



NOTICE OF MEETING

Cabinet

TUESDAY, 7TH JUNE, 2011 at 18:30 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

MEMBERS: Councillors Kober (Chair), Reith (Vice Chair), Bevan, Canver, Dogus, Goldberg, Strickland and Vanier.

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AGENDA

1. **APOLOGIES FOR ABSENCE** (if any)

2. **URGENT BUSINESS**

The Chair will consider the admission of any late items of urgent business. (Late items will be considered under the agenda item where they appear. New items will be dealt with at item 16 below. New items of exempt business will be dealt with at item 19 below).

3. **DECLARATIONS OF INTEREST**

A member with a personal interest in a matter who attends a meeting of the authority at which the matter is considered must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.

A member with a personal interest in a matter also has a prejudicial interest in that matter if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgment of the public interest **and** if this interest affects their financial position or the financial position of a person or body as described in paragraph 8 of the Code of Conduct **and/or** if it relates to the determining of any approval, consent, licence, permission or registration in relation to them or any person or body described in paragraph 8 of the Code of Conduct.

4. MINUTES

To confirm and sign the minutes of the meeting of the Cabinet held on 26 April 2011.

5. DEPUTATIONS/PETITIONS/QUESTIONS

To consider any requests received in accordance with Standing Orders.

6. MATTERS REFERRED BY THE OVERVIEW AND SCRUTINY COMMITTEE

- a. Scrutiny Review of 20 m.p.h. Speed Limit (To be introduced by Councillor Bull)
- b. Scrutiny Review of the Haringey Guarantee (To be introduced by Councillor Bull)

Note by the Head of Local Democracy and Member Services

Part 4 Section G Paragraph 1.3 (vii) of the Constitution states that following endorsement by the Overview and Scrutiny Committee, final reports and recommendations will be presented to the next available Cabinet meeting. The Cabinet will note the report and request a responding report from the Chief Executive or Chief Officer and Cabinet Member responsible. The request is to be available within 6 weeks of the request and will include a detailed tabulated implementation action plan.

7. THE COUNCIL'S ANNUAL PERFORMANCE ASSESSMENT 2010/2011

(Report of the Chief Executive – To be introduced by the Leader): To report on service performance during 2010/11 against the targets set and to highlight key issues for moving forward into 2011/12.

8. FINANCIAL OUTTURN 2010/11

(Report of the Director of Corporate Resources – To be introduced by the Cabinet Member for Finance and Carbon Reduction): To report the outturn for revenue and capital spending for 2010/11 and approve any carry forward requests. **TO FOLLOW**

9. RECOMMENDED BUDGET SAVINGS DECISION - ADULT SERVICES PROPOSALS IN 2011 - OLDER PERSONS' DROP-IN CENTRES, JACKSONS LANE LUNCHEON CLUB AND CYPRIOT ELDERLY AND DISABILITY PROJECT

(Report of the Director of Adult and Housing Services – To be introduced by the Cabinet Member for Health and Adult Services): To inform Members of the outcome of a process of consultation in relation to the future of three separate service areas and to give sufficient information to enable an informed decision to be made about all three services.

10. PRELIMINARY FLOOD RISK ASSESSMENT

(Report of the Interim Director of Place and Sustainability – To be introduced by the Cabinet Member for the Environment): To approve a Preliminary Flood Risk Assessment to be submitted to the Environment Agency by 22 June 2011.

11. PROPOSED CHANGES TO THE REGULATION AND LICENSING OF HOUSES IN MULTIPLE OCCUPATION (HMOS), INCLUDING THE INTRODUCTION OF AN AREA BASED ADDITIONAL LICENSING SCHEME

(Report of the Interim Director of Place and Sustainability – To be introduced by the Cabinet Member for the Environment): To provide members with details of the existing mandatory HMO licensing scheme, to recommend changes to the HMO amenity standards and propose the adoption of an additional HMO licensing scheme. Also to approve changes to the HMO standards and fee structure and an additional HMO licensing scheme covering the Haringey Ward and adjoining roads that will come into effect on 1 October 2011.

12. APPOINTMENT OF CABINET COMMITTEES

(Report of the Assistant Chief Executive (People and Organisational Development – To be introduced by the Leader): To appoint Cabinet Members to serve on executive committees and to appoint Members to serve on advisory committees for the 2011/12 Municipal Year and to confirm the terms of reference of these committees.

13. APPOINTMENT OF REPRESENTATIVES TO SERVE ON THE HARINGEY STANDING LEADERSHIP CONFERENCE AND ITS THEME BOARDS

(Report of the Assistant Chief Executive (People and Organisational Development – To be introduced by the Leader): To appoint Members to serve on the Haringey Standing Leadership Conference and its Theme Boards.

14. MINUTES OF OTHER BODIES

- a. Children's Safeguarding Policy and Practice Advisory Committee – 11 April 2011;
- b. Corporate Parenting Advisory Committee – 19 April 2011;
- c. Procurement Committee – 12 May 2011;
- d. Cabinet Member (Adult and Community Services) Signing – 17 May 2011;
- e. Cabinet Member (Children's Services) Signing – 18 May 2011
- f. Cabinet Member (Community Safety and Cohesion) Signing – 18 May 2011
- g. Cabinet Member (Health and Adult Services) Signing – 24 May 2011.

15. DELEGATED DECISIONS AND SIGNIFICANT ACTIONS

(Report of the Assistant Chief Executive (People and Organisational Development):
To inform the Cabinet of delegated decisions and significant actions taken.

16. NEW ITEMS OF URGENT BUSINESS

To consider any items admitted at item 2 above.

17. EXCLUSION OF THE PRESS AND PUBLIC

The following item is likely to be the subject of a motion to exclude the press and public as they contain exempt information which either relates to the business or financial affairs of any particular person (including the Authority holding that information) or the amount of any expenditure proposed to be incurred by the authority under any particular contract for the acquisition of property or the supply of goods and services.

Note by the Head of Local Democracy and Member Services

Item 18 allows for the consideration of exempt information in relation to item 15 respectively which appear earlier on the agenda.

18. DELEGATED DECISIONS AND SIGNIFICANT ACTIONS

(Report of the Assistant Chief Executive (People and Organisational Development):
To inform the Cabinet of delegated decisions and significant actions taken.

19. NEW ITEMS OF EXEMPT URGENT BUSINESS

To consider any items admitted at 2 above.

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27 May 2011.

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**MINUTES OF THE CABINET
TUESDAY, 26 APRIL 2011**

Councillors *Kober (Chair), *Reith (Vice-Chair), *Bevan, *Canver, *Dogus,
*Goldberg, *Mallett and *Vanier.

*Present

Also Present: Councillors Gorrie and Weber.

MINUTE NO.	SUBJECT/DECISION	ACTION BY
CAB152.	<p>DECLARATIONS OF INTEREST (Agenda Item 3)</p> <p>Councillor Reith in respect of Agenda Item 9 - Capital Programme Priorities 2011 to 2014.</p>	HLDMS
CAB153.	<p>MINUTES (Agenda Item 4)</p> <p>RESOLVED:</p> <p>That the minutes of the meeting of the Cabinet held on 22 March 2011 be confirmed and signed.</p>	HLDMS
CAB154.	<p>MATTERS REFERRED BY THE OVERVIEW AND SCRUTINY COMMITTEE (Agenda Item 6)</p> <p><u>Scrutiny Review of the 20 mph Speed Limit</u> (Agenda Item 6a)</p> <p>We noted that the Chair of the Overview and Scrutiny Committee whom it had intended should introduce the item had been unavoidably detained.</p> <p>RESOLVED:</p> <p>That consideration of the Scrutiny Review of the 20 mph Speed Limit be deferred to the next meeting of the Cabinet.</p> <p><u>Scrutiny Review of the Haringey Guarantee</u> (Agenda Item 6b)</p> <p>We noted that the Chair of the Overview and Scrutiny Committee whom it had intended should introduce the item had been unavoidably detained.</p> <p>RESOLVED:</p> <p>That consideration of the Scrutiny Review of the 20 mph Speed Limit be deferred to the next meeting of the Cabinet.</p>	HLDMS
CAB155.	<p>THE COUNCIL'S PERFORMANCE: FEBRUARY 2011 (PERIOD 11) (Joint Report of the Chief Executive and the Director of Corporate Resources - Agenda Item 7)</p>	HLDMS

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	<p>We noted that the report covered the period April 2010 to the end of February 2011, detailing the Council's performance against agreed targets for 2010/11. We also noted that the financial and performance information contained in it was based on the financial monitoring reports prepared for the budget and performance review meetings for period 11.</p> <p>We were advised that the approach to performance reporting had been revised so that there was a focus on a smaller number of indicators (38) that reflected the Council's priorities.</p> <p>Arising from consideration of the position with regard to the high level of service demand within the Children and Young People's Service reference was made to an article in the Evening Standard concerning a child cruelty case details of which had not been notified to Councillors and further information was sought. Members were advised that the article related to a case in which abuse had taken place between 2005 and 2009 and that the case had been heard at Wood Green Crown Court in October 2010. The case had not met the strict criteria which would have required a Serious Case Review to be conducted and Member briefings to be issued. However, given the recent history of child protection services an internal review was to be conducted.</p> <p>With regard to the reduction in this period in the projected outstanding single status liability of £500,000, it could not be confirmed if the reduced liability would continue in 2011/12 and be available to offset cuts in services but it was pointed out that this amount had to be seen in the context of the level of savings of £43 million which the Council had been obliged to make. The repayment of maturing debt to which reference was made in the Treasury Management activity section of the report had been anticipated and officers had been waiting for the appropriate point at which to renew it.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That the report and the progress being made against the Council's priorities be noted. 2. That approval be granted to the budget virement of £2.7 million relating to the Corporate Resources capital budget for the accommodation strategy as set out in the report in accordance with financial regulations. 3. That Directors be required, where possible, to take necessary action to bring current year spending to within their approved budget. 	<p>DCR</p> <p>CEMB</p>
<p>CAB156.</p>	<p>HORNSEY TOWN HALL REFURBISHMENT AND REDEVELOPMENT (Report of the Director of Corporate Resources - Agenda Item 8)</p> <p>The Appendix to the interleaved report was the subject of a motion to exclude the press and public from the meeting as it contained exempt information relating to the business or financial affairs of any particular person.</p>	

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We noted that the report recommended a preferred option for the regeneration of part of the Hornsey Town Hall complex (including the Hornsey Town Hall building) and sought approval to the disposal of that part of the complex as well as approval to market the rest of the complex on the open market.

Confirmation was sought and given that if the preferred option was adopted and a funding agreement entered into with Mountview Academy of Theatre Arts Ltd. and that any surplus capital from the land sale of the residential element of the scheme would be re-invested into the refurbishment of the Town Hall building. With regard to on-going consultation, it was reported that the proposals would require a new planning application for which Mountview would be responsible in consultation with the Hornsey Town Hall Community Partnership Trust and Council officers. The marketing exercise was being delayed until June 2012 to coincide with Mountview's fundraising activities.

RESOLVED:

1. That approval be granted to the declaration of the land shown edged red on Ordinance Survey Plan BVES A4 0825q, known as the Hornsey Town Hall Complex, as surplus to requirements in its present use as General Fund property.
2. That, in accordance with the provisions of Section 122 of the Local Government Act 1972, approval be granted to the appropriation of the land and buildings known as the Hornsey Town Hall Complex and shown edged red on Plan BVES A4 0825q for planning purposes.
3. That approval be granted to proceed with the Mountview Academy of Theatre Arts Limited proposal as set out in Section 7 of the interleaved report as the Council's preferred option for the area shown shaded orange on Plan BVES A4 0825g and known as the Town Hall Site in meeting the objectives of the Hornsey Town Hall Renaissance project.
4. That approval be granted to the disposal of the Town Hall Site to Mountview Academy of Theatre Arts Limited for the sum of one pound, to mitigate the Council's future liability for this Grade II* listed building and subject to such terms and conditions as shall be agreed pursuant to resolution 5 below.
5. That authority be delegated to the Director of Corporate Resources and Chief Finance Officer in consultation with the Cabinet Member for Finance and Sustainability to agree the Heads of Terms for disposal of the Town Hall Site to Mountview Academy of Theatre Arts Limited and to approve the final version of the Agreement for Lease and Lease.
6. That in the event that Mountview Academy of Theatre Arts Limited were unable to comply with the provisions of the Agreement for Lease, a further report be made to the Cabinet to seek approval for any other viable option for the Town Hall Site.

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	<p>7. That approval be granted to the marketing of the remainder of the Hornsey Town Hall Complex being the land shown shaded blue in Plan BVES A4 0825q with the purpose of seeking a residential developer and that a further report be submitted to the Cabinet on the preferred bidder once the marketing exercise had been completed.</p>	DCR
CAB157.	<p>CAPITAL PROGRAMME PRIORITIES 2011 TO 2014 (Report of the Director of Urban Environment - Agenda Item 9)</p> <p>Councillor Reith declared an interest in this item by virtue of being a Homes for Haringey leaseholder.</p> <p>We noted that the report provided details of the capital funding that was expected to be available for investment in the Council's housing stock during the next four years, 2011/12 to 2014/15. We also noted that approval was sought of the capital programme priorities for 2011/12 and a revised scope of works for Haringey's Decent Homes programme as well as highlighting the pressure on the capital programme with a recommended course of action to enable the Council to make informed decisions about future investment.</p> <p>We asked that our thanks to officers be recorded for their considerable efforts to remodel the long term financial plan and review the funding options following the Government's decision to reduce Haringey's Decent Homes funding half way through the programme.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That the size and implications of the reduction in Decent Homes funding for Haringey be noted and approval be granted to the revised scope of works that would be funded from the Decent Homes budget allocation. 2. That approval be granted to current contractual commitments from 2010/11 totalling approximately £5 million being the first priority for Decent Homes funding for 2011/12. 3. That the estimated £10 million of new commitments in the 2011/12 Decent Homes programme in contracts HO13, NT15 and ST16 also be accorded first priority status and if financial savings could be achieved in these contracts through negotiation or mini tender then authority to commit these revised tenders be delegated to the Director of Adult and Housing Services in consultation with the Cabinet Member for Housing. 4. That the deferred scheme WG18 be put on hold and that the Decent Homes investment required for these homes be considered instead as part of the wider investment needs of the whole of Noel Park. 5. That any spare capacity within the Decent Homes budget for 	<p>DUE</p> <p>DUE</p> <p>DUE</p> <p>DUE</p> <p>DUE</p>

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	<p>2011/12 including that which is achieved through financial savings be used to fund additional Decent Homes works if those works would support the capital priorities detailed in the interleaved report and could be procured alongside the ongoing HO13, NT15 and ST16 contracts and that authority to approve these additional works be delegated to the Director of Adult and Housing Services in consultation with the Cabinet Member for Housing.</p> <p>6. That approval be granted to the higher specification ('Option 1') IRS system being installed in all Sheltered Housing blocks and that the IRS service charge for the residents of those costs be 'capped' at the cost of Option 2.</p> <p>7. That the substantial funding gap projected over the next four financial years (2011/12 – 2014/15) be noted and approval granted to additional financial modelling being carried out to take into account the Government's self-financing proposals, the reduction in decent homes funding, up to date information about the condition and investment needs of the stock and alternative funding opportunities including the use of Prudential Borrowing.</p> <p>8. That approval be granted to the 2011/12 capital programme (excluding Decent Homes) comprising the investment priorities as set out in Appendix 2 to the interleaved report subject to the identification of additional funding of up to £2.3 million.</p> <p>9. That approval be granted to a borough-wide options appraisal based on the financial modelling described in paragraphs 9.4 – 9.9 of the interleaved report being carried out to inform Members' consideration of how best the Council might address the short term and long term investment needs of its housing stock.</p> <p>10. That officers explore the merits and feasibility of opportunities, including prudential borrowing, to address the peaks and troughs in capital funding that were anticipated during 2011/12 to 2014/15.</p>	<p>DUE</p> <p>DUE</p> <p>DUE</p> <p>DUE</p> <p>DUE</p>
<p>CAB158.</p>	<p>SUPPORTED HOUSING REVIEW - STOKELY COURT (Report of the Director of Urban Environment - Agenda Item 10)</p> <p>We noted that the report provided an update on the progress of the Supported Housing Review and sought approval to change the designation of Stokely Court from a Sheltered Housing Scheme to a Community Good Neighbour Scheme.</p> <p>In response to a question about access to the communal lounge, officers were asked to give further consideration to ways in which the facility could be made more readily available for use.</p> <p>RESOLVED:</p> <p>That approval be granted to the re-designation of Stokley Court from a Sheltered Housing Scheme to a Community Good</p>	<p>DUE</p>

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	Neighbour Scheme and to its re-instatement within Haringey's Decent Homes Programme.	
CAB159.	<p>PROPOSALS FOR THE REDESIGN OF THE SUPPORTING PEOPLE PROGRAMME AND CONTRIBUTIONS TO THE COUNCIL'S SAVINGS PLANS (Report of the Director of Adult, Culture and Community Services - Agenda Item 11)</p> <p>We noted that the report described a proposal to redesign the Supporting People programme from April 2011 to March 2014, to achieve improved value for money savings and to deliver on strategic developments in order to ensure continued support to the residents of the borough.</p> <p>We noted that as part of the redesign of the Programme options were being explored for some external providers to become social enterprises as well as discussions on the re-modelling and reconfiguration of services across the provider forum and we asked that officers share their thinking on these matters with all Cabinet Members. In response to a question about consultation with service providers, we noted that details were contained in the Executive Summary of the Consultation Report and that further information could be obtained from officers.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the Supporting People programme being reduced in budget commitment by £5 million from 1 April 2011. 2. That approval be granted to the programme making use of this opportunity to be redesigned in line with current and future needs of the Borough. 	<p>DACCS</p> <p>DACCS</p>
CAB160.	<p>RESPONDING TO THE NHS AND PUBLIC HEALTH WHITE PAPERS (Joint Report of the Director of Public Health, Director of Adult, Culture and Community Services and the Director of the Children and Young Peoples Service - Agenda Item 12)</p> <p>We noted that the report addressed the Council's response to the Government White Papers entitled 'Equity and Excellence: Liberating the NHS'; and 'Healthy Lives, Healthy People: Our strategy for public health in England' together with the legislative requirements set out in the Health and Social Care Bill.</p> <p>We also noted that the report covered -</p> <ul style="list-style-type: none"> • Setting the strategic direction for health and wellbeing in Haringey • Establishing shadow arrangements for the Health and Wellbeing Board (HWB) • Changes to the NHS (including proposed new public health system, setting up GP consortia, creating HealthWatch) 	

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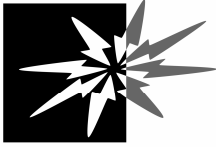
	<p>We further noted that in readiness for the establishment of the HWB with full statutory responsibilities by April 2013, consultation had been undertaken with the groups listed in Section 12 of the interleaved report on the recommendations.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That the proposed vision and outcomes to be finalised at the inaugural meeting of the shadow Health and Wellbeing Board (sHWB) be noted. 2. That the creation of a sHWB as a small, focused, commissioning decision-making partnership board from April 2011 be endorsed and the proposed membership and other arrangements be noted. 3. That the legal comments concerning the membership of the statutory HWB from April 2013, described in the Health and Social Care Bill as a committee of Council be noted. 4. That approval be granted to the immediate focus of the sHWB being: <ul style="list-style-type: none"> • The development of a health and wellbeing strategy; • The establishment of health and social care commissioning arrangements; and • The integration the public health function within the Council. 5. That the progress on the transfer and integration of the public health function in the Council, establishment of a GP consortium and HealthWatch, and associated timescales be noted. 	<p>DPH/ DACCS/ DCYPS</p> <p>DPH/ DACCS/ DCYPS</p>
<p>CAB161.</p>	<p>MINUTES OF OTHER BODIES (Agenda Item 13)</p> <p>RESOLVED:</p> <p>That the minutes of the following meetings be noted and any necessary action approved –</p> <ol style="list-style-type: none"> a. Joint Meeting of the Corporate Parenting Committee and the Children’s Safeguarding Policy and Practice Advisory Committee – 17 March 2011; b. Procurement Committee – 24 March 2011. 	
<p>CAB162.</p>	<p>URGENT ACTIONS TAKEN IN CONSULTATION WITH CABINET MEMBERS (Report of the Assistant Chief Executive (People and Organisational Development) - Agenda Item 14)</p> <p>RESOLVED:</p> <p>That the report be noted and any necessary action approved.</p>	
<p>CAB163.</p>	<p>DELEGATED DECISIONS AND SIGNIFICANT ACTIONS (Report of the</p>	

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	<p>Assistant Chief Executive (People and Organisational Development) - Agenda Item 15)</p> <p>The Appendix to the interleaved report was the subject of a motion to exclude the press and public from the meeting as it contained exempt information relating to the business or financial affairs of any particular person.</p> <p>The Cabinet Member for Housing indicated that he would seek further information from officers outside the meeting about the delegated action in respect of Hill Homes – Extra Care Supported Housing Scheme (The Trees).</p> <p>RESOLVED:</p> <p style="text-align: center;">That the report be noted and any necessary action approved.</p>	DACCS
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The meeting ended at 20.10 hours.

CLAIRE KOBER
Chair



Haringey Council

Agenda item:

[No.]**Overview and Scrutiny Committee****On 28 March 2011**

Report Title. Scrutiny Review – 20 mph Speed Limit

Report of Councillor Bull, Chair of Review Panel

Contact Officer : Robert Mack, Principal Scrutiny Support Officer Tel: 0208 489 2921

Wards(s) affected: All

Report for: Non Key Decision

1. Purpose of the report (That is, the decision required)

That Members approve the report and recommendations of the review, as outlined in the report.

2. State link(s) with Council Plan Priorities and actions and /or other Strategies:

- Council Plan: A cleaner, greener Haringey
- Sustainable Community Strategy outcomes: Safer for All and An Environmentally Sustainable Future.

3. Recommendation

3.1 That the report and its recommendations be approved and referred to Cabinet for a response.

4. Reasons for recommendations

Please refer to the scrutiny review report (attached)

5. Other options considered

Please refer to the scrutiny review report (attached)

6. Chief Financial Officer Comments

- 6.1 The recommendations of the Scrutiny Review Panel include consultation on the introduction of a 20mph speed limit for all side roads within the borough, a pilot 20 mph speed limit in a suitable town centre and a comprehensive publicity and promotional campaign.
- 6.2 No work has been undertaken to date to assess the costs of each of these recommendations and there is currently no earmarked capital or revenue funding within the Council's Medium term Financial Plan. It would be possible to capitalise an element of the cost of implementing a pilot scheme within a town centre which could be funded from existing LIP capital allocations but all associated revenue costs would need to be contained within existing highways budget provisions.
- 6.3 The report highlights that the introduction of a 20 mph limit without the use of physical traffic calming measures would be significantly more cost effective than a similar scheme with traffic calming measures although the on-going enforcement costs would be greater.

7. Head of Legal Services Comments

The Head of Legal Services has been consulted and has no specific legal implications arising from this report.

8. Head of Procurement Comments

N/A

9. Equalities &Community Cohesion Comments

These are considered throughout the report.

10. Consultation

- 10.1 The review sought and received evidence from a wide range of stakeholders as well as local community and resident organisations.

11. Service Financial Comments: The overall cost of establishing a default 20 mph speed limit enforced by signage alone is likely to be significantly less than that of the Council's extending the number of 20 mph zones by physical calming measures. The

Islington scheme cost £1.6 million to implement which compares with a cost of £10 million for Haringey's current strategy. However, the expenditure is likely to be incurred over two financial years rather than spread over 10 – 15 years. The Panel has recommended that it be financed via the using of LIP funding.

12. Local Government (Access to Information) Act 1985

The background papers relating to this report are:

Braking Point – Report by the Transport Committee of the London Assembly – April 2009

Interim Evaluation of the Implementation of 20 mph Speed Limits in Portsmouth - Atkins - Final Report

These can be obtained from Robert Mack, Principal Scrutiny Support Officer on 0208 489 2921, 7th Floor, River Park House,

E- Mail rob.mack@haringey.gov.uk

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Scrutiny Review – 20 mph Speed Limit



A REVIEW BY THE OVERVIEW AND SCRUTINY COMMITTEE

MARCH 2011

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Chair's Foreword:

Research on road traffic collisions shows quite clearly that speed kills. Even small reductions in speed can have a significant effect on casualty figures. Slowing traffic down has therefore been a priority for many local Councils across the country and considerable success has been achieved in recent years. Physical calming measures, such as road humps and chicanes, have contributed significantly to this. The setting of default 20 mph speed limits for whole areas, enforced by signage alone, can be seen as the logical next step to this. Our review looked specifically at the feasibility of adopting this approach in Haringey.

The Panel considered the evidence from schemes currently in place as well as the views of a range of local stakeholders and community and resident associations. There is no doubt that significant progress has been made in recent years in reducing road casualties. However, there is still scope for further improvement and I hope that the Panel's conclusions and recommendations, which are outlined in the following report, will contribute towards this.



Councillor Gideon Bull
Chair of the Review Panel

Executive Summary

In recent years, considerable success has been achieved in reducing road casualties through the establishment of 20 mph zones, particularly in London. These are self enforcing due to the use of appropriate physical calming measures, such as road humps. Generally, the most high risk or dangerous locations have been prioritised for action. In London, many local authorities have already addressed most, if not all, of such areas. Some, such as Hackney, have been considering joining up all their 20 mph zones to form a borough wide 20 speed limit. Haringey, in common with many other authorities, has a long term strategy of increasing the number of 20 mph zones in the borough until most residential streets are covered.

Several local authorities, such as Portsmouth, Islington and Oxford, have taken the step of setting 20 mph as the default speed limit for their area, enforced by signage alone. The scheme in Portsmouth has been independently evaluated and showed that it has been associated with reduced traffic speeds and casualty figures. Islington Council has also recently implemented a borough wide 20 mph speed limit which has been well supported amongst local residents. Whilst more evidence is needed on the long term effectiveness of default 20 mph speed limits, that which is currently available has demonstrated some promising results.

The cost of establishing a default 20 mph speed limit enforced by signage alone is considerably less than that of extending the number of 20 mph zones by physical calming measures. The Islington scheme cost £1.6 million to implement which compares with a cost of £10 million for Haringey's current strategy. A default 20 mph speed limit can also be established quickly – in approximately two years as opposed for the Council's current strategy which will take 10 – 15 years to complete.

The Panel is therefore of the view that there would be merit in introducing, subject to consultation with residents, a default 20 mph speed limit for the borough for all side roads. This would be enforced by signage alone in areas not currently within 20 mph zones. It is essential that local residents are fully engaged in the process as the success of such a scheme is dependent on their support. The Panel also believes that the Council should work with Transport for London to set up a pilot 20 mph speed limit in a town centre. This should be subject to monitoring, evaluation and, if successful, extended to suitable other town centres

Realistic expectations should be built for the scheme. Whilst the Panel is of the view that it is likely to reduce average traffic speeds, the change is unlikely to be substantial, at least in the first instance. This is due in part to the fact that many of the side streets included in the new speed limit are likely to already have low traffic speeds thus limiting the potential for reductions. In addition, reductions in casualties may be modest due in part to the fact that many of the higher risk locations are already in 20 mph zones.

The Panel nevertheless feels that a default 20 mph speed limit would be of benefit. In addition to reducing road casualties, it has the potential to lead to a long term change in the behaviour of drivers, simplifies the issue of speed limits and makes expectations clearer. Over time, drivers will become more familiar with the lower speed limit and therefore more sympathetic to it. There is also evidence that it increases the perception of safety and makes residents feel more positive about their area.

The Panel notes the concerns about enforcement but is of the view that it should not necessarily be a major issue. The 30 mph speed limit is not enforced rigorously by the

Police and it would therefore be unrealistic to expect any great level of enforcement of a 20 mph speed limit. Where persistent problems do occur, ward panels can make the issue a priority for their Police Safer Neighbourhood team. Physical calming measures can be considered as a last resort in areas where problems prove to be difficult to resolve.

Finally, the body of evidence on 20 mph speed limits, although increasing, is still limited. Any Haringey scheme should therefore be carefully monitored and evaluated so that progress can be mapped and the borough can contribute to developing a stronger evidence base on the issue.

Recommendations:

1. That the Council undertake a borough wide consultation process on the proposal to establish a borough wide default 20 mph speed limit for all side roads and the establishment, in consultation with TfL, of a pilot 20 mph speed limit in a suitable town centre.
2. That such a scheme be financed with the use of appropriate LIP funding.
3. That a comprehensive publicity and promotional campaign be developed for the scheme to encourage compliance.
4. That Council vehicles and those of contractors be specifically required to comply with the new speed limit.
5. That such a scheme be subject to monitoring and evaluation.
6. That where persistent problems are identified that are not possible to resolve, officers work with local residents to identify creative and cost effective solutions such as psychological traffic calming.

1. Background

1.1 A scrutiny review on sustainable transport was undertaken by the Overview and Scrutiny Committee in 2009/10. It recommended that the Council develop a borough wide 20 mph speed limit to be operational in all residential areas and, where appropriate, enforced by traffic calming measures. The recommendation was partially agreed by the Cabinet on the basis that a 20 mph speed limit in residential areas was only effective with physical measures to slow traffic.

1.2 Following this, a motion was submitted to Council on 19 July 2010 proposing that a 20 mph speed limit be implemented on all residential roads in Haringey over a four year period and that a town centre 20 mph speed limit be piloted. In response to this, the issue referred to the Overview and Scrutiny Committee to look at the proposal.

1.3 The Committee commissioned a time limited scrutiny review on the issue, with the following membership:

Councillors Gideon Bull (Chair), Dhiren Basu, Martin Newton and Lyn Weber

1.4 The Panel agreed the following terms of reference for the review:

“To consider:

- the feasibility of the introduction of a default borough wide 20 mph speed limit for suitable residential streets and, in particular, whether reductions in traffic speeds and casualty figures are likely to be achieved without the need for physical calming measures and enforced by signage alone;
- whether a time limited pilot scheme in a suitable town centre *location* should be set up to test the potential effectiveness of such a scheme”.

1.5 In undertaking its work, the Panel considered:

- The potential for reductions in traffic speeds and road casualties through the introduction of 20 mph speed limits in areas not already covered by existing 20 mph zones that are enforced by signage alone
- The views of local residents and whether such a policy has potential to gain wide support. As such schemes are intended to be self enforcing, this is particularly important.
- The relative cost effectiveness of this approach in comparison to the current approach to reducing speed limits, where appropriate, to 20 mph
- The sustainability of potential benefits i.e. whether initial improvements are likely to be maintained without the need for physical calming measures

1.6 The review considered the following sources of evidence in undertaking the review:

- Interviews with key stakeholders and local residents organisations
- Research documentation and national guidance

- Evidence on the effectiveness and outcomes of schemes in local authorities which have already implemented default 20 mph speed limits, such as such as Portsmouth, Bristol and Islington.
- Information on relevant work in this area being by Transport for London and the Mayor
- Relevant financial data including comparative costs of specific schemes

2. Introduction

Background

- 2.1 It has been established clearly that there is a link between traffic speed and road collisions. Excessive speed has been shown to be a direct contributory factor in about 20% of all collisions and a major factor on a third of all road deaths. This does not necessarily mean that drivers are breaking the speed limit but may instead be driving faster than appropriate for the conditions. Reducing speed limits has therefore been widely accepted as an important means of reducing road casualties. Research has shown that for every 1 mph reduction on average traffic speed, road collisions are reduced by 5%.
- 2.2 London boroughs have lead responsibility for changing and enforcing speed limits on minor roads in London whilst Transport for London (TfL) is responsible for major arterial roads. Many local authorities have introduced measures to reduce traffic speed to 20 mph. Nationally, police forces have generally been reluctant to enforce lower speed limits and there is an expectation that any such schemes should therefore be self enforcing. For example, the current policy of the Metropolitan Police is not to enforce 20mph speed limits except in exceptional circumstances.
- 2.3 Self enforcement has typically been through the use of physical calming features such as speed humps and cushions, speed cameras, width restrictions and chicanes. Research published by the Royal Society for the Prevention of Accidents in 2009 showed that the more disruptive measures are the most effective:
- Signage alone reduces speeds by 1 mph
 - Road humps reduce average speed by 10 mph
 - Speed cameras reduce average speed by 20 mph

20 mph Zones

- 2.4 Until recently, the principal means used to reduce speed limits to 20 mph was through designating specific areas as 20 mph “zones”. These are areas where speed is restricted to 20mph by boundary signage and enforced by physical traffic calming measures such as speed humps or chicanes. Although zones can be limited to a single road, they normally include a cluster of streets. There are now around 400 of these in London, covering 11% of total road length. Their use has been targeted particularly at areas that are considered to be “high risk”, such as around schools and hospitals.
- 2.5 Evidence from Transport for London (TfL) has shown that 20 mph zones have been very effective in reducing road casualties. Casualties have gone down by 42% and fatal or serious casualties by 46% in streets where zones have been introduced. The impact has been particularly great in more deprived areas, which typically suffer higher road casualty figures.

Default 20 mph speed limits

- 2.6 A number of local authorities have considered introducing default 20 mph speed limits for entire areas. Some, such as Portsmouth City Council, Oxford City Council and the London Borough of Islington, have implemented specific schemes. As with

a zone, a 20mph limit is applied to roads to restrict the maximum legal speed to 20mph. In streets not already within 20 mph zones and subject to physical calming measures, enforcement is by signage alone i.e. *without* any physical calming measures. The limits apply to all residential roads in a particular area.

DfT Guidance

- 2.7 The introduction of limits and zones is subject to specific Department for Transport (DfT) guidance which states that if the mean speed on a road is 24 mph or lower, a 20 mph speed limit can be set and enforced by signage alone. If mean speeds are any higher than this, physical calming measures should be used. The Metropolitan Police currently require that the relevant guidance is followed or appropriate exemption is sought for the Department for Transport.

3. Stakeholder Views

Current Council Policy

- 3.1 The Panel received a presentation from Tony Kennedy, the Group Manager for Transport Policy and Projects in the Urban Environment Directorate which outlined the Council's current position. It noted that it was looking to further increase the number of areas with 20 mph speed limits. The overall policy had been discussed at the Council's Transport Forum and received approval, in principle, from all user groups. The method of implementing such a limit was the main issue and, in particular;
- Whether it should be achieved by zones or limits
 - Whether it should be in priority areas only
 - The enforcement implications
 - The raising of public expectations
 - Financial implications
- 3.2 He stated that the option of achieving the speed reduction by speed limits and without physical calming measures was considerably cheaper than through zones - £600,000 to £1 million compared to £10 million. The Tower Gardens zone alone had cost £400,000.
- 3.3 The Council valued the benefits of 20mph and recognised its contribution to accident reduction, the perception of safer roads and encouragement of walking and cycling. Its current policy was to increase the number of 20mph zones in the borough through the neighbourhoods programme. This programme looked holistically at neighbourhoods with a view to providing physical measures and initiatives to make them safer and more pleasant.
- 3.4 As part of this approach, work was currently being undertaken on a scheme called DIY Streets. This was an initiative run by the sustainable transport charity Sustrans who had been contracted to work with the local community for 2 years in order to help residents develop low cost solutions to making streets safer and more attractive. It aimed to find simple interventions and materials which can be both effective and durable.
- 3.5 The neighbourhood to the south-east of Turnpike Lane station, which includes Langham Road, Carlingford Road, Stanmore Road and Graham Road, was being looked at this year. This was a pilot project and it was intended to roll it out in other neighbourhoods and to cover 2 to 3 each year, including 7 to 8 roads in each exercise. The current policy was ongoing and would take approximately 10 – 15 years to complete. DIY Streets would look at possible ways forward, such as cycle training and car clubs, in order to try and change the way that people think. £68,000 had been invested in this so far. Residents led on the scheme and the intention would that they would come up with an outline scheme for a bid to TfL. In addition, the Council had also set up a Sustainable Transport Commission to review its sustainable transport policies.
- 3.6 He stated that the London Borough of Islington was the only borough to implement a default 20mph limit on residential roads at the present time. The majority of their streets (78%) were already in 20 mph zones and there were already relatively low

average speeds in the borough. It would be more difficult to follow such an approach in Haringey where only 30% of streets were currently in 20 mph zones. However, he felt that there might be some merit in introducing a pilot scheme in a street with an average speed of around 27/28 mph to see what effect it had.

- 3.7 In the event of a pilot scheme being set up in a town centre, he felt that Crouch End or Muswell Hill would probably be the best options. Wood Green was already slow and calmed and Green Lanes was also already fairly slow. It would be important to obtain measurable statistics so the effectiveness of the pilot scheme could be properly evaluated.
- 3.8 He had reservations that setting 20 mph speed limits without physical calming measures might raise expectations that could not be met. If a default 20 mph speed limit was introduced across the borough, it probably would not be possible to enforce it. It was noted that 12 of the 19 Police Safer Neighbourhood Team (SNT) areas of the borough had officers trained to use speed guns. The trained officers currently also covered the 7 areas without dedicated trained officers. However, SNTs only work until midnight. Average speed cameras could be used but were currently very expensive, although the price was likely to come down. Flashing speed signs were introduced where needed and worked well. Mobile ones were available but needed to be manned. He stated that, in general, the number of prosecutions for speeding within the borough was currently comparatively small.

Enforcement

- 3.9 Inspector Mark Long from the Police Safer Transport Team and Martin Young from the Traffic Police gave the Panel their views on 20 mph speed limits. Mr Long reported that the Police were not against the 20 mph speed limit in principle. The issue for them was how it was to be achieved and enforced. Policing resources were finite. He felt that signage alone would not be enough to reduce speeds. Whilst speeds in some side roads were relatively slow due to their narrowness, reducing speed would be a problem on wider roads.
- 3.10 Mr Young felt that signs alone would probably only reduce speeds slightly and many vehicles were likely to travel well in excess of the limit. There needed to be some physical means of enforcing limits. The Police would not be able to enforce a 20 mph speed limit unless it was properly implemented using an engineered solution. However, if speeds were already under 24 mph, it was unlikely to be a major problem. This would probably be the case where streets were narrow. In such circumstances, there might not be any need for engineering measures such as speed humps.
- 3.11 It was noted that the government had relaxed the requirements for introducing 20 mph speed limits and it was now more a matter for local determination. However, local authorities would normally consult the police regarding enforcement. Safer Neighbourhood Teams (SNTs) had ward panels who decided upon priorities for their area and it was possible for them to make enforcement of speed limits one of these. 5 wards out of 19 in Haringey had already set traffic as a priority. These are Alexandra, Harringay, Noel Park, Northumberland Park and Woodside.
- 3.12 Mr Long stated that if SNTs were asked to focus on speeding, they would. Whilst they were supportive of the principle of 20 mph speed limits, they were concerned about enforcement. There was a balance between forcing traffic to slow down

through physical measures and, if this did not work, through enforcement by the police. If there was likely to be a significant amount of additional enforcement required, it would not be possible for the police to commit the extra resources that would be required. The Police would have a clear preference for engineering instead of enforcement as a solution.

- 3.13 Mr Young stated that the traffic police liaised with SNTs on a regular basis. If necessary, speeds could be monitored. It was quite often found that the reality did not match the perception that speeding was a problem in an area. Where an issue was identified, the information gathered could be used to decide whether an engineering solution or education was required.
- 3.14 Mr Young stated that properly engineered physical calming measures worked and removed the need for enforcement. Without them, the speed limit would only work with the aid of enforcement. Traffic issues needed to be investigated properly and expenditure focussed on where there had been collisions. He was of the view that if speed limits were brought in haphazardly, it could bring them into disrepute. Hackney and other boroughs were bringing in a borough 20 mph wide speed limit through a patchwork of zones. He felt that this was a better way of achieving a 20 mph speed limit on a borough wide basis.

4. Evidence from Other Local Authorities

London Assembly

- 4.1 A London Assembly report entitled “Braking Point” looked at the issue of default 20 mph speed limits in detail. The report was of the view that there was, as yet, incomplete evidence to determine the potential effectiveness of default 20 mph speed limits. It concluded that there was a case for testing further the likely benefits and recommended that the Mayor work with boroughs planning to introduce default 20 mph limits to monitor their effectiveness and that the results of the programme should be published and used to inform future TfL and borough policy.
- 4.2 In terms of cost, the report noted that Islington were planning to spend £1 million to introduce a borough wide default limit. The cost of zones could vary considerably depending on their size and the enforcement measures that are used. The report quotes a range between £40,000 and £250,000. Southwark had calculated an average figure of £143,000 per zone and a total of £1.9 to cover the remaining 20 mph zones that it was planning.
- 4.3 The Panel received evidence from Jenny Jones, a Member of the London Assembly. As a member of its Transport Committee, she had played a leading role in the “Braking Point” investigation. She reported that each road death cost the economy approximately £1.5 million. Serious injuries could cost almost as much. Road casualties disproportionately affected children and people from black and ethnic minority and deprived communities. There was a general consensus that reducing speeds to 20 mph saved lives and this included motoring organisations such as the AA and the RAC. A reduction in speed of only 1 mph could lead to a significant reduction in road casualties.
- 4.4 She was of the view that having a default 20 mph speed limit made expectations clearer and simplified the issue. Physical calming measures had found by the Assembly to be very effective in reducing casualties. A further 900 were planned in London for future years. The move to default 20 mph speed limits was a logical and practical progression from this. However, the overall effectiveness of them had not yet been fully tested although the scheme in Portsmouth had been evaluated. In Hull, all of the individual zones had been joined together to produce an overall 20 mph speed limit. There was a need for the introduction of such schemes to be accompanied by widespread public consultation.
- 4.5 Department of Transport advice was that a steady speed could improve traffic flow and reduce emissions. A 20 mph speed limit could have a small positive effect on this. There was a lack of research currently about whether lower speed limits had the potential to get people out of cars, although Hull had seen a huge increase in cycling following the implementation of its 20 mph scheme.
- 4.6 There were a range of views amongst London boroughs about the potential of default 20 mph speed limits:
- Eight boroughs had been actively pursuing the option
 - Other boroughs felt that further evidence was required on their impact
 - Some did not believe that they should be considered and were taking forward alternative approaches.

- 4.7 Several boroughs were intending to implement 20 mph speed limits on a piecemeal basis through introducing more 20 mph zones over a period of time until all their residential streets were covered. Hackney had wanted to extend its 20 mph speed limit to TfL roads as well, although permission from them would be required. The Mayor had previously agreed to fund the setting up of pilot 20 mph default speed limits in two boroughs. Hackney and Southwark had been interested and were ready to implement this. Hackney were no longer interested but Southwark still were and a potential agreement had been brokered. The Mayor had been asked for the funding but this had not yet been forthcoming.
- 4.8 The biggest sticking point had been the attitude of the Police. ACPO advice was not favourable to default 20 mph limits. The Police did not like road humps and preferred road narrowing or speed cameras. The Police view was that government guidance had to be followed and that they could not, in the normal course of events, enforce 20 mph speed limits. Nevertheless, residents could determine the priorities for Police Safer Neighbourhood Teams (SNTs) and speeding cars were nearly always amongst the top three concerns. Ms Jones was of the view that the Police had sufficient resources to pursue speeding issues. There was a feeling that traffic policing was not proper policing and attempts had been made to cut funding.
- 4.9 The transport research laboratory had shown that there could be more emissions at 20 mph. However, less emissions were produced where traffic moved at a steady speed. Ms Jones felt that the speed limit should be 20 mph everywhere except for main roads. In her view, 20 mph speed limits reduced the level of road danger and delivered significant cost benefits to communities.

Portsmouth

- 4.10 Portsmouth was the first local authority to introduce a default 20 mph limit on all residential roads. It has a population of approximately 200,000 which is slightly smaller than Haringey (circa 225,000). On most of the roads where the speed limit signs and road markings were installed, the average speeds before installation were less than or equal to 24 mph. The relatively low speeds on these roads before the implementation of the scheme were mainly due to the narrow carriageways and on-street parking that are common within the city, which reduces the effective width. 20 mph signs were also provided on roads with median speeds greater than 24 mph in order to avoid inconsistency and confusion. These were not accompanied by any physical calming measures. As this was contrary to the Department for Transport guidance, special dispensation from the Secretary of State needed to be obtained before implementation.
- 4.11 An independent evaluation of the scheme was published by the Department for Transport in September 2010. The evaluation found that the overall average speed after the 20 mph speed limits were imposed was 1.3 miles per hour lower than the average speed beforehand. At sites where the average before speed was greater than 24 mph, the average speed reduced by 6.3 mph. Despite a reduction in the number of sites with average speeds above 24 mph, which was 21 before the schemes implementation, 19 sites were found to still have average speeds between 24 mph and 29 mph after the schemes were implemented. The changes were regarded as being statistically significant.

