Community Safety Partnerships discussions with other Outer London Boroughs would help resolve our concerns.

11 LONDON PROBATION TRUST

1. The Committee received a report on the work of the London Probation Trust and particularly the effects of the reorganisation on the service. They were informed that the focus of the Trust was to reduce re-offending and that 780 offenders lived in Havering, 54% of whom were on community orders or suspended sentence orders. 142 persons were on licence having previously been in prison with 250 persons being incarcerated, the majority of whom were in Pentonville.
2. The Probation Trust work first with the offender but also worked with the family. They was an Offender Supervisor in prison who worked closely with the Probation Service. The Trust worked with offenders who were sentenced to a custodial sentence of 12 months or more, No one worked with offenders who received a shorter sentence,
3. The Committee were informed that the borough had the 8th lowest rate of Domestic Violence, although this had increased by 5% recently. However, the borough did benefit from one of the highest arrest rates in respect of Domestic Violence.

12 LONDON FIRE AND EMERGENCY PLANNING AUTHORITY

1. The new Borough Commander attended the Committee to update them on the work of the London Fire Brigade in Havering. He highlighted the number of programmes the Fire Brigade ran to reduce Crime and Disorder. Members of the Committee, who had taken the opportunity to visit the LIFE, Local Intervention Fire Education, commented on what a positive experience this was. The Committee were informed that in 2013

the LIFE programme would move to Romford whilst the Dagenham Fire Station was renovated.

13 VISITS

.

1. Throughout the year the Chairman has been carrying out a series of visits to see how the Courts work. He has visited the local Magistrates Court on three occasions and with colleagues took the opportunity to visit Basildon County Court.
2. In addition the Chair together with Councillor Osborne has visited the House of Commons to observe how the House of Commons committees discuss legislation, specifically the passing of the Police Reform and Social Responsibility Act 2011.
3. A group of members also availed themselves of the opportunity to visit the four fire stations in the borough and obtain an insight in to how the Fire Brigade work locally.

14 MEETINGS

.

1. The Chairman has held regular meetings with The Borough Commander, Chief Superintendent Mike Smith. This was an opportunity to keep himself updated on current events and to raise specific issues of concern.

15 DOMESTIC VIOLENCE

1. The Committee received a report on the current provision within the borough to tackle the issue of Domestic Violence. The report raised a number of issues and the Committee expressed a desire to explore further the scope for establishing a Topic Group to explore in further depth some of the key issues.

ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

It is planned for this report to stand as a public record of achievement for the year and enable members and others to compare performance year to year.

There are no direct equalities or environmental implications attached to this covering report. Any financial implications from reviews and work undertaken will be advised as part of the specific reviews.

RECOMMENDATIONS

1. That the Council note the 2011/2012 Environment Overview and Scrutiny Annual Report.

REPORT DETAIL

During the year under review, the Committee met on seven occasions and dealt with the following issues:

1. BUSINESS CASE FOR LED LIGHTING

- 1.1 At its first meeting of the year in June 2011, the Committee received a report which detailed business cases for various sites where LED Lighting had been piloted. The Committee was informed that LED Lighting was used more than general lighting and the payback was only one tenth of ordinary lamps.

2. BUY WITH CONFIDENCE

- 1.1 At its June meeting, the Committee also received a presentation from the Trading Standards Fair Trading Divisional Manager on the Buy with Confidence Approved Trader Scheme. The Committee was given examples of rogue trading and it was explained that in response to concern highlighted

in the media, a partnership of Local Authority Trading Standards Services had taken a ground-breaking step by putting together the Buy with Confidence Scheme.

1.2 The Scheme provided consumers with a list of local business which had given their commitment to trading fairly. Every business listed had undergone a series of detailed checks before being approved as a member of the scheme. The Committee was informed that the following checks were carried out:

- Experian check
- Companies House check
- CRB check (if the work included entering people's home)
- Insurance check
- Full audit of contracts and advice given to improve standards if necessary.

3. THE COUNCIL'S FINANCIAL STRATEGY

3.1 In July 2011, the Committee met jointly with the other Overview and Scrutiny Committees in order to scrutinise aspects of the Council's Financial Strategy for the coming year. The meetings, chaired by the Chairman of Children and Learning Overview and Scrutiny Committee, scrutinised several issues of relevance to this Committee. Services valued most by residents would be protected, and in particular there would be no change to refuse collection.

4. MONITOR OF SCHOOLS UNDER THE CARBON REDUCTION COMMITMENT

4.1 At its meeting in September 2011, the Committee received an update on the position of the monitoring of schools as part of the Carbon Reduction Commitment (CRC). The Committee was informed that all state-funded schools (including academies) within Great Britain participated within the CRC Scheme under the umbrella of their local authority. In doing so, it was the carbon footprint of the local authority that was legally and financially responsible for participation in the CRC Scheme that was considered, rather than that of the individual schools.

4.2 The Committee was informed that the Department of Energy and Climate Change had published a discussion paper on Academies' participation in the CRC. The paper addressed how academies could be dealt with under the CRC scheme and laid out four possible options:

- **Option 1:** Retain the status quo. This option noted that the Department for Education (DfE) was consulting on school funding reforms that may allow the cost of CRC allowances to be retained centrally before calculating budgets for both maintained schools and Academies.
- **Option 2 and 3:** Proposed the individual qualification and participation of schools (option 2 for all schools, option 3 for Academies only)

- **Option 4:** Proposed the optional disaggregation of Academies, who would qualify with their LA but participate individually.

4.3 The Committee's view was that the CRC allowance costs should be passed directly to the schools, so that they are accountable for the energy they use. This would be an incentive for schools to reduce their energy consumption.

5. SCORES ON THE DOORS

5.1 At its September meeting, the Committee received a presentation on the "Scores on the Doors" scheme. Scores on the Doors is a Food Hygiene rating scheme. It provided details of inspections carried out of all food premises, including restaurants and manufacturers of food. It was emphasised that Scores on the Doors was not an award scheme; it offered consumers guidance and transparency about the hygiene of food premises.

5.2 The Committee was informed that a scoring system had been used for over 20 years, and that all high risk premises are inspected, unannounced within a 6 month period. Premises such as hospitals that provided food to vulnerable people or nurseries that catered for very young children, were inspected more frequently based upon the risk to the public.

5.3 Members noted that all scores were included on the national website, and once business had been inspected and the scores established, the business is informed and a sticker showing how many stars they have are sent to them to display. An average score was two stars out of five.

6. OLYMPIC ENFORCEMENT 2012

6.1 In November 2011, the Committee received a presentation on the Olympic Branding Enforcement. The Committee was informed how the Games would be protected through education of traders and businesses and through intelligence gathering. Enforcement would include the sale of fake tickets, counterfeit merchandise and any other scams associated with the Olympics.

