

**FULL COUNCIL, Wednesday 22<sup>nd</sup> March 2023**

**MEMBERS' QUESTIONS**

**Pay & Display Machines**

**1) To the Cabinet Member for Environment (Councillor Barry Mugglestone)  
From Councillor Jason Frost**

Could the Cabinet Member for the Environment confirm when the P&D machines will be replaced in Rex Close Car Park?

**Answer**

Thank you for the question.

Members will appreciate the council's current stock of parking ticket machines are a number of years old which is affecting their performance and reliability.

Whilst officers are doing their best to keep the machines in service, some parts can be hard to source, and a full replacement is required.

The Council is currently carrying out a tender to procure a contract to provide and install new Pay & Display machines. It is anticipated that the installation of new machines will be completed by late summer 2023.

I can also advise members that we are taking the opportunity to modernise the stock and gain efficiencies that new technology brings, providing customers choice to customers to pay using machines and through the parking app.

A supplementary question asked what people should do if they use the parking app but still receive a parking fine. The Cabinet Member responded that people should challenge a Penalty Charge Notice and/or contact their ward Councillors if they felt the ticket was unjust.

## **Low Traffic Neighbourhood Schemes**

### **2) To the Cabinet Member for Environment (Councillor Barry Mugglestone) From Councillor Darren Wise**

Will the Cabinet Member confirm whether there are currently any Low Traffic Neighbourhood schemes within the Borough or whether there are any plans to do so or have they been ruled out altogether?

#### **Answer**

As I understand it the previous administration was opposed to Low Traffic Neighbourhood Schemes and none were brought in by my predecessor.

A Low Traffic Neighbourhood is an area (usually residential) where motor traffic is reduced. This is achieved by restrictions to prevent through traffic and rat running. Whilst there are benefits to doing this, I do recognise it is a difficult balance to achieve quiet side roads, which many local residents would appreciate, whilst at the same time not making our main roads even more busy and congested. This would slow traffic on these roads and would be bad for residents, buses and businesses alike.

I, and the administration, remain concerned about the lack of real alternatives to the car in the borough.

Our residents deserve better than the current public transport offering being put forward by the Mayor, and I will continue to lobby the Mayor and Transport for London to invest in the public transport infrastructure that is so badly needed.

I'll continue to work with officers to see how we can continue to improve our road and transport network in best possible way – seeking to balance all the above aspirations.

I can confirm the Administration has no plans to introduce Low Traffic Neighbourhoods in Havering.

(No supplementary question asked on the specific subject matter).

## **Section 215 Notices**

### **3) To the Cabinet Member for Environment (Councillor Barry Mugglestone) From Councillor Jason Frost**

How many Section 215 Notices have been issued in the past year?

#### **Answer**

Two S215 notices have been issued since 1 April 2022.

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A supplementary question asked for further details of the two cases. The Cabinet Member replied that both cases had not been complied with and other options were now being considered.

**Penalty Charge Notices**

**4) To the Cabinet Member for Environment (Councillor Barry Mugglestone)  
From Councillor Martin Goode**

Can the cabinet member please confirm how many PCN's have been issued over the last 2 Quarters of 2022, providing both the total numbers issued per quarter as well as the total amount of funds collected?

**Answer**

I thank Cllr Goode for his question.

The numbers are as follows:

Quarter 2 (July to September 2022) - 24,878 PCNS issued, £991,921 income collected.

Quarter 3 (October to December 2022) - 27,663 PCNS issued, £1,083,878 income collected.

I can also advise members that surplus income received (after costs of delivering the service are met) is ringfenced only to support the delivery of highway, traffic and parking services.

A supplementary question asked if the employment of more enforcement officers would result in a higher number of PCNs being issued and what would be the level of the increase. The Cabinet Member responded that it was likely that more PCNs would be issued but he would that all new enforcement officers would be trained properly. The Cabinet Member wished to ensure that a good service was delivered to ensure correct parking and a safer borough.

