

# London Borough of Barking and Dagenham

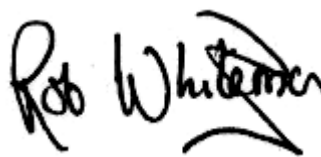
## Notice of Meeting

### ASSEMBLY

**Wednesday, 10 January 2007 - 7:00 pm**  
**Council Chamber, Town Hall, Barking**

To: Members of the Council of the London Borough of Barking and Dagenham

**Chair:** Councillor J Davis  
**Deputy-Chair:** Councillor W F L Barns



R. A. Whiteman  
Chief Executive

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### AGENDA

- 1. Apologies for Absence**
- 2. Declaration of Members Interest**  
  
In accordance with the Council's Constitution, Members are asked to declare any personal or prejudicial interest they may have in any matter which is to be considered at this meeting.
- 3. Minutes - To confirm as correct the minutes of the meeting held on 6 December 2006 (Pages 1 - 8)**
- 4. Petition regarding a request for a new community centre (Pages 9 - 12)**
- 5. Petition regarding parking adjacent to Dorothy Barley School (Pages 13 - 17)**
- 6. Petition regarding parking adjacent to Manor Schools (Pages 19 - 22)**

7. **Petition regarding traffic speed in Dagenham Road, Rush Green (Pages 23 - 25)**
8. **Customer Service Presentation - Strategic Finance - Our Customer Focus**  
Presentation by Patrick Clackett, Head of Strategic Finance and Audit.
9. **Motion (Pages 27 - 28)**
10. **Appointments**
11. **Leader's Question Time**
12. **General Question Time**
13. **Final Report of the Leasehold Management Scrutiny Panel (Pages 29 - 40)**
14. **Any other public items which the Chair decides are urgent**
15. **To consider whether it would be appropriate to pass a resolution to exclude the public and press from the remainder of the meeting due to the nature of the business to be transacted.**

#### **Private Business**

The public and press have a legal right to attend Council meetings such as the Assembly, except where business is confidential or certain other sensitive information is to be discussed. The list below shows why items are in the private part of the agenda, with reference to the relevant legislation (the relevant paragraph of Part 1 of Schedule 12A of the Local Government Act 1972 as amended). There are no such items at the time of preparing this agenda.

16. **Any confidential or exempt items which the Chair decides are urgent**

This is an agenda for a Council meeting. You can ask for this information in your own language by ticking one of the boxes, filling in your name and address, indicating the relevant page numbers and returning this form to the address at the end of the page.

1. Kjo është një listë e çështjeve për diskutim ne mbledhjen e Këshillit.  
 Ju mund t'kërkoni për informacion ne gjuhën tuaj duke shtuar një prej kutive. Plotsoni emrin dhe adresën tuaj, caktoni numrin e faqeve t' duhura, dhe kthejeni këtë formular në adresën në fund të faqes.
2. 這是一份區議會會議的議程。如果你想索取以中文提供的這些資料，請在適用的空格內填上勾號，並填寫你的姓名和地址，說明你想索取哪幾頁，然後將這份表格寄回本頁尾的地址。
3. Ceci est l'ordre du jour d'une réunion du Conseil Municipal. Vous pouvez en demander la traduction dans votre langue en cochant l'une des cases, en indiquant votre nom et adresse et le numéro des pages qui vous intéressent et en renvoyant ce formulaire à l'adresse indiquée en fin de page.
4. Oyo ezali agenda po na likita ya mairie. Okoki kosenga information oyo na monoko nayo moko soki oponi yoko ya ba boites, okomi kombo na adresse nayo, olakisi ba numeros ya ba pages oyo ezali important sima ozingisi formulaire oyo na adresse oyo ezali na suka ya page.
5. Porządek dzienny spotkania rady. Aby uzyskać te informacje w języku polskim, proszę zaznaczyć jedną z poniższych krzatek, wpisać swoje dane oraz adres, zaznaczyć numery odpowiednich stron i odesłać ten formularz na poniżej podany adres.
6. Isto é uma ordem-do-dia para uma reunião do Município. Pode pedir esta informação na sua língua ao pôr um sinal numa das caixas, preencher o seu nome e morada, indicando os números das páginas concernentes e devolver esta forma para a morada no final desta página.
7. ਇਹ ਕਾਊਂਸਲ ਦੀ ਮੀਟਿੰਗ ਦਾ ਏਜੰਡਾ ਹੈ। ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਲੈਣ ਲਈ ਕਿਸੇ ਇਕ ਖਾਨੇ ਵਿਚ ਨਿਸ਼ਾਨ (ਟਿੱਕ) ਲਗਾ ਕੇ, ਆਪਣਾ ਨਾਮ ਅਤੇ ਪਤਾ ਲਿਖਕੇ, ਢੁਕਵੇਂ (ਲੋੜੀਂਦੇ) ਪੰਨਿਆਂ ਬਾਰੇ ਸੂਚਿਤ ਕਰਕੇ ਅਤੇ ਪੰਨੇ ਦੇ ਅਖੀਰ ਵਿਚ ਦਿਤੇ ਗਏ ਸਿਰਨਾਵੇਂ ਉਪਰ ਇਹ ਫਾਰਮ ਵਾਪਿਸ ਭੇਜ ਸਕਦੇ ਹੋ।
8. Qoraalkani waa ajandaha kulanka kawnsalka. Waxaad codsan kartaa in laguugu turjumo luqaddaada adigoo saxaya mid ka mid ah sanduuqyada, kuna buuxinaya magaca iyo cinwaankaaga, sheeg lambarrada bogagga kadibna foomka ku soo celi cinwaanka ku yaal dhammaadka boggan.

9.  Huu ni utaratibu wa mkutano wa Halmashauri wa jiji. Unaweza kuomba maelezo haya kwa lugha yako ukiweka alama ya pata kwenye kisanduku kimojawapo, andika jina lako na anuani yako, uonyeshe kurasa unazotaka zitafsiwiwe halafu rejsha fomu hii kwenye anuani iliyoandikwa hapo chini.

10.  Elinizdeki bu metin, bir belediye toplantısının gündemidir. Hangi sayfaların Türkçe'ye çevrilmesini istiyorsanız, lütfen uygun kutuyu işaretleyerek, çevrilmesini gerekli gördüğünüz sayfa numaralarını belirtip, isminizi ve adresinizi yazdıktan sonra bu formu sayfanın sonundaki adrese gönderin.

11.  یہ کونسل کی میٹنگ کا ایجنڈا ہے۔ آپ ان میں سے ایک خانے پر ٹک کا نشان لگا کر اپنا نام اور پتہ لکھ کر متعلقہ صفحات کی نشاندہی کرنے اور اس فارم کو صفحے کے آخر میں دیئے گئے پتے پر ارسال کرنے کے ذریعے اس معلومات کو اپنی زبان میں حاصل کرنے کی درخواست کر سکتے ہیں۔

If you would like this information on audio tape or in large print please contact us at the same address or phone on 020 8227 2135.

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Address:	.....
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Pages:	.....

Please return to:

Democratic and Electoral Services  
Barking and Dagenham Council  
Civic Centre  
Dagenham  
RM10 7BN

## **ASSEMBLY**

Wednesday, 6 December 2006  
(7:00 - 9:30 pm)

### **PRESENT**

Councillor J Davis (Chair)  
Councillor W F L Barns (Deputy Chair)

Councillor A Agrawal	Councillor J L Alexander
Councillor R W Bailey	Councillor Mrs S J Baillie
Councillor R J Barnbrook	Councillor R J Buckley
Councillor Ms E Carpenter	Councillor S Carroll
Councillor H J Collins	Councillor N Connelly
Councillor J R Denyer	Councillor Miss C L Doncaster
Councillor R W Doncaster	Councillor Mrs S A Doncaster
Councillor C J Fairbrass	Councillor M A R Fani
Councillor Mrs K J Flint	Councillor N S S Gill
Councillor S S Gill	Councillor D Hemmett
Councillor I S Jamu	Councillor S Kallar
Councillor Mrs C A Knight	Councillor Miss T A Lansdown
Councillor R C Little	Councillor J E McDermott
Councillor Mrs P A Northover	Councillor W W Northover
Councillor E O Obasohan	Councillor B Poulton
Councillor Mrs J E Rawlinson	Councillor Mrs L A Reason
Councillor Mrs V M Rush	Councillor L A Smith
Councillor Miss N E Smith	Councillor J Steed
Councillor D A Tuffs	Councillor Mrs P A Twomey
Councillor G M Vincent	Councillor L R Waker
Councillor P T Waker	Councillor Mrs M M West
Councillor J R White	

### **APOLOGIES FOR ABSENCE**

Councillor G J Bramley	Councillor Mrs D Hunt
Councillor J K Jarvis	Councillor M A McCarthy
Councillor M E McKenzie	Councillor L Rustem

#### **55. Declaration of Members Interest**

There were no declarations of interest.