6.2 Members noted that Trading Standards nationally were working in partnership with the London 2012 Intellectual Property Crime Unit, the Metropolitan Police, Customs and Excise, Sponsors, Stakeholders and Industry Groups. New laws were in place specifically for the Olympics and these included:

- The Olympic Symbol Protection Act 1995.
- The London Olympic Games and Paralympic Games Act 2006.
- Advertising and Street Trading Regulations Framework in the vicinity of Olympic events.
- An exclusion zone around the venues in the UK.
- Measures to prevent ambush marketing.

6.3 The Committee was informed that the protection was important as the Government predicted that £2 billion of Olympic merchandise would be sold;

of this, the Government would receive 20% of the revenue. The revenue would be used as a legacy for the Games, and without it taxpayers would pay for any loss. Members raised concerns about this and agreed that the protection was important.

7. TRANSPORT VEHICLE TRACKING SYSTEM

7.1 At its meeting in January 2012 the Committee received a briefing on the Transport Vehicle Tracking System. The Committee was informed that the Transport Board had looked at four different systems, and following testing had agreed on a replacement system called BATAK. This was an update of the previous KL2 system and was a GPS "live" web based training system. The system was easy to use across all the fleet and gave details of drive analysis, including excessive braking, steering, throttle use and idle time.

8. ALTERNATIVE VEHICLES

8.1 At its January 2012 meeting, the Committee received a briefing on the different Alternative Vehicles that were available and how electric and diesel vehicles differed. The Transport Service had tested a comparable electric vehicle against a standard diesel vehicle. The Committee was informed that during testing, the electric vehicle, which the manufacturer had quoted had an operational range of 80 miles, was only able to complete less than 50% of the distance of a standard route of 40 miles.

9. AGEING WELL REPORT

9.1 At its meeting in April 2012, the Committee received a report detailing some themes arising from the Ageing Well event which considered the priorities for older people in the borough. The appendix to the report showed the areas where things were going well, and those areas where things were not going well. The Committee consider the latter issue and agreed that there were areas which could be incorporated into their work programme for the next municipal year. These included:

- Slips, Trips and Falls attributed to highways
- Transport (access to Queens and St Francis Hospice)
- Bus Provisions
- Subway Access to Romford Market
- Roadways into the Parks – jointly with Towns and Communities OSC
- Blue Badge Scheme (assessment)

10. REVIEW OF WASTE MANAGEMENT

10.1 The Committee received a presentation at its meeting in April on the Waste Management Partnerships in Havering. These included the waste collection contractor (Biffa), the disposal company (East London Waste Authority (ELWA)) and the disposal contractor (Shanks East London).

10.2 Biffa provided a waste collection in Havering and this included:

- Household waste (Black sacks)
- Kerbside recycling (orange sacks)
- Garden waste (Green bins and sacks)
- Trade Waste
- Clinical Waste
- Bulky Waste

10.3 The Committee noted that ELWA had been established as a Statutory Waste Disposal Authority in 1986 and that they managed approximately 500,000 tonnes of waste per year from the four London Boroughs in East London (Havering, Barking and Dagenham, Redbridge and Newham). In 2002 ELWA awarded a 25 year PFI contract to Shanks.

10.4 The Committee were informed that 35% of waste was recycled or composted, there had been a reduction of household waste by 11,000 tonnes since 2006/07 and that ELWA had diverted 52.3% of municipal waste from landfill in 2012/11.

10. OTHER ISSUES CONSIDERED

10.1 Solar Panels – At its meeting in November 2011 the Committee received a presentation on the solar panels which were installed in the roof of the Town Hall. These ran on a Feed-In Tariff; however the generation tariffs changed as of December 2011 and multi installations would be counted as one roof, therefore reducing the Feed-In Tariff by approximately 10%.

10.2 Noise Service Review Trial – At its January 2012 meeting, the Committee received an update on the Noise Service Review. The Committee was informed that the new provision was a witnessing service provided by arrangement, for cases where noise diary sheets had been returned; a questionnaire had been completed showing the action taken by the complainant to deal with the problem, and the indication that a noise nuisance was likely.

10.3 Performance Information – At all of its meetings, the Committee received updates on Performance Information about the service. This included details on Flytipping, Abandoned Cars, Tonnage of Household Waste, Missed Collections of Waste, together with information from Public Protections on service requests responded to within five working days, noise complaints responded to within five working days, and Non-Compliant Food Inspections.

10.4 Requisition of Cabinet Report, Hornchurch Country Park Proposed Ingrebourne Hill Extension – At its special meeting in December 2011, the Committee considered a call-in of the Cabinet Decision on the extension of Ingrebourne Hill, in Hornchurch Country Park. Following in depth discussions the Committee resolved to not uphold the requisition

10.5 Visits to Waste Sites – During the year, the Committee carried out three visits to different types of waste sites. These included Frog Island MRF, where the general waste was taken. MDJ Light Brothers Ltd, who dealt with Waste Electrical and Electronic Equipment and The Ideal Waste Paper Co. Ltd, who dealt with the recycling from the borough.



HEALTH OVERVIEW AND SCRUTINY COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

It is planned for the report to stand as a public record of achievement for the year and enable Members and others to note the Committee's activities and performance.

There are no direct equalities or environment implications attached to this report. Any financial implications from reviews and work undertaken will be advised as part of the specific reviews.

RECOMMENDATIONS

1. That the Council note the 2011/12 Annual Report of the Health Overview and Scrutiny Committee.

REPORT DETAIL

During the year under review, the Committee met on six occasions and dealt with the following issues:

1. PRIMARY CARE ISSUES

- 1.1 Clinical Commissioning Groups - Throughout the year, the Committee scrutinised and kept up to date with developments regarding the Clinical Commissioning Group (CCG) or GP Consortium in Havering which will, from April 2013, assume a key role in the commissioning of many health services for local people. The role of the CCG has been explained to the Committee by the relevant director of the cluster Primary Care Trust and several Members also attended an initial engagement event held by the CCG itself. The Committee will seek to further develop its relationship with the CCG (over which it will have full scrutiny powers) during the coming year.

- 1.2 St. George's Hospital – The Committee prioritised throughout the year plans for the development of St. George's Hospital. Proposals for the site were discussed with the NHS ONEL borough director although it was explained that the final decision on the future of St. George's would need to be taken by the CCG. Through the scrutiny process, it was also clarified that an area of land sold adjacent to the hospital was privately-owned by a third party and this did not have any impact on the future of the hospital site itself. In March 2012, Members undertook a site visit to the hospital where they were able to view those services still operating on the site and discuss future plans with representatives from the NHS ONEL estates department.

