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**MINUTES OF A MEETING OF THE
OVERVIEW & SCRUTINY BOARD
Havering Town Hall, Main Road, Romford
4 July 2023 (7.30 - 8.35 pm)**

Present:

COUNCILLORS

Conservative Group	Dilip Patel, Keith Prince, Timothy Ryan and Damian White
Havering Residents' Group	Laurance Garrard, Jacqui McArdle and Gerry O'Sullivan (Chairman) and Philip Ruck (Vice-Chair)
Labour Group East Havering Residents' Group	Patricia Brown and Matthew Stanton Martin Goode

All decisions were taken with no votes against.

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

1 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

Apologies for absence were received from:

Councillor Mandy Anderson (Councillor Pat Brown substituting)
Councillor Natasha Summers
Councillor David Taylor (Councillor Damian White substituting)
Councillor Katharine Tumilty (Councillor Matt Stanton substituting)
Councillor Bryan Vincent (Councillor Jacqui McArdle substituting)

2 DISCLOSURE OF INTERESTS

There were no disclosures of interest.

3 MINUTES

The minutes of the meeting held on 30 March 2023 were agreed as a correct record.

4 COMMENTS ON PRE-DECISION SCRUTINY REPORTS

The Board agreed that, having undertaken pre-decision scrutiny, it did not wish to make any specific comments on the following Cabinet reports:

- East London Waste Authority – Outline Business Case
- Procurement of Highways and Street Lighting Contracts

5 **SCOPE OF PARKING ENFORCEMENT PROCESS TOPIC GROUP**

The scope of the parking enforcement task and finish group was agreed by the Board. The scope is attached of the group is attached to these minutes.

6 **ANNUAL REPORT OF BOARD**

The annual report of the Board was noted.

7 **COUNCIL RISK REGISTERS**

Each directorate had its own risk register and the strategic risk register was a standing item at the Governance and Assurance Board, as well as being considered by the Council's Senior Leadership Team. Access was being arranged for Members to the strategic and directorate risk registers and officers would chase this up.

A Member asked why the entry in the register regarding the risk of being able to deliver a balanced budget did not reference the error in parking charges in the budget papers. Officers accepted that this had led to a £250k shortfall but this was in the context of a £180m budget. There was also a £2m provision for undelivered savings. Other savings initiatives in parking meant that a balanced budget could still be set. The parking charges issue had not invalidated the budget process as a whole and other Members felt that this was not so much a risk as an issue in the way budgets were prepared that officers would need to resolve. Officers accepted that an error had been made in processing the budget report. The results of an investigation into the parking charges issue could be brought to an exempt meeting of the Board.

Members were pleased at the higher level of detail in the register but noted that some dates were still absent. Officers would seek to confirm the remaining target dates. Review dates on the register were system-generated and officers would investigate those that should have already taken place.

Some risks on the housing risk register were housing-specific, others were more generic. Risks included the increasing demand for homeless services and not enough rent or service charges being received. More generic risks covered areas such as the recruitment and retention of staff, failure of IT systems, adult safeguarding issues and fire and flood risk due to climate change. Officers would look into the risk of the lack of cookers in homeless accommodation etc and whether this should be added to the register.

It was accepted that there were some risks of the property acquisition programme but assessments of each property were undertaken in order to

mitigate this. More detail such as control measures would be added to the risk register. It was confirmed that the Council had complied with the requirement for all social landlords to install fire alarms in their properties. Fire alarms were also checked annually.

Information on risks was reported regularly to the regeneration officer board and then fed into the regeneration risk register. Key risks included increased costs of climate change, sales values of properties (which were regularly monitored) and the need to maintain levels of private rented income.

There were also risks around the cost and availability of construction materials and the lack of well-trained labour. Officers were aware of the risks rising interest leading to a lowering of property values but 65 of 71 low cost home ownership properties at the New Green development had been sold. The development had seen good maintenance of value and there was currently no suggestion that values would drop. Any drop in values would assist the acquisition programme which had now been approved by Cabinet. A fund had been approved to purchase 150 properties for homeless people which would allow the Council to take advantage of falling prices.

The investment fund would also derive social value outputs with for example 270 local people trained as part of the New Green project. Work was in progress with Quantum Group to train installers, including local people, to fit Heat Source pumps. Quantum also offered apprenticeship opportunities. The risk of not building the projected number of properties was picked up through monthly monitoring and was reported to Cabinet on a quarterly basis. The risk of homelessness was monitored through the housing risk register to address any mismatch in housing supply and demand. Members felt that not meeting housing supply targets should be included as a specific risk.

The Board also scrutinised the risk and impact of the capital programme on the Medium Term Financial Strategy over the next 5 years.

The Board agreed that the remainder of the meeting should be held in exempt session due to the likelihood of it revealing information relating the financial or business affairs of any particular person (including the authority holding that information) as defined under Paragraph 3, Schedule 12A of the Local Government Act 1972.

Chairman



OVERVIEW AND SCRUTINY BOARD

SCOPING DOCUMENT FOR PARKING ENFORCEMENT PROCESS TOPIC GROUP

MEMBERS OF THE TOPIC GROUP:

Councillor Gerry O'Sullivan (Chairman)
Councillor Mandy Anderson
Councillor Laurance Garrard
Councillor Martin Goode
Councillor Keith Prince
Councillor Phil Ruck
Councillor Katharine Tumilty

Lead Officer Support: Imran Kazalbash/Mark Hodgson/Jo Anne Green

• Objectives of Review

- To review the relevant parking enforcement policies and regimes adopted by the Council.
- To make recommendations regarding the Council's Parking Enforcement policies and regimes going forward with a particular focus on
 - Improving customer experience
 - Maximising compliance
 - Reducing any confusion
 - Improve communications
 - Digital enabling

Key Considerations and Aspects for Investigation

The review will be broken into three sections:

CEO Arrangements

- Recruitment and induction
- Ongoing staff training, review and monitoring
- Performance and performance statistics
- Service and customer care
- Relevant London benchmarking statistics

Parking Regimes and Policy

- Local enforcement policy and "rules"
- Pay and Display machine issues and local approach to defective machines
- Time / stay duration and "no return" limits for on v off street

- Free parking offer
- Future pay and display machine provision
- Current income split (cash, cashless etc)

Appeals Process

- Process and statistics – key reasons for appeals, allowed appeals, cancellations, trends (officer, location etc)
- Communications / correspondence as part of appeals process
- Road marking maintenance arrangements
- Back office team training and qualifications
- Benchmarking – to include comparison of key statistics, any patterns for those with in / outsources services, comparison of last year v first quarter 2023/4

Key Dates and Target Date for Completion

This scoping document will be presented to the Overview and Places Scrutiny Board on 4 July 2023.

Key milestones:

Activity	Deadline / target date
Agree scope	23 June 2023
Allocate lead officer	End June
Share scope with O & S Board and adjust if needed	4 July 2023
First draft report	End October
Final report	End November
Present to O & S Board OSSB and agree report and recommendations	TBC (Autumn)

Witnesses to be consulted-

Elected members
 Business representatives
 Residents
 Staff – CEOs, supervisors, managers
 Members to observe enforcement on the ground
 Members to review appeal
 Consider speaking with other councils

Other sources of information-

London Councils and Adjudicator data
 Councils data bases

• Approximate Frequency of Meetings

- Suggested – fortnightly.