#### **56. Minutes (ordinary Assembly on 11 October 2006 and the Special Assembly 11 October 2006)**

**Agreed.**

**57. Presentation by Anne Bristow, Corporate Director of Adult and Community Services**

Received a presentation by Anne Bristow, the newly appointed Corporate Director of Adult and Community Services. The presentation outlined the role of the Adult and Community Services Department in improving the quality of life, improving health as well as creating choices and control for the resident's of the Borough.

**58. Local Government Ombudsman - Annual Letter 2005 / 2006**

Received the Local Government Ombudsman's Annual Letter 2005 / 2006, presented by Mr Tony Redmond, the Local Government Ombudsman.

The report commended the Council on a number of issues including a general reduction in the number of complaints received, a total of 86 complaints against last year's total of 103, and the previous year's total of 133. The most significant trend was a fall in housing related complaints from 60 to 42. Complaints relating to housing benefit and social services also fell.

It was particularly pleasing to note that Barking and Dagenham was the only Local Authority not to receive any complaints regarding planning issues and that the average response time to first enquiries was 21.6 days against a requested timescale of 28 days.

Mr Redmond also commended the relationship between his office and the Corporate Complaints Team and the Council's willingness, in general, to respond constructively to settlement proposals.

Members welcomed the report and thanked Mr Redmond for his presentation.

**59. Local Issue - Heritage Services Presentation**

Received a presentation by Heather Wills, Head of Community Services and Libraries, Judith Etherton, Borough Archivist and Birthe Christensen, Museum Manager, Valence House. The presentation outlined the importance of heritage, a brief description of Valence House and Eastbury Manor House and the future capital developments at these sites, as well as an overview of the services provided.

**60. Motions**

**Motion 1. Development, Planning and Regeneration**

Received the following motion moved by Councillor Barnbrook and seconded by Councillor Bailey:

“The Council and thus local people must have the last say in all matters in regard to development, planning and regeneration, without veto, and not other authoritative (*sic*) bodies.”

Following discussion on this item it was moved by Councillor Mrs Reason and seconded by Councillor Agrawal that the motion be now put. The motion was put to the vote and by a majority vote the motion was **not agreed**.

## **Motion 2. Flying of the Union Flag**

Received the following motion moved by Councillor Mrs Knight and seconded by Councillor Barnbrook:

“To help restore civic pride and embrace the values of citizenship and Britishness (*sic*) that the Union Flag should fly over all council buildings 12 months of the year.”

The following amendment (amendment 1) was moved by Councillor Connelly and seconded by Councillor Bailey:

Add at the end - “As well as the union flag being displayed on all public buildings the cross of Saint George and the council crest flag should be displayed at the same time, these should be the only flags displayed.”

The following amendment (amendment 2) was moved by Councillor Little and seconded by Councillor Fairbrass:

Replace the original motion with – “That this Council adheres to its current custom of following the regulations, circulated by Command of Her Majesty, for flag flying on Government Offices.”

The first amendment was put to the vote and by a majority vote was **not agreed**.

The second amendment was put to the vote and by a majority vote was **agreed**.

**Agreed**, that this Council adheres to its current custom of following the regulations, circulated by Command of Her Majesty, for flag flying on Government Offices.

## **Motion 3. Covering of the face in public buildings**

Received the following motion moved by Councillor Bailey and seconded by Councillor Steed:

“In the interest of safety and community integration that all items that fully cover the face should be banned from all public buildings. This includes crash helmets, ski masks and balaclavas, and all religious face coverings such as the burqa and niqab.”

The following amendment (amendment 1) was moved by Councillor Connelly and seconded by Councillor Bailey:

Add at the end - "If there is a genuine medical reason for the face needing to be covered e.g. burns victim or other covering to prevent injury or infection, that covering to be allowed in public buildings."

The following amendment (amendment 2) was moved by Councillor Mrs Rush and seconded by Councillor Agrawal:

Replace the original motion with – "This Council will invite all visitors to cash offices, in Civic buildings, to voluntarily remove any head covering on entry, however we acknowledge the diversity of individuals and respect the right of our residents and visitors to exercise their lawful rights."

The first amendment was put to the vote and by a majority vote was **not agreed**.

The second amendment was put to the vote and by a majority vote was **agreed**.

**Agreed**, that this Council will invite all visitors to cash offices, in Civic buildings, to voluntarily remove any head covering on entry, however we acknowledge the diversity of individuals and respect the right of our residents and visitors to exercise their lawful rights.

#### **Motion 4. Collective Worship in Schools**

Received the following motion moved by Councillor Buckley and seconded by Councillor Steed:

"To improve integration and instil Christian values all maintained schools which have currently opted out of a daily act of collective worship should be (*sic*) made to reinstate them."

The following amendment was moved by Councillor Alexander and seconded by Councillor Agrawal:

Replace the original motion with – "This Council notes the motion and reminds all Councillors that the Governors of the school set the school policy and the day to day running of the school is a matter for the Head Teacher. If the mover of this motion has concerns about the policy of any school then they are advised to contact the Corporate Director of Children's Services."

The amendment was put to the vote and by a majority vote was **agreed**.

**Agreed**, that this Council notes the motion and reminds all Councillors that the Governors of the school set the school policy and the day to day running of the school is a matter for the Head Teacher. If the mover of this motion has concerns about the policy of any school then they are advised to contact the Corporate Director of Children's Services.



**Motion 5. Halal Meat in Schools**

Received the following motion moved by Councillor Bailey and seconded by Councillor Barnbrook.

“All Halal meet (*sic*) be banned from all schools within the borough because the process of slitting an animal’s throat and leaving it to bleed to death without it being stunned is barbaric.”

The following amendment was moved by Councillor Fairbrass and seconded by Councillor L Smith:

Replace the original motion with – “This Council notes the motion and reminds all Councillors that the Governors of the school set the school policy and the day to day running of the school is a matter for the Head Teacher. If the mover of this motion has concerns about the policy of any school then they are advised to contact the Corporate Director of Children’s Services.”

The amendment was put to the vote and by a majority vote was **agreed**.

**Agreed**, that this Council notes the motion and reminds all Councillors that the Governors of the school set the school policy and the day to day running of the school is a matter for the Head Teacher. If the mover of this motion has concerns about the policy of any school then they are advised to contact the Corporate Director of Children’s Services.

**Motion 6. School Uniforms**

Withdrawn.

**Motion 7. Maintenance and Replacement of fencing on Council Properties**

Received the following motion moved by Councillor Barnbrook and seconded by Councillor Bailey:

“That funds be set aside for the maintenance and replacement of fencing on all council properties front and back.”

Following discussion on this item the motion was put to the vote and by a majority vote was **not agreed**.

**Motion 8. Allocation of new Council Housing**

Received the following motion moved by Councillor R Doncaster and seconded by Councillor Barnbrook:

“That all new council housing built in the Borough should be allocated to people that were born in the Borough or have lived continuously in the Borough for a period of not less than ten years.”

The following amendment was moved by Councillor L Smith and seconded by Councillor S Gill:

Replace the original motion with – “This Council calls upon the Government to remove the restrictions on financing / funding in the Housing Act, for Council house building that applies to Local Authorities, and thereby allowing said authorities the same parity as the public sector/registered social landlord.”

The amendment was put to the vote and by a majority vote was **agreed**.

**Agreed** that this Council calls upon the Government to remove the restrictions on financing / funding in the Housing Act, for Council house building that applies to Local Authorities, and thereby allowing said authorities the same parity as the public sector/registered social landlord.

### **Motion 9. Metal Detectors in Schools**

Received the following motion moved by Councillor Steed and seconded by Councillor Buckley:

“That all schools should have metal detectors and full time security contractors present through out the day to reduce knife crime and improve security and discipline.”

The following amendment (amendment 1) was moved by Councillor Connelly and seconded by Councillor Bailey:

Add at the end – “Anybody caught within a school with an offensive weapon without good reason to be sanctioned for example, a large fine to be paid directly to school funds, expulsion from all the schools in the Borough.”

