

**RENEWAL, RECREATION AND HOUSING POLICY DEVELOPMENT
AND SCRUTINY COMMITTEE**

Minutes of the meeting held at 7.00 pm on 6 March 2019

Present:

Councillor Michael Rutherford (Chairman)
Councillor Suraj Sharma (Vice-Chairman)
Councillors Yvonne Bear, Julian Benington,
Aisha Cuthbert, Josh King, Angela Page and
Gary Stevens

Also Present:

Councillor Peter Morgan

76 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

Apologies were received from Councillor Christine Harris.

77 DECLARATIONS OF INTEREST

Councillor Julian Benington declared an interest as a Trustee of Biggin Hill Museum Trust.

78 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

79 QUESTIONS FOR THE RENEWAL, RECREATION AND HOUSING PORTFOLIO HOLDER

No questions were received.

80 QUESTIONS FOR THE CHAIRMAN OF RENEWAL, RECREATION AND HOUSING PDS COMMITTEE

No questions were received.

81 MINUTES OF THE RENEWAL, RECREATION AND HOUSING PDS COMMITTEE MEETING HELD ON 22 JANUARY 2019

The minutes of the previous meeting held on 22nd January were confirmed and signed as a correct record.

82 MATTERS ARISING FROM PREVIOUS MINUTES AND UPDATES

Report CSD19035

Members noted the progress on matters that had arisen from previous meetings.

RESOLVED that the Matters Arising report was noted.

83 PRE-DECISION SCRUTINY OF RENEWAL, RECREATION AND HOUSING PORTFOLIO REPORTS - PART 1 REPORTS

83a BUSINESS IMPROVEMENT DISTRICTS (BIDS) - 2019-2020

Report DRR19/015

The report outlined the feasibility of extending the BID approach to West Wickham and Chislehurst town centres.

Central Management Solutions, Consultants (CMS), had conducted the financial analysis, research and consultation into the feasibility of establishing BIDs in West Wickham and Chislehurst. CMS had recommended that the BID process be progressed for Chislehurst and that the BID process progress for West Wickham, with a BID levy of between 1.5% and 2%. For simplicity of financial modelling, a 2% BID levy was used in the report.

Attention was drawn to the ballot process that would need to take place before the BID could be established and become a legally binding entity. The draft budget for establishing the West Wickham BID was set at £75k which the Chairman considered to be relatively high. Members were advised that one reason for this was that LBB did not possess the required resource so would have to rely on external consultants.

RESOLVED that

1) The outcome of the initial feasibility study on the potential for a BID in West Wickham and Chislehurst town centres be noted.

2) The Committee supported in principal the formation of a BID in West Wickham at the earliest opportunity, bearing in mind the constraints and risks outlined in the report.

3) The Committee recommend that the Executive approve the allocation of up to £75k from the Growth Fund to cover the costs of the proposed West Wickham BID project.

4) The Committee noted the projected timescales for the establishment of a BID in West Wickham Town Centre as outlined in paragraph 3.14 and the potential financial implications of establishing a BID in the town.

83b CAPITAL PROGRAMME MONITORING - 3RD QUARTER 2018/19 AND CAPITAL STRATEGY 2019 TO 2023

Report FSD19027

Members were advised that the estimated figures for the Biggin Hill Memorial Museum in 2019/20 and 2020/21 related to expenditure for the operational funding that had been provided by the National Lottery (Heritage Lottery Fund) over a three year period.

The Head of Finance reported that the Executive would be asked to approve an increase in the capital programme to reflect the additional S106 funding of £1.321m that had been received for Housing and the adjustment of £671k needed for the My Time Investment Fund scheme.

Referring to the table on page 39 of the report which outlined the approved capital programmes for the Portfolio, the Chairman highlighted the financial information relating to 'Crystal Palace Park — Alternative Management Options' and asked why the revised estimate to February 2019 was £93k, while the previous revised estimate to November 2018 had been £433k. It was clarified that this was because the remaining budget had been re-phased to 2019/2020.

RESOLVED that the Portfolio Holder:-

1) confirm the changes agreed by the Executive on 13th February 2019; and

2) note that in the 2018/2019 Capital Outturn report, the Executive will be requested to agree the increases in the Housing Unallocated PIL and also the requested Mytime Capital Investment of £671k.

83c BUDGET MONITORING - 2018/2019

Report FSD19036

The report provided an update concerning the latest budget monitoring position for 2018/19 for the Renewal, Recreation and Housing Portfolio based on expenditure and activity levels up to 31 December 2018. This showed a projected overspend of £71k for the total portfolio budget.