2. QUEEN'S HOSPITAL ISSUES

- 2.1 The Committee received throughout the year updates from senior officers at Barking, Havering and Redbridge University Hospitals' NHS Trust (BHRUT) on the latest position at both Queen's Hospital and the Trust as a whole. The Committee's focus had been principally on those areas particularly criticised by the Care Quality Commission – A & E and maternity. Each meeting of the Committee was attended by the Trust's Director of Planning and Performance (or a suitable substitute) who was able to discuss in detail the problems in these areas and actions the Trust was putting in place to resolve these. In addition, Members undertook site visits during the year to both A & E and maternity at Queen's. The visit to A & E allowed discussion with medical and managerial staff of plans to expand A & E services in light of predicted future demand and of the Trust's new Rapid Assessment and Treatment system. The tour of maternity allowed Members to gain a detailed insight into the issues faced by the department and to have useful discussion with the Sister on duty. In order to avoid duplication, the Committee was pleased that a Member and officer from Barking & Dagenham were also able to attend the maternity visit.
- 2.2 Hospital Transport – In light of continuing concern over transport arrangements at Queen's Hospital, the Committee received in October a presentation from the Council's transport planning officer on hospital transport issues. This included work to persuade Transport for London to divert more Romford buses into Queen's Hospital itself and also the current lack of any direct bus between King George and Queen's hospitals. Other issues discussed included the lack of step free access at stations used for accessing the hospital and the need to continue to monitor the use of Blue Badge spaces at Queen's Hospital.
- 2.3 Norovirus – The Committee received a presentation at its February meeting on the problem of norovirus at Queen's Hospital and steps the Trust had taken to combat this. The BHRUT Director of Planning and Performance also circulated to the Committee copies of information about norovirus given to patients and hospital visitors.
- 2.4 BHRUT Quality Account – At its May meeting the Committee received a presentation from a Trust director on the BHRUT Quality Account. The

Committee made a number of comments for inclusion in the final version of the Quality Account covering areas such as performance of A&E, patients waiting in ambulances before being admitted to A&E and the quality of patient food at Queen's Hospital.

3. NORTH EAST LONDON FOUNDATION TRUST (NELFT) ISSUES

- 3.1 At the start of the year, the Chairman met with the Chief Executive of NELFT in order to discuss a number of issues including developments at Goodmayes Hospital and the Trust becoming the principal provider of community services for the whole of Outer North East London.
- 3.2 The Committee also held a successful visit in December to the Brookside Child and Adolescent Mental Health Unit. Members were able to discuss with NELFT staff both the in-patient and day programmes offered in this specialist facility.

4. HEALTH SCRUTINY CORRESPONDENCE

- 4.1 The Committee has continued, where it feels it appropriate, to use its powers to request specific information and responses from the Health Trusts to matters of concern. Issues scrutinised in this way during the year included the issues of the sale of land near to St. George's Hospital and the use of disabled Blue Badge parking bays at Queen's Hospital. All letters and responses received are copied to all members of the Committee in order that they receive the latest information.

5. TOPIC GROUP WORK

- 5.1 On several occasions during the year, the Committee called separate, stand alone, topic group meetings in order to scrutinise specific issues in more depth. One such meeting allowed for detailed discussions with a BHRUT Director of the problems facing the A & E department at Queen's Hospital. This allowed for a considerably more detailed scrutiny of these issues which were attracting national attention at the time.
- 5.2 Patient Discharge – Following the presentation to the Committee of the Havering Link report on patient discharge, the Committee agreed that the breadth of issues raised in the report meant that a topic group meeting should be arranged in order that these areas could be scrutinised in detail. As such, a meeting was arranged in February that was attended by members of Havering Local Involvement Network (LINK) as well as senior representatives of all local Health Trusts involved in the discharge process, the Clinical Commissioning Group and the Council's Adult Social Care section. Each stakeholder gave a detailed verbal response to the LINK's report and this led to a very productive session which gave all parties an insight into the issues preventing timely discharge from hospital. It was

agreed that a follow-up meeting should be held in September to consider progress in this area.

6. SITE VISITS

- 6.1 In addition to the site visits detailed elsewhere on the report, the Committee visited several other local facilities as follows:
- 6.2 Saint Francis Hospice – In September, Members visited Saint Francis Hospice and toured the facilities. Members also discussed with the Hospice chief executive strategies for end of life care and the Hospice’s day patient and outreach services.
- 6.3 Care Homes – While the Committee has no statutory power to inspect care homes, Members were pleased that several local facilities did invite them to tour their buildings and discuss issues of concern. One issue that was repeatedly raised by care home staff was the difficulty in obtaining full notes for residents who have been released from hospital. This was fed back to Havering LINK as part of their work on patient discharge issues.
- 6.4 Queen’s Hospital Pharmacy - In April, the Committee visited the pharmacy at Queen’s Hospital. Members were shown around by the Deputy Chief Pharmacist and gained an insight into the process involved in filling prescriptions for patients both in the hospital and ready to be discharged home.
- 6.5 Harold Hill Health Centre – Following concerns raised by the Committee that the facility was being underused, Members visited Harold Hill Health Centre and toured the facility in conjunction with senior officers from the then NHS ONEL estates department. While being generally impressed with the quality and size of the facilities at the health centre, Members remained concerned that the building was not being used sufficiently.

7. JOINT HEALTH SCRUTINY

- 7.1 The Chairman and other Members have played a full part during the year in the Outer North East London Joint Health Overview and Scrutiny Committee which continues to look at a range of health issues relevant to the sector as a whole. All Members receive agendas and minutes of the Joint Committee as well as updates between meetings. Key issues scrutinised by the Joint Committee during the year have included:
- 7.2 LINKs referral of maternity services - In July, the LINKs covering Havering, Redbridge and Barking & Dagenham jointly referred, using their statutory powers, the problems with maternity at Queen’s Hospital to the Joint Committee. The Joint Committee arranged for senior maternity officers at BHRUT to attend the meeting where they gave an update on maternity issues and answered detailed questions from both Members and LINK representatives themselves.