The following amendment (amendment 2) was moved by Councillor Mrs Rush and seconded by Councillor Agrawal:

Replace the original motion with – “This Council notes the motion and reminds all Councillors that the Governors of the school set the school policy and the day to day running of the school is a matter for the Head Teacher. If the mover of this motion has concerns about the policy of any school then they are advised to contact the Corporate Director of Children’s Services.”

The first amendment was put to the vote and by a majority vote was **not agreed**.

The second amendment was put to the vote and by a majority vote was **agreed**.

**Agreed**, that this Council notes the motion and reminds all Councillors that the Governors of the school set the school policy and the day to day running of the school is a matter for the Head Teacher. If the mover of this motion has concerns about the policy of any school then they are advised to contact the Corporate Director of Children's Services.

**Motion 10. Canvassing by Unregistered Political Groups**

Received the following motion moved by Councillor Miss Lansdown and seconded by Councillor Steed:

“That all unregistered political groups that are not standing candidates in any elections should be banned from canvassing, leafleting and any other activities that may unduly influence the outcome of elections.”

Following discussion on this item the motion was put to the vote and by a majority vote was **not agreed**.

**Motion 11. St George's Day**

Received the following motion moved by Councillor Bailey and seconded by Councillor Barnbrook:

“That St Georges Day (*sic*), our national saint, be recognised by the Council and money set aside for set (*sic*) Georges Day celebrations.”

Following discussion on this item it was moved by Councillor Mrs Reason and seconded by Councillor Agrawal that the motion be put. The motion was put to the vote and by a majority vote the motion was **not agreed**.

**Motion 12. Singing of the National Anthem**

Received the following motion moved by Councillor Mrs S Doncaster and seconded by Councillor Barnbrook:

“That to increase integration and improve citizenship all schools as part of their assembly should sing the National Anthem.”

The following amendment was moved by Councillor Alexander and seconded by Councillor Agrawal:

Replace the original motion with – “This Council notes the motion and reminds all Councillors that the Governors of the school set the school policy and the day to day running of the school is a matter for the Head Teacher. If the mover of this motion has concerns about the policy of any school then they are advised to contact the Corporate Director of Children's Services.”

At 9.30 pm, it was moved by Councillor Fairbrass and seconded by Councillor Mrs Rush that the meeting end. This was agreed by a majority vote leaving unfinished business referred to the next meeting including the completion of the debate on motion 12 above.

**61. Appointments**

Deferred to the next meeting.

**62. Leader's Question Time**

Deferred to the next meeting.

**63. General Question Time**

Deferred to the next meeting.

**64. Final Report of the Leasehold Management Scrutiny Panel**

Deferred to the next meeting.

## THE ASSEMBLY

10 JANUARY 2006

## REPORT OF THE CORPORATE DIRECTOR OF REGENERATION

<b>Title: Petition: Request for a New Community Centre</b>	<b>For Decision</b>
<p><b>Summary:</b></p> <p>This report set out the contents of a petition received by the Council in August 2005 from Punjabi Welfare Association for additional community facilities for the Punjabi community on the site of The Lintons and suggesting that a commemorative statue of Elizabeth Fry be erected in the Quaker's burial ground.</p> <p>It also outlines the work to be undertaken with the Punjabi Community to define their requirements in more detail and sets out the next steps in being able to take forward the potential provision of community space in the redevelopment of The Lintons site.</p> <p>It also proposes that discussion be held with the Religious Society of Friends and the community as to an appropriate way of commemorating Elizabeth Fry.</p> <p><b>Wards Affected:</b> Abbey</p>	
<p><b>Implications:</b></p> <p><b>Financial:</b></p> <p>Until the detail of the proposal is finalised it is not possible to quantify the financial impact. Any provision of additional community facilities on The Lintons site will have a financial impact on the council as it could potentially reduce any capital receipt and/or any on-going income stream.</p> <p><b>Legal:</b></p> <p>The Council's Divisional Director of Legal Services will advise upon the legal documentation required for any proposed community facilities.</p> <p><b>Risk Management:</b></p> <p>There are a number of risks associated with the project. The main risk is that the community cannot find the funds to develop and run the space. This risk will be managed through the development of a comprehensive business plan with the Punjabi community; no lease will be grant to a group unless they can demonstrate that they are able to financially support and efficiently manage the property.</p> <p><b>Social Inclusion and Diversity:</b></p> <p>The Race Relations (Amendment) Act 2000 places a requirement on local authorities to make an assessment of the impact of new and revised policies in terms of race equality. Existing policies have already been subjected to impact assessments. This Authority has adopted an approach of extending the impact to cover gender, disability, sexuality, faith, age and community cohesion.</p>	

A Policy Proofing process has been introduced to assess such impacts and the outcome insofar as this report is concerned is there will be no adverse impacts.

Extensive consultation and work will take place with the Punjabi community to ensure that any facility developed will be fully utilised by all members of the community and to ensure that there are opportunities to ensure that the wider population can benefit from the facility.

**Crime and Disorder:**

Section 17 of the Crime and Disorder Act 1998 places a responsibility on local authorities to consider the crime and disorder implications of any proposals. In relation to this report there are no specific implications from this report, however the advice of the community safety teams and the crime prevention officer will be obtained at the design stage for any new development.

**Options Appraisal:**

The option of not considering the community's request was considered, however, this would not assist in meeting the community's needs.

A further option of considering provision of the additional community space, not on The Lintons site was rejected on the grounds that this would mean the centre would be divorced from existing provision, potentially more costly to run and would not be used by the target community. Also at present there are no other available sites in Barking Town Centre.

**Recommendation(s)**

The Assembly is asked to agree:

1. That officers will continue to work with the Punjabi community to assist them with preparing a business case and the identification of possible funding from both their own resources and externally;
2. Subject to an agreed business case showing that a community group can resource the project that a further report be presented to the Executive to consider disposal of land or lease of a property to a community group on terms to be agreed; and
3. That discussion be held with the Religious Society of Friends and the community as to an appropriate way of commemorating Elizabeth Fry and for a further report to be made to the Executive.

**Reason(s)**

To meet Council's Community Priorities of Raising general pride in the borough, Promoting equal opportunities and celebrating diversity; Developing rights and responsibilities with the local community; Improving health, housing and social care and Providing better education and learning for all.

<b>Contact Officer:</b> Jeremy Grint	<b>Title:</b> Head of Spatial Regeneration	<b>Contact Details:</b> Tel: 020 8227 2443 Fax: 020 8227 5326 E-mail: <a href="mailto:jeremy.grint@lbdd.gov.uk">jeremy.grint@lbdd.gov.uk</a>
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## 1. Introduction and Background

1.1 In August 2005 a petition was received by the Council from the Punjabi Welfare Association requesting that provision for additional community space is made for them during the regeneration of The Lintons and suggesting that a commemorative statue of Elizabeth Fry be erected in the Quaker's burial ground. In November 2005 a request was received from the Gurdwara Singh Sabha London East also requesting the provision of a centre to provide: meeting and office space, training facilities, space for children's activities and indoor games as part of the regeneration of The Lintons area in Barking. After initial correspondence, following a request from the lead petitioner, the petition was held in abeyance

## 2. Existing Facilities

2.1 The existing facilities at the Gurdwara include:

- Sikh Temple
- Dining Hall
- Old People Centre
- Library facilities

2.2 Different classes are held at the site including: Punjabi language classes, arts and music classes (open to all), library facilities (open to all), and a women's yoga class.

## 3. The Petition

3.1 A workshop was held with representatives of the Management Board of the Gurdwara and the Barking and Dagenham Punjabi Welfare Association in July 2006, which identified that the community had two requirements: one related to the need to provide more office, educational and meeting space at the Gurdwara that could be included as a requirement in the brief for the redevelopment of The Lintons. The community outlined that there is a need to split religious and community activities and due to the limited space available the facilities are overcrowded with approximately 400 children and 200 older people using the facilities. This means that they cannot expand the services provided. The proposal is to have additional classes, English for Speakers of Other Language classes, an advice surgery and more services for the elderly.

3.2 The other need was for a larger hall facility to be a major venue for sports activities and celebrations, principally weddings. This would need to be able to accommodate 700 – 1,000 people. The feasibility and impact of a facility of this size would need to be examined in more detail, before any commitment could be made; however, it is unlikely that The Lintons site would be a suitable location for a development of a facility of this size, which could potentially be run as a commercial operation.

