Thurrock - An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future

Council

To the Members of Thurrock Council

The next meeting of the Council will be held at 7.00 pm on 18 September 2019

Council Chamber, Civic Offices, New Road, Grays, Essex, RM17 6SL

Membership of the Council:

Terry Piccolo (Mayor) Sue Shinnick (Deputy Mayor)

Qaisar Abbas Abbie Akinbohun John Allen Alex Anderson Chris Baker Gary Byrne Daniel Chukwu Colin Churchman Gary Collins Mark Coxshall Jack Duffin Tony Fish Mike Fletcher Oliver Gerrish Robert Gledhill Garry Hague

James Halden Shane Hebb Victoria Holloway Deborah Huelin Andrew Jefferies Barry Johnson Tom Kelly Cathy Kent John Kent Martin Kerin Angela Lawrence Steve Liddiard Susan Little Sue MacPherson Ben Maney Fraser Massey

Allen Mayes Sara Muldowney Bukky Okunade Jane Pothecary David Potter Shane Ralph Joycelyn Redsell Gerard Rice Elizabeth Rigby Sue Sammons Jennifer Smith Luke Spillman David Van Day Aaron Watkins Lynn Worrall

Lyn Carpenter Chief Executive

Agenda published on: 10 September 2019

Agenda

Open to Public and Press

1 Apologies for absence

2 Minutes

To approve as a correct record the Minutes of the meeting of the Council, held on 24 July 2019.

3 Items of Urgent Business

To receive additional items that the Mayor is of the opinion should be considered as a matter of urgency, in accordance with Section 100B (4) (b) of the Local Government Act 1972.

4 Declaration of Interests

To receive any declaration of interests from Members.

5 Announcements on behalf of the Mayor or the Leader of the Council

6 Questions from Members of the Public 31 - 32

In accordance with Chapter 2, Part 2 (Rule 14) of the Council's Constitution.

7 Petitions from Members of the Public and Councillors

In accordance with Chapter 2, Part 2(Rule 14) of the Council's Constitution.

8 Petitions Update Report

33 - 36

9 Appointments to Committees and Outside Bodies, Statutory and Other Panels

The Council are asked to agree any changes to the appointments made to committees and outside bodies, statutory and other panels, as requested by Group Leaders. Page

7 - 30

10	Report of the Cabinet Member for Housing	37 - 50
11	Questions from Members	51 - 52
	In accordance with Chapter 2, Part 2 (Rule 14) of the Council's Constitution.	
12	Reports from Members representing the Council on Outside Bodies	

13 Minutes of Committees

Name of Committee	Date
Standards and Audit Committee	14 March 2019
Planning Committee	11 July 2019
Corporate Overview and Scrutiny Committee	11 June 2019
Health and Wellbeing Overview and Scrutiny Committee	13 June 2019

14 Update on motions resolved at Council during the previous year 53 - 58

15Motion submitted by Councillor Jefferies59 - 60

Queries regarding this Agenda or notification of apologies:

Please contact Jenny Shade, Senior Democratic Services Officer by sending an email to Direct.Democracy@thurrock.gov.uk

Future Dates of Council:

23 October 2019, 27 November 2019, 29 January 2020, 26 February 2020 (Budget), 25 March 2020 (Provisional)

Information for members of the public and councillors

Access to Information and Meetings

Members of the public can attend all meetings of the council and its committees and have the right to see the agenda, which will be published no later than 5 working days before the meeting, and minutes once they are published.

Recording of meetings

This meeting will be recorded with the audio recording being published on the Council's website. The meeting will also be filmed and live streamed. Members of the public not wishing to be filmed the Mayor will give them the opportunity to leave the chamber. At the start of the meeting the Chair will confirm if all or part of the meeting is to be recorded.

Members of the public not wishing any speech or address to be recorded for publication to the Internet should contact Democratic Services to discuss any concerns.

If you have any queries regarding this, please contact Democratic Services at <u>Direct.Democracy@thurrock.gov.uk</u>

Guidelines on filming, photography, recording and use of social media at council and committee meetings

The council welcomes the filming, photography, recording and use of social media at council and committee meetings as a means of reporting on its proceedings because it helps to make the council more transparent and accountable to its local communities.

If you wish to film or photograph the proceedings of a meeting and have any special requirements or are intending to bring in large equipment please contact the Communications Team at <u>CommunicationsTeam@thurrock.gov.uk</u> before the meeting. The Chair of the meeting will then be consulted and their agreement sought to any specific request made.

Where members of the public use a laptop, tablet device, smart phone or similar devices to use social media, make recordings or take photographs these devices must be set to 'silent' mode to avoid interrupting proceedings of the council or committee.

The use of flash photography or additional lighting may be allowed provided it has been discussed prior to the meeting and agreement reached to ensure that it will not disrupt proceedings.

The Chair of the meeting may terminate or suspend filming, photography, recording and use of social media if any of these activities, in their opinion, are disrupting proceedings at the meeting.

Thurrock Council Wi-Fi

Wi-Fi is available throughout the Civic Offices. You can access Wi-Fi on your device by simply turning on the Wi-Fi on your laptop, Smartphone or tablet.

- You should connect to TBC-CIVIC
- Enter the password **Thurrock** to connect to/join the Wi-Fi network.
- A Terms & Conditions page should appear and you have to accept these before you can begin using Wi-Fi. Some devices require you to access your browser to bring up the Terms & Conditions page, which you must accept.

The ICT department can offer support for council owned devices only.

Evacuation Procedures

In the case of an emergency, you should evacuate the building using the nearest available exit and congregate at the assembly point at Kings Walk.

How to view this agenda on a tablet device



You can view the agenda on your <u>iPad</u>, <u>Android Device</u> or <u>Blackberry</u> <u>Playbook</u> with the free modern.gov app.

Members of the Council should ensure that their device is sufficiently charged, although a limited number of charging points will be available in Members Services.

To view any "exempt" information that may be included on the agenda for this meeting, Councillors should:

- Access the modern.gov app
- Enter your username and password

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF

Breaching those parts identified as a pecuniary interest is potentially a criminal offence

Helpful Reminders for Members

- Is your register of interests up to date?
- In particular have you declared to the Monitoring Officer all disclosable pecuniary interests?
- Have you checked the register to ensure that they have been recorded correctly?

When should you declare an interest at a meeting?

- What matters are being discussed at the meeting? (including Council, Cabinet, Committees, Subs, Joint Committees and Joint Subs); or
- If you are a Cabinet Member making decisions other than in Cabinet what matter is before you for single member decision?

Does the business to be transacted at the meeting

- relate to; or
- likely to affect

any of your registered interests and in particular any of your Disclosable Pecuniary Interests?

Disclosable Pecuniary Interests shall include your interests or those of:

- your spouse or civil partner's
- a person you are living with as husband/ wife
- a person you are living with as if you were civil partners

where you are aware that this other person has the interest.

A detailed description of a disclosable pecuniary interest is included in the Members Code of Conduct at Chapter 7 of the Constitution. Please seek advice from the Monitoring Officer about disclosable pecuniary interests.

What is a Non-Pecuniary interest? – this is an interest which is not pecuniary (as defined) but is nonetheless so significant that a member of the public with knowledge of the relevant facts, would reasonably regard to be so significant that it would materially impact upon your judgement of the public interest.



If the interest is not already in the register you must (unless the interest has been agreed by the Monitoring Officer to be sensitive) disclose the existence and nature of the interest to the meeting Non- pecuniary

If the Interest is not entered in the register and is not the subject of a pending notification you must within 28 days notify the Monitoring Officer

Unless you have received dispensation upon previous application from the Monitoring Officer, you must:

of the interest for inclusion in the register

Not participate or participate further in any discussion of the matter at a meeting;

- Not participate in any vote or further vote taken at the meeting; and
- leave the room while the item is being considered/voted upon

If you are a Cabinet Member you may make arrangements for the matter to be dealt with by a third person but take no further steps Declare the nature and extent of your interest including enough detail to allow a member of the public to understand its nature

You may participate and vote in the usual way but you should seek advice on Predetermination and Bias from the Monitoring Officer.

PROCEDURE FOR MOTIONS

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	•	f any motion who shall have 5	minute	onsent of the Mayor [Rule 19.8], except for the es to move that motion (except on a motion to he shall apply) [Rule 19.8(a)]
		All Motions will follow Sec	tion A	and then either Section B or C
Α.	A1 A2 A3 A4	Motion is moved Mover speaks Seconded Seconder speaks or reserve	s right	[Rule 19.2] [Rule 19.8(a) (5 minutes) [Rule 19.2] to speak [Rule 19.3] (3 minutes)
	Then	the procedure will move to eit	ther B	or C below:
	B.			С.
IF there is an AMENDMENT (please see Rule 19.23)		lf N	OT amended i.e. original motion	
B1	-	over of the amendment shall (3 mins).	C1	Debate.
B2	The seconder of the amendment shall speak unless he or she has reserved their speech (3 mins).		C2	If the seconder of the motion has reserved their speeches, they shall then speak.
B3	THEN	debate on the subject.	C3	The mover of the substantive motion shall have the final right of reply.
B4	If the seconder of the substantive motion and the amendment reserved their speeches, they shall then speak.		C4	Vote on motion.
B5		over of the amendment shall a right of reply.		
B6		over of the substantive n shall have the final right of		
B7	Vote c	on amendment.		
B8	substa	e shall be taken on the antive motion, as amended if priate, without further debate.		

Our Vision and Priorities for Thurrock

An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future.

- 1. **People** a borough where people of all ages are proud to work and play, live and stay
 - High quality, consistent and accessible public services which are right first time
 - Build on our partnerships with statutory, community, voluntary and faith groups to work together to improve health and wellbeing
 - Communities are empowered to make choices and be safer and stronger together
- 2. **Place** a heritage-rich borough which is ambitious for its future
 - Roads, houses and public spaces that connect people and places
 - Clean environments that everyone has reason to take pride in
 - Fewer public buildings with better services
- 3. **Prosperity** a borough which enables everyone to achieve their aspirations
 - Attractive opportunities for businesses and investors to enhance the local economy
 - Vocational and academic education, skills and job opportunities for all
 - Commercial, entrepreneurial and connected public services

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Minutes of the Meeting of the Council held on 24 July 2019 at 7.00 pm

Present:	Councillors Terry Piccolo (Mayor), Sue Shinnick (Deputy Mayor), Qaisar Abbas, Abbie Akinbohun, John Allen, Alex Anderson, Chris Baker, Gary Byrne, Daniel Chukwu, Colin Churchman, Gary Collins, Mark Coxshall, Tony Fish, Mike Fletcher, Oliver Gerrish, Robert Gledhill, Garry Hague, James Halden <i>(arrived 7.29pm)</i> , Shane Hebb, Victoria Holloway, Deborah Huelin, Barry Johnson, Tom Kelly, Cathy Kent, John Kent, Angela Lawrence, Steve Liddiard, Susan Little, Sue MacPherson, Ben Maney, Fraser Massey, Allen Mayes, Sara Muldowney, Bukky Okunade, Jane Pothecary, David Potter, Shane Ralph, Joycelyn Redsell, Gerard Rice, Elizabeth Rigby, Sue Sammons, Jennifer Smith, Luke Spillman, David Van Day, Aaron Watkins and Lynn Worrall
Apologies:	Councillors Jack Duffin, Andrew Jefferies and Martin Kerin
In attendance:	Lyn Carpenter, Chief Executive Sharon Bayliss, Director of Commercial Services Jackie Hinchliffe, Director of HR, OD & Transformation Andrew Millard, Interim Director of Place Julie Rogers, Director of Environment and Highways Karen Wheeler, Director of Strategy, Communications and Customer Service Sheila Murphy, Assistant Director of Children's Services Jonathon Wilson, Assistant Director, Finance Tim Hallam, Deputy Head of Legal Matthew Boulter, Democratic Services Manager and Deputy Monitoring Officer Jenny Shade, Senior Democratic Services Officer

Before the start of the Meeting, all present were advised that the meeting may be filmed and was being recorded, with the audio recording to be made available on the Council's website.