The Director of Housing outlined the following key factors that were negatively affecting the Housing Budget:-

- An increase in temporary accommodation costs for nightly paid accommodation
- The cost of homeless prevention initiatives
- Unrecoverable Housing Benefit overpayments
- Rental income that was not able to be collected
- Problems caused by the introduction of Universal Credit

The Director explained that there would always be a bad debt provision on the rent account, so the main aim was to try and reduce this by maximising rental collections. Currently, Liberata's collection rate for rent was below target at somewhere between 60% and 70%, whereas the target rate was 97%. It was hoped that new IT resources would help to improve this figure.

Members noted the Housing Budget Monitoring Summary which reported that the latest approved budget for 2018/19 was £24,845m and the projected outturn was £24,916m; this meant there was a projected overspend of £71k.

RESOLVED that the Portfolio Holder:-

1) endorse the latest 2018/19 budget projection for the Renewal, Recreation & Housing Portfolio.

2) notes that a report elsewhere on the agenda requests the drawdown of a total of £2.489m from the 2018/19 Central Contingency in relation to temporary accommodation pressures and the impact of the Homeless Reduction Act.

**83d COMMISSIONING STRATEGY AND PROCEEDING TO PROCUREMENT
(GATEWAY): GREAT HALL CAFETERIA (2)**

Report DRR19/019

The report outlined the commissioning strategy and procurement process for the Great Hall Cafeteria.

The Chairman considered this to be a straight forward and non-contentious report; he moved that the recommendation be approved.

RESOLVED that the Portfolio Holder approve to market test the provision for the Catering Concession Service at the Great Hall. The contract term to be for three years, with an option to extend for a further two years. The Portfolio Holder to note that the contract value in total would be £605k.

**84 CONTINGENCY DRAWDOWN: HOMELESSNESS AND
TEMPORARY ACCOMMODATION PRESSURE**

Report CS18209

The report updated Members on homelessness and the range of measures that had been undertaken to reduce the rising pressure on the budget.

Members noted the various homelessness and temporary accommodation pressures and the request that nearly £2.5m be drawn down from Central Contingency to deal with these pressures. One Member noted the figure of £2,489k and asked what the figure was for the total of this budget area. It was agreed that an answer concerning this would be sought and Members updated accordingly.

A Member requested that the York Rise Modular Units be discussed at a future meeting and that a representative of the contractor be requested to attend the meeting. The Director of Housing said that in due course a report would be drafted regarding the appointment of the contractor that had been successful in the tendering process. At this point a representative of the contractor could be invited to present to the Committee. The tender process would be completed by the end of the financial year. Once the contractor had been appointed, they would be able to move on site speedily. It was agreed that the Tender report should be added to the Work Programme.

It was noted that two other sites were being considered for future homelessness provision. A report on these would be presented to the Committee in due course.

RESOLVED that:-

- 1) an answer be provided to the Member whose question concerned the homelessness and temporary accommodation budget;**
- 2) a report regarding the tender process for the contract to provide the York Rise Modular Units be added to the Work Programme; and**
- 3) post tender, a representative from the appointed contractor for the York Rise Modular Units be invited to attend and present to the Committee.**

Post Meeting Note:

A response to resolution 1 from the Director of Housing was sent to the Member who raised the question on 20th March 2019.

POLICY DEVELOPMENT AND OTHER ITEMS

86 RENEWAL, RECREATION AND HOUSING PORTFOLIO PLAN

Report DRR19/107

Members considered the quarter three update on the Renewal, Recreation and Housing Portfolio Plan together with the Portfolio's Risk Register. The Chairman noted the action relating to Planning Enforcement. The target number of cases for planning enforcement determinations was 750 of which 613 cases had been determined to date. This was ahead of plan and due to extra resources which had been allocated to deal with the backlog of cases.

The Portfolio Holder asked if the original target date for Site G was still 26 March. The Chief Planner advised that as a result of the applicant submitting variations, some slippage had occurred. The Chairman requested that tall buildings with ACM cladding be added to the Risk Register; the Director of Regeneration agreed.

RESOLVED that:-

- 1) tall buildings with ACM cladding be added to the Risk Register; and**
- 2) the updated Portfolio Plan and Risk Register be noted.**

87 PRESENTATION - BIGGIN HILL MEMORIAL MUSEUM TRUST

An update on the Biggin Hill Memorial Museum Trust was given by the Director, Jemma Davey. Ms Davey explained that the purpose of the museum was to tell the story of those who fought and served at RAF Biggin Hill during both World Wars.