- 3.3 With regard to a memorial to Elizabeth Fry, the Religious Society of Friends would need to be contacted about how they would wish Elizabeth Fry to be commemorated. It is proposed that, after consultation, an appropriate form of memorial is pursued subject to funding being available. There is funding from an existing Town Planning Section 106 Agreement relating to the development of a nearby site specifically for improvements to the Quaker Burial Ground that could be used to facilitate this work.

#### **4. Financial Implications**

- 4.1 In August 2004 the Council agreed to bring forward the redevelopment of The Lintons site. It is currently proposed that the site would be redeveloped as a predominantly housing site with the potential to include a new Local Enterprise Growth Initiative – Enterprise Centre. Officers of the Council are preparing documentation to take forward the appointment of a development partner.
- 4.2 The provision of community space in any redevelopment of The Lintons may have financial implications for the Council since there is likely to be an opportunity cost involved in any transfer of land for these less valuable purposes. This could result in a reduced receipt to the Council from the sale of the site. It is not possible to quantify how large this reduction might be at present as issues relating to the size, fit out, rental, service charges and ownership of the centre have not been finalised. A business plan would be required from any community group to ensure that they have the capacity to sustain a new facility and pay any costs involved in its development.
- 4.2 A report outlining the financial implications of the disposal including requirements for any community facility would be presented to the Council prior to any development agreement being signed.

#### **5. Consultees**

- 5.1 The following were consulted in the preparation of this report:

Councillor S Kallar  
Councillor R Little  
Councillor J Alexander  
Councillor G Bramley  
Councillor M Fani  
Mohammad Saleem, Solicitor to the Council  
Robin Hanton, Group Manager - Corporate Law and Deputy Monitoring Officer  
Alex Anderson, Group Manager - Regeneration and Customer Services Finance  
Julian Stanyer, Project Manager - Land Disposal / Acquisitions  
Philip Baldwin, Group Manager – Community Development

#### **Background Papers Used in the Preparation of the Report:**

- Petition
- Minute 93 of Assembly held on 1 March 2006



## THE ASSEMBLY

10 JANUARY 2007

## REPORT OF THE CORPORATE DIRECTOR OF REGENERATION

<b>Title: Petition regarding parking adjacent to Dorothy Barley Infants School</b>	<b>For Decision</b>
<p><b>Summary:</b></p> <p>The Council has received a petition with 302 signatures regarding concerns at indiscriminate and hazardous parking adjacent to Dorothy Barley Infants School in Davington Road when parents deliver or collect their children. There is a request for additional enforcement action.</p> <p>The Council has undertaken a range of initiatives at this school and at others across the Borough in an attempt to address the problems of parent parking. Unfortunately some parents persist in parking in breach of the prevailing parking restrictions when delivering or collecting their children.</p> <p>These problems occur at many schools at the same times of the day and many schools have multiple entrances. This means that the limited resources of the Council's Parking Enforcement Service are unable to attend at all schools to a sufficient frequency to have a deterrent affect.</p> <p>At the meeting with the lead petitioner, the School Head Teacher and the Portfolio Holder for highways, road safety and parking services it was agreed to:</p> <ul style="list-style-type: none"> <li>• introduce a CCTV unit to enforce parking restrictions in addition to visits by Parking Attendants</li> <li>• issue cones for the school to protect the zig-zag parking area and</li> <li>• Ensure that the Road Safety Team continues to work closely with the school to ensure that children and parents are made aware of road safety and enforcement initiatives.</li> </ul> <p><b>Wards Affected:</b> Mayesbrook Ward</p>	
<p><b>Implications:</b></p> <p><b>Financial:</b></p> <p>The Road Safety Team of the Highways and Civil Engineering Service have been successful in securing funding for a small number of new 'mobile' CCTV units from the Performance Reward Grant in recognition for successfully contributing to the aims of the Local Public Service Agreement</p> <p><b>Legal:</b></p> <p>As this represents an extension of existing parking enforcement processes, there are no significant legal implications</p>	

**Risk Management:**

No significant risks identified if the Assembly approves the recommendations.

**Social Inclusion and Diversity:**

The Race Relations (Amendment) Act 2000 places a requirement on local authorities to make an assessment of the impact of new and revised policies in terms of race equality. Existing policies have already been subjected to impact assessments. This Authority has adopted an approach of extending the impact to cover gender, disability, sexuality, faith, age and community cohesion.

As this report does not concern a new or revised policy there are no specific adverse impacts insofar as this report is concerned.

**Crime and Disorder:**

Section 17 of the Crime and Disorder Act 1998 places a responsibility on local authorities to consider the crime and disorder implications of any proposals.

There are no specific implications insofar as this report is concerned.

**Recommendation(s)**

The Assembly is asked to agree:

1. The use of a temporary CCTV unit in the Dorothy Barley Infants School area to enforce parking restrictions and deter parking abuse by parents delivering or collecting their children to/from school;
2. Maintain the publicity campaigns with parents and children of the school and to inform of the new initiative involving CCTV parking enforcement; and
3. The CCTV unit to remain in place until parking abuse reduces to such a level that consideration is given to its use at alternate school sites. The unit should be reintroduced if it appears that parking abuse begins to increase.

**Reason(s)**

The Assembly is recommended to agree the recommendations as they represent a new initiative to curb obstructive and hazardous parent parking adjacent to schools. If successful, initial income should cover revenue costs and subsequently the amount of parking in breach of prevailing restrictions will reduce

**Contact Officer:**

Gary Ellison

**Title:**

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## **1. Introduction and Background**

- 1.1 The Road Safety Team of the Highways and Civil Engineering Service has a variety of initiatives underway to deter parents unnecessarily using their cars to transport their children to and from school and to encourage walking and cycling. Unfortunately there are still many parents who choose to use their vehicle.
- 1.2 Although the Council recognises that it is preferable to use sustainable forms of travel some parents will have no choice but to use a vehicle. This should not represent a problem if drivers park responsibly, without causing an obstruction or in contravention of the parking restrictions
- 1.3 The Council has introduced enforceable zig-zag markings adjacent to school entrances in order to provide areas where visibility is improved if drivers respect the restriction. Regrettably some drivers persist in parking on yellow line parking restrictions such as the zig-zag school keep clear markings. In addition some parents obstruct residential vehicular crossovers.
- 1.4 The Road Safety Team was successful in securing an allocation from the Performance Reward Grant for contributing to the achievement of the Local Public Service Agreement. This funding will enable the purchase of a small number of CCTV units that can be introduced at school sites for a number of months until compliance with the restrictions improve by increased enforcement.
- 1.5 A meeting was held with the lead petitioner, Head Teacher and the Portfolio Holder for services such as highways, road safety and parking. It is clear that the community is seeking additional action by the Council to enforce the zig-zag parking restrictions. They are concerned that hazardous parking is increasing the potential for an accident and they believe that if enforcement was increased road safety would be improved.
- 1.6 It is worth noting that they commended the excellent work of the Road safety Team, but felt that enforcement of parking contraventions was inadequate.

## **2. Current Position**

- 2.1 Investigation is underway with regard to potential locations for installation of a CCTV unit that will be able to feed back to the control centre where qualified parking enforcement staff operate.
- 2.2 The Parking Enforcement Service and Road Safety Team are making arrangements regarding staffing arrangements to initiate enforcement once the unit is place if approved by the Assembly.
- 2.3 Since the pre-Assembly meeting Road Safety Officers have undertaken the following:
  - Issue of literature to parents regarding hazardous parking
  - Attendance at the school gate at peak use periods
  - Introduction of 'park elsewhere' banners.
- 2.4 In addition the Community beat officer has made occasional visits

### **3. Report Detail**

- 3.1 The Council has received a petition with 302 signatures regarding parking adjacent to Dorothy Barley Infants School in Davington Road. The petition states “We need to make our children’s journey to school as safe as possible whether or not you walk or drive. By people parking outside the white lines or on the yellow zigzags our children are at risk of serious maybe fatal injuries. We are looking to get the traffic patrol to start checking for and fining the people who put our children at risk. By parking in the designated areas not over the driveways and working together along side the local residents we can make it a safer street for all. Please sign our petition and help us in making the streets safe for our children”.
- 3.2 Over a number of years, the Council has undertaken a range of initiatives at these schools and at others across the Borough in an attempt to address the problems of parent parking. These have included Safer Routes to School, Walk to School Weeks, and School Travel Plan preparation.
- 3.3 A significant number of parents across the Borough persist in parking in breach of the prevailing parking restrictions when delivering or collecting their children. These problems occur at many schools at the same times of the day.
- 3.4 Many schools have multiple entrances and this means that the limited resources of the Council’s Parking Enforcement Service are unable to enforce at all school entrances to a sufficient frequency to have a deterrent affect.
- 3.5 The Council has implemented different initiatives to encourage walking and enforce the parking restrictions. The Council is in the process of purchasing a number of CCTV units that can be located at schools for fixed periods and used for the enforcement of parking controls such as yellow line restrictions and zig-zag keep clear markings. This will supplement irregular visits by the Parking Enforcement Service.
- 3.6 Penalty Charge Notices (parking tickets) can be issued via the postal service after information of the owner is obtained from the DVLA.
- 3.7 A meeting was held with the lead petitioner, the School Head Teacher and the Portfolio Holder for highways, road safety and parking services where it was agreed, subject to the approval of the Assembly, to introduce a CCTV unit to enforce parking restrictions, issue cones for the school to use to protect the zig-zag parking area and ensure that the Road Safety Team continues to work closely with the school to ensure that children and parents are made aware of road safety and enforcement initiatives.