29. Minutes

The minutes of the Meeting of Annual Council held on the 19 June 2019 were approved as a correct record.

Councillor Okunade stated that the word "Motion" should have read "Mother" on page 27, paragraph 5, line 5 of the Appendix A transcript of members questions.

30. Items of Urgent Business

No items of urgent business were received.

31. Declaration of Interests

No interests were declared.

32. Announcements on behalf of the Mayor or the Leader of the Council

The Mayor presented a plaque to Olivia Busby the young lady who Thurrock Sports Council and Recreation Charity had sponsored and who had become the European Champion and had achieved two world records in the USA for power lifting.

Councillor Redsell, as a member of the Sports Council, extended her congratulations on the achievements made by Olivia Busby.

The Leader of the Council, Councillor Gledhill, updated Members on Policing and announced that seven more officers dedicated to policing town centres in Thurrock had started this week and would provide a visibly increased Police presence in Grays, South Ockendon and Stanford-le-Hope and work would continue with communities to tackle issues such as anti-social behaviour and crime against local businesses. Councillor Gledhill stated he would make enquiries to look at how Police presence could be increased into Tilbury. That the Council had committed to spending £1 million over the next three years to tackle anti-social behaviour and serious violence across the whole of the borough and was due to meet with the Local Chief Inspector to discuss how this would progress.

The Leader stated that three more members of the C17 gang had now been made the subject of a strict injunction with another jailed for breaching it. With more gang members being made subject of the order which had already been very effective in tackling those who committed crimes, including selling drugs, committing violent assaults and preying on young and vulnerable people.

The Leader reminded Members that the Police could only work with the intelligence supplied by residents and encouraged all to report any crime by either contacting 999 in an emergency or 101 for non-urgent incidents. Residents can also call Crimestoppers anonymously with information being passed onto the Police.

The Leader stated that a public consultation was now underway about proposals to formally rename Purfleet as Purfleet-on-Thames. The consultation will run until Sunday 13 October and would offer everyone an opportunity to give their views about the proposed name change.

The Leader congratulated the Trading Standards Team who had won the Product Safety Hero Award at the recent Chartered Trading Standards Institute Hero Awards. The Leader stated that Thurrock was a gateway to the world and the team had done an incredible job keeping millions of people safe from the risks posed by dangerous goods and worked tirelessly to identify dangerous, consumer products and confiscate such items before they made their way into the hands of unsuspecting shoppers.

The Leader provided a Clean It, Cut It, Fill It update and stated that since April 2019:

- 792 potholes had been filled on the borough's road with 100% repaired within agreed time frames.
- 730 tonnes of waste collected by our street cleaning team.
- 548 fly-tips cleared.
- 1,398 fixed penalty notices had been issued for offences such as littering and dropping cigarette butts.
- 49 people prosecuted for not paying fixed penalty notices.
- More than 99% of household waste bins had been collected on the correct day.
- Eight Traveller encampments had been moved on from public land in the borough
- 91 £400 fixed penalties issued for fly-tipping

33. Questions from Members of the Public

A copy of the transcript of questions and answers can be viewed under the relevant meeting date at <u>http://democracy.thurrock.co.uk/thurrock</u> and are attached at Appendix A at these minutes.

34. Petitions from Members of the Public and Councillors

The Mayor informed Members that in accordance with the Council's petition scheme, one requisite of notice had been given to present a petition at the meeting.

Councillor Rice presented a petition with regards to the anti-social behaviour in Thamesview, the elderly sheltered housing in Chadwell St Mary.

35. Petitions Update Report

Members received a report on the status of those petitions handed in at Council meetings and Council offices.

36. Appointments to Committees and Outside Bodies, Statutory and Other Panels

The Mayor enquired whether Group Leaders wished for any changes to be made to the appointments previously made by Committees and Outside Bodies, statutory and other panels.

The Leader of the Council, Councillor Gledhill, informed the chamber that he would like to make the following change:

For Councillor Maney to be removed from the Standard & Audit Committee and replaced with Councillor Collins.

Councillor Pothecary, Leader of the Labour Group, informed the chamber that she had no changes to make.

Councillor Spillman, Leader of the Thurrock Independence Group, informed the chamber he would like to make the following change:

For Councillor Byrne to be removed from the Licensing Committee and replaced with Councillor Ralph.

37. Overview and Scrutiny Annual Report 2018/19

The Mayor referred Members to the Overview and Scrutiny Annual Report for 2018-19 as published in the Agenda.

Councillor Worrall welcomed the annual report but noted that the report appeared to be muddled and the content was repetitive. Councillor Worrall had been disappointed that no photo of the chair had been included.

Councillor Spillman stated the report appeared to be light with insufficient details of some of the major issues that had been discussed at overview and scrutiny committees this municipal year.

Councillor Okunade also made similar comments with the report being repetitive to what was in the report against what each chair had written.

Councillor Gledhill noted the comments made by Members and stated if Members were unhappy with the content of their report the recommendation could be changed to reflect this and suggested that the recommendation be changed to:

"That the Overview and Scrutiny Annual Report 2018/19 would be returned to Council at a later date".

Upon being put to the vote, Members voted unanimously in favour of the amended recommendation, whereupon the Mayor declared this to be carried.

RESOLVED:

That the Overview and Scrutiny Annual Report 2018/19 would be returned to Council at a later date.

38. Appointment of Interim Monitoring Officer

Tim Hallam left the Council Chamber at 7.25pm.

Councillor Gledhill presented the report to seek the agreement of Council to appoint Tim Hallam as the Interim Monitoring Officer whilst an external

recruitment process for a permanent Monitoring Officer was undertaken following the departure of David Lawson next Friday. Councillor Gledhill thanked David Lawson for all his hard work and stated all three group leaders had agreed to appoint the candidate following a Governance Group meeting.

Councillor Pothecary stated that the timings on the process to recruit senior officer process had again not been quite there but asked commitment from the Leader that further recruitment of senior officers would go through the General Services Committee process.

Councillor Spillman stated that it had been a pleasure to work with David Lawson who would be greatly missed and would support the recommendation.

Councillor Gerrish thanked David Lawson for his help and guidance over the years and wished him well but stated that it was important that the recruitment process be looked into to ensure that proper consultation was available to all Members.

Councillor Halden arrived into the Council Chamber at 7.29pm.

Councillor Gledhill stated that David Lawson would be solely missed but supported the recommendation that Tim Hallam be appointed the Interim Monitoring Officer and gave his commitment to both Councillor Pothecary and Councillor Gerrish that the recruitment of senior officers would go through the General Services Committee process.

Upon being put to the vote, Members voted unanimously in favour of the recommendation, whereupon the Mayor declared this to be carried.

RESOLVED

That Tim Hallam be appointed the Interim Monitoring Officer of Thurrock Council.

Tim Hallam returned to the Council Chamber at 7.31pm.

39. Report of the Cabinet Member for Finance and Transformation

Councillor Hebb, Portfolio Holder for Finance and Transformation, presented his portfolio holder report by stating that Thurrock Council's economy was strong and that services to which residents used and depended on would be safe until at least 2022/23.

Councillor Hebb briefly highlight the following services included within that portfolio:

- Thurrock Council's budget exceeded the legal obligation to balance council's budget.
- Thurrock was a great place for residents to live in.

- Thurrock Council was not only financially balanced but had delivered a multi-year, multi-million pound financial surplus a surplus which had been spent, penny-for-penny, on the borough.
- The Council would focus on what the Council had rather than what the Council did not have.
- Fair Debt Summit to identify ways to help people help themselves, avoid debts of any type.
- Council Spending Review "Round 2" to focus on service quality.
- Infrastructure Investments of £78m to expand the A13 at Orsett Cock and £17m on expanding schools.
- Protected the Council's services by increasing the Council's "rainy-day" reserve account by 38%.
- Thanked Officers and Portfolio Holders for their support.

Councillor Gerrish thanked the portfolio holder for the report and stated that Corporate Overview and Scrutiny Committee had looked at the KPIs for commercial income and had been disappointed that the target had been lower than the previous year and that the Council needed to ensure that trading income increased and not declined. Councillor Hebb stated that the Council would continue to look at targets and build on that basis.

Councillor Pothecary thanked the portfolio holder for the report but had concerns over the lack of Members in the making of key decisions and that the Council Spending Review should involve more Members to ensure that residents are represented and questioned how the portfolio holder planned to do this. Councillor Hebb stated that the Council Spending Review would go over everything to understand the full scope of the Council and what had been requested by Cabinet. That the history of including Members from other groups had not been good but the plan would be to include a wider involvement of Members over the coming months.

Councillor Spillman echoed Councillor Pothecary comments and stated the process of the Council Spending Review should change to ensure that those Members responsible for budgets have sufficient information to comment and be able to debate. Councillor Hebb stated that the longer term opportunities would be looked into and noted Members support in the new proposed review.

Councillor Kelly questioned what work had been undertaken on the Fair Debt Summit. Councillor Hebb stated that three approaches had been set (1) those who want to pay, but can't (2) those who can pay, but won't and (3) to help future generations anticipate and avoid getting into debt. Councillor Hebb thanked Michelle Lucas, Thurrock Adult Community College and Councillor Halden and stated the three schools had signed up to the pilot phase and the programme would continue to work with care leavers and more secondary schools.

Councillor Allen asked what the Council were doing to address the big issue of mental health in the borough and how was the Council looking to reduce waiting times. Councillor Hebb stated that a commitment had been made by all three group leaders and Councillor Massey that half a million pounds from the surplus fund would be used to address and improve the concerns made by Councillor Allen.

Councillor Hebb thanked the remarkable work undertaken by his teams.

40. Questions from Members

The Mayor informed the Chamber that two questions to the Leader had been received and five questions to Cabinet Members. Those questions not heard would either receive a written response or have the option to withdraw and resubmit.

A copy of the transcript of questions and answers can be found at Appendix A to these minutes.

41. Reports from Members representing the Council on Outside Bodies

The Mayor informed the Chamber that no reports had been received.

42. Minutes of Committees

The Minutes of Committee as set out in the Agenda were received.

43. Update on motions resolved at Council during the previous year

Members received an information report updating the progress in respect of Motions received at Council.

44. Motion submitted by Councillor J Kent

The Motion, as printed in the Agenda was proposed by Councillor J Kent and seconded by Councillor Pothecary. The Motion read as follows:

Thurrock Council congratulates Grays Athletic Football Club on being named the Bostik League Football Club of the year for 2018/19.

Councillor J Kent stated the word "Community" had been missed from the Motion and should now read as follows:

Thurrock Council congratulates Grays Athletic Football Club on being named the Bostik League Community Football Club of the year for 2018/19.

Councillor J Kent introduced the Motion by stating that a similar motion had been raised by Councillor Duffin in June 2018 to support sport clubs in the borough where residents were involved in supporting and volunteering to give youngsters a positive attitude to sport. Councillor J Kent stated the remarkable work undertaken by Grays Athletic Football Club from being formed in 1990 to nearly going out of business to the club now being relaunched to a community football club that was owned by supporters, each member having one share and one vote. That a director and a chair had been elected and had over 30 sides playing and over 500 players registered.

That an appropriate measure should be undertaken to congratulate the team that would reflect this achievement of sport being undertaken in the borough by either a letter, presentation or for the Council to sponsor a home game as this would mean a lot to the players.

Councillor J Kent stated that the Council could help Grays Athletic Football Club to identify a plot of land for their new club. Councillor J Kent again stated the remarkable achievements made by the club and again congratulated the team.

Councillor Pothecary congratulated Grays Athletic Football Club that a real offer to find a new home ground would be a dedication to local people.

Councillor Rice stated his support to the motion and congratulated Grays Athletic Football Club on the wonderful work that they do to support youngsters in the community and they should be congratulated in some form.

Councillor Mayes left the Council Chamber at 8.26pm.

Councillor Gledhill thanked Councillor J Kent for the motion and stated his support and would be working with the portfolio holder and directors to look at potential locations.

Councillor Redsell stated that infrastructure should be taken into account when considering potential locations.

Councillor Spillman echoed Members comments and stated his support for the motion although Councillor Spillman felt the Council did not do enough to promote clubs, the leisure options and events in Thurrock.