- 7.3 Changes to NELFT services – The NELFT chief operating officer met with the Joint Committee and discussed in detail the reasons for the decommissioning of certain services such as Think Arts and an eco-therapy project in Barking & Dagenham. At its April meeting, the Committee also scrutinised NELFT proposals to reprovide aspects of its psychotherapy services across the sector.
- 7.4 Cancer model of care – The Committee received a presentation from London Health Programmes on the latest pan-London work on a cancer model of care. It was noted that the proposed model aimed to improve early diagnosis rates and hence overall survival rates.
- 7.5 Commissioning Support Organisation – The Joint Committee has also scrutinised plans for the local Primary Care Trusts to offer commissioning support in the future to CCGs via a new Commissioning Support Organisation. This model would apply to the whole of North and East London and the Committee was pleased to welcome a Member from London Borough of Newham to the meeting who was also allowed to ask questions on this item.
- 7.6 Saint Francis Hospice – The Committee also received a presentation from the chief executive of Saint Francis Hospice on their outreach work covering most of Outer North East London. The Committee was given details of the hospice’s role and funding arrangements as well as the hospice’s at home and telephone services.

8. HEALTH FOR NORTH EAST LONDON

- 8.1 The Committee has continued to monitor developments with the Health for North East London proposals including a presentation from the project lead at its May meeting and will continue to take regular updates on this during the coming year. In June, the Chairman also gave evidence to the Independent Reconfiguration Panel considering the proposals.

9. HAVERING LINK

- 9.1 The Committee has continued to work effectively with Havering LINK throughout the year. LINK representatives are present at each Committee meeting and are given the opportunity to ask questions of the health officers present. The LINK formally presented its report on patient discharge to the Committee and this led to a full topic group session on the issues raised, as discussed above.
- 9.2 Queen’s Hospital Enter and View – At the request of the Committee Chairman, the LINK undertook an enter and view visit to Sunrise Ward at Queen’s Hospital to monitor the effectiveness of the red tray system to indicate those patients requiring assistance at mealtimes. The LINK presented its findings at a meeting of the Committee and, although there were many positive observations noted, the LINK also made a number of

10. OTHER AREAS SCRUTINISED

- 10.1 Annual Report of the Director of Public Health – The Director of Public Health for Havering presented her report to the Committee which this year focussed on cancer outcomes. The Committee was pleased to hear details of the bowel cancer screening programme in Havering but felt that such screening should ideally also be offered to younger patients.
- 10.2 Heartstart Havering – In February, the Committee received a presentation from an officer of Heartstart Havering, a local group giving free classes in lifesaving techniques such as cardiac massage. The Committee offered its full support to Heartstart Havering’s plan to install more defibrillation machines in community areas.



INDIVIDUALS OVERVIEW AND SCRUTINY COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

It is planned for this report to stand as a public record of achievement for the year and enable members and others to compare performance year to year.

There are no direct equalities or environmental implications attached to this covering report. Any financial implications from reviews and work undertaken will be advised as part of the specific reviews.

RECOMMENDATIONS

That the Council note the 2011/2012 Individuals Overview and Scrutiny Committee Annual Report.

REPORT DETAIL

During the year under review, the Committee met on six occasions and dealt with the following issues:

1. LIBRARY SERVICES

- 1.1 At its meeting in July 2011, the Committee viewed a DVD explaining services offered by Havering libraries for people with disabilities. Examples included the housebound library services and a monthly listening group at Rainham Library for people with visual impairment.
- 1.2 The Committee noted that there was a quick read collection of short books for people with lower level reading abilities while specialist publishers printed books on off-white paper with larger spaces between lines in order to help people with dyslexia. Hearing loops were installed in all libraries and all refurbished libraries were DDA-compliant with lifts and wheelchair access.

2. ADULT SOCIAL CARE COMPLAINTS ANNUAL REPORT

- 1.1 In July 2011, the Committee received a report on the adult social care complaints. The Committee noted that the overall number of complaints received had gone down and complaints were also now being resolved more quickly. The majority of complaints related to issues such as the late arrival of home carers and challenges to payment decisions. There had been a 50% reduction in complaints relating to occupational therapy and this was principally due to better information now being provided on disabled parking eligibility.
- 1.2 The number of compliments received had increased from the previous year. Compliments received were passed on to the relevant member of staff and their manager. People giving compliments were also thanked by the relevant manager.

3. IMPACT OF PERSONALISATION ON THE VOLUNTARY SECTOR

- 3.1 At its meeting in July 2011, the Committee were provided with the outcomes of personalisation on the voluntary sector. The Committee noted that the Council provided very few direct services and had allowed, and were supporting, the voluntary sector to widen their offer.
- 3.2 The Committee noted that a user led organisation was being developed which would give opportunities in providing brokerage, befriending, transport etc. There would therefore be an overall shift from grants to personal budgets and self payers.

4. REQUISITION OF REVIEW OF DAY OPPORTUNITIES FOR PEOPLE WITH LEARNING DISABILITIES

- 4.1 At a special meeting in June 2011, the Committee considered a call-in of a Cabinet report updating the position on day opportunities for people with learning disabilities and recommended a way forward in modernising the services and achieving improved value for money. Following in depth discussions the Committee resolved to not uphold the requisition.
- 4.2 Given the nature of the concerns raised at the meeting, the Committee agreed to establish a topic group to scrutinise the consultation process used in the review.
- 4.3 At its meeting in September 2011, the Committee considered a briefing note which had been prepared following the conclusion of the Topic Group. The Committee were happy that any concerns raised had been dealt with so that users and carers had peace of mind.

5. THE COUNCIL'S FINANCIAL STRATEGY

- 5.1 In July 2011, the Committee met jointly with the other Overview and Scrutiny Committees in order to scrutinise aspects of the Council's Financial Strategy for the coming year. The meetings, chaired by the Chairman of the Children and Learning Overview and Scrutiny Committee, scrutinised several issues of relevance to this Committee, including additional funds for falls prevention and technology to allow people to live longer in their own homes.

6. DIAL A RIDE

- 6.1 At its meeting in September 2011, the Committee received a presentation on performance information for Dial a Ride, across London, and in particular Havering and Barking and Dagenham. The Committee were informed that the Dial a Ride Service is a statutory service provided by Transport for London (TfL) and is funded by the Department of Transport and via the Council Tax precept to the Greater London Assembly.
- 6.2 Members were concerned that the cost per trip was now over £25, and discussed the implications this had for value for money in comparison with taxis and minicabs. Concerns were also raised by the Committee at the poor vehicle scheduling which meant that Dial a Ride's relatively large minibuses were observed carrying only one passenger on the vast majority of occasions.
- 6.3 The Committee noted the poor services being received by Dial A Ride users in Havering, evidenced by the refusals levels given in the presentation as well as the extremely high costs of providing the services to tax payers within the borough. The Committee agreed that a letter should be written to the Lead Member setting out that the Committee found the Dial a Ride services provided to Havering by Transport for London to be extremely inefficient and not cost effective. The letter was sent and a reply received from the Lead Member stating that a review of Dial a Ride would be carried out following the Mayoral Elections in May 2012.