### **4. Implications**

- 4.1 If accepted, this initiative will represent a significant improvement in enforcement action at school entrances. If successful, the units can be periodically relocated to other schools and/or school entrances where parking problems persist.

4.2 If the CCTV units prove to be an effective deterrent, income will reduce rapidly at each site as drivers become aware of the effectiveness of CCTV enforcement. At this stage a CCTV unit should be relocated to a site where parking difficulties exist

## **5. Consultees**

5.1 This report has been issued to the following consultees:

Councillor McKenzie – Lead Portfolio Holder  
Barbara Cronin – Road Safety Manager  
Tony Watson – Interim Parking Manager

### **Background Papers Used in the Preparation of the Report:**

- Petition

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## THE ASSEMBLY

10 JANUARY 2007

## REPORT OF THE CORPORATE DIRECTOR OF REGENERATION

<b>Title: Petition regarding parking adjacent to Manor Schools</b>	<b>For Decision</b>
<p><b>Summary:</b></p> <p>The Council has received a petition with 327 signatures regarding indiscriminate and hazardous parking adjacent to Manor schools in the Sandringham Road / Stratton Drive area of Barking.</p> <p>The Council has undertaken a range of initiatives at these schools and at others across the Borough in an attempt to address the problems of parent parking. Unfortunately some parents persist in parking in breach of the prevailing parking restrictions when delivering or collecting their children.</p> <p>The Council is purchasing a number of CCTV units that can be located at schools for fixed periods and used for the enforcement of parking controls such as yellow line restrictions and zig-zag keep clear markings.</p> <p>A meeting was held with the lead petitioner, Ward Councillors and the Portfolio Holder for highways, road safety and parking services where it was agreed to introduce a CCTV unit to enforce parking restrictions in conjunction with a publicity exercise with parents (involving the children) at the school regarding their responsibility to park correctly and without causing a hazard to pedestrians or other road users</p> <p><b>Wards Affected:</b> Longbridge Ward</p>	
<p><b>Implications:</b></p> <p><b>Financial:</b></p> <p>The Road Safety Team of the Highways and Civil Engineering Service have been successful in securing funding for a small number of new 'mobile' CCTV units from the Performance Reward Grant in recognition for successfully contributing to the aims of the Local Public Service Agreement</p> <p><b>Legal:</b></p> <p>As this represents an extension of existing parking enforcement processes, there are no significant legal implications</p> <p><b>Risk Management:</b></p> <p>No significant risks identified if the Assembly approves the recommendations</p>	

**Social Inclusion and Diversity:**

The Race Relations (Amendment) Act 2000 places a requirement on local authorities to make an assessment of the impact of new and revised policies in terms of race equality. Existing policies have already been subjected to impact assessments. This Authority has adopted an approach of extending the impact to cover gender, disability, sexuality, faith, age and community cohesion.

As this report does not concern a new or revised policy there are no specific adverse impacts insofar as this report is concerned.

**Crime and Disorder:**

Section 17 of the Crime and Disorder Act 1998 places a responsibility on local authorities to consider the crime and disorder implications of any proposals.

There are no specific implications insofar as this report is concerned.

**Recommendation(s)**

The Assembly is asked to agree:

1. The use of a temporary CCTV unit in the Manor School area to enforce parking restrictions and deter parking abuse by parents delivering or collecting their children to/from school;
2. A publicity exercise with parents and children of the school with regard to the new initiative involving CCTV parking enforcement; and
3. The CCTV unit to remain in place until parking abuse reduces to such a level that consideration is given to its use at alternate school sites. The unit should be reintroduced if it appears that parking abuse begins to increase

**Reason(s)**

The Assembly is recommended to agree the recommendations as they represent a new initiative to curb obstructive and hazardous parent parking adjacent to schools. If successful, initial income should cover revenue costs and subsequently the amount of parking in breach of prevailing restrictions will reduce

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Gary Ellison

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## **1. Introduction and Background**

- 1.1 The Road Safety Team of the Highways and Civil Engineering Service has a variety of initiatives underway to deter parents unnecessarily using their cars to transport their children to and from school and to encourage walking and cycling. Unfortunately there are still many parents who choose to use their vehicle.
- 1.2 Although the Council recognises that it is preferable to use sustainable forms of travel some parents will have no choice but to use a vehicle. This should not represent a problem if drivers park responsibly, without causing an obstruction or in contravention of the parking restrictions
- 1.3 The Council has introduced enforceable zig-zag markings adjacent to school entrances in order to provide areas where visibility is improved if drivers respect the restriction. Regrettably some drivers persist in parking on yellow line parking restrictions such as the zig-zag school keep clear markings. In addition some parents obstruct residential vehicular crossovers.
- 1.4 The Road Safety Team was successful in securing an allocation from the Performance Reward Grant for contributing to the achievement of the Local Public Service Agreement. This funding will enable the purchase of a small number of CCTV units that can be introduced at school sites for a number of months until compliance with the restrictions improve by increased enforcement.
- 1.5 A meeting was held with the lead petitioner, ward councillors and the Portfolio Holder for services such as highways, road safety and parking. It is clear that the community is seeking additional action by the Council to enforce the zig zag parking restrictions. They are concerned that hazardous parking is increasing the potential for an accident and they believe that if enforcement was increased road safety would be improved.

## **2. Current Position**

- 2.1 Investigation is underway with regard to potential locations for installation of a CCTV unit that will be able to feed back to the control centre where qualified parking enforcement staff operate.
- 2.2 The Parking Enforcement Service and Road Safety Team are making arrangements regarding staffing arrangements to initiate enforcement once the unit is place.

## **3. Report Detail**

- 3.1 The Council has received a petition with 327 signatures regarding parking adjacent to Manor schools in the Sandringham Road/Stratton Drive area of Barking. The petition states "Please sign this petition if you agree that people should not park on the zig zag lines outside Manor Infants School at anytime, as they are putting your children's lives at risk". From the accompanying letter and the meeting with the lead petitioner it is clear that parent parking is considered to be a hazard that is putting children under unnecessary risk.

- 3.2 Over a number of years, the Council has undertaken a range of initiatives at these schools and at others across the Borough in an attempt to address the problems of parent parking. These have included Safer Routes to School, Walk to School Weeks, and School Travel Plan preparation.
- 3.3 A significant number of parents across the Borough persist in parking in breach of the prevailing parking restrictions when delivering or collecting their children. These problems occur at many schools at the same times of the day.
- 3.4 Many schools have multiple entrances and this means that the limited resources of the Council's Parking Enforcement Service are unable to enforce at all school entrances to a sufficient frequency to have a deterrent affect.
- 3.5 The Council has implemented different initiatives to encourage walking and enforce the parking restrictions. The Council is in the process of purchasing a number of CCTV units that can be located at schools for fixed periods and used for the enforcement of parking controls such as yellow line restrictions and zig-zag keep clear markings. This will supplement irregular visits by the Parking Enforcement Service.
- 3.6 Penalty Charge Notices (parking tickets) can be issued via the postal service after information of the owner is obtained from the DVLA.
- 3.7 At the meeting held with the lead petitioner, ward councillors and the Portfolio Holder for highways, road safety and parking services it was agreed, subject to the approval of the Assembly, that the introduction of a CCTV unit to enforce parking restrictions should be undertaken in conjunction with a publicity campaign with parents (involving the children) at the schools regarding their responsibility to park appropriately.