Councillor C Kent stated her support for the motion and congratulated Grays Athletic Football Club for the work that it had undertaken. Councillor C Kent also congratulated all the other sport clubs in the borough to the amount of time and dedication undertaken by volunteers and stated that the Council should do more to encourage and support sporting activities in the borough.

Councillor Watkins congratulated Grays Athletic Football Club for their achievements and congratulated all other sport clubs, volunteers and those residents that went to these sport clubs. Councillor Watkins stated his continued support as work continued on the Sports Strategy that would include contributions from Members, residents and sport groups to support and promote sport clubs across Thurrock.

Councillor J Kent thanked Members for their support that agreeing to the motion this evening would show sport clubs in Thurrock that they had the Council's support.

The Mayor offered to support local clubs as much as practicable and stated those clubs should contact the Mayor's Office.

The Mayor called a vote on the Motion.

Members voted unanimously in favour of this Motion to which the Mayor announced the Motion carried.

45. Motion submitted by Councillor Holloway

The Motion, as printed in the Agenda was proposed by Councillor Holloway and seconded by Councillor Halden. The Motion read as follows:

That Council notes with extreme concern, the recent instruction from NHS England to NHS Thurrock Clinical Commissioning Group (CCG) to set out a clear and agreed timeline by the end of September 2019 for a CCG merger to create a single CCG covering Mid and South Essex.

Council finds the complete lack of consultation by NHS England with us as a key statutory partner and with local residents, prior to issuing an instruction of this magnitude, unacceptable and disrespectful.

Council strongly opposes any move by NHS England to create a single CCG for Mid and South Essex which we believe will damage the strong partnership working and local relationships we have with our NHS partners, shift focus away from local health and care transformation at Thurrock level, and will make our local NHS less accountable to our residents.

Council calls on NHS England to retain a fully constituted CCG at Thurrock level with a Thurrock CCG Accountable Officer and Executive.

Council also resolves to write to our two local MPs to ask them to support our calls and work with us to intervene to prevent this merger.

Councillor Holloway introduced the Motion by stating that NHS England had shown complete disregard to Thurrock Council, the Cabinet, Members, Directors and herself as chair of the Health and Wellbeing Overview and Scrutiny Committee. The instruction would have enormous implications on how Thurrock delivered the vision of health care. Councillor Holloway stated the importance of Thurrock CCG would be to ensure that health services were clinically safe and effective, the quality of primary care improved, transform the quality of general practitioner surgeries and mayor decisions on health and care would be taken locally. Those decisions designed to meet the needs of Thurrock residents. Councillor Holloway informed Members that a strong partnership had been built up with local general practitioners and Thurrock CCG Chief Officers over many years and had been crucial to improving health and care for local residents.

Councillor Halden stated he would vote in favour of the motion and had been against NHS England forcing the merger of CCG onto Thurrock. Councillor

Halden stated that were the plans available for consultation they would be flawed and Officers should continue to consider the approach and legal challenge if necessary.

Councillor Spillman welcomed and supported the motion and stated CCG powers should be held at local level and for the needs of Thurrock residents.

Councillor Little thanked Councillor Holloway for raising the motion and stated her support. Councillor Little stated as Chair of the Health and Wellbeing Board she had attended meetings where discussions had taken place with the CCG and had been disappointed by the lack of consultation being undertaken by NHS England. Councillor Little informed Members that she had already written to Thurrock's MPs with her concerns and had received a reply from Steven Metcalfe, Conservative MP. Councillor Little read out the reply to Members that displayed his full support and commitment to write to NHS England.

Councillor Coxshall stated his support for motion and the reorganisation of NHS at local level should be for the benefit of Thurrock residents.

Councillor Holloway stated that the focus of the NHS from Thurrock to a larger and remote geography of Mid and South Essex would make no sense to Thurrock residents and encouraged all Members to vote in support of the motion and send a strong message to NHS England. Councillor Holloway thanked Members for their comments and thanked Councillor Little for writing to the MPs and encouraged Members to write to the NHS and their MPs.

The Mayor called a vote on the Motion.

Members voted unanimously in favour of this Motion to which the Mayor announced the Motion carried.

The meeting finished at 8.49 pm

Approved as a true and correct record

CHAIR

DATE

Any queries regarding these Minutes, please contact Democratic Services at <u>Direct.Democracy@thurrock.gov.uk</u>

Appendix A to the Council Minutes – 24 July 2019

Item 6 – Questions from Members of the Public.

2 questions were submitted from members of the public.

1. Question was withdrawn prior to Council.

2. From Mr Perrin to Councillor Little

Some Councils have expressed concern that they will be unable to meet their statutory obligations with regards to the provision of Social Care, that is to say, Child care, care of the elderly and adult social care. Does Thurrock Borough Council have any such concerns?

Mayor

Councillor Little

Councillor Little

Thank you Mr Perrin and good evening and thank you once again for your question.

Yes, it's recognised nationally that adult social care perhaps needs to be looked at more thoroughly etc. But within Thurrock, can I reassure you, we've got some ambitions about how we deal with the elderly and how we look after them. And through some of the initiatives that we've done, I can assure you that they are well and truly looked after. And regarding the Children's Services, yes, again, it's because of the population growth etc. And some of the children coming into care, particularly in my part, have more complex needs etc. But we, as a Council have invested a further £1 million pounds into the service to help sort that out.

So thank you Mr Perrin, yes I do.

Mayor

Mr Perrin do you have a supplementary question?

Mr Perrin

Thank you Mister Mayor.

Councillor Little, I believe a privately owned care home, namely Ladyville Lodge, South Ockendon, went into administration in April this year. Can you tell me what happened to the residents, does the Council have a legal responsibility to provide care for residents who are at risk when privately owned care homes go into administration or are found to be longer fit for purpose? I pose this question with some slight reservation. Some of you may think I have a veterinary interest going to my head.

Councillor Little

We probably do. But as I say, I don't particularly know that we had anyone in that particular home at that time. But yes, I've been looking into homes and what happens. You know this Whorlton Hall that they've had all this trouble with etc where people were being cruelly treated. First thing I did, before a Panorama team even went out and even have it on their news programme, was check with Officers was 1) we didn't have anyone looked after by that particular care organisation and no one in their care. So we do take this quite seriously.

I know if we have anyone and has gone into care that we do the best we can to support them etc and keep them because very often, elderly people don't like change. They like to stay where they are and as you know, I never met an elderly person who has said, 'I want to go into a care home.' So that's why I work so tirelessly to keep people at home. So if you have any particular concern about a particular resident, if you would let me know, I would be more than happy to follow it through for you. But I can assure you I check regularly that our residents are safe and it is as well with the Children's so I'm sure they all are. Thank you.

Item 13 – Questions from Members

The Mayor informed the Chamber that 2 questions have been received to the Leader of the Council and 5 questions had been received to Cabinet Members, Committee Chairs and Member appointed to represent the Council on a Joint Committee had been received.

QUESTIONS FROM MEMBERS TO THE LEADER OF THE COUNCIL

1. From Councillor Akinbohun to Councillor Gledhill

There is open buying, selling and use of drugs at Chafford Hundred Station, especially on Friday evenings. It is a shocking experience for my residents and they cannot understand why this is allowed to continue. What can the Portfolio Holder do to reassure my residents or have the police given up on drug crime?

Mayor

Thank you Councillor. Councillor Gledhill please respond to the question.

Councillor Gledhill

Thank you Mister Mayor. Thank you Councillor Akinbohun for your question.

The Council works closely with the Police and have in fact funded additional activities to help tackle ASB across the area including Chafford Hundred. However drug related issues and crime are a matter solely for the Police.

Chafford Hundred station is the jurisdiction and responsibility of the British Transport Police but there is a multi-partner working group which includes the Community Policing Team, British Transport Police (BTP), Intu and ourselves.

In addition to the two police teams and the community protection officers, we also conduct litter patrols with uniformed officers from the Council. It does act as a visual deterrent.

However, in response to ASB and the other issues that you've raised, Officers from the Community Policing Team have initiated a dedicated operation called Operation Cluster. This is a branch of Operation Sceptre, a dedicated operation aimed at tackling offensive weapons and drug related crime in Thurrock.

Operation Cluster up until the 8 July 2019 has seen a number of successes. These include:

- 57 Police intelligence reports have been submitted and are being actively progressed.
- 26 persons have been stopped and searched.
- 41 people are being investigated as involved parties in this operation and 25 vehicles have been identified for proactive stops.
- 2 suspects have been arrested for possession of bladed articles (knives).

- 4 suspects have been arrested for possession with intent to supply class A drugs.
- 1 suspect has been arrested for possession of class A drugs.
- 1 suspect has been arrested for driving whilst disqualified.
- 1 suspect received a Cannabis Warning.
- 2 vehicles have been seized for no insurance.

Whilst there have been 48 recorded incidents to Essex Police and the BTP, for the railway station and access in the last 12 months leading to Lakeside, only 3 of those reports were in relation to drugs.

Reports keep coming in to the Council in relation to drugs and ASB, but as I say, the drugs issue does fall solely under police. Recent reports have been flagged with the Police only to establish that little or no information has been received prior to what's come to this Council up until that point. I really, again, echo what I said at the beginning of this evening which is if residents see crime, if they're a victim of crime, to report it to the police or to Crimestoppers. Without that information, the police will not take any action. So on the last comment on has the police given up on drug crime, I think the list of activities says quite clearly, no they haven't.

Mayor

Councillor Akinbohun, do you wish to pose a supplementary question?

Councillor Akinbohun

Yes Mister Mayor. I really don't know where all that data came from because about 2 weeks ago, I went to Chafford Hundred station by myself around 10.30pm at night. I sat there trying to know what is going on within this gang and I was able to witness 2 dealings with drugs. And within 5 minutes that I was there, a police officer came in a van, 2 police officers actually and within about 2 seconds, they were about to drive off. I talked to them, I introduced myself and I told them about the dealings and the numbers of the vehicles that I have taken myself.

What I really don't understand is that we don't need deterrent or police in Chafford Hundred anymore. We want people that are ready to work, probably non-uniformed officers that has gotten to that level, probably non-uniformed officers that will come to Chafford Hundred, go round, do their job properly. Not short of, not short of vehicles and arrest criminals. That's what we want in Chafford Hundred. Thank you Mister Mayor.

Mayor

Councillor Gledhill?

Councillor Gledhill

I kind of got a question from that Mister Mayor.

The data came straight from the police. We don't just make these figures up, I can assure you. In relation to non-uniformed officers, I'm not going to tell you when a non-uniformed officer goes out as you can imagine, but they have been out, if you follow all the activity that we've done for the C-17 gang. You'll know there was a significant amount of operational time spent without uniforms on and to say for the police to go out and do their job properly, I find a bit of an insult as a former special constable. And I'm sure that most police officers who go out and do their job on a daily basis whether they be in a uniform or not, believe they do an adequate, if not fantastic job. So I'm sure you'll be apologising for those remarks at some point.

However, there are police operations in relation to this. You had questions about the station, it was good of you to go and identify yourself to the police officers and indeed to tell them of a crime being committed. I'm sure it was one of those reports that I referred to earlier.

Mayor

Thanks Councillor Gledhill. Councillor Akinbohun, do you wish to pose a second supplementary question?

Councillor Akinbohun

No Mister Mayor, thank you.

2. From Councillor Okunade to Councillor Gledhill

What urgent procedures and processes are you putting in place pending the presentation of a report to General Services Committee on the recruitment of a permanent Director of Children's Services (DCS) to protect the discrete roles and responsibilities of the DCS, undertake local test of assurances so that the focus on outcomes for children and young people is not diluted and ensure clear lines of accountability are maintained?

Mayor

Thank you. Councillor Gledhill please respond to the question.

Councillor Gledhill

Thank you Mister Mayor and thank you Councillor Okunade for your question.

To support the interim DCS arrangements, two Interim Directors have been appointed from the existing Assistant Directors for Children's and Adult's. Both have many years specialist expertise in their respective fields and will provide valuable operational leadership which will allow the DCS to focus on the strategic nature of the role. This will ensure that leadership capacity is not diluted and there remain clear lines of accountability to the Chief Executive, Portfolio holder for Children and adult social care and Leader and indeed all Elected Members. In addition, all commissioning services have been moved to another directorate to ease the pressure.