Average Traffic speed changes after 20 mph speed limit implementation

Sector	Average Before Speed (mph)	Average After Speed (mph)	Speed Change (mph)
Central West	20.2	19.1	-1.1
South East	19.6	18.6	-1.0
Central East	18.5	17.9	-0.6
North East	18.2	16.4	-1.8
South West	18.4	16.9	-1.5
North West	23.9	22.2	-1.7
All Sectors	19.8	18.5	-1.3

4.12 The analysis showed the total accident reduction was 21% and the number of casualties fell by 22%. The number of killed or seriously injured (KSI) accidents increased by 8% and casualties by 6%. However, the total numbers of KSI accidents were very small and therefore susceptible to variations. These figures compare against a national reduction in casualty rates of 14% and of 12% in KSI casualties.

4.13 The evaluation came to the following conclusion:

“early figures suggest that the implementation of the 20 mph Speed Limit scheme has been associated with reductions in road casualty numbers. The scheme has reduced average speeds and been well-supported during its first two years of operation.”

4.14 In summary, the report states that the effects of implementing the 20 mph Speed Limit scheme (use of signing alone) were as follows:

1. “The average speed reduction achieved by installing speed limit signs alone is less than that achieved by the introduction of 20 mph zones partly because 20 mph Speed Limits are implemented where existing speeds are already low;
2. Within an area-wide application of 20mph sign only limits, those roads with average speeds higher than 24 mph may benefit from significant speed reductions, but not to the extent that the 20mph speed limit is self enforcing;
3. Based on the available data for two years after scheme implementation, casualty benefits greater than the national trend have not been demonstrated”;

Islington

4.15 Islington is London's smallest borough, with a size of six square miles. It has a population of approximately 200,000. The Council has recently decided to implement of default 20 mph speed limit for the borough.

4.16 The Panel met with Zahur Khan, Bram Kainth and Michelle Thompson from the Council. They reported that Islington had completed its programme of setting up 20 mph zones in 2009. It had then been decided to extend 20 mph speed limit to the remaining 22% of the borough's roads not covered by zones through the use of signage alone. The Council's Cabinet had made this decision but there was unanimous cross party support. The Council's new administration had re-affirmed this position.

- 4.17 There had been strong cross party support for reducing traffic speeds. This had initially been through the setting up of 20 mph zones. The number of accidents had gone down from 227 in 2001 to 71 last year following the implementation of them. The most dangerous streets within the borough had been done first. There normally had to be an accident before any action could be taken. The approximate cost of an accident was £80,000. Schemes had to demonstrate to TfL that they were cost effective. The original plan had been to extend 20 mph zones to every part of the borough and there had been a programme to do this until 2016 but this had been built on the assumption of there being continued funding.
- 4.18 The implementation of a default 20 mph speed limit had cost £1 million initially. However, the Department for Transport (DfT) and the Police had advised that the signs should all be illuminated and this had added another £600,000 to the cost. This was contrary to the approach that Portsmouth had adopted with the setting up of their scheme as the signage used there was not illuminated. The costs of the scheme came more from excluding particular roads as illuminated repeater signs were needed where speed limits changed. If signs were not properly illuminated, it might cause any prosecutions to fail. The DfT had worked closely with Islington on the implementation of their scheme.
- 4.19 It was doubtful whether the streets that had not been incorporated into 20 mph zones would have received funding. Residents appeared to generally feel safer and happier about their area following implementation of a lower speed limit. A traffic survey would be undertaken to evaluate how well the new scheme worked. This would use radar technology and be undertaken during the first 18 months.
- 4.20 Reducing traffic speeds could, conversely, reduce journey times through increasing the capacity of roads. This had been tried on both the M1 and M25 and had shown to be effective. The issue of whether to put main roads in the scheme was controversial and would be reconsidered after the scheme had been reviewed. The Police had generally been supportive. Safer Neighbourhood Teams (SNTs) would deal with any issues arising from complaints in relation to speeding. The Police had admitted that they were not even able to enforce the 30 mph speed limit.
- 4.21 They felt that, before implementing a scheme such as this, local authorities needed to ask themselves what their criterion for success was – whether it was reducing speed and accidents or increasing the perception of safety or making people feel happier about their environment. They were of the view that it was not a road safety issue - traffic calming was the most effective way of addressing this. Although there was not much evidence available on the effectiveness of default 20 mph speed limits, that which there was had shown that they made a minimal difference. They could not recommend a default 20 speed limit as professionals as there was limited evidence that they would reduce collisions or traffic speed.
- 4.22 However, the lower speed limit could nevertheless deliver some benefits. It might make residents feel happier about their area. The lower speed limit could also possibly make it possible to prosecute people for driving at 29 – 30 mph. Where default 20 mph speed limits had been implemented, reductions in traffic speed had been bigger in streets areas where speeds had been comparatively high before implementation but this might not be sustainable.
- 4.23 It was not possible to say whether the lower speed limit would increase cycling or

walking. There was also no evidence so far the default 20 mph speed limits led to a step change in the psychology of drivers. It was nevertheless hoped that speeding would eventually become as unacceptable as drink driving. If it was possible to get the Police to enforce 20 mph speed limits, there was a chance that they might work.

- 4.24 There had been a backlash against speed humps and default 20 speed limits were probably more popular now. A large scale consultation exercise had been undertaken before their scheme had been implemented and 25% of the 40,000 people consulted had responded. Two thirds had been favourable. Residents would not be aware of average traffic speeds in their area so would be unable to quantify any improvement. The scheme could nevertheless be used to identify problem areas and help to change mind sets and would not do any active harm.
- 4.25 The decision to introduce the default 20 mph speed limit had been contrary to officer advice. Members had the right to ignore officer advice but their view had been that there was no factual evidence to support the policy. However, they had been able to make the scheme work effectively. Given the choice, officers would prefer to spend what money was available on where particular problems had been identified. It would have cost £3 to £3.5 million to put the remaining part of the borough into 20 mph zones. This would have been undertaken in stages and not all at once. It could not be done now due to the financial climate.
- 4.26 There had been little negative feedback to the introduction of the scheme so far and there had only been good publicity. However, the lack of complaints from residents suggested that the policy had been ineffectual. There were some resources available for enforcement. Although 20 mph speed limits were cheaper to implement, there was still a significant cost. In the long term, it was possible that it would lead to a change in culture and mindset. It was noted that much less of Haringey was currently covered by 20 mph zones so implementing a similar scheme was likely to be more challenging.

5. Feedback from Community Organisations

- 5.1 The Panel received evidence from a number of community and residents organisations. They also received a written submission from 20's Plenty.
- 5.2 The view of Rod King, from 20's Plenty, was that in today's economic climate, value for money was very important. A comparison between traditional 20 mph zones and 20 mph limits was therefore an important one. In the past 20 mph zones had been used to target the streets most requiring speed reduction and in these cases had usually been effective. However they were expensive. 20's Plenty had done a comparison between the use of zones and limits and were of the view that 20mph speed limits were 7 times more cost effective than zones.
- 5.3 He highlighted the fact that Portsmouth had spent just £1,100 per km for limits compared to £60,000 per km for physically calmed zones. Comparing £100,000 spent within a community with 50 miles of roads, they had found that 20 mph limits with signage alone gave better value for money than 20 mph zones. This was demonstrated by the following:
- Option 1: Spending £100,000 on 20mph zones with physical calming; This would fund one mile of streets with a 20 mph zone with physical calming. Average speed was likely to drop by 9 mph. As the speed limit on the other 49 miles of roads remained the same, the average speed reduction across the whole network would be 0.18 mph.
- Option 2: Spending £100,000 on 20mph limits without physical calming; This would fund 56 miles of streets with a 20mph limit and cover the whole community. The average speed reduction (based on the results of the Portsmouth evaluation) will be 1.3 mph.
- 5.4 From this, he concluded that 20mph area-wide limits were 7.2 times more cost effective than physically calmed zones. He stated that there are other benefits from community-wide limits such as the fact that they:
- Increase the collective ownership of lower speeds where people live.
 - Deliver a 20 mph street to most drivers, hence increasing value and compliance.
 - Provide a more consistent approach linked to road usage rather than road design.
- 5.5 He stated that there are now over 5m people living in Local Authorities who had adopted a 20 mph speed limit policy for all residential roads. He hoped that Haringey would be the next to be added to that list.
- 5.6 The Panel also received evidence from Paul Bumstead from the West Green Residents Association and, in particular, on the DIY Streets Scheme operating in the neighbourhood. The area was primarily residential in nature with streets that were often short and narrow and therefore traffic speeds were normally comparatively low. There were nevertheless some exceptions to this, such as the link between Lordship Lane and West Green Road formed by Downhills Way and Belmont Road. The DIY Streets programme was not supportive of physical calming. However, there was a need for lower speed limits to be self enforcing. Signage and

appropriate road markings were preferable as well as being cheaper options.

- 5.7 Evidence was received from Chris Barker from the Sustainable Haringey Network, Haringey Living Streets and Haringey Federation of Residents Associations. Experience had shown that schemes enforced by signage alone could bring speeds down by a little and this approach should therefore be considered as beneficial. As the 20 mph speed limit became more prevalent, it was possible that there would be a greater level of observance. Drivers would be more likely to live in an area with such a limit and therefore become used to it. He felt that, given time, people would begin to drive slightly more slowly if there was a default 20 mph speed limit. For example, there was now a greater observance of the 30 mph speed limit than previously.
- 5.8 However, enforcement was not the most critical issue. Most people ignored the 30 mph speed limit. It was acknowledged that most people disliked speed humps but streets that appeared to be long and open needed some means of reducing traffic speed. Entry arches, narrower road sections and chicanes could all be used. Vegetation could also be used, such as trees in pots. Such calming measures were not necessary where streets were narrow. If signage alone was found not to work, then physical calming measures could then be considered. It was acknowledged that enforcement was important but it would not be necessary for the Police to stop everyone who was exceeding 20 mph – it could be applied selectively. Speed guns were an excellent idea as were average speed cameras.
- 5.9 Jennifer Bell from Hawthorn Road Residents Association stated that speeding was often a problem in her area. Nightingale Lane was narrow and motorists often speeded up after passing through it. She had written to complain about this but the response she had received had stated that accident rates were low and therefore there was no immediate need for action. She felt that it should not be necessary to wait until there was a fatality for action to be taken and that it would be beneficial to make a cultural change. She acknowledged that it would be difficult to stop “boy racers” from speeding but there were a lot of other people who were likely to be more receptive to lower speed limits. She felt that the default speed limit should be 20 mph in residential areas. A lower speed limit would make people feel safer and increase awareness amongst drivers. Debora Lucarelli, also from Hawthorn Road Residents Association, felt that the Council needed to take into consideration a range of different options as there was not a single solution.
- 5.10 David Rennie of the Crescent Road Residents Association felt that psychological traffic calming, such as trees being placed in close proximity to traffic, could be effective. Research had shown this to work well. One option that could be used was to place trees within concrete boxes. These also had the advantage of being moveable. Chevron parking and chicanes were other options but these could also result in the loss of parking space, which was not always popular. He drew attention to the removal of railings and road markings in areas of Kensington and Chelsea. As well as reducing speeds, these could make streets less cluttered and save money. Innovative schemes had the potential to work but relied on local councils being brave enough to adopt them.
- 5.11 Adam Coffman from Haringey Cycling Campaign stated that the SNT in his neighbourhood, which was Harringay, had been proactive in addressing traffic issues and used creative means of addressing the issue. However, the enthusiasm of the Police for addressing speeding was something of a “post code lottery”. He

felt that pressure should be put on the Police to enforce lower speed limits. Speeding affected everyone and there should be a strong message given out that it was a serious issue. He noted that the DIY Street project was looking at alternatives to road humps but he was nevertheless still in favour of them. He felt that the main issue with road humps was that they were often not well built. The project was looking at cheap ways to calm traffic and these could be used in other areas of the borough.

- 5.12 He felt that 20 mph speed limits were beneficial. They built confidence in cyclists. There was a correlation between low speed limits and the number of cyclists. For example, Germany and Denmark both had low speed limits and large numbers of people cycled. In contrast, the default speed limit in Australia was 60 kmh and there were fewer cyclists. A 20 mph speed default limit for Haringey would be consistent with the greenest borough strategy and be a brave move by the Council. It could be promoted in a number of ways such as car stickers and other publicity. In addition, Council employees could sign pledges to observe the 20 mph speed limit and Council vehicles required to observe it.
- 5.13 John MacBryde, from Kingsley Place Residents Association and Bus Watch West Haringey, reported on efforts being made to centralise access to bus services in Highgate Village. The angled parking that was used in certain areas was only feasible where there was a 20 mph speed limit. He felt that the Village area would benefit from a 20 mph speed limit. It was noted that it was possible to have cross borough arrangements on speed limits so that any issues around borders could be resolved.

6. The Panel's Conclusions

- 6.1 The Panel is of the view that, on balance, there is sufficient evidence to demonstrate that a default 20 mph speed limit will be of benefit to the borough. However, the Panel believes that it is important that there are realistic expectations from such a scheme. There is clear evidence to suggest that it should lead to a reduction in traffic speeds and casualties. Whilst these are likely to be relatively modest, they will nevertheless be beneficial. Due to congestion and the narrow nature of some streets, traffic speeds in many areas may already be relatively low and therefore the scope for reduction will be limited. For example, the current average speed on 'A' roads within the borough during peak hours is only 12 mph. In addition, many higher risk areas are already in 20 mph zones and have already benefited from the considerable difference that these have made.
- 6.2 A default 20 mph speed limit should nevertheless deliver a number of long term benefits to the borough and have the potential to provide a more cost effective approach than the current policy. The potential cost of the current strategy will ultimately be around £10 million and will take 10 -15 years to complete. This compares with a potential cost of £600k to £1 million for implementing a default 20 mph speed limit. Even if one uses the £1.6 million cost of the Islington scheme as a more realistic benchmark, this is still a substantial saving. This could also be achieved in around two years.
- 6.3 The Panel believes that the introduction of a default 20 mph speed limit has the potential to lead to a long term change in the behaviour of drivers. A default limit simplifies the issue of speed limits and makes expectations clearer. Over time, drivers will become more familiar with the lower speed limit. In addition to driving in streets with such limits, many will also live in streets with 20 mph limits and therefore be aware of their potential benefits. The ultimate aim should be to make speeding as socially unacceptable as drink driving.
- 6.4 In respect of enforcement, the Panel notes that the 30 mph speed limit is generally not enforced rigorously by the Police due to the resource implications of this. In such circumstances, it would be unrealistic to expect any great level of enforcement of a 20 mph speed limit. However, it may increase the likelihood of motorists being prosecuted for lower speeds than is currently the case e.g. for speeds of 33 – 34 mph in areas with a 20 mph speed limit as opposed to 40 mph where there is a 30 mph speed limit. Where persistent problems do occur, ward panels can make the issue a priority for their Police Safer Neighbourhood team. Physical calming measures can be considered as a last resort in areas where problems prove to be difficult to resolve.
- 6.5 There is clear evidence from Islington and Portsmouth that residents are likely to be favourable to the introduction of a default 20 mph speed limit. In addition, there have been very few if no complaints from Islington residents since its introduction. The Panel is nevertheless of the view that the introduction of any scheme should be accompanied by widespread consultation and a publicity campaign. The Council itself can play a key role in promoting compliance through leading by example. This could be done by ensuring that Council vehicles and, where possible, those of contractors observe the lower speed limit. In addition, Council vehicles and those of staff could be used to publicise the speed limits through, for example, bumper stickers.

- 6.6 The Panel is of the view that all side roads should be included in the Haringey scheme. It was noted that much of the costs associated with implementing the scheme in Islington came from roads that were *not* included as it is necessary to install signs in all places where there is a change of speed limit. There will nevertheless still be a need for some signs to be located in areas within the areas where the 20 mph speed limit applies.
- 6.7 The Panel is of the view that the Council should work with Transport for London to also set up a pilot 20 mph speed limit in a town centre. This should be subject to monitoring and evaluation and, if successful, extended to suitable other town centres.
- 6.8 The risks associated from the introduction of a default 20 mph speed limit would appear to be relatively small. The experience from both Islington and Portsmouth has been that the schemes have been well supported and have not lead to any major problems. The main risks associated with such a scheme would seem to be that it might be ineffectual and raise unrealistic expectations. However, a realistic approach to the likely outcomes may assist in reducing the potential for this.
- 6.9 The Panel notes that the body of evidence on the effectiveness of 20 mph speed limits is still fairly limited. It is therefore of the view that any Haringey scheme should be carefully monitored and evaluated so that progress can be mapped and the borough can contribute to the body of evidence on the issue. In addition, it could also be used to identify any problems that may arise where further action may be need to be considered, such as the installation of physical calming measures.

Recommendations:

- That the Council undertake a borough wide consultation process on the proposal to establish a default borough wide 20 mph speed limit for all side roads and the establishment, in consultation with TfL, of a pilot 20 mph speed limit in a suitable town centre.
- That such a scheme be financed with the use of appropriate LIP funding.
- That a comprehensive publicity and promotional campaign be developed for the scheme to encourage compliance.
- That Council vehicles and those of contractors be specifically required to comply with the new speed limit.
- That such a scheme be subject to monitoring and evaluation.
- That where persistent problems are identified that are not possible to resolve, officers work with local residents to identify creative and cost effective solutions such as psychological traffic calming.

Appendix A

Participants in the review:

Tony Kennedy, Group Manager for Transport Policy and Projects, Urban Environment Directorate.

Inspector Mark Long, Police Safer Transport Team

PC Matin Young, North East Area Traffic Police.

Jenny Jones, London Assembly Transport Committee

Richard Berry, Scrutiny Manager, London Assembly

Zahur Khan, Head of Traffic and Engineering Services (Public Realm), Environment and Regeneration, Islington Council

Bram Kainth Service Director (Public Realm), Environment & Regeneration Department, Islington Council

Michelle Thompson, Environment & Regeneration Department, Islington Council

Paul Bumstead, West Green Residents Association.

Chris Barker. Sustainable Haringey Network, Haringey Living Streets and Haringey Federation of Residents Associations

Jennifer Bell, Hawthorn Road Residents Association

Debora Lucarelli, Hawthorn Road Residents Association

David Rennie, Crescent Road Residents Association

Adam Coffman, Haringey Cycling Campaign

John MacBryde, Kingsley Place Residents Association and Bus Watch West Haringey

Appendix B

Documents referred to in the preparation of this review report:

Interim Evaluation of the Implementation of 20 mph Speed Limits in Portsmouth
Final Report – Atkins (September 2010)

Interim Evaluation of the Implementation of 20 mph Speed Limits in Portsmouth –
Summary Report

Braking point; 20mph speed limits in London - London Assembly Transport Committee
(April 2009)

Introduction of 20mph Speed Limits – Report to Colchester Borough Council Policy
Development and Review Panel, 1 September 2010

Introduction Of 20mph Zones - Report of Regeneration And Employment Review
Committee, Islington Council, March 2011

Report of the 20 mph Speed Limits/Zones Scrutiny Panel, Brighton and Hove City Council,
May 2010

Roads; Speed Limits – House of Commons Standard Note (11 October 2011)



INVESTOR IN PEOPLE



2005-2006
Getting Closer to Communities

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Agenda item:

[No.]**Overview and Scrutiny Committee****On 28th March 2011**Report Title: **Scrutiny Review of the Haringey Guarantee**Report of: **Councillor Basu, Chair of the review panel**

Contact Officer : Melanie Ponomarenko, Principal Scrutiny Support Officer

Email: Melanie.Ponomarenko@haringey.gov.uk

Tel: 0208 489 2933

Wards(s) affected: **All**Report for: **[Key / Non-Key Decision]****1. Purpose of the report (That is, the decision required)**

- 1.1. That the Overview and Scrutiny Committee approve the recommendations laid out in the attached report.

2. Introduction by Cabinet Member (if necessary)

- 2.1. N/A

3. State link(s) with Council Plan Priorities and actions and /or other Strategies:

3.1. This review links with the Sustainable Community Strategy Outcomes of:

- Economic vitality shared by all, specifically:
 - Maximise income
 - Increase skills and educational achievement.
- Healthier people with a better quality of life, specifically:
 - Tackle health inequalities

4. Recommendations

4.1. Review recommendations are laid out in the attached report.

5. Reason for recommendation(s)

5.1. Reasons for the recommendations laid out in the main report are covered within the main body of the attached report.

6. Other options considered

6.1. N/A

7. Summary

7.1. The Haringey Guarantee, established in 2006, is the council's strategic approach to tackling worklessness in the borough and is the main vehicle for delivering the Local Area Agreements around worklessness in Haringey.

7.2. The Haringey Guarantee has been funded through the Area Based Grant which no longer exists.

7.3. The Government is introducing a new 'Work Programme' which will replace all current pathways into work and will be contracted from the Department of Work and Pensions to Prime Contractors, who can then sub-contract some of this work locally. The Haringey Guarantee is hoping to become a sub-contractor under the Work Programme.

7.4. During the course of the review Panel Members spoke to a number of partners, providers and stakeholders for the Haringey Guarantee in order to make the recommendations as outlines below. The panel hopes that these recommendations add value to the work already being undertaken in Haringey around reducing worklessness and also that they assist in taking this work, and the work of the Haringey Guarantee forward under the Work Programme.

7.5. Key findings include:

- There is a need to focus on 18-24 year olds in any local programme around worklessness.
- Greater engagement is needed with local businesses to highlight the Haringey Guarantee and get local jobs for local people.
- There is a challenge in moving away from public sector jobs to private sector jobs.

- The holistic approach used by the Haringey Guarantee projects is beneficial to local residents.
- Commissioning for outcomes should be continued where possible, alongside the Work Programme output measures (should the Haringey Guarantee become a sub-contractor).

8. Chief Financial Officer Comments

- 8.1. This report considers the outcomes of a review of the Haringey Guarantee by a panel of Members from the Overview and Scrutiny Committee. However, subsequent to this report going to Scrutiny Committee, the Council has been notified that it was not successful in being nominated as a subcontractor under the DWP Work Programme and thus the total level of funding available is now very limited.
- 8.2. The Haringey Guarantee was established in 2006 and is the council's strategic approach to tackling worklessness in the borough; it is the main vehicle for delivering the Local Area Agreements around worklessness in Haringey.
- 8.3. In 2010-11 the Working Neighbourhoods Fund (an element of the Area Based Grants) was used to fund both the Haringey Guarantee (£660,703) and an in-house project, Families into Work (£322,500). The Haringey Guarantee budget was used to commission other projects through the voluntary sector and other providers, including Northumberland Park Community School and Positive Employment.
- 8.4. As a result of the radical changes in government grant funding, which includes the abolition of Working Neighbourhood Funding and Area Based Grants, the Council is currently reviewing those projects previously financed through these funding streams with a view to re-prioritising future investment from a significantly reduced budget. As a first step the in-house project teams for Families into Work and Employment Action Network (which is currently funded by the London Development Agency) will be merged and transition funding of £500k has been allocated to Haringey Guarantee for 2011/12 whilst the review process is completed.
- 8.5. From summer 2011 the Government is introducing a new 'Work Programme' which will replace all current mainstream welfare to work programmes and will be contracted from the Department of Work and Pensions to Prime Contractors, who can then sub-contract some of this work locally. However, as the Council was not successful then the Haringey Guarantee will become a greatly reduced service.
- 8.6. Following this decision the Council needs to review the allocation of the limited resources remaining. Once the review process has been concluded recommendations on relative priorities and associated funding proposals will be presented to Cabinet for consideration.
- 8.7. The panel's review includes an economic impact assessment of two Haringey Guarantee projects (Women Like Us and 5E) in 2009-10. Whilst recognising the difficulty in accurately evaluating the success of such projects the report concludes that there were measurable financial benefits that flowed from the

investment these projects.
<p>9. Head of Legal Services Comments</p> <p>9.1. The Head of Legal Services has been consulted on the content of this report. There are no specific comments on the recommendations set out in the appended review report. The Council's powers to undertake the steps outlined are those included within Part 1 of the Local Government Act 2000 to promote or improve the economic and social well being of persons resident in their area.</p>
<p>10. Service Financial comments</p> <p>10.1. As above</p>
<p>11. Head of Procurement Comments – [Required for Procurement Committee]</p> <p>11.1. N/A</p>
<p>12. Equalities & Community Cohesion Comments</p> <p>12.1. In Feb 2011, 6.9% (10,159) of the working age population were claiming Job Seekers Allowance (JSA). This includes 7.9% of all working age males and 4.7% of working age females. All three rates are the third highest in London.</p> <p>12.2. Location – In Feb 2011, 11.6% (1026) of the working age population in Northumberland Park were claiming JSA. This is the highest ward in London.</p> <p>12.3. Age – In Feb 2011, 10.4% of all 20-24 year olds in Haringey are claiming JSA. This is the highest proportion for all the 5 year age bands.</p> <p>12.4. Disability – In August 2011, 1.71% (2660) of the working age population were claiming Employment and Support Allowance (ESA). This is the 7th highest proportion in London.</p> <p>12.5. Ethnicity – The annual population survey states the unemployment rate for Haringey's ethnic minority groups was 17.2% (June 2009 – July 2010). This is the 4th highest rate in London.</p>
<p>11 Consultation</p> <p>11.2 Throughout the scrutiny review process views and evidence was considered from Council departments, NHS Haringey, Northumberland Park Community School, Families into Work, Job Centre Plus, Reed in Partnership, College of North East London, North London Partnership Consortium Ltd, Positive Employment, Women Like Us, ECORYS and Ecotec.</p>

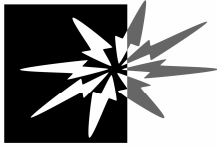
12 Use of appendices /Tables and photographs

12.2 Please see Contents page in main report for appendices

13 Local Government (Access to Information) Act 1985

- Initial Work and Skills Plan, Haringey Council, April 2010
- Framework agreement for the provision of employment related support services, Department for Work and Pensions
- Haringey Guarantee Service Standards, Haringey Council
- The Coalition: Our programme for Government, Cabinet Office, 2010
- <http://www.dwp.gov.uk/policy/welfare-reform>
- Sustainable Community Strategy, Haringey Council, 2007-2016
- The Work Programme, Questions and Answers, DWP, 2010
- London Borough of Haringey, Integrated Youth Support Management Information Report, January 2011.
- The Cost of Exclusions: Counting the cost of youth disadvantage in the UK, Prince's Trust, 2010
- Mid Year Estimates, Office of National Statistics, 2009
- <http://www.dwp.gov.uk/policy/welfare-reform/>
- <http://www.dwp.gov.uk/policy/welfare%2Dreform/pathways%2Dto%2Dwork/>

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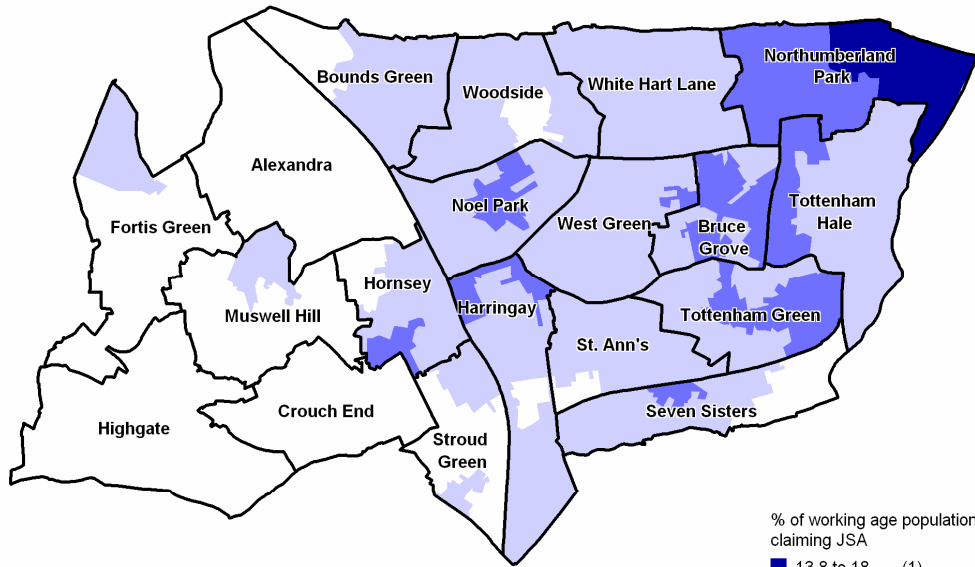


Haringey Council

Scrutiny Review of the Haringey Guarantee

Percentage of working age population claiming Job Seekers Allowance (JSA)
Haringey Super Output Areas
February 2011

Proportion is calculated using working age population statistics from the 2009 Mid Year Estimates



Source: ONS
Produced by Policy and Performance
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A REVIEW BY THE OVERVIEW AND SCRUTINY COMMITTEE

March 2011

Chair's Foreword

I would like to thank all of those who took time to contribute to this extremely interesting review. On behalf of the panel I would particularly like to thank those who provide invaluable support to residents of Haringey who need support to access employment opportunities.

I hope that the recommendations made in this report are able to assist the Haringey Guarantee in continuing its work, in ever changing times and under the forthcoming Work Programme.



Cllr Dhiren Basu

Panel Membership:

Cllr David Browne
Cllr Pat Egan
Cllr David Schmitz
Cllr Juliet Solomon
Cllr Paul Strang

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Consortium Ltd...Page 27

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Appendix F – Haringey Guarantee: Effectiveness and Value for Money
(see separate document)

Executive Summary

The Haringey Guarantee, established in 2006, is the council's strategic approach to tackling worklessness in the borough and is the main vehicle for delivering the Local Area Agreements around worklessness in Haringey.

The Haringey Guarantee has been funded through the Area Based Grant which no longer exists.

The Government is introducing a new 'Work Programme' which will replace all current pathways into work and will be contracted from the Department of Work and Pensions to Prime Contractors, who can then sub-contract some of this work locally. The Haringey Guarantee is hoping to become a sub-contractor under the Work Programme.

During the course of the review Panel Members spoke to a number of partners, providers and stakeholders for the Haringey Guarantee in order to make the recommendations as outlines below. The panel hopes that these recommendations add value to the work already being undertaken in Haringey around reducing worklessness and also that they assist in taking this work, and the work of the Haringey Guarantee forward under the Work Programme.

Key findings include:

- There is a need to focus on 18-24 year olds in any local programme around worklessness.
- Greater engagement is needed with local businesses to highlight the Haringey Guarantee and get local jobs for local people.
- There is a challenge in moving away from public sector jobs to private sector jobs.
- The holistic approach used by the Haringey Guarantee projects is beneficial to local residents.
- Commissioning for outcomes should be continued where possible, alongside the Work Programme output measures (should the Haringey Guarantee become a sub-contractor).

Recommendations

18-24 Year olds

1. 18-24 Year olds should be mainstreamed in all programmes aimed at tackling worklessness in the borough.

Work with Local Businesses

2. Haringey Council should continue to regenerate Tottenham and lift its profile in order to facilitate a positive perception of N17.
3. The Haringey Guarantee should re-visit and build on the work undertaken during the initial commissioning of the Haringey Guarantee in order to actively engage with local businesses, small business federations and trader associations to:
 - Gain an understanding in the skill set they are looking for in potential employees.
 - Promote the Haringey Guarantee brand.
 - Work to reduce the perceived stigma of people with mental health needs and those who have been on Incapacity Benefit.
 - Work to reduce the perceived stigma of N17.
 - Get local businesses to sign up to the 'Job ready' Haringey Guarantee stamp.
 - Encourage the recruitment of local people in local jobs.
 - Identify opportunities for apprenticeships.
4. Work should be undertaken, to identify who our local big employers are outside the public sector. These employers should be actively encouraged to recruit local residents for local jobs.

Geographical Barriers

5. Full Council/Cabinet to lobby the Greater London Authority through the new Local Enterprise Partnership to consider ways to overcome geographical barriers, both in terms of financial barriers and resident perceptions of travelling for work.
6. Where possible and practical the Haringey Guarantee should build travel confidence training in its support package.

Haringey Guarantee projects

7. That Full Council recognises that worklessness is not an individual issue but a household issue and continues to support the holistic approach which has been introduced by Haringey Guarantee projects such as Families into Work.
8. Consideration to be given to ways in which the council can support the continuation of this holistic approach and where resources allow replicate principles of Families into Work model in other areas where this may add value.

Meganexus

9. That Meganexus' capabilities are effectively and fully utilised by all providers under the Haringey Guarantee.

Future of the Haringey Guarantee

10. That the qualitative outcomes of any Haringey Guarantee project are given equal weighting to quantitative outcomes.

11. Haringey Council should continue to support the Haringey Guarantee so that all of those who need support get it and not just those who fall into the Work Programme Customer Groups.
12. That the Haringey Guarantees continues with its flexible approach in order to shape itself for the new Work Programme whilst continuing to support the most vulnerable into work.

The Haringey Guarantee

1. What is the Haringey Guarantee?

1.1. The Haringey Guarantee, established in 2006, is the council's strategic approach to tackling worklessness in the borough and is the main vehicle for delivering the Local Area Agreements around worklessness in Haringey. An initial aim of the Haringey Guarantee was to bring all employment and skills projects running across the borough together as a new strategic approach with 6 streamlined and focused projects, commissioned based on outcomes.

1.1.1. Prior to 2006 there was a number of projects running but making a negligible difference to unemployment in the borough.

1.2. Some examples of the Haringey Guarantee projects included:

- Working closely with the NHS e.g. Working for Health project
- Working with Northumberland Community School to focus on those people who were at risk of NEET (Not in Employment, Education or Training). This project supported Support Workers to work with 40 children away from the every day class room environment.
 - Out of the 40 pupils – 38 went onto 6th Form or into employment.

N.b. "The definition of worklessness is wider than referring to unemployment. Whereas unemployment is a term that captures people who are actively seeking work or have sought work within a specified period of time, worklessness is a term that also captures people that are not actively seeking but would like to find work.¹"

1.3. "The Haringey Guarantee works with employers, schools and colleges, skills training providers, employment services and local communities to deliver:

- Jobs for unemployed local people who already have skills to a level required by employers
- Jobs for local people with relevant skills following completion of training courses and/or work placements
- Routes into structured, relevant, training and education for local young people (including under 16's).
- Support for local businesses by providing a local committed and skilled workforce.

1.4. The Haringey guarantee is offered in three parts:

¹ Initial Work and Skills Plan, Haringey Council, April 2010

- That our **local residents** will receive high quality information, advice and guidance, tailored education and training, and guaranteed interviews for job opportunities.
- That **delivery partners and providers** will deliver high quality, focused and professional services to jobseekers and employers.
- That we will produce committed trained workers to meet recruitment and skills needs of local businesses.²

Introduction

2. The Panel is aware that the recommendations made in this report are done so within the context of an ever changing environment and that there is a risk of none of the Prime Contractors who have offered the Haringey Guarantee a sub-contract being successful. However, the Panel hopes that the recommendations made will assist in the provision of support for residents of the borough.

2.1. It is important to note that the Work Programme is a mandatory programme and as such providers (including the Haringey Guarantee) will have responsibility for ensuring that participants comply with the conditionality imposed on them. As with other programmes of this nature failure to comply with these conditions can lead to participants being sanctioned through loss of benefits. Recommendations of this report are made with this in mind.

Policy Context

3. National Context

3.1. The Government believes that the current system is too complex and work incentives are poor³. It has therefore committed to introducing a 'Work Programme' to replace existing employment programmes (for example, Pathways to Work) and aims to deliver comprehensive support to help longer-term benefit customers into work⁴.

3.2. Early on the Coalition Government announced plans for radical reform of the welfare to work system and the implementation of The Work Programme. The Work Programme will be an integrated package of support providing personalised help for people who find themselves out of work based on need rather than benefit claimed.

3.3. The Government plans to set up a new contracting vehicle for the delivery of the Work Programme - a 'Framework Agreement'. The Government anticipates that the Framework arrangement will enable them to call on the services of providers which they have 'pre-qualified' as being capable of delivering the services which they believe will be needed over the coming years. The framework covers eleven 'lots', one of which is London and the government envisages that there will be a number of providers on each lot.

3.4. For delivery of London employment services there will be between 3-8 contracts, however each provider must show that it has the capacity to deliver across the whole of London (even though it may only be delivering to 1/8).

² Haringey Guarantee Service Standards, Haringey Council

³ <http://www.dwp.gov.uk/policy/welfare-reform/>

⁴ <http://www.dwp.gov.uk/policy/welfare%2Dreform/pathways%2Dto%2Dwork/>

- 3.5. The intention of the new approach is to put the financial risk onto the Prime Contractor.
- 3.6. It is estimated that the annual saving to the treasury when someone is in employment/off benefits is £9,000. This saving would be used to pay the provider once a person has been in sustained employment. Out of the £9,000, under the Work Programme, it is estimated that £5,000 would be spent getting a person into employment, £2,000 would be given to the provider and the Government would save £2,000.
- 3.7. Under welfare reform changes when someone who is receiving Incapacity Benefit (IB) is reassessed by a physician they will either be migrated onto Employment Support Allowance (ESA) or moved onto Job Seekers Allowance (JSA). There is an appeals process, however it is expected that high numbers of people will be moved onto JSA. There is concern about people being put onto JSA who are not ready for it, particularly as the kind of support being provided to people on IB would stop as well as the continued support being provided to people once they do move into employment. There is concern that people will ultimately drop out of work again.

Findings

4. 18-24 Year olds

- 4.1. Educational success has a dramatic impact on a person's quality of life and wellbeing. A strong positive relationship exists between education and health outcomes whether measured by death rates (mortality), illness (morbidity), health behaviours or health knowledge⁵. Poor educational attainment can also keep families excluded, as it has a pivotal role in the intergenerational transmission of social exclusion.
- 4.2. The panel heard from the Principal of the College of North East London who expressed concern about young people and their future prospects given the current economic situation. The panel heard that if people have not been successful in employment by the time they are 25 years of age then they are highly likely to become long term unemployed and subsequently are at increased risk of becoming the next wave of inter-generational workless.
- 4.3. This is of particular relevance to a borough such as Haringey where 18-24 year olds currently make up 9.1%⁶ of the population, and thus has the potential to have significant financial implications for local services in later years.
- 4.4. A recent report by the Prince's Trust⁷ drew the following conclusions:
- Annual cost of a young jobseeker on the economy is £5,400 (however, this can be up to £16,000 depending on circumstances).
 - "The cost to the Exchequer of youth unemployment and inactivity is £22 million per week in JSA.

⁵ Institute of Public Health, Ireland

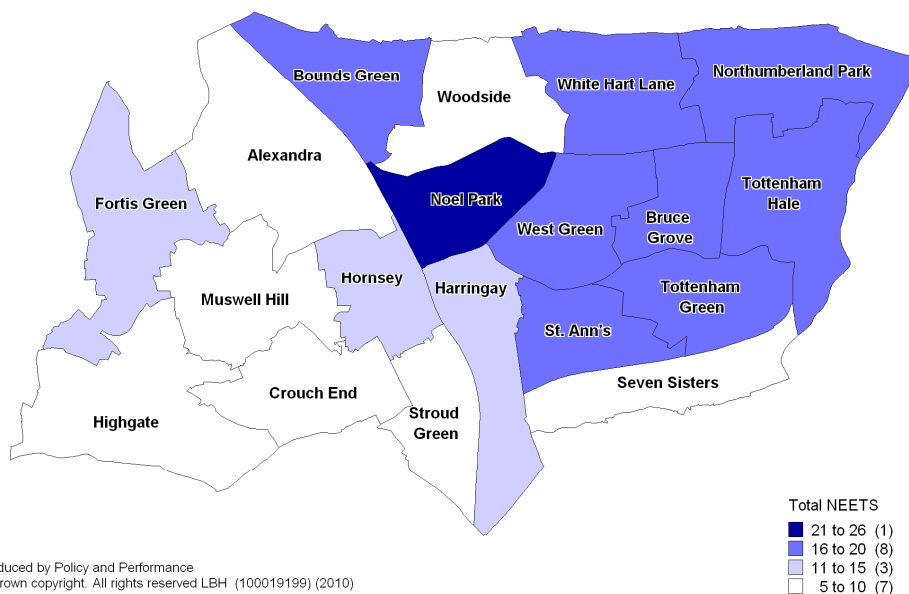
⁶ Mid Year Estimates, Office of National Statistics, 2009

⁷ The Cost of Exclusions: Counting the cost of youth disadvantage in the UK, Prince's Trust, 2010

- A conservative estimate of the productivity loss to the economy would be around this amount again. An upper estimate is £133 million a week⁸.
- “‘psychological scarring’ due to unemployment can leave young people at risk of lower happiness and poorer health”⁹.
- “youth unemployment imposes a wage scar on individuals in the order of 12-15 per cent at the age of 42”¹⁰

4.5. The panel noted that those Not in Education Employment or Training (NEET) has decreased in the borough in recent years but the challenge preventing this from going up is going to increase given the current economic climate and reduction of job opportunities.

16 to 18 year olds not in education, employment or training (NEET)
Haringey wards
January 2011



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4.6. The importance of preparation and support for young people, for example teaching them about the recruitment process and supporting them when they are in employment to ensure they keep the job was noted by the panel as well as the need to get commitment for local apprenticeships (which the panel notes is part of the forthcoming Work Programme).

The panel recommends that:
18-24 Year olds should be mainstreamed in all programmes aimed at tackling worklessness in the borough.

5. Employment and Health

5.1. Employment is one of the most important determinants of health. Having a job or an occupation is an important determinant of self-esteem. It provides a vital link

⁸ The Cost of Exclusions: Counting the cost of youth disadvantage in the UK, Prince’s Trust, 2010, page 9

⁹ “ “, page 24

¹⁰ “ “, page 24

between the individual and society and enables people to contribute to society and achieve personal fulfilment. The World Health Organisation identifies a number of ways in which employment benefits mental health. These include the provision of structured time, social contact and satisfaction arising from involvement in a collective effort.

- 5.2. The Panel heard that approximately 60% of people supported by Reed in Partnership have mental health needs. Whilst this is not necessarily the main reason why they are not working/in receipt of health related benefits. Once someone has been out of work for an extended period they may begin to feel isolated and depressed which is an additional health need from why they are originally out of work. This is applicable to a broad spectrum of age groups.
- 5.3. The panel also heard that any discrimination around employment opportunities tends to be weighted towards people with mental health needs and employers perception of these mental health needs, as well as of those who have been on Incapacity benefit longer term. A key challenge is finding employers who are willing to employ people who have been receiving benefits. The panel therefore felt that there is work to do around education employers on mental health needs to ensure people with mental health needs are given an equal opportunity of finding work.
 - 5.3.1. Approximately 75% of those on Incapacity Benefit in Haringey have been on this benefit for 2 years or more. Statistically, people who have been on Incapacity Benefit for 2 years or more are more likely to die than to return work.
- 5.4. The panel noted concern over the fact that prevention is the first area to suffer in times of budgetary constraint. This is not cost effective and will mean that further down the line more money is needed at the acute end.

Please see below for a recommendation relating to this area.

6. Work with Local Businesses

- 6.1. The majority of job placements for Haringey Guarantee participants have been in the retail and public sector. The panel heard from a number of stakeholders about the challenge for the Haringey Guarantee of moving from a public sector focus to a private sector focus, in order to access job opportunities for residents particularly due to the contraction of the public sector. The panel noted that there is a need to link up more with the private sector and also engage with local employers who tend to view themselves as London based as opposed to Haringey based, and subsequently focus on a wider geographic area than Haringey when recruiting staff.
- 6.2. The panel also noted anecdotal evidence with regards to a business based in N17 who pay a premium to staff from outside of the area in order to encourage them to apply for the jobs rather than employ residents from N17 itself due to the negative perception sometimes associated with the area. The panel felt that should this be the case then it is an area which should directly be addressed with local companies and felt that the Haringey Guarantee would be an ideal vehicle for this due to its pool of job-ready applicants.
- 6.3. The panel heard of initial work undertaken by the Haringey Guarantee with local businesses in order to get them to sign up to the principles of the Haringey

Guarantee and felt that more work could be done in this area. The panel recognises that there are resource implications due to Council restructuring, but is however hopeful that should the Haringey Guarantee be successful in securing a sub-contract this work could be supported by a new Employer Engagement post.

6.4. Further to this the panel discussed the advantages of developing a Haringey Guarantee 'job ready' stamp which could be put on the Curriculum Vitae of those who have participated in the programme and would show that the person has completed a training and support programme and that they come with a recommendation from the Haringey Guarantee. The panel felt that this would enable Haringey Guarantee participants to stand out from other potential employees.

6.5. As a way of ensuring that local businesses are fully engaged with the 'job ready' stamp the panel felt that it would be beneficial to talk to local businesses and find out what key skills they would look for a potential employee to have. The Haringey Guarantee could then ensure that these are covered in any support programme, giving the local business confidence that the prospective employee comes with the skill set.

6.6. The panel noted the comment by ECORYS that "there is much which can be done to improve the overall visibility of the Haringey Guarantee brand, to raise the profile of the programme amongst its target group. 77 percent of participants were not aware of the programme before they accessed support".¹¹

The Panel recommends:

Haringey Council should continue to regenerate Tottenham and lift its profile in order to facilitate a positive perception of N17.