#### **4. Implications**

- 4.1 If accepted, this initiative will represent a significant improvement in enforcement action at school entrances. If successful, the units can be periodically relocated to other schools and/or school entrances where parking problems persist.
- 4.2 If the CCTV units prove to be an effective deterrent, income will reduce rapidly at each site as drivers become aware of the effectiveness of CCTV enforcement. At this stage a CCTV unit should be relocated to a site where parking difficulties exist

#### **5. Consultees**

- 5.1 This report has been issued to the following consultees:-

Councillor McKenzie – Lead Portfolio Holder  
Barbara Cronin – Road Safety Manager  
Tony Watson – Interim Parking Manager

#### **Background Papers Used in the Preparation of the Report:**

- Petition

## THE ASSEMBLY

10 JANUARY 2007

## REPORT OF THE CORPORATE DIRECTOR OF REGENERATION

<b>Title: Petition regarding traffic speed in Dagenham Road, Rush Green</b>	<b>For Decision</b>
<p><b>Summary:</b></p> <p>The Council has received a petition regarding traffic speed in Dagenham Road, Rush Green and the potential for road safety accidents and hazard to wild life.</p> <p>The petition is long outstanding but from discussion with the lead petitioner it was clear that changes in traffic conditions in the area had addressed the concerns covered by the petition. The current main issue in the area was related to anti social behaviour regarding young people using motorised two wheel vehicles.</p> <p>It was agreed that Ward Councillors would seek greater enforcement from the Police against anti social behaviour.</p> <p><b>Wards Affected:</b> Eastbrook Ward</p>	
<p><b>Implications:</b></p> <p><b>Financial:</b></p> <p>There are no financial implications.</p> <p><b>Legal:</b></p> <p>There are no legal implications.</p> <p><b>Risk Management:</b></p> <p>No significant risks identified if the Assembly approves the recommendations.</p> <p><b>Social Inclusion and Diversity:</b></p> <p>The Race Relations (Amendment) Act 2000 places a requirement on local authorities to make an assessment of the impact of new and revised policies in terms of race equality. Existing policies have already been subjected to impact assessments. This Authority has adopted an approach of extending the impact to cover gender, disability, sexuality, faith, age and community cohesion.</p> <p>As this report does not concern a new or revised policy there are no specific adverse impacts insofar as this report is concerned.</p>	

<p><b>Crime and Disorder:</b></p> <p>Section 17 of the Crime and Disorder Act 1998 places a responsibility on local authorities to consider the crime and disorder implications of any proposals.</p> <p>The report recommends that the Council support a request for increased enforcement action to address anti social behaviour.</p>		
<p><b>Recommendation(s)</b></p> <p>The Assembly is asked to:</p> <ol style="list-style-type: none"> <li>1. Note that the issues covered in the petition have been addressed over time by initiatives introduced in the Dagenham Road, Rush Green area; and</li> <li>2. Support Ward Councillors in their request to seek action to address anti social behaviour in the area by the Police Service.</li> </ol>		
<p><b>Reason(s)</b></p> <p>The Assembly is recommended to agree the recommendations as they acknowledge that the grounds for the original petition are no longer considered valid. Although the petition did not relate to anti social behaviour, the Council will be proactive in addressing current concerns by seeking attention by the Police Service</p>		
<p><b>Contact Officer:</b> Gary Ellison</p>	<p><b>Title:</b> Group Manager for Highway and Civil Engineering Services</p>	<p><b>Contact Details:</b> Tel: 020 8227 3226 Fax: 020 8227 3116 E-mail: <a href="mailto:gary.ellison@lbbd.gov.uk">gary.ellison@lbbd.gov.uk</a></p>

## 1. Introduction and Background

- 1.1 The Council received a petition from residents in the Dagenham Road, Rush Green area to 'Slow down traffic'. The accompanying letter from the lead petitioner requested the Council to introduce speed humps and reduce the danger to wild life.
- 1.2 Unfortunately the petition has not been brought to the Assembly in a timely manner, but measures are in place to ensure that future petitions are dealt with in accordance with the Constitution.
- 1.3 In recent years a number of changes have been introduced in the Dagenham Road, Rush Green area that have had a beneficial effect on traffic speed.
- 1.4 A meeting was held with the lead petitioner, ward councillor and the Portfolio Holder for services including highways, road safety and parking to discuss the current conditions. It was agreed that traffic speed in the area was under reasonable control but there was now a greater nuisance of young people acting in an anti social manner on two wheeled vehicles

## **2. Current Position**

- 2.1 Road safety is monitored across the Borough and it is pleasing that residents have accepted that measures introduced by the Council are having a positive effect on road safety in the area covered by the petition.

## **3. Report Detail**

- 3.1 Residents of the Dagenham Road area petitioned the Council regarding traffic speed. Regrettably the petition was not processed in good time. In recent weeks a meeting was held with the lead petitioner and Members where it was acknowledged that traffic and parking arrangements had changed in recent years.
- 3.2 The refuge islands at the bends in Dagenham Road near the country park had been modified to deter excessive speed in this area and a mini roundabout was introduced in association with the development of the site of the former Rush Green hospital.
- 3.3 A pelican crossing has been introduced adjacent to Barking College to assist pedestrians and increase safe use of local bus stops.
- 3.4 A CCTV unit has been introduced after a successful bid to Transport for London to assist with parking enforcement in the area. Residents consider that this has had a beneficial effect on traffic speed and parking.
- 3.5 The Council has been successful in requesting the Road Safety Camera Partnership introduce a speed camera in Dagenham Road on an occasional basis.
- 3.6 Speed humps would not be appropriate in Dagenham Road as it is a bus route. It was accepted by the lead petitioner that measures introduced had already significantly reduced community concerns at traffic speed in the area.
- 3.7 The lead petitioner outlined current concerns regarding anti social behaviour of young people in the area using powered two wheeled vehicles and it was agreed that councillors would seek the assistance of the Police Service.

## **4. Consultees**

- 5.1 This report has been issued to the following consultees:

Councillor McKenzie – Lead Portfolio Holder

### **Background Papers Used in the Preparation of the Report:**

- Petition for consideration – located with Highways and Civil Engineering Services.

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## **List of Motions**

The following Motion was debated at the last meeting. However, although the motion was debated, a vote on the motion was deferred as the meeting ran out of time.

### **12. Singing of the National Anthem**

To be moved by Councillor Mrs S Doncaster

“That to increase integration and improve citizenship all schools as part of their assembly should sing the National Anthem.”

### **Procedure for Motions on issues directly affecting the Borough**

1. Motions must be delivered to the Chief Executive not later than 4.00pm on the Wednesday two weeks before the meeting.
2. They will be listed on the agenda in the order in which they are received
3. Motions must be about matters for which the Council has a responsibility or which directly affect the borough.
4. Amendments to motions should be presented in writing to the Chief Executive not later than 12 noon on the Friday before the meeting. Amendments proposed after this time may only be considered with the consent of the Chair.
5. A Member may alter or withdraw their motion or amendment at any time.
6. Order / rules of debate:
  - i) Except with the Chair's consent, the debate on each motion shall last no longer than 10 minutes and no speech shall exceed 2 minutes.
  - ii) The mover will move the motion and explain its purpose.
  - iii) The seconder will then second the motion.
  - iv) The Chair will then invite other Members to speak on the motion and put forward any amendments.
  - v) Once all Members who wish to speak have done so, or the time limit has elapsed, the Chair will allow the mover a right of reply.
  - vi) At the end of the debate, any amendments will be voted on in the order in which they were proposed.
  - vii) If an amendment is carried, the motion as amended becomes the substantive motion to which any further amendments are moved.
  - viii) After an amendment has been carried, the Chair will read out the amended motion before accepting any further amendments, or if there are none, put it to the vote.