7. RESULTS OF AUDIT OF SKILLS AND COMPETENCIES IN MENTAL HEALTH

- 7.1 The Committee received a report, at its meeting in November 2011, on the results of an audit of skills and knowledge of care home staff around dementia.
- 7.2 The Committee noted that the questionnaire was completed over the telephone with managers and face to face with staff by a qualified social worker. The results of the audit found that 84% of those interviewed had worked in the care industry for more than 4 years. Investment in training would be worthwhile as staff retention compared favourably with domiciliary care agencies which suffered from persistent job vacancies.

7.3 The Committee discussed and noted that there was no specific training in recognising dementia. Officers assured the Committee that this would be worked on through the Dementia Pathway to improve information for staff.

8. CUSTOMER SERVICES INTERFACE

8.1 In November, the Committee received a report on the Customer Services Interface with Adult Social Care. The aim was to make it easier for customers to contact the Council enabling it to become more efficient.

8.2 The Committee were informed that information and advice was a key service and that as part of the adults Transformation Programme, and following consultation with key local stakeholders, a new model of information and advice was agreed in May 2011. From this consultation the Committee noted that an accessible new website, a shop on High Street, Romford and outreach services would be introduced.

9. ASSISTIVE TECHNOLOGIES

9.1 The Committee received a report on Assistive Technologies at its November meeting. The Committee were given an overview of how assistive technology i.e. Telecare and Telehealth, was being developed through a set of projects as part of the Havering 2014 Adults Transformation programme.

9.2 The Committee noted that the technology changed rapidly, and the installation promoted peace of mind and independence to the client and their families. At the time of the report, there were around 3,200 users of assistive technology in Havering. The aim of the programme was to place Telecare and Telehealth at the centre of care provision through cross borough working to share best practice and develop new initiatives.

9.3 The Committee noted that under the NHS for Social Care project, the service was moving to TeleHealth alongside TeleCare. This included a pilot of 40 clients with ongoing illnesses; the system would measure their vital signs twice a day and if necessary alert a nurse if further assistance was needed. Officers reported that the first three weeks of the trial had been very positive and the feedback was that there was no anxiety. Whilst the cost of the equipment would be around £1000 per year, this would be less than the cost of a hospital admission.

9.4 The Committee was able to view a number of devices which were available, and three items could be issued for £6 a week. These included:

- Bogus Caller Button
- Smoke Detector and Carbon Monoxide Detector
- Falls Detector
- Flood Detector
- Temperature Extreme Sensor
- Door Sensor

- Medicine Dispenser
- Watch linked to pendant including GPS

10. NEW ADULT SOCIAL CARE WEB SITE

- 10.1 At its November meeting, the Committee were given a presentation on the new website for Adult Care in Havering. The website had been developed due to the delivery of Personalisation. It would give universal information and advice services ensuring clients could make informed choices, thus increasing prevention and the use of services pre the Council's "Front Door".
- 10.2 The Committee noted that the website was sponsored by the Department of Health and had been used by Stockport Council which was a comparator Council to Havering. Officers explained that there were three routes into the website; these were red, amber and green. The red route was for users who did not want to be in the situation or were in denial, the amber route was for those that knew they had a need but needed reassurance of the services available to them, and green was for those that knew what they wanted and were happy to access the information quickly themselves.

11. ROYAL JUBILEE COURT ASSESSMENT CENTRE

- 11.1 At its February meeting, the Committee received a presentation on the Royal Jubilee Court Assessment Centre (RJC). The Committee were informed that reablement consisted of providing personal care; help with daily living activities and re-learning certain basic skills following an illness or hospitalisation.
- 11.2 The Committee noted that Royal Jubilee Court had 13 self-contained units of reablement accommodation. These units enabled people to be discharged from hospital to a stay for a short period (usually a maximum of six weeks) before returning to their own home. The reablement service was also available remotely within clients' own homes; this allowed them to remain living in their own homes. The Committee noted that following reablement at RJC, 73% of clients returned to their own homes, with 35% requiring no ongoing care support.
- 11.3 The Committee noted that the Health and Wellbeing Board had agreed that a number of the empty sheltered housing bedsit units on the first floor of Philip House at RJC would be converted to 15 additional reablement units. Building work on the additional units was to commence in March 2012 and was estimated to take between six and eight months to complete. This would double capacity for reablement and therapy; contribute towards savings for Health and Social Care as well as improve the quality of life and maximising the independence of Havering's residents.
- 11.4 In March 2012, members of the Committee visited the Reablement Assessment Centre at Royal Jubilee Court and were able to view the site and hold detailed discussions with relevant officers. Members also met with

12. AUTISM PLAN

- 12.1 At its meeting in February 2012, the Committee received a report on the Autism Plan update. The report outlined the key priorities for the first year of the national strategy and the work needed to develop a local autism plan.
- 12.2 The Committee noted that a working group had been formed from local partnerships and an initial draft and an Easy Read version had been prepared. Consultation and a workshop event had been held and it was noted that the comments received were in support of the plan.
- 12.3 In January 2012, NICE consulted on the guidelines for the pathway of how to make it easier for people with autism to access the services they needed. The Committee noted that the Autism Plan would be a preventative strategy and it would ensure that people with Autism could access information in employment, accommodation and general living needs.

13. ADVICE AND INFORMATION – SIGNPOSTING

- 13.1 The Committee received a presentation on the new Information and Advice Service for Adult Social Care at its meeting in February 2012. Research had been carried out on existing good practice elsewhere as regards what “good” information and advice looked like. The five key themes which came out of the consultation were:
- Partnership working – a newly commissioned single service across provider organisations with a sustainable service structure.
 - Easy Access – phone, website, physical premises supported by outreach where information needs are assessed at first contact.
 - Face-to-face delivery – “shop type” premises in Romford with a regular programme of face to face delivery around the borough.
 - Branding and marketing – need to reflect that it is a voluntary sector organisation independent of but supported by the Council.
 - Good customer services – trained staff, robust performance management procedures to effectively measure the impact of services.
- 13.2 The Committee noted that the new Care Point shop was “soft launched” at 36 High Street, Romford on 31 January 2012, together with the new website www.haveringcarepoint.org. The Committee also noted that the official launch would take place around Easter 2012. The shop was in an accessible location, was purpose built and included three interview rooms,

an internet café with access to online information, a Changing Places toilet facility, telephone and email services. The shop would be open late on a Thursday evening and on Saturday mornings.

14. OVERVIEW OF RESIDENTIAL AND NON-RESIDENTIAL DEBT

14.1 At its meeting in February 2012, the Committee received an overview presentation on residential and non-residential debt. The two areas of the service that were charged for in Adult Social Care were explained:

- Residential Care – this is any care provided to an individual in a residential or nursing home, including long term and short term placements and respite care
- Non-Residential Care – this related to all types of home care services as well as day opportunities and travel to and from the day centres.

