



Haverling

LONDON BOROUGH

Quarter 4 Performance Report 2020/21

Environment Overview & Scrutiny Sub-Committee

July 2021

About the Environment O&S Committee Performance Report

- 5 Performance Indicators have been selected to be monitored by the Environment Overview & Scrutiny sub-committee:
 - Improve air quality in the borough by reducing the level of NO₂
 - HMO licenses issued
 - HMOs enforced against
 - Total Penalty Charge Notices (PCNs) issued in month
 - Response rate for PCN Challenges and Representations
- An outturn for air quality is only available on an annual basis.
- A RAG rating is only available for one indicator (Response rate for PCN Challenges and Representations) and has been rated **Green**.
- It is important to note that though service delivery is returning to business as usual, there will be still be an impact on performance due to COVID-19.

Quarter 4 Performance

Indicator	Value	20/21 Annual Target	20/21 Annual Performance	20/21 Q3 Target	20/21 Q4 Performance	Short Term DOT 20/21 Q3	Long Term DOT 19/20 Q4
Improve air quality in the borough by reducing the level of NO ₂ µgm ⁻³ (micrograms per cubic metre of air)	Smaller is Better	40	16.6 (Ravensbourne School) to 66.9 (Battis) 2020	(Annual)	16.6 (Ravensbourne School) to 66.9 (Battis) 2020	19.7 (Langtons) to 49.4 (Gallows Corner) 2019	19.7 (Langtons) to 49.4 (Gallows Corner) 2019
HMO licenses issued	Bigger is better	N/A	61	N/A	11	10 	33 
HMOs enforced against	Bigger is better	N/A	14	N/A	0	7 	7 
Total Penalty Charge Notices (PCNs) issued in month (including PCNs for moving traffic contraventions (MTC))	Demand Pressure	N/A	83819	N/A	22209	23189 	31445 
Response rate for PCN Challenges and Representations (days in current backlog as per end of month)	Smaller is better	35 days	11.7 days	35 days	6.6 days GREEN	7 days 	25 days 

The team reviewed the NO₂ annual means for the past seven years (2014 - 2020), with the following observations made:

- For the vast majority of the sites (33 of the 39) NO₂ concentrations have been consistently decreasing since 2017.
- For 17 sites the decrease was greater than 10% relative to 2019.
- The number of sites exceeding the annual mean objective has been reducing. In 2020 only four sites exceeded the objective, comparing to sixteen in 2017.
- Three sites (Mercury Gardens, Colchester Road and Main Road) met the legal limit for the first time since 2014.

- During Quarter 4, there has been progress in the AQAP in a number of areas, including:
 - A permanent monitoring station in Rainham will not be installed due to the high operational costs and limited S106 funding available. However, as part of the Breathe London Project, Imperial College University is intending to trial a PM2.5 sensor in Romford.
 - Housing services are producing a net-zero strategy for the public housing stock (around 12 thousand properties) and it is due to be issued in the coming weeks.
 - The Council has started to use a software tool, ClimateView, that can help evaluate methods of reducing carbon footprint and strive for carbon neutrality NRMM (for the whole year). All sites complied with the requirements (23 audits were done in 20 sites altogether) - 36% were self-compliant; 64% complied after interaction with officers

- A house in multiple occupation (HMO) is a property rented out by at least 3 people who are not from 1 'household' (for example a family) but share facilities like the bathroom and kitchen.
- The service continues to receive a low volume of new licence applications but prioritise the processing of HMO applications.
- Annual performance for number licenses issued is lower than the previous year as the majority of compliant landlords have already contacted the Council and licences are usually valid for five years.
- Enforcement operations ceased from December due to lockdown. Operations have only recently resumed and therefore no HMOs were enforced during this quarter.
- Annual performance for enforcement of HMOs is lower than the previous year due to the COVID-19 pandemic impacting upon safe working practices, lockdowns and supporting COVID enforcement activities.

Penalty Charge Notices are issued to people parking illegally, or committing moving traffic offences like wrongly using bus lanes or making a banned turn. The management of traffic and parking is essential to keep Havering moving.

- PCN issuance is lower due to COVID-19 with recent lockdown and tiers restricting motorists to essential travel.
- Due to lower issuance, staff are able to respond to challenges and representations quicker and has meant more individuals are paying.
- The recent loosening of restrictions is likely to see in an increase in PCN issuance and therefore an increase in response times to challenges and representations.

Any questions?