The Haringey Guarantee should re-visit and build on the work undertaken during the initial commissioning of the Haringey Guarantee in order to actively engage with local businesses, small business federations and trader associations to:

- Gain an understanding in the skill set they are looking for in potential employees.
- Promote the Haringey Guarantee brand.
- Work to reduce the perceived stigma of people with mental health needs and those who have been on Incapacity Benefit.
- Work to reduce the perceived stigma of N17.
- Get local businesses to sign up to the 'Job ready' Haringey Guarantee stamp.
- Encourage the recruitment of local people in local jobs.
- Identify opportunities for apprenticeships.

Work should be undertaken, to identify who our local big employers are outside the public sector. These employers should be actively encouraged to recruit local residents for local jobs.

¹¹ ECORYS submission to the Haringey Guarantee Panel

7. **Geographical Barriers**

- 7.1. The panel heard evidence from a wide range of stakeholders with regards to the geographical barriers faced when trying to support people into work. This is particularly pertinent in the East of the borough. This included evidence heard at a visit to the Families into Work project where the panel heard that there is a challenge in encouraging people to work outside of their immediate area, the idea of travelling even across the borough alien to some families. There are also challenges such as travel costs and gang/post-code culture for younger people. The panel feels that excursions for young people, such as taking them into central London as undertaken by the Families into Work project, where they have often never been, is beneficial in beginning to break down these barriers.
- 7.2. The panel heard that the South of Haringey is the key to employment opportunities for Haringey residents for example, Camden and noted the need to not only look within Haringey boundaries for job creation and opportunities, particularly as the borough has changed in terms of no longer being an industrial borough. The panel felt that 'Local' needs to mean 'London Sub-regional'.
- 7.3. Under the Work Programme, Haringey is categorised as being in the West London area. This area incorporates boroughs such as Islington, Westminster, Kensington and Chelsea. It is hoped that this will open up job opportunities in the future for the residents of Haringey. However, to enable residents to fully take advantage of these opportunities there is work to be done in widening resident's geographic boundaries.

The panel recommends that:

Full Council/Cabinet should lobby the Greater London Authority through the new Local Enterprise Partnership to consider ways to overcome geographical barriers, both in terms of financial barriers and resident perceptions of travelling for work.

Where possible and practical the Haringey Guarantee should build travel confidence training in its support package.

8. **Haringey Guarantee projects**

- 8.1. Members of the panel visited Families into Work, Northumberland Park Community School and Positive Employment during the course of the review and also heard from the North London Partnership Consortium Ltd; all of which have been commissioned by the Haringey Guarantee.

8.2. Families into Work

- 8.2.1. A family dimension to the Haringey Guarantee was devised to consider the impact of a person's family as a barrier to employment e.g. cultural and generational worklessness, health, housing, alcohol, drugs etc. 'Families into Work' was set up with a team based in Northumberland Park. This project made a commitment to see everyone of working age in a family within 6 weeks. The project offers tailored support in return for agreed actions from family members.

- 8.2.2. The Panel felt that Families into Work is an impressive project which has engaged over 140 families, above their target number of 100 families.
- 8.2.3. The project works intensively with families furthest away from employment and assists them in overcoming a range of barriers back into work. The panel were impressed with the holistic approach of the project and the way in which it works around the family to consider aspirations rather than just trying to fit a person to a job role.
- 8.2.4. The panel also noted that the families being worked with have a huge range of barriers, including knowledge, experience, skills, understanding of the job market, lack of role models, child care, education etc. The panel noted the high level of dedication and enthusiasm of the staff and were impressed with the wide ranging, complicated and labour intensive support provided to each family whilst being able to build strong and trusting relationships with those being supported over a long period.
- 8.2.5. The panel felt that the model used by Families into Work could benefit a number of other areas in the borough and feels that the project is an example of good practice which should be shared widely. The panel noted that this is a unique project nationally and feels that the positive outcomes of the project should be disseminated widely nationally as best practice.
- 8.2.6. The panel noted the lack of certainty for the future of the project with concern. The panel were also greatly concerned about the gap in funding from March 2011 to September 2011 should the project secure funding under the forthcoming Work Programme.

8.3. The Northumberland Park Community School project

- 8.3.1. The Northumberland Park Community School project works with 40 students per year who are at risk of becoming NEET (Not in Education, Employment or Training). The panel noted that as well as supporting this number of students annually the staff are also supporting the 40 students from the preceding year as well as having an 'open door policy' for other students who have been supported in the past.
- 8.3.2. The panel were again impressed with the dedication and persistence of the staff who offer systematic mentoring in a very personalised way to the students on the project. The staff had gained the trust of the young people and in turn the young people had begun engaging in education and training. The panel was also interested to note that the young people each spoke of having to break away from their circle of friends in order to achieve this.
- 8.3.3. During the visit Members of the panel spoke to a number of young people who have participated in the project and were impressed with the turn-around of the young people's lives which they heard. The young people had gone from either not attending school or being extremely disruptive at school to getting qualifications and started college courses. It was also noted from the young people that the support they had received had a positive impact on their home lives.

8.3.4. The panel again noted with concern the uncertain funding, both long term and in the shorter term for the project.

8.4. Positive Employment

8.4.1. Positive Employment is a job brokerage organisation which receives referrals from the Haringey Guarantee, Job Centre Plus and word of mouth.

8.4.2. As well as helping people to find work Positive Employment also walks people through the process into sustained work. For example, interview techniques, what to ask, coaching, follow up phone calls, provision of references etc, they also call people when a job becomes available.

8.4.3. The panel was again impressed with the dedication of the staff and the high level of support provided to people who use the facilities.

8.4.4. The panel noted with concern the uncertain funding of the project.

8.5. The panel feels that the successes of current projects is that it is not solely focused on getting people into work but about supporting them into sustained work and giving them the skills. Overall the panel was extremely impressed with the staff met at projects and feel that they add a lot to the projects successes.

8.6. At the same time the panel noted the comment by ECORYS that “here is potentially a need to raise the profile of the Families into Work project and further establish its identity as a unique whole family approach to worklessness. Project staff and partners feel that Families into Work may not stand out sufficiently as one of several programmes that Jobcentre Plus advisers could refer beneficiaries to.¹²”

The Panel recommends that:

That Full Council recognises that worklessness is not an individual issue but a household issue and continues to support the holistic approach which has been introduced by Haringey Guarantee projects such as Families into Work.

Consideration to be given to ways in which the council can support the continuation of this holistic approach and where resources allow replicate principles of Families into Work model in other areas where this may add value.

9. Meganexus

9.1. Meganexus is a web based software system used by the Haringey Guarantee to store information on Haringey Guarantee participants. Information provided by participants on the Haringey Guarantee is transferred to Meganexus ensuring a central record is held. The information is used for performance management of providers (providers only get paid once they have input all of the relevant data and this has then been verified by the external monitoring agency, GLE) and also for monitoring service users progress into sustained employment.

¹² ECORYS submission to the Haringey Guarantee Panel

- 9.2. Referrals between projects can also be done via the software ensuring that participants do not have to give the same information over and over again to a variety of providers.
- 9.3. The direction of travel under the Work Programme is likely to be more of a move towards increased use of the system, for example allowing service users to log onto the system to view their details, store papers e.g. CVs.

The panel recommends that:

That Meganexus' capabilities are effectively and fully utilised by all providers under the Haringey Guarantee.

10. Future of the Haringey Guarantee

- 10.1. The panel feels that one of the strongest characteristics of the Haringey Guarantee is that they focus on those who are furthest away from the job market and most in need of intensive support and provide this for them. The panel heard from Reed in Partnership who stated that it often takes 6-12 months to get someone into work whilst providing them with support and can be providing further support to people overall for anything between 5 months and two years after this time.
- 10.2. The panel has concerns that under the Work Programme this level of support for individuals furthest away from the job market will cease, with Prime Contractors focused on quantitative aspects, e.g. number in employment and sustained employment as opposed to the qualitative aspects which are also focused on by the Haringey Guarantee.
- 10.3. The panel supports the approach taken by the Haringey Guarantee around commissioning projects to deliver on pre-agreed outcomes and not on process targets.
- 10.4. Reed in Partnership, CONEL and Job Centre Plus all felt that another strength of the Haringey Guarantee is the network which it has built up across the partnership. Concern was expressed that this local infrastructure would be lost without transitional funding for the Haringey Guarantee and also that there was a possibility that any Prime Contactor could remove this infrastructure, losing a wealth of experience, knowledge and contacts. The panel therefore hopes that any Prime Contactor under the Work Programme is able to utilise and retain aspects of the Haringey Guarantee.
- 10.5. The panel agreed that there is a real need to ensure seamless pathways under the Work Programme and therefore partnership and joint working is the key. As the overall funding is less then residents are likely to suffer unless all organisations continue to work together and join up. The panel also noted the importance of the role of the voluntary and community sector in continuing work to support the most vulnerable into work.
- 10.6. The Haringey Guarantee has approached the companies bidding for the West London Prime Contract under the Work Programme to discuss becoming a

sub-contractor and has received offers from four of the Prime Contractors (on the basis that they are awarded a Prime Contract).

The panel recommends that:

That the qualitative outcomes of any Haringey Guarantee project are given equal weighting to quantitative outcomes.

Haringey Council should continue to support the Haringey Guarantee so that all of those who need support get it and not just those who fall into the Work Programme Customer Groups.

That the Haringey Guarantees continues with it's flexible approach in order to shape itself for the new Work Programme whilst continuing to support the most vulnerable into work.

Value for Money

10.7. Please see Appendix F for an independent assessment by ECORYS on the effectiveness and value for money provided by the Haringey Guarantee.

10.8. Some keys areas of this report as discussed by the Panel are as follows:

- The unit cost per Haringey Guarantee participant is £800 – this includes support and training. Other comparable programmes range from approximately £250 to just over £1800. Whilst Haringey is therefore not one of the lowest costs, there is a need to bear in mind that the support offered by the Haringey Guarantee is more intensive than some other programmes and that overall the Haringey Guarantee is working with more people of lower literacy levels who are further from the employment market.
- The unit cost per person supported into employment on the Haringey Guarantee £3,200. This is at the lower end of the comparables across London.
- ECORYS found the Haringey Guarantee to be one of the more effective programmes at supporting people into employment.
- When considering data on programmes where the unit cost is lower than the Haringey Guarantee there is a need to consider other elements. For example, the Thames Gateway project is more 'light touch' than the Haringey Guarantee and there is also easier access to employment opportunities in the area than in Haringey. The Thames Gateway project was also alongside a number of other funded projects around employment – therefore these other projects may also have contributed to the outcomes. This does not appear evident in the analysis.

- The economic benefit of getting people into work is effectively twice what you put in. Projects like Families into Work not only have a high economic value but also knock on values both economic and otherwise, for example the 'whole family' dimension.

10.9. Please see Appendix E for an Economic Impact Assessment undertaken by ECORYS on the Haringey Guarantee. This paper concludes with the following information:

“Over the first year of programme delivery, projects funded through the Haringey Guarantee spent £556,500¹³. This equates to a cost per net additional person into employment of £2,800 (£7,900 at the London level) and a return on investment of £6.3 in GVA per £1 of spending (£2.2 at the London level).

These value for money ratios are compared against the results of recent evaluations of other London based employability programmes in the table below, which have tended to focus on impacts at the regional rather than the local level:

- The cost per net additional person supported into employment is low in comparison to other initiatives. GVA per £1 invested is broadly comparable, and is likely due to the high proportion of participants that have obtained part-time employment.
- It should be noted that, some of the evaluation studies made more favourable assumptions than utilised here. For example, impacts were assumed to endure for 3 years (rather than the 1 year assumed here) for the Local Employment and Training Framework, which will inflate estimates of impact as compared to estimates here.
- Overall, this suggests the Haringey Guarantee has demonstrated reasonably good value for money. Additionally, the programme will generate further impacts in the future when further current and new participants enter employment, which may further improve value for money measures.

It should be noted, however, that these estimates do not reflect all costs involved in delivering the programme and associated employment outcomes. Participants may have received support from other public sector agencies that may have contributed to these outcomes either directly or indirectly, and the costs of these interventions are not reflected here. In addition, participants themselves incur costs (including additional transport costs, childcare costs, and loss of leisure time) that are not captured in this estimate of return on investment.

¹³ Note that this excludes payments made to projects in Year 1 for outputs that would be delivered in year 2.

Table 0.1 Value for Money Benchmarks¹⁴

Programme	Local impacts		Regional impacts	
	Cost per net additional job created (£)	£ of GVA per £1 invested	Cost per net additional job created (£)	£ of GVA per £1 invested
Haringey Guarantee	2,800	6.3	7,900	2.2
Relay London Jobs ¹⁵	-	-	13,700	1.4
Local Employment and Training Framework ¹⁶	-	-	13,900	2.0
London South Central Enterprise and Employment Programme ¹⁷	-	-	14,600	4.8
Thames Gateway JobNet ¹⁸	-	-	10,400	2.1

¹⁴ Economic Impact Assessment, ECORYS submission the Haringey Guarantee Panel, 2011

¹⁵ Source: Evaluation of the London Employment and Skills Taskforce, ECOTEC Research and Consulting, 2010. Results include multiplier effects but exclude monetised losses of leisure time to ensure comparability.

¹⁶ Source: Evaluation of the London Employment and Training Framework, Roger Tyms and Partners, 2009. This study assumed the GVA effects of the programme would endure for 3 years, not 1 as assumed here.

¹⁷ Source: Evaluation of the London South Central Employment and Enterprise Programme, ECOTEC Research and Consulting, 2009. Results include effects of a range of enterprise projects, for which impacts are assumed to endure for 3 years.

¹⁸ Source: Interim Evaluation of the Thames Gateway JobNet, Adroit Economics, 2008, results are based on all sources of funding, note that £ of GVA per £1 invested rises to £4.1 where impacts are assumed to endure for 3 years.

Appendices

Appendix A – Contributors to the review

Martin Tucker	Economic Regeneration, Haringey Council
Ambrose Quashie	Economic Regeneration, Haringey Council
Peter Ryan	Jobcentre Plus
Paul Head	Principal, College of Haringey, Enfield and North East London
John Egbo	Community Link Forum and North London Consortium Partnership Limited
Tony Azubike	Reed in Partnership
Leo Atkins	Head of Healthy Communities Programme NHS Haringey
Jonathan France Principal Consultant	Ecotec – Haringey Guarantee Evaluation
Chris Hale	Ecotec – Haringey Guarantee Evaluation
Josephine Roarty Programme Manager GLE Consulting	Greater London Enterprise – Haringey Guarantee Monitoring
Diane Liversidge	Northumberland Park Community School
Sharon Bolton Nadine Clarke Tracey Williams Roland Wodehouse Naomi tucker	Families into work
Hyacinth Bonaparte	Positive Employment
Rachael Bailey	Women like us

Appendix B – Written submission from ECORYS on the Families into Work Project

Families into Work Evaluation

Progress Update and Emerging Findings

This note provides an update and emerging findings from Ecorys' (formally ECOTEC Research & Consulting) evaluation of the Families into Work (FiW) project.

1.1 Overview

The Families into Work initiative is a special project of the Haringey Guarantee. It is a multi-agency approach based in Northumberland Park to address wider social exclusion issues by working intensively with families to improve the life chances of all family members. The initiative aims to:

- Improve the life chances of people in Northumberland Park by working with families to identify and address their barriers to employment
- Support children and young people to achieve success in education and develop knowledge and skills to gain work with career prospects
- To increase family aspirations to succeed and gain independence

The project team work with families:

- to identify barriers to work for parents and older children
- to identify barriers to educational achievement for younger children
- to identify a family action plan, including a combination of services and projects
- to contact service providers to negotiate and agree access to the appropriate projects and services and shared action plans for the family which will support them into work
- to ensure services are provided in a sensible way for the family
- to provide support to reduce drop out when things get tough and troubleshoot any problems which arise with service provision
- to monitor progress against each family action plan

Although the project focuses primarily on reducing worklessness, it aims to help families deal with other issues in their lives which although not directly related to work, create problems for family members and become barriers to work.

1.2 Evaluation methodology and progress update

Ecorys are utilising a range of methods to evaluate the FiW project. The specific strands of the evaluation and details of the tasks undertaken to date are provided below:

Approach	Progress to date
Qualitative in-depth interviews/focus group with project staff	<ul style="list-style-type: none"> • Focus group completed with Project Manager and 4 Family Support Officers
Qualitative in-depth telephone interviews with partners	<ul style="list-style-type: none"> • Interviews completed with 3 partners • Still to be completed: 3 further interviews with partners

Qualitative in-depth interviews with beneficiaries	<ul style="list-style-type: none"> •Interviews completed with 16 beneficiaries •Still to be completed: 2 further interviews with beneficiaries
Focus group with Youth User Forum	<ul style="list-style-type: none"> •Still to be completed: FG arranged for Tuesday 8th November
Analysis of MI and Family Action Plans	<ul style="list-style-type: none"> •Ongoing
Literature/document review to set FiW in context	<ul style="list-style-type: none"> •Ongoing

1.3 Emerging findings

1.3.1 Project concept and operation

- The evaluation evidence available to date suggests that the concept behind the FiW project (i.e. to provide intensive help to families to deal with other issues which create problems for family members and become barriers to work) responds to the needs of workless families in Northumberland Park. Evidence from partners and beneficiaries suggests that other employment providers do not provide the same intensity and tailoring of support.
- The project team have successfully utilised a range of approaches to market and raise awareness of the project. The most effective referral mechanisms appear to be word of mouth and working in partnership with other organisations based in Northumberland Park. Useful lessons have been learnt about other referral mechanisms:
 - ▶ Whilst large scale advertising has been effective in achieving a volume of potential beneficiaries, this has generated interest from outside of the defined geographical boundaries within which the project is operating, so some referrals could not be registered.
 - ▶ Fewer than expected referrals have been received from Jobcentre Plus as a result of the defined geographical focus of the project (i.e. advisers would need to carefully check postcodes to assess eligibility for referral, as a result it is perceived that they are referring to other programmes).
- There is potentially a need to raise the profile of the FiW project and further establish its identity as a unique whole family approach to worklessness. Project staff and partners feel that FiW may not stand out sufficiently as one of several programmes that Jobcentre Plus advisers could refer beneficiaries to. Project staff also reported some confusion over their job titles as 'Family Support Officers' with some partners misunderstanding the employment focus of the project.
- The voluntary aspect of the project is considered by project staff, partners and beneficiaries to be important in facilitating initial engagement. Beneficiaries, in particular, reported that they were more likely to engage and maximise the support available if they felt they weren't being forced to engage.
- The range of employment support offered includes working to identify aspirations and barriers to employment, building confidence, updating and enhancing skills and job

search assistance. In line with the aim to address wider issues that if unresolved become barriers to work, there was also examples of FiW staff providing support to deal with debts, including contacting providers on a beneficiaries behalf to agree an repayment plan, arranging alternative accommodation for a beneficiary to move away from domestic violence and facilitating relationships between parents and schools to address educational issues.

- Beneficiaries were generally very positive about the support and advice they had received from the FiW project. Beneficiaries particularly appreciated seeing the same adviser, who built up knowledge about their circumstances and who contacted them regularly to check on their progress.

1.3.2 Outputs and outcomes

- The FiW project has exceeded its targets in terms of beneficiary engagement. The target was to register 50 families in year one and a further 50 in year two, by the end of the first year, the project had registered approximately 70 families.
- To date there have been 33 positive outcomes for FiW beneficiaries. This includes 11 employment outputs. (*Figures as at September 2010*).
- Regardless of whether or not individuals have so far found work, the evidence suggests that FiW has impacted on soft outcomes and job readiness. Beneficiaries suggest that the support from FiW made for more effective job search, boosted their confidence and broadened their horizons.
 - ▶ In many instances the beneficiaries was suffering from severe loss of **confidence** after lengthy disengagement from the labour market or from never having engaged with the labour market; in these cases FiW staff were supportive, providing reassurance and boosting confidence regarding skills and abilities as suggested by this beneficiary:

"It [engaging with FiW] gave me a bit more confidence as I didn't really have confidence before I went there. It brought me out of myself. I now deal with 100s of students everyday, but before my confidence wasn't very high and I wouldn't have been able to deal with that." (Beneficiary 11)
 - ▶ The intensity and personalised support offered by FiW staff was felt by beneficiaries to have a **motivational** impact:

"She [FiW FSO] showed a lot of interest right through the whole programme. She'd ring me up to find out how I was getting on and if everything was okay. The fact that my adviser rings me up to check on progress spurs me on to keep looking for work." (Beneficiary 5)

"I feel more focused and ambitious than before I went to them. Before I went to them I was feeling low that I couldn't do many things but they made me aware that this is not the end that I can build myself up." (Beneficiary 12)

1.3.3 Case study

The following example is illustrative of the support and impact of FiW:

Beneficiary A was finding it difficult to find or focus on looking for employment as she had 3 teenage sons who were at risk of offending. After a period of building trust with the family, FiW engaged all members of the family through individual sessions; providing support and advice to the sons about college courses and job search and

coaching support for the mother. The family is now thriving, with all three sons in college and Beneficiary A undertaking an apprenticeship working towards an NVQ in Business Administration.

1.4 Next steps

The next steps for the evaluation are to complete the programme of beneficiary and partner interviews and focus groups. The evaluation will continue to gather and analyse the MI data and evidence contained within family action plans. All strands of the evaluation will be brought together to produce a final report and findings will be disseminated at the celebration event planned for early December.

Appendix C – Written submission from Women Like Us***Women Like Us – an Introduction***
December 2010***Brief history***

Women Like Us (WLU) is a multi award winning social enterprise that reaches lone parents, carers, and other workless mothers and helps them prepare for and find flexible, part time work they can fit around their families.

Our approach has been developed out of parent-focused grassroots experience. Our uniqueness is our focus on the needs of women with children and we have developed a model focused on successfully engaging and supporting this client group. WLU have been delivering publicly funded parent-focused employment support contracts for six years. We deliver our service in 17 London boroughs, with a focus on areas with high levels of deprivation.

We have won numerous awards including Best New Social Enterprise, sponsored by Office of the Third Sector. In 2009 we were awarded the Queen's Award for Enterprise in the innovation category in recognition of our work.

Delivery experience

We have a strong track record delivering for a range of agencies including DWP, LDA, Skills Funding Agency and have held contracts with 12 local authorities. We have supported more than 4,000 parents on funded programmes and over 1,300 into employment through funded programmes and our recruitment service.

We have an established school gates outreach network engaging with parents at the gates of their children's primary schools, employing local parents to promote our service through 240 partner schools and children's centres. We have over 20,800 mothers registered, of whom 25% are lone parents, 59% are BAME, and 80% in the top 40% most deprived local super output areas.

We support mothers (both coupled and lone parents) to build their skills and confidence through employability support and career coaching programmes. WLU have a database detailing over 600 organisations through which we refer clients for additional support. In addition we undertake research to identify organisations to meet individual client needs.

When clients are ready to work, we help them find employment through both our job brokerage team and our recruitment service specialising in quality part time and flexible work. Our recruitment service also provides practical support and training to employers to help them design and successfully implement part time working within their businesses.

We also work to influence opinion amongst policy makers and through the media to make the case for part time working, and the direct impact this has on worklessness and child poverty.

Appendix D – Written submission from North London Partnership Consortium Ltd

Snapshot Overview Report to the Scrutiny Board (Dec 2010) by NLPC Ltd

Government Proposed Work Programme: Current Issues and Future Considerations

As a Voluntary and Community sector organisation, NLPC have been committed to getting the most vulnerable and marginalised local residents into sustained employment in order to fulfil our charitable objectives.

In Haringey over the last 4 years we have been able to successfully sustain this commitment through the Haringey Guarantee Partnership model for tackling worklessness. The emphasis has been on meeting clearly agreed job related outcomes and outputs, within an integrated multi-agency, cross-sector, service provision that builds on the expertise of partners. At the core of this is getting local people into Jobs, through clear pathways that include clients, delivery agencies and employers.

The work programme is a huge ambitious undertaking and Prime contractors will need to get some of the most marginalised and disadvantaged back into sustained work, across enormous contract packages, to make their contracts profitable.

Here, volume is the key and the task is on how we can build on our successful model to ensure that local residents are able to access the service and receive to one to one intervention necessary for their entry into the labour market.

- Haringey Guarantee has been excellent at engaging with and supporting people who mainstream services have failed to reach, in particular the most marginalised and vulnerable; partly because it's a voluntary intervention.
- The innovative nature of the programme with the pathways to work model taking on board a range partners has been a key success. Losing this infrastructure could be detrimental to the organisations, many of whom are small voluntary sector organisations, delivering services, therefore impacting on service users.
- Expected rising unemployment/worklessness actually makes it more important for a programme such as this to exist. We've tested the model and it's proven to work so it would appear counter intuitive to withdraw it at a time when it's most needed. There is no guarantee that the Work Programme will offer any improvement on this.
- Serious consideration should be given to "transitional" support package that ensures that there is continuity and allow the Haringey Guarantee partners to properly assess the work programme and its delivery impact in Haringey
- The need for strategic co-ordination from the Economic Development Dept that would enable Haringey Guarantee Partnership to seek sub-contracting arrangements with Prime Contractors as well as seek other alternative sources of grant/revenue for targeted worklessness assistance
- Changes to the Welfare Benefit are likely to have a huge impact on this group and their ability to access and sustain programmes designed to enable into the labour market. In the main these group are going to grow in Haringey – **and the key question is whether we are prepared to invest now or face greater social and economic cost later.**
- The need for Prime Contractors to make contracts "profitable" - could result in the most difficult groups not receiving the "targeted and sustained2 intervention designed to improve their pathway progression into the labour market.

- The Work Programme will not cover all client groups that the Haringey Guarantee has historically supported such as Incapacity Benefit claimants awaiting a Work Capability Assessment, lone parents on Income Support and non-benefit claimants.

Who we are

NLPC (North London Partnership Consortium Ltd) is a Matrix and NOCN accredited voluntary and community sector organisation based in Northumberland Park, Tottenham. The organisation works to enable marginalized communities to actively participate and contribute to community economic development and urban renewal, through cross sector partnerships and community economic initiatives.

The organisations works in FOUR primary areas:

- Employment, Enterprise, Educational and Training initiatives aimed at helping local residents to enter and sustain jobs within the labour market
- Employment, Enterprise and Training initiatives designed to improve the social and economic welfare of disadvantaged communities and enable the competitiveness, sustainability and performance of local businesses.
- Organisational development and capacity building support aimed at local residents and third sector organisations, including governance and management, work force development and procurement support.
- Voluntary and community sector representation within cross-sector strategic forums. The organisations director's have over the past 10 years played a pivotal part in cross-sector partnerships, including current sector representation on the Enterprise Partnership Board, and played an integral role in the Boards commissioning process in 2009. Our Director is currently the Chair of the Haringey Community Link Forum – the sectors formal representative forum for the HSP (Standing Leadership Conference), structure.

As a local Employer, we have remained committed to the ethos of local jobs for local people, with a history of successful integration of volunteers/local residents into paid positions within the organisation.

We are current partners in successful Future Jobs Fund bids by Haringey Council and Urban Futures and have given 25 people jobs with a minimum of 6 months contracts as a result of these two projects.

Our track Record

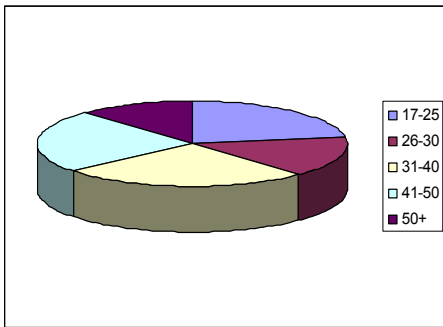
NLPC have over the past 9 years developed a successful track record for the delivery education, employment and enterprise related interventions, in partnership with mainstream and third sector organisations. This has included SRB 3/4/5/6, ESF, and ERDF, Equal 1 and 2 and European Refugee Fund. Examples of programmes include Health and Social Care, Community Economic Development and Leadership, Accredited Employability Skills Training, Social Enterprises, ESOL and Work Placements. Our wealth of experience in developing and delivering similar interventions has enabled us to develop robust quality assured systems and processes for such interventions, and strong understanding and appreciation of integrated partnership working.

Following an initial successful pilot programme in 2004/2005, since 2006, (following successive tendering process), NLPC has delivered the Work Placement element of the Haringey Guarantee Programme aimed at tackling worklessness within the borough. Over the past 3.5 years the organisation has developed a successful track record

underpinned by quality assurance and value for money in this particular area. During this time NLPC has also successfully piloted and delivered an innovative NOCN accredited Level 2 Work Placement Employability Skills Training programme.

Community Engagement and Access

17-25	26-30	31-40	41-50	50+	Total
259	171	295	271	137	1133
23%	15%	26%	24%	12%	100%



NLPC have established a strong track record of effective promotion and marketing of its programmes to the target group. From August 2006 to December 2010, the organisation accessed over 1133 local residents from 13 priority wards, including strong penetration on the top 5 most deprived wards (Bruce Grove, Noel Park, Northumberland Park, Tottenham Green, and White Hart Lane). We have accessed over 80 disabled beneficiaries through the implementation of effective engagement with the priority Equality Groups and

NLPC strategic linkages with key partners, such as BUBIC, the Haringey Disability Consortium, and HG delivery partners,

Client destinations – out puts and outcomes

IAG and Action Plan	Volunteer	Work Placement	Employed	Training	F/T Education	BOC	CRB	Total
1133	140	350	200	145	392	150	250	1133

Quality Employment and Advice and Career Action Plans

- NLPC has provided 1133 beneficiaries with IAG, Action Planning; provided HG partners with over 500 referrals for/to other identified employment/education/training and enterprise interventions.

Accredited Vocational Training and Support

145 beneficiaries have received level 2 accredited training, including Employability Skills Training. The range of training is designed to complement/enhance trainees existing skills, equip with new knowledge and skills and enable trainee job sustainability

Volunteering

- Over 140 clients were accessed into volunteering positions across sectors.

Better of Calculation (BOC)

- NLPC has undertaken 150 BOC's. This was introduced in 2009 and it is a mechanism to show clients how they would be better of in-job as opposed to claiming benefits. Clients are provided with calculations that shows if they would be "better – off".

Criminal Record Bureau (CRB)

- NLPC have facilitated over 265 CRB checks for clients, our partnership with external organisations has resulted in free service or discounted cost

Work Placements

- **NLPC have placed over 350 trainees into sustained work placements, i.e., until the completion of the designated placement period.**

“Work placement is distinct from volunteering – it is a period of planned work based learning/experience. It offers trainees an opportunity for vocational learning and personal development without which they are likely to remain detached from the labour market. It acts as a stepping stone from unemployment and paid employment”. Clients could undertake full-time placement for 6 weeks or part-time placement 2.5 days over 3 months. During placement they are treated like other employees and the employer must have a properly defined job with agreed knowledge/skills/experience that the clients from prior to placement”.

Employer/Business Engagement (Host Organisations)

- NLPC has been able to ensure awareness, uptake and participation by Employers for work placement support and pathway progression into paid work. We have established strong partnership working with employers across many sectors and developed a database of over 350 Employers (Host organisations), who have taken part in our HG work placement programme and have actively worked with over 160 diverse employers, big and small who have undertaken trainees on work placement. Examples include, Peacocks, Bonmarche, Superdrug, AWWG, BLFW, Haringey Council, Gladesmore School, North London Business, I-BMEDIA, BUBIC and HAVCO.
- We have successfully placed beneficiaries across diverse job sectors, examples include, Administration, Accounts, Housing, Security, IT, Recycling, Teaching Assistance, Youth Service, Health and Social Care, and Construction
- We have developed a quality assured customer service framework for engaging with and getting employers consensus through effective customer service based on the employers needs.
- We have developed innovative Beneficiary / Employer support systems such as a Compact Agreement of Understanding, and Work Programme forms designed to document and underpin practical experience gained.

Jobs

- **In the past 3.5 years NLPC delivery of the HG work placement programme has successfully enabled over 200 beneficiaries to gain employment. Our overall rate of job outcome per placement is 57%.**

Client Ethnicity

Ethnicity	Quantity	%
White British	123	11
White Irish	19	2
Other white	131	12
Black African	369	32
Black British	100	9
Black Caribbean	192	17
Pakistani	11	1
Bangladeshi	15	1
Indian	21	2
Mauritian	2	
Bulgarian	1	
Italian	2	
Polish	6	1
Chinese	8	1
South American	5	
Turkish	22	2
Mixed race	49	4
Other	57	5
	1133	100%

The organisation has attracted over 18 different ethnic categories, including a strong recruitment within the White British (11%) and White Other (12%) base (3rd and 4th highest group). The organisation has also established a strong recruitment base across different age groups, including the 31 – 50 years age group (50% of all recruitment) and 17-25 age groups (23% of all recruitment).

Our programme focus –

The programme is intended to address needs faced by:

1. Workless residents of the 12 most deprived wards in Haringey, including those from BAME and recently arrived communities, who face high levels of labour market detachment and multiple barriers to initially accessing employment including low skills, language needs, educational underachievement, labour market discrimination linked to ethnicity, gender or disability, welfare benefit dependence and a lack of relevant work experience
2. Recently unemployed residents of the same wards who have lost their employment due to the economic downturn and may require re-skilling and appropriate work experience in order to re-enter sustainable employment
3. Local employers, predominantly SMEs, who require a high quality, job- ready workforce in order to be competitive, raise productivity and innovation;
4. Regional and Sub- regional employers, including large organisations who require high quality skilled workforce to enable them maintain competitive advantage
5. Social Housing residents who have high incidence of unemployment
6. Third sector employers who require support in responding to the economic downturn
7. HG programme partners who require supported exit pathway for their clients into the labour market with a mix of SME, third sector and large employers across sectors.
8. HG programme partners who need an integrated partnership approach to Worklessness intervention without issues associated with “chasing outputs” and/or project “duplication”

Examples of Programme Approach, Innovation and Uniqueness

1. Joined up approach to addressing the needs of Employers and tackling worklessness in the borough through the provision of an integrated pathway progression from Outreach –Assessment- Career Development Action Plan – Referrals/Work placements –Interview Guarantee – Employment
2. A “matching” process that meets the needs of Employers with the needs of Unemployed residents
3. Referrals to and from HG partner organisations and other training providers within the borough
4. At the heart of our programme is Personalisation – ensuring that Unemployed clients receive a service in line with their specific needs and have available options for related interventions that could address their needs.
5. Proactive approach to Local residents and Employer Engagement including dedicated officers, community outreach workers, and volunteers.
6. Extensive community outreach and promotion within key neighbourhoods, promotion and marketing including Open Days, local media, roadshows, and leaflet drops.
7. Dedicated communication info-mail aimed at Employers and Unemployed residents highlighting opportunities (clients looking for placements and Employers wanting to take up trainees for placements)

The longer term achievements include:

- Effective contribution in helping reduce / eradicate the issue of worklessness within the most deprived neighbourhoods in Haringey
- Helping to ensure that the borough is able to meet and surpass its LAA stretch targets
- Creating an effective, integrated pathway progression into employment
- Creation of a model of good practice in partnership working for tackling employment issues
- Meeting the employers needs for a knowledgeable, skilled and trained workforce able to meet its challenges
- Helping to increase the skills / qualification base for the borough workforce
- Creating a Job Ready workforce “databank” that employers can use for future job opportunities
- Establishing work placement as an effective tool for pathway progression into work and increasing the level of employers offering work placement opportunities
- Increased motivation, self-belief and self-esteem among participants;
- Greater economic independence for members of target groups who have been marginalised from the labour market;
- Reduced reliance on state benefits for participants who have been unemployed;
- Increased economic activity rates for participants who have been economically inactive;
- Greater purchasing power within low income communities as a result of increased employment of members of target groups;
- Greater health, well being and quality of life of participants, as a wealth of evidence indicates that being in work is associated with better physical health.

Appendix E: Haringey Guarantee: Economic Impact Assessment ECORYS

This paper provides an assessment of the economic impacts associated with the support provided through the Haringey Guarantee to those individuals participating in the initiative between April 2009 and July 2010. The assessment covers the impacts of the two Haringey Guarantee Extension projects (Women Like Us and 5E).

The results are based on a survey of 114 Haringey Guarantee participants undertaken in July 2010. The methodology employed has been designed to comply with the Government's guidance on establishing the economic impacts of employability initiatives, including the HM Treasury's Green Book, and the Impact Evaluation Framework (and supplementary guidance, such as the IEF plus¹⁹) developed by the Department for Business, Innovation and Skills.

Analytical Framework

This section sets out our approach for estimating the net economic impacts of the Haringey Guarantee, and is based on the general framework set out in the Homes and Communities Agency's Additionality Guide for assessing the economic impact of area based initiatives. This states that the economic impact should be estimated using the following:

$$\text{Net impact} = \text{Gross Impact} - \text{Deadweight} - \text{Crowding Out} - \text{Substitution Effects} - \text{Leakage} - \text{Displacement} + \text{Multiplier Effects}$$

Where:

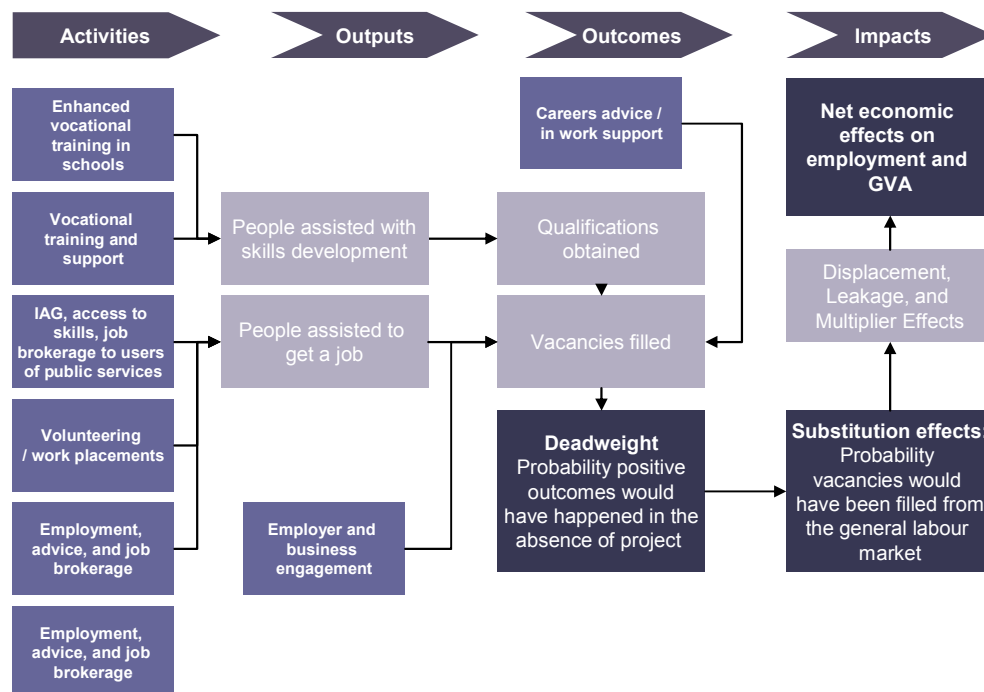
- **Gross impact** is the positive economic impacts achieved by programmes among participants. In the case of the Haringey Guarantee, these will be achieved where programme participants enter employment, and generate GVA impacts.
- **Deadweight** is the extent to which those gross impacts would have occurred in the absence of the intervention (i.e. the number of participants that would have entered employment in the absence of the programme).
- **Crowding Out** is the extent to which programme investment has crowded out private sector investment in similar initiatives. Crowding out is assumed not to apply in the case of the Haringey Guarantee; it is unlikely

¹⁹ Practical Guidance on Implementing the Impact Evaluation Framework, BIS, December 2009

that Haringey's investment in the initiative has prevented the private sector developing pre-employment support schemes.

- **Substitution Effects** occur where employers filling vacancies with participants of the Haringey Guarantee would have filled vacancies with other residents of the borough in the absence of the scheme. Related to this, it is also important to consider whether firms have been able to recruit workers that were more suitably trained or at an earlier date than in the absence of the programme.
- **Leakage** occurs where the benefits of the programme go to other areas outside Haringey. For example, if a resident that is supported into employment leaves the borough, then this impact benefits another area. Where residents of the borough have been supported into jobs outside the borough, then the GVA impacts are lost to Haringey (although Haringey retains the employment impact).
- **Displacement** may occur where firms filling vacancies with Haringey Guarantee participants are able to produce more and generate more sales. If these sales are taken away from other firms in Haringey then there are potentially negative effects on employment
- **Multiplier Effects** occur through two main mechanisms: firms filling vacancies with Haringey Guarantee participants may increase procurement spend among local firms, generating positive local impacts (supply chain multiplier effects). Further benefits will be gained by local firms where the additional income (i.e. the increase above any benefits participants may be claiming) are spent by programme participants in the local economy (induced multiplier effects).

Our overall analytical framework is set out in the diagram below.



Gross Employment and GVA Outcomes

Gross employment outcomes

At the beginning of July 2010, there were 1,751 participants of the Haringey Guarantee registered on MegaNexus, of which 259 were recorded as entering employment²⁰. All respondents to the survey were asked to report whether they had entered employment since receiving support as a means of verifying the monitoring data.

The survey evidence suggests that 26 percent of participants with no employment outcome recorded in MegaNexus had in reality entered employment at the time of the survey, while 22 percent of participants that had been recorded as achieving an employment outcome reported that they had not entered any employment since receiving support.

Overall, this suggests that the 259 employment outputs recorded by MegaNexus are an underestimate of the total gross employment outcomes of the Haringey Guarantee by July 2010. Applying the results above to the numbers of participants in the programme (by employment outcome), it is estimated that around 600 Haringey Guarantee participants have obtained employment since receiving support (closer to 35 percent).

Table 0.1 Gross employment outcomes

Employment outcome recorded on MegaNexus	Number of participants	Percentage of survey respondents reporting they had obtained employment	Estimated number of participants obtaining employment
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²⁰ Either recorded and verified as a job entry, job sustained for 13 weeks, or job sustained for 26 weeks.

Employment outcome recorded on MegaNexus	Number of participants	Percentage of survey respondents reporting they had obtained employment	Estimated number of participants obtaining employment
Employment outcome	259	78	201
No employment outcome	1,492	27	403
Total	1,751	-	604

Source: MegaNexus and Participant Survey

Gross GVA outcomes

The Haringey Guarantee will also generate economic effects in terms of GVA as a result of the output created by those individuals supported into work. The income based measure of GVA is defined as the sum of wages received by employees and profits accruing to owners of firms. More productive workers (i.e. those able to generate more GVA per hour worked) tend to obtain higher wages.

In order to assess the economic contribution of the Haringey Guarantee in terms of GVA, respondents were asked to report their average hourly earnings, and whether they worked full-time (30 or more hours per week) or part time (less than 30 hours per week).

On average, respondents reported they earned an hourly wage of £7.76. This is low in comparison to borough averages, with residents of Haringey earning £14.65 per hour in full-time work, and £9.19 in part-time work²¹, suggesting that participants have mainly found employment in lower skilled occupations. 34 percent of those finding work reported they had entered full-time time employment, and 66 percent entered part-time employment. Applying these results to the average weekly hours worked by residents of Haringey (37.5 hours for full-time workers, and 16.7 hours for part-time workers²²) it is estimated that participants entering employment work on average 23.8 hours per week, earn a weekly wage of £184, and an annual wage of £9,600.

Table 0.2 Average Weekly Hours and Earnings, Participants Entering Employment

Response to: Do/did you work full time or part time?	Total	Percentage	Average Weekly Hours / Earnings
Full time (more than 30 hours per week)	18	34	37.5
Part time (less than 30 hours per week)	35	66	16.7
Total	53	100	23.8
Average hourly earnings			£7.76
Average weekly earnings			£184.48
Estimated average annual earnings			£9,593.21

²¹ Annual Survey of Hours and Earnings, Office for National Statistics, 2009

²² Annual Survey of Hours and Earnings, Office for National Statistics, 2009

Source: Participant Survey (ECOTEC), Annual Survey of Hours and Earnings (ONS)

On the basis of average annual earnings of £9,600, the 600 individuals entering employment since participating in the Haringey Guarantee are estimated to earn a total of £5.8m per annum. In London, wage expenditure represents 54 percent of total GVA²³ (i.e. every £0.54 spent on wages generates £1 of GVA), implying the Haringey Guarantee has had a total gross impact on GVA of £10.7m per annum to date.

Table 0.3 Gross GVA Created

GVA Estimates	
People supported into employment	604
Estimated average annual income (£)	9593
Estimated total annual income (£m)	5.8
Ratio of Wage Expenditure to GVA	0.54
Estimated total gross GVA impact (£m per annum)	10.7

Source: Participant Survey

Additionality

A crucial consideration in establishing the net economic impacts of the Haringey Guarantee is how far participants would have found employment without the support they received. This comprises two elements: how far the participants entered employment as a direct result of the support provided, and how far participants would have obtained an alternative source of similar support that would led to the same outcomes.