Without pre-empting the discussion and outcome of the GSC, practical arrangements have been put in place to commence any steps necessary to implement the GSC decision.

The Council will continue to receive assurance as to the effectiveness of Children Services in improving the outcomes for children and young people through the usual presentation of reports to Cabinet, Corporate Parenting Panel and Children and Young People's Overview and Scrutiny Committee. The impact on service provision of options for the DCS role going forward will be further considered at General Services Committee as you've outlined.

Mayor

Councillor Okunade, do you wish to pose a supplementary question?

Councillor Okunade

Yes Mister Mayor. Thank you very much Leader for the answer to my question.

I know we had a lot of questions at the last meeting of Full Council where we made it clear to the powers that be that there's need for a permanent and dedicated DCS. Going forward, I just want your reassurance that when we do have that General Services Committee, that it's going to be an open minded meeting, that it's not just going to be a rubber stamping on the proposal put forward.

Councillor Gledhill

Thank you Mister Mayor and thank you Councillor Okunade for your question.

I always go in open minded to any of the Committees whether I chair them or otherwise. So yes, there is that commitment there, that it will be a full and frank discussion, it will be in line with the roles and responsibilities of us Elected Members to make those decisions and we will make those decisions accordingly.

QUESTIONS FROM MEMBERS TO CABINET MEMBERS, COMMITTEE CHAIRS AND MEMBERS APPOINTED TO REPRESENT THE COUNCIL ON A JOINT COMMITTEE

1. From Councillor J Kent to Councillor Maney

What is the reason for the delay to the implementation of the Zone H resident parking zone?

Mayor

Councillor Maney, please respond to the question.

Councillor Maney

Thank you Mister Mayor and Councillor Kent.

To start with Mister Mayor, for clarity, permit parking area H covers a number of predominantly residential roads in the south of Grays. Roads where the properties have very little or no off street parking and where residents have complained for a number of years over growing commuter non-residential parking so the zone is designed to tackle that.

Mister Mayor, the delegated decision report was signed in October 2018. The physical work needed to enable the zone were completed on 22nd May this year and the scheme became live on the 1st of July. It turned into the actual delay that Councillor Kent questions, I understand there were a number of late representations received by the Council which Officers felt necessary to investigate before the zone was fully approved or become live.

It must also be said that there was, unfortunately, an administrative oversight which meant that there weren't enough permits for the anticipated start date so more had to be ordered before it could become fully live. Thank you Mister Mayor.

Mayor

Councillor John Kent, do you wish to pose a supplementary question?

Councillor J Kent

Yes, I'm grateful for that response, the fact is the scheme is now in and it's given a lot of help to residents who are covered by the scheme. But there are however a couple of anomalies.

One is that two roads were inexplicably left out of the scheme. They are Gypsy Lane and Charles Street. Residents in Charles Street has told us that they have had to park as far away as Bradley Avenue because every street around them is now covered by the resident parking scheme. This, Mister Mayor, as far as Gypsy Lane is concerned, Gypsy Lane is one of those late representations that were made by local businesses which means that Gypsy Lane was taken out of the scheme with no reference to Members and no further reference to local residents. My question Mister Mayor, is that I've raised this with Officers and I was told the earliest those streets can be included in the scheme is October and frankly, that isn't good enough for those residents who have literally been stuck with nowhere to park. Will the Portfolio Holder use his good offices to get this scheme done as quickly as possible?

Mayor

Councillor Maney.

Councillor Maney

Thank you Mister Mayor. Thank you Councillor Kent for your supplementary question, actually, I'm very disappointed to learn of the hardship this has caused residents in the roads that Councillor Kent mentions. The schemes are constantly being looked at to see if minor amendments are needed and to make sure they are embedded with as many people as possible in mind. There are people who aren't happy with the precise detail and we will of course try to accommodate everyone as far as we can.

In answer to Councillor Kent's question, of course, I would always want amendments to be implemented as swiftly as possible especially where they have profound implications. I wouldn't want to do anything which undermines the integrity of the process or the scheme itself. So if Officers are saying it will take that long, before I give any commitment, I would like to know why they are saying it needs to take that long. There is a statutory process, we have to follow that.

As I say, I wouldn't want to undermine that. But if anything can be done to move it along as quickly as possible, then of course I will lend my thought to that. Thank you Mister Mayor.

Mayor

Thank you Councillor Maney. Councillor Kent do you have a second supplementary?

Councillor J Kent

Mister Mayor, Officers have brought forward the delegated decision report very quickly for which I am grateful. That's now gone to local Councillors for consultation. That should mean that we can shortcut the process. I also understand that there are powers that the Officers have to implement schemes for a limited amount of time without going through full consultation. It should be possible to do that to take us up to October deadline.

My second supplementary is in regard of the very few people that live above shops in Bridge Road. Because these people have a postal address that is outside the zone, the only place they've ever been able to park is now no longer available to them. So again, they are left with absolutely nowhere to park.

I know that the Portfolio Holder has received a petition from both the shopkeepers and the residents. Again, Mister Mayor, I would be grateful if he would give an undertaking that he will encourage Officers to use their imagination to find a way of resolving these issues for these very few people.

Mayor

Thank you Councillor. Councillor Maney.

Councillor Maney

Thank you Mister Mayor. I can assure Councillor Kent that process has already started even before this meeting. I've already spoken to Officers, I've met with Officers and their issue has been raised with them. Again, I don't want to see anything done which undermines the integrity of this scheme.

When you consult on something and then you go and change something, the people who have responded to this consultation might feel a little bit hard done by if they then haven't had the opportunity to consult on something which wasn't in the original scheme.

With that in mind, yes, we want to accommodate everyone but there might be other people who may have comment on that. The whole point of a resident's parking scheme is to enable residents to park in the roads they live in. If you then let Non-residents Park in a road they don't live in, which now comes under the zone rather undermines the resident's parking I fear.

But if the boundary of the scheme can be extended to cover part of Bridge Road, I think that's a sensible idea and I have to say, I can only repeat the process has already started and I've asked Officers if they can accommodate the wishes of those residents and businesses, then they should do.

2. From Councillor Fish to Councillor Coxshall

Does the Portfolio Holder have confidence in Thurrock Regeneration Limited (TRL)?

Mayor

Councillor Coxshall.

Councillor Coxshall

Thank you very much.

Yes. But as always, with the caveat, Thurrock Regeneration Limited has to achieve its wider regeneration goals when it has set up its 1,000 homes by the end of 2023 with 350 of them being council homes.

Mayor

Councillor Fish, do you wish to pose a supplementary question?

Councillor Fish

Yes please Mister Mayor. Thank you for that response.

The reason I raise the question is because of Thurrock Regeneration Limited's involvement in the Belmont Road allotments problems which has caused anger and upset for the residents of Parker Road and the surrounding area. So what lessons has the Portfolio Holder learnt from TRL's involvement in that debacle?

Mayor

Councillor Coxshall.

Councillor Coxshall

Before I start, I may be asking them because I am a resident of that immediate and very close vicinity. So obviously, I am there with a different view slightly but I understand the concerns because obviously I've seen it, I've been there. I understand it and I live there.

Now, what we can say is that Thurrock Regeneration Limited is a private arm of this Council. Obviously, we can't force them to do what we want. I'm sure the Board have understood the concerns we have had on this. So in the involving thing in the building industry, every site is very different and what we want to do is every scheme is constantly involving and changing and making it better.

I'm sure that TRL are giving these concerns and they will on the next schemes going forward, they will have a better process and understanding of what they are doing. But I do take the point that this hasn't been the best of our Thurrock Regeneration Limited.

Mayor

Councillor Fish, do you wish to propose a second supplementary question?

Councillor Fish

No thanks Mister Mayor.

3. From Councillor Pothecary to Councillor Hebb

Can the Portfolio Holder please outline the process for deciding fees and charges for community and voluntary groups to use Council spaces?

Mayor

Councillor Hebb, please answer the question.

Councillor Hebb

Of course Councillor Pothecary.

As you may recall in your own period as a Cabinet Member there are some 1,093 fees and charges that go through a process every February. That goes

through a formal budget setting process concluding at February Cabinet. The mechanism for changing is that obviously all the charges increases, decreases and business cases and so forth go into the relevant Overview and Scrutiny set. That feedback comes back out and therefore, Cabinet can reflect and take guidance as a steer and ultimately make a decision.

You've asked specifically about community and voluntary groups. A discount rate is always applied in the details as scheduled in the respective rate cards that are available publicly. As I say, there are 1,093 fees and charges in the current scheme. I have a feeling there may be one in particular you're going to ask me about so either I'm going to look very silly or well informed. We'll find out.

Mayor

Councillor Pothecary, do you wish to pose a supplementary question?

Councillor Pothecary

Yes please. You are correct Councillor Hebb, I do have two that I want to raise very briefly.

So on two occasions in recent months, I've been contacted directly by local community groups facing astronomical increases in their rents. In one case, the council wanted to double the hourly rate and then the other increase it fivefold. When I challenged these hikes to relevant departments, have either reconsidered or said it was an error and then they have come back with more sensible or sustainable price increases.

However, the period of uncertainty created caused a great deal of distress to those community and voluntary groups, worry and instability for them with them once actually looking at how they are going to wind down what they do because they just simply could not afford a doubling of the hourly rate.

Can we try in future avoid this by having a clearer process of how we communicate fees and charges, particularly the increases to voluntary and community groups?

Mayor

Councillor Hebb

Councillor Hebb

Absolutely, you have that full undertaking. A layer of context that needs to be established is if we're talking about in terms of a particular one around the corner of the college Councillor Pothecary, the college performed a number of changes outside of the process. Therefore, when the Local Authority was made aware of that, it was able to put a ceasefire on that and say that we need to follow the recognised process. I would add that there is a caveat for exceptional out of process fees and charges that has to go through a very structured process and it hadn't gone in this instance. So that doesn't answer the question about the anxieties and concerns. That issue has been ceased in particular. It is an exception, not the norm.

That said, if there are any particular anxieties left unreconciled, by all means, let them reach out either to myself or by you, however you want to do it and I'll happily meet. The Chair and I have had discussions and will happily do that. But as I say, exception rather than norm and anything they want to put forward will go through the usual spending budget realm.

4. From Councillor Okunade to Councillor Little

In view of the new Multi-Agency Safeguarding arrangements, how do you ensure the council contributes effectively to safeguarding Thurrock children?

Mayor

Councillor Little

Councillor Little

Thank you Councillor for your question. I should make it clear from the start that while the Local Children's Safeguarding Board has changed to a Partnership this has not changed the practice level of approach as you probably realise. The Children's Safeguarding Partnership has adopted many of the previous standards used before the Children's Safeguarding Board and we now have a rotation of three independent chairs so they come from all different agencies so that will roll on the effects and will also have a peer review etc to make sure that it is all being done correctly and actually I was sitting here thinking about it. I am not sure but I don't know if I will be able to invite you along to one of the Children's Safeguarding meetings and then you could see the process yourself because I think this would be a good thing for you to come along to. Ok. Thank you.

Mayor

Councillor Okunade do you wish to pose a supplementary question?

Councillor Okunade

Thank you. Thank you Councillor Little. You do know, don't you, that we actually work together obviously on this as this is a matter of children and you know we are corporate parents and just want the best outcomes for our children and I would be happy to come along to the meeting if I am invited but my supplementary question is particularly as I know you used to attend the safeguarding board and I know we are not going to have independent chairman

for the new arrangement and I just wanted to find out how you personally get involved in this as the portfolio holder.

