



Havering

LONDON BOROUGH

COUNCIL, 19 November 2025

Question Number: 1

Question to the Cabinet Member for Regeneration (Councillor Graham Williamson)

From Councillor Judith Holt

Question:

Can the Cabinet Member for Regeneration please confirm the total amount borrowed to finance the Bridge Close development, the total expected cost to deliver the scheme, and the forecast return on that investment?

Answer: (The response should be no more than **200 words** in length)

As things stand:

- Current borrowing totals approximately £46m.
- The total estimated cost, including spend to date, is approximately £482m.
- The projected internal rate of return is 5.06% and the scheme is projected to pay back investment costs within 28 years from completion.
- As with other regeneration programmes, the Bridge Close Business Plan is subject to annual review, the next formal review being due to be considered by Cabinet in January 2026.

A supplementary question asked for details of the timescale for when the full development would be finished. The Cabinet Member felt that, whilst it was difficult to be certain, this was estimated to be in 10-12 years.



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COUNCIL, 19 November 2025

Question Number: 2

Question to the Cabinet Member for Environment (Councillor Barry Mugglestone)

From Councillor Jane Keane

Question:

Could the Cabinet Member for Environment commit to increasing lighting levels in the town centre subways to enhance the safety of pedestrians using them

Answer: (The response should be no more than **200 words** in length)

The vast majority of the subways in Romford are well lit and comply to the required industry standards and guidelines. We are aware of issues with old equipment in Mercury Gardens and Cotleigh Road and there are currently plans to completely re-furbish these installing new lighting fittings throughout both subways.

We are also aware there have been a sudden number of failures of the LED units in the Oldchurch Road subway. Officers are currently in the process of replacing around 30 units here. Additionally, a cable is also being replaced in the London Road subway which has affected a small number of units there.

The administration is aware that lighting levels are important in subways for public safety and to enhance Romford as an important and vibrant shopping centre. Officers have a system of inspections and monitoring to ensure that any faults are quickly identified and when they are appropriate repair orders are raised.

A supplementary question asked for clarification of the timescale for replacing the lighting in the Oldchurch subway. The Cabinet Member agreed that he would confirm this to Councillor Keane after the meeting.



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COUNCIL, 19 November 2025

Question Number: 3

Question to the Cabinet Member for Environment (Councillor Barry Mugglestone)

From Councillor Brian Eagling

Question:

Would the Council give an update on when a similar system on pay and display that operates in LODGE FARM CAR PARK, MAIN ROAD, ROMFORD can be installed in HAROLD WOOD PARK due to the volume of commuter parking which has increased to 50 vehicles per day and is taking up valuable parking spaces.

Answer: (The response should be no more than **200 words** in length)

We understand that most of the car park space is being used during the week with the majority being commuter parking.

We are currently considering introducing a similar system to the existing pay and display parks car parks such as Lodge Farm and Cottons Parks. This would mean that during the week there would be a maximum stay restriction to prevent vehicles from being left for extended periods.

A supplementary question asked if the Cabinet Member could expedite the installation of the pay and display system. The Cabinet Member responded that highways management officers were investigating the cost of introducing the parking charges. The Cabinet Member also confirmed that he had visited the park and was keen to ensure the car park was available for park users rather than commuters.



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COUNCIL, 19 November 2025

Question Number: 4

Question to the Cabinet Member for Environment (Councillor Barry Mugglestone)

From Councillor John Tyler

Question:

In the Spring I requested that the Grounds Maintenance Team undertake repair and re-seeding of grass verges that had been damaged by vehicles at various points in three roads in Cranham Ward - Kings Gardens, Avon Road and Ingrebourne Gardens. At the time, I was advised that they would not do so until the Autumn, when growing conditions were better, but this has not happened. Can the Cabinet Member please confirm when action will be taken repair these verges before it is too late in the year?

Answer: (The response should be no more than **200 words** in length)

The Grounds Maintenance team will undertake works over the next couple of weeks to reinstate these verges.

A supplementary question asked whether small amounts of Community Infrastructure Levy money could be used for the installation of wooden posts by the verges. The Cabinet Member confirmed that it had not proved possible to get reimbursement for the damage from the vehicle owners. The use of Community Infrastructure Levy funding could be investigated with the relevant Cabinet Member but this may not prove to be possible.



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COUNCIL, 19 November 2025

Question Number: 5

**Question to the Cabinet Member for Climate Change and Housing Need
(Councillor Natasha Summers)**

From Councillor Keith Prince

Question:

Following media reports of large-scale housing fraud in Barking and Dagenham Council, how many Council officers do we have checking for housing fraud in Havering?

Answer: (The response should be no more than **200 words** in length)

London Borough of Havering has 3 Tenancy Auditors checking for housing fraud, and their target is to visit and check 400 audits per month.