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## **CCTV Cameras in Havering**

**5) To the Cabinet Member for Environment (Councillor Barry Mugglestone)  
From Councillor David Taylor**

Can the cabinet member provide a statement on the number of working and non-working CCTV cameras across Havering, with an indication as to which areas are most impacted?

### **Answer**

26 / 76 across the Town Centres are currently not working across Public Realm Town Centres

In HRA areas, 120 Cameras that can be accessed from the control room are working.

141 either cannot be accessed (as are recording on-site and have not been audited recently) or are known not to be working as of the last audit.

The current technology is reaching the end of its working life, which is why the Cabinet at its 8<sup>th</sup> March meeting agreed to invest in and replace the Town Centre Cameras and Control room, along with review of the HRA cameras and wider review of CCTV coverage.

A supplementary question asked if all 141 inaccessible cameras would be replaced. In response, the Cabinet Member stated he would assess the best options for residents. The best technology available would be used and it was hoped to involve all Members in a consultation.

## **CCTV Service Charge**

**6) To the Cabinet Member for Housing (Councillor Paul McGeary)  
From Councillor Joshua Chapman**

Can the cabinet member provide a statement on refunding residents who have been paying for CCTV, in the service charge, whilst the service was down?

### **Answer**

We will provide a refund to residents on housing land if the full CCTV function for that area was not working for a continual period of 12 weeks. If some cameras are down on the full network, or are fixed during that 12 week period no refunds will be issued.

Residents and Leaseholders will have to wait until the end of the financial year for the adjustment to be made, when the correct amounts if applicable will be refunded.

From April 2023 residents and leaseholders on housing land will not be charged for CCTV.

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The Council will also be investing £3.5 million in the next financial year to upgrade and improve CCTV across the borough.

A supplementary question asked if the Cabinet Member agreed that CCTV on housing estates was important to resident safety and if he would commit to there not being any CCTV reductions on housing estates. The Cabinet Member responded that he would assess the technology available and find the best solution for residents.

**Waterloo Estate development**

**7) To the Cabinet Member for Development and Regeneration (Councillor Graham Williamson)  
From Councillor David Taylor**

Can the cabinet member provide an update on the Waterloo Estate development, including site progress?

**Answer**

A hybrid planning application for the proposed Waterloo & Queen Street redevelopment (PA No. 0761.20 - detailed for Phase 1, outline for other phases), was approved on 12<sup>th</sup> November 2021.

Phase 1 which was approved in detail, does not have any external cladding, has sprinklers in all homes, and has appropriate alarm and smoke control measures. It has been designed to be a safe building. The JV Team continue to monitor the emerging policy and regulatory position concerning building and fire safety.

Demolition of the existing buildings on the site has been completed.

Work to build a wider entrance to Queen Street at the junction with London Road, to ease the movement of construction traffic, will be undertaken when the S278 Highways Agreement has been approved.

As set out in the report to Cabinet on the 8<sup>th</sup> February 2023, Phase 1 at WQS is the next scheme that is scheduled to commence under the 12 Estates Regeneration Programme.

The JV Team are currently in the process of working through the Pre Construction Services Agreement (PCSA), which will inform the construction budget. The PCSA should be completed in June 2023.

In the meantime work on meanwhile uses, particularly on the implementation of a community garden, which has been designed with local residents, has moved forward. It is hoped that work to build this will commence on site in April 2023. Local residents will manage the community garden once it has been completed.

Officers update local Ward Councillors on progress, on a quarterly basis.

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A supplementary question asked if the Cabinet Member felt that new building safety legislation that may require two staircases in high rise blocks may mean a delay construction the submitting of planning applications. The Cabinet Member responded that he was aware of this requirement and whilst, he was confident of gaining sign-off from the London Fire Brigade for new developments, this could not be guaranteed.

### **Temporary Accommodation**

**8) To the Cabinet Member for Housing (Councillor Paul McGeary)  
From Councillor Joshua Chapman**

Will the cabinet member provide a statement on the numbers of individuals in temporary accommodation, including the cost to the council in each of the last 4 years?