Mayor

Councillor Little

Councillor Little

Thank you Councillor. Yes I personally get involved. I go along to all the meetings. I speak frequently apparently I have been one of the most vocal councillors at these meetings. To start yes I am. So regarding the children on what happened as portfolio holder I hold the service to account all the time, I am always up there asking questions perhaps sometimes I go a bit I should remember to be a bit more strategic and not so involved, but I do. I just can't help it when it is children. I have oversight of all the business plans, the children's services and local safeguarding board, I have direct and frequent visits with officers at all different levels, you know, at least fortnightly if not more often usually about once a week which I know sounds a little bit but they are our children and that is what I would do if I were a parent. I have performance updates monthly; I benchmark them against comparative authorities I always look to other authorities to see what they are going. If they have best practice and I will say "can we not do this, can we not do that". I have started up the development board which you probably know now has been up and running for 18 months. This is again when we meet up every 3 months and this is when we have peer officers come along and actually say what is happening in their departments and what they are good at, what we need to look at, what we need to make better. I think I am, well I know I am, the first portfolio holder that insisted that on a Friday evening I have an email sent through to me. I don't care if it comes through at midnight, I always answer it, even when I am away. Which will tell me if any children are missing, what's happened to them but not only that but why they have gone missing. Because I want to know. Are they unhappy in their placement or are they just being little teenagers. I always want to know. So I meet with the children guite often they all have my email address and I also, as you know, sit on the fostering and adoption panel so I get feedback from foster parents on what the children are doing and I have been on loads of training courses which brings me nicely to the fact that I do hope that all members have done their corporate parenting training. It is important and well worthwhile. So if you haven't could you please do it as soon as possible? Thank you. Is there anything else you would like to add?

5. From Councillor Van Day to Councillor Maney

Can the Cabinet Member outline what work is being undertaken to tackle the problem of HGVs parking up on Sandy Lane and using it as a rest area?

Mayor

Councillor Maney

Councillor Maney

Thank you Mister Mayor and thank you Councillor Van Day for your question. I will start Mister Mayor by saying that I know the whole issue of HGVs parking in Aveley or HGVs traveling through Aveley in contravention of the weight restriction. This is a real concern to the local community, the community forum and indeed for Aveley's conservative councillors. I have already been heavily lobbied by Councillor Churchman on this very issue and I am due to meet his soon to discuss these issues. So my message to the Aveley community is that you have a strong voice in your local conservative councillors and the council is doing what everything it can to tackle this problem. Turning to the issue of Sandy Lane, Mister Mayor, in 2018, 28 HGV's were found to be parked there in contravention of restrictions. At the same time the conservative administration recognised there was a borough wide problem with HGVs and therefore decided to invest in extra enforcement activity. I am pleased to say that as a result of that extra investment it has enabled additional patrols including crucially night time patrols and as a result of that this year alone I can advise Councillor Van Day there has been no fewer than 108 HGV's were found to be parked in contravention of the restrictions in Sandy Lane and all of them issued with fixed penalty notices and by way of reassurance I can confirm that these patrols will continue and in deed hope to step them up and the message needs to be got out to HGV drivers in Sandy Lane and in deed anywhere their parking contravention of the restrictions that the council are prepared to take whatever action is necessary to tackle this menace. Thank you.

Mayor

Councillor Van Day, do you wish to pose a supplementary question?

Councillor Van Day

No thank you Mister Mayor.

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QUESTIONS FROM MEMBERS OF THE PUBLIC

There were no questions from members of the public.

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	Petition No.	Description	Presented (date)	Presented (by)	Status
	522	Closure to the entrance to the woodland area in Woodend Close, Grays RM17 5FN	June 2019	Ms Nweke	The Council relinquished its freehold interest in the Former Treetops School site when it sold the land to Keepmoat. It is not possible for the Council to close the access because it does not own the land.
					Keepmoat obtained planning consent to develop the land for housing in 2016 which was subject to planning conditions and s.106 agreement. In accordance with the terms of the s.106 agreement, the woodland area is due to be transferred to the Land Trust for future management.
Page 33					Keepmoat are responsible for the maintenance of the woodland area and viewing platform until the land is transferred. The Council has written to Keepmoat to remind them of their responsibilities. Residents should report incidences of anti-social behaviour directly to the Police.
	523	Save Culver Fields - reject any attempt to build on the Culver Fields without proper consultation	June 2019	Cllr Fletcher	The Council, in considering the best use of its assets to meet strategic priorities, such as the need to build new homes, including affordable housing for Thurrock residents, will from time to time identify locations where it will consider a change of use may be in the best interest of the wider Thurrock community.
					Any planning application to develop residential accommodation on Culver field is subject to Council and statutory provisions on public consultation and this process will be followed.
					Further, in recognition of local residents concerns a fuller consultation strategy is being prepared to engage with local residents and other stakeholders which will include public exhibitions of proposals prior to submission of any planning application and commencement of the formal statutory planning process. The exhibitions will form part of a wider consultation approach including provision of written material

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					and opportunity for residents to submit consultation feedback online.
	524 Thurrock Sports Council – Improve sports facilities		19 June 2019	Mr Norrington	We continue to work with sports clubs and community groups across the borough to improve sports provision and encourage getting people active.
					The draft sports strategy is being progressed and the Active Parks team have been proactive during the summer with community engagement and sports sessions in parks and open spaces.
P	Ci th	Calling for a Pedestrian Crossing around the junction of the Broadway, Gipsy Lane and	19 June 2019	Cllr J Kent	The Transport Development team have undertaken a review of the area and have concluded that the location does not meet the criteria to implement a zebra or signalised crossing.
Page 34		East Thurrock Road, in Grays			The Transport Development team will look into whether an uncontrolled crossing, with refuge island, could be implemented. However this will be subject to finding a suitable location with adequate width and no objections. This will be investigated in more detail as part of the wider A126 Safer Roads Funding programme.
	526	Petition against the exclusion of the parade of shops and flats on Bridge Road, Grays, RM17 6BU from the new Grays Permit	24 July 2019	Mr Kazantis	Parking Permit Area Zone H has been advanced following representations from residents who are concerned about commuter parking which prevents residents being able to park on-street.
		Parking Zone H. Reason being that the parade is between both William Street and Grove Road, there is no allocated parking for			Following feedback from local residents and businesses the Transport Development team have assessed the extension of PPA Zone H.
	the shops or for the residents who reside above the shops on Bridge Road and there is only 30 minutes no return on the parade for customer use. Often customers, especially				Residents above the shops in Bridge Rd will be eligible for resident parking permits when the scheme goes live and the extension of the scheme will include limited waiting bays at Gipsy Lane and Arthur Street to provide parking places for the Broadway, Arthur Street and Gipsy Lane customers and businesses.

	businesses and residents located on Bridge Road require parking for longer periods of time, especially where they live and work in this immediate area.			 For Bridge Road businesses and customers limited waiting bays between William Street a that can be used. For longer stay / business customers and businesses can use existing that are outside PPA zone H. All works are to be completed by the end of a permits will be operational from this date. 	and Grove Road parking, parking facilities
527	Installing CCTV to catch the illegal motorbikes and cars	24 July 2019	Cllr Rice	Essex Police are responsible for enforcing sa Thurrock. The Police, Fire and Crime Comm Crime Plan 2016-20 acknowledges improvin roads is a local priority to keep Essex safe. Thelped fund Operation Caesar, a Police cam clampdown on anti-social and dangerous off and quad biking in Thurrock. It relies on resi incidents of illegal motorbikes and cars to be cases and make arrests. Since the end of No the crackdown has resulted in nine arrests, 4 reported for careless driving, 31 people deals insurance, 27 people driving without a licence people had warnings issued for riding in an a However police action is intelligence led and members of the public reporting incidents in Thamesview and Crouch Road, the number recorded by Essex Police from April 1 to July follows:	issioner for Essex g the safety of our Thurrock Council paign to road motorbike idents to report ovember last year, to people being t with for having no be and a further 59 anti-social manner. relies on relation to of crime incidents
				Thamesview	No
				Off road motorbikes	0
				Drugs	0
				Damage to fence	0
				Thamesview Amenity Land	No
				Off road motorbikes	2
					1
				Drugs	0
				Damage to fence	U

Page 36					Church RoadOff road motorbikesDrugsDamage to fenceThe council's CCTV team assists the Police rspaces to produce evidential packages of crippart of our community safety strategy to compprotect our communities from anti-social behamotor bike and vehicle crime.Presently, theimplementing the recommendation of the CCto utilise the council's CCTV infrastructure tomobile cameras at hotspot locations subject ofconnectivity to prevent them being used for nbehaviour.Its intelligence led tasking to fightsocial behaviour and environmental crime.	minal offences as bat crime and aviour including team is TV service review rapidly deploy of 4G technology uisance
õ	528	Thurrock Council to Declare a Climate Emergency	1 August 2019	Mr Hill	Councillor Halden as Local Councillor for Hor Cabinet Member wrote to the lead petitioner 2019 outlining past and current Council initiat climate change.	on the 6 August

18 September 2019	ITEM: 10					
Council						
Report of the Cabinet Mem	Report of the Cabinet Member for Housing					
Wards and communities affected:	Key Decision:					
All	Non-applicable					
Report of: Councillor Barry Johnson, Cabinet Member for Housing						
This report is public						

1. Introduction

- 1.1. This report outlines the Housing service and provides an overview of key challenges and opportunities facing the Council not only in its role as a social landlord but also as a provider of a range of other statutory services relating to homelessness prevention and relief, housing advice and private sector enforcement.
- 1.2. This document also identifies a range of key external factors which have affected and shaped service delivery throughout the 2018/19 financial year and sets out the financial position for the Housing Revenue Account and General Fund budgets within Housing.

2. Service Overview

- 2.1. The Housing service provides a range of statutory and landlord functions, utilising rental income through the Housing Revenue Account as well as smaller General Fund budgets. The Housing service interacts with around 10,000 households in the Borough directly through the provision of tenancy and leasehold management services, and additional households through the housing advice and options, homelessness and private sector housing functions.
- 2.2. The key functions which the Housing service are responsible for delivering include:
 - Tenancy management activities, including tenancy audits, sign-ups and exit inspections, and other day-to-day interactions with the Council's tenants for both general needs and sheltered housing properties.
 - Caretaking and estate services for many of the blocks and communal spaces
 across the borough
 - Rent collection, financial inclusion and welfare advice
 - Ongoing repairs and maintenance of Housing stock and assets
 - Monitoring and maintaining over 300 CCTV cameras across the borough
 - Tackling domestic abuse, hate crime and other safeguarding issues

- The investigation, management and implementation of enforcement action for anti-social behaviour issues
- Capital investment programmes delivering improvements to Housing stock and assets, such as the Transforming Homes programme.
- Homeownership services, including the administration of Right to Buy applications and leasehold management
- Tenant and leaseholder engagement through forums, community activities and other events
- The administration of the Council's Housing Register and the allocation of properties in line with the Allocations Policy
- The prevention and relief of homelessness in line with the Homelessness Reduction Act 2017, as well as the provision of temporary accommodation for households, for example those which are homeless or have been displaced through emergency or disrepair
- Management of three council run Travellers' sites, including rent collection
- Mediation, enforcement and licensing activity for private sector landlords and tenants
- 2.3. The majority of Housing services use the Northgate Housing Management System as the central system for administering, managing and monitoring the range of functions.

3. Performance in 2018/19

- 3.1. The performance dashboard for Housing is designed to ensure that key objectives are identified for reporting across three distinct sections:
 - Corporate Performance Indicators (CPI) Captures the contribution of the Housing service to the corporate suite of performance indicators, including measures such as budget variance, complaints received and upheld, and sickness absence. The targets for these indicators mirror the corporate targets.
 - Key Performance Indicators (KPI) A suite of service critical performance indicators designed to measure key outputs of the Housing service, including measures such as gas check compliance and tenant satisfaction with primary functions of the service.
 - Local Performance Indicators (LPI) An extensive suite of service level indicators which measure the outputs of individual teams within the Housing service, as well as tenant satisfaction with specific services such as repairs, caretaking and grounds maintenance.
- 3.2. The Housing performance scorecard is updated on a monthly basis and performance is reviewed at management team and directorate performance management meetings. The suite of key performance indicators and corporate performance indicators are reported at Performance Board, forming part of the quarterly performance report which is taken to Corporate Overview and Scrutiny Committee.
- 3.3. Tenant satisfaction surveys are completed by an independent research contractor which specialises in satisfaction surveys for the Housing sector.