She quoted the words of Squadron Leader Geoffrey Wellum (the youngest pilot to fly in the 'Battle of Britain'):-

"It's not about medals, it's not about thank yous, but it is nice to be remembered, because being remembered includes everyone who fought, flew and served in the 'Battle of Britain', and that is all we ask - to be remembered."

Very positive feedback had been received in relation to the chapel and various exhibitions. The following statistical information was provided:-

The business plan had estimated that 1442 people would pay for a ticket during the first three weeks of opening, but the number of people buying a ticket during this period was actually 3677. It had been estimated that during the first three weeks, the income had been forecast at £9,423.00; the actual income generated was £21,846. It had also been estimated that during this period the shop would sell items to the value of £937.00, but the actual value of sales was much greater at £11,500. Finally, it had been estimated that during this period, the café would turn over £3953.00, but the actual figure was nearly £7k.

There had been much radio and television coverage as well, including BBC Radio 4, Radio London, ITV, BBC National News, London Live and Forces TV. It was estimated that if all forms of media communication were taken into account then an estimated 8m people had been reached.

Local residents were targeted during the first week including two parades from the local Air Cadets. There had also been a good double page feature in the Times Newspaper.

Ms Davey participated in a daily act of remembrance, where a page was turned in the Book of Memorial and a biography was read. Tuesdays was set aside for group bookings; two group bookings per day had been made to the end of July. A number of local people had volunteered to help, spoke of their own experiences, or brought in various objects.

Ms Davey referred to Keith Ogilvie, who had taken part in the 'Great Escape'. A letter from Mr Ogilvie was in the collection. His son who resided in Canada, had become aware of this and was travelling from Canada to see the letter and other

exhibits. A delegation (including the Director) had visited from the Imperial War Museum.

Ms Davey expressed her gratitude to the Council and to Mr Brand and his team, for all their help and support.

Members were advised that in line with the business plan, it was intended that core staff be retained. It was possible to support current staff numbers with casual staff if required. A discussion took place as to how the initial momentum and interest could be maintained going forward.

The Chairman thanked Ms Davey for her presentation and her forward thinking. He also thanked Councillor Benington for his hard work as the Council's representative to the Trust.

RESOLVED that the update on the Biggin Hill Memorial Museum Trust be noted.

88 PRESENTATION - PENGE AND BECKENHAM BID

A update on the Beckenham and Penge BID was provided by Zoe Brown, Beckenham and Penge BID Manager.

Ms Brown's office was based near the Tesco Superstore at Elmers End. The operational agreement for the Penge and Beckenham Bid was signed in August 2018. The levy for the Beckenham BID was £940k whilst it was £600k for the Penge BID. Ms Brown was developing relationships with business owners and volunteers and had been heavily involved in the Christmas preparations that had taken place in Beckenham. The Penge Traders Association had merged with Penge SE20 BID.

Contrary to the understanding of some residents and local businesses, the Beckenham scheme was primarily funded by TfL with some additional funding from the Council. 'Beckenham Together' had held an open meeting for BID levy payers; those who attended were informed that the TfL roadworks were in no way related to the BID. Ms Brown explained that she worked 2.5 days each week on each BID.

'Shop Safe' would be launched in Penge on Thursday 14th March. The scheme helped to make business owners feel safer. When it was launched, 15 business owners had signed up. The Beckenham BID now had its own website and Penge SE20 BID had its own section on the Penge SE20 website.

As part of the work of the Beckenham Town Centre Working Group, an accessibility audit had been undertaken in Beckenham. As a result of the audit, many businesses became more aware of the needs of disabled shoppers and started to provide ramps for wheelchair users.

Advice had been provided to businesses regarding business rate relief. In Beckenham. An application was being submitted to retain Purple Flag status. Strategy days were being planned for both BIDS.

A Member stated that in Biggin Hill the local businesses settled on using a Whats App Group rather than 'Shop Safe' to save money. Ms Brown responded that the businesses in Penge preferred to use 'Shop Safe' as they could communicate with each other, and because the system linked into local CCTV. They felt that the cost involved was not significant compared to the security benefits that were provided.

The Chairman enquired if the businesses were seeking a new direction or if they just wanted to progress with additional marketing. Ms Brown responded that this was the idea of the proposed 'Strategy Days'—so that these issues could be discussed. It was not easy to arrange these days as most businesses were focussing on making a living.