Additionality of employment outcomes

Respondents that had entered employment were asked to report how likely they would have been to find a job if they had not received the support from the Haringey Guarantee. More than a quarter of respondents reported that they definitely would not have found a job without the support they received, and a further 10 percent reported that that they would only possibly have found a job, suggesting that in many cases, the programme is making a direct contribution to the employment prospects of participants. However, a substantial proportion (57 percent) reported that they would have definitely or probably found their job without the support they received. No respondents reported that they were able to obtain a job with greater earnings as a result of support, perhaps reflecting the low earnings received by participants. Using the additionality assumptions

²³ Annual Business Inquiry, Office for National Statistics, 2008

Response to 'Do you think you could have found a similar level of support elsewhere?'	Number of respondents	Percentage of respondents	Assumed additionality
No	99	87	1.00
Yes	15	13	-
<i>If yes, how likely is that you would take up this alternative support?</i>			
Definitely	7	6	0.00
Likely	8	7	0.25
Neither likely nor unlikely	0	0	0.50
Unlikely	0	0	0.75
Definitely not	0	0	1.00
Total	114	100	0.89

outlined in the table below, it is estimated that, on average, 45 percent of participants obtaining employment would not have done so without the support.

Table 0.4 Additionality of employment outcomes

Response 'How likely is it that you would have found this job without the support you received?'	Number of respondents	Percentage of respondents	Assumed additionality
Would definitely have found this job anyway	22	42	0.00
Would probably have found this job anyway	8	15	0.25
Would have found a job, but at a later date	4	8	1.00 ²⁴
Would have found a job, but with lower wages	0	0	1.00
Would possibly have found this job anyway	5	9	0.75
Would definitely not have found this job anyway	14	26	1.00
Total	53	100	0.45

Source: Participant Survey

Additionality of support

Respondents were also asked to report if they would have been able to find a similar level of support from an alternative source, and if so, how likely they would have been to use it. The survey results suggested that only a minority (13 percent) would have been able to find similar support elsewhere, indicating the support provided by the programme has added substantial value to support provided locally.

Using the additionality assumptions outlined in the table below, it is estimated that 89 percent of participants would not have obtained similar alternative support in the absence of the Haringey Guarantee.

Table 0.5 Additionality of support

²⁴ While the outcomes associated with those that have would have found a job at a later date are assumed to be 100 percent additional, the impacts are assumed to endure only on a temporary basis (see section 1.7 below).

Gross Additional Employment Outcomes

Estimates of the gross additional impacts of the Haringey Guarantee in terms of people supported into employment, and associated GVA, are set out in the table below.

Table 0.6 Additionality of employment outcomes

Impact	Gross outcome	Additionalit y of outcomes	Additionalit y of support	Gross additional outcomes
Gross additional people supported into employment	604	0.45	0.89	240
Gross additional GVA created (£m per annum)	10.7	0.45	0.89	4.2

*Gross additional impact = Gross impact x Additionality of outcomes x
Additionality of support*

Substitution Effects, Leakage, Displacement, and Multiplier Effects

Substitution effects

Substitution effects depend on how far employers would have recruited other labour market participants (either from Haringey or elsewhere in London) in the absence of the support provided by the initiative. Employer research has not yet been completed as part of the evaluation, so a value for substitution effects has been assumed on the basis of meta-research undertaken by BIS in 2009 that suggested that prior evaluation studies found a value for substitution effects of 7.6 percent (at the regional level) for employability programmes.

Applying this assumption implies that 7.6 percent of the vacancies filled by Haringey Guarantee participants would have been filled by other residents of London in the short term. It is assumed of these, 50 percent would have been Haringey residents (on the basis that many jobs will have been sourced locally), suggesting a value for local substitution effects of 3.8 percent²⁵.

Leakage

The economic impacts of the Haringey Guarantee will leak outside of the borough (or London) to the extent that non-residents have benefited from support provided by the programme. Analysis of the postcodes of participants (as recorded in MegaNexus) suggested at a small share (2 percent) of participants lived outside the borough of Haringey, and none lived outside London. Leakage is therefore assumed to be 2 percent at the local level, and zero at the regional level.

²⁵ These assumptions will be updated on completion of the employer survey.

Spatial Level	Substitution Effects	Leakage	Displacement	Multiplier Effects
Haringey	0.02	0.04	0.31	1.29
London	0.00	0.08	0.78	1.44

Displacement and Multiplier Effects

Displacement and multiplier effects depend primarily on the extent to which employers recruiting Haringey Guarantee participants compete and procure from with other firms in the borough (or London at the regional level). Assumptions for displacement are taken from a review of City Challenge programmes that suggested training programmes led to displacement of 31 percent at the local level, and 78 percent at the regional level²⁶. Most programme participants obtained employment in service industries, and assumptions for composite multiplier effects (for B1 office land use classes) of 1.29 at the local level and 1.44 at the regional level have been taken from the Homes and Communities Agency Additionality Guide²⁷.

Gross to net additionality assumptions

Gross to net additionality assumptions are set out in the table below.

Table 0.7 Summary of gross to net additionality assumptions

Net Additional Employment Impacts

Estimates of the net additional impact of Haringey Guarantee by July 2010 are set out in the table below. Overall, it is estimated that the programme has supported 201 net additional residents of Haringey into employment, with an associated GVA impact of £3.6m per annum. Owing to primarily high rates of assumed displacement at the London level, this impact falls to 70 net additional people into employment, and £1.2m per annum in GVA, at the level of the region.

Table 0.8 Net additional employment and GVA impacts

Net additional impacts	Haringey	London
Net additional people supported into employment	201	70
Net additional GVA created (£m per annum, residence based)	3.6	1.2

$$\text{Net additional impact} = \text{Gross additional impact} \times (1 - \text{Substitution}) \times (1 - \text{Leakage}) \times (1 - \text{Displacement}) \times \text{Multiplier effects}$$

²⁶ Additionality Guide, Homes and Communities Agency, 2008

²⁷ Again, these assumptions will be updated on completion of employer research

Present value of GVA impacts

In order to estimate the total GVA impact of the Haringey Guarantee, it is necessary to take to further elements into account:

- **Persistence:** The impacts outlined above measure the annual GVA impact associated with individuals supported into employment, whereas the total impact will depend on how long individuals are able sustain employment. Tracking of participants (to be undertaken over the remainder of the study) will be used to develop an understanding of the sustainability of employment outcomes. In the interim, and in line with IEF plus guidance (for the intervention type 'Matching People to Jobs'), it is assumed that impacts endure for a period of one year.
- **Accelerated effects:** Eight percent of participants reported that they would have obtained employment, but at a later date. On average, these respondents reported that they would have found a job 9 months later than they did, so in eight percent of cases, impacts are assumed to endure for 0.75 years only.
- **Discount rate:** In line with the principles of the HM Treasury Green Book, a discount rate of 3.5 percent per annum should be applied to monetary values. As the impacts of the programme have only accumulated over a single year since the programme started, an adjustment of 3.5 has been made.

Estimates of the total present value of the GVA impacts of the Haringey Guarantee by July 2010 are set out in the table below.

Table 0.9 Present value of net additional GVA impacts

Net additional impacts	Haringey	London
Present value of GVA created (£m, residence based)	3.5	1.2

Value for money

Over the first year of programme delivery, projects funded through the Haringey Guarantee spent £556,500²⁸. This equates to a cost per net additional person into employment of £2,800 (£7,900 at the London level) and a return on investment of £6.3 in GVA per £1 of spending (£2.2 at the London level).

²⁸ Note that this excludes payments made to projects in Year 1 for outputs that would be delivered in year 2.

These value for money ratios are compared against the results of recent evaluations of other London based employability programmes in the table below, which have tended to focus on impacts at the regional rather than the local level:

- The cost per net additional person supported into employment is low in comparison to other initiatives. GVA per £1 invested is broadly comparable, and is likely due to the high proportion of participants that have obtained part-time employment.
- It should be noted that, some of the evaluation studies made more favourable assumptions than utilised here. For example, impacts were assumed to endure for 3 years (rather than the 1 year assumed here) for the Local Employment and Training Framework, which will inflate estimates of impact as compared to estimates here.
- Overall, this suggests the Haringey Guarantee has demonstrated reasonably good value for money. Additionally, the programme will generate further impacts in the future when further current and new participants enter employment, which may further improve value for money measures.

It should be noted, however, that these estimates do not reflect all costs involved in delivering the programme and associated employment outcomes. Participants may have received support from other public sector agencies that may have contributed to these outcomes either directly or indirectly, and the costs of these interventions are not reflected here. In addition, participants themselves incur costs (including additional transport costs, childcare costs, and loss of leisure time) that are not captured in this estimate of return on investment.

Table 0.10 Value for Money Benchmarks

Programme	Local impacts		Regional impacts	
	Cost per net additional job created (£)	£ of GVA per £1 invested	Cost per net additional job created (£)	£ of GVA per £1 invested
Haringey Guarantee	2,800	6.3	7,900	2.2
Relay London Jobs ²⁹	-	-	13,700	1.4
Local Employment and Training Framework ³⁰	-	-	13,900	2.0

²⁹ Source: Evaluation of the London Employment and Skills Taskforce, ECOTEC Research and Consulting, 2010. Results include multiplier effects but exclude monetised losses of leisure time to ensure comparability.

³⁰ Source: Evaluation of the London Employment and Training Framework, Roger Tyms and Partners, 2009. This study assumed the GVA effects of the programme would endure for 3 years, not 1 as assumed here.

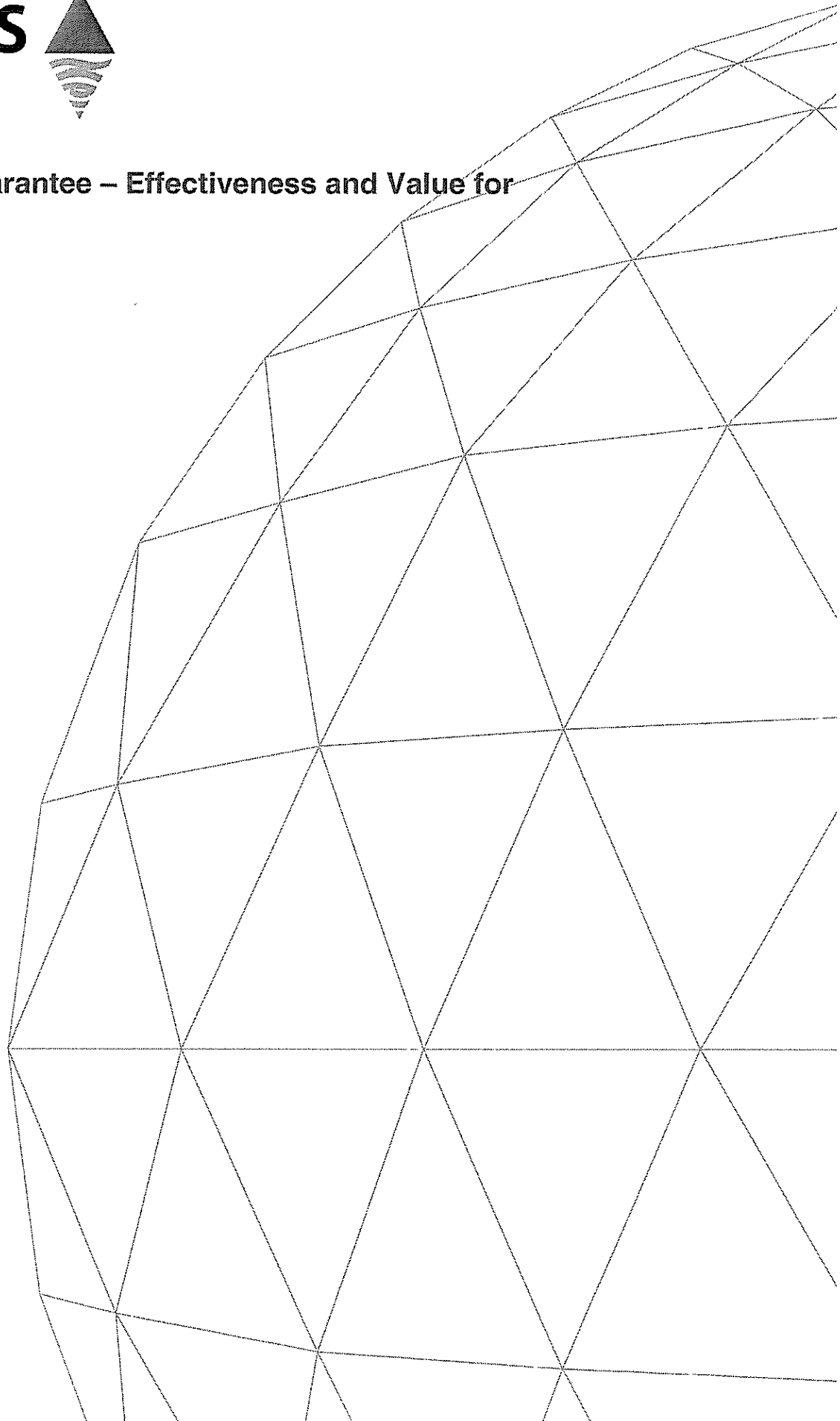
Programme	Local impacts		Regional impacts	
	Cost per net additional job created (£)	£ of GVA per £1 invested	Cost per net additional job created (£)	£ of GVA per £1 invested
London South Central Enterprise and Employment Programme ³¹	-	-	14,600	4.8
Thames Gateway JobNet ³²	-	-	10,400	2.1

³¹ Source: Evaluation of the London South Central Employment and Enterprise Programme, ECOTEC Research and Consulting, 2009. Results include effects of a range of enterprise projects, for which impacts are assumed to endure for 3 years.

³² Source: Interim Evaluation of the Thames Gateway JobNet, Adroit Economics, 2008, results are based on all sources of funding, note that £ of GVA per £1 invested rises to £4.1 where impacts are assumed to endure for 3 years.



Haringey Guarantee – Effectiveness and Value for Money



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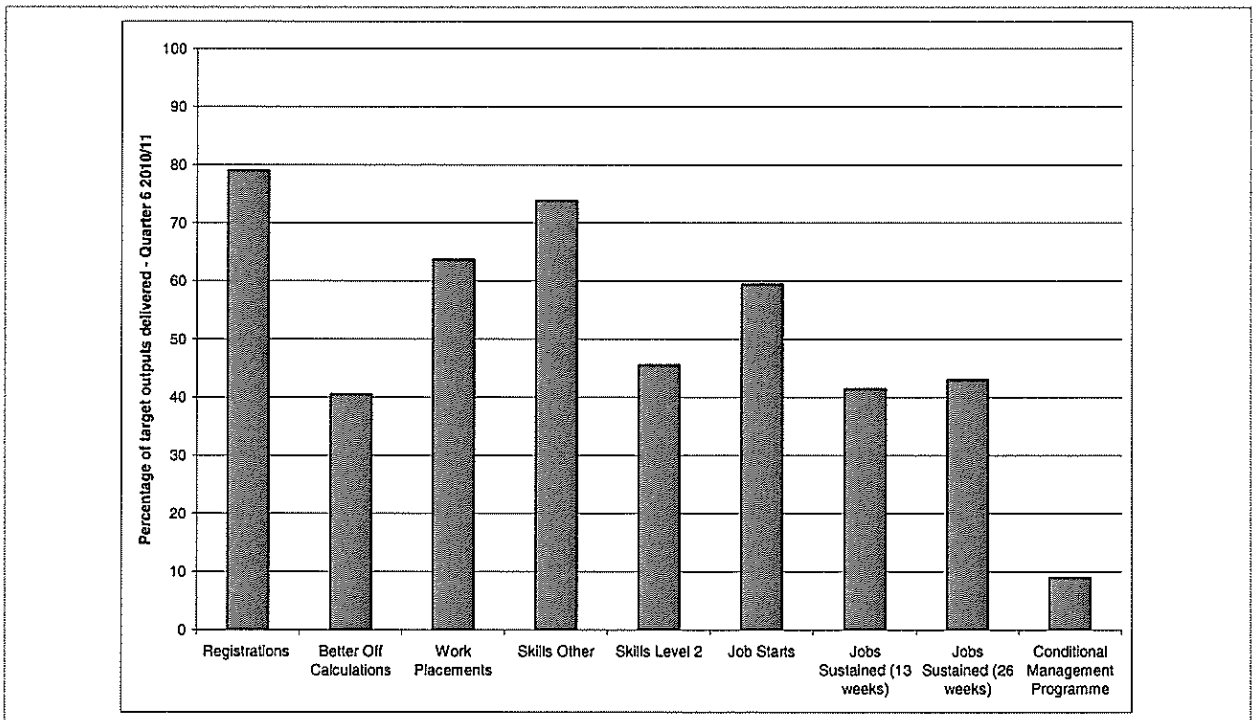
1.0 Haringey Guarantee: Scrutiny Panel Paper

1.1 Effectiveness of the Haringey Guarantee

1.1.1 Delivering outputs

The chart below shows the progress made by the Haringey Guarantee in delivering outputs by the end of Quarter 2 2010/11. Around 80 percent of overall participation targets (for the duration of the programme), and 60 percent of the target for job starts were delivered by the end of quarter 2 2010/11 with two quarters for delivery remaining. Full figures for quarter 3 are not available yet, although there are early indications that substantial further progress was made.

Figure 1.1 Percentage of Target Outputs Delivered By the End of Quarter 2 2010/11



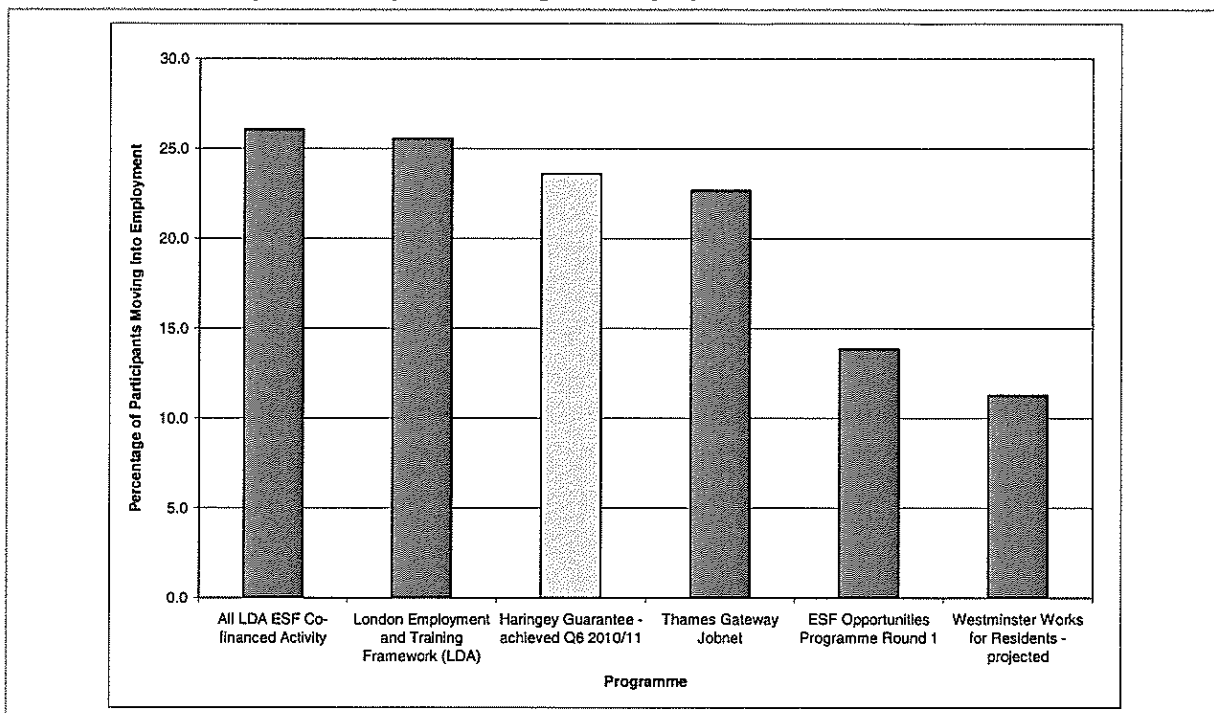
Source: GLE

1.1.2 Effectiveness in moving participants into employment

By quarter 6 2010/11, the Haringey Guarantee had moved some 24 percent of participants into employment. Comparisons against programmes suggest that the support provided is effective in moving people into employment, with this ratio at the upper end of the range established for other programmes.

68 percent of those obtaining employment have sustained employment for 13 weeks (to date). Monitoring evidence for other programmes has not tended to collect evidence on sustained employment outcomes, although evidence for the Thames Gateway Jobnet project suggested that 55 percent of those entering employment sustained employment for 13 weeks. This suggests that the Haringey Guarantee has also been effective in supporting sustained employment outcomes although the evidence is limited in this area.

Figure 1.2 Percentage of Participants Moving Into Employment



Source: Programme Evaluation Reports, Various

1.2 Value for money

This section provides a brief outline of the value for money secured by the programme, comparing unit costs for key outputs and outcomes against those delivered by comparator programmes. The Haringey Guarantee has been delivered utilising a payment-by-outputs format of contract, so the financial exposure of the Council to non-delivery has been limited to some extent, and this should be acknowledged in the figures below (i.e. some providers may have incurred delivery costs over and above the payments received through the Haringey Guarantee). The figures below exclude spending by Families Into Work, and the youth projects funded.

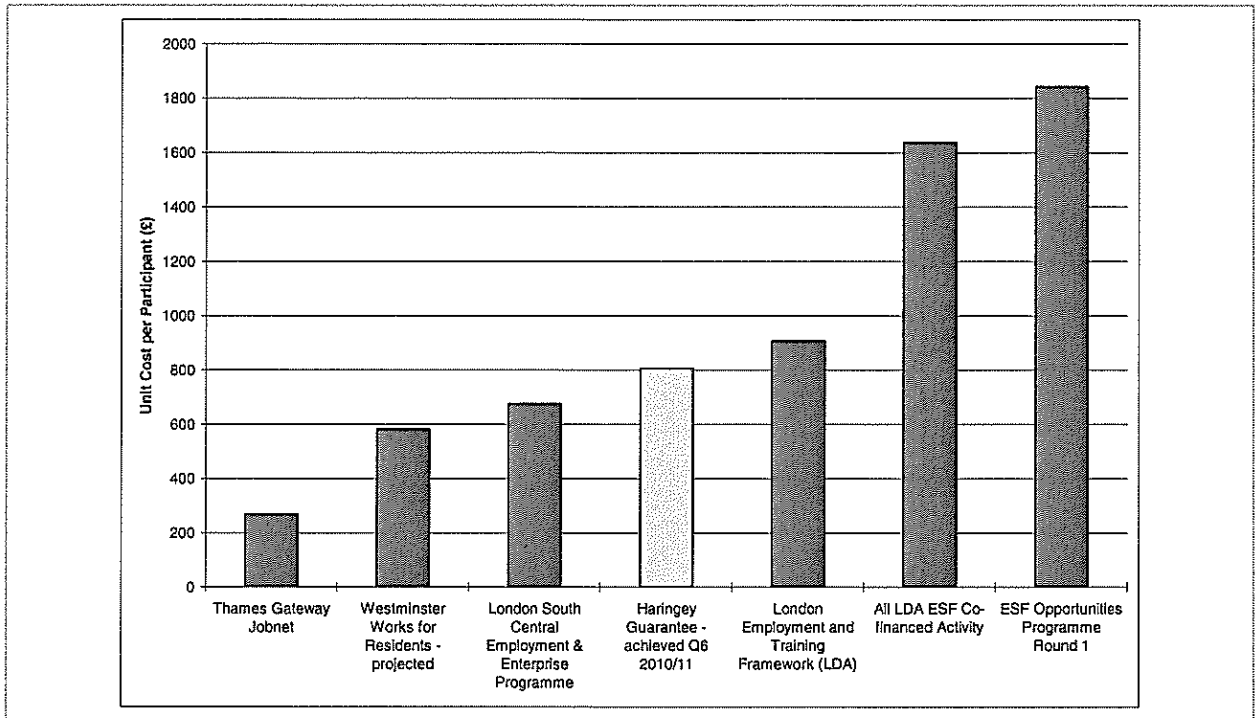
1.2.1 Cost per participant

The unit cost per Haringey Guarantee participant was just over £800 (this has been estimated by excluding the costs and outputs of youth projects funded through programme, and Families Into Work). This includes the cost of all employment support, IAG, and training provided. As the chart below shows, amongst programmes delivered via London boroughs (Thames Gateway Jobnet, Westminster Works for Residents, and the London South Central Employment and Enterprise Programme), unit costs of delivery are relatively high. ESF programmes have proven considerably more expensive to deliver, with unit costs exceeding £1,500 per participant – this also applied to the Haringey Guarantee ESF extension with a cost per starter of £1,040.

These variations are likely due to the intensity of support provided (for example, Thames Gateway Jobnet provided light touch support and referrals to rather than provision of training). However, many of the programmes delivering these outputs were contracted to deliver the LDA output 'employment support' (2 hours

of IAG) rather than to move individuals into work, which may have encouraged programmes to target engagement rather than employment outcomes. The Haringey Guarantee encourages providers to target employment outcomes, which may have resulted in a more intensive service provided to participants.

Figure 1.3 Unit Cost Per Participant

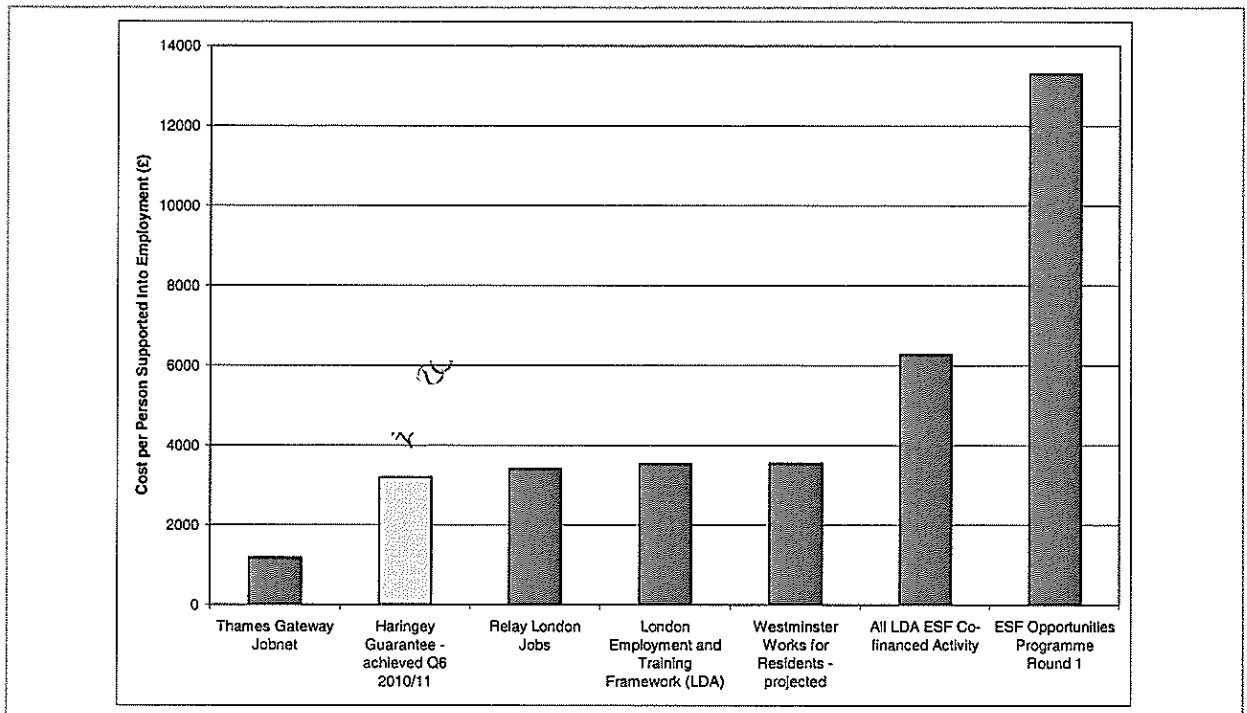


Source: Programme Evaluation Reports, Various

1.2.2 Cost per entry to employment outcome

However, although the costs of supporting participants were higher than comparable programmes, the unit cost per employment outcome was among the lowest amongst the sample of projects and programmes available (at around £3,200). As the Haringey Guarantee tended to be amongst the more effective programmes in supported individuals into employment, this resulted in lower unit costs for entry to employment outcomes.

Figure 1.4 Unit Cost Per Person Supported Into Employment



Source: Programme Evaluation Report, Various

1.2.3 Sustained employment outcomes

The programmes for which Ecorys has detailed monitoring evidence did not monitor sustained employment outcomes, and insufficient time has elapsed to allow the Haringey Guarantee to fully claim outputs sustained after 13 and 26 weeks, making it difficult to make judgements with respect to VFM.

During 2009/10 and 2010/11, the LDA began contracting on the basis of a unit cost of £5,000 for an employment outcome sustained for 12 months. If expenditure and outputs are delivered in line with targets, the Haringey Guarantee will support 200 individuals into employment sustained for 6 months at a unit cost of £6,484 (again, this excludes any expenditure associated with the projects delivered by Northumberland Park School, the Windsor Fellowship, and Families Into Work), suggesting that unit costs will be higher than anticipated by the LDA. However, the North London Pledge 2 programme was contracted with the LDA on the basis of a unit cost of £5,000 for each individual supported into employment for 6 months.

Ecorys are currently evaluating an LDA initiative contracted on the basis of £5,000 per employment outcome sustained for 12 months - CAP09 – and such unit costs for have not proved attainable, at least for a programme focused on supporting low-income parents into employment.

1.2.4 Time taken to support an individual into work

On the basis of MegaNexus data taken in July 2010, on average, participants entered employment 114 days after initial registration to enter employment. No comparator data was available to assess the effectiveness of the Guarantee in this respect.

1.3 Alignment with the Work Programme

1.3.1 Overall objectives

The objectives of the Haringey Guarantee are broadly in line with those of the Work Programme – i.e. to support individuals into work. However, the Haringey Guarantee has a broader range of objectives, for example, to support the reductions in the number of young people NEET. These broader objectives will be less relevant to the Work Programme, and a narrower focus will be required.

1.3.2 Opportunities for the Haringey Guarantee

The Work Programme will operate on a 'black-box' delivery model allowing prime contractors to subcontract to providers that can deliver the ultimate objective of supporting individuals into work. This creates opportunities for the Haringey Guarantee – the evidence suggests the programme is effective in supporting individuals into work, and helping them sustain employment, that will likely make the programme attractive to prime contractors.

1.3.3 Provider Risk and Competition

The payment model introduces substantial risks to prime contractors. The payment model is staggered such that attachment fees (£400-£600 in year 1) that are paid when a participant enters the Work Programme, fall in each subsequent year to 0 percent of the contract value in year 4/5. Job outcomes are paid after a period of time (13 to 26 weeks) the participant has sustained employment, with further payments each additional 4 weeks that outcome is sustained. Sustained outcome payments represent the greatest share of the overall contract value, with incentive payments (paid when employment outcomes exceed expectations by 30 percent) taking on increased importance over time.

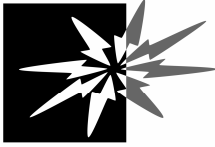
This model is a departure from that used by the Haringey Guarantee. Although the Haringey Guarantee was procured on the basis of a payment-by-results format of contract, what is notable about the Work Programme is that no payments are made for intermediate activity, such as Better-Off Calculations or Work Placements. If the prime contractors pass on the payment model to subcontractors, providers will need to take on substantially greater levels of risk. Given the average time taken to support an individual into employment of 114 days (almost 4 months), this implies a long period in which no outcomes based funding would be received (i.e. from 7 to 10 months).

From the perspective of the prime contractors, this feature implies that only those approaches that have been proven to be effective in delivering employment outcomes will be attractive. While the Haringey Guarantee has proven effective in delivering employment outcomes, there is variation across projects, and the programme has been used to trial new and innovative approaches that have not all proved successful. The Haringey Guarantee will have the most to offer where it can maximise employment outcomes while minimising costs and risks, rather trialling innovative approaches.

The tables below show the performance of providers against a range of indicators for Haringey Guarantee projects. Focusing only on the best performing projects may be the most appropriate approach in light of the financial risks introduced by the Work Programme. Note that the table does not cover all Haringey Guarantee providers, only those that have claimed employment outputs.

Table 1.1 Project Level Performance

Project	% supported into employment	Days between registration and job starts	Job starts	Spend	Unit Cost
Family Mosaic	20	84	49	31,443	642
Positive Employment	35	167	62	88,349	1,425
Working Links	26	59	106	279,944	2,641
Working for Health	23	95	27	113,631	4,209
NLPC	28	125	33	139,344	4,223
2XL	9	183	20	87,624	4,381
Fashion Enter	12	306	7	60,000	8,571



Haringey Council

Agenda item:

Cabinet

7 June 2011

Report Title: The Council's Annual Performance Assessment 2010/2011	
Report of: The Chief Executive	
Signed :	
Contact Officer: Margaret Gallagher – Performance Manager	
Eve Pelekanos – Head of Policy, Intelligence and Partnerships Telephone 020 8489 2971/2508	
Wards(s) affected: All	Report for: Key Decision
<p>1. Purpose of the report (That is, the decision required)</p> <p>1.1 To inform Members of service performance during 2010/11 against the targets set, and to highlight key issues for moving forward into 2011/12.</p>	
<p>2. Introduction by Cabinet Member for Performance Management (Cllr Claire Kober)</p> <p>I am pleased to report that despite the 2010 Comprehensive Spending Review and the significant changes introduced since the election of the coalition government in May 2010, the year 2010/11 saw a number of positive achievements including:</p> <ul style="list-style-type: none"> • A fall in serious violent crimes in the borough compared to the previous year. I hope our ongoing partnership work will see this trend continue. • Improvements in services for our vulnerable residents, with a large decrease in the number of delayed transfers of care, making Haringey one of the best in London. • We exceeded our target for the number of social care clients receiving self-directed support. This progress is echoed in the positive feedback received from our service users and carers. • Improved recycling rates and cleaner streets continuing our ambition to become London's greenest borough. • Improvements in call centre performance. 	

<p>There remain some areas where I am keen to see further progress in the coming year. These include:</p> <ul style="list-style-type: none"> • Responding to the recession through boosting enterprise and employment opportunities • Children's safeguarding, in particular the completion of children's social care core assessments within target. • Addressing the continuing high number of households still in temporary accommodation. Given the coalition government's wider changes in housing policy, we will have to carefully consider how best we can reduce this in 2011.
<p>3. State link(s) with Council Plan Priorities and actions and /or other Strategies:</p> <p>3.1 This report covers our progress on key departmental service measures to help us achieve our council plan priorities.</p>
<p>4. Recommendations</p> <p>4.1 To consider the report and the progress made during 2010/11 and the challenges moving into 2011/12.</p>
<p>5. Reason for recommendation(s)</p> <p>5.1 To ensure that Members are kept informed about service performance against agreed targets.</p>
<p>6. Summary</p> <p>6.1 This report provides a self assessment of the Council's performance in the last year during this period of great change.</p> <p>6.2 It shows that we have made good progress in: adult social care, parks and green spaces, recycling, libraries, safeguarding and looked after children, educational attainment, community safety, council tax collection, the time taken to process new benefit claims and staff sickness. In addition our partnership work has resulted in Haringey receiving the highest performance reward grant in London for 2007-10.</p> <p>6.3 The economic situation and recent policy changes have had an effect on the number of residents who are out of work, and impacted on the severe shortage of affordable private rented accommodation locally, reducing the Council's ability to prevent homelessness. Improvements are underway to increase the stability of placements of looked after children.</p>
<p>7. Chief Financial Officer Comments</p> <p>7.1 There are no specific financial implications arising from this report but it is noted that value for money continues to be a key strand in our monitoring of performance and quality.</p>
<p>8. Head of Legal Services Comments</p>

8.1	There are no specific legal implications in this report.
9.	Equalities & Community Cohesion Comments
9.1	Reducing inequality is a key council commitment. All budget proposals have been subject to an Equality Impact Assessment for service delivery and staff restructuring. The process involved management workshops, one to one meetings, and working closely with senior managers and our legal team. An additional benefit has been the knowledge we have gained from the engagement with our partners and service users during the consultation process. This has embedded a culture of commitment, good practice and quality evidence in our Equality Impact Assessments.
9.2	It is advised that in 2011/12 the Council should: <ul style="list-style-type: none"> • Ensure that equalities monitoring information is collected and analysed in line with the Equality Act 2010. • Continue to monitor the impact of the changed services to maintain good quality of provision and outcomes for service users with protected characteristics.
10.	Consultation
10.1	The council carries out consultation on a regular basis with residents and service users and the findings are used to inform service improvements.
10.2	Highlights of this year's residents' survey are included in this report.
11.	Use of appendices /Tables and photographs
11.1	Appendix 1: Performance for top service outcomes
12.	Local Government (Access to Information) Act 1985
12.1	Budget management papers and HR metrics
12.2	Service Performance Indicator returns
12.3	Departmental Business Plans
12.4	Annual Audit letter 2009/10

13. Context

- 13.1 The year 2010/11 saw the Comprehensive Spending Review and many significant changes introduced following the election of the coalition government in May 2010. There has been major reform in areas as wide-ranging as the NHS, regeneration, housing, schools and the welfare system. The financial settlement for Haringey represented a far higher level of reduction than expected and this represents a particular challenge for us.
- 13.2 To help us meet the above challenges and the increased demand for some of our services, this year the Council undertook significant restructuring as set out in the Rethinking Haringey paper. The changes have helped us to reduce the budget by approximately £46 million for 2011/12.

- 13.3 This report, a self assessment of the Council's performance, should be seen in the context of the changes described above. A separate report has been prepared on the 2010/11 financial outturns that will also be presented to Cabinet on 7 June.
- 13.4 In 2010/11 we revised our approach to performance reporting, focusing on a smaller number of indicators (38) that reflect the council's priorities. These are detailed in appendix 1.

14. Performance Highlights for 2010/11

Adult, Culture and Community Services

Adult Social Care

- 14.1 Support for vulnerable people is good with our adult social care services performing well with promising capacity to improve and all in-house provider services rated as good by the Care Quality Commission. The Council is the best in London and among the best in the country for placing people in good or excellent residential care homes.
- 14.2 Haringey exceeded its target for the number of adult social care clients receiving self directed support, achieving 30.1%. The first ever National Personal Budget Survey, for which Haringey is one of ten demonstrator sites, revealed some positive outcomes. Of the personal budget holders and their carers who returned their survey questionnaires, 74% of service users said that their personal budget had "made things better or a lot better".
- 14.3 Haringey's performance on delayed discharges is now amongst the best in London. The latest figures show delayed transfers of care at 4.6 per 100,000 population (average weekly rate), which is a huge reduction in the reported levels (13.5 in 2009/10) and more than double the targeted reduction level.
- 14.4 A preliminary assessment of the recent Adult Social Care survey shows some positive outcomes. Of the 374 responses to that question, 326 (87%) said they were **satisfied, very satisfied or extremely satisfied with the support and care services they receive**. Benchmarking results received so far comparing those that were extremely or very satisfied (60% for Haringey) place us in line with other top performing boroughs.
- 14.5 There was an improvement in the number of carers who received a review and a needs assessment and a specific service over the year, enabling the service to achieve its 25% target.
- 14.6 The Care Quality Commission has also said that care and support for people who have suffered strokes in Haringey is among the best in the country.
- 14.7 A ground-breaking project has been launched which will involve older people in "cyber communities". [Haringay Online](#) and [Bowes and Bounds Connected](#) are community-based websites for residents to connect, share information and collaborate. They will now provide a platform where older people can find out more about the support services available to them, set up their own network of friends and encourage people interested in helping older neighbours to come forward.

Leisure and recreation

- 14.8 In this year's residents' survey, 65% of respondents described Haringey's parks and open spaces as good to excellent (in line with the London average of 67%). Nineteen of our

parks, sixteen of which are managed by the council, have been awarded green flags with five of these being newly awarded in 2010. In July 2010 six community gardens were awarded the green pennant, which recognises high quality green spaces managed by community and voluntary groups.

- 14.9 A new £750,000 play area opened in Muswell Hill with funding from Haringey Council, Playbuilder and Wimpey Homes. The active mini park for children and young people has been built at Muswell Hill Playing Fields. Facilities include swings, roundabouts, a zip wire, climbing area, floodlit multi-use sports pitch for football and basketball, and a concrete skateboard plaza.
- 14.10 A £4 million award has been granted by the Heritage Lottery Fund to help regenerate Lordship Rec. Works starts in March 2011, due to complete in 2012. This is the result of very effective partnership work between local community groups and the council.

Libraries, Culture and Learning

- 14.11 Haringey's libraries are the third most popular of all London Boroughs (2010 Active People Survey). The service has now launched its [ebook](#) service. Books and audio books can be downloaded and borrowed free and they are automatically returned so there are no fines to pay.
- 14.12 Bruce Castle Museum won the coveted Sandford Heritage Award after impressing the Heritage Education Trust. The museum was praised as "an excellent resource for schools and families to engage with their local heritage."

Chief Executive's Service

People and Organisational Development

- 14.13 Our Organisational Development and Learning service delivered a range of activities as part of the 'Supporting Change' programme:
- 800 people attended twelve events which included face-to face briefings for managers and staff with the Chief Executive.
 - 500 members of staff attended (or are signed up to attend) workshops on CV writing/interviewing skills, starting your own business, and maintaining resilience. Supporting material (including e-learning) has also been made available on line.
- 14.14 The programme is under constant review, enabling it to respond to changing circumstances. A series of workshops will be held over the next few months with individual services and teams helping them to work through the challenges of achieving their objectives with fewer resources.

Policy, Performance, Partnerships and Communications

- 14.15 This year the Haringey Strategic Partnership received the highest performance reward grant in London for achieving the most targeted service improvement across its suite of thirteen Local Area Agreement stretch targets for 2007/10. Eleven of the thirteen targets were successfully achieved or enhanced and Haringey received £3.6 million in reward. The reward was allocated to the lead delivery partners and a 10% top slice was set aside for future voluntary and community sector commissioning.
- 14.16 We received 1,709 public complaints (stage 1), 90% of which were dealt with in the ten-day timescale (the target is 93%). This included a slight fall in performance in recent months but during March this had improved to 91%.

- 14.17 All budget proposals have been subject to an Equalities Impact Assessment (EqIA) for service delivery and staff restructuring. This has embedded a culture of commitment, good practice and quality evidence in our EqIAs. In line with the Equality Act 2010, we are currently reviewing our Equal Opportunities Policy, Procurement Strategy, human resource functions, and our EqIA guidance and templates. We will be developing corporate equalities objectives and related departmental equalities performance indicators to comply with the Act by April 2012.

Corporate Resources

- 14.18 We recognise the importance of responding to residents as soon as possible. In March 2011, 78% of telephone calls to our call centres were answered in 30 seconds. Performance for the year was 71%, exceeding the 70% target. There has been an improving trend in call answering over recent months and performance is significantly better than in 2009/10. Thirty eight percent of respondents to the residents' survey said they found it difficult to get through to the council by phone. This is 2% better than the London average and a 2% improvement on last year.
- 14.19 Council tax collection rates exceeded their profiled targets for nine out of the twelve months of 2010/11, with the provisional outturn of 94% exceeding the 93.5% target. This turns around the slight fall over the previous two years and is the highest collection rate since the best value indicator was introduced in the year 2000. The percentage of residents perceiving the service to be good /excellent improved from 51% in 2009 to 65% in 2010, 3% above the London average.
- 14.20 At the end of March, the average time taken to process new benefit claims and change events was eighteen days (eight days in March) against a seventeen day target. The excellent performance in March was due to the automated processing of new year rent increases. This development contributed to reducing the average time taken to process claims over the year to just one day short of the target. Performance in 2010/11 is almost a week faster than that in 2009/10 despite the increasing and unprecedented demand for service.
- 14.21 The [Annual Audit Letter 2009/10](#) summarises the key issues arising from the work that our appointed independent external Auditors have carried out during the year. They issued an unqualified opinion on the Council's 2009/10 accounts, and confirmed that they give a true and fair view of Council's financial affairs. They concluded that the Council made proper arrangements to secure economy, efficiency and effectiveness in its use of resources. Their work highlighted the Council's improved management arrangements in a number of areas, including data quality, commissioning and procurement, and asset management. They also highlighted a number of areas for improvement and agreed an action plan to address: the impact of the changes to local government funding, the Medium Term Financial Strategy to be reviewed in the light of the government spending review, and continued emphasis on the importance of data quality, including housing benefit information.
- 14.22 We have improved our staff sickness record. In the rolling year to March, 7.96 council staff days were lost due to sickness absence per full time equivalent member of staff, bettering the 8.5 day target for the third consecutive month. This is almost a day and a half less than the sickness absence level reported for 2009/10.

Children and Young People's Service

Children's social care

- 14.23 The most recent announced Ofsted inspection of safeguarding and looked after children services in January 2011 judged the overall effectiveness for both safeguarding services and services for looked after children as adequate and the capacity for improvement as good.
- 14.24 In 2010/11 66.2% of children's social care initial assessments were carried out in ten working days and 61.9% of core assessments completed in 35 days both against a 70% target. The focus continues to be on providing high quality and analytical work and the assessment process continues to form part of a regular programme of audits of quality of practice.