### **Answer**

The number of individuals in temporary accommodation over the last 4 years has seen a small decrease of 20 from 1093 to 1073 with the gross cost of providing it averaging £12.5 million per year. There had however recently been an upturn in the demand for accommodation due to the cost of living crisis.

The council receives rental income from its tenants who are largely benefit dependent, however, this does not meet the full cost of accommodation meaning the council pays around £3m to £5m each year to make up the shortfall.

A supplementary question asked the Cabinet Member for his view on housing the homeless in hotels and how many homeless people were currently housed in hotels. The Cabinet Member responded that he could supply the exact figure. He did not like the use of hotels for this purpose and preferred to use bought back properties etc.

### **Fly tipping Update**

**9) To the Cabinet Member for Environment (Councillor Barry Mugglestone)  
From Councillor Joshua Chapman**

Will the cabinet member provide an update on the numbers of fly tipping across Havering over the last year?

### **Answer**

They were 10,082 incidents of fly tipping reported by the public over the period from April 2022 to March 2023. This was a slight increase by 353 fly tips noted from the same period the year before.

The Councils Street Cleansing crews will also proactively monitor and clear fly tipped waste whilst carrying out their normal duties. Urbaser, the Councils new waste and

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cleansing contractor are proposing to use up to date technology and recording systems to improve reporting and clearing of fly tips.

The Council continues to enforce against those that illegally fly tip waste where evidence can be secured. So far there have been 639 Fixed Penalty notices issued for waste related offences since April 2022.

The Council encourages residents to report incidents of potential fly tipping so they can be removed in a timely manner and be fully investigated.

A supplementary question asked how the Cabinet Member planned to continue to drive down flytipping. The Cabinet Member responded that he aimed to identify and fine flytippers, particularly those that were business related. A CCTV review was being undertaken and more use could be made of mobile cameras. It was also important to educate people to ensure that they used licensed waste collectors.

### **SLM Leisure Contract**

**10) To the Cabinet Member for Corporate, Culture & Leisure Services  
Councillor Paul Middleton)  
From Councillor Damian White**

Will the cabinet member provide an update on the SLM Leisure contract, the projected costs and support (both financial and managerial) to them from the council and the income to be received by the council?

### **Answer**

The SLM Leisure contract is progressing well. The new Rainham Leisure Centre is on track to open in the summer. This fantastic new facility is attracting national attention for its method of construction and the associated cost savings this brings. A number of authorities, including from Ireland, have visited the centre to see how these cost savings are achieved. Further planned development of the centres have given us refreshed and extended wet side changing rooms at Central Park Leisure Centre which has been funded by SLM.

The Centres are on track to achieve over 2 million visits in this financial year, contributing to resident's health and wellbeing.

The support to SLM, by way of a reduced management fee is ongoing, for this financial year and next – 2023/24 as a result of the pandemic, before returning to the contract position in 2024/25. There is still a significant management fee being paid to the Council for this and next financial years.

The Council continue to work in partnership with SLM to deliver the best service possible to residents. There are no direct costs associated with that other than officer time.

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The Leisure Contract financial information is exempt and therefore I am unable to provide the detail.

A supplementary question asked if the Cabinet Member would meet with Councillor White to discuss how the recently announced £65m government funding for leisure services would be used in Havering. The Cabinet Member agreed to this suggestion.

**Climate Change Action**

**11) To the Cabinet Member for Climate Change (Councillor Keith Darvill)  
From Councillor Damian White**

Will the cabinet member please provide a statement on the climate change action plan and any timetable for changes that may be brought forward?

**Answer**

Thank you for this question as it provides an opportunity to update you on the action I have been taking and the timescale for a review of the HCCAP. Since being appointed to the Cabinet position I have met monthly with officers across the Council to evaluate what they are doing. I have ensured, where possible, that actions have been stretched and incorporated in regional plans so that we have a more coordinated approach.