14.2 The Committee noted that there were three types of debt relating to the two areas, these were Secured Debt – where a charge was placed on the debtor's property which ensured it could not be sold without the Council being reimbursed in full first; Bad Debt – monies that it was anticipated would not be recovered; and Ongoing Debt – unsecured arrears where collection was anticipated.

14.3 The Committee noted that due to a change in approach, both the total debt and bad debt had fallen. The collection of debt had risen by 3% which equated to approximately £250,000. Deferred Payment Agreements were used as standard for any residential care users with a property, which meant a greater sum of debt could be secured with a charge on a property.

14.4 The Committee was also advised that all new users, as part of the financial assessment process, were offered a direct debit facility. This was growing and was hoped to be at 50% of users within two years.

15. AGEING WELL REPORT

15.1 At its April 2012 meeting, the Committee received a report detailing some themes arising from the Ageing Well Event which had taken place in January 2012. The Committee discussed the report and agreed to consider the following areas for incorporation into their work programme for the next municipal year.

- Impact on housing for the Elderly
- Dial a Ride
- Transportation
- Rogue Traders and the Safety of Individuals
- Banking Protocol
- IT for the Elderly

16 REVIEW OF DEMENTIA STRATEGY TOPIC GROUP

- 16.1 In April 2012, the Committee received an update report outlining the developments in Havering following the Dementia Strategy topic group which had been formed in the previous municipal year.
- 16.2 The Committee noted that a Dementia Implementation Group (DIG) had been established which included partner organisations including Health and the Voluntary Sector. The Committee were informed that the Lead Member for Individuals had commissioned the work of the DIG at the Health and Wellbeing Board. The DIG would look at the National Strategy in relation to Havering's needs and at the types of services that would assist a family or an individual dealing with dementia.
- 16.3 The Health and Wellbeing Board had commissioned a range of activities for carers, including Peer Support, Information and Advice Outreach Services, and Additional Support for Carers
- 16.4 The original report from the topic group requested that the Borough Director of NELFT developed an action plan. The Committee viewed that action plan and were updated on the progress of each action.

17 SAFEGUARDING AND DIGNITY IN CARE

- 17.1 In April 2012, the Committee received a presentation on Dignity in Care. There were eight main factors which promoted dignity in care. These were:
- Choice and Control
 - Communications
 - Eating and Nutritional Care
 - Pain Management
 - Personal Hygiene
 - Practical Assistance
 - Privacy
 - Social Inclusion
- 17.2 The Committee were informed of some recent case where the dignity of the client was taken into account. Officers informed the Committee that whilst it was easy to recruit trained and qualified staff, there was no specific reablement training available, therefore this was carried out in house.
- 17.3 The Committee discussed the issues of staff having more than one job, and if this impacted on the level of service. Officers stated that they were made aware of any issue, and worked closely with care homes in a cooperative way in order to get the right balance. All care homes had detailed action plans and annual reviews were carried out by Social Workers who gave feedback and areas for action.



Havering

LONDON BOROUGH

- 17.2 The Committee were informed of some recent case where the dignity of the client was taken into account. Officers informed the Committee that whilst it was easy to recruit trained and qualified staff, there was no specific reablement training available, therefore this was carried out in house.
- 17.3 The Committee discussed the issues of staff having more than one job, and if this impacted on the level of service. Officers stated that they were made aware of any issue, and worked closely with care homes in a cooperative way in order to get the right balance. All care homes had detailed action plans and annual reviews were carried out by Social Workers who gave feedback and areas for action.



TOWNS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

It is planned for the report to stand as a public record of achievement for the year and enable Members and others to note the Committee's activities and performance.

There are no direct equalities or environment implications attached to this report. Any financial implications from reviews and work undertaken will be advised as part of the specific reviews.

RECOMMENDATIONS

1. That the Council note the 2011/12 Annual Report of the Towns and Communities Overview and Scrutiny Committee.

REPORT DETAIL

During the year under review, the Committee met on five occasions and dealt with the following issues:

1. HOMES IN HAVERING/HOUSING RETAINED SERVICES

The Committee received two presentations, firstly from Sue Witherspoon – Head of Housing and Public Protection and secondly from Kevin Hazelwood, Director of Property Services of Homes in Havering (HiH).

The first presentation outlined how the current allocations system worked and explained how the Government's Localism Bill would change how allocations were managed in the future.

The second presentation detailed the Council's Arms Length Management Organisation (ALMO) and its current work.

2. **PROPOSED ROMFORD LEISURE CENTRE**

In July the Committee considered a requisition of the Cabinet decision to develop detailed proposals for the provision of a new leisure centre in Romford town centre.

The reasons for the requisition were as follows:

- To examine the 5-year revenue stream model and how the figures had been arrived at.
- To consider the accuracy of the capital project cost against rocketing inflation rates in the construction industry.
- To consider how the design of the leisure centre would fit into a limited area.
- To consider how adequate car parking facilities would be provided and the impact on traffic management in the locality
- To consider contingencies in the event the £2m funding gap proved insufficient to meet the full costs.
- To consider the budgetary impact of prudential borrowing should the projected revenue streams not cover the cost.
- To enlarge on the extent of consultation with the current operators of the Romford Ice Rink.
- To demonstrate the priority given to a new leisure centre in Romford from recent surveys/polls.
- To demonstrate, through market research, that demand was sufficient to justify the costs of building the leisure centre.
- To expand on how alternative provision would be provided to ice hockey users during construction.

The Committee considered these matters in detail and the requisition was not upheld.

3. OPTIONS FOR THE FUTURE OF HOUSING MANAGEMENT SERVICES

Committee members received a presentation on the future of Homes in Havering (HiH) from Paul Ryrie, Interim Consultant for Housing and Public Protection.

Members were advised that Cabinet had taken the decision to consult with tenants and leaseholders on the future of HiH.

Members noted that the Council was now consulting with tenants and leaseholders for two main reasons: firstly the new Government had changed the rules on council housing finance. Money for Decent Homes works could now be provided to councils both with ALMOs and to those without and it was also five years since the Council had last asked tenants how they wanted their housing service to be provided.

4. QUEENS THEATRE

Committee members received a presentation on the work of the Queens Theatre from Thom Stanbury, Stage Manager of the Queens Theatre.

Members noted that the theatre was owned by the Council and operated as a charity, the Havering Theatre Trust Limited, which was established in 1953.

The theatre's mission was to transform lives by producing and presenting high-quality professional theatre at affordable prices for audiences from Havering and from outer North East London and Essex.