Education

- 14.25 Educational attainment is improving and our 2010 results are the best ever at Key Stage 2 and GCSE.
- 14.26 The 2010 Key Stage 2 assessment in Haringey was affected by the national test boycott. The Department for Education (DFE) has published the overall Haringey test results (based on the 20 schools that did the tests, out of 57). The results for combined English and maths level 4+ improved to 75% (up from 68% in 2009), national results improved by 1% to 73%.
- 14.27 GCSE results in Haringey have also improved by 2.3% to 48% of students achieving five or more GCSEs A*- C (including English and maths). National results improved by 3.7% to 53.5%. Haringey results have improved by 13.8% since 2006 compared to national improvement of 7.9%. A number of schools made significant improvement in particular Woodside High and Park View.
- 14.28 The percentage of young people Not in Education, Employment or Training (NEETs) has fallen from 11.6% in 2005/06 to 6.6% in 2010/11. The English overall figure has reduced from 8.2% to 6.0% in the same period.
- 14.29 Haringey's newest state-of-the art school – Heartlands High in Wood Green – opened its doors on schedule at the start of the new school term in September 2010. The school specialises in the visual arts and media and boasts the finest school-based ICT, media and art facilities. The school was fully completed in April 2011.

Urban Environment

Community Safety

- 14.30 Haringey is getting safer. Despite the fact that crime is down by 4.5%, the seventh consecutive year of reduction for Haringey, residents still rank it as their top concern.
- 14.31 By March 2011, gun crime was down by 46.5%, theft from motor vehicles was down by 4.3% hitting our target reduction, and residential burglary was down 3.6% just missing our target reduction, compared with the same period last year. There were 7,307 serious acquisitive crimes in the year to the end of March, a 1.6% reduction when compared with the same period last year.
- 14.32 There were 330 serious violent crimes in the year, 30.7% fewer when compared with the same period last year and exceeding the 4% reduction target. Serious Youth Crime which is a sub-sect of this indicator was also down by 7.5% compared with the same period last year. These reductions have been helped by the work undertaken by the Gang Action group and Tackling Knives Action Plan.

Economic Regeneration

- 14.33 The current economic situation has meant that the number of job vacancies arising through Job Centre Plus is at the same level as this time last year (695 in April 2011 compared to 696 in April 2010). Residents ranked lack of jobs as their third main concern.
- 14.34 Despite the success of the Haringey Guarantee, the number of Jobseekers' Allowance claimants has increased slightly since this time last year (10,577 in April 2011, compared to 9,910 in April 2009), also reflecting the current economic situation.
- 14.35 To protect vulnerable residents from falling prey to loan sharks, Haringey Council has launched a [credit union](#). The loans and savings service for local people will mean struggling families will be able to get credit while avoiding crippling debt. Haringey, Islington and City Credit Union offers affordable finance, savings and financial management advice to Haringey residents and local employees. The project is part of the council's commitment to supporting some of the poorest people in the borough, and helping families to cope during times of hardship.

Frontline Services

- 14.36 In our residents' survey, 69% of respondents said the recycling service was good to excellent, roughly in line with the London average of 71%. This year has seen 28.11% of waste reused, recycled or composted, exceeding the 27% target set for 2010/11.
- 14.37 In the year to March, only 3.6% of streets were recorded as having unacceptable levels of litter, better than the 10% target and an improvement on the 2009/10 figure of 4.3%. The resident survey, however, highlighted litter as their second highest ranking concern.
- 14.38 We invested £10.15 million to improve transport including major investments in street lighting, footways, road maintenance, bus priority scheme, local road safety schemes, cycling, walking and car club schemes and the implementation of school travel plans.
- 14.39 The car club scheme doubled in size to 76 streetcar vehicles. There are now over 3,600 Streetcar members, a 60% increase within a year and more than tripling since the launch in June 2009. Average daily usage is eleven hours per day. The scheme resulted in over 800 private cars being taken off Haringey's streets. Streetcar members are driving on average 68% less than before they joined the scheme and using public transport 40% more.

Housing

- 14.40 The 2010 Audit Commission Allocations, Lettings and Homelessness inspection judged the housing service to be 'fair' with 'excellent' prospects for improvement and recognised the Council's 'comprehensive approach to preventing homelessness'.
- 14.41 This year the number of households in temporary accommodation (TA) fell by 253 to just under 3,300. This reduction was larger than anywhere else in the country. However, in the last quarter of the year TA numbers have levelled off. This has been due, in the main, to the severe shortage of affordable private rented accommodation in Haringey and neighbouring boroughs. This has reduced the Council's ability to prevent homelessness and rehouse TA residents in the private rented sector. Proposed changes to Local Housing Allowance (LHA) rates have also had an adverse effect on housing supply and landlord confidence.
- 14.42 Throughout 2010/11, officers have worked hard to reduce the cost of temporary accommodation. Following re-negotiation of rents and leases and handing back more

expensive homes, the Council has renewed 660 leases and managed to reduce the number of higher cost leased properties by 418 (85%), to just 70.

- 14.43 The average re-let time for local authority dwellings reduced to 20.3 days in March; for the year to date it is 35.5 days. This is an amalgamation of re-let times 57.9 days (51 average days for the year) for supported housing and 9.9 days (31.3 average days for the year) for general needs. There has been a positive direction of travel on this measure and performance is over 9 days better than in 2009/10 but the target of 25 days for 2010/11 was not achieved.
- 14.44 The number of affordable homes delivered in 2010/11 was 291 (indicative figure) and, although exceeding that of the previous year, fell short of the target of 340. Provisional forecasts for 2011/12 however, suggest that around 480 units will be delivered over the coming year, a large proportion of which will be developed at Tottenham Hale.
- 14.45 As a result of direct enforcement intervention, 34 empty properties were brought back into use and £248,917 worth of unpaid Council Tax has been recovered.

15. Moving forward to 2011/12

- 15.1 We recognise that the economic climate will have a significant impact on the Council's finances and, alongside increases in costs, continue to be outside of the Council's control. In some service areas, although our performance has improved, work is needed to raise residents' perception about our achievements. These factors together with our assessment of our performance have helped determine our key challenges/priorities for 2011/12.
- 15.2 Tackling unemployment, promoting social inclusion, youth employment initiatives and attracting investment for business and enterprise remain key priorities for the coming year. We will work with local businesses to address skills gaps in the labour market, secure job opportunities for local people, develop local enterprise initiatives and establish apprenticeship opportunities.
- 15.3 We recognise that the high number of households still in temporary accommodation across the borough remains a concern. Given the coalition government's wider changes in housing policy we will have to carefully consider how best we can reduce this in 2011.
- 15.4 We will continue our focus on children's safeguarding by improving the speed and maintaining quality of core assessments being completed to target, as well as sustaining the improvements acknowledged by Ofsted.
- 15.5 Although crime in Haringey has fallen in recent years we will continue to tackle concern about fear of crime in the borough. The Community Safety Partnership will work more closely across disciplines to address the underlying causes of offending earlier and more thoroughly, and engage more effectively with local residents, traders and other stakeholders to shape solutions.
- 15.6 The Council is changing: we have taken on responsibility for health improvement, and are currently developing new ways of working including shared services with other boroughs and partners, and developing strategic commissioning which will change our relationship with the voluntary and community sectors.

- 15.7 Transforming services is always a challenge but in the next two years (2011/12 and 2012/13) we will be making changes whilst facing the biggest reduction in financial resources the council has ever known. This will require us to deliver change quickly to ensure that we emerge from this period as a strong council with services quickly focused on meeting the needs of our communities and the ambitions of our elected Members.

Appendices

Appendix 1: Performance for key service measures by department

Appendix 1 – Performance for key service measures by department

Adult, Culture and Community Services (ACCS)							
Ref:	Description	Last Year		Provisional Outturn		YTD against last year	
		2009/10 Value	London Average 2009/10	2010/11 Value	2010/11 Target		Traffic Light
NI 130	Social care clients receiving Self Directed Support (2010 Definition)			30.1%	30%	Green	
NI 130 L0692	Self Directed Support - Personalised budgets			243	319	Red	
NI 131	Delayed transfers of care	13.4	7.3	4.6	11.0	Green	
NI 135	% of carers receiving needs assessment or review and a specific carer's service, or advice and information - YTD (LAA*)	21.2%	24.6%	25.0%	25.0%	Green	Improving
L0083a	Local street and environmental cleanliness, parks and open spaces with unacceptable levels of litter	5%				Green	No Change
L0568a	Satisfaction with parks and open spaces	69%			8.5%	Green	No significant change
L0568b	Satisfaction with leisure and sports facilities	45%		45%			No significant change
L0568c	Satisfaction with libraries	63%		58%			Getting worse

Chief Executive's Service: People and Organisational Development (POD)

Chief Executive's Service: People and Organisational Development (POD)							
Ref:	Description	Last Year		Provisional Outturn		YTD against last year	
		2009/10 Value	London Average 2009/10	2010/11 Value	2010/11 Target		Traffic Light
BV 12-rolling yr	The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year COUNCIL	9.38	8.62	7.96	8.5	Green	Improving

*LAA = Local Area Agreement

Chief Executive's Service: Policy, Performance, Partnerships and Communications (PPP&C)

Ref:	Description	Last Year		Provisional Outturn		Traffic Light	YTD against last year
		2009/10	London Average 2009/10	2010/11			
		Value		Value	Target		
NI 15 N	No. of recorded most serious violent crimes	476		330	412	Green	Improving
NI 16_N_YTD	No. of recorded serious acquisitive crimes YTD	7,421		7,307	6,693	Amber	Improving
L0038	% of Stage 1 public complaints dealt within target (10 day) timescale Council wide	91%		90%	93%	Amber	No change

Corporate Resources

Ref:	Description	Last Year		Provisional Outturn		Traffic Light	YTD against last year
		2009/10	London Average 2009/10	2010/11			
		Value		Value	Target		
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	24	11.9	18	17	Amber	Improving
BV 8	Council - invoices paid within 30 days	92.23%		88.67%	91%	Amber	Getting Worse
BV 9	% of council taxes due for the financial year which were received in year (Annual Target 93.5%)	92.6%		94%	93.5%	Green	Improving
CS2	Call centre telephone answering in 30 seconds - of calls presented (all call centre calls)	52%		71%	70%	Green	Improving
L0568d	Satisfaction with housing benefit service	23%		20%			No significant change
L0568e	Satisfaction with collection of council tax	51%		65%			Improving

Children and Young People's Service									
Ref:	Description	Last Year		Provisional Outturn		Traffic Light	YTD against last year		
		2009/10 Value	London Average 2009/10	Value	2010/11 Target				
NI 59 (10 days)	Percentage of initial assessments for children's social care carried out within 10 working days of referral			66.2%	70%	Red			
NI 60	Percentage of core assessments for children's social care that were carried out within 35 working days (LAA)	47.3%	73%	61.9%	70%	Red	Improving		
NI 62	Stability of placements of looked after children: number of moves	13.88%	11.44%	15.53%	10%	Amber	Getting Worse		
NI 64	Child Protection Plans lasting 2 years or more	16.9%		5.9%	9.5%	Green	Improving		
NI 65	Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time	11.7%		9%	10%	Green	Improving		
NI 73	Achievement at level 4 or above in both English and Maths at Key Stage 2 (LAA)	68.0%	75.1%	75.0%	75.0%	Green	Improving		
NI 75	Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths (LAA)	45.7%	54.6%	48.0%	55.0%	Amber	Improving		

Urban Environment									
Ref:	Description	Last Year		Provisional Outturn			Traffic Light	YTD against last year	
		2009/10 Value	London Average 2009/10	Value	2010/11 Target	Target			
NI 117	% of 16 to 18 year olds who are not in education, employment or training (NEET) (2007-2010 LAA stretch target)	6.8%	5.3%	6.6%	8.9%	8.9%	Green	Improving	
NI 155	Number of affordable homes delivered (gross) (LAA local)	207	465	291	340	340	Red	Improving	
NI 156	Number of households living in temporary accommodation (LAA)	3,547	1,183	3,294	3,000	3,000	Red	Improving	
NI 158	% non-decent council homes (LAA local)	27.5%	23.5%		23%	23%	Green	Improving	
NI 192	Percentage of household waste sent for reuse, recycling and composting (2007-2010 LAA stretch target)	26.1%	31.61%	28.1%	27%	27%	Green	Improving	
NI 195a L0478a	Percentage of highways having deposits of litter that fall below an acceptable level - in house monitoring	4.3%		3.6%	10%	10%	Green	Improving	
IC01	% of rent collected (of rent due - excluding arrears)	N/A		99.65%	100.5%*	100.5%*	Amber		
L0066 BV 212	Average relet times for local authority dwellings (calendar days)	44.6 days		35.5 days	25 days	25 days	Red	Improving	
L0568h	Satisfaction with refuse collection	73%		72%				No significant change	
L0568i	Satisfaction with street cleaning	55%		54%				No significant change	
L0568j	Satisfaction with repair of roads and pavements	33%		34%				No significant change	
L0568k	Satisfaction with council housing	19%		19%				No significant change	

Ref:	Description	Last Year		Provisional Outturn		Traffic Light	YTD against last year
		2009/10	London Average 2009/10	Value	Target		
L0568I	Satisfaction with recycling facilities	71%		69%			No significant change

♦We collect rent from former tenants, yet they do not appear in the denominator. This means that the value and target can be greater than 100%.

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Agenda item:

[No.]**Cabinet****On 7th June 2011**

Report Title: **Recommended Budget Savings Decision – Adult Services Proposals in 2011 – Older Persons’ Drop-In Centres; Jacksons’ Lane Luncheon Club; and Cypriot Elderly and Disability Project**

Report of: **Mun Thong Phung, Director of Adult and Housing Services**

Signed:

Contact Officer: **Len Weir, Head of Provider Services (Older People/Mental Health)**

Wards(s) affected: **All**

Report for: **Key**

1. Purpose of the report (That is, the decision required)

- 1.1 The purpose of this report is to inform Cabinet of the outcome of a process of consultation in relation to the future of three separate service areas, one of which is directly provided by the Council. It is also to give Cabinet sufficient information to enable it to make an informed decision about all three services; the Older Persons’ Drop-In service, Jackson’s Lane Luncheon Club and the Cypriot Elderly and Disability Project. These decisions are being taken in the context of decisions in principle taken on 21st December 2010 at Cabinet and the wider context of the HESP. The three options to be considered by the Cabinet are as follows:
- a) Withdrawal of funding to Jacksons’ Lane Luncheon Club (£10,500 saving per year);
 - b) Withdrawal of funding for two members of Council staff seconded to the Cypriot Elderly and Disability Project (CEDP) (£94,000 saving per year); and
 - c) Closure of four Older Persons Drop-In Centres (Willoughby Road, Irish Centre, Woodside House, Abyssinia Court (£181,000 saving per year).

2. Introduction by Cabinet Member

- 2.1 Adult social care services are provided to the most frail and vulnerable of people living in Haringey. The proposals in this report are calculated to generate a total saving of £285k to the Council's revenue budget in 2011/12 and in following years, whilst continuing to maintain and prioritise services to vulnerable people in need of care and support who have had a Fair Access to Services (FACS) assessment, either at the "substantial" or "critical" levels. It is important to be clear that all the drop-in' services are 'non-assessed' services and that the Council has no legal obligation to provide them.
- 2.2 Two of these services, Jackson's Lane and the Cypriot and Elderly Disability Project (CEDP) are provided by voluntary sector organisations and are not direct Council provision. The third service, the Older People's Drop-In Centres service (OPDICs) is directly provided by the Council.
- 2.3 As part of a complex and wide-ranging process of consultation over the period between 31st January 2011 and the end of April, I have personally attended a number of the consultation meetings held in the OPDICs in relation to the proposal to close this service and have spoken to service users, as have other Members including the Leader of the Council. It is clear how much the Drop-Ins are valued by those who use them. In addition, the argument that they are a preventative service has been strongly made.
- 2.4 However, in a situation where there is a need to meet the challenge of very significant reductions in funding to this Council, I feel that there is no alternative but to go ahead with these proposals. I am hopeful that ongoing discussions with other organisations and the users themselves may enable some elements of the OPDIC service to continue in the same or other settings, without an ongoing Council revenue commitment.

3. State link(s) with Council Plan Priorities and actions and /or other Strategies:

- 3.1. ACCS Council Plan Priorities are:
- Encouraging lifetime well-being at home, work, play and learning;
 - Promoting Independent living while supporting adults and children in need; and
 - Delivering excellent customer focused cost effective services.

Full Council Plan Priorities can be found on the left hand side of the page at <http://harinet.haringey.gov.uk/index.htm>.

4. Recommendations

4.1 Jacksons' Lane Luncheon Club

Withdrawal of funding (£10,500 saving per year);

This is a service provided to some 35-40 older people in the Jackson's Lane Arts Centre (Highgate Ward), not all of whom attend every day and not all of whom live in the Borough, given the fact that the Centre is situated on the Borough boundary. It has been provided by the Arts Centre on that site since 1984, having moved to that site from a nearby church hall. The Council provides a grant of £10,400/year to the Arts Centre which is used to part-fund a post to facilitate the operation of the service. The Drop-In Centre provides a mid-day meal which is cooked in the Arts Centre kitchen, for which clients pay. The activities in the Luncheon Club are predominately arts based. The balance of the overall cost of the project is contributed by the Arts Centre.

Jackson's Lane Luncheon Club is a non-statutory, non-assessed open access service for less frail older people – they do not provide services for people assessed as being in the Substantial or Critical bands under FACS, nor do they work as part of the Councils spectrum of day care and preventative services for older people. The Council has been informed by the current Chief Executive of Jackson's Lane that to withdraw the funding will precipitate the closure of the Luncheon Club, due to the fact that all activities in the Centre are funded by specific grants and there is no opportunity for cross-subsidy. It is felt that should this group wish to continue meeting they could do so elsewhere for example in a local library or could continue to meet in Jackson's Lane as part of the wider arts programme on site.

The first quarter payment has been made in 2011/12, pending a decision by Cabinet.

4.2 Cypriot Elderly and Disability Project (CEDP)

Withdrawal of funding for two members of Council staff seconded to the CEDP (£94,000 saving per year);

The Cypriot Community Centre provides the organisational umbrella for a number of projects which are run from the building, including the CEDP. This voluntary/third sector organisation provides a combined day care service to both Greek and Turkish clients living in Haringey as well as some sourced from Enfield. CEDP is a separate organisation from the Cypriot Community Centre and has its own management committee.

The Manager and Deputy Manager posts in the CEDP are funded via the mainstream salaries budget for Older Peoples services and the post holders, though seconded to the CEDP service, were Council employees. The Manager was supervised and appraised by the Deputy Head of Service (Older People/Mental Health) in Adult Services. The income for the CEDP day care service is derived from spot client placements, in the main from Haringey and Enfield. There are currently some 30 service users placed by Haringey Adult social

care receiving support via the CEDP.

Both post holders left the Council in April 2011 as part of the current voluntary redundancy arrangements and the posts will be deleted from the Council structure as a consequence. In the short term, both individuals are currently assisting the CEDP Management Committee to review/reorganise the service following the challenge of their departure, on a voluntary basis. There has been no current interruption of support/care to service users.

The proposal to withdraw the two staff was acknowledged by the Chair of the Cypriot Elderly and Disability Project Management Committee, but no further comment has been made to date. There has been no formal consultation with service users in the CEDP in relation to the proposal to withdraw the funding.

4.3 Older People's Drop-In Centre service (OPDICs)

Closure of four centres (£181,000 saving per year);

These are non-FACS assessed services. Following a review of day care in 2002, the then luncheon clubs were transformed into Older People's Drop-In Centres (OPDICs) and their function changed from being basically a catering facility with some social function attached, to one where they became a key factor in the delivery of preventative services to mainly older people. The OPDICs have many functional links with services in health and the voluntary sector and provide services such as basic foot-care.

They are part of the low level support systems for vulnerable older people in Haringey, especially those who are socially isolated or who have low level mental health problems. They provide a non-assessed, walk-in, service and are part of the day care spectrum, being managed within that service. Some of the users attend on transport due to mobility problems.

The OPDICs also work in partnership with a voluntary sector support service for Gujarati elders managed by I-Can Care which is co-located in Woodside OPDIC. The Drop-In service at Abyssinia Court is integral in supporting the Extra Care supported housing project on that site as well as an Age Concern-run stroke project on that site.

There are four OPDICs in the Borough; Willoughby Road N8, Woodside House N22, The Irish Centre N17, and Abyssinia Court N8. Between them they provide a support and advice service to some 600 older people (including the Asian women's group in Woodside House which has its own workers). A mid-day meal is available. Each centre has a service user committee which arranges social activities/outings and raises funds. Each OPDIC has two staff (six currently in post with two vacancies).

5. Reason for recommendation(s)

- 5.1 The Council has no statutory obligation to provide the Jackson's Lane or the OPDIC services. There are already similar drop-in services, albeit on a smaller scale, in the independent sector. Elements of the OPDIC service are provided by the various faith communities and voluntary sector organisations such as Age UK and the Alzheimer's Society. Neither service is provided as a consequence of a FACS-compliant assessment by a social worker. Deletion of these preventative services may have a knock-on effect by increasing demand for assessed social care and health services in the future, though it has been historically been difficult to demonstrate cause and effect in this area.
- 5.2 In relation to the CEDP, withdrawal of the management posts has not directly affected the service to users, as the day care service continues to date. The availability of individual budgets will also give additional choice and control to potential users in the future, especially as the CEDP is a unique provider of such services to people from both Greek and Turkish Cypriot backgrounds and a clear social care market leader with a strong "brand" of integrated service to both communities.

6. Other options considered

- 6.1. Discussions have begun with groups of OPDIC users to determine whether they are interested and/or capable of running their own service at nil cost to the Council, should the decision be taken to close the centres. It is unclear as to the future outcome of those discussions, which will depend, in part, on the relevant Cabinet decision. Plans to re-provide the basic foot care element of the OPDIC service are in train, should they be required. An audit of similar drop-in services to the OPDIC service, elsewhere in the Borough, is in progress

7. Summary

- 7.1. As part of a range of proposals to achieve a balanced budget, Cabinet made a decision in principle on 21st December 2010 to withdraw funding to Jackson's Lane and the Cypriot Elderly and Disability Project: also to close the Older Persons Drop-In service. The decision to close the Older Persons Drop-In service was to be reviewed, following a 90 day period of consultation which ended on 29th April 2011.

8. Chief Financial Officer Comments

- 8.1. In order to produce a balanced budget for 2011/12 the Council has been required to find savings totalling £41m. The recommendations detailed in this report will achieve savings of £285k (FYE), of which £104k has already been realised. The remaining saving relating to OPDICs assumes a full year saving in 2011/12 of £181k. It is unlikely that this will be achieved in full during 2011/12. However, in anticipation of savings to be made in 2012/13 a number of early voluntary redundancies have been agreed, allowing for savings shortfalls in the current financial year to be met from within existing resources. The full saving will be achieved in 2012/13.

9. Head of Legal Services Comments

- 9.1. The Cabinet in exercising these powers needs to take into account the views and opinions of users, providers and other stakeholders and to have carried out extensive consultation on these proposals.
- 9.2. The decisions by the Cabinet concerning the recommendations set out in the report must be informed by and take into account the outcome of the consultation with service users, providers and other stakeholders, which is set out in Appendix 1 to this report.
- 9.3. In reaching their decisions the Cabinet must also have due regard to the authority's public sector equality duty and thus should take into account the attached full equality impact assessment included at Appendix 2 to the report. The extent of the public sector equality duty on the Council, enforced by the Equality Act 2010, is set out in Appendix 3 to this report. As the attached equality impact assessment highlights the effect of proposals on a number of specific groups within the community, defined as those with protected characteristics under the Equality Act 2010 (by reason of their ethnicity, sex, age, disability, religion or belief), particular consideration must be given to those effects and to the proposals made to reduce or mitigate them.

10. Head of Procurement Comments

- 10.1. N/A

11. Equalities & Community Cohesion Comments

- 11.1. The closure of the 4 council-run drop-ins and withdrawal of support to the Jackson's Lane Luncheon Club is likely to increase barriers for service users from groups with protected characteristics. In the case of the Cypriot Centre, though

two manager posts are being withdrawn, the service will continue and clients will continue to be referred, following a social work assessment of need if the service user wishes to spend their personal budget in this manner. There is therefore deemed to be 'no change'.

11.2. Equalities Impact Assessments have been completed assessing the impact of the funding proposals for drop-in centres, the Jackson Lane Luncheon Club and the Cypriot Elderly and Disability Project (attached in Appendix 2) .

11.3. The key findings from the EqlAs are as follows:

Age

The main focus of all these services in terms of equalities characteristics is age. Services users across these services are predominantly aged 65+. This is in line with expectations as these services are largely targeted at this age group.

Sex (formerly gender)

Women are over-represented amongst service users across all the services affected by the proposals and outnumber men by approximately 3:1. This is particularly the case for Woodside House DIC (86% female) and Irish DIC (90% female). Any impacts will affect this group disproportionately.

Ethnicity

When the figures are broken down by individual centres it is possible to identify significant variations in the ethnicity of service users. The Cypriot Centre is targeted at the Cypriot community; this is reflected in the composition of the ethnic breakdown of service users (55.2% Greek Cypriot and 44.8% Turkish Cypriot). Amongst Asian service users in Woodside Drop-In 11.4% of users are Indian and 5.8% are Asian Other or Asian British Other, compared to figures for Haringey of 2.9% and 1.6% respectively. However, as these operate under separate management and with their own workers, they are not directly affected by the proposed closure of the Council arm of the Drop-In and can continue to use that space. Irish communities are over-represented at Willoughby and The Irish drop-in centres, and Indian ethnic group at Woodside House drop-in centre.

Overall, when compared to the Haringey profile, the following ethnic groups are over-represented amongst service users:

- White –Abyssinia, Willoughby and Irish drop-in centres and Jackson's Lane
- Irish –Willoughby and Irish drop-in centres
- White Other (Cypriot) – Jackson's Lane and the Cypriot Centre
- Indian – Woodside House drop in centre
- Asian Other –Woodside House drop-in centre

Disability

Given that the main focus of the service is older people many of whom would have some form of age-related disability, it is to be expected that disabled users will also be adversely affected by the proposed changes. This is the case for the Elderly and Disability Project at the Cypriot Centre where 100% of users have a disability. However, for the other services as only a few people provided information on disability, it is not possible to say whether or not disabled people would disproportionately be affected by the proposals.

Impact on religion: Data is not collected in relation to the clients in Jackson's Lane and the Drop-Ins but equalities monitoring from consultation meetings with users, relatives and carers of the Drop-ins would indicate Christianity to be the prevalent religion across 3 of the 4 drop-ins in question. The CEPD service has a mixture of Greek Orthodox (33) and Muslim (27) service users.

Impact on other protected characteristics: There is no data on characteristics of sexual orientation, gender reassignment, marriage and civil partnership. The protected characteristic of pregnancy and maternity is not relevant in this instance as all the service users are older people predominantly aged 65+, although maternity could be an issue for some relatives who might need to additionally care for their loved ones if they could not use the centres.

Note: There are certain conditions such as social isolation and dementia which are age-related and tend to increase with age across other protected characteristics. It is not clear if and to what extent rates of age-related social isolation differ across other equalities characteristics or how the changes proposed could produce a change in rate of social isolation generally or differentially. However, closure of the Drop-Ins and Jackson's Lane could increase the risk of social isolation, especially for those Drop-In clients who have mobility problems and who come in on transport.

Drop-in User profiles

There are about 600 drop-in service users, although about 35% (200 people) of them actually live outside of the Borough. The figures on those coming from the centre and east and west are as follows: roughly a quarter are from the East of the Borough, just under 10% from the Centre and almost a third are from the West, mostly N6 and N8. More women than men use the centres and virtually all are over 65, with some in their 70s and 80s and even 90s. Regardless of where users are from, the profile suggests that they will have very limited means to arrange or purchase their own services; will be reliant on very localised services and will have limited physical means to travel to access services and may have little inclination to do so.

Cypriot Elderly and Disability Project (CEDP)

It should be noted that at this stage it is anticipated that the Cypriot Elderly and Disability Project will continue and therefore it is likely that the proposals will have minimal or no direct effect on service users.

11.4. The service has identified the following mitigating actions:

Both **Jacksons' Lane and the Older Peoples Drop-Ins** will be encouraged to:

- investigate the possibility of groups of service users running the services for themselves, support and advice will be given, in line with the approach set out in "Think Local, Act Personal" (Cabinet Office, January 2011), but at nil-cost to the Council
- further develop their existing partnerships with voluntary sector organisations to explore the possibility of them running the services
- inform service users of similar drop-in services in the voluntary/third sector details of which will be compiled and circulated to Jackson's Lane and the Older Peoples Drop-Ins.

Note: we have been working on non like for like aspects of the drop-ins services to offer an alternative to say, combat social isolation and loneliness; foot care etc.

The **Cypriot Elderly and Disability Project** will be continuing into the future as a service. Adult Service commissioners should monitor the quality of service delivery in the short-medium term, pending the outcome of any re-organisation by the Management Committee to take account of the missing/withdrawn staff, as the Council will continue to have service users placed there.

Drop-ins

There has been a detailed and complex consultation process with service users in the Older People's Drop-In Centres (OPDICs) as to their opinion of the proposals – see main consultation report. In addition, a half-day working party of 40 service users (10 from each centre) was facilitated by Age UK. A report was produced as a result. Key issues of concern were around loss of social contact, the hot meal in the middle of the day and foot-care and that Dial a Ride and similar are seen as less efficient than the Council service (provided from down-time in the middle of the day from Older People's Services day care-based vehicles).

Going forward, should the decision be taken to close the drop in centres, the approach with the drop-ins will be to attempt to set up constituted membership groups of older people, supported by organisations in the independent sector to apply for grants from the Millennium Lottery Fund, Comic Relief and so on which, combined with a low level of contributions from members, may enable them to continue as places where older people can meet to socialise. This will only work however if the Council/other organisations agree not to charge a commercial rent/hire charge for the space, even on an hourly basis, or opt to waive it.

Council Officers have been discussing a monthly membership service with

Metropolitan Support Trust that would offer a range of support, including access to horticulture courses, befriending support, exercise classes, minor repair services and advice on finances (£10/month). This service will be launched in July and would appear to be a viable alternative for some of the drop-in centre functions.

The foot care element of the service can be re-provided via the reablement service, free of charge, and/or basing 1-2 specific peripatetic workers in a range of locations and also at the same time increase the number of sessions available.

Information is being compiled on a wide range of other drop-ins/information points that displaced service users will be able to access, including the libraries/community hubs and existing small self-supporting groups such as Young at Heart (N8) who meet once a week. Information on alternative accessible transport possibilities will also be circulated widely.

Haringey Adult Learning Services offers a wide range of activities and supported sessions specifically targeted at older people, including drop-ins, coffee mornings, computer training and support, writing/poetry groups. The library service also offers staff who have been trained in reminiscence work and a comprehensive programme of activities are offered in addition to a monthly reminiscence café.

Drop-In site	Situation to date	Outstanding actions/issues
Abyssinia Court	Discussions held with provider team manager about possibility of Hornsey Housing Trust supporting a group of older people to run a club there. HHT have verbally offered space rent free to service users. HHT are also in discussion with a local church to see if they could support a group	Paper presented to HHT Board on 18 th May – no feedback on outcome to date
Woodside House	There are three groups in the Woodside House space, only one of which is under threat. The I-Can Care Asian women's group has its own staff and can continue. The Tuesday Dance group can also continue.	Dance group and I-Can care group may be liable for rent via Property Services, unless waived. Attendees at each group will not get a basic foot care service as is the case now. Utility costs are currently absorbed by Property Services
Irish Centre	It was anticipated that the parallel CARA (Central &	Notification to the Irish Centre management

	Cecil) day care/drop-in service would absorb the clients from the Council drop-in. However, the CARA service is also now proposed for closure in July. This is the least well used centre.	committee of the Cabinet decision required ASAP - will involve a loss of £10K/full-year rental income to the Irish Centre
Willoughby Road	There is a strong user group in this centre, who have expressed a wish to continue to meet on that site. Cllr Schmitz has been involved in working with them, but nothing concrete has yet emerged	25-year lease runs out on this building complex in 2013, only part of which is occupied by the Drop-In. It is currently unlikely that the lease will be renewed by the Council, even if it were affordable. The allocated cost of that space from Property Services, including energy, is some £90K

Other mitigations should the decision be taken to close the centres:

Issue raised	Mitigating Action
<p>Increased social isolation as social contact services withdrawn</p> <p>Address the needs of Asian service users</p>	<ul style="list-style-type: none"> • Provision of information on alternative venues and walk-in services elsewhere in the Borough • Robust assessment, person-centred care management and safeguarding. • A move toward community-based services/community hubs • Development of neighbourhood networks to reduce isolation, maintain independence and promote uptake of self-directed support. • Work closely with BME sector to find a solution to the needs of Asian users in order to match their Personal budget to their needs.
<p>Risks of higher need for other forms of support and care services in future</p>	<ul style="list-style-type: none"> • Identifying non-traditional respite options and improving take-up of personal budgets • Commissioning more services in the independent sector • Developing a diverse market in services

11.5. It is advised that Adult Services should:

- ensure that equalities information continues to be collected by providers and

analysed, and improve the collection of disabilities data

- continue to monitor the impact of the changed services to maintain good quality of provision and outcomes for all service users

11.6 **The key findings from the staffing EqIA** highlight that this proposal has a negative impact on BME staff. In total 9 members of staff were affected by the proposals, who are all from BME groups. The breakdown in relation to each Centre is as follows; Irish Centre 1; Willoughby 2; Woodside 2; Abyssinia Court 2; and Cypriot Centre 2.

12. Consultation

- 12.1 There has been a detailed consultation process in relation to the Drop-In service, which is directly provided by the Council. The consultation ran for three months from 31st January to 30th April 2011. Meetings were held with users of services, relatives and carers as well as staff either immediately before and after Christmas 2010 and at the start of the New Year 2011 to alert them to the proposed budget cuts and that we would be consulting on the proposal. This was followed up, at various stages between January and April 2011, by letters and emails, notices in the local press, via the independent and voluntary sector, the local online community and NHS colleagues so that the message could be cascaded to as wide as possible an audience.
- 12.2 There have been several main channels for people to have their say in relation to the Drop-In service. Cabinet members and senior officers within Adult Services have met with service users, relatives, carers in each of the Council's Drop-In Centres, at least monthly – over a dozen meetings in all. More than 200 users, relatives and carers attended one of these meetings in the first month of the consultation alone. Of the total of 200+ letters, emails, members enquiries received to date on the Adults consultation proposals, over 20 concerned the OPDICs. In addition, interested parties have submitted petitions for the OPDICs collectively and individually.
- 12.3 Some 48 of the 200+ people who have, to date, completed questionnaire surveys have commented on plans to close the drop-ins. We also facilitated a workshop with Age (UK) in Haringey for OPDIC users from all 4 centres on 21st March 2011 which forms part of the consultation findings. We received petitions from 'The Haringey Day Care and Drop-in Centres' (79 signatures, Willoughby Road Drop-in (128 signatures), Woodside House drop-in (108 signatures), the Irish Centre (48 signatures), the Liberal Democrat Group in Haringey (586 signatures) and a further 99 signatures from a joint campaign to defend all adult social care services in the Borough.
- 12.4 There is also a routinely maintained consultation web page ([Adult Services Budget Savings Consultation Website](#)) which has had over 2,100 "viewings".

12.5 In addition, formal letters of consultation were sent to the Chief Executive of Jackson's Lane Arts Centre and the Chair of the Management Committee of the Cypriot Elderly and Disability Project (CEDP) as providers of the services in question.

12.6 Comments received have been considered and analysed. The full details of the consultation are contained in a separate more detailed consultation report (Appendix 1). However, in summary:

Impact for users, relatives and carers

Those who attended meetings or who wrote in have understandably expressed a range of emotions and strengths of feeling. Many people who participated in the consultation did so with personal stories and explained the impact of the cuts for them and/or their loved ones or the groups and individuals whose interests they represented. Many said that they looked forward to coming to centres, drop-ins etc. It was said that these preventative services provided a 'life line' for those who used them and that many people would be isolated or lose the only significant social contact they had without them. Closure of non-statutory services such as the drop-ins was also thought to increase the likelihood of a more serious intervention by the Council or NHS.

Understandably some queried what would happen to users of services should the proposed closures go ahead, worried as they were about not having enough time to make alternative arrangements. Relatives and carers worried where else their loved ones would go or receive a service

Impact for the future and the wider community

Some respondents worried that these savings would have lasting consequences for the community and those groups and individuals they supported and cared for. Others pointed to a potential extra demand for statutory and non-statutory services across the Borough and as they saw it the wider social impact of the proposals. There were worries too about current and future capacity if services closed or amalgamated or that the quality could not or would not be replicated in the independent sector or that prices would rise. The prevailing view was that every effort should be made to find suitable community based groups and organisations to take them over and they be offered practical support in doing so.

Comments on the proposal

The general view was that these organisations provided vital, much-needed services and support. People overwhelmingly would prefer it if they remained as they were and 'strongly opposed' or 'opposed' the proposal. Several respondents, including leading charities, expressed their opposition to any cuts in funding that threatened services for vulnerable people within the community and felt that savings could and should be found elsewhere even if they largely accepted and understood that funding shortages lay behind the proposal. Some people said that the proposed savings were a false economy and/or that it would cost more in the long run. Those in favour of the proposals said that the needs of all Haringey residents must be put ahead of the few and suggested a range of alternatives.

Many extended offers of help and/or suggested steps the Council should and could take to mitigate and/or monitor the impact were the cuts to go ahead. Some were pleased to see the personalisation programme moving forward and were keen to work with the Council in developing a diverse market in services. Others like the Unions were concerned that the personalisation agenda was being used to justify the proposal.

Comments on the consultation

Direct feedback would indicate that the meetings we held were sensitively run and generally positively received and that the Council had fulfilled its responsibility of keeping those who attended informed. Others we have heard from said they had struggled to comprehend or hear what was being said, felt the meeting has been dominated by others or that they lacked detailed enough feedback on which to participate effectively.

There were moreover views that the consultation was “seriously flawed, claims that users of services and others have found it difficult to challenge the Council’s figures or offer alternatives because of a lack of a detailed costs or that substitutes/replacements had not been properly costed. It was also stated that there appeared to be no transitional arrangements even though, as was explained, no decision has been taken.

Others suggested that proposals had been hastily arranged or that decisions had already been made, that the questionnaires were biased, queried the levels of advocacy or other support and/or asserted that the consultation was a formality, foregone conclusion or was even a ‘sham’. There was frustration at how long the consultation was lasting, and in the absence of a decision, the ‘lack of progress’ from one meeting to the next or that we’d not listened to specialists or have taken account of their views as service users, relatives or professionals from the outset.

Frequently asked questions

People frequently asked about the reason for the savings and wanted to discuss other ways of saving money, asked what would happen to the buildings or to other groups using the buildings, asked about the consultation, and for more information to enable them to propose alternative courses of action for consideration as part of the consultation. Understandably some queried what would happen to users of services should the proposed closures go ahead, worried as they were about not having enough time to make alternative arrangements.

Consultation on proposals for the Cypriot Elderly and Disability Project

As the Cypriot Elderly and Disability Project is not directly provided services, letters were written to the management committee informing them of the proposals and asking for comments. In the case of CEDP, a response was received purely noting the proposals but not raising any objections. There has been no formal consultation with service users in the CEDP in relation to the proposals to withdraw the funding.

Consultation on proposals for Jackson's Lane

Following a letter to the management committee, a meeting was held with the Chief Executive of Jackson's Lane who informed officers that the luncheon club service would be at significant risk if the funding were to cease as all activities were funded by specific grants which did not allow for cross-subsidy. A meeting was held with service users in Jackson's Lane in relation to withdrawing the funding in January 2011 to inform them of the proposal. Feedback from some 35 people present was against the proposal, with no dissenters. It was felt that the service was the only one of its type on the West of the Borough and that their lives would be made much the poorer were the service not to be there. Those corresponding with the Council about the proposed withdrawal of funding said that the luncheon club was an important if not unique part of community that has been in existence for many years. Moreover, it was argued, it was the only such venue for older people in the immediate area and (it is said) provided users with their main meal of the day. The Co-ordinator role was essential, it was argued, as number of members were frail or otherwise in need of support. Given the relatively small saving, people asked that the facility continue and that the Council find other ways to make these levels of savings and that to 'target' older people was unfair.

13. Service Financial Comments

- 13.1. A decision to close the services detailed above will allow savings to be achieved of £285k, full year effect. Delays in implementation will mean that part year savings are achieved in 2011/12, the exact amounts not known until the final decision is reached, with the full saving achieved in 2012/13. Any shortfall in 2011/12 will be delivered from existing budgets.
- 13.2. Efficiencies
N/A

14. Use of appendices /Tables and photographs

- 14.1. Appendix 1 - Adult Social Care Consultation Update
- 14.2. Appendix 2 – EqlAs:- Withdrawal of funding from Jackson's Lane Luncheon Club, Elderly and Disability Project at the Cypriot Centre and Abyssinia Court, The Irish Centre, Willoughby Road, Woodside House drop-in centres for Adults
- 14.3. Appendix 3: The public sector single equality duty

15. Local Government (Access to Information) Act 1985

- 15.1. January 2011, "Think Local, Act Personal", Cabinet Office
- 15.2. No reason for confidentiality or exemption

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Proposed closures of homes, centres, drop-ins and the Alexandra Road Crisis Unit – Consultation Results

Report – May 2011

Sections

- 1. Background**
- 2. Results**
- 3. Supporting Documentation**

Section 1 - Background

Introduction

This report sets out the main findings of the consultation regarding the proposed closure of homes, centres, drop-ins and the Alexandra Road Crisis Unit. The findings will form part of the reports presented to councillors in June and July 2011.

Consultation Details

The consultation ran for three months from 31st January to 30th April 2011. Meetings were however held with users of services, relatives and carers as well as staff either immediately before and after Christmas 2010 or at the start of the New Year 2011 to alert them to the proposed budget cuts and that we would be consulting on the proposal. This was followed up, at various stages in January through April 2011, by letters and emails (over 1200 or more were sent out), notices in the local press, via the independent and voluntary sector, the local online community and NHS colleagues and discussed and advertised via the five Adult Partnership Boards so that the message could be cascaded to as wide as possible an audience. The consultation around the proposed closure of the Alexandra Road Crisis Unit was moreover conducted with NHS Haringey. There was also a comprehensive web page where people could find up to date information, including feedback; this has received over 2100 viewings as follows:

Page	Page views
Budgetconsultation/general	995
budgetconsultation/daycarecentres	428
budgetconsultation/residentialhomes	272
budgetconsultation/alexroad	263
budgetconsultation/dropincentres	177

We also issued a reminder about the consultation (and the time remaining for people to have their say) midway through the consultation and have advised that, though, our three-month consultation, launched in January 2011, has now ended, consultation is an ongoing process and people can make further representation to Councillors when they are making their final decisions.

There were several main channels for the consultation. These included:

- Consultation surveys (printed and online versions were made available), where, participants could separately complete questionnaires for day care centres, drop-ins, residential care homes/bed based respite care or the Alexandra Road Crisis Unit and, in doing so, respond to specific questions and/or add comments of their own.

- email or other written correspondence directly to the council or via a councillor or local member of parliament, which allowed any comments whatsoever to be made on the proposed changes. We have also received responses from advocates acting on behalf of groups or individuals.
- a significant number of events were held with users, relatives and carers where individuals were presented with information about the proposals and the consultation and then given the opportunity to discuss and comment upon the various aspects including the potential impact upon them and to put forward their case or alternative propositions. **See pages 25-34 for details of these meetings.**

There were also opportunities for the five established partnership boards, reference groups, forums and other networks to consider formally the proposal and to respond to the consultation so that carers, older people's representatives, those representing people with learning and other disabilities, mental health issues, the BME community etc could have their say. Several, such as the Older Peoples and Learning Disabilities Partnership Boards, CASCH, a residents association in Crouch End and Haringey User Network taking the opportunity to do so.