Some of the key initiatives are:

- Promoting grants for local residents to take energy efficiency measures
- Investment in the Council Housing stock
- Successful bid to develop a carbon zero demonstrator centre
- Anti-idling actions
- Established a vibrant Green Forum
- Recruited 44 Climate Change Champions
- Developed baseline data to inform strategic decisions.
- Applying for grants to build our capacity to develop climate actions

The existing plan comes to an end shortly and many of the actions will roll on. Workshops are scheduled to create additional actions and ensure that Havering is on track to be carbon neutral by 2040 or sooner. An annual report, giving an update on actions delivered in the last 12 months and outlining new actions, will be brought to Cabinet on 5/7/2023 and to Council on 12/7/2023.

The IPCC report published had made clear the urgency of the action needing to be taken by the Council. Climate change had led to the recent incidents of flooding and wildfires in the borough and had seen the insurance premiums for local residents increase.

A supplementary question asked if the Cabinet Member would meet with Councillor White to discuss the formation of a steering group to feed into the climate change action plan. The Cabinet Member agreed, adding that he wanted to involve Members in the delivery of the action plan.

**Adult Social Services Department**

**12) To the Cabinet Member for Adults and Health (Councillor Gillian Ford)  
From Councillor Jason Frost**

Will the cabinet member provide a statement on the reintroduction of a grading system for the Adult Social Services Department, outlining the steps taken to be ready for any inspection and the impact that this will have upon the service?

**Answer**

CQC Assurance of adult social care and local government was confirmed in the Health & Social Care Act 2022, and is due to be implemented by CQC from April 2023. CQC assurance of adult social care departments was stepped down in 2010 by the then coalition government, however assurance has continued throughout this period of NHS and social care providers. It is of note CQC Assurance of ICB areas will also commence, although that is unlikely to be until 2024. The CQC published its interim guidance for their approach to local authority assessments on 28/2/2023, and is available for any elected member to review – the web link can be supplied. This can be found on the CQC website, entitled ‘Our Approach to Assessing Local Authorities’.

A single assessment framework has been developed over the past 18 months, primarily when assessing local authorities and integrated care systems, but also providers, with a more tailored approach taking into account their specific context. The single assessment framework is based on a set of quality statements arranged under topic areas, and very much focussing on how services are perceived through the lens of people who have lived experience of services.

It is important to note that this is local authority assurance, not just adult social care, as Care Act duties extend beyond ASC, such as duties around prevention, integration, housing, safe systems, pathways and transitions.

CQC have stated that between April and September 2023, they will focus on reviewing data and published documentary evidence available from council’s, focussing on care provision, integration and continuity, and assessing need; as well as looking at themes and insights on access, commissioning, market shaping, workforce and personalisation. They will also be looking to pilot their assurance approach with 5 local authorities over this period.

Formal assessments will then begin from September with the aim of carrying out 20 assessments until December, and then a rolling programme ongoing from

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early 2024. The government has asked CQC to publish individual ratings of local authorities, with CQC intending to work with LA's and the DHSC around how these ratings and findings will be published.

Work on ASC preparation and readiness is ongoing, with a number of strategies and policies being updated over the last 12 months, delayed because of COVID-19. This includes the Autism strategy agreed by Cabinet in late 2022, updating the market position statement and commissioning plan, carers strategy and dementia strategy, as well as the recent refresh of our Better Living Guidance and planned forthcoming updates to our ASC Care & Support Policy and reviewing our workforce strategy, following some work with the LGA in late 2022.

CQC Assurance will undoubtedly impact on the service in the same way OFSTED does for children's social care, which has unfortunately seen a very tragic incident recently, both in terms of preparation, participating and its outcome. This will be managed when the time comes by both ASC, but also corporately and politically.

(No supplementary question).

**CCTV Camera in Ardleigh Green**

- 13) **To the Cabinet Member for Cabinet Member for Environment (Councillor Barry Mugglestone)**  
**From Councillor Christine Vickery**

Will the council reinstate the mobile CCTV camera in Ardleigh Green following the stabbing outside the local college?

**Answer**

After the recent knife crime incident near to college in Ardleigh Green, requests have been made by local ward members to *reinstate* a CCTV camera at the location.

This followed a short-term deployment of a temporary CCTV camera several years ago outside the college, after a significant increase in ASB reports in 2020-21.