The theatre's producing work was complemented by an extensive Education and Outreach programme for all ages, by a diverse guest programme including professional promotions and hires to community groups, and by programming in the foyer space.

5. NAPIER/NEW PLYMOUTH HOUSES

Members were advised that officers were drawing up costings to either refurbish or possibly demolish Napier and New Plymouth Houses in South Hornchurch.

Members noted that both blocks were in need of major re-investment to bring them up to Decent Homes standard.

A site visit took place in December 2011, during which both Committee members and officers inspected both blocks internally and externally.

Following investigations it has since been decided to refurbish both blocks and work on costings etc. is currently underway.

6. **COMMUNITY HALLS MANAGED BY CULTURE AND LEISURE SERVICES/APPROVAL OF PREFERRED DEVELOPMENT PARTNER FOR THE BRIAR ROAD ESTATE**

In November the Committee considered two requisitions of Cabinet decisions.

Firstly the Committee considered a requisition on matters relating to Community Halls that were managed by Culture and Leisure Services.

The text of the requisition was as shown below:

- A) That the Cabinet Report dated 26 October 2011 did not provide adequate and detailed information to facilitate an informed opinion on the proposals for the future of Community Halls referred to in the report. The report should have set out in detail inter alia the following:
- 1) the capital cost of refurbishing each hall (paragraph 1.5 of the report alluded to this but failed to explain);
 - 2) the current income and expenditure budgets for running each of the halls;
 - 3) the breakdown as to how the proposed revenue budget savings (£60k in 2012/13 and £107k in 2013/14) would be achieved;
 - 4) the approximate market value of capital receipt should Dukes Hall be sold and information as to whether the proposed sale included the adjoining car park;
 - 5) the future plans for the Old Windmill site and the approximate resale value of the land upon which it was sited;
 - 6) the future of Cottons Hall should a lessee not be found;
- B) There was an absence of information about the consideration given (if any) to an alternative strategy of refurbishing the Halls without having to sell Dukes Hall.
- C) There was an absence of information about the past and possible improved/alternative marketing strategy that could be adopted to promote the use of Community Halls.
- D) There appeared to be little or no consultation with the existing users regarding the proposals and a lack of information about the timescales involved.

- E) There remained uncertainty about the future of New Windmill and Tweed Way if lessees were not identified and contractual arrangements entered into. Recommendations 4 and 5 of the Report stated that a further report will come back to Cabinet if lessees were not found, but paragraph 4.1 stated that the halls would close if no lessees were found.
- F) There appeared to be inadequate support and planning and an absence of assurances provided to the existing user groups at Dukes Hall who may have to relocate.
- G) Recommendation 7 in the Report indicated that existing bookings would be protected –however it did not state whether this protection extended to regular bookings as well as one-off bookings.

The requisition was not upheld

Secondly the Committee looked at a requisition that concerned the approval of a Preferred Development Partner for the Briar Road Estate.

The text of the requisition was as follows:

- A) The decision to proceed with the preferred partner should not be made without a general understanding of the design and location proposals relating to the development of 164 new homes within Briar Road Estate;
- B) To give greater consideration to the impact on the public services infrastructure of increasing the population of the Briar Road Estate by an estimated 500 people (12.5%) including the implications for education and health services.
- C) The Cabinet Report and initial consultation had not identified the location within the estate of:-
 - 1. the development proposals;
 - 2. the number of garage/parking spaces to be lost and the consequent implications of the displacement of vehicles on the estate roads; and
 - 3. the amount of green space to be lost as a result of the development proposals

The requisition was not upheld.

7. HOUSING REVENUE ACCOUNT – SELF FINANCING/LOCALISM ACT

In February the Committee received a presentation on how the Housing Revenue Account would become self financing in April 2012.

A presentation on the Localism Act was given to members explaining how the Act would impact on day to day activities of residents.

8. HAVERING MUSEUM

At its May meeting, the Committee received a presentation from the Head of Culture and Leisure Services concerning Havering Museum. The Committee scrutinised the costs of the project and figures on the number of paying customer the museum received each day. In order to get more of an appreciation for the Museum as a whole, the Committee agreed to hold its next meeting within the Museum itself.

9. TOPIC GROUPS

The Living Ambitions Topic Group completed its scoping work and a report detailing the group's findings and recommendations was submitted to Cabinet in March 2012.

The Planning Enforcement Topic Group also completed its scoping work and a report outlining the group's findings was circulated to Cabinet for noting.



VALUE OVERVIEW AND SCRUTINY COMMITTEE

SUMMARY

This report is the annual report of the Committee, summarising the Committee's activities during the past Council year.

It is planned for the report to stand as a public record of achievement for the year and enable Members and others to note the Committee's activities and performance.

There are no direct equalities or environment implications attached to this report. Any financial implications from reviews and work undertaken will be advised as part of the specific reviews.

RECOMMENDATIONS

That the Council note the 2011/12 Annual Report of the Value Overview and Scrutiny Committee.

REPORT DETAIL

During the year under review, the Committee met on four occasions and dealt with the following issues:

1. COMMITTEE'S WORK PROGRAMME

The Committee agreed that the following items would be placed on its work programme for the year.

1. Council Tax Collection
2. Voluntary Sector Grants distribution mechanism

2. CUSTOMER SERVICES UPDATE (COMPLAINTS SYSTEM & STATISTICS)

At its meeting in July 2011, the Committee received two presentations from the Head of Customer Services on statistics figures for Corporate Complaints and Members Enquires.

The presentation informed the Committee that between 1 June 2010 and 31 May 2011, the total number of complaints logged on the Customer Relationship Management (CRM) system was 776. The presentation also highlighted that 624 responses were completed within the 10 working days timescale.

The presentation identified service failure and quality of service as the two major reasons for complaints. The statistics also informed Members that the service with the most complaints was Streetcare.

3. PRESENTATION ON NON DOMESTIC RATES (NNDR) PARTNERSHIP

At the request of the Committee, Members received a presentation that provided an overview on the Non Domestic Rates Partnership Programme that was in place in conjunction with London Borough of Barking and Dagenham.

The presentation highlighted the drivers for change that were identified by both Councils.

The NNDR programme achievements from the objectives of the partnership included:

- The project itself was under spent by £20-30K
- The savings over the three years to date totalled £282K with Havering accruing £147K. :
- A resilient value for money service had been firmly established
- It had been proven that the model can work

The presentation also informed the Committee that performance on collection was identified as an area for improvement by the programme.

4. REPORT ON FREEDOM OF INFORMATION - ACCESS TO INFORMATION

At its meeting on 11 October the Committee received a report that set out how Access to Information is administered.