We are committed to ensuring that social housing only goes to those in the greatest housing need. Our Audit team make regular checks on the letting of council properties to ensure that our procedures are followed and properties are only let to those that are prioritised on the Council's Housing Register. This includes a stringent verification check that is carried out by the allocations team. The team also check the ID of all members of the household. While no Havering officers have been found to be acting fraudulently, we remain vigilant.

Our Housing Officers also visit every new tenant within two weeks, and check documents, and visit other tenants monthly.

A supplementary question asked for clarification over whether any fraud had been found and the Cabinet Member confirmed that no instances of fraud had been identified.



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LONDON BOROUGH

COUNCIL, 19 November 2025

Question Number: 6

Question to the Cabinet Member for Environment (Councillor Barry Mugglestone)

From Councillor David Taylor

Question:

The RO2B parking permit zone being very large in area, will the Administration commit to a review of the zone with consideration given to whether it could be broken up into smaller zones?

Answer: (The response should be no more than **200 words** in length)

The RO2B parking zone currently has two different time restrictions. Roads north-east of Mawney Road have restrictions Monday to Saturday, 8:30am–6:30pm, while roads south-west of Mawney Road are restricted Monday to Friday, 8:30am–6:30pm. This is because the south-west area sees less non-residential parking on Saturdays and hence controls are not required.

It would be possible to split the zone to match these time differences. However, there's little evidence that people are parking across the two areas in a way that causes problems. Splitting the zone could make life harder for residents who want to use their permits for local shops, school drop-offs, or visiting friends. It could also limit where visitors can park when visiting residents on Mawney Road.

A supplementary question asked for details of the number of parking permits sold in this area. The Cabinet Member would confirm this with officers and provide this information. The Cabinet Member was also happy to arrange a meeting with officers, if required.



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COUNCIL, 19 November 2025

Question Number: 7

Question to the Cabinet Member for Environment (Councillor Barry Mugglestone)

From Councillor Jane Keane

Question:

Given the Havering Daily poll which indicated 99% support for the creation of a Havering Fly-tipping wall of shame, has the Cabinet Member given further consideration to implementing a similar facility to the one already successfully employed by the London Borough of Barking & Dagenham?

Answer: (The response should be no more than **200 words** in length)

Havering Council's enforcement team carries out thousands of enforcement actions each year.

The team actively deploys surveillance cameras at known fly-tipping hotspots to monitor activity and gather evidence for enforcement.

Where offenders are not identified via usual methods, consideration is given to releasing their images to the public.

However, releasing personal images is also a significant breach of an individual's privacy, so before any footage is released the council must consider the Data Protection Act 2018, the Protection of Freedoms Act 2012 and Article 8 of the Human Rights Act.

The need to release the footage must satisfy the above conditions, whilst also avoiding intrusion of other people's privacy.

We also need to consider the potential vulnerability of residents before any release but cannot make an assessment purely from CCTV images.

It should also be noted that the success rate of similar 'Walls of Shame' is very low as people are reluctant to contact the council to identify their neighbours.

The council enforcement team prefers to identify suspects by conventional methods at this time.

A supplementary question asked if the Cabinet Member was listening to residents to which the Cabinet Member responded that he was.



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COUNCIL, 19 November 2025

Question Number: 8

Question to the Cabinet Member for Regeneration (Councillor Graham Williamson)

From Councillor Darren Wise

Question:

Could the Cabinet Member explain why in relation to the development at the rear of 12–26 Harold Court Road, RM3 0YU (planning reference P0685.23) that the CIL demand notice for £72,043.63 has not been requested?

Answer: (The response should be no more than **200 words** in length)

Following the grant of planning permission, a Liability Notice was sent to the developer in September 2024.

No response was received to that notice. The developer should have served a Commencement Notice on the Council.

A Demand Notice was sent to the developer on 7th October 2025. The developer has responded disputing the amount of CIL calculated and asked the Council to reconsider. A response to this query was sent to the developer on 24th October.

There has been no response and payment is awaited – this will be subject to late payment penalties.

A supplementary question asked if CIL money due from 2022 would be chased up. The Cabinet Member responded that this was the case and that the claim for payment would be taken to court if necessary.



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COUNCIL, 19 November 2025

Question Number: 9

Question to the Cabinet Member for Housing & Property (Councillor Paul McGeary)

From Councillor Jason Frost

Question:

Could the Cabinet Member for Housing please explain why employment status is not taken into account when arranging the timing of internal inspections/assessments (e.g. for repairs) to our tenants' homes?

Answer: (The response should be no more than **200 words** in length)

The Housing Service aims to provide flexibility when making appointments.