## THE ASSEMBLY

10 JANUARY 2007

### REPORT OF THE LEASEHOLD MANAGEMENT SCRUTINY PANEL

<b>Title: Final Report of the Leasehold Management Scrutiny Panel</b>	<b>For Decision</b>
<p><b>Summary:</b></p> <p>Final Reports of Scrutiny Panels are submitted to the following parts of the Political Structure as set out in Paragraph 11 of Article 5B of the Constitution:</p> <ul style="list-style-type: none"> <li>(i) Scrutiny Management Board – for any advice or suggestions prior to finalisation and formal presentation to the Assembly</li> <li>(ii) The Executive – for consideration and, if necessary, response in a separate report or verbally to the Assembly</li> <li>(iii) The Assembly – for adoption of the report, its findings and recommendations</li> </ul> <p>This report outlines the work of the Leasehold Management Scrutiny Panel, which included scrutiny of the Council's Leasehold Management function, particularly the Council's general relationship with leaseholders and our expectations of them, service charges, including billing and collection processes and leaseholders participation in consultation processes, visiting a London Borough and consultation with leaseholders.</p> <p>With regard to the Council's Home Ownership and Leasehold Service, the Scrutiny Panel concluded that:</p> <ul style="list-style-type: none"> <li>• there is scope for reviewing and improving the information given to leaseholders;</li> <li>• communication and consultation with leaseholders can be more effective;</li> <li>• appropriate Information Technology (IT) / data bases are required within the Service.</li> </ul> <p>The Scrutiny Panel's recommendations are intended to develop both a better general relationship between the Council and leaseholders and a better understanding of the Council's and leaseholders' expectations of each other.</p> <p><b>Wards Affected:</b> All</p>	
<p><b>Implications:</b></p> <p><b>Financial:</b></p> <p>Generally, there are minimal financial implications from this report as the recommendations mainly concern administrative and operational improvements. However, there are costs associated to an enhanced/improved I.T system. The Customer Services Department is planning to replace the current housing IT systems with a new comprehensive system, which would also include the functions applicable within the Home Ownership Service. Given the scale of this piece of work it is likely to take up to two years to procure a new system. All above costs will be contained within the existing budgets of the Housing Revenue Account.</p>	

<p><b>Legal:</b> None</p> <p><b>Risk Management:</b> None</p> <p><b>Social Inclusion and Diversity:</b> None</p> <p><b>Crime and Disorder:</b> None</p>		
<p><b>Recommendation(s)</b></p> <p>This Scrutiny Panel, on completion of its works, makes the following recommendations to the Assembly:</p> <ol style="list-style-type: none"> <li>1. to review the arrangements at London Borough of Greenwich, particularly in relation to the following and to implement into local practice where possible: <ul style="list-style-type: none"> <li>• information for leaseholders, written and verbal (appropriate specific details of the proposed documentation / information for leaseholders is set out in Appendix 2)</li> <li>• contact with leaseholders – in person and by telephone</li> <li>• information technology / data bases</li> </ul> </li> <li>2. to ensure that when procuring a new IT system for Customer Services, the needs of the Homeownership and Leasehold Service and its customers are adequately specified.</li> </ol>		
<p><b>Reason:</b></p> <p>So that the needs of the Council's leaseholders are met by ensuring that their views are listened to and that adequate information is made available in a way that can be easily understood to Leaseholders.</p>		
<p><b>Contacts:</b> Mrs J.E. Bruce (former Councillor)</p> <p>Kal Benning</p>	<p><b>Title:</b> Lead Member</p> <p>Team Manager Democratic Services</p>	<p><b>Contact Details:</b></p> <p>Tel: 020 8227 2113 Fax: 020 8227 2171 E-mail: <a href="mailto:kalbinder.benning@lbbd.gov.uk">kalbinder.benning@lbbd.gov.uk</a></p>

## 1. Background

- 1.1 The Scrutiny Management Board (SMB) meeting on the 9 November 2005 considered a suggestion from the Corporate Management Team (CMT) that it might wish to consider looking more closely at the activities of the leasehold management work of the Council's Right to Buy Team, with a broad aim of improving the Council's relationship with the growing number of leaseholders in the Borough.

- 1.2 The SMB considered a number of areas of services provided to leaseholders by the Council's Right to Buy and Leasehold Management Sections within the former Housing Department. The SMB decided that it would be beneficial to proceed with a scrutiny of leasehold management.
- 1.3 The terms of reference for the panel and its membership were agreed by SMB at its meeting on 14 December 2005. A time frame of three months was set for the work of the panel, although this was extended as the panel had not completed its investigations. The panel met on three occasions, 9 February, 7 March and 13 March 2006.

## **2. Membership**

- 2.1 Membership of the panel comprised:

Former Councillor Mrs J E Bruce (Lead Member)  
Councillor K J Flint  
Councillor D Hunt  
Former Councillor T J Justice  
Councillor Mrs J E Rawlinson

- 2.2 Beryl Mayles, Barking & Dagenham Leaseholders Association was the panel's external representative. However, she was substituted by Mr F. Button, also from the Association, as she was unable to attend panel meetings.
- 2.3 Danny Caine, Business Manager, Housing Services, Customer Services Department, was the Lead Service Officer.
- 2.4 Christine Shepherd, Head of Human Resources, Resources Department was the Independent Scrutiny Support Officer.

## **3. Terms of Reference**

- 3.1 The terms of reference for the panel were:

1. to review the leasehold management function within the Customer Services Department with a particular emphasis on:
  - the Council's general relationship with leaseholders and our expectations of them
  - service charges, including the billing and collection processes, and how we prove value for money; and
  - leaseholders' participation in consultation processes.
2. in doing so have regard to best practice in leasehold management across other local authorities;
3. like all Scrutiny Panels, to consider any related equalities and diversity and health issues; and the scope for efficiency gains.

#### **4. The Work of the Panel**

4.1 The work of the panel comprised of three main exercises:

- scrutiny of the current arrangements of the Council's Leasehold Management function
- visiting the London Borough of Greenwich as one of the best reforming authorities in London for leasehold management,
- consultation with leaseholders.

4.2 The findings of each exercise are set at below.

#### **5. The Council's Home Ownership and Leasehold Service**

5.1 The Council has some 3000 leaseholders living in accommodation sold either to the occupant or re-sold to another occupier or bought to let. This accounts for 14% of the Council housing stock, and for the period 2004/05, £2.5 million was raised through service charge bills. Leaseholders now account for 60% of all sales completed and this compares to 50% in 2003/04. In 2004 the Right to Buy team expanded its services to leaseholders by creating and appointing to the post of Leasehold Service Manager.

5.2 A number of new initiatives have taken place to improve the flow of information to leaseholders, however, unfortunately and all too often the Council's relationship with leaseholders is difficult, particularly around service charges and contributions to major works schemes. Whilst the vast majority of leaseholders are happy to comply as long as they receive value for money services a significant minority seek to challenge every service charge bill and capital works estimate they may receive.

5.3 In many cases there is no cost to the leaseholder in challenging an account and officers are anxious to rectify genuine complaints and concerns. However, a great deal of officer time is invested in proving costs for invoices or responding to challenges on tendering and procurement processes that appear, on occasion, to be submitted because they can be, rather than on the basis of any stated tangible concern.

5.4 The information that is provided to leaseholders by the Council in relation to how the service charge bill has been arrived at could be improved and better information at this stage would undoubtedly save time at a later date in relation to dealing with enquiries.

5.5 There are various forms of communication with leaseholders for example:

- representation on a Community Housing Partnership (CHP) Board
- newsletters
- consultation on major works
- leaseholder conference held annually

However, there is scope for improvement, particularly in relation to the written information and guidance that is provided by the Council.

## **6. Best Practice visit to London Borough of Greenwich**

- 6.1. To learn from good practice the scrutiny panel agreed to a visit to a good performing authority. The London Borough of Greenwich (LB Greenwich) was considered a good option as it had recently attained 2 stars following an Audit Commission inspection.
- 6.2 The visit took place on 7 March 2006 and comprised former Councillor Mrs Bruce (Lead Member), Councillor Mrs Flint and former Councillor Justice and Mr. F. Button, external representative, Danny Caine and Richard Kober, Customer Services Department were also in attendance. Members and Officers focused on the homeownership arrangements at Greenwich and the relationship with leaseholders.
- 6.3 Approximately 4 years ago the Home Ownership Service at LB Greenwich was inspected and received a 0 star (poor) rating from the Audit Commission. As a result of this assessment, the team was faced with a re-inspection. At the time of the original inspection the team had 14 staff providing the Service and a business case was put in place to achieve improvements in the Service and it was re-inspected and assessed as 2 stars. It has also recently been awarded a Charter Mark (the Government's national standard for excellence in customer service).
- 6.4 Like Barking and Dagenham, LB Greenwich has also seen a reduction in the number of freehold right to buy applications and this has been linked to the increase in property values and the cap applied to Right to Buy (RTB) discount. However, there has been increased activity in assignments of leases with approximately 400 per year. A majority of these assignments are seeing people coming from the private sector and as such they don't view the Council as their landlord. The London Borough of Greenwich has approximately 4000 leasehold properties, this compares to almost 3000 in Barking and Dagenham. The average leasehold bill there is £569 with the most expensive being £1,700 this compares to a local average of £450.
- 6.5 Following the initial Audit Commission report, LB Greenwich restructured its Home Ownership Team which resulted in the setting up 5 teams with 5 Managers and staff totalling 32. Barking and Dagenham's Home Ownership Team has 8 staff.
- 6.6 In terms of LB Greenwich's relationship with leaseholders, in the past there were problems with the information provided to leaseholders; incomprehensible bills and a limited information database meant that they didn't know how many leaseholders they had due to the way that the services were fragmented.
- 6.7 They also acknowledged that different types of leaseholders have different issues. For example, those living on large estates had different issues of concern to those living in a converted house; they felt that they had to get to know the leaseholders and build better relationships and they did this through creating partnerships with councillors, staff and the leaseholders. They now have a leaseholder forum which meets quarterly.
- 6.8 LB Greenwich has a more sophisticated mechanism than Barking and Dagenham for communicating with its leaseholders. They provide high quality information packs; service charge bills are clear and understandable which have reduced the number of enquires/complaints. They also have good relationships with other

council departments, which ensures that when they raise a charge for a service, they can be certain that the service is being provided e.g. cleaning/ caretaking.