The number of deployable cameras possessed by the council is limited and are deployed as part of a tasking process based on prioritising 'pressing need' and where they are deemed to be likely effective.

The data was reviewed, and it was established that the incident at the location was an isolated one and was not linked to the previous deployment of CCTV.

When the crime data was further interrogated, it was established that the ward is currently the second lowest ward for crime in the Borough of Havering and has had 2 knife crime related incidents, one of which was the Ardleigh Green one.

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The council receives far more requests for CCTV than it can fulfil and so it deploys the limited number it has to the highest crime areas via a decision making panel at the enforcement tasking meeting.

All deployable cameras are currently deployed and moving one would mean that the area currently covered would no longer be covered by CCTV which is also a consideration.

Based on the above reasoning, at this stage, the evidence does not support the moving of a re-deployable camera to the location to Ardleigh Green and it does not support a growth bid or business case required to purchase new equipment for the purpose.

We will as a Community Safety Partnership continue to work closely with Police and partners to monitor and review this - and other situations – to ensure this is the most appropriate stance and we will of course review this position if the rationale changes.

All CCTV camera deployments are based on evidence and are deployed in accordance with the Data Protection Act 2018, the General Data Protection Regulations (GDPR), the ICO (Information Commissioners Office) and SCC (Surveillance Camera Commissioner) guidelines and Codes of Practice.

Below attached are the CCTV codes of practice we adhere to:

[Amended Surveillance Camera Code of Practice \(accessible version\) - GOV.UK \(www.gov.uk\)](http://www.gov.uk).

A supplementary question asked if the return of cameras in Ardleigh Green could be kept under review as this was favoured by local shopkeepers and residents. The Cabinet Member responded that he was happy to work with Councillor Vickery and had also been in contact with the local Police team.

## **Havering Homeless Emergency Calls**

**14) To the Cabinet Member for Housing (Councillor Paul McGeary)  
From Councillor Joshua Chapman**

Can the council confirm the total number of calls made to Havering Homeless Emergency number and the average wait time for these calls, including the number of calls 'dropped'?

### **Answer**

For the calendar year of 2022, Havering out of hours service received 1,090 calls regarding homelessness. We are not aware of any dropped calls as all out of hours calls come through one number. Therefore, as the team has no contact with the caller before they hang up, they would not know if they are calling about homelessness.

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The average wait time for calls being answered out of hours, was 23 seconds.

A supplementary question asked if a cross-party review of the front door service for vulnerable homeless people could be undertaken. The Cabinet Member stated that he was happy to develop this.

**ULEZ Implementation Cost**

**15) To the Leader of the Council (Councillor Ray Morgon)  
From Councillor David Taylor**

Has Havering council made provision for increased costs due to the implementation of ULEZ and, if so, what is the extra cost to the Council including increased costs from contractors and service providers?

**Answer**

There are no specific provisions set aside within the MTFS for direct financial implications of ULEZ.

Costs through contactors and service providers are difficult to quantify. All will need to be compliant and this would normally be reflected through appropriate contract mechanisms, the Council will specify in new contracts to ensure vehicles are ULEZ compliant.

With regards to the Council's own vehicle fleet, steps have already been taken to mitigate the ULEZ impact, whilst taking a measured approach to capital expenditure on new fleet assets. Eight of the oldest Passenger Transport buses are being renewed due to age and increased maintenance costs, as much as the introduction of ULEZ. Similar steps have been taken for the highways fleet and the refuse fleet will be renewed later this year by the Council's new contract provider. These steps should ensure avoidance of the larger £100 per day fine for vehicles over 3.5 tonnes.

There may be some ULEZ-related costs arising from smaller assets within the council's fleet, particularly the grounds maintenance (e.g. tractors) which are not ULEZ compliant and could incur the £12.50 per day fine.

A supplementary question asked if the Leader of the Council would join in lobbying of the Mayor of London to exempt Council fleets from the ULEZ charge. The Leader of the

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Council responded that he was happy to meet with Councillor Taylor and others regarding this.