16 Feb, 13 Apr 2011	Older People's Partnership Board
19 Jan, 31 Mar 2011	Carers Partnership Board
2 Feb, 23 Mar and 18 May 2011	Learning Disabilities Partnership Board
13 Jan, 14 Apr 2011	Mental Health Partnership Board
24 Jan, 16 May 2011	Autism Disorder Spectrum Group

In addition, in response to requests received, we met with a number of individuals or groups to discuss a number of alternative proposals. Users and other interested parties were also encouraged to begin their own consultation with officers attending or facilitating meetings. Details as follows:

16/02/2011	Muswell Hill Pensioners Action Group
9/03/2011	Cranwood Community Group
09/02/2011	Tom's Club
18/02/2011	Clarendon Centre
21/03/2011	Haringey Local Improvement Network (LINK)

21/03/2011	Older People's Drop-in Centres workshop
15/04/2011	Meet with Cllr Schmitz Options for Willoughby Rd
Planned for June	Young at Heart
Planned for June	Hill Homes 'Extra care' scheme

In respect of the Older People's Drop-ins and the half-day workshop with 40 service users (10 from each centre) facilitated by Age UK, key issues of concern raised by this group were around the loss of social contact, the hot meal in the middle of the day and foot-care and how Dial a Ride and similar were seen as less efficient than the Council service (provided from down-time in the middle of the day from Older People's Services day care-based vehicles).

Responses to the Consultation

Our consultation sought to reach a wide-ranging audience and we received a significant number and varied set of responses.

There were over **400** direct responses to the consultation including over **200** letters and emails and, at the time this report was produced, **191** completed surveys. On average, over **300** users, relatives and carers a month attended the various meetings that we held.

People said, in some cases, that they planned to fight the cuts and/or advised us that they had or would be submitting petitions to keep the service/venues open – those we have received have been logged as part of the consultation. We received petitions from 'Save the Woodside and Haven Day Centres' (31 signatures), 'The Haringey Day Care and Drop-in Centres' (79 signatures), 'Don't Close the Whitehall Street Centre' (168 signatures), Willoughby Road Drop-in (128 signatures), Woodside House drop-in (108 signatures), the Irish Centre (48 signatures), 'Save Alexandra Road Crisis Unit' (169 signatures), the Liberal Democrat Group in Haringey (586 signatures) and a further 99 signatures from a joint campaign to defend all adult social care services in the Borough.

	(as at 19 May 2011)
Number of meetings: users, relatives, carers	56
Number of other meetings attended or facilitated	10
Number of completed user questionnaires	
68 responses to the proposed closure of day care centres	191

48 responses to the proposed closure of drop-in centres 22 responses to the proposed closure of residential care homes and bed based respite services 53 responses to the proposed closure of the Alexandra Road Crisis Unit	
Number of supporting letters (service users, other organisation, MPs, Members Enquiries etc) 56 responses to the proposed closure of day care centres, of which 6 related directly to the proposed Haynes/Grange merger 23 responses to the proposed closure of drop-in centres 60 responses to the proposed closure of residential care homes and bed based respite services 21 responses to the proposed closure of the Alexandra Road Crisis Unit 62 general and other enquiries, including about the Jackson's Lane Luncheon Club	222
Petitions (total number of signatories: 1416)	9

There was also local and national press and television coverage and both local members of parliament visited a number of the homes and centres and met with users, relatives, carers and staff as did a number of ward councillors.

There was a deputation to Downing Street and there will be a motion in parliament seemingly.

Accessibility Issues

We produced information about the consultation in a number of accessible forms (other languages, audio, Braille, large print etc) on request and engaged independent advocates for those individuals and groups who needed it. Having listened, separate meetings were held with deaf people and the blind and partially sighted and, after the first meeting, we held separate meetings at Whitehall St for residential and respite users to discuss the proposals.

Advocates were on hand for individuals who may have mental or other capacity issues and who did not have an appropriate family member or friend to advocate on their behalf and/or separate meetings have been arranged with those individuals and/or groups concerned. Several responses received have been dictated to others and/or are resumes of meetings that advocates or others have had with service users in a number of locations.

Equalities

Voluntary sector organisations and users of services alike said it was important that the equalities impact of the proposed savings were fully taken into account and monitored. Equalities Impact Assessments (EQIAs) have been produced and accompany the final report.

Those who attended one or more of the regular monthly meetings and left feedback fell into the following categories:

Total number of respondents 72 (not all commented on all questions)	Gender	Age	Ethnicity	Disability (those who consider themselves to be a disabled person)
	51 women 11 male Gender differ from birth: 3	17 under 60 43 60 or over	White 42 Mixed 2 Asian/Asian British 9 Black or Black British 6 Chinese or other 3	37 – No 20 - Yes
	Sexual orientation	Religion		
	45 Heterosexual Remainder did not complete this section of the form	None 5 Christian 41 Buddhist 2 Hindu 5 Other 3 Jewish 1 Muslim 5 Other 3		

The following are the key characteristics of the 191 people who responded to the questionnaire surveys.

	Drop-ins	Day centres	Homes	ARCU
Over 60s/under 60s	Roughly 50:50	30:70	Roughly 40:60	High (88%) proportion in their 30, 40s and 50s
Those considering themselves to have a disability	42% (Y) 54% (N)	59%(Y): 37% (N)	14% (Y) 82% (N)	62% (Y) 38% (N)
Ethnicity	95% White just under 1:5 of them White Irish 4% Black or Black British Significantly no Mixed race, Asian, Asian British or Chinese respondents	54% White 11% Mixed 7% Asian or Asian British 28% Black or Black British 3% Chinese or other ethnic group	68% White 9% Mixed 0% Asian or Asian British 14% Black or Black British 0% Chinese or other ethnic group	43% White 8% Mixed 2% Asian or Asian British 21% Black or Black British 4% Chinese or other ethnic group
Gender	2:1 women and less than 5% whose genders different than at birth	60% women 30% men 4% whose genders different than at birth	73% women 23% men 0% whose genders different than at birth	55% women 32% men 2% whose gender differs from birth
Sexual Orientation	75% Heterosexua	84% Heterosexua	73% Heterosexua	70% Heterosexua

	1 2% Gay 2% Bisexual 0% Lesbian	1 2% Gay 2% Bisexual 0% Lesbian	1 5% Gay 5% Bisexual 0% Lesbian	1 4% Gay 0% Bisexual 6% Lesbian
Religion	56% Christian 21% None 6% Muslim 2% other	62% Christian 15% no religion 4% Muslim 2% Buddhist 2% Jewish 2% Other	59% Christian 5% Muslim 23% No religion	38% Christian 28% no religion 8% Muslim 2% Buddhist 2% Jewish 2% Rastafarian 4% Other

Given the relatively small numbers involved compared with the numbers who use the services, from an equalities aspect, the EQIAs are therefore a more reliable source of the impact of the proposed cuts on groups and individuals with specific protected characteristics.

Comments on the consultation

Direct feedback, including from 72 respondents who attended meetings for users, relatives and carers who took the trouble to complete feedback forms, would indicate that the meetings we held were sensitively run and generally positively received and that the Council had fulfilled its responsibility of keeping those who attended informed. Of these 72, 47 (65%) rated the meeting as good or very good with the remainder who indicated saying they were satisfied, unsatisfied with proceedings or expressing mixed opinions. There were 8 responses without comments.

Others we have heard from said they had struggled to comprehend or hear what was being said, felt the meeting has been dominated by others or that they lacked detailed enough feedback on which to participate effectively.

There were some views that the consultation was “seriously flawed”, should be suspended, reviewed and re-modelled so that it engaged more openly with service users, carers and representative organisations. There were claims that users of services and others have found it difficult to challenge the Council’s figures or offer alternatives because of a lack of a detailed costs or that substitutes/replacements had not been properly costed. It was also stated that there appeared to be no transitional arrangements even though, as was explained, no decision has been taken.

Others suggested that proposals had been hastily arranged or that decisions had already been made, that the questions in the questionnaire were ‘loaded’, queried the levels of advocacy or other support and/or asserted that the consultation was a formality, foregone conclusion or was even a ‘sham’. In the case of ARCU, there was a concern that plans for a new service would appear to have advanced to a fairly advanced stage, questions over the legal justification for the proposed closures of homes or requests for the proposals not to be looked at in isolation.

There was frustration at how long the consultation was lasting, and in the absence of a decision, the 'lack of progress' from one meeting to the next and that no one could tell them what specifically would be happening to them or their loved one or that councillors had not already 'reversed' the proposal. Others said the council should listen to specialists or have taken account of their views as service users, relatives or professionals from the outset.

Feedback

People asked a good many questions at the monthly meetings or in their correspondence. Formal responses to many of the recurring questions that were posed during the consultation have been placed on the consultation web page, displayed in homes and centre and/or made available on request or in responses to individual correspondence received. However, in summary, people asked about the reason for the savings and wanted to discuss other ways of saving money, asked what would happen to the buildings or to other groups using the buildings, asked about the consultation, and for more information to enable them to propose alternative courses of action for consideration as part of the consultation. Understandably some queried what would happen to users of services should the proposed closures go ahead, worried as they were about not having enough time to make alternative arrangements.

Section 2 - Results

Interpreting the Consultation Responses

A great deal of time and effort has been put into the responses by contributors to the consultation. Many individuals, particularly in their letters and at meetings, have described their personal experiences and how they have been using the services for a good many years, even decades in some cases.

Local voluntary organisations and other professionals have also discussed in detail the specific comments they have about the proposals. Plus there are the detailed responses to the various questionnaires. All of these responses have been considered and analysed.

For the purposes of assessing the impact where possible and appropriate within the report the different proposals have been considered separately.

Key findings

Throughout this section of the report, we have sought to include recurring themes emerging from stakeholder responses, rather than detailing specific, individual issues or outlining every point of view.

1. Views of users of services

Meetings with users of services and correspondence (pages 34-60) received:

Those who attended meetings or who wrote in have understandably expressed a range of emotions and strengths of feeling. Many were angry, upset, appalled, frightened, helpless, stressed or depressed by the proposal. Some said it was affecting their health. There was genuine sadness that this was happening. Others thought the proposal deeply unfair or that it would also have a 'knock on effect' for those they looked after or who looked after them and put extra pressure on them. Some sensed that no one really cared about the impact this would have on them or had their interests at heart. Some said how they did not deserve this.

Across each of the homes and centres and in correspondence received, more users of services understood the reasons for the cuts than did not, even if they did not necessarily agree with the cost-effectiveness of the proposal or why or how the changes were proposed to be implemented.

The general view of those present at meetings and writing-in was that these organisations provided vital, much-needed services and support. They overwhelmingly would prefer it if they remained as they were and 'strongly opposed' or 'opposed' the proposal. People also said how highly they valued and rated these services and for the most part had no complaints with them, making favourable comparisons with the help and support that they had previously received elsewhere and/or referred to their current services as 'beacons of excellence' and 'invaluable in a crisis'.

Many people who participated in the consultation did so with personal stories and explained the impact of the cuts for them and/or their loved ones or the groups and individuals whose interests they represented. We received 27 'impact statements' from users of the Haven about what the closure would mean for them personally. Many said how they would miss the social interaction, friendships they have struck with staff and other users of services or meals, outings and/or other activities on offer including foot care, dancing,

bingo etc. Many said how it was the only time they socialised or had contact with people outside of the home and that they looked forward to coming to centres, drop-ins etc. For those in residential care, this was “their home” and the staff “their family”.

Relatives and carers pointed to the transformation in their loved one demeanour and overall well-being and how the ‘stimulation’ they received from attending centres and drop-ins had helped them a lot since they started coming there. They worried where else they would go or receive a service or the impact that a move (and in some cases another move) would have on users, how their life was “hanging in the balance” or would, some claimed, deteriorate as a result or even result in their dying. Some said they would be become isolated in their homes, lonely, end up in residential care, on the streets or in hospital. Others worried that users of services would become less settled or that relatives and carers would no longer have time to do some of the things they liked or needed to do. Several people cited concerns that family members could have to give up jobs to look after them. The psychological factor and trauma, it was said, should be taken into consideration.

Alternatives proposals/sources of funding

Many said that they understood the Council needed to make savings but that it needed to be more creative or look at other ways of making cuts rather than ‘targeting’, as they saw it, the elderly or most vulnerable and that the council had a responsibility to care for elderly, treat them with dignity and involve them in society. Others felt that ,as one of the most deprived boroughs in London, Haringey was ‘bearing the brunt of the cuts’. Others thought that cuts to Adult Services were ‘disproportionate’, something of a soft option and the wrong place to be making cuts. Respondents also said we should support older people, they depend on these services and that they deserved to be treated better after a lifetime of work and paying taxes. Many stated that they were happy with the way things were.

Some people said that the proposed savings were a false economy and/or that it would cost more in the long run to provide them with support at home or in another setting, lead to over-crowding (684), a lack of capacity (dementia services) and/or even longer waiting lists (Alexandra Road/respite services). Others said that it was difficult to put a value on the emotional comfort and support that they received or did not believe that ‘relatively small sums’ could not be found to keep their service or these services generally open.

Included in the responses were suggestions that the Council use its reserves, money from the Icelandic banks, cut management posts, executive pay, communications/IT costs and waste and generally look elsewhere before cutting these ‘vital’, front-line services. Some queried the decision not to cut any of the Borough’s libraries and/or to expand these services. There were worries that for some, including those that were less mobile, ‘use of a library’ was not an effective option. Others suggested the council tender services out, they be run through a charity or trust or trained volunteers supervised by qualified staff, people pay-per-use. Others suggested that alternative sources

of funding be found: charities, lottery, local retailers etc. Some were prepared to pay more council tax. Others suggested that service users might attend different venues on different days or share venues and providers; that operating hours be reduced or saw the logic in amalgamating centres and homes (provided at least one of each type remained in existence) or that neighbouring authorities work together on finding a solution. Others said that what was wanted was more training to get back to work or voluntary work.

Those in favour of the proposals said that the needs of all Haringey residents must be put ahead of the few. Some pointed to what they called the duplication of older people's services or felt that the Alexandra Road Crisis Unit, for example, should close as it did not benefit service users in the long run, with some, as they saw it, simply using the service as a hotel with no lasting improvement in their situation afterwards. Others said the Council should be finding cheaper alternatives in the private sector and felt that the Independent sector was capable of providing care of equal quality. Others accepted that such things as day centres did not have to be run directly by the council provided standards were maintained and regularly monitored. For some, who the provider was, was less important than the quality of the care provided and how centres and homes were closed more important than their closure.

Those in favour also said by all means close centres but provide a safety net for emergencies and ensure that concrete alternatives were in place before changes should be considered. People also said that the Council ought to distinguish between "drug induced and genetic or inherited mental illness" with users being asked to pay rather than receive publicly-funded support for the former.

Others responded that whereas all services were important, that did not mean all of them had to be delivered at all of the centres. It was also suggested that services could be provided in community groups/sheltered housing or 'extra care' type settings and in retirement villages or delivered via personal assistants in the home or that there should be greater access to other statutory and trained professionals outside conventional office hours. One respondent confirmed that supported housing schemes organised events and that they were fairly under-used.

Others were reluctant or declined to comment saying that the savings should be found from elsewhere or that there was simply nowhere out there that matched their service and that it was unique, that we should maintain these existing 'centres of excellence' or that things should stay as they are.

Should the proposed mergers and closures go ahead, the prevailing view was that every effort should be made to find suitable community based groups and organisations to take them over and they be offered practical support in doing so. There was therefore support for discussion with other providers, faith groups and social clubs provided these were open and transparent and encouraged others to come forward and engage in alternative provision. Age UK mentioned it had already been working with church groups and others on

developing neighbourhood befriending schemes and that these could well support new small scales drop-in centres.

Others said they had asked their local church for support or that they could raise the money needed to keep the service open. There were both formal and informal offers by users and others to run the places themselves, for example that a Community Group be allowed to tender to run Cranwood residential care home once the current home had been demolished and replaced by 4 x 12-bed homes. There was a question however as to whether the high degree of dependency at day centres would result in voluntary groups being able to assume responsibility for them or with support to voluntary groups being cut how those groups could be expected to fill the gap.

Effects of the cuts – Service-Specific comments:

Residential and Respite Care

There were concerns about standards in the private sector and what would replace residential and respite services if the homes closed. Loss of continuity and consistency of service and that alternatives could be too far away for many people to travel to were also uppermost concerns.

There were worries too that moving residents out of the borough would make visiting loved ones more difficult.

Respite facilities save the Council money, it was said, 'by providing the bulk of the care'. They also it was argued gave users of services a regular experience of being away from home and their carer for when the carer was no longer able to care for them.

Drop-ins and Day Care centres:

It was said that these preventative services provided a 'life line' for those who used them and that many people would be isolated or lose the only significant social contact they had without them. People also considered that without the monitoring of vital signs and regular contact of staff in these centres, the physical and mental health of older service users and those with mental health issues, could worsen as service users could come to harm through neglecting to eat properly or take their medication leading to more demands on social care and health services.

Drops-ins, it was said, were vital for contact, friendship, a hot meal and stimulation and have served as hubs for older people in the local community for many years now. People would have nowhere else to go and nothing to do than sit at home if it facilities were to close, it was said.

Closure of non-statutory services such as the drop-ins was also thought to increase the likelihood of a more serious intervention by the Council or NHS and seen as being a "sound investment in the well being of older people".

Others thought that the journey from one side of the borough to the other would prove too much for some people or that there would be nothing left for them where they lived if their local centre or home were to close or amalgamate.

Several people spoke of the importance of a week-end service in places like the Grange and the Haynes or the profound impact that centres had on the lives and quality of life of people with dementia and their carers.

A number of people said that alternatives such as the Clarendon for day centres users or Recovery Houses or wards for those with mental health issues would have a very different feel about them or fail to adequately meet their needs. The 684 Centre had given people skills to cope and is financially and otherwise successful.

Stability was seen as important for people with dementia. Moreover, people with dementia, it was said, needed a stimulating environment and active and stable relationships and skilled staff that these centres offered. None of which, it was argued, could be sourced in the independent sector or provided in people's homes.

As carers of people with dementia representing themselves and service users who are unable to represent themselves, the Haynes Relatives Support Groups objections to the closure of what they called an 'excellent state of the art facility that had transformed their and their loved ones lives' was that the proposed merger of the Haynes and the Grange and the closure of Woodside Day Centre was contrary to the interest of people with dementia and their carers and would be harmful to them. They argued that the Haynes Centre does not have the capacity to accommodate current clients with dementia and that doubling the numbers (to 30 per day) would result in overcrowding and compromise the quality of care, even if staffing ratios are appropriate and "gross under provision". They cited a 1992 planning and design guide published by the Alzheimer's Society recommending a maximum of 16 clients per day.

As for the proposed closure of the Haven, re-provision proposals (amounting, it was stated, to 3 hrs additional homecare per week) was not seen as a substitute for the care users of services currently received.

Users of some groups and organisations (dance and luncheon clubs for example) could not understand why their centre might close when the activity they attended was, in their view, self-supporting.

Alexandra Road Crisis Unit:

ARCU was seen as an extremely important part of the mental health service in Haringey providing a positive pathway to avoiding hospital admissions, pressure on GPs etc. Closing ARCU would, it was argued, be short-sighted and high in both financial and human terms. A short stay at ARCU can, it was argued, prevent some people from needing to go onto more serious units for more serious conditions, make a real difference and save lives and was

preferable to locked wards and a hospital setting which were not viewed as viable or preferred alternatives and about which there was genuine anxiety. People it was said, did not want a medical model but a person-centred approach like ARCU.

People were uncertain of the strategy behind the closure arguing that the replacement(s) as they saw it being advocated would be very different to now and based on a medical model that services users did not want. Recovery Houses, it was said, worked along different lines such that ARCU's demise would not pick up on the need for a community based crisis and respite unit with 24hr telephone support leading to gaps in crisis services making it difficult for services users to move quickly from a crisis back into normal life.

People said they appreciated that the NHS rather than council cuts precipitated closure of ARCU but felt the Council should be helping to save the place from closing.

Haringey Users Network as part of its work in supporting service users, having consulted users, said there was a clear conclusion that the service was popular and effective and that service users would be most concerned about the loss of respite care; the skills and empathetic support of staff and the loss of the 24 hr support phone line.

Other comments:

People with learning disabilities or mental health issues, it was said, needed a secure and stable environment.

Many expressed concerns for the future of staff working in the homes and centres and asked us what we are doing for them.

Comments on the Way Ahead – the Future

Some respondents worried that these savings would have lasting consequences for the community and those groups and individuals they supported and cared. Some worried that certain users would have fewer opportunities or a reduced voice in the community. Others pointed to the extra demand for statutory and non-statutory services across the Borough and as they saw it the wider social impact of the proposals.

There were worries too about current and future capacity if services closed or amalgamated or that the quality could not or would not be replicated in the independent sector or that prices would rise. Those worried about future capacity, pointed to a rise in both the ageing population in Haringey and the numbers of those with dementia and how current service user numbers was but a fraction of those in Haringey diagnosed with dementia and that this was therefore the wrong time to be making cuts of this kind. One centre for the people with dementia it was said, would not be enough.

They were also concerned that, with the proposed closure of day centres, the Council would not be able to commission the day care needed and that people with personal budgets would not be able to access day care. Care at home, they argued, was an unsatisfactory alternative.

Finally without the specialist care these day centres provide, there will be additional costs in the future due to the loss of these preventative services. Moreover, setting up an independent sector in Haringey (currently lacking) could prove costlier plus it might in due time lead to an increase in placement prices hence comparative costs were meaningless.

Some Mental Health respondents did not have high hopes for future of crisis services in Haringey. They were worried that even if crisis services still existed that the threshold to access them would be much higher such that the only MH services available would be for those who are seriously ill.

User Survey Questionnaires:

(where numbers do not tally this equates to the fact that people for whatever reason did not answer all of the questions) Percentages also rounded up and down. Where returns are identical and obviously written by the same hand and not by an advocate or someone acting on behalf of someone else, the results have not been counted.

A total of **191** responses were received about proposed changes to services. Detailed results are attached as appendices to this report; **pages 20-24** includes some of the analysis that has been drawn out.

2. Providers and Voluntary Sector organisations, including advocacy services, and others

Some comments are raised by others (and so not repeated here) and/or are covered elsewhere in the report.

Commenting on the proposal, several respondents expressed their opposition to any cuts in funding that threatened services for vulnerable people within the community or as in the case of the Unions were opposed to the closure of homes and centres but accepted that funding shortages lay behind the proposal.

Leading charities such as Age UK voiced their opposition to some or all of the proposals but at the same time extended offers of help and/or suggested steps the Council should and could take to mitigate and/or monitor the impact were the cuts to go ahead. Some were pleased to see the personalisation programme moving forward and were keen to work with the Council in developing a diverse market in services. Others like the Unions were concerned that the personalisation agenda was being used to justify some of

the proposed closures and or questioned how we could be advocating more choice and control if we were at the same time proposing to reduce services. They were concerned too that personalisation was being used to generate a market in social care.

Age UK thought that, in the context of the overall savings that had to be found, that Adult Social Care had not fared too badly although this needed to be seen in the context of other Council/NHS reductions, including in its own funding. Having said that, they suggested that cutting back on services that promoted a full and healthy life in older age risked putting short term financial gain ahead of sound long term policy.

Age UK had no objection in principle to outsourcing of home and residential care services to the independent or voluntary sectors and recognised the Council's policy to use only those providers rated 'excellent' or 'good' by the Care Quality Commission. There was concern however about the self-assessment procedures used by providers and that there should be robust monitoring arrangements in place.

Haringey User Network (HUN) acknowledged services needed to be fit for purpose and of value to individuals. From consultation they carried out, HUN was of the view that the 684 Centre and the Alexandra Road Crisis Unit were beneficial to the mental well being of service users. There was however a perception that 684 was under-used, but, should it close, that this should not be at the expense of the needs of current users.

According to HUN, and other responses received, Service Users have expressed the opinion that the Clarendon Centre and 684 are not fully comparable.

The Lewis & Mary Haynes Trust's objections can be summarised as: concerns about the capacity of the Haynes to accommodate the increased usage proposed; highly unsatisfactory transport arrangements if service users had to be bussed from one side of the borough to another recreating, they argued, exactly the problem for users that the Haynes was established to resolve. There were concerns too that re-provision proposals would not meet clients needs or future dementia care needs and that the proposals ran counter to both the National Dementia Strategy and the Haringey Dementia Commissioning Strategy.

In all our conversations with staff, their principal concern has been for the welfare of residents of homes and users of centres. They were particularly concerned where service users would go and the effect the proposals were having on them now. There were worries too that work they had undertaken to build relationships and develop people's confidence and improve their physical and mental well-being would be undermined and could not easily or quickly be replicated.

Supported by the member of parliament for Hornsey and Wood Green, the Haringey Liberal Democrat Group believes the day centres, drop-ins and luncheon clubs for older people in Haringey should not close and is

suggesting that the money to run the centres can be found from savings in other parts of the council budget and that they are “inexpensive and represent excellent value for money”. There were concerns too that there has been no comprehensive assessment of the effects these closures would have on the lives of those who used them nor the financial impact for the council or others of their closure.

Section 3 - Supporting Documentation

Notes on Interpreting the data

Qualitative research

There are a number of issues to bear in mind when interpreting the data. First, a consultation such as this is predominantly qualitative in nature and has involved listening to what people have said and the way in which they have said it and interpreting their completed surveys.

This does not devalue their evidence – far from it. Qualitative methods based on ‘themes’ and ‘concerns’ are much-used and well-respected in research.

A number of verbatim comments are included to illustrate and highlight key issues that were raised. These are attributed, where appropriate to specific audiences or sectors.

Quantitative research

Statistical data is included in order to illustrate the relative importance of particular issues compared with others and to specific groups with protected characteristics as well as to assist commissioners and others shape a future potentially without some or all of the services or levels of funding.

Some figures/response rates in the report are relatively small given the potential sample size or overall numbers consulted; they must therefore be treated with caution.

- **Other Caveats and assumptions**

In reading this report, the following other caveats and assumptions need to be taken into account:

1. It is important to bear in mind that responses may be based on differing levels of knowledge.
2. There were submissions from providers, voluntary organisations etc. This group of stakeholders is likely to be particularly engaged and have much expertise in the subject area, and as a result, many of the submissions comprised detailed, well-researched responses.
3. Many of the users, relatives and carers and providers who have responded would be directly affected by the proposals and thus have a personal interest in the outcome.
4. Not all participants, for whatever reason, chose to answer all questions.
5. While every attempt has been made to classify each participant into the correct category for reporting purposes and capture equalities data, it is not always possible to be certain to which specific category respondents belong. There were for example a number of surveys that could not be attributed to a group or sector or problems interpreting hand-writing.
6. While the consultation was open to everyone, the respondents were self-selecting, and certain types or groups of people have inevitably been more disposed to contribute than others.
7. It is recognised that a number of forms will have been completed on behalf of users of services users by relatives, carers, advocates or, in some cases, service providers. However, there are a number of identical submissions in the same hand-writing; where this is obviously the case, these have been discounted.

Analysis of Questionnaire Responses

About the respondents:

- **Drop-ins** – 45% of those who completed Drop-in questionnaires indicated that they used the centres or were a relative/unpaid carer of someone who did. Of those who did, almost 50% used the Irish Centre, 20% of them used Woodside House, and 4% of respondents apiece attended either Willoughby Road or Abyssinia Court. Almost 38% of respondents said they were members of the public thereby possibly accounting for the ambivalence about the drop-ins retention.
- **Day centres** – 60% stated that they used one of the council-run day care centres. Just under a fifth of respondents were relatives or carers of someone who used the centres and just under 1 in 10 described themselves as members of the public and 6% were health or social care professionals or working in the independent sector. There was a high response rate from users of the Haven (40 people or some 59% of respondents) and not surprisingly given the nature of the centres, much lower percentages for the Haynes and the Grange.

- Over 50% of **Residential and respite care** respondents did not live in or use the homes affected by the proposal or access the respite service with relatives and unpaid/carers understandably accounting for majority of respondents. Of those who did, just under 20% came from Broadwater Lodge with a further 9% of users coming from each of the other 3 homes.
- 45% of **ARCU** respondents were living in accommodation they rented from the Council or a Housing Association, 11% from a private landlord, 9% lived in sheltered housing and 21% owned or part owned their own home. 9% of respondents were currently at ARCU and over half of respondents had previously used the Centre. Relatives and unpaid carers made up 6% and members of the public almost 20% of the respondents. Just under 10% were social care, mental health or other professionals.

Responses to specific questions:

Asked to what extent they supported the proposal, the overwhelming majority of respondents across the majority of the homes and centres either opposed or strongly opposed the proposals.

	Day centres	Drop-ins	Homes	ARCU
Opposed, strongly opposed	82%	54%	75%	94%
Support, strongly support	10%	30%	20%	6%
Neither	8%	16%	5%	0

Any differences in views between the different day centres and homes are within accepted tolerances or in the case of the Haven can be accounted for by the high number of returns or the emphatic view of those commenting upon the ARCU who, when asked, most wanted or strongly wanted a safe place to go when unwell or in crisis, one which did not remind them of hospital and provided respite. There is a marked difference when it comes to the drop-ins, with respondents still broadly opposed but by only a small margin when those who support or expressed no opinion are added together.

Asked if they understood why Haringey Council was proposing to reduce or cease funding to organisations in some instances, a high percentage (roughly 60-80%) appear to have understood why the Council was proposing to close or merge services. Of those who were unsure or said they did not understand, this had as much to do with the fact that people wanted things to stay the way they were than that they did not understand the proposal or what lay behind it.

Sector	Yes	Not Sure	No
Homes	82%	0%	18%

Centre	78%	9%	13%
Respite for people with LD	73%	5%	18%
Drop-ins	67%	6%	23%
ARCU	57%	11%	30%
Respondents	133	15	40

Asked what factor(s) councillors should take into account when making their final decision, two-thirds to three quarters thought continuity of care and quality of care the most important factors - significantly higher (80-90%) in case of day centre and homes.

Value for money and using resources to offer more care to more people was rated by roughly a third or more.

Asked what independence meant to them, around 80% of drop-in respondents said it meant maintaining their health and being able to pursue their interests and hobbies. Over 70% cited being able to keep in contact with friends and family or being able to choose and make decisions on how they led their lives and remain in their own home. Fewer than 50% said having their own budget to exercise greater control and choice – not surprising given personalisation's infancy.

Maintaining their health, keeping in contact with friends and family or being able to pursue interests and hobbies or make their own decisions on how they led their lives and remain in their own home were important to over three-quarters of day care and residential home respondents.

Respondents were invited to reflect on a future without Council-run homes, centres and drop-ins and the Alexandra Road Crisis Unit in order, should the decision be taken to close or merge them, to help commissioners of services to work with the voluntary, independent sector and others to look at the most appropriate alternative sources of provision.

Asked to rate in order of importance which services were the most important to them respondents almost universally valued virtually all of the services they received.

Day centre respondents, lunch clubs/other meals and social activities and transport and trips were the services that they rated as 'most important'. Hairdressing was the least important to respondents followed (in ascending order) by foot care/healthcare and art/craft activities. A safe and secure environment, well-trained and friendly staff and home cooked nutritious food was important for 50-60%+ of residential home and bed-based respite respondents.

The surprising result was the low level of support for foot care/health care services given the numbers of people (00s) using the service but then the samples were low.

Over two-thirds of those commenting on ARCU felt a mix of psychiatric user-led self help social groups and adult social care would best help support their futures rather than anyone service on its own.

Asked what has enabled people to remain independent and active or in the case of Alexandra Road, best achieve recovery and return home:

Somewhere to meet others in safety and social activities were viewed by over 80% of drop-in respondents as the things that most enabled them to remain independent and active. Day centre respondents said something similar. Of the services currently provided at Alexandra Road, respondents considered accommodation, the support of other with similar experiences and social activities were the top 3 most important things to people in crisis.

	Day Centres	Drop-ins	Homes	ARCU
	1 (96%) Safe place to go	1 (81%) Safe place to go	1 (78%) Well- trained friendly staff	1 (74%) Accommodation
	2 (84%) Social Activities	2 Social Activities (79%)	2 (59%) Home cooked food	1 (74%) Social support
	3 (78%) Transport	3 Meals (64%)	3 (46%) Social activities	3 (62%) Meals
	4 (75%) Meals	4 Transport (50%)	4 (36%) Outdoor space	4 (55%) Social activities
	5 (60%) Break for relative and carers	5 Refreshments (41%)	5 (32%) Space for own furniture and possessions	5 (53%) Creative activities
	6 (54%) Refreshments	6 Healthcare /foot care (35%)	5 (27%) Good-sized bathroom	6 (38%) Physical activities
	7 (49%) Art/craft activities	7 Break for relative and carers (35%)	6 (23%) Space to entertain in private	7 (36%) Housing benefit and debt advice
	8 (31%) Health/foot care			8 (30%) Education or training
				9 (21%) Help to stay in work
				10 (17%) Help back to work

Looking to the future, friendship (reminiscing), hot and cold lunches and trips out were the services/activities most drop-in respondents wanted in the

future. Keeping fit, health care and refreshments were next. 4 in 10 wanted access to advice and information in the future with hairdressing and light snacks least highly rated.

Friendship (reminiscing) and lunchtime meals were the services 9 out of 10 day care centre respondents wanted in the future closely followed by keeping fit (84%) and trips out (82%).

A safe secure environment, help and support when they needed it and being able to maintain links with family and friends were the services/support that care home respondents wanted most (60-80%) going forward rather than such things as the size of accommodation, being with people from the same culture or staying at home with appropriate care and support although suitable communal facilities and being able to live among people of a similar age were still important.

The respite options people most wanted into the future were short breaks and bed-based respite (around 60% apiece); close to half wanted holidays, support day activities and week-ends away. Just over 30% wanted a sleep-in service.

For ARCU respondents, the key services they think must be provided in the future are a safe place to go (over 80%); helping those in a crisis to manage their own mental health (79%); and information and advice (53%) followed by the support of other users/survivors (42%).

Asked if the service or activity currently provided by the Council were to cease, people thought that the best way to provide services and activities currently provided by the homes and centres in future would be as follows:

Drop-ins	
1 (41.7%)	Run, funded and managed by a charity or trust
2 (37.5%)	Run and funded as a social enterprise
3 (27.1%)	Delivered in sheltered housing
4 (22.9%)	Run and funded by the private sector
5 (14.6%)	Run, funded and managed by users themselves
6 (8.3%)	Delivered to users in their own homes
7 (8.3%)	Other

Day centres	
1 (51.5%)	Other
2 (17.6%)	Run, funded and managed by a charity or trust
3 (11.8%)	Run and funded as a social enterprise
4 (8.8%)	Run, funded and managed by users themselves
5 (4.4%)	Delivered in sheltered housing
5 (4.4%)	Delivered to users in their own homes

Homes	
1 (50%)	Residential care delivered by the Council
2 (27.3%)	Care delivered in a residential care setting

3 (13.6%)	Delivered to users in their own homes
3 (13.6%)	Delivered in sheltered housing
5 (9.1%)	Maintain own independence, stay in community, get access to 24-hr care
6 (4.5%)	Residential care delivered by the private sector
6 (4.5%)	Other

ARCU	
1 (47.2%)	A local mental health charity
2 (39.6%)	Alexandra Road run by someone else
3 (34%)	A national mental health charity
4 (26.4%)	Other
5 (18.9%)	A local survivor/user-led group
6 (15.1%)	Clinic/ward within a local hospital

In the case of ARCU, the most favoured alternative, should the Council-run centre close was a local mental health charity, the least favoured option was a clinic/ward within a local hospital. Half of residential care home respondents felt that the council should continue to provide these services and of the 50-plus per cent of day care respondents who said other, a good many said things should stay as they are.

Location of monthly consultation meetings	Date	Numbers in Attendance Groups/individuals who identified themselves:	Those in attendance
The Red House	23 Feb 11	23 Service Users/Relatives/Carers	Lisa Redfern, Assistant Director Adult Services and Commissioning
The Red House	16 Mar 11	15 Service Users/Relatives/Carers	Councillor Dilek Dogus, Lead Member for Adults and Community Services. Lisa Redfern, Assistant Director Adult Services and Commissioning
The Red House	20 Apr 11	4 Service Users/Relatives/Carers	Lisa Redfern, Assistant Director Adult Services and Commissioning
Whitehall Street	10 Feb 11	16 Service Users/relatives/Carers	Councillor Dilek Dogus, Lead Member for Adults and Community Services. Beverley Tarka, Head of Service, Learning Disabilities Partnership Khusboo Puri (Service User Advocate)
Whitehall Street	10 Mar 11	14 Service Users/relatives/Carers	Beverley Tarka, Head of Service, Learning Disabilities Partnership Mark Heath (Service User Advocate)

Location of monthly consultation meetings	Date	Numbers in Attendance Groups/individuals who identified themselves:	Those in attendance
Whitehall Street	7 Apr 11	14 Service Users/relatives/Carers - Respite meeting 10 Service Users/relatives/Carers - Residential meeting	Beverley Tarka, Head of Service, Learning Disabilities Partnership Mark Heath (Service User Advocate)
Broadwater Lodge	9 Feb 11	15 Service Users/Relatives/Carers Sue Hessel, Haringey Federation of Residents Association.	Councillor Dilek Dogus, Lead Member for Adults and Community Services. Beverley Tarka, Head of Service, Learning Disabilities Partnership
Broadwater Lodge	9 Mar 11	6 Service Users/Relatives/Carers	Beverley Tarka, Head of Service, Learning Disabilities Partnership
Broadwater Lodge	6 Apr 11	10 Service Users/Relatives/Carers	Mun Thong Phung, Director, Adult and Housing Services Beverley Tarka, Head of Service, Learning Disabilities Partnership

Location of monthly consultation meetings	Date	Numbers in Attendance Groups/individuals who identified themselves:	Those in attendance
Cranwood	15 Feb 11	15 Service users/relatives and carers Sue Hessel, Haringey Federation of Residents Association.	Mun Thong Phung, Director, Adult and Housing Services Bernard Lanigan, Head of Assessment and Personalisation
Cranwood	14 Mar 11	23 Service Users/Relatives/Carers Highgate/Muswell Hill Pensioners' Group 3 Members of the public	Councillor Dilek Dogus, Lead Member for Adults and Community Services. Bernard Lanigan, Head of Assessment and Personalisation
Cranwood	11 Apr 11	23 Service Users/Relatives/Carers	Beverley Tarka, Head of Service, Learning Disabilities Partnership
Abyssinia Court	10 Feb 11	28 Service Users/Relatives/Carers Sue Hessel, Haringey Federation of Residents Association. Age Concern	Councillor Dilek Dogus, Lead Member for Adults and Community Services. Len Weir Head of Provider Service (Older People/Mental Health) Cllr David Winskill Cllr Katherine Reece
Abyssinia Court	23 Mar 11	48 Service Users/Relatives/Carers	Len Weir Head of Provider Service (Older People/Mental Health)

Location of monthly consultation meetings	Date	Numbers in Attendance Groups/individuals who identified themselves:	Those in attendance
Abyssinia Court	13 Apr 11	30 Service Users/ Relatives/Carers	Beverley Tarka, Head of Service, Learning Disabilities Partnership
Woodside House	21 Feb 11	Approx 100 Dance group; Bingo	Cllr Claire Kober, Leader of the Council; Councillor Meehan Len Weir Head of Provider Service (Older People/Mental Health)
Woodside House	21 Mar 11	Approx 77-80 users, relatives and carers	Councillor George Meehan Mun Thong Phung, Director, Adult and Housing Services Len Weir Head of Provider Service (Older People/Mental Health)
Woodside House	18 Apr 11	85 users, relatives and carers	Lynne Featherstone MP Councillor David Winskill Len Weir Head of Provider Service (Older People/Mental Health)
Willoughby Road	14 Feb 11	42 users, relatives and carers	Cllr Claire Kober, Leader of the Council Len Weir Head of Provider Service (Older People/Mental Health)
Willoughby Road	14 Mar 11	39 users, relatives and carers	Councillor Dilek Dogus, Lead Member for Adults and Community Services.

Location of monthly consultation meetings	Date	Numbers in Attendance Groups/individuals who identified themselves:	Those in attendance
		Vice Chair for Haringey Forum for Older People	Len Weir Head of Provider Service (Older People/Mental Health)
Willoughby Road	11 Apr 11	34 users, relatives and carers	Len Weir Head of Provider Service (Older People/Mental Health)
The Irish Centre	15 Feb 11	50 users, relatives and carers Vice Chair for Haringey Forum for Older People	Councillor George Meehan Len Weir Head of Provider Service (Older People/Mental Health)
The Irish Centre	15 Mar 11	8 users, relatives and carers	Councillor Dilek Dogus, Lead Member for Adults and Community Services. Councillor George Meehan Len Weir Head of Provider Service (Older People/Mental Health)
The Irish Centre	14 Apr 11	10 users, relatives and carers	Len Weir Head of Provider Service (Older People/Mental Health)
The Haynes/Grange	9 Feb 11	6 users, relatives and carers Chair of the Lewis & Mary Haynes Trust	Councillor Dilek Dogus, Lead Member for Adults and Community Services. Councillor Joe Goldberg, Cabinet Member for Finance and Sustainability Len Weir Head of Provider Service (Older

Location of monthly consultation meetings	Date	Numbers in Attendance Groups/individuals who identified themselves:	Those in attendance
			People/Mental Health)
The Haynes/Grange	15 Feb 11	No one attended	Len Weir Head of Provider Service (Older People/Mental Health)
The Haynes/Grange	15 Mar 11	10 users, relatives and carers	Councillor Dilek Dogus, Lead Member for Adults and Community Services. Len Weir Head of Provider Service (Older People/Mental Health)
The Haynes/Grange	15 Mar 11	5 users, relatives and carers Sue Hessel, Haringey Federation of Residents Association.	Mun Thong Phung, Director, Adult and Housing Services Len Weir Head of Provider Service (Older People/Mental Health)
The Haynes/Grange	19 Apr 11	10 users, relatives and carers Patrick Morreau, Lewis & Mary Haynes Trust Haynes Relatives Support Group	Councillor Jim Jenks Len Weir Head of Provider Service (Older People/Mental Health)
Woodside DC	9 Feb 11	19 users, relatives and carers	Councillor Dilek Dogus, Lead Member for Adults and Community Services. Len Weir Head of Provider Service (Older

Location of monthly consultation meetings	Date	Numbers in Attendance Groups/individuals who identified themselves:	Those in attendance
			People/Mental Health)
Woodside DC	18 Feb 11	23 users, relatives and carers, some of whom mentioned that they had been coming there for 10-15 years. Maureen Carey, Vice Chair of Haringey Older People's Forum	Beverley Tarka, Head of Service, Learning Disabilities Partnership
Woodside DC	11 Mar 11	23 users, relatives and carers	Len Weir Head of Provider Service (Older People/Mental Health)
Woodside DC	6 Apr 11	32 users, relatives and carers	Len Weir Head of Provider Service (Older People/Mental Health)
Woodside DC	8 Apr 11	20 users, relatives and carers	Len Weir Head of Provider Service (Older People/Mental Health)
The Haven	9 Feb 11	16 users, relatives and carers	Councillor Dilek Dogus, Lead Member for Adults and Community Services. Len Weir Head of Provider Service (Older People/Mental Health)
The Haven	14 Feb 11	13 users, relatives and carers, 1 advocate, 1 volunteer Haringey Carers Forum	Len Weir Head of Provider Service (Older People/Mental Health)

Location of monthly consultation meetings	Date	Numbers in Attendance Groups/individuals who identified themselves:	Those in attendance
The Haven	7 Mar 11	15 users, relatives and carers	Councillor George Meehan Mun Thong Phung, Director, Adult and Housing Services Len Weir Head of Provider Service (Older People/Mental Health)
The Haven	10 Mar 11	18 users, relatives and carers	Len Weir Head of Provider Service (Older People/Mental Health)
The Haven	11 Apr 11	10 users, relatives and carers	Len Weir Head of Provider Service (Older People/Mental Health)
The Haven	15 Apr 11	13 users, relatives and carers	Councillor Gideon Bull, Chair of Overview & Scrutiny Councillor Anne Stennett Len Weir Head of Provider Service (Older People/Mental Health)
Woodside/Haven	16 Feb 11	10 - users, relatives and carers Vice Chair for Haringey Forum for Older People	Councillor Claire Kober, Leader of the Council Len Weir Head of Provider Service (Older People/Mental Health)
Woodside/Haven	23 Mar 11	5 users, relatives and carers	Len Weir Head of Provider Service (Older People/Mental Health)
Woodside/Haven	13 Apr 11	8 users, relatives and carers	Councillor Gideon Bull, Chair of overview & Scrutiny Councillor Anne Stennett Len Weir Head of Provider Service (Older People/Mental Health)

Location of monthly consultation meetings	Date	Numbers in Attendance Groups/individuals who identified themselves:	Those in attendance
684	9 Feb 11	22 users, relatives and carers	Councillor Claire Kober, Leader of the Council Barbara Nicholls, Head of Commissioning, Adult Services
684	10 Feb 11	5 users, relatives and carers	Barbara Nicholls, Head of Commissioning, Adult Services
684	8 Mar 11	22 users, relatives and carers	Mun Thong Phung, Director, Adult and Housing Services Barbara Nicholls, Head of Commissioning, Adult Services
684	6 Apr 11	7 service users, relatives and carers	Barbara Nicholls, Head of Commissioning, Adult Services
684	6 Apr 11	23 service users, relatives and carers	Barbara Nicholls, Head of Commissioning, Adult Services
Alexandra Road Crisis Unit (ARCU)	11 Feb 11	5 service users, relatives and carers	Councillor Dilek Dogus, Lead Member for Adults and Community Services. Barbara Nicholls, Head of Commissioning, Adult Services Duncan Stroud, Assistant Director of Communications for Haringey NHS
Alexandra Road Crisis Unit (ARCU)	14 Feb 11	7 service users, relatives and carers Sue Hessel, Haringey Federation of Residents Association.	Barbara Nicholls, Head of Commissioning, Adult Services Duncan Stroud, Assistant Director of Communications for Haringey NHS

Location of monthly consultation meetings	Date	Numbers in Attendance Groups/individuals who identified themselves:	Those in attendance
		Dr Nuala Kiely representing Save Alexandra Road Crisis Unit (SARCU)	
Alexandra Road Crisis Unit (ARCU)	2 Mar 11	10 users, relatives and carers	Barbara Nicholls, Head of Commissioning, Adult Services Stephen Deitch, Assistant Director Commissioning, Haringey Primary Care Trust
Alexandra Road Crisis Unit (ARCU)	3 Mar 11	5 users, relatives and carers	Barbara Nicholls, Head of Commissioning, Adult Services Stephen Deitch, Assistant Director Commissioning, Haringey Primary Care Trust
Alexandra Road Crisis Unit (ARCU)	14 Apr 11	8 users, relatives and carers	Barbara Nicholls, Head of Commissioning, Adult Services Stephen Deitch, Assistant Director Commissioning, Haringey Primary Care Trust
Winkfield	29 Mar 11	9 Blind/partially sighted service users (Phoenix Group)	Bernard Lanigan, Head of Assessment and Personalisation
Winkfield	29 Mar 11	6 deaf service users	Bernard Lanigan, Head of Assessment and Personalisation Signers in attendance

Location	Date	Correspondent	Substance of Correspondence received
Cuts general			
	7 Jan 11	Member of public	Asking why other centres are not being closed down
	17 Jan 11	User of Services	Copy of letter from a concerned user of services highlighting the cuts.
	11 Feb 11	User of Services	Jackson Lane luncheon club – important part of community that has been in existence for many years. Only such venue for older people in the immediate area and (it is said) provides users with their main meal of the day. Co-ordinator role essential, (it is argued) as number of members frail or otherwise in need of support. Given relatively small saving, ask that the facility continue.
	14 Feb 11	Member of the public	Opposition to unfair cuts and how “the elite”/“richer councils” and not “the hated poorer councils” or “poor, disabled, old and young in our society” should “pay the price for failed past policies”.
	28 Feb 11	Employee	Jackson Lane – “unique”, longstanding service to the community. Cuts unavoidable but other ways to make these levels of savings and unfair older people are targeted.
	1 Mar 11	User of services (N22)	Cuts unfair and raising Equalities concerns, including petition
	22 Mar 11	Member of the public	Plea not to cut services for older people and what life would be like for them (isolation etc) if that care or support were not there or in its present form
		User of services	Dissatisfaction with proposal to cuts services which are, (as they see it), unfair, immoral, unlawful and unnecessary and “deliberately targeted” at most

			vulnerable and disadvantaged.
	9 Mar 11	Relative*	Alarm as proposed cuts to those with learning disabilities
	19 Apr 11	Users of services	How number of users of Jackson lane Luncheon club are very elderly and frail and how presence of co-ordinator is essential to their welfare and that this is a relatively small amount of funding.
	28 Apr 11	Liberal Democrat Group	<p>Formal response to consultation asking that the process be immediately halted for two reasons:</p> <ul style="list-style-type: none"> • the relatively small amounts of money, (as they see it), needed to run these centres can be found from savings in other parts of the Council budget. • no comprehensive impact assessment has been made about the effects of these closures on either the lives of those who use them nor the financial impact on Haringey and partner agencies of re-provisioning these services or the consequences of closure. <p>Also attached a petition - a paper one as well as an online version containing 586 signatures.</p>
	28 Apr 11	Age UK Haringey	Formal response to consultation – see main report
	28 Apr 11	Haringey User Network	Formal response to consultation – see main report
	13 May 11	Member of public (N17)	worried by the cutbacks in services proposed for their ward
	9 May 11	UNISON	Formal response to consultation – see main report
The Red House	31 Jan 11	Relative (out of Borough)	Concerned about impact on their loved one.