Satisfaction levels are measured using a 5 point scale (excellent, good, fair, poor and very poor) and only excellent and good ratings are included in the satisfaction rate.

3.4. Corporate Performance Indicators

- 3.4.1. The Housing Revenue Account continued to balance through the 2018/19 financial year. The position of the Housing General Fund at the end of the 2018/19 was 15.2% above budget, equating to £97,726.
- 3.4.2. There was a reduction of 13% in the number of Housing related complaints received during 2018/19 in comparison with the 2017/18 financial year which equates to 7 fewer complaints per month, on average. Additionally there was a 1.3% reduction in the percentage of complaints upheld in 2018/19 compared with 2017/18.

Key	Key Performance Indicators								
КРІ	Performance Indicators	2017- 18	Target 2018- 19	YTD					
KPI01	% General Satisfaction of Tenants With Neighbourhoods / Services Provided by Housing	70%	75.00%	68.0%					
KPI02	% Satisfaction of Tenants With Transforming Homes (Contractor & Programme)	NEW	85.00%	87.5%					
KPI03	% of Repairs Completed Within Target	97.5%	95.00%	97.7%					
KPI04	% Rent Collected	98.5%	98.0%	98.8%					
KPI05	Average Time to Turnaround / Re-let Voids (in days)	30.6	28.0	26.64					
KPI06	% of Gas Service Checks Carried out Within Statutory Timescale	100%	100%	100.0%					
KPI07	Number of "Family Connection" Homeless Households in Bed & Breakfast For Six Weeks or More	NEW	0.0						
KPI08	Number of Category 1 & 2 Hazards Removed as a Direct Result of Private Sector Housing Team Intervention	NEW	800	896					

3.5. Key Performance Indicators

3.5.1. Satisfaction with Housing services had generally been below target during the first three quarters of the year, with analysis indicating that a key driver for this was a perceived lack of communication and engagement between the Housing service and tenants. As a result, measures were introduced in order to address this dissatisfaction including a communication plan, enhancements to Tenants Excellence Panel involvement in service delivery and a mailshot to all tenants at the end of January.

The mailshot contained information relating to the Tenants Excellence Panel, an invitation to the annual tenants conference in March 2019 and an infographic sheet containing key statistics. In February following the mailshot satisfaction with Housing services increased by a margin of 8.27% compared to the previous month, along with an increase in satisfaction with keeping tenants informed of 11.9%. Further plans to build on this progress include a regular e-newsletter for tenants and leaseholders as well as a wider ranging tenant satisfaction survey later in the year, helping the service to better understand tenants' needs.

- 3.5.2. Satisfaction with Transforming Homes remained high and was 87.5% for 2018/19. In 2018/19 two new contractors were successfully mobilised for the Transforming Homes programme. The programme investment in the existing stock was £10.06m, which saw further 1031 homes benefit from internal refurbishment including new kitchens, bathrooms and energy efficient boilers, bringing the total properties improved under this programme to 8734.
- 3.5.3. The percentage of repairs completed on target was consistently above the contractual target of 95% throughout the 2018/19 financial year with a particularly strong second half of the year, culminating in an outturn of 97.7%. This equates to a 0.2% improvement on the 2017/18 outturn and is 2.2% above the target.
- 3.5.4. Rent collection remained strong and was consistently above the profiled target throughout the 2018/19 financial year. The year-end outturn was 98.8% which was an improvement of 0.3% in comparison with 2017/18. This improvement is a significant achievement when considering the challenges faced in relation to the rollout of Universal Credit as well as a reduction in tenants paying via Housing Benefit, equating to an extra £3.7m to collect in cash terms. Despite this the number of evictions in 2018/19 reduced by 11 in comparison to 2017/18 and the Financial Inclusion Officers worked with 585 tenants to generate additional income of £126,436.
- 3.5.5. The average time to re-let empty properties improved significantly. During 2018/19 it took an average of 26.64 calendar days to re-let an empty property which was an improvement of 4 days in comparison with 2017/18. There has been a year-on-year improvement for this measure since the 2015/16 financial year when relets it took an average of 36 days. This means that the Housing service are able to generate more income and improve the tenant experience.
- 3.5.6. The Housing service remained 100% compliant with gas service checks carried out within the statutory timescale. The gas servicing contract was reprocured during 2018/19 and was awarded to a new contractor. The Asset Delivery Team worked to ensure compliance remained at 100% during the handover between contractors.
- 3.5.7. There has been a marked reduction in the number of family connection households in bed and breakfast accommodation for six weeks or more. In 2018/19 only 1 household surpassed the six week timescale compared to 41 households in the previous year, equating to a reduction of 98% in comparison with 2017/18.

3.6. Local Performance Indicators

3.6.1. Tenant satisfaction with individual Housing services remained consistent with levels reported in 2017/18. Satisfaction with both the ASB and grounds maintenance services were both within a percentage point of last year's outturn.

Satisfaction with the Repairs service continued to improve. The overall satisfaction level in 2018/19 was 91.9% improving from 90.2% in 2017/18 and

featured the highest monthly satisfaction rate recorded to date with a score of 95.2% in January 2019.

A number of new tenant satisfaction LPIs were added to the scorecard for 2018/19. 71.5% of tenants were satisfied with the quality of their home, 74.2% were satisfied with the Caretaking service and 71.7% were satisfied with their Estates Officer.

- 3.6.2. 30 properties were recovered as a result of joint action with the Corporate Fraud Team in 2018/19 increasing from 23 last year. This uplift was as a result of an increased programme of visits alongside more targeted approaches to detecting fraud with the use of data.
- 3.6.3. The percentage of cases where homelessness was relieved was narrowly under the 30% target for the year at 29%. The percentage of homeless applications where a decision is made in 15 working days was under target throughout the year, affected by new legislative requirements, staff shortages and increased administration of casework. Further details can be found regarding the work to improve performance and customer experience in this service within section 5 of this report.

4. Housing Development – New Build

4.1. HRA New Build Programme

- 4.1.1. The Housing Revenue Account (HRA) new build programme will deliver in total 117 new Council homes for rent. The properties will be a mix of houses, low rise flats, maisonettes and bungalows. The budget for the programme is £32.53m as agreed within the HRA Capital Programme. HRA rents are being set at 70% of local market rents under the affordable rent regime, and all subject to a local housing allowance cap.
- 4.1.2. To reduce annual costs on the HRA for the new schemes it is proposed to utilise Right to Buy Receipts which would otherwise potentially need to be paid to the government along with interest at 4% above the base rate. Sufficient unallocated receipts of £9.8m have been identified to partially fund this programme.
- 4.1.3. Cabinet agreed on 13 March 2019 that a housing development pipeline be prepared to seek to deliver up to 500 new Council homes for Thurrock over the next 5 to 10 years to be funded within the Housing Revenue Account. This followed the Government's October 2018 announcement to abolish the HRA debt cap.
- 4.1.4. Individual Housing Revenue Account schemes that are funded and on-site are listed below and a brief commentary provided on Thurrock Regeneration Ltd.

4.1.5. Tops Club, Argent Street, Grays

The Tops Club scheme will provide 29 units of 1, 2, 3 bed flats and maisonettes all for rent within the HRA, together with an enhanced playground for residents. The scheme gained planning permission in January

2017. Demolition of the club took place in July 2018 and works are well underway. The building is expected to complete in February 2020. Discussions between Housing and Development teams are already underway prior to handover to ensure the properties can be let promptly.

4.1.6. Claudian Way, Chadwell

This is a 53-unit scheme consisting of a mix of bungalows, houses and low rise flats, all for rent within the HRA. Construction work is advancing with planned completion and handover in March 2020. As with the Tops Club development, dialogue is underway to ensure a smooth site handover and letting process.

4.1.7. Calcutta Road, Tilbury

This development of 35 flats is for people approaching retirement and beyond. The scheme accords with the 'HAPPI' principles ('Housing our Ageing Population – Panel for Innovation') which will ensure good design appropriate to the age group. A main contractor has been selected and precontract works are well underway to re-route existing underground services. The project programme is under review but completion is currently planned for December 2020.

4.1.8. Thurrock Regeneration Ltd (TRL)

Thurrock Regeneration Ltd (TRL) is a wholly owned company of Thurrock Council. The principal focus of the company is to support the achievement of the Council's wider regeneration goals through the delivery of specific schemes which support the delivery of new homes in the borough. The company has a strategic aim to develop 1,000 units over a five-year period, and a pipeline of sites continues to be developed and refined.

5. Key changes and programmes of work

5.1. Allocations Policy

- 5.1.1. The Council has a legal obligation to allocate properties in line with a Housing Allocations Scheme formally adopted by the council which complies with current legislation, regulation and case law. A review of the Allocations Policy, introduced in 2013, was undertaken in 2018 in order to allow the policy to reflect recent changes.
- 5.1.2. Consultation activity regarding a number of key themes and proposed changes was undertaken, with a total of 1115 responses received. Those consulted with included the Council's tenants, Thurrock residents, Registered Providers in the area and other stakeholders such as the Clinical Commissioning Group (CCG), NHS Trusts and other officers of the Council. Consultees were engaged through a mixture of direct correspondence, online surveys, briefings and focus groups.
- 5.1.3. A range of changes were approved by Cabinet in January 2019, with a phased implementation of measures between April 2019 and April 2020 to both protect the qualification status of groups of applicants and provide a

grace period for others whose applications would be affect. The agreed changes included:

- amendments to strengthen the local connection qualification criteria,
- increases to the financial qualification thresholds to reflect the Thurrock housing market,
- the creation of a specific Sheltered Housing register and removal of 'adequately housed' Band 5 applicants from the housing register,
- additional support for working households in Thurrock by increasing the percentage of advertised properties which are reserved for this group, and introducing new qualification criteria for certain key workers to join the housing register,
- the introduction of annual reviews to ensure that housing register applications remain eligible and active.
- 5.1.4. As a result of the changes listed above which have already been implemented, there has been an 83.8% reduction in the number of new applications accepted between 1 April 2019 and 31 July 2019 (83) compared to the same dates of the previous year (513).

5.2. Housing Solutions

5.2.1. The Homelessness Reduction Act 2017, implemented in April 2018, represented a significant change to the rights of homeless people in England. This legislation placed new legal duties on councils to give people greater support in preventing and relieving homelessness.

Local Authorities are required to work more intensively with applicants for a longer period than before, whilst developing personalised housing plans detailing the steps which they and the Council would take to secure or retain accommodation. The main aim of the Act is to reduce street homelessness and the need to place certain households into temporary accommodation. The Council is allocating more resource to mediation and exploring options to engage landlords to prevent applicants becoming homeless.

- 5.2.2. The number of new homeless applications that were taken by the Council during 2018/19 totalled 1605, an increase of 15% from the previous year, with each officer managing a caseload of approximately 70 applications. The increase in households approaching and making applications has brought challenges to service delivery, in particular with regards to maintaining regular contact with applicants.
- 5.2.3. The number of families in temporary accommodation has risen from 158 households at the start of 2018/19 to 166 households at the end of the year. To meet the needs of the increasing number of households owed a homelessness duty, the Council has been required to make greater use of the private rented sector for both temporary placements and permanent accommodation, working with landlords to ensure that any accommodation they provide is safe, suitable and secure.
- 5.2.4. The Council provides financial support to establish temporary placements and private sector tenancies, most through the repayment of rent arrears or in

the form of paying rent deposits and guarantees made directly to landlords. In addition, the Council encourages landlords to offer longer-term tenancy agreements.

- 5.2.5. The Housing Solutions team closely and regularly monitor the use of costly temporary accommodation. There is continual work to reduce the use of the costliest form of temporary accommodation (nightly let private sector accommodation), instead seeking accommodation offered at a lower rate in order to mitigate the risk of overspend.
- 5.2.6. Particular effort has been given to maintaining low numbers of out-of-borough temporary accommodation placements by purchasing Brooke House which will increase the number of Council-owned temporary accommodation properties by ten. Further work is taking place to identify additional temporary accommodation units which could be managed by the Council, as well as activity to attract and retain landlords, however there remain a number of contributing factors which restricting the number of in-borough properties available for placements.
- 5.2.7. Firstly, rising private rental costs in Thurrock significantly impacts upon the affordability of accommodation in the borough. Further to this, the service works to avoid using bed and breakfast or accommodation with shared facilities, ensuring that children are not required to share bedroom space with parents and have access to appropriate cooking facilities. Across the 2018/19 year, an average of 19 households were in an out-of-borough placement at the end of each calendar month, representing 13% of total temporary accommodation placements. The below table illustrates performance regarding in- and out-of-borough placements across the 2018/19 year.