Ms Brown commented that plans would be determined by what resources became available through the BID Board, and by what funding streams could be accessed. She expressed the view that plans and strategies would be easier to develop in Penge than Beckenham. This was because Penge High Street was a long straight road, whereas Beckenham was divided into three distinct areas that were not particularly well linked.

The Chairman thanked Ms Brown for attending and for her informative update.

RESOLVED that the Beckenham and Penge update be noted.

89 ORCHARD AND SHIPMAN - CONTRACT PERFORMANCE REPORT

Report ECHS19026

The report outlined the Committee regarding the contractor's performance in the provision of Housing Service for the period 1st April 2018 to 31st January 2019.

The overall conclusion of the report was that the contractor's performance was satisfactory. Members were being asked to note and comment on the report.

It was noted that in the light of legal advice, the report was no longer required to be presented to the Executive.

A discussion took place concerning the need for 24 hour cover at Manorfields and Bellegrove.

In relation to section 3.9 of the report, it was confirmed that the Council currently paid an average of £6,652 per household per annum when placing them into temporary accommodation. Members agreed that this was too expensive and that alternative options should be considered by the Housing Transformation Board.

The Chairman turned his attention to section 4.1 of the report which was an analysis of the contractor's performance against the contract. He asked why the

performance of the contractor was considered as satisfactory when only 4/8 target areas were rag rated as green. He was informed that the PSL (private sector lease) rent collection target was only very marginally off target by 0.6%. The void turnaround target was 4 days behind but it was worth noting that this figure related to self-contained flats only, and that mitigating factors applied in this instance. Bellegrove and Manorfields had a faster turnaround of 48 hours with emergency access as required. It was acknowledged that a faster turnaround was required for non-urgent repairs, but on the plus side, urgent repairs had exceeded the target response time. The response time for emergency repairs was also on target. The Committee was reminded that rent collections for Bellegrove and Manorfields were both on target.

Given the above, it was fair to say that the contractor's performance was at least satisfactory.

The Chairman asked if a similar report on Orchard and Shipman could be brought back to the Committee annually.

The Portfolio Holder asked for clarification of the contractor's management fees, and the Vice Chairman requested that in future, financial information relating to fees should be laid out in a simple table format.

RESOLVED that the Contract Performance report be noted and that a report regarding the contract performance for Orchard and Shipman be presented to the Committee annually.

90 EXPENDITURE ON CONSULTANTS 2017/18 AND 2018/19

Report CSD19036

This report had been considered by the Executive, Resources and Contracts PDS Committee on 7th February 2019, where it was agreed that it be considered by all PDS Committees.

The Committee was being asked to consider the report and determine if any further scrutiny was required.

RESOLVED that the report be noted.

91 RENEWAL, RECREATION AND HOUSING PART 1 CONTRACTS REGISTER EXTRACT

Report DRR19/018

The Chairman commented that some of the contracts which were in fact capital had not been marked as such on the report.

RESOLVED that:

- 1) the appended Part 1 Contracts Register be noted; and**
- 2) the Committee note that the Contracts Register in Part 2 contained additional, potentially commercially sensitive information in its commentary.**

92 PROVISION OF LIBRARY SERVICES - CONTRACT PERFORMANCE REPORT

Report DRR19/010

The Chairman welcomed Diana Edmonds, National Library Director, GLL to the meeting. The Committee was pleased to note that customer satisfaction levels were good as were the numbers of books being issued. Various activities took place in the Library and GLL were trying to be innovative in their approach. Users were now able to make card payments and Wi-Fi was available for them to use on their own devices.

One Member commented that Wi-Fi had obtained the lowest rating for customer satisfaction. Members were informed that there was room for improvement and immediate action had been taken to resolve issues.

A Member enquired if there were any plans to increase the opening hours of smaller libraries. The Principal Client, Libraries, explained that the library contract was taken over on a like for like basis and so the opening hours would remain unchanged.

A Member pointed out that in the past, libraries had not opened due to lack of staff. He asked if this could be remedied by using volunteers. Members were advised that this would be difficult to introduce as it would involve significant negotiation with the unions and may not actually provide the appropriate level of cover to ensure a library could open.

Ms Edmonds agreed to access data relating to stock purchases that had been implemented and feed this back to the Committee.

One Member referred to the current provision of mother and baby groups and asked if this could be a possible source of income generation. Ms Edmonds responded that this option had been considered, but she was reluctant to implement it as it could discriminate against those on low incomes.