Our partnering contractors Mears & Sureserve both offer the following:

- Standard appointments: Monday to Friday, offered in three time slots:
 - AM: 8:00am – 1:00pm
 - School run: 10:00am – 2:00pm
 - PM: 1:00pm – 5:00pm
- Extended hours: For residents who are unavailable during standard hours and request evenings or weekends Mears and Sureserve can also offer appointments between 5:00pm – 8:00pm (Monday to Friday) and 8:00am – 1:00pm (Saturday) for basic repairs.

We have also reduced call waiting times for residents & leaseholders trying to report repairs and access the repairs services to an average 30 second answering time.

In addition, the residents' portal has also been improved so that repairs can be reported any time on-line. This process also allows residents to request repair dates and attach pictures.

Hopefully, the arrangements that we have made should give all customers, irrespective of their employment status, the ability to access appointments at a time that is reasonably convenient for them.

A supplementary question asked if the Cabinet Member could give performance figures on the take up of Mears appointments and the number of appointments offered by Mears that were unilaterally changed. The Cabinet Member confirmed that he would seek to obtain these figures.

COUNCIL, 19 November 2025

Question Number: 10

Question to the Cabinet Member for Regeneration (Councillor Graham Williamson)

From Councillor Matthew Stanton

Question:

Given the recent granting of planning permission for the Ticket Office for Beam Park Station, in line with the Mayor of London's statement in May 2025 that the go-ahead for the station itself is likely to be given in the first quarter of 2026, what conversations have been happening with regards to restarting regeneration works in Beam Park ward?

Answer: (The response should be no more than **200 words** in length)

A new station will make a significant contribution to public transport infrastructure for those living and working in this part of the borough and we hope will provide the necessary conditions for landowners and developers to continue their discussions with the council leading to the much-needed regeneration of the area.

In the meantime, the Council is considering meanwhile uses on the sites in our ownership which includes temporary accommodation, the use of modular homes and the use of the commercial space acquired.

However, in 2023, a further application was approved by LBBD adding more homes on that part of the scheme located in LBBD. Legal advice to LBH and LBBD was that the ticket office would then need to be safeguarded. A new application for the ticket office was submitted and subsequently approved by LBH in October 2025.

The Beam Park housing scheme is partly in Havering and partly in the London Borough of Barking and Dagenham (LBBD). Approved by the Mayor of London in 2019, the scheme includes infrastructure assuring high quality placemaking. This includes new schools, health centre, district centre, public transport facilities, and rail station including the ticket office.

The Council continues to work closely with the GLA and stakeholders including the Department for Transport, the Ministry for Housing, Communities and Local Government and LBBD, and hopes that the Mayor of London will be able to confirm his support for the new station in early 2026.

A supplementary question asked if the Infrastructure Delivery Plan would be updated after the approval of the station. The Cabinet Member confirmed that this would be undertaken once approval of the station had been confirmed.



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COUNCIL, 19 November 2025

Question Number: 11

Question to the Leader of the Council (Councillor Ray Morgon)

From Councillor David Taylor

Question:

What measures are the Administration taking to address the failure to meet proposed savings targets set out in its Budget for 2025/26?

Answer: (The response should be no more than **200 words** in length)

The Council is doing everything it can to achieve the 2025/26 savings. The majority of the savings are on track to be delivered but there some proposals which are either delayed or are unlikely to be achieved.

The Council thoroughly reviews all savings proposals before they are included in the budget. However, there are some instances outside of officers' control resulting in savings that are no longer deliverable.

Where this is the case service have been asked to identify alternative efficiency measures or curtail spend to help bridge the gap. The Council is forecasting an underspend of £7.6m against its most likely budget, which will reduce the exceptional financial support the Council will need for 2025/26

The Council provides an update on progress towards delivery of savings as part of the quarterly revenue monitoring report to cabinet. There are also specific reports which have been produced for Overview and Scrutiny in July and October setting out progress against each saving in the budget.

A supplementary question asked if the Leader would commit to making public details of the informal meeting of Audit Committee on 3 June that had considered an overspend on temporary accommodation. The Leader confirmed that this could be done.



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LONDON BOROUGH

COUNCIL, 19 November 2025

Question Number: 12

Question to the Leader of the Council (Councillor Ray Morgon)

From Councillor Keith Darvill

Question:

What mechanisms are in place to ensure that the Target Operating Model is delivering measurable outcomes in collaboration, efficiency, and productivity, rather than just procedural alignment?

Answer: (The response should be no more than **200 words** in length)

The report that came forward from the Chief Executive for the implementation of a new Target Operating Model (TOM) set out the aim of the resulting benefits:

- the realignment and consolidation of the Council's organisational structure to reduce the number of separate and distinct Departments,
- coordinating complementary services with clear synergies
- enable effective delivery of the Council's key priorities
- build on the changes and learning from responding to the Covid-19 pandemic
- create a modern, dynamic and flexible organisation to meet the challenges of the future
- becoming an employer of choice with a clear employee value proposition for existing and future employees that is diverse and inclusive

Which was set against the backdrop of very tight and challenging financial circumstances, in the short to medium term.