6.9 The Scrutiny Panel concluded the visit as follows:

- LB Greenwich provides an extensive service through its Home Ownership Service; its relationship with leaseholders is good and excellent levels of information are available through a wide range of leaflets and handbooks
- LB Greenwich has excellent service charge collection rates and has a sophisticated information database on their clients. The billing process is clear and easily understandable which has resulted in the reduction of complaints.
- In terms of value for money, the average service charges in LB Greenwich are 25% higher than those in Barking and Dagenham. Also whilst LB Greenwich has approximately 30% more leasehold properties than Barking and Dagenham, their Home Ownership Team has 4 times as many staff.

## **7. Consultation with Leaseholders**

7.1 At the meeting on 13 March 2006, the panel agreed that a member (Councillor) of the Scrutiny Panel would carry out a consultation with leaseholders to gauge their satisfaction with the services.

7.2 Thirty leaseholders across the Borough were contacted to see if they were willing to take part in this, of which five welcomed this.

7.3 Councillor Mrs Flint undertook a telephone consultative exercise mainly concerning the following questions:

- Did you purchase your flat from the Council?
- When you purchased your flat, were you informed of your rights and responsibilities?
- Do you remember receiving a copy of the "Leasehold Newsletter"?
- If you did was the information it contains useful/helpful?
- What articles/topics would like to see in the Newsletter?
- How do you feel about the way the Council manages your property?
- What would you like the Council to do to improve the Service for you?

7.4 The outcome of the consultation exercise is set out in Appendix 1.

## **8. Equalities and Diversity**

8.1 The Scrutiny Panel considered any related equalities and diversity issues throughout its investigation.

8.2 The Scrutiny Panel found that the translation of documents needs to be considered and addressed by the Home Ownership and Leasehold Service.

## 9. Progress made to date

9.1 The Scrutiny Panel was particularly mindful of reviewing the arrangements at L.B. Greenwich, particularly in relation to the following and for officers to consider implementing these into local practice, where possible; particularly as they were mainly administrative and operational with minimal financial applications:

- information for leaseholders, written and verbal
- contact with leaseholders – in person and by telephone
- information technology/ databases

9.2 In view of the above, the following have been achieved / established to date:

- extensive amounts of documentation, leaflets, information packs and practices obtained from LB Greenwich have been reviewed against the operations in Barking and Dagenham and the established for the Council.
- local leaseholders would benefit from an information pack along similar lines to that provided by LB Greenwich.
- the Council should publicise service charge payment methods
- the Council should develop a leaflet explaining how we bill leaseholders
- the Council develops a leaflet explaining how service charges are calculated
- in relation to equality and diversity issues, translations of documents needs addressing
- the Council should produce an annual report for leaseholders
- the Council should support the development of a leaseholder group/ forum

Attached at Appendix 2 is an action plan with timescales and financial implications for addressing these arrangements.

9.3 Officers from the Home Ownership Team have met a representative of Barking and Dagenham Leaseholders' Association with a view to supporting the development of a leaseholder group/forum. The meeting was productive and the actions from this meeting are reflected in Appendix 2.

9.4 In terms of information technology and databases, the Homeownership Team within the Council use a number of IT systems to support the work:

- the mainframe system to support the Right to Buy process
- ORACLE as part of the Council's financial management system: and
- excel spread sheets to estimate/calculate reserve fund contributions

9.5 The IT system within the Home Ownership Team would benefit from enhancements and improvements. However, there are high costs associated with updating/ improving IT systems. The Customer Services Department is planning to replace the current housing IT systems with a new comprehensive system, which would also include the functions of the Home Ownership Service. Given the scale of this piece of work, it is likely to take up to two years to procure a new system.

9.6 The Home Ownership Team will scope out their requirements to ensure that when the specification for the new housing IT system is developed the needs of the team and the customers will be met.

## **10. Consultees**

10.1 The following were consulted in the preparation of this report:

- Members of the Leaseholders Management Scrutiny Panel
- The Corporate Management Team
- Danny Caine, Business Manager, Housing Services, Customer Services Department
- Jim Ripley, Divisional Director of Housing Services, Customer Services Department
- Beryl Males and Fred Button, Barking & Dagenham Leaseholders' Association
- Christine Shepherd, Head of Human Resources, Resources Department
- Nina Clark, Assistant Chief Executive (Democracy & Partnerships).



**FEEDBACK FROM FIVE LEASEHOLDERS WHO HAD WELCOMED CONTACT FROM A MEMBER (COUNCILLOR) OF THE LEASEHOLD MANAGEMENT SCRUTINY PANEL**

Two had purchased from the London Borough of Barking & Dagenham Direct and two had purchased privately

Most had lived in a property for 7 to 8 years.

One Leaseholder could not be contacted at times stated and the consultation process was aborted.

All informed of their rights and responsibilities

All received a copy of the Leaseholder Newsletter

All Leaseholders consulted were fairly happy with the way the Council manages the property although for two there were a few hiccups which were eventually sorted.  
Concerns

Parents with children were concerned about vandalism of digital locks in the blocks and having to pay as well for this?

Value for money for service charges

Thames Accord who do not finish jobs

Leaseholder meeting – too short notice given

No invoices received for works carried out to block

Works planned – new roof has not materialised

Having to query bills etc

Outside of homes not being decorated every 7 years

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## ACTION PLAN FOR THE LEASEHOLD MANAGEMENT SCRUTINY PANEL

Recommendation	Responsibility for Implementation	Deadline for Implementation	Estimate of Cost	How projects will be monitored
Develop Leaseholder Information Pack	R. Kober	October 2006	£3,000 (includes printing charges)	More informed leaseholders Reduction leasehold bill complaints
Publicise payment methods through the next Leaseholders Newsletter	R. Kober	September 2006	Within existing budget	Increased revenue
Produce leaflet explaining the leasehold bill	R. Kober	September 2006	£1000 (includes printing charges)	Reduction leasehold bill complaints
Produce leaflet explaining how service charges are calculated	R. Kober	September 2006	£100 (includes printing charges)	More informed leaseholders Reduction leasehold bill complaints
Review printed documents to ensure clarity of terms and language	R. Kober	September 2006	Within existing budget	Increase in knowledge on the part of the customer
Leaseholder Conference	R. Kober	October 2006	Within existing budget	Publicise the leasehold service Forum for leaseholders to share their views

Recommendation	Responsibility for Implementation	Deadline for Implementation	Estimate of Cost	How projects will be monitored
<p>Supporting Barking &amp; Dagenham Leaseholders' Association (BDLA):</p> <ul style="list-style-type: none"> <li>• An article in the Leaseholder Newsletter</li> <li>• Distribution of BDLA information / literature to leaseholders</li> <li>• Establishing regular meetings with council officers to discuss issues of concern and opportunities to improve the service to leaseholders</li> <li>• Establish leaseholders focus group</li> </ul>	R. Kober	<p>August 2006</p> <p>Ongoing</p> <p>July and ongoing</p> <p>August and ongoing</p>	Within existing budget	<p>Raise awareness of BDLA</p> <p>Raise awareness of BDLA</p> <p>Improve relationship with council and leaseholders</p> <p>Greater involvement of customers in service provision</p> <p>Improvements on consultative process</p>
Scope out IT requirements	R.Kober	August 2006	Departmental resources, however, amount unknown to date	IT specification