The Portfolio Holder asked how Bromley compared with other local authorities in terms of issuing. Bromley was the third highest issuing authority in London. It was noted that the highest issuing authority was Wandsworth, with Southwark in second place. It was agreed that efforts be made to secure second place. Ms Edmonds explained that the purchase of new titles was facilitated by an IT programme.

Members were informed that GLL operated a 'formulaic' approach in an effort to maximise the number of visitors to the Library:-

- Attractive building with an individual welcome
- Careful monitoring of stock
- Effective use of ICT
- Staff trained to the appropriate level of expertise
- Focus on activities

With respect to properly trained staff it was now the case that staff had to complete a thirteen module training programme.

A Member asked if the Library stored customers' email details. Ms Edmonds responded that email records were kept in a way that complied with GDPR requirements.

The Chairman asked if it was possible that toilets could be introduced into the Central Library. Ms Edmonds said that this was something that she was concerned about and that this was being looked into, along with generally improving the quality of the interior.

The Portfolio Holder asked if consideration was being given to the provision of a coffee shop. Ms Edmonds stated that there were no immediate plans for this, as income generation was a problem. However, the matter was being looked into by a commercial specialist who would be reporting back to GLL.

RESOLVED that:-

- 1) the report be noted;**
- 2) the Committee note the performance of the service provider in the past six months of the contract;**
- 3) GLL endeavour to secure second spot in the rankings for the highest number of issues; and**
- 4) Ms Edmonds to provide details of the stock purchases that had been implemented and feed this back to the Committee.**

93 TOWN CENTRES DEVELOPMENT PROGRAMME UPDATE

Report DRR19/020

The report updated Members on the Town Centres Development and Growth Programme.

Members were advised of LBB's plans to bid for funding from a new government fund called 'Future High Streets Fund'. The aim of this was to produce a development plan for Orpington Town Centre which was referred to as the 'Orpington Masterplan'.

Members were keen that the application for funding was submitted on time. The Director of Regeneration confirmed that the application (which would be in two phases) would be submitted on time.

RESOLVED that:-

- 1) Members note the progress on the delivery of the Town Centres Development and Growth Programme; and**
- 2) Members note the Council's intention to submit an Expression of Interest Bid for the Ministry of Housing, Communities and Local Government's Future High Streets Fund to secure funding for a new Orpington Masterplan.**

**94 RENEWAL, RECREATION AND HOUSING PDS COMMITTEE
WORK PROGRAMME (MAY 2019-APRIL 2020)**

Report CSD 19034

The Chairman requested that an item on 'Mears' be added to the July agenda. This would be a report similar to the one that had been presented regarding Orchard and Shipman.

The Chairman also requested that a visit to Crystal Palace Park be added to the Work Programme.

RESOLVED that the report be noted, and that in addition to items already mentioned previously in the Minutes, the above matters are also added to the Work Programme.

95 CHAIRMAN'S ANNUAL REPORT

No comments were made.

RESOLVED that the Chairman's annual report be noted.

**96 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL
GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER
2006, AND THE FREEDOM OF INFORMATION ACT 2000**

RESOLVED that the press and public be excluded during consideration of the items of business listed below as it was likely in view of the nature of the business to be transacted or the nature of the proceedings that if Members of the Press and public were present there would be disclosure to them of exempt information.

97 PRE-DECISION SCRUTINY OF RENEWAL, RECREATION AND HOUSING PORTFOLIO REPORTS - PART 2 REPORTS

98 RENEWAL, RECREATION AND HOUSING CONTRACTS DATABASE EXTRACT- PART 2

Members noted the Part 2 contracts register extract.

RESOLVED that the Part 2 contracts register extract be noted.

99 PRIVATE SECTOR TALL BUILDINGS UPDATE'

This was a Part 2 (confidential) report and therefore the minutes concerning this item have been recorded in the Part 2 minutes.

100 HOUSING INFORMATION SYSTEMS - CONTRACT EXTENSIONS

Report ECHS 19025

The report on Housing Information Systems was classified as a part 2 item, and so the minutes were noted in the Part 2 minutes.

101 EXEMPT MINUTES OF THE RENEWAL, RECREATION AND HOUSING PDS COMMITTEE HELD ON 22 JANUARY 2019

The exempt minutes of the Renewal, Recreation and Housing PDS Committee held on 22nd January 2019 were confirmed and signed as a correct record.

The meeting ended at 9.15 pm

Chairman