	16 Jan 11	Frequent visitor (N10 – age 14)	How that growing closer residents are requesting to be fed back people has helped them to greetings.
Cranwood			Dreads to think what will happen. Knows there have
	7 Jan 11	Relative	to be cut but doesn't want his geoke "targeted".
	9 Jan 11	Relative	Appropriate staff for one's but also to explain vulnerable
	11 Jan 11	Friends of the residents *	private care homes. that loss of this service would
	17 Jan 11	Member of the public (N10)	With a greying population of older residents, very
	16 Jan 11	2x Member of the public	source of contacts, friendship and practical support.
	17 Jan 11	Member of St James Church involved with a number of local homes and facilities for	Understand financial difficulties but hope sureh
	16 Jan 11	Member of the public (N10)	Apprehension and concern locally. "Sad and
	17 Jan 11	Member of public (N22)	Apprehension and concern locally. "Sad and
	18 Jan 11	Local family (N6) (N10 – age 9)	Disappointed and proposed closure of unit visits have
	16 Jan 11	Frequent visitor (N10 – age 11)	for and happy, there's worried impact of these cuts
	10 Jan 11	Member of the public (N6) (age 12)	Concerned at potential closure of this "well run" friends
	16 Jan 11	Frequent visitor (N10 – age 19)	Sad to think Cranwood might close. Loves the residents
	16 Jan 11	Frequent visitor (N10 – age 19)	Feel strongly that they and residents benefits from
	19 Jan 11	Frequent visitor (N6)	There's sad that they have become our friends. These

	10 Feb 11	Member of church group	Expressing concern
	19 Feb 11	Member of public (N12) Group	Requested for elderly residents alternative housing
	20 Jan 11	Member(s)* public (N10)	Concerning and proposing to build a care home, priority,
	21 Mar 11 & 19 May 11	Solicitor (Acting on behalf of relative)	Addressing the proposed closing of the home and essential needs for justification for proposed care services of the individual and health and judicial review. Urges council "to preserve or find other
	30 Mar 11	Relative, carers, friend*	Ways of providing the relevant services about the
	20 Jan 11	Member of the public (N10)	Asks for more information and requests that it could be reviewed to see if proposals can be avoided the alternative that is being put forward by the Cranwood
	23 Jan 11	Member of the public (N10)	Community Group concerned about impact for both
	2 Apr 11	Cranwood Community	Residents and a local group of Christian young people
	18 Jan	Group members of the public (N10)*	Request funding to support the residents and at cuts to care for the elderly. Requests that the by care services should be maintained and that the council should be aware of the fact that the care services are.
	26 Jan 11	Cranwood Community Group member(s)*	Requesting for a community group to take over and the running of the home.
	20 May 11	Member of the public (N6) Group*	Submission of the Group's opinion on the home and the safe and caring environment.
Whitehall St	25 Jan 11	Member(s) of the public (N10)	Expressing concern of the home to be made. Not
	4 Feb 11	St James Church Muswell Hill	Support about proposal and Respite facility services. Offer of help providing the bulk of care. Giving an opinion of being away from carer and home for when carer no longer able to care for them
	7 Feb 11	Member of the public (N6)	and carer, the only opportunity to visit family, asks council to consider carefully the consequences for the individual
	9 Feb 11	Relative (N17)	Relative in condition such that unable to care for self,

			live independent life and totally dependent on the care of others. "Prospect of move will probably have an enormous adverse effect on behaviour and quality of life". Leave Whitehall St and other care homes 'out of the equation'.
	16 Feb 11	Member of the public	Concerned about closure after spending money on its refurbishment
	28 Feb 11	Carer (N10)	Proposal causing stress and lead, (as they see it) to crisis at home with families/carers unable to cope. Respite not easy to find once it closes down; already people waiting. Take months/years to resolve. Please save Whitehall St.
	23 Mar 11	Relative	Ever-lasting appreciation for the service provided and how it has played such an important part in their and their loved one's lives for a good many years. Would be a great loss and implore councillors to think again.
	5 May 11	User of services (N8)	Saying what excellent help they receive from the centre and asking for this to be taken into consideration
Broadwater Lodge	10 Jan 11	Relative	So called "cutbacks" hitting the defenceless – "easy pickings". Users of services have 'paid into the system' over many years and are being badly let down. Concerned at what will happen to people in the home. Wanting more information on our plans.
Day Centres			
	24 Jan 11	Member of the public *	Treatment of people with dementia and asking if council had explored innovative ways of keeping

			them open,
The Haven			
	30 Dec 10	Member of the public (N6) *	Disturbed at prospect of closure and urging council find a more acceptable solution.
	16 Jan 11	User of Services (N17)	Very upset at news of possible closure and worried about the impact. Outlines how going to the centre has improved well-being. Suggests leaving at least one centre/lunch club in the borough. [same letter received by several councillors]
	2 Feb 11	User of Services (N22)	Do not support proposal. A 'very good service' (as they see it) which enables them to leave the house and interact with other people.
	3 Feb 11	User of Services (N17)	Does not want centre to close. Lots of things to do and would be "depressed", isolated, bored and "devastated" if it were to close. [same letter written to several councillors]
	3 Feb 11	User of Services (N15)	Personal story of how trips and other activities the centre lays on have made a difference to them. "Know all centres cannot be saved but the Haven means so much to me"
	10 Feb 11	User of Services (N10)	Personal story of how activities the centre lays means everything to them: health, getting out. Suggest put charges up as an alternative.
	22 Feb 10	User of Services (N10)	Upset at proposal. Believe people will suffer if centre closed. Plea to keep it open
	3 Mar 11	Carer	Grave concerns at closure. Outlining their experiences and appreciation for the support and what it would be like for their close relative if centre were to close in terms of their health and well-being

			(depression, loneliness, happiness, mental stimulation etc). Cuts ill-advised and short-sighted (as they see it) with impact for NHS etc. Debt owed to wartime generation. "All be old one day".
	3 Mar 11	Relative (N22)	How haven has transformed loved ones life, worried on impact on both of them if no respite.
	25 Apr 11	Relative (email)	Relative concerned that without the day centre, and the lunch club their immediate relative attends, s/he will become housebound, and therefore their physical and mental well-being will suffer, leading to extra costs to NHS and Council "who would find itself picking up the pieces in other ways". Worries too about the choice of cuts and their use as "political footballs".
	15 Apr 11	Relative *	Vital to maintaining health and quality of life of older and disabled residents of the borough. Debt owed to older people by present generation.
	Undated	User of Services	Concern at closure and loss of opportunity to socialise and interact with people like themselves
	Undated	Relative	Personal life story and how life has been changed for the better by attending the centre: "the transformation has been miraculous" and the impact on users of services of taking the facility away (as they see it): deprived, neglected and forgotten with nothing to look forward to. Dispute claim that provision could be replicated by a personal budget.
	Undated	Relative (out of Borough)	"Different kind of care that family cannot give" "Staff go the extra mile". Personal story of how trips and other activities the centre lays on have made a

	13 May 11	Haynes Relatives Support Group	Difficulties for those involved in general health report well-being. How relative would have struggled to cope with help proposals of staff at the centre.
	19 May 11	Relative	Views for their relative of suggesting alternatives to nursing, keep their independence, interact and
	Undated	Young Adult Volunteer	Views on the provision of additional 'extra care' places.
The Haynes/Grange	3 Feb 11	Relatives Support Group and Users of Services (N17)	Views on the provision of additional 'extra care' places. Proposed to place a care home as an objective has been defined to provide a safe and secure environment for those who have lost their loved ones. A proposal letter written to the relevant councillors to save the savings and short-
	Undated	User of Services (N17)	Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places.
	Undated	User of Services (N22)	Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places.
	7 Feb 11	Carer*	Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places.
	Undated	User of Services (N17)	Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places.
	4 Mar 11	The Lewis & Mary Haynes	Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places.
	12 May 11	Resident's Association	Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places. Views on the provision of additional 'extra care' places.

Woodside DC	31 Jan 11	Relative (out of Borough)	How the timing of the part of this and fully financial transformed their lives. Appraisal for
	30 Mar 11	Relative, Carer*	Relative staff the ruling what the impact of closure
	1 Feb 11	2 x users of services (N10)	Essential if the services would be (as they would) for people with dementia that they could find the places on the way to limited places, confusion [identical to other
	20 Mar 11	Relative (N17)	How to respond to the received and being with other
	4 Mar 11	The Lewis & Mary Haynes Trust	Deputation to the purpose of the merger of the Grange and Haynes and the proposal for Woodside DE. Relative could accept to be the service offered
	22 Mar 11	Carer (N15)	How to be with an, and see level of quality of care": with different capacity to be able to accommodate increased usage proposed for transport issues of life and of a difference to be "decreasing our and all the other for" useful that the Haynes can establish to assess the provision proposals if the mental health and rights do not (as they see it), depression, isolation and general dementia care trends. Proposals to provide to national dementia strategy and Haringey dementia commissioning
Alexandra Road			strategy.
Crisis Unit (ARCU)		Interested party	Proposal is a short term one and a 'soft option' that would be difficult to reverse as and when the financial situation improves.
	28 Apr 11	Haynes Relatives Support Group *	Formal response – see details main report
	22 May 11	Secretary, Lewis & Mary Haynes Trust *	Notification of deputation to Cabinet meeting in Jul 2011

	30 Jan 11	User of Services	Extremely concerned and anxious at the prospect of closure. No viable alternative, (as they see it), being offered. Many delighted to come there because of its ethos and first class service. "Disastrous and fundamentally wrong thing to do". The option to stay at ARCU and talk to someone helping user to keep it together. Need more support not less in Haringey. This proposal, (it is argued), goes against the ethos of equal opportunities the council claims to support.
	7 Feb 11	User of Services (former)	Makes comparisons with other types of provision. ARCU "treats you like a human being". A person-centred, non-overly medical approach to a crisis situation. Asks us to think about improving the experience for people who have to be admitted to hospital in a crisis if ARCU closes.
	10 Feb 11	SARCU*	ARCU an extremely important part of the mental health service in Haringey. High user satisfaction. More acceptable than hospital. Recovery Unit would not, (it is argued), pick up on need for a community based crisis and respite unit with 24hr telephone support preventing out of hours contact with GPs and other health professionals. Preferable to locked
	23 Dec 10	Provider	Quality of the provision hospital assessment unit and recovery house(s) won't, (it is argued), be
	26 Jan 11	Member of the public	Disappointed at proposed closure of ARCU and replacement by hospital based "People do not want Medical Rehabilitation person-centred approach like ARCU" in 2011/12, of which ARCU formed part.
	12 Feb 11	SARCU*	Healthcare providers for the PCT to address about

			Oak House and recovery houses, respite care and the telephone support service.
	1 Mar 11		99-signature Petition. Deprived borough; provision already stretched (Office of National Statistics). Disadvantaged people need as much choice and independence as others. Cuts reckless, unfair and disproportionate. With equalities at the heart of its policies, contradictory for council to be targeting, (as they see it), the most deprived. Not convinced that reliance on private and independent sector can fill gap. Urges councillors to not implement the cuts and 'defend the borough's vital public services' and pleads with council to reconsider its position.
	20 Mar 11	Save Alexandra Road Crisis Unit*	Request for council help with setting up ARCU as a social enterprise and information on costs and demand levels.
	20 Apr 11	Service User (N17)*	ARCU a valuable role to play in preventative provision, providing a short period of support away from home. Proposal should not be looked at in isolation and that strategy (mental health) and facts not set out at the beginning making it difficult to consider the proposal properly. Fundamental that there is sufficient supply/quality/alternative provision and overlap between existing and any new provision. Greater certainty needed about Recovery House(s) and other alternatives before firm decisions on ARCU. Worries for self-referrals , those ' below the threshold' of recovery Houses and about respite for carers. Increased risk of spending

			elsewhere.
	29 Apr 11	SARCU	Formal response to consultation – see details main report
	2 May 11	Social Care Professional	Worried at this loss of positive pathway to avoiding hospital admissions.
684 Centre	11 Feb 11	Mind in Haringey (at request and with permission of service users at the Centre)	Of those users spoken to, nearly all (two wished it to close and one did not say), wished the centre kept open. Personal experiences and explanations of how the centre enabled people to overcome boredom, avoid hospital, lead normal lives and help with daily tasks: trips out, computing classes, use internet, washing, eating etc, go onto get work with the experience and qualifications gained there). Queries over whether it could be re-sited at St Ann's and what would happen to the building. Concerns from users about where they would go. How services it offers save users money: on lunches, on transport.
	15 Feb 11	Service User (anon)	ARCU should close as brings only short term benefits and people use it 'as a hotel'. There is St Ann's Hospital for those who are unwell. Should be looking at closing the Clarendon Centre instead – benefits few, is expensive to run and does not empower service users. Retain 684, on whatever basis. 684 has given people skills to cope and is financially and otherwise successful.

	20 Apr 11	User of Other MH Services (N17)*	Acknowledges does not have detailed knowledge of provision there. Concerned threshold to access social care will be changing and personal budgets will be inadequate to meet future needs. Worries that remaining/alternative provision won't be adequate and people will fall through the 'gap'. Any closure needs to be accompanied by a proper, non-stigmatized assessment of needs.
Drop-ins			
Unnamed Drop-in	Undated	User of Services (N22)	Without drop-in would not get out, socialise or provide respite for close relative/carer.
	15 Jan11	User of services (N22)	Concerned and disappointed and urging councillors to reconsider
	28 Apr 11		
Abyssinia Court		Relative*	Questioning whether decision had already been made and how the cuts were to be implemented. Enquiring how they might participate in the process. Concerned about its potential impact ad a regular user of the service on their loved-one's health and well-being.
	7 Jan 11	Relative (N21)	Explaining what impact would be for their loved-one and hoping the Council would keep drop-in open
Abyssinia Court	27 Apr 11	50 Something Service	Relaxed comfortable atmosphere, accessible venue and with the necessary space and place where 50 something service users made to feel at home. Adds to their general well-being and fulfilment. Venues like this hard to come by.
	Undated	User of Services	Dramatic blow. Centre is close to home and met

	Undated	User of services (N22)	Wanted to ask the councillors to reconsider and including
Woodside House	6 Jan 11	User of Services	Submitting form of petition of the care home in their
	13 Jan 11	Dance Club members	Case for the service remaining open - supporting and
	20 Jan 11	General Practitioner (N4)	been the driving force for providing services and valued the service for many of the residents and asking to explain the situation to them.
	26 Apr 11	Relative of public	Pointing out stresses and why the 'essential' is causing users of services and asking the council to
	13 May 11	Users of services	Groups of users wanting to work with Council on
	1 Feb 11	User of Services	Keeping the Dance Club worried at loss of venue
Consultation	19 Feb 11	SAROU Services (on behalf of 28 or more other	Notification of the information that it would be added to the list of services years now. Opportunity to
	23 Feb and 1 Mar 11	Signatories Federation of Residents Associations	Nature of the threats and how part of the residents intended to make assertions about the safety of their lives being endangered and views of the most proposed closure to be taken into account and any
	14 Mar 11	User of Services	Changes would be a failure of the council's group
	26 Mar 11	Member of the public (N22)	Seeking to find out what the council's views are on
	1 Mar 11	Relative (out of Borough)	Relative has stated by questioning the council authority of the consultation with the city of Nottingham etc organisation to, a sheltered housing scheme and outlining the impact of the proposed cuts on loneliness, loss of place of refuge etc.
Willoughby Road			Anxiety at a reliance on St Ann's or for people with
	6 Jan 11	Relative	Seeking health issues of what has been (self-harm, suicides, incidents) Disagreement for how the cuts are proposed to be implemented.
	12 Jan 11	User of Services	pre-proposal.
	16 Mar 11	User of Services (attending a meeting at Cranwood)	Difficult to hear and understand what is going on - "a waste of time" people "only interested in what the

			plans are for Cranwood.”
	10 Feb 11	SARCU*	Notification of letter from SARCU to GP’s on the commissioning executive committee.
	16 Feb 11	SARCU*	Request for information and statistics concerning ARCU
	11 Mar 11	SARCU*	Request for notes from meetings at ARCU
	5 Jan 11 11 Jan 11 25 Jan 11 5 & 12 Jan 27 Jan 11 3 Feb 11 7 Feb 11 22 Feb 11 1 Mar 11 2 Mar 11 22 Mar 11 31 Mar 11 4 Apr 11 6 Apr 11 6 Apr 11 6 Apr 11 6 Apr 11 7 Apr 11	General Enquiries: Member of the public* Voluntary group SARCU* Member of the public* Cranwood Community Group member* Relative Local GP Haringey Older Peoples Forum Hayen Relatives Support Group * Relative, carer User of services Faith leader Freelance photographer Relative* Relative, user, carer	Request for budgetary information Querying what will happen to Jackson’s Lane building Details of NHS involvement in consultation Request for information and follow-up Querying rumour building had already been sold. Further details meetings etc Woodside DC Request for further information Request for feedback from meetings Request for information (occupancy figures, design standards etc) – Day Centres [preceded by representation to full Council in Feb 11] Request for financial information – the Haven Request for further information Request for further information Request to take photos of buildings proposed for closure Details of what council spends its money on Details of Broadwater Lodge ward councillors

	<p>13 Apr 11</p> <p>18 Apr 11</p> <p>27 Apr 11</p> <p>28 Apr 11</p> <p>2 May 11</p> <p>5 May 11</p> <p>5 May 11</p> <p>8/11/12</p> <p>May 11</p> <p>13 May 11</p> <p>16 May 11</p> <p>18 May 11</p>	<p>Relative, user, carer Member of the public Member of the public (N22) Charity</p> <p>Member of the public (N10)</p> <p>Member of the public</p> <p>Relative (out of borough)</p> <p>Member of public Cranwood Community Group *</p> <p>Relative (out of borough)</p> <p>SARCU*</p> <p>Haynes Relatives Support Group*</p> <p>Voluntary Sector organisation</p> <p>member of public (out of borough)</p> <p>Voluntary Sector organisation</p>	<p>Request for consultation questionnaire(s) Take off mailing list – not a user of services Double check closing dated for the consultation Request for consultation questionnaire</p> <p>Request for financial information - ARCU Request for future information via email How to submit proposals Asking where to send the feasibility study</p> <p>Details of how soon after any ‘closure’ decision changes would be implemented Querying where to drop off petition and more completed questionnaires Further details about the Haynes/Grange and about EQIAs and final decision Copy of previous updates/feedback</p> <p>Asking for information about policies and procedures request for details of submitting a deputation</p>
	<p>11 Jan 11</p> <p>12 Jan 11</p>	<p>Members Enquiries:</p> <p>Lynne Featherstone MP</p>	<p>Request for rundown on the proposed closures</p> <p>Correspondence from constituent concerned about</p>

	25 Jan 11		dementia services and how their needs will be taken into consideration
	11 Feb 11		Feedback and follow-up questions following visit to Cranwood. Constituent concerned at proposed closure of Whitehall St and Edwards Drive and the impact on people with learning disabilities having no respite or residential care. Hugely concerning, cannot be easily replaced or left to the personal budget system leading to concerns over potential costs and ability to meet future needs quickly and flexibly enough if at all. Need a mix of provision and not total reliance on the private sector. [also submitted as a representation to councillors to Feb's full Council]
	18 Feb 11		Constituent (N10)* not satisfied by earlier response to request for information on the budget
	3 Mar 11		Constituent (N22) concerned about the impact of closure of the Haven day centre on her immediate relative, how it has made a difference to both their lives.
	25 Mar 11		Constituent (social care professional in Central London) worried about the quality of services that would be provided by a social enterprise and the impact of any change of Mental Health provision on

	28 Apr 11		<p>service users: (as they see it) homelessness, hospital admissions, health issues.</p> <p>Formal submission from the MP supporting Haringey Liberal democrat's response</p>
	20 Jan 11	David Lammy MP	<p>Letters from a number of constituents concerned at proposed closure of Willoughby Road lunch club saying how they value facility and how it would be impossible to conduct current way of life without: safe environment (outside the home), social interaction, health care, food. Financially ineffective, (as they see it), as they'd turn to other services for assistance.</p>
	25 Mar 11		<p>Request for details of the source of the funding (Formula grant, Department of Health etc) that has been cut.</p>
	13 Apr 11		<p>Carer (N17) concerned about impact of cuts on their loved one and stating what the impact would be for her and pointing to rising levels of dementia.</p>
	7 Apr 11	Cllr Bull	<p>Request from carer * for Overview and Scrutiny Committee to consider the proposed closures in advance of Cabinet/full Council concerned about the loss of 'much valued' day care and respite services and its impact, particularly on other services such as the Haynes. [encouraged to make representations</p>

			on 9 May 11]
	24 May 11	Cllr Bull	Asking to meet with Cabinet member to discuss proposals and raising concerns on behalf of a deputation to Overview & Scrutiny.
	22 Mar 11	Cllr Allison	What will happen to the building (Cranwood)
	16 Mar 11	Cllr Davies	Parent of disabled adult * querying proposed amendments to Fairer Contributions Policy and questioning the savings generated
	8 Jan 11	Cllr Egan	Query from relative re-the Haven and the facilities that would be provided if the closure went ahead
	25 Jan 11	Cllr Egan	Request for financial information and about review/assessment process
	16 Jan 11	Cllr Gibson	Correspondence from constituent how everyone at meeting confused and stressed by proposed changes and wanted to know where to turn for support
	12 May 11	Cllr Goldberg	Request for financial information – Abyssinia Court
	16/17 Mar	Cllrs Kober, Khan and Mallet	Multiple letter to councillors from carer (N15)* about the proposed closure of the Haven and how its closure would impact on both user (fall, end up in hospital) and relative (who works part-time).
	10 Feb 11	Cllr Mallett	Admissions policy and how care homes will be run down.
	28 Feb 11	Cllr Mallett	Sustainability of the proposal and equalities implications for day centres being run by community groups.
	21 Mar 11	Cllr McNamara	Volunteer at one of the homes concerned that

			homes are under threat of closure and what can be done to prevent them.
	1 Mar 11	Cllr Newton	intended audiences at meetings in homes and centres, assurances that views of the most vulnerable will be taken into account and any changes would be tailored to an individual's needs.
	5 Jan 11	Cllr Schmitz	Breakdown of costs – Willoughby Road
	3 Feb 11	Cllr Schmitz	Additional material and details in Harringay ward, particularly Willoughby Road
	17 Feb 11	Cllr Schmitz	Request for information regarding the lease on Willoughby Road
	15 Apr 11	Cllr Schmitz	Interest from users of services, (it is said), in running Willoughby Road themselves. Request for meeting to consider.
	3 Feb 11	Cllr Vanier	User of the Haven * begging councillors not to close the centre.
	26 Mar 11	Cllr Watson	Older Person/user of services (N15) worried about the impact of the proposed closure of the Haven and asking councillors to reconsider.
	22 Mar 11	Cllr Wilson	Written Question (4 Apr 11) – how many responses have been received to the consultation
	10 Feb 11	Cllr Winskill	Request for some sort of forum of drop-in users
	18 Feb 11	Cllr Winskill	Enquiry from constituent regarding accessibility of information about the proposed cuts for blind and partially sighted people
	21 Mar 11	Cllr Winskill	Concerns from a local voluntary organisation at 'late notice' (as they saw it) of remaining consultation dates and why ward councillors not aware [the notification referred to was a reminder notice at

			the mid-point of the consultation of dates issued in Jan 11]
	4 Apr 11	Cllr Winskill	Relative living in Muswell Hill outlining what the impact of closure of day care centres would mean, (as they saw it), for people with dementia: isolation, further pressures on already limited places, confusion, together with requests for answers to specific questions about capacity, staffing levels etc at the Haynes/Grange. [identical to other correspondence received]
	8 Apr 11	Cllr Winskill	Feedback on workshop with Drop-in Centre users on 21 Mar 11
	28 Apr 11	Cllr Winskill	Details of other changes in adult provision
	22 May 11	Cllr Winskill	Request for opportunity to discuss proposed changes to provisions for residents with mental issues

* Multiple

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Proposed closure of drop-in centres

Haringey Council is undertaking a programme of consultation about the future of adult services. The consultation takes place between 31st January and 30th April 2011.

The Council is facing unprecedented Government cuts to its budget and these have very serious potential consequences for adult social care services. Proposed changes include the closure of Council-run residential care homes, day and drop-in centres and mental health services, which we run with NHS Haringey and Barnet, Enfield and Haringey Mental Health Trust, as appropriate. This includes the Alexandra Road Crisis Unit where the current service would potentially cease.

The Council recognises the value and importance of these services to current users, relatives and their carers but has no alternative than to consider their closure as it is no longer able to directly provide and/or pay for some adult social care services in future.

We want you to have your say about our proposals; and a future of adult social care in Haringey potentially without drop-in centres/services provided by Haringey Council. Please help us by completing this short survey. **The closing date for the survey is 30 April 2011.** Please start the survey on the next page.

Please note, the survey needs session cookies enabled on your browser, otherwise you may experience problems filling in the survey. We use session cookies to allow you to page through the survey without losing any information. No personal information is stored or obtained from your computer. If you're unsure how to enable session cookies, please visit www.haringey.gov.uk/cookies.

Q1 To what extent do you support our proposal to close the following drop-in centres owned, run and/or supported by the Council?

	Strongly support	Support	Neither support nor don't support	Do not Support	Strongly do not support
Abyssinia Court	3 (6.3%)	2 (4.2%)	7 (14.6%)	5 (10.4%)	12 (25.0%)
The Irish Centre	14 (29.2%)	1 (2.1%)	0 (0.0%)	1 (2.1%)	20 (41.7%)
Willoughby Road	3 (6.3%)	5 (10.4%)	7 (14.6%)	5 (10.4%)	11 (22.9%)
Woodside House	11 (22.9%)	2 (4.2%)	7 (14.6%)	5 (10.4%)	13 (27.1%)

Q2 Please tell us the reason(s) for your answer:

31 (64.6%)

Q3 Do you understand why Haringey Council is proposing to close its drop-in centres?

32 (66.7%) Yes

11 (22.9%) No

3 (6.3%) Not sure

Q4 If you do not understand the reasons, or are unsure, please tell us why?

12 (25.0%)

Q5 Which of the following do you think we should take into account when making our final decision?
(Please tick all apply)

- 35 (72.9%) Continuity of services
- 15 (31.3%) Value for money
- 31 (64.6%) Quality of day care
- 15 (31.3%) Using resources to offer more care to more people
- 28 (58.3%) Opinion of service users
- 8 (16.7%) Other
- Other, please specify 5 (10.4%)

The main purpose of Haringey Adult Services is to help the people of Haringey to live independent, safe and fulfilled lives in their local communities.

Q6 What does being independent mean to you? (Please tick all that apply)

- 38 (79.2%) Maintaining my health
- 31 (64.6%) Not relying on anyone else
- 39 (81.3%) Being able to continue to pursue my interests and hobbies
- 35 (72.9%) Being able to continue to keep in contact with friends and family
- 28 (58.3%) Being seen as making a valuable contribution to my local community
- 34 (70.8%) Being able to choose and make decisions on how I lead my life
- 34 (70.8%) Being able to remain in my own home
- 22 (45.8%) Having my own budget to exercise greater control and choice over the services I need

About the Future

The following questions are designed to help shape a future of services potentially provided by others to meet your needs.

Q7 Which of the following provided by current council-owned, run and/or supported drop-in centres do you feel are important (Please rate each of them from 1 to 5 with 1 being the least important and 5 being the most important)

	1	2	3	4	5
Transport	11 (22.9%)	3 (6.3%)	5 (10.4%)	3 (6.3%)	19 (39.6%)
Meals (lunch clubs)	13 (27.1%)	3 (6.3%)	6 (12.5%)	3 (6.3%)	20 (41.7%)
Refreshments	16 (33.3%)	2 (4.2%)	10 (20.8%)	2 (4.2%)	6 (12.5%)
Social activities	12 (25.0%)	2 (4.2%)	3 (6.3%)	6 (12.5%)	20 (41.7%)
A break for relatives and carers	6 (12.5%)	1 (2.1%)	7 (14.6%)	5 (10.4%)	15 (31.3%)
Healthcare (foot care)	8 (16.7%)	3 (6.3%)	2 (4.2%)	10 (20.8%)	12 (25.0%)
Social interaction	8 (16.7%)	2 (4.2%)	1 (2.1%)	8 (16.7%)	12 (25.0%)

Q8 Is there anything not listed above which is really important to you?

7 (14.6%)

Q9 Thinking about your drop-in centre, which of the following do you feel have enabled you to remain independent and active? (Please tick all that apply)

- 39 (81.3%) A safe environment outside of the home, somewhere to go, a place to associate/meet others
- 24 (50.0%) Transport
- 31 (64.6%) Meals
- 20 (41.7%) Refreshments
- 38 (79.2%) Social activities
- 16 (33.3%) A break for my relatives and carers
- 17 (35.4%) Healthcare(foot care)

Q10 Which of the following services do you think people should have access to in future? (Please tick all that apply)

- 21 (43.8%) Games (board, card, table-top,bingo)
- 15 (31.3%) Quizzes
- 15 (31.3%) Art and craft activity (painting, drawing, knitting)
- 24 (50.0%) Keep fit physical activity
- 24 (50.0%) Healthcare (foot care)
- 33 (68.8%) Lunchtime meals (hot and cold)
 - 8 (16.7%) Light snacks (sandwiches, cakes)
- 23 (47.9%) Refreshments (tea and coffee)
- 36 (75.0%) Friendship (reminiscing)
- 25 (52.1%) Day trips to places inside and outside Haringey (gardens, museums)
- 18 (37.5%) Listening to people from inside and outside Haringey (speakers)
- 20 (41.7%) Advice and support on individual problems
- 7 (14.6%) Hairdressing
- 1 (2.1%) Other
 - Other, Please specify 2 (4.2%)

Q11 How do you think drop-in centre services and activities could be provided differently?

- 26 (54.2%)

Q12 How do you think services and activities currently provided by drop-in centres would best be provided in future? (Please tick all that apply)

- 7 (14.6%) Drop-in centre services run, funded and managed by users themselves
- 20 (41.7%) Drop-in centre services run, funded and managed by a charity or trust
- 11 (22.9%) Drop-in centre services run and funded by the private sector
- 18 (37.5%) Drop-in centre services run and funded as a social enterprise
 - 4 (8.3%) Some drop-in centre services delivered to users in their own home
- 13 (27.1%) Some services and activities delivered in sheltered housing
 - 4 (8.3%) Other

Other, please specify 3 (6.3%)

Q13 Use the space below to tell us any other ideas or suggestions about the future of drop-in centre services for people in Haringey

13 (27.1%)

About You

Puzzled as to why we ask you so many personal questions?

Well, we're not just being nosy. Asking personal questions can help to improve the services we deliver to the community. Diversity is a key strength of our borough, and the following questions will help us monitor what different groups of people think about a particular service or issue. We'll use this information to ensure people have their say and can influence decisions that affect them - regardless of their age, disability, gender, race, religion, belief or sexual orientation.

Remember that all the information you provide is confidential under data protection legislation; your information is not passed onto anyone else; it's not used to check nationality or citizenship status; and you're not obliged to provide information - but it is our duty to ask all the questions.

Q14 Which drop-in centre do you use?

- 2 (4.2%) Abyssinia Court
- 23 (47.9%) The Irish Centre
- 2 (4.2%) Willoughby Road
- 10 (20.8%) Woodside House
- 9 (18.8%) Not applicable

Q15 I am completing this survey as.....

- | | |
|--|--|
| 17 (35.4%) Someone currently using a council-owned and run and/or supported drop-in centre | 2 (4.2%) A council employee |
| 5 (10.4%) A relative/unpaid carer for someone using a drop-in centre | 0 (0.0%) An employee of a charity or voluntary sector organisation |
| 18 (37.5%) A member of the public | 1 (2.1%) An employee of a private care or social enterprise provider |
| 0 (0.0%) A social services employee | 1 (2.1%) Other |
| 1 (2.1%) A health services employee | |
| Other, Please specify 3 (6.3%) | |

Age

Q16 What is your age group?

0 (0.0%) Under 19	0 (0.0%) 60-64
1 (2.1%) 20-24	8 (16.7%) 65-74
1 (2.1%) 25-29	15 (31.3%) 75-84
5 (10.4%) 30-44	2 (4.2%) 85-89
14 (29.2%) 45-59	1 (2.1%) 90+

Disability

Under the Disability Discrimination Act a person is considered to have a disability if she/he has a physical or mental impairment which has a substantial and long-term adverse effect on her/his ability to carry out normal day-to-day activities. Since 2005, people with HIV, cancer and multiple sclerosis (MS) are covered by the DDA.

Q17 Do you consider yourself to be a disabled person?

20 (41.7%) Yes
26 (54.2%) No

Ethnic Group

Below we are asking you to let us know which ethnic group best describes you? (Please tick one box from the appropriate section)

Q18 White

30 (62.5%) British	0 (0.0%) Irish Traveller
1 (2.1%) Greek Cypriot	3 (6.3%) Turkish/Cypriot
1 (2.1%) Turkish	0 (0.0%) Kurdish
0 (0.0%) Gypsy	1 (2.1%) Other
8 (16.7%) Irish	
Other, please write in the box 1 (2.1%)	

Asian or Asian British

0 (0.0%) Indian	
0 (0.0%) Bangladeshi	
0 (0.0%) Pakistani	
0 (0.0%) East African Asian	
0 (0.0%) Other	
Other, please write in the box	0 (0.0%)

Mixed

0 (0.0%) White and Black Caribbean
0 (0.0%) White and Asian
0 (0.0%) White and Black African
0 (0.0%) Other
Other, please write in the box 0 (0.0%)

Black or Black British

0 (0.0%) African
 2 (4.2%) Caribbean
 0 (0.0%) Other
 Other, please write in the box 0 (0.0%)

Chinese or other ethnic group

0 (0.0%) Chinese
 0 (0.0%) Other
 Other, please write in the box 0 (0.0%)

Gender

Q 19 Are you?

14 (29.2%) Man
 30 (62.5%) Woman

Gender identity

Q 20 Does your gender differ from your birth sex?

2 (4.2%) *Yes*
 33 (68.8%) *No*

Religion

Q21 Do you have a religion or belief that you would like to mention?

10 (20.8%) No religion	3 (6.3%) Muslim
27 (56.3%) Christian	0 (0.0%) Sikh
0 (0.0%) Buddhist	0 (0.0%) Rastafarian
0 (0.0%) Hindu	1 (2.1%) Other
0 (0.0%) Jewish	
Please write in 2 (4.2%)	

Sexual orientation

Q22 How would you describe your sexual orientation?

36 (75.0%) Heterosexual	1 (2.1%) Gay
1 (2.1%) Bisexual	0 (0.0%) Lesbian

Thank you for taking the time to complete this survey

HARINGEY COUNCIL

EQUALITY IMPACT ASSESSMENT (EqIA)
FORM



Service: Adult and Community Services

Directorate: Adult and Housing Services

Title of Proposal: Setting the strategic direction for Adult services: closure of council-run Drop-in Centres and withdrawal of funding and support from the Jacksons' Lane Luncheon Club and Cypriot Elderly and Disability Project.

Lead Officer : Lisa Redfern

Names of other Officers involved: Len Weir

Step 1 - Identify the aims of the policy, service or function

1. Introduction

- 1.1 The proposals in this EqIA cover the Drop-ins, Jacksons' Lane Luncheon Club, these walk-in services are preventative services that the council has no legal responsibility to supply. Hence no assessment under Fair Access to Care Services (FACS) eligibility criteria is made of those who attend and there is no charge beyond the cost of a meal. In addition, this EqIA covers withdrawal of funding for two management posts seconded to the Cypriot Elderly and Disability Project – a FACS eligible service.
- 1.2 The 2010 Comprehensive Spending Review and the subsequent local government settlement require Haringey Council to make savings of up to £80m or approximately 30% over the next four years. It is in the context of severe budget pressure that Haringey's Adult Social Care service is setting the strategic direction and priorities for the next three years. This has placed the Council in an unprecedented position and it is seeking to reduce spending and make savings where possible. This comes alongside the need to transform adult social care services in line with the **Putting People First** programme which aims to deliver personalised care through self-directed support, with the aim of ensuring that vulnerable adults have greater choice, control over their care, and over their lives. The proposed changes are designed to respond to the changing needs of older people, people with learning disabilities and those with mental health needs by providing more cost effective, individualised care and support packages, with the aim of ensuring they are able to live more independently in the community.
- 1.3 To address the increasing needs of an older population (including higher needs as people with learning disabilities also live longer), but with less money, we need to find other ways of delivering care and housing in the future. The **Dilnot Commission** is currently reviewing how we as a nation we will pay for care in the future given the rapidly increasing ageing population and subsequent demand. The cost of running these services, partly as a consequence of higher administration and labour costs, is about 40% more

than that for those owned by other sectors. We spend a high percentage of our older people's social care budget on residential care, which means that there is less money to spend on more personalised services, tailored to the needs of individuals.

1.4 In January 2009, the Care Quality Commission (CQC) Inspection said that whilst our services for older, vulnerable people were good, they commented that they were rather 'traditional' in outlook. While we regret that severe budget restraint makes it necessary, we welcome the opportunity to modernise our service provision. As a result of the pressures we face, we're proposing to make a number of changes that are designed to:

- Develop a programme of change that better meets the current and expected future needs of the people of Haringey.
- Increasing levels of service within a restricted budget envelope to meet increased levels of need associated with living longer.
- Create services that are more flexible.
- Create care and support that people can access close to where they live.
- Have better long term outcomes for people at lower costs.
- Be ready for the changes of an ageing population.
- Have a system where older people are able to retain the equity on their own homes so that their care needs can be met without resorting to selling their homes in order to fund their ongoing care costs.

1.4 Proposed changes

As part of the transformation of adult social care there is a need to shift focus to a more 'personalised' approach and offer all people assessed as requiring social care a personal budget (PPF-Putting People First and the updated policy: Think Local, Act Personal. The council needs to offer re-ablement, early intervention and extra care services.

In terms of the required budgetary savings we considered our priorities i.e. targeting services to those most vulnerable. Our four drop-in centres and Jacksons' Lane are non assessed services i.e. any adult accessing adult social care services in this Borough needs to meet Haringey's FACS (Fair Access to Care Criteria) at the level of **Substantial or Critical need**. Therefore in the face of having to find savings, services currently provided to those least vulnerable are the ones that we felt we had to look at with a view to our contribution to the overall Council-wide savings programme. We have consulted about these proposed savings/closures widely over the last few months and both the process and the outcome of all of this is summarised below.

Overall the following proposals are being made in relation to the services in the list below. **Those listed in bold are covered in this EqlA**. The proposals relating to the Day Care Centres, Residential Homes and the Alexandra Road Crisis Unit are the subject of separate EqlAs and will be considered by Cabinet when it makes its final decision about these services in October 2011.

- **Withdraw funding from the luncheon club at Jacksons' Lane by 1 April, 2011 or as soon after as possible after a decision is made.**
- **Withdraw management from the Cypriot Elderly and Disability Project at the Cypriot Centre from 1 April, 2011 or as soon as possible thereafter.**

- **Close the four drop-in centres: at Abyssinia Court, The Irish Centre, Willoughby Road and Woodside House. The plan is that this service would stop by 1 October 2011.**
- Close The Woodside Day Centre no later than 1 April, 2012.
- Close Alexandra Road Crisis Unit no later than 1 April, 2012.
- Close The Haven no later than 1 April, 2012.
- The closure of the Homecare Service no later than 1 April, 2012.
- Close The Whitehall Street Centre no later than 1 April, 2012.
- Merge the services at The Grange and the Haynes Centre, to come into effect no later than 1 April, 2012.
- Close The Red House residential care home no later than 1 April, 2013.
- Close Cranwood residential care home no later than 1 April, 2013.
- Close Broadwater Lodge residential care home no later than 1 April, 2013.

We do not underestimate the anxiety and concern that many will feel about these proposals. Our consultation with those affected has helped us better understand the impact on individuals of any possible closures and how we might mitigate this, where possible.

Step 2 - Consideration of available data, research and information

2a) Using data from equalities monitoring, recent surveys, research, consultation etc. are there group(s) in the community who:

- *are significantly under/over represented in the use of the service, when compared to their population size?*
- *have raised concerns about access to services or quality of services?*
- *appear to be receiving differential outcomes in comparison to other groups?*

Equalities information based on service users

There are about 600 drop-in service users, although about 35% (200 people) of them actually live outside of the Borough. The figures on those coming from the centre and east and west are as follows: roughly a quarter are from the East of the Borough, just under 10% from the Centre and almost a third are from the West, mostly N6 and N8.

Age

Between 90% and 100% of services users are aged over 65 across all services with some in their 70s and 80s and even 90s. The services affected by these proposals are mainly provided to older people. 2009 Mid Year Population Estimates showed that there were 21,200 people aged 65+ which is approximately 9.4% of the total population.