Location	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
In borough	135	122	125	116	118	118	117	119	127	130	132	139
Out of borough	23	23	19	13	7	11	13	13	21	31	26	27
Total	158	145	144	129	125	129	130	132	148	161	158	166
% Out of borough	14.6	15.9	13.2	10.1	5.6	8.5	10.0	9.8	14.2	19.3	16.5	16.3

- 5.2.8. As a result of the wider changes introduced by the Homelessness Reduction Act, the above outlined challenges and a review of the increase in households both approaching the Council for assistance and making applications, it was identified that an assessment of the service delivery model should be undertaken. This decision was made in order to ensure that front line officers have the skills and knowledge required to best assist households using the service, and that appropriate housing options were available to support the prevention aim.
- 5.2.9. The service has commissioned two sector experts (Shelter and the National Practitioner Support Service) to undertaken reviews of the effectiveness and quality of the Housing Solutions function. The recommendations and general feedback provided through these studies will be used to inform the work currently being undertaken to develop the Homelessness Prevention and Rough Sleeping Strategy as well as an action plan of service improvements. A paper detailing the feedback from each review as well as recommended action will be presented to Housing Overview and Scrutiny Committee in October 2019.

5.3. Sheltered Housing Activity Programme

- 5.3.1. The Sheltered Housing service aims to ensure that its tenants are able to live the best life they can for as long as they can with the freedom to live independently. The service strives to provide a culture of good health and wellbeing, enabling tenants to keep active and remain independent.
- 5.3.2. A review was undertaken which assessed the activity and exercise sessions for Sheltered Housing tenants being provided by an external supplier. It was identified that the numbers of tenants attending these sessions was low and that the classes did not appear to offer an inclusive approach to age, gender and differences in mobility.
- 5.3.3. An alternative approach was identified and has now been implemented which provides a broader range of activities for all Sheltered Housing tenants, regardless of age, gender or mobility. The activity classes are tailor made to the needs of tenants and provide an opportunity after the activity to stay and engage with each other.
- 5.3.4. The activity classes are delivered by Sheltered Housing officers and positive outcomes are monitored which will allow for the project to be continually assessed and inform work with partners in health to target specific and identified health and wellbeing programs in areas on a needs basis.
- 5.3.5. Positive outcomes to date have included a trebling in number of tenants attending classes, with a significant increase in the number of men who are participating. The increased attendance has also led to a reduction in social isolation within Sheltered Housing complexes with individuals engaging in their community who may not have done so before. Within July 2019, 137 classes were held across the 28 Sheltered Housing sites in the borough, attracting attendance of 678 tenants overall. There has also been a significant saving achieved through the new delivery model.

5.4. **Private Housing Standards**

- 5.4.1. A key challenge faced by the Council is raising private housing standards throughout Thurrock, working with owners, landlords, letting agents and tenants to resolve problems associated with unsafe and substandard accommodation.
- 5.4.2. The number of customer service requests requiring intervention between landlord and tenant has increased to 333, partly due to a small number of landlords who ignore their obligations and knowingly let unsafe and overcrowded accommodation.
- 5.4.3. The Housing Act 2004 introduced the Housing Health and Safety Rating System, which determines the likelihood of a hazard occurring in a property over the next 12 months. Serious hazards are called Category 1 and the Council has a duty to take action. Less serious hazards are called Category 2 and the Council are able to take action but are not under a duty to do so.

- 5.4.4. At the end of 2018/19, the service exceeded its target of 800 and removed a total of 896 Category 1 and 2 hazards in the home. However, if the law is broken then enforcement action may be necessary to protect the public and environment. In addition, landlords of Houses in Multiple Occupation (HMO) have specific regulations they have to comply with such as ensuring communal areas are safe and appropriate fire detection is installed.
- 5.4.5. During 2018/19 further enforcement action was taken on 94 cases, including 60 Housing Act notices, 21 Environmental Protection Act notices, 4 Public Health Act notices and 5 prosecutions in total.
- 5.4.6. The Council has responded to changes in HMO licensing. In October 2018 the Government extended mandatory licensing of HMOs to smaller properties, meaning that shared houses of 5 people or more in 2 or more separate households required a licence. At the end of the reporting year 2018/19 the council had a total of 30 licensed homes on its public register, compared to 17 at the end of 2017/18. The total licensing fee income was £61,782 above the total of the previous year.
- 5.4.7. In December 2018 Cabinet approved additional licensing of HMOs let to 3-4 persons in certain parts of the borough to improve the quality of the HMO rental market. This discretionary scheme came into force on 1 June 2019 to run alongside the mandatory HMO licensing scheme for the next five years and. Strong partnership between Housing and Health can deliver savings to the NHS and improve resident health and wellbeing.
- 5.4.8. Public Health recommissioned the Private Housing Well Homes Project in November 2018. At the end of 2018/19 the project had reached over 183 vulnerable residents living in private properties with long term health conditions and made their homes safer by reducing the risk of ill health or accidents. The health cost benefits of housing improvements saved £100,833 to the NHS where these have been mitigated or removed.

5.5. Fire Safety

- 5.5.1. The Council continues to priorities health and safety of its residents including fire safety in its residential blocks, all fire risk assessments are up to date and the housing department are working through the recommendations arising from these. Additionally the ECFRS have been undertaking audits of the Council's high rises blocks in early August and this will continue over the next few weeks.
- 5.5.2. A new fire safety advice leaflet has been published by the Council for all tenants and leaseholders, a copy of the leaflet has been posted out to all Council owned properties. The Council have taken a proactive approach in regards to proposed changes for fire safety in social housing for resident engagement and fire safety features on the agenda in some resident engagement sessions. Some resident engagement sessions have been attended by relevant council officers and colleagues from ECFRS and this approach will continue with a view of residents to become more engaged with the Council to work in partnership to maintain safe buildings.

- 5.5.3. The Housing department has committed to delivering a fire door upgrade programme year on year for applicable properties to ensure our residents and their homes have the best level of protection in place is in regards to fire. This is a long term project, however a number of doors were upgraded in 2018/19 with a further 418 currently programmed for this year.
- 5.5.4. The Ministry of Housing, Communities & Local Government published a consultation on the proposal for the reform of the building safety regulatory system, the Council has provided a comprehensive response to this. The consultation closed on the 31st July 2019 and it is now is anticipated the ministry will publish a new regulatory framework in late 2019 with implementation for compliance to this starting in 2020 however, there will be a phased approach for building owners and landlords to meet the new regulations.

6. **Financial Summary**

6.1. General Fund

Homelessness

Private Sector Housing

Travellers Site Provision

as at 31 July 2019.		5		
Service Area	2019/20 Budget	Actual to Date	Forecast Outturn	Forecast variance
	£000's	£000's	£000's	£000's

805

182

(92)

895

56

101

(34)

123

805

182

(92)

895

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6.1.1. The 2019/20 financial position for the Housing General Fund is shown below

At this stage of the financial year, the Housing General Fund budget is forecast to be online.

- 6.1.2. As part of the 2019/20 budget setting process, growth was added to the Homelessness service in order to address some of the additional demands that have been placed on the service due to legislative changes. This funding has been used to finance a staffing restructure to create additional capacity. The service also secured £0.599m of central government funding for the financial year. However, as this is demand led budget, additional homelessness cases that arise during the year will have to be managed, where possible, within the overall budget provision.
- There are no forecast variances in relation to the budgets for the provision of 6.1.3. Travellers sites for the financial year. These budgets are dependent however on the collection of fees and charges income for rent and operating costs relating to the 64 plots dispersed across the sites.

6.2. **Housing Revenue Account**

6.2.1. The HRA Reserve position as at the 31st March 2019 is shown below:

Reserve	Closing (£'000)
HRA General Reserves	(2,175)
Development Reserve	(5,785)
One for One Receipts	(21,486)
Capital Reserve - Existing Stock	(1,991)
Non Ring-Fenced Capital Receipts	(4,411)
Housing Zones/Capacity Reserve	(1,274)

- The HRA General Reserve remains at £2.175m and is forecast to increase to £3m over time once the rent policy changes to rent increases in 2020/21.
- The Development Reserve is the allocation of funding to complete the agreed HRA new build schemes
- During 2018/19 there were 55 RTB sales which realised £4.6m in one for one receipts. £5.187m was used to finance capital expenditure in 2018/19.
- Some of the Transforming Homes planned works have been reprogrammed into the next financial year 2019/20 and will continue to be delivered under the new contract arrangements. The balance on the Capital Reserve will be utilised in 2019/20
- 6.2.2. £361k of additional Housing Capital Investment has been made to fire safety (£52k) financed from the non ring-fenced capital receipts from RTB Sales. A further £1.657m is allocated during 2019/20 to be invested on continued fire s afety works.

6.3. HRA Revenue Position 2019/20

- 6.3.1. The 2019/20 financial position for the HRA is shown below as at the 31st July 2019.
- 6.3.2. Repairs and Maintenance costs related specifically to electrical testing have been identified as an in-year pressure. This is as a result of the volume of properties which are due for routine electrical compliance checks in this financial year, as well as the remedial repairs arising from this activity.
- 6.3.3. The introduction of Universal Credit has led to an increase in rent arrears. Measures are in place to mitigate the impact of this and approval has been sought from Digital Board to allow the implementation of a new software system. The cost of this will be contained within the HRA and a review of the bad debt provision will be carried out as a separate exercise. This is not currently shown as a pressure in the financial forecast as further analysis is being undertaken to quantify the full impact.
- 6.3.4. The financial pressures identified will be managed overall within the existing budgets as set out below:

Service	2019-20 Budget	Forecast Outturn (Jun-19)	Variance to budget
	£'000	£'000	£'000
Development	178	178	0

Financing and Recharges	23,681	23,311	(370)
Repairs and Maintenance	12,126	12,496	370
Supervision and Management	12,357	12,357	0
Rent and Income	(48,342)	(48,342)	0
	0	0	0

6.3.5. In line with Government policy, the Council has applied a 1% rent decrease over the last three financial years with a further 1% reduction required in 2019/20. This has withdrawn resources available for capital investment.

6.4. HRA Capital – Existing Stock

- 6.4.1. The allocated budget for Transforming Homes in 2019/20 is £10.540m. The new programme is now mobilising under the new contract arrangements. In addition, £542k has been set aside to undertake works to some of the Council's non-traditional properties. However, this only represents a portion of the overall required investment for the Council's non-traditional portfolio. A proposal is now being prepared for the full programme. This will be informed by a specialist survey on the current condition which is currently being procured. It is therefore likely that the majority of this £542 budget allocation will now fall into the next financial year.
- 6.4.2. The stock condition survey indicates an average annual investment requirement of £15m per year. This level of investment is not sustainable within the constraints of the HRA Business Plan.

6.5. HRA Capital – New Build

- 6.5.1. The HRA New Build schemes at Claudian Way, Calcutta Road and Tops Club continue to be developed to completion.
- 6.5.2. Since the removal of the HRA debt cap, the Council are currently looking at the options available to undertake a significant HRA new build programme. This has currently been modelled on 500 units, the details of which are contained within the report to Cabinet in March 2019.

7. Conclusion

- 7.1. The Council continues to provide many key Housing services for tenants and residents across the borough. Performance in a number of areas remains strong and good progress has been made in others however further analysis and growth is required elsewhere, such as in specific categories of tenant satisfaction with services.
- 7.2. A number of key changes in service delivery have taken place, such as the Housing Allocations Policy Review and the Sheltered Housing Activity Programme. Other significant programmes of work are currently underway, namely the Housing Solutions Customer Excellence Programme. As evidenced in the above projects and especially through the work undertaken by the Private Sector Team, the safety and wellbeing of all residents of the borough, regardless of tenure, are of utmost importance to teams across the Housing service.