To ensure that the Target Operating Model delivers tangible improvements in collaboration, efficiency, and productivity, the Council has enhanced a range of mechanisms:

- **Performance Monitoring:** We regularly track efficiency and productivity using monthly performance reports that assess delivery against service plans. This process is complemented by robust financial monitoring and ongoing evaluation of responses to customer service.
- **Staff Development:** Our workforce strategy prioritises leadership training for staff, ensuring they are equipped with the skills and knowledge necessary to drive continuous improvement and adapt to evolving challenges.



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- **System Reviews:** We are committed to regularly reviewing and enhancing our systems and processes to generate further efficiencies and streamline operations wherever possible.
- **Accountability and Transparency:** Council oversight and transparent reporting are at the heart of our approach, ensuring that progress is clearly communicated and that there is accountability at every level.

These steps help us move beyond procedures and achieve measurable improvements in how we work, ensuring the Council makes effective decisions against the backdrop of our financial situation.

A supplementary question asked if the Leader could provide a summary of goals and achievements of the Target Operating Model for the next budget. The Leader said he would check if this was possible and advise Councillor Darvill accordingly.



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COUNCIL, 19 November 2025

Question Number: 13

Question to the Cabinet Member for Adult, Wellbeing, and Health (Councillor Gillian Ford)

From Councillor Nisha Patel

Question:

With all the new potential housing developments in Romford town centre, what steps have the Administration taken to ensure that government is sufficiently increasing health infrastructure, such as making improvements to Queens?

Answer: (The response should be no more than **200 words** in length)

Whilst the local authority does not hold responsibility for health infrastructure projects we do collaborate to support and lobby effectively.

This administration has a real focus on ensuring that regeneration is supported with appropriate infrastructure. Extensive engagement with Healthcare colleagues was carried out as part of the Romford Master Plan engagement with regular meetings with healthcare leaders via the Local Infrastructure Forum to ensure any impact on health infrastructure is planned for. This identified opportunities such as Rom Valley Way, Bridge Close and the Victoria Hospital site as options for BHRUT to move some outpatient services to these locations to free up space within Queen's for example.

We have seen this as a successful approach e.g. with the opening of the new St Georges Health and Wellbeing hub, which is the envy of most of East London, this type of facility is what is required to support changes in the model of care for frail and older people, shifting from acute hospital inpatient care to a proactive model focusing on keeping people well in the community. This has allowed services such as the Frailty Ward and Dialysis units to be moved out of the acute setting and into the community. More of this style of facility is required in all localities and is a key focus of the Integrated Neighbourhood Team (INT) work.

The challenge of reductions in funding for the Integrated Care Service (ICS) and our acute and community trusts will reduce capacity for this engagement but the administration is in active discussions with healthcare colleagues and landowners to ensure financial contributions from these landowners to fund public space improvements to bring forward more of this type of facility – for example at Victoria Hospital.

(No supplementary question).



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COUNCIL, 19 November 2025

Question Number: 14

Question to the Cabinet Member for Environment (Councillor Barry Mugglestone)

From Councillor David Taylor

Question:

Can the Cabinet Member please provide an update on the promised parks safety report being brought to this Chamber?

Answer: (The response should be no more than **200 words** in length)

A report on Parks Safety will be brought to Full Council in January.

(No supplementary question).



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LONDON BOROUGH

COUNCIL, 19 November 2025

Question Number: 15

Question to the Cabinet Member for Finance (Councillor Chris Wilkins)

From Councillor David Taylor

Question:

Can the Cabinet Member please outline details of meetings with the government over the retention of business rates relating to the proposed Data centre, including the expected receipts to be retained by Havering Council?

Answer: (The response should be no more than **200 words** in length)

~~Senior officers have met with MHCLG officials on a number of occasions most recently on 6th November to discuss the Council's financial position including the potential retention of business rates for the Data Centre should it be built.~~

At present, no formal decision has been taken regarding the Data Centre, and reports will be presented to the Strategic Planning Committee in due course.

Based on the current Business Rates retention system, if the Data Centre were to be classified as an investment zone, the Council would be able to retain 100% of the business rates for 25 years for reinvestment.

It is the Government who decide where future investment zones will be and whilst they continue to be supportive of the idea of investment zones, they have not indicated in any way whether the data centre if approved, would be designated

If the data centre were not designated the Council would benefit through retention of 30% of the business rates until the next business rate reset following the completion of the data centre.

The Government is proposing to carry out a Business Rates reset with effect from 1st April 2026. It is too early to determine the rateable value and subsequent business rates for the data centre as this will be subject to future valuations.

A supplementary question asked if information given in a recent budget briefing was correct that it would not be possible for the Council to retain the full business for the data centre. The Cabinet Member would check on this.