The report identified the Access to Information team and the way the team works in regard to Access to Information (including an explanation of Freedom of Information and related legislation).

The presentation detailed the team's performance in responding to Freedom of Information requests in the period from January 2009 to August 2011.

The Committee was informed that members of the public cannot be charged for any additional work further to the initial fees unless the work takes over 18 hours to be completed by law.

5. VOLUNTARY SECTOR GRANTS 2010/11

At its July meeting, the Committee requested information on the total amount of grant awarded to the community and voluntary sector as part of their work programme. The information for 2010/11 was compiled and reported to the Committee.

The overall distribution of grants to the voluntary sector was as shown in the table below:

Total voluntary sector grants*, 2010/11

Organisation	Amount (£)
Core funding	255,313.00
Community Engagement Team - Regeneration, Policy & Planning	52,357.85
Community Safety Team - Legal & Democratic	51,000.00
Culture & Leisure	520,397.00
Children & Young People	15,000.00
Children's Services	1,452,887.00
Social Care & Learning*	3,698,169.00
TOTAL	6,045,123.85

**This includes both grants and contracted services.*

6. PRESENTATION DEALING WITH SERVICE REQUESTS/COMPLAINTS

At the request of the Committee, a presentation on the CRM system since going live was requested. The presentation detailed the services that had gone live on the system.

The presentation informed Members of how a resident's request can escalate to a complaint if matter was not resolved within the set timescale.

The Committee agreed to receive a regular update on this area even though they were aware that some issues can be categorised as seasonal.

The Committee also agreed to receive further updates on services that are yet to go live on the new CRM system (with projected dates for their commencement).

7. CRM REQUESTS AND COMPLAINTS RECEIVED

The Committee received an update on Corporate Complaints and Members Enquiries - two sets of information that related to Corporate Performance Indicators 2011/12. Members proposed that the performance indicators be included in the Members' pack for quarter one 2011/12.

The Committee agreed to review the list of Corporate Performance Indicators and suggest any further indicators that Members would consider for inclusion in the proposed Performance Indicators Members' pack.

8. HAVERING STRATEGIC PARTNERSHIP

As part of the Committee's work programme, the Committee received a presentation on the status of the Havering Strategic Partnership (HSP).

The presentation informed the Committee that following a review of the HSP, the partners were of the view that the success of partnership working in Havering over the last decade had meant that it was now embedded throughout everything they did. They also recognised that there were a few services that were not delivered in partnership with other agencies.

The Committee was informed that the 'sub-groups' of the HSP, including the Community Safety Partnership, were now well established partnerships in their own right. It was felt that since the Local Area Agreement had been abolished, the HSP Board's role had diminished and it was felt to be adding little value to strengthening partnership working.

The Leader had therefore written to HSP board members to inform them that all board meetings scheduled for 2011/12 were to be cancelled. The Council remained committed to the Havering Strategic Partnership however, and planned to hold an annual HSP conference, so that all partners from

across the HSP will have the opportunity to come together and discuss the challenges and opportunities facing Havering over the coming year, as well as showcasing examples of best practice in partnership working in Havering.

9. BUSINESS RATE RELIEF

At its meeting in October 2011, a Member was of the opinion that many small businesses were either not aware of what they could claim in terms of business rate relief or that the appropriate information was not getting through to them.

The Committee therefore received a presentation on Small Business Rate Relief and how it was administered in Havering. The presentation detailed that the Small Business Rates Relief was available where the sole or main property occupied had a rateable value of less than £25,500 in Greater London. A business had to apply to the Council and confirm that they met the conditions for the relief.

The presentation also informed the Committee that the Localism Act 2011 would result in the following changes:

- Proposal to bring changes into force in time for the 2012/13 financial year (full details were awaited).
- Removal of the legal requirement for ratepayers to submit an application in order to claim Small Business Rate Relief.
- Previous legislation would be amended to remove the single occupancy criteria for ratepayers to have their bills calculated using the small business multiplier in 2012-13 and onwards.

The Committee **noted** the presentation.

10. COMPLETED TOPIC GROUP – LONDON COUNCILS

At its meeting on 25 November 2010, the Committee requested that a topic group be established to examine the Council's membership of the Local Government Association (LGA), London Councils and any other similar bodies which the Council currently is a member of. The following objectives were agreed and following two meetings the Topic Group conclude its review.

- To investigate the value for money of remaining a member of London Councils in this difficult financial climate
- To investigate whether the role played by London Councils could be provided by the GLA, removing the need for London Councils as an additional body

- To make a recommendation to Cabinet as to whether the Committee feels LB Havering should remain a Member of London Councils or not going forward

During the year, the Committee completed its topic group work considering if it was still advantageous to the Council to remain a member of London Councils, the Local Government Association and any similar bodies.

The topic group interviewed the Leader of the Council who felt strongly that such memberships represented good value for money for the Council and that they should continue to be taken up. The topic group also agreed to modify its scope in order to only consider the Council's membership of London Councils at this stage.

In light of the evidence received from the Leader, the topic group reached the conclusion that the Council should remain as a member of London Councils and presented a report to this effect to the full Committee at its meeting on 7 July 2011. The topic group therefore concluded its work at this point.

Following the submission from the Leader, the Topic Group members present overwhelmingly agreed that the Council maintain its membership of London Councils.

The Group agreed that an update report be presented to the Committee in order for this topic to be closed.

The Topic Group agreed that the scope of the review was only to consider Havering's membership of London Councils and no other bodies at this stage.

That Committee **noted** the report and **agreed** that the review be closed.

11. TOPIC GROUP - UPDATE

1. Council Tax Collection -The Committee discussed the scope for the Council Tax Collection Topic Group. A member offered to share some suggested terms of reference with members of the Committee via email.
2. Voluntary Sector Grants distribution mechanism - The Committee was informed that the service was currently undertaking a review of voluntary sector funding and the development of a new voluntary sector strategy for Havering. That this was part of the Cabinet Member for Culture, Towns and Communities' Community Action project.

That the piece of work would make recommendations to Cabinet in due course. The Corporate Policy & Community Manager was of the opinion that it might be more appropriate and reduce duplication of effort if to

allow Cabinet to consider the recommendations the Value Overview and Scrutiny Committee then scrutinised the issue at that point.

12. PERFORMANCE INDICATORS RELEVANT TO VALUE OVERVIEW & SCRUTINY – QUARTERLY UPDATES

The Committee agreed unanimously that it should receive a quarterly report from officers summarising the key performance indicators relevant to the Committee's areas of work. Productive scrutiny of these performance indicators was undertaken by the Committee during the year and this process will continue during the new municipal year.