7.3. Work will continue to identify areas for refinement and improvement, in order to deliver value for money for Thurrock residents as well as a greater customer experience and overall levels of satisfaction for those using Housing services.

8. Appendices to the report

None

QUESTION TIME

Questions from Members to the Leader, Cabinet Members, Chairs of Committees or Members appointed to represent the Council on a Joint Committee in accordance with Chapter 2, Part 2 (Rule 14) of the Council's Constitution.

There are 2 questions to the Leader and 8 questions to Cabinet Members, Committee Chairs and Member appointed to represent the Council on a Joint Committee.

QUESTIONS FROM MEMBERS TO THE LEADER

1. From Councillor Mayes to Councillor Gledhill

In relation to crime, drugs and anti-social behaviour in Tilbury, can the Portfolio Holder tell me what the Council is putting in place for the safety of Tilbury residents?

2. From Councillor Pothecary to Councillor Gledhill

Can the Portfolio Holder explain why the recent announcement of town centre policing teams did not include Tilbury?

QUESTIONS FROM MEMBERS TO CABINET MEMBERS, COMMITTEE CHAIRS AND MEMBERS APPOINTED TO REPRESENT THE COUNCIL ON A JOINT COMMITTEE

1. From Councillor Liddiard to Councillor Maney

Can the Portfolio Holder please explain why, as a Councillor visiting my residents, I have been refused a parking permit for Tilbury?

2. From Councillor Mayes to Councillor Watkins

Can the Portfolio Holder tell me what is being done about the strong toast-like smell that is a daily nuisance to the residents of Thurrock Park?

3. From Councillor Fletcher to Councillor Watkins

The Council is failing its environment-related KPIs in two out of six areas namely street cleanliness (graffiti) and household waste reused/recycling. What plans have been put in place to remedy this?

4. From Councillor Anderson to Councillor Halden

Can the Cabinet Member update the chamber as to the effectiveness of our Youth Offending Service?

5. From Councillor Akinbohun to Councillor Maney

Residents in the Mayflower Road Chafford Hundred area have complained about parking due to the number of cars which collect or offload school children at two schools. Can you look into the possibility of parking controls to alleviate problems for residents?

6. From Councillor Jefferies to Councillor Halden

Would the Portfolio Holder for Health please update Members on what representations the Council has received from the medical profession on the proposed changes to health care in particular with regards to Orsett Hospital?

7. From Councillor Gerrish to Councillor Maney

What action is Thurrock Council taking to minimise the impact of additional traffic from Purfleet's new secondary school?

8. From Councillor Gerrish to Councillor Huelin

How many senior permanent roles at Thurrock Council (Assistant Director or above) are currently occupied by temporary, agency or acting up staff?

Date	From	Motion	Status	Accountable Director
31/10/2018	Cllr Gledhill	We call on the elected members of Thurrock Council to support any judicial review, or other legal action, that may be possible against Highways England proposals for the Lower Thames Crossing?	Evidence will continue to be gathered to support a potential future judicial review of Highways England's proposed Lower Thames Crossing. Should the opportunity arise to challenge the process on grounds eligible for judicial review it will be taken.	Andy Millard
31/10/2018	Cllr J Kent	Thurrock Council notes that since decriminalisation of parking in 2005 residents of	The Transport Development Team have commenced a review of the Traffic Regulation Order covering Lodge Lane and potential options will be considered.	Andy Millard
		Lodge Lane have been able to park on their crossovers - as they had been able to for decades before. The decision to enforce against residents parking in this way has caused significant anger and concern against those affected. Council calls on Cabinet to revisit this decision and find a way of allowing residents to park in the	As a result of the issues that have been identified in relation to Lodge Lane, the Transport Development Team have undertaken a review of the Traffic Regulation Order covering Lodge Lane and have considered potential options. These options were considered in consultation with the Portfolio Holder, through the Delegated Decision Report (DDR) process and the decision was taken to revoke the existing restrictions and implement a Red Route scheme along Lodge Lane. This scheme has been included within the Council's Integrated Transport Block Capital Programme for 2019/20.	
		way they have for many, many years without any problem.	Full public consultation is to be undertaken in advance of the scheme to ensure that it complements the strategic network layout and to understand the requirement and impact of the Red Route option.	
			The Transport Development Team have commissioned a full Topographical Survey and informal consultation will begin in September. This will be followed by formal consultation toward the end of November. This will allow sufficient time for the	

			scheme to be implemented in March 2020.	
28/11/2018	Cllr J Kent	Thurrock taxi trade is under huge pressure at the current time. Much of this pressure is being caused by the proliferation of Uber in the Borough and there needs to be a level playing field for the long Standing Thurrock Licensed Taxi Trade and Uber alike. To help Achieve this Members call on the authority to work with Uber London Limited and Transport for London achieve a redrawing of the boundaries of Uber's geo fence which, currently, includes Thurrock as part of Greater London.	Officers have sought extensive legal advice in regards to the operation of Uber in Thurrock as to whether the operation can be challenged as being unlawful and a breach of Section 46(1)(d) of the LGMPA 1976, both before and after the recent decision in the Reading appeal. <i>"The Council's Legal Team has now fully considered whether Uber's activities in Thurrock are unlawful and are a breach of Section 46(1)(d) of the LGMPA 1976. It is their opinion there is no unlawfulness in the current operation of Uber in Thurrock. Therefore, there is no basis on which to bring a prosecution against Uber.</i>	Andy Millard
			In light of the legal advice, there is no basis on which to bring a prosecution against Uber. The council will now write to Uber to follow up on previous discussions with them asking them to voluntarily withdraw from Thurrock or to agree to make an appropriate operator's licence application to the Council. A formal letter to Uber was issued via the Council's Legal Team week commencing the 1 July 2019. Uber responded by letter on 19 July 2019. In the letter they acknowledge the Council's concerns and look forward to working with the Council to support safe provision of taxis in Thurrock and across the country. They do however decline to make significant changes to their business operation.	
27/2/2019	Cllr Duffin	Chancellor of the Exchequer calling on the Government to reverse its policy of placing	Thurrock Council has responded to the Fair Funding Review being carried out by the Treasury and MHCLG making the unfairness of this approach clear, especially considering historic decisions.	Sean Clark
		Authorities who do not increase Council Tax to the maximum	The Fair Funding Review is part of the wider resetting of Local Government Finance being conducted by Central Government	

		level at a financial disadvantage by assuming such a notional increase have been made when calculating the amount of business rates they will be allowed to retain.	which also includes the upcoming Comprehensive Spending Review and an updated system of Business Rate Retention. This overall reset of the system will consider the overall funding allocated to Local Government, the proposed allocation to individual authorities and the mechanism to access this funding. The Council continues to consult on all elements of the reset and will update members in due course.	
19/6/2019	Cllr Pothecary	Thurrock Council notes opposition to the proposed plans to redevelop the Civic Offices. Thurrock Council calls on Cabinet to abandon this costly and unnecessary project.	This motion is being considered and a full update was provided to Corporate Overview and Scrutiny Committee on 3 September and Cabinet on 11 September.	Andy Millard
19/6/2019	Cllr Huelin	That Thurrock Council establishes a working group for the next 5 years to ensure events of the Second World War are appropriately commemorated in Thurrock.	A cross party Commemorative Committee will be established to shape and deliver a programme to appropriately mark the 80 th anniversary of WW2 in Thurrock. Cllr Huelin will Chair the Committee and Group Leaders have been invited to nominate two representatives to join the Committee. Invitations will be extended to a range of groups in the heritage sector as well as service organisations.	Roger Harris Updated by Natalie Warren
			The Group will shape a programme of activities to commemorate World War 2, its impact on Thurrock residents and those who lost their lives or suffered as a casualty. A programme has started to collect memories from veterans and families to record their experiences. This work is supported by a dedicated team of volunteers who have already collated over 40 stories with the intention of publishing a book so that stories of the past can be shared in the future. An exhibition was launched at the Thameside Theatre to coincide with the 80 th Anniversary of WW2 3 September 2019 with more exhibitions planned for future months.	

24/7/2019	Cllr J Kent	Thurrock Council congratulates Grays Athletic Football Club on being named the Bostik League Community Football Club of the year for 2018/19.	The Mayor attended an FA Cup home match on Saturday 24 August 2019 and awarded Grays Athletic Football Club with a Certificate and Mayoral Vase in regards to being named Bostik League Community Football Club of the Year for 2018/19.	Member Services
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24/7/2019	Cllr Holloway	That Council notes with extreme concern, the recent instruction from NHS England to NHS Thurrock Clinical Commissioning Group (CCG) to set out a clear and agreed timeline by the end of September 2019 for a CCG merger to create a single CCG covering Mid and South Essex. Council finds the complete lack of consultation by NHS England with us as a key statutory partner and with local residents, prior to issuing an instruction of this magnitude, unacceptable and disrespectful. Council strongly opposes any move by NHS England to create a single CCG for Mid and South Essex which we believe will damage the strong partnership working and local relationships we have with our NHS partners, shift focus away from local health and care transformation at Thurrock level, and will make our local NHS less accountable to our residents. Council calls on NHS England to retain a fully constituted CCG at Thurrock level with a Thurrock CCG Accountable Officer and	Following the motion, a letter was sent from all Members to Ann Radmore, Regional Director at NHS England (East of England) highlighting the motion and calling on NHSE to retain a fully constituted CCG at Thurrock level. Ann Radmore has responded to the letter stating that NHSE remains committed to retaining a focus on 'Thurrock as a place' but reiterating NHSE's to restructure local NHS Commissioning architecture to create a single Integrated Care System for Mid and South Essex by 2021 with a single Mid and South Essex Clinical Commissioning Group. Wayne Bartlett-Syree, Director of Strategic Transformation and Locality Director from NHS England (East of England) attended HOSC on 5 September 2019 to answer member questions on the CCG merger. Wayne Bartlett-Syree, reiterated NHS England's commitment to 'place based working' at Thurrock level and that this would be reflected in establishment structure of any new CCG structure, but confirmed that NHSE would implement proposals set out in the NHS Long Term Plan 2019 to create a single CCG for each STP geographical footprint (in our case at Mid and South Essex Level). The Thurrock Integrated Care Alliance approved an MOU developed by the Director of Public Health, between the Council and STP partners which sets out roles/responsibilities and functions at STP (system), Place (Thurrock) and locality (sub Thurrock) geographical level. The MOU proposes creation of a Thurrock Integrated Care Partnership between all key stakeholders to focus on population health outcomes and integration between health, local authority and voluntary sector functions related to health, social care and wellbeing.	lan Wake

Executive. Council also resolves to write to our two local MPs to ask them to support our calls and work with us to intervene to prevent this merger.	The MOU aims to ensure a strong focus remains on partnership working at Thurrock level and that decision making remains local. The MOU is currently being shared with wider system partners across the STP. During his attendance at HOSC, Wayne Bartlett-Syree, Director of Strategic Transformation and Locality Director, NHSE declined to give a commitment to sign the MOU, suggesting that it was the responsibility of STP partners to determine the most appropriate partnership arrangements for Mid and South Essex.	
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Agenda Item 15

Motions Submitted to Council

In accordance with Chapter 2, Part 2 (Rule 15) of the Council's Constitution

Motion 1

Submitted by Councillor Jefferies

This Council notes with concern the violation of planning regulations at Buckles Lane in South Ockendon, which includes unlawful development in the greenbelt. Members therefore call on the Council to bring forward a report detailing what action has been taken to date and how the authority will address planning infringements at Buckles Lane, including via the use of further enforcement proceedings, whilst protecting the Showmen community.

Monitoring Officer Comments:

The motion relates to a matter which affects the Authority or the Authority's area and for which there is a relevant function.

Section 151 Officer Comments:

The report requested will need to include various options to address any planning infringements. The report will have to be clear on how many of these can be met from existing budgets and whether additional funding is required.

Is the above motion within the remit of Council to approve?

Yes

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