Service	Age		Total Client
	Under 65	Over 65	

		No. of service users	%	No. of service users	%	s
Drop-in Centres	Woodside House DIC	0	0.0	274	100.0	274
	Abyssinia	0	0.0	115	100.0	115
	Willoughby	7	6.9	94	93.1	101
	Irish DIC	0	0.0	63	100.0	63
Jackson's Lane		0	0.0	33	100.0	33
Cypriot Centre		6	10	54	90	60
Total number of service users		13	2.0	633	98	646
Haringey Population		-	90.6	-	9.4	-

Sex

Across Haringey the percentage of females in the 65+ age group increases from 49.9% to 56.6% (predominantly service users are 65 and over). However, when compared with the wider Haringey population the overall gender profile of service users shows that females are over-represented for drop-in centres (particularly Woodside House and Irish DIC). Across all services approximately 140 users are male and 506 are female. 2009 Mid Year Population Estimates showed of the people aged 65+ about 43% (9100) male and 56% (12,100) female. Therefore this proposal will have a disproportionate impact on women, as they appear to be the higher service users.

Service		Gender				Total Clients
		M		F		
		No. service users	%	No. service users	%	
Drop-in Centres	Woodside House DIC	37	13.5	237	86.5	274
	Abyssinia	38	33.0	77	67.0	115
	Willoughby	29	28.7	72	71.3	101
	Irish DIC	6	9.5	57	90.5	63
Jackson's Lane		8	24.2	25	75.8	33
Cypriot Centre		22	36.6	38	63.3	60
Total number of service users		140	27.6	506	72.4	646
Haringey Population		-	50.1 43	-	49.9 57	-

Disability

Disability data is available for two services: Willoughby drop in centre where 27% of users have a disability and the Elderly and Disability Project at the Cypriot Centre where 100% of users have a disability. The available data does not allow us to make a detailed analysis, and therefore we are unable to draw any firm conclusions on the impact of our proposals on people with a disability.

Service		Disability						Total Clients
		Yes		No		Unknown		
		No. service users	%	No. service users	%	No. service users	%	
Drop-in Centres	Woodside House DIC	-	-	-	-	274	100.0	274
	Abyssinia	-	-	-	-	115	100.0	115
	Willoughby	27	26.7	74	73.3	0	0.0	101
	Irish DIC	-	-	-	-	63	100.0	63
Jackson's Lane		-	-	-	-	33	100.0	33
Cypriot Centre		60	100	0	0.0	-	-	60
Haringey Population (life long limiting illness)		-	15.5	-	84.5	-	-	-

Ethnicity

There were 644 Clients using the drop in centres in total. The next highest ethnic group that is disproportionately represented to use the drop in centres are the Indian group, with 14.8% of the total clients in this ethnicity, the bulk of the Indian clients attended Woodside House (86 out of 95). 44.1% were White British which reflects the Haringey population of 45.3% 16.9% were Other White which reflects the Haringey population of 16.1%. There was only 0.6% of clients from the Mixed group, although they form 4.6% of Haringey's population. The group which has the least amount of clients according to their Haringey population is the African group (2.6% clients, 9.2% pop), closely followed by the Caribbean group (3.1% clients, 9.5%). The Cypriot centre only had Other White category clients.

		White						Mixed										
		White British		Irish		Other White		White and Black Caribbean		White and Black African		White and Asian		Other Mixed				
		No. users	%	No. users	%	No. users	%	No. users	%	No. users	%	No. users	%	No. users	%			
Drop-in Centres	Woodside House DIC	90	32.8%	10	3.6%	26	9.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	Abyssinia	87	75.7%	9	7.8%	6	5.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
	Willoughby	50	49.5%	17	16.8%	6	5.9%	0	0.0%	0	0.0%	0	0.0%	4	4.0%	0	0.0%	
	Irish DIC	39	61.9%	18	28.6%	3	4.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Jackson's Lane	18	58.1%	2	6.5%	8	25.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Cypriot Centre	0	0.0%	0	0.0%	60	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total Service users	284	44.1%	56	8.7%	109	16.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	0.6%		
Haringey Population	-	45.3%	-	4.3%	-	16.1%	-	1.5%	-	0.7%	-	1.1%	-	1.3%				

		Asian or Asian British								Black or Black British						Chinese or other ethnic group				Total Clients
		Indian		Pakistani		Bangladeshi		Other		Caribbean		African		Other		Chinese		Other		
		No. users	%	No. users	%	No. users	%	No. users	%	No. users	%	No. users	%	No. users	%	No. users	%	No. users	%	
Drop-in Centres	Woodside House DIC	86	31.4%	10	3.6%	5	1.8%	36	13.1%	9	3.3%	2	0.7%	0	0.0%	0	0.0%	0	0.0%	274
	Abyssinia	2	1.7%	1	0.9%	0	0.0%	2	1.7%	3	2.6%	3	2.6%	2	1.7%	0	0.0%	0	0.0%	115
	Willoughby	7	6.9%	0	0.0%	0	0.0%	1	1.0%	5	5.0%	11	10.9%	0	0.0%	0	0.0%	0	0.0%	101
	Irish DIC	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	3.2%	1	1.6%	0	0.0%	0	0.0%	0	0.0%	63
Jackson's Lane	0	0.0%	0	0.0%	0	0.0%	2	6.5%	1	3.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	31	
Cypriot Centre	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	60	
Total Service users	95	14.8%	11	1.7%	5	0.8%	41	6.4%	20	3.1%	17	2.6%	2	0.3%	0	0.0%	0	0.0%	644	

Haringey Population	-	2.9%	-	1.0%	-	1.4%	-	1.6%	-	9.5%	-	9.2%	-	1.4%	-	1.1%	-	2.0%	-
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Religion

Data on religion is not available for Jackson's Lane and the Drop-In services. These services are walk-in services where a minimal equalities data set is collected. The CEPD service has a mixture of Greek Orthodox (33) and Muslim (27) service users, where religion follows ethnicity in this culturally mixed service where those who attend do so following a social work assessment.

Service		Religion																Total Clients	
		Christian		Non practising Christian		Muslim		Hindu		Jewish		None		Other		Unknown/Not stated			
		No. users	%	No. users	%	No. users	%	No. users	%	No. users	%	No. users	%	No. users	%	No. users	%		
Drop-in Centres	Woodside House DIC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	274	100.0	274
	Abyssinia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	115	100.0	115
	Willoughby	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	101	100.0	101
	Irish DIC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	63	100.0	63
Jackson's Lane		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	333	100	333
Cypriot Centre		33	55.2	-	-	27	44.8	-	-	-	-	-	-	-	-	-	60	100	60
Haringey Population		-	50.1	-	-	-	11.3	-	2.1	-	2.6	-	20	-	1.9	-	-	12.1	-

2b) What factors (barriers) might account for this under/over representation?

Age

The nature of the provision affected is such that it predominantly impacts on the vulnerable groups for which it is intended – older people – as well as on the carers, formal and informal, who support them.

Sex

Women are possibly over-represented in the drop-in centres due to the spectrum of activities in place which might be less attractive to older men, hence this proposal will have a disproportionate impact on women, as they appear to be the higher service users.

Ethnicity

The information shows that Asian service users at the Woodside Drop In would be disproportionately impacted on by reductions in this service. Woodside Drop-In Centre works in partnership with I-Can Care, a voluntary sector organisation, in providing support to a large group of Asian older women.

Services users at Jackson's Lane luncheon club and the Cypriot Elderly & Disability Project and three of the four OPDICs are mainly White/White (Other) and would be disproportionately affected.

Disability

The available data does not allow us to make a detailed analysis, and therefore we are unable to draw any firm conclusions on the impact of our proposals on people with a disability. However in general terms the Drop ins have a council transport service as a proportion of those attending have mobility problems.

Religion

The CEDP provides a service to a mixture of Greek and Turkish Cypriot older people which is why there is a significant number of Muslim older people on that site.

Step 3 - Assessment of Impact

3a) How will your proposal affect existing barriers? (Please tick below as appropriate)

	Increase barriers?	Reduce barriers	No change
Drop in centres	X		
Jackson's Lane	X		
Cypriot Centre			X

Whilst it is likely that those using the Drop In Centres and Jackson's Lane will experience increased barriers to services; **there will be no change to existing barriers to FACS-eligible services.** In the case of Jackson's Lane and the Drop-Ins the Council has no legal responsibility to supply a service as these are walk-in services. No assessment is made to attend and there is no charge beyond the cost of a meal. In the case of the Cypriot Centre, though funding for two managers is being withdrawn, the service will continue and clients will continue to be referred, following a social-work assessment of need and a decision on the part of the client that they wish to spend their personal budget in this manner.

Summary of impact of current proposals

Impact on Age: As the main focus of all these services in terms of equalities protected characteristics is older people, the adverse effects of these changes will be felt across the age range under and 65+. However, as the data shows, the adverse impact will fall mostly on the 65+ as they are predominant in the use of the service.

Impact on Sex: In terms of gender within the age characteristic, the adverse impact will be felt more among older women 65+ as they outnumber men by a factor of approximately 3:1. This is true for all of these services and in particular Woodside House and Irish Drop In Centres.

Impact on Disability: On disability, given that the main focus of the service is older people many of whom would have some form of age-related disability, it is to be expected that disabled users will also be adversely affected by the proposed changes. This is the case for the Elderly and Disability Project at the Cypriot Centre where 100% of users have a disability. However, for the other services as only a few people provided information on disability, it is not possible to say whether or not disabled people would disproportionately affected by the proposals.

Impact on ethnicity:

In broad terms the groups affected by these changes are consistent with the overall borough profile for ethnicity. The main exceptions to this however are Woodside Drop In and the CEPD. Amongst Asian service users in Woodside Drop-In 11.4% of users are Indian and 5.8% are Asian Other or Asian British Other, compared to figures for Haringey of 2.9% and 1.6% respectively. However, as these operate under separate management and with their own workers, they are not directly affected by the proposed closure of the Council arm of the Drop-In and can continue to use that space. The CEPD project which supports Cypriot users will continue.

When the figures are broken down by individual centres it is possible to identify significant variations in the ethnicity of service users. Indeed, there are few groups that are not disproportionately affected by the changes at one service centre or another. However the diverse nature of the borough means that this would be largely impossible to avoid given the number of centres affected by this change.

Overall, when compared to the Haringey profile, the following ethnic groups are over-represented amongst service users:

- White –Abyssinia, Willoughby and Irish drop-in centres and Jacksons' Lane
- Irish –Willoughby and Irish drop-in centres
- White Other (Cypriot) – Jackson's Lane and the Cypriot Centre
- Indian – Woodside House drop in centre
- Asian Other –Woodside House drop-in centre

Impact on religion: Data is not collected in relation to the clients in Jackson's Lane and the Drop-Ins but equalities monitoring from consultation meetings with users, relatives and carers of the Drop-ins would indicate Christianity to be the prevalent religion across 3 of the 4 drop-ins in question. The CEPD service has a mixture of Greek Orthodox (33) and Muslim (27) service users.

Impact on other protected characteristics: There is no data on characteristics of sexual orientation, gender reassignment, marriage and civil partnership. The protected characteristic of pregnancy and maternity is not relevant in this instance as all the service users are older people aged under and 65+.

Impact on staff: The workforce implications of the proposed changes are covered in separate organisational restructure EqIAs.

Note: There are certain conditions such as social isolation and dementia which are age-related and tend to increase with age across other protected characteristics. It is not clear if and to what extent the rates age-related social isolation differ across other equalities characteristics or how the changes proposed could produce a change in rate of social isolation generally or differentially. However, closure of the Drop-Ins and Jackson's Lane could increase the risk of social isolation, especially for those Drop-In clients who have mobility problems and who come in on transport.

3b) What specific actions are you proposing in order to respond to the existing barriers and imbalances you have identified in Step 2?

The existing model of social care provision can act as a barrier to people exercising choice and control, and achieving / maintaining their independence: for example, specific BME groups/individuals may find that a personal budget more easily lends itself to meet their needs. The objective of personalisation is to ensure that individuals are able to achieve their desired outcomes, through self-assessment, person-centred support planning, and the use of personal budgets

Through self-directed-support and the wider transformation of social care individuals, with the help of those that support them will have the opportunity to manage their own care arrangements and achieve a better quality of life. Although there is likely to be an increase in the population of older people in Haringey over the next 20 years,

access to effective, efficient and personalised enablement services will reduce the need for residential care in the future. This is especially so for people who are physically frail but want to live in their own homes. We have also been in the forefront of putting in place efficient personalised services that support people to live independently, with an improved quality of life, for longer.

In the long-run, these barriers will be removed by the following:

- A move toward community-based services/community hubs
- Commissioning services
- Enabling more personalised care through increasing use of personal budgets which gives increased choice and control for clients assessed as being in need of care and support.
- Robust assessment, person-centred care management and safeguarding.
- Developing a 'universal offer' based on volunteering and social responsibility.
- Sharing assets and services.
- Development of new focused occupational driven Re-ablement service.
- Provision of information on alternative venues and walk-in services elsewhere in the Borough

In addition the quality of service provided to users of the CEDP will continue to be monitored through the social work and contract monitoring systems as well as through the Council's safeguarding procedures.

Drop-ins

Going forward, should the decision be taken to close the drop-in centres, the approach with the drop-ins will be to attempt to set up constituted membership groups of older people, supported by organisations in the independent sector to apply for grants from the Millennium Lottery Fund, Comic Relief and so on which, combined with a low level of contributions from members, may enable them to continue as places where older people can meet to socialise. This will only work however if the Council/other organisations agree not to charge a commercial rent/hire charge for the space, even on an hourly basis, or opt to waive it.

Council Officers have been discussing a monthly membership service with Metropolitan Support Trust that would offer a range of support, including access to horticulture courses, befriending support, exercise classes, minor repair services and advice on finances (£10/month). This service will be launched in July and would appear to be a viable alternative for some of the drop-in centre functions.

The foot care element of the service can be re-provided via the reablement service, free of charge, and/or basing 1-2 specific peripatetic workers in a range of locations and also at the same time increase the number of sessions available.

Information is being compiled on a wide range of other drop-ins/information points that displaced service users will be able to access, including the libraries/community hubs and existing small self-supporting groups such as Young at Heart (N8) who meet once a week. Information on alternative accessible transport possibilities will also be circulated widely.

Haringey Adult Learning Services offers a wide range of activities and supported sessions specifically targeted at older people, including drop-ins, coffee mornings, computer training and support, writing/poetry groups. The library service also offers staff who have been trained in reminiscence work and a comprehensive programme of activities are offered in addition to a monthly reminiscence café.

3c) If there are barriers that cannot be removed, what groups will be most affected and what Positive Actions are you proposing in order to reduce the adverse impact on those groups?

We do not envisage that there are barriers arising from existing delivery model that would be addressed by a move to the delivery model in 3(b) above. However, there will be continuous monitoring through contact with social workers, consultation with service users via organisations such as the Haringey LINK and the Older Peoples Forum, carers and other stakeholder groups on how the new model is working. We will use the feedback from these in the years to come to identify areas that will need market development, and where necessary, corrective measures will be put in place.

Step 4 - Consult on the proposal

4a) Who have you consulted on your proposal and what were the main issues and concerns from the consultation?

Consultation on the proposals for the Drop-in Centres

There has been a detailed consultation process in relation to the Drop-In service, which is directly provided by the Council. This has been written up as part of the consultation report. We have limited data from the equalities monitoring we undertook at the consultation meetings we held with the older persons drop-in centres users, relatives and carers.

The consultation ran for three months from 31st January to 30th April 2011. Meetings were however held with users of services, relatives and carers as well as staff either immediately before and after Christmas 2010 and at the start of the New Year 2011 to alert them to the proposed budget cuts and that we would be consulting on the proposal. This was followed up, at various stages between January and April 2011, by letters and emails, notices in the local press, via the independent and voluntary sector, the local online community and NHS colleagues so that the message could be cascaded to as wide as possible an audience. There was also a comprehensive web page where people could find up to date information, including feedback.

There were several main channels for the consultation. These included:

- Consultation surveys (printed and online versions were made available) for drop-ins.
- Email or other written correspondence directly to the council or via a councillor or local Member of Parliament.
- A significant number of events were held with users, relatives and carers where individuals were presented with information about the proposals and the consultation and then given the opportunity to discuss and comment upon the various aspects including the potential impact upon them and to put forward their case or alternative propositions.
- There were also opportunities for established partnership boards, reference groups, forums and other networks to consider formally the proposal and to respond to the consultation.
- In addition, in response to requests received, we met with a number of individuals or groups to discuss a number of alternative proposals. A

half-day working party of 40 service users (10 from each centre) was facilitated by Age UK. A report was produced as a result. Key issues of concern were around loss of social contact, the hot meal in the middle of the day and foot-care. Dial a Ride and similar are seen as less efficient than the Council service (provided from down-time in the middle of the day from Older People's Services day care-based vehicles).

- Users and other interested parties were also encouraged to begin their own consultation with officers attending or facilitating meetings with a number choosing to do so.

Impact for users, relatives and carers

Those who attended meetings or who wrote in have understandably expressed a range of emotions and strengths of feeling. Many people who participated in the consultation did so with personal stories and explained the impact of the cuts for them and/or their loved ones or the groups and individuals whose interests they represented. Many said that they looked forward to coming to centres, drop-ins etc. It was said that these preventative services provided a 'life line' for those who used them and that many people would be isolated or lose the only significant social contact they had without them. Closure of non-statutory services such as the drop-ins was also thought to increase the likelihood of a more serious intervention by the Council or NHS.

Understandably some queried what would happen to users of services should the proposed closures go ahead, worried as they were about not having enough time to make alternative arrangements. Relatives and carers worried where else their loved ones would go or receive a service

Impact for the future and the wider community

Some respondents worried that these savings would have lasting consequences for the community and those groups and individuals they supported and cared for. Others pointed to a potential extra demand for statutory and non-statutory services across the Borough and as they saw it the wider social impact of the proposals. There were worries too about current and future capacity if services closed or amalgamated or that the quality could not or would not be replicated in the independent sector or that prices would rise. The prevailing view was that every effort should be made to find suitable community based groups and organisations to take them over and they be offered practical support in doing so.

Comments on the proposal

The general view was that these organisations provided vital, much-needed services and support. People overwhelmingly would prefer it if they remained as they were and 'strongly opposed' or 'opposed' the proposal. Several respondents, including leading charities, expressed their opposition to any cuts in funding that threatened services for vulnerable people within the community and felt that savings could and should be found elsewhere even if they largely accepted and understood that funding shortages lay behind the proposal. Some people said that the proposed savings were a false economy and/or that it would cost more in the long run. Those in favour of the proposals said that the needs of all Haringey residents must be put ahead of the few and suggested a range of alternatives.

Many extended offers of help and/or suggested steps the Council should and could take to mitigate and/or monitor the impact were the cuts to go ahead. Some were pleased to see the personalisation programme moving forward and were keen to work with the Council in developing a diverse market in services. Others like the

Unions were concerned that the personalisation agenda was being used to justify the proposal.

Comments on the consultation

Direct feedback would indicate that the meetings we held were sensitively run and generally positively received and that the Council had fulfilled its responsibility of keeping those who attended informed. Others we have heard from said they had struggled to comprehend or hear what was being said, felt the meeting has been dominated by others or that they lacked detailed enough feedback on which to participate effectively.

Others suggested that proposals had been hastily arranged or that decisions had already been made, that the questionnaires were biased, queried the levels of advocacy or other support and/or asserted that the consultation was a formality, foregone conclusion or was even a 'sham'. There was frustration at how long the consultation was lasting, and in the absence of a decision, the 'lack of progress' from one meeting to the next or that we'd not listened to specialists or have taken account of their views as service users, relatives or professionals from the outset.

Frequently asked questions

People frequently asked about the reason for the savings and wanted to discuss other ways of saving money, asked what would happen to the buildings or to other groups using the buildings, asked about the consultation, and for more information to enable them to propose alternative courses of action for consideration as part of the consultation. Understandably some queried what would happen to users of services should the proposed closures go ahead, worried as they were about not having enough time to make alternative arrangements.

Consultation on proposals for the Cypriot Elderly and Disability Project

As the Cypriot Elderly and Disability Project is not directly provided services, letters were written to the management committee informing them of the proposals and asking for comments. In the case of CEDP, a response was received purely noting the proposals but not raising any objections.

Consultation on proposals for Jacksons' Lane

Following a letter to the management committee, a meeting was held with the Chief Executive of Jackson's Lane who informed officers that the luncheon club service would be at significant risk if the funding were to cease as all activities were funded by specific grants which did not allow for cross-subsidy. An informal meeting with Jackson's Lane users found all who attended universally in opposition to the proposal. Those corresponding with the Council about the proposed withdrawal of funding said that the luncheon club was an important if not unique part of community that has been in existence for many years. Moreover, it was argued, it was the only such venue for older people in the immediate area and (it is said) provided users with their main meal of the day. The Co-ordinator role was essential, it was argued, as number of members frail or otherwise were in need of support. Given the relatively small saving, people asked that the facility continue and that the Council find other ways to make these levels of savings and that to 'target' older people was unfair.

The full details of the consultation are contained in a separate more detailed consultation report published in May 2011.

4b) How, in your proposal have you responded to the issues and concerns from consultation?

We have responded to many issues/concerns raised during the consultation including meeting with a number of individuals and groups who wished to discuss alternatives to the Council's proposals. These included an event for Older People's Drop-in Centre users facilitated by Age (UK) in Haringey. Having listened, we will also hold a couple of specific meetings for people with sensory impairment.

We set out our assumptions and plans as to how we would move forward at the outset of the consultation and/or have updated these as we have gone along. This has included contacting religious and faith groups, the voluntary sector and others in the community asking them what they might provide and/or whether they are able or willing to fill in the gaps or help in any other way. Discussions have included looking at the feasibility of running user-led organisations, encouraging neighbourhood networks and volunteering, setting up similar groups in libraries, sheltered housing and such like. We will shortly set out the results of this and what we are planning to do or are doing as part of an overall prevention strategy, describing what is there and what is being planned should the decision be taken to close or withdraw support from services.

Just to be clear, there is no change to Haringey's Council's eligibility criteria to access adult social care services generally, so if a vulnerable adult is assessed as needing services s/he will continue to receive services, even if the services close.

As far as the drop-ins are concerned we have been clear from the outset that we would not be re-providing or funding these services if they close and do not anticipate replacement services being on a like for like basis and that it is for the management of the Cypriot project and the Jackson's Lane luncheon club to determine the future of these services in the light of the withdrawal of council funding and support.

4c) How have you informed the public and the people you consulted about the results of the consultation and what actions you are proposing in order to address the concerns raised?

In order to respond to the many questions raised during the consultation period without delay:

- Formal responses to many of the recurring questions that were posed during the consultation have been placed on the consultation web page, displayed in residential homes and centres, and disseminated in follow up meetings and/or made available on request or in responses to individual correspondence received.
- We also published an update in March and produced a set of responses to the most frequently asked questions and concerns.
- The final report summing up the consultation will be published on the council's website.

We will provide further feedback, and face to face meetings with individuals and organisations that took part in the consultation, as soon after the decision is taken as possible.

Do you envisage the need to train staff or raise awareness of the issues arising from any aspects of your proposal and as a result of the impact assessment, and if so, what plans have you made?

Future training is not relevant in relation to these proposals. The CEPD service will be continuing – the other services will close.

Step 6 - Monitoring Arrangements

What arrangements do you have or will put in place to monitor, report, publish and disseminate information on how your proposal is working and whether or not it is producing the intended equalities outcomes?

We will be using the Council's equalities monitoring form and reporting procedures to track the actual effects of the new delivery model when implemented and where adverse impacts are identified steps will be taken to address them. The form has been recently updated to include the new equalities protected characteristics identified by the Equality Act 2010.

▪ ***Who will be responsible for monitoring?***

The relevant Heads of Service will be responsible for monitoring the equalities impacts of the proposals.

▪ ***What indicators and targets will be used to monitor and evaluate the effectiveness of the policy/service/function and its equalities impact?***

The 'personalisation' of social care process has built in systems for review, risk assessment and quality assurance for those clients who require an assessed service as a result of the proposals. Data relating to those clients will be collected and analysed by equalities strands.

▪ ***Are there monitoring procedures already in place which will generate this information?***

Standard equalities monitoring documentation already exist and will be used.

▪ ***Where will this information be reported and how often?***

This information will be reported quarterly to Adult and Community Services DMT.

Step 7 - Summarise impacts identified

Age	Disability	Ethnicity	Sex (Gender)	Religion or Belief	Sexual Orientation
<p>All Increased social isolation as social contact services withdrawn</p> <p>Risks of higher need for other forms of support and care services in future</p>	<p>All Increased social isolation as services withdrawn</p> <p>All the services have older people many of whom have some form of age-related disability</p>	<p>Woodside Drop In Asian service users would be disproportionately impacted on by reductions in this service; this is a group which does not typically access mainstream services.</p> <p>Jackson's Lane luncheon club Cypriot Elderly & Disability Project and three of the four OPDICs White/White (Other) would be disproportionately affected</p>	<p>All Older women 65+ are disproportionately impacted and in particular those who use Woodside House and Irish Drop In Centres</p>	<p>CEPD Although Muslims are over-represented in the CEDP, their service will continue.</p> <p>Drop-ins Christianity to be the prevalent religion across 3 of the 4 drop-ins (not Woodside)</p>	<p>All There is insufficient data on sexual orientation of users and it is not expected that the changes proposed would produce any disproportionate effects on this group.</p>

Step 8 - Summarise the actions to be implemented

Please list below any recommendations for action that you plan to take as a result of this impact assessment.

Issue	Action required	Lead person	Timescale	Resource implications
Increased social isolation as social contact services withdrawn	<ul style="list-style-type: none"> • Provision of information on alternative venues and walk-in services elsewhere in the Borough • Robust assessment, person-centred care management and safeguarding. • A move toward community-based services/community hubs • Development of neighbourhood networks to reduce isolation, maintain independence and promote uptake of self-directed support. 	Head of Provider Service Head of Assessment and Personalisation	<ul style="list-style-type: none"> • Ongoing • Ongoing • Phased implementation for specific service proposals. • Underway with Bowes and Bounds Connected - A Community Network for Bowes Park and Bounds Green 	Existing resources
Risks of higher need for other forms of support and care services in future	<ul style="list-style-type: none"> • Identifying non-traditional respite options and improving take-up of personal budgets • Commissioning more services in the independent sector • Developing a diverse market in services 	Head of Assessment and Personalisation Head of Adult Commissioning	Ongoing July 2011-March 2012	Existing resources
Improve equality monitoring in relation to transformed services	<ul style="list-style-type: none"> • Ensure that all services users in transformed services are fully equality monitored against the Equality Act 2010 categories 	Heads of Services	Ongoing	Existing resources

Drop-In site	Situation to date	Outstanding actions/issues
Abyssinia Court	Discussions held with provider team manager about possibility of Hornsey Housing Trust supporting a group of older people to run a club there. HHT have verbally offered space rent free to service users. HHT are also in discussion with a local church to see if they could support a group	Paper presented to HHT Board on 18 th May – no feedback on outcome to date
Woodside House	There are three groups in the Woodside House space, only one of which is under threat. The I-Can Care Asian women's group has its own staff and can continue. The Tuesday Dance group can also continue.	Dance group and I-Can care group may be liable for rent via Property Services, unless waived. Attendees at each group will not get a basic foot care service as is the case now. Utility costs are currently absorbed by Property Services
Irish Centre	It was anticipated that the parallel CARA (Central & Cecil) day care/drop-in service would absorb the clients from the Council drop-in. However, the CARA service is also now proposed for closure in July. This is the least well used centre.	Notification to the Irish Centre management committee of the Cabinet decision required ASAP - will involve a loss of £10K/full-year rental income to the Irish Centre
Willoughby Road	There is a strong user	25-year lease runs out on this building complex in 2013, only part of which is

	<p>group in this centre, who have expressed a wish to continue to meet on that site. Cllr Schmitz has been involved in working with them, but nothing concrete has yet emerged</p>	<p>occupied by the Drop-In. It is currently unlikely that the lease will be renewed by the Council, even if it were affordable. The allocated cost of that space from Property Services, including energy, is some £90K</p>
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Step 9 - Publication and sign off

There is a legal duty to publish the results of impact assessments. The reason is not simply to comply with the law but also to make the whole process and its outcome transparent and have a wider community ownership. You should summarise the results of the assessment and intended actions and publish them. You should consider in what formats you will publish in order to ensure that you reach all sections of the community.

When and where do you intend to publish the results of your assessment, and in what formats?

On the Council's website after all the EqIAs has been approved and signed off.

Assessed by (Author of the proposal):

Name: Lisa Redfern

Designation: Deputy Director

Signature:

Date: 24 May 2011

Quality checked by (Equality Team):

Name: Arleen Brown

Designation: Senior Policy Officer

Signature: *A.J.brown*

Date: 24 May 2011

Sign off by Directorate Management Team:

Name:

Designation:

Signature:

Date:

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THE NEW DUTY – THE SINGLE EQUALITY DUTY

EQUALITY ACT 2010

Introduces the **Single Equality Duty** which covers all eight strands, namely **race, disability, sex, gender identity, pregnancy and maternity, religion/belief, age** and **sexual orientation** and which came into force on 06 April 2011.

Section 149 of the Equality Act 2010 Public Sector Equality Duty states

(1) A public authority must, in the exercise of its functions, have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

(2) – A person who is not a public authority but who exercises public functions must, in the exercise of those functions, have due regard to the matters mentioned in subsection (1).

(3) – Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to –

- (a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
- (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
- (c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

(4) – The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

(5) – Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to –

- (a) tackle prejudice, and
- (b) promote understanding.

(6) – Compliance with the duties in this section may involve treating some persons more favourably than others; but that is not to be taken as permitting conduct that would otherwise be prohibited by or under this Act.

(7) – The relevant protected characteristics are – age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

(8) – A reference to conduct that is prohibited by or under this Act includes a reference to –

- (a) a breach of an equality clause or rule;
- (b) a breach of a non-discrimination rule.

THE COUNCIL'S EQUALITIES SCHEME 2010-2013 AND DELIVERY PLAN

The Council's current Equality Scheme includes the three existing equality duties, namely race, disability and gender as well as the additional equality strands, namely religion or belief, age and sexual orientation, introduced by the Equality Act 2006, The Employment Equality (Age) Regulations 2006 and The Equality Act (Sexual Orientation) Regulations 2007.

TYPES OF DISCRIMINATION

Types of discrimination by way of an overview only include

- direct discrimination that is when someone (falling within one or more of the equality strands) is treated less favourably than others in the same circumstances
- indirect discrimination is when a provision, criterion or practice is applied to all but which puts a person (falling within one or more of the equality strands) at a disadvantage
- victimisation is when a person (falling within one or more of the equality strands) is treated less favourably than others having complained about discrimination in some way whether by way of proceedings or providing information or the making of allegations
- harassment is where there is unwanted conduct which has the purpose or effect of violating the person's (falling within one or more of the equality strands) dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

FOR INFORMATION

STATUTORY CODES OF PRACTICE

These are statutory codes relevant to each of the duties and whilst a breach of the code does not of itself make a person liable in any proceedings it will be taken into account by a court in certain types of proceedings. This means that they are admissible in evidence and if any provision of one of the codes appears to a court or a tribunal to be relevant to any question arising in the proceedings it has to be taken into account.

The existing codes continue to have effect until revoked by the Secretary of State at the request of the Equality and Human Rights Commission. The Commission has the power to issue new codes.

The draft code of practice on the Public Sector Equality Duty is scheduled to be laid before Parliament in Summer 2011.

GUIDANCE

The Commission has also produced non statutory guidance which includes the guidance on how to complete the assessments



Agenda item:

[No.]

Cabinet

On 7th June 2011

Report Title. **Preliminary Flood Risk Assessment**

Report of **Anne Lippitt, Director of Urban Environment**

Signed : *Anne Lippitt* 25/5/2011

Contact Officer :

Joan Hancox, Head of Sustainable Transport 020-8489-1777

joan.hancox@haringey.gov.uk

Wards(s) affected: **All**

Report for: **Key**

1. Purpose of the report

The Council needs to approve a Preliminary Flood Risk Assessment to be submitted to the Environment Agency by 22nd June 2011.

The Flood Risk Regulations 2009 and the Flood Water Management Act 2010 have made Haringey Council a Lead Local Flood Authorities (LLFA) and as such Haringey Council has to prepare a Preliminary Flood Risk Assessment (PFRA).

A draft copy of the PFRA report is attached as Appendix A.

2. Introduction by Cabinet Member (if necessary)

2.1 The floods in Cumbria and Gloucestershire demonstrated the devastation that can occur to communities with severe flooding events associated with heavy rainfall.

2.2	The focus of this preliminary report is on identifying the risk of groundwater flooding, particularly from heavy rainfall or flash flooding and needs to be submitted to the Environment Agency by 22 June 2011.
2.3	This preliminary flood assessment reminds us that Haringey is at risk of groundwater flooding, particularly around the Moselle Brook and New River corridors as well as areas of Hornsey. The Council needs to ensure that it is aware of this risk and seeks to address this to protect its communities and to safeguard against the possible implications of climate change.
2.4	Close collaboration already exists between Sustainable Transport and Planning services as well as Emergency Planning to ensure that the Council provides a comprehensive response on this important issue.
3	State link(s) with Council Plan Priorities and actions and /or other Strategies:
3.1	Haringey's Core Strategy which will guide the development and growth in the borough over the next 15 years is developed in line with national and regional planning frameworks which require assessment of local flood risk and relevant mitigation measures. The Core Strategy will give spatial interpretation to the Sustainable Community Strategy policies which include an environmentally sustainable future. The Core Strategy policies are based on evidence which includes a strategic flood risk assessment study prepared for the north London region in 2008.
3.2	The Council recently agreed a draft Sustainable Design and Construction Supplementary Planning Guidance which will require developers to consider and put into action measures to adapt to climate change and reduce rain water run-off.
3.3	Emergency Planning also carries out a role in ensuring that the Council is prepared for potential flooding events.
3.4	Adapting to Climate Change, which includes the potential for increased flooding risks is an important element of the Council's Greenest Borough Strategy.
4	Recommendations
	That Cabinet delegate the approval of Haringey's final Preliminary Flood Risk Assessment to the Cabinet Member for submission to the Environment Agency
5	Reason for recommendation(s)
5.1	The PFRA is a statutory requirement under the Flood Risk Regulation 2009.

Approval and submission of the PFRA will ensure that Haringey complies with the Flood Risk Regulations 2009. The PFRA is currently in draft form awaiting final amendments and thus final approval is needed by the Cabinet Member before it can be submitted to the Environment Agency.

6 Other options considered

- 6.1 The preparation of the PFRA is a legal requirement and there are no alternative actions available.
- 6.2 The Surface Water Management Plan is not required by these regulations until 2015 however it has been completed now as part of the London-wide Drain London project.

7 Summary

- 7.1 The Flood Risk Regulations 2009 and the Flood Water Management Act 2010 has made local authorities responsible for the preparation of a Preliminary Flood Risk Assessment (PFRA). The PFRA has now been carried out and subject to Cabinet approval will be submitted to the Environment Agency for review by 22nd June 2011. The PFRA process provides a high level overview of flood risk from all sources within Haringey; it focuses on local sources of flooding such as surface water and groundwater rather than main rivers.
- 7.2 In anticipation of the new role for local authorities the Drain London project was initiated in 2010 by the Greater London Authority with partners including the Environment Agency, Thames Water and London Boroughs. Two of the principal outputs of this project are a Preliminary Flood Risk Assessment (PFRA) and Surface Water Management Plan (SWMP) for every London Borough.
- 7.3 The methodology for preparing the PFRA is consistent with the Environment Agency's Final PFRA Guidance, published December 2010. Both the Planning Service and Emergency Planning have been involved in the development and production of the PFRA. The key objectives of the PFRA include the following:
- Collect information on past (historic) and future (potential) floods;
 - Review the Indicative Flood Risk Areas;
 - Provide a summary of the systems used for data sharing and storing and the provision for quality assurance, security and data licensing arrangements;
 - Describe arrangements for partnership and collaboration for ongoing collection, assessment and storage of flood risk data and information;
 - Identify relevant partner organisations involved in future assessment

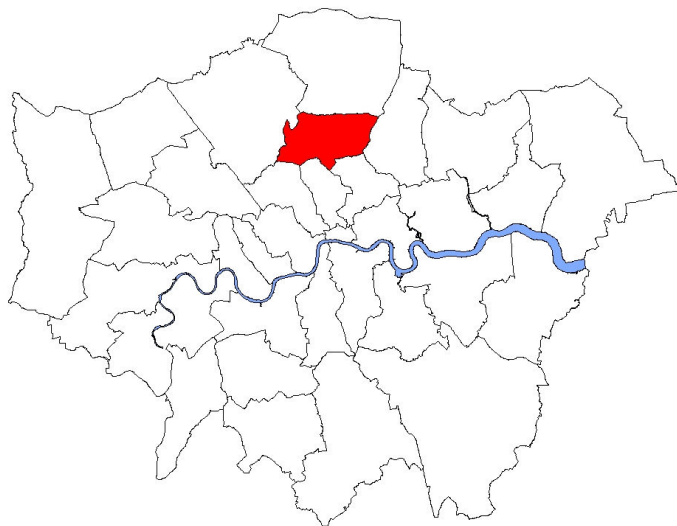
- of flood risk; and summarise means for future and ongoing stakeholder engagement;
 - Provide a useful reference point for all local flood risk management and inform future local strategies.
- 7.4 The main areas identified for surface water flood risk are shown on maps within the PFRA. The risks are measured by looking at the impact of a 1:200 chance of a rainfall event occurring in any given year. There seems to be no discernable change to the risk of surface water flooding when the effects of climate change are taken into account.
- 7.4 The next steps for the authority, following the submission of the PFRA are to:
- Finalise a Surface Water Management Plan
 - Prepare a Hazard Map for 2013
 - Prepare a Flood Risk Management Plan for 2015
- 7.5 The Council is also meant to identify mitigating actions that it can take to address flood risk. The additional responsibilities as a Lead Local Flood Authority (LLFA) are:
- for local flooding including ordinary watercourses, surface water and groundwater.
 - to establish and maintain a register of flood risk management assets; they will also be able to designate structures or features that impact on flood risk.
- 7.6 House builders and developers will be required to incorporate Sustainable Drainage Systems (SUDS) into new developments, where these systems serve more than one property they are to be adopted and maintained by local authorities. The Planning Service would lead on the inclusion of these in relevant planning applications.
- 7.7 A new risk-based regime to improve reservoir safety has been introduced. The size threshold for a statutory reservoir is to be lowered significantly thereby increasing greatly the number of reservoirs, although this is unlikely to have an impact in Haringey.
- 7.8 Risk management authorities, such as the Environment Agency, local authorities and water companies, must co-operate with other relevant authorities in the exercise of their flood risk management functions. Haringey is part of a sub-regional group of authorities looking at flood risk across north-east London. Haringey's Multi-Agency Flood Plan was approved at the haringey Emergency Planning Partnership (HEPP) board in 2010. This document sets out how the emergency services, the Council and other partners will respond in the event of serious flooding.

8. Chief Financial Officer Comments
8.1 The new responsibilities from the Flood Management Act and the development and implementation of flood mitigation measures will require additional engineering, and possibly planning, resources and skills which are not currently available in house. The services are currently looking at options for the best way to secure resources and expertise and the options include developing in-house skills, commissioning or shared service arrangements.
8.2 The Environment Agency requires planning authorities to undertake detailed flood risk assessments in relation to each area spatial action plan which will identify development and infrastructure proposals for parts of Haringey. The cost implications of these requirements are being developed.
8.3 Additional funding of £131,000 has been received by the Council for work in this area, but has currently not been allocated to the services pending a business case for assessing the additional resources needed and this will depend on the commissioning method. Developing this capacity will enable the Council to effectively bid for funds which are being established for flood mitigation which would help support additional staff costs in the future.
9 Head of Legal Services Comments
9.1 The Council is under a statutory obligation to prepare the Preliminary Flood Risk Assessment to the Environment Agency under the Flood Risk Regulations 2009, which establish a national framework for dealing with flood risk pursuant to EU directive
10 Equalities & Community Cohesion Comments
10.1 The Preliminary Flood Risk Assessment will help to ensure that Haringey's residents are not unnecessarily exposed to local sources of flood risk that could otherwise be mitigated.
11 Statutory Notification process and feedback
N/A
12 Use of appendices /Tables and photographs
Appendix A: Draft Preliminary Flood Risk Assessment

Appendix I

Awaiting submission of final draft report from Capita Symonds (appointed by Drain London.)

PRELIMINARY FLOOD RISK ASSESSMENT



DRAIN LONDON

**LONDON BOROUGH
OF HARINGEY**

GREATER LONDON AUTHORITY



Revision Schedule

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RELATED DOCUMENTS

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- The British Geological Survey
- British Waterways
- Drain London Group 4 Boroughs:
 - London Borough of Enfield
 - London Borough of Hackney
 - London Borough of Waltham Forest
 - London Borough of Newham
 - London Borough of Tower Hamlets
- The Environment Agency
- The Greater London Authority
- London Councils
- The London Fire Brigade
- Network Rail
- Thames Water
- Transport for London and London Underground

Executive Summary

Background

This report has been prepared for the London Borough of Haringey primarily to deliver the first step of the Flood Risk Regulations (2009). The London Borough of Haringey is defined as a Lead Local Flood Authority (LLFA) under the Floods and Water Management Act (the Act). The first step of the Flood Risk Regulations is for LLFAs to produce a Preliminary Flood Risk Assessment (PFRA), comprising this document, the supporting spreadsheet and GIS layer. PFRAs were already required prior to the implementation of the Act by the EU Flood Risk Management Regulations ('Floods Directive') and are therefore not a new requirement. The timetable for production of PFRAs and subsequent documents and strategies is defined by the Floods Directive. Some of the information within this report will also assist the London Borough of Haringey to manage local flood risk, in accordance with their duties under the Flood and Water Management Act 2010 (the Act).

The PFRA process is aimed at providing a high level overview of flood risk from all sources within a local area, including consideration of surface water, groundwater, ordinary watercourses and canals. As a LLFA, the London Borough of Haringey is required to submit their PFRA to the Environment Agency for review by 22nd June 2011. This PFRA has been produced as part of a co-ordinated programme of work across greater London facilitated by the Drain London Forum and the GLA. The methodology for producing this PFRA is consistent with other London Boroughs and has been based on the Environment Agency's Final PFRA Guidance and Defra's Guidance on selecting Flood Risk Areas, both published in December 2010.

Indicative Flood Risk Areas

Prior to the development of PFRAs the Environment Agency has used a national methodology, which has been set out by Defra, to identify broad indicative Flood Risk Areas across England where flooding could result in 'significant harmful consequences'. Of the ten indicative Flood Risk Areas that have been identified nationally, one is the Greater London administrative area. The London Borough of Haringey is within this Flood Risk Area.

To date significant harmful consequences have been assessed at a national scale based on a set of National Indicators developed by Defra:

- Human health – 30,000 people or 150 critical services (e.g. schools, hospitals, etc);
- Economic activity – 3,000 non-residential businesses; and
- Impact on environmental designations, heritage and pollution.

Haringey is only one part of the Greater London Indicative Flood Risk Area that met this threshold. Currently there is little guidance available on how national indicators should be applied at the local level and it is expected LLFAs develop their own relevant thresholds based on these indicators.

Review of Indicative Flood Risk Areas

Information relating to past flood events, caused by flooding from local sources, was collected and analysed. However, comprehensive details on flood extents and consequences of these events were largely unavailable. Based on the evidence that was collected, no past flood events could be determined with any certainty to have had 'significant harmful consequences'. Therefore, the decision was made to not include any records of past flooding in Annex 1 of the Preliminary Assessment Spreadsheet.

In order to develop a clear overall understanding of the flood risk across the London Borough of Haringey, flood risk data and records of historic flooding were collected from local and national sources including within the Borough, the Environment Agency, Thames Water, emergency services and other risk management authorities such as TfL.

Examination of the data collected found that there is a high future risk of flooding from local sources in parts of Haringey, particularly from surface water. This high risk relates to the number of people living in areas which may be subject to surface water flooding and not necessarily the frequency of the flood risk. The Drain London project is delivering surface water management plans for each London borough,

including hydraulic modeling of surface water runoff. Based on Drain London outputs it is estimated that approximately 38,800 properties are potentially at risk from flooding during a rainfall event with a 1 in 200 annual chance of occurring. The number of properties and businesses at risk for a future flood event is estimated to have 'significant harmful consequences' at a local scale as has been included in Annex 2 of the Preliminary Assessment Spreadsheet for collation and review by the Greater London Authority and Environment Agency for the Greater London Flood Risk Area.

Following on from approval of this PFRA, the Flood Risk Regulations require the borough to carry out two subsequent key stages:

- Flood hazard maps and flood risk maps (by June 2013); and
- Flood risk management plans (by June 2015).

The next cycle of the Flood Risk Regulations will begin in 2017 with review and update of this PFRA.

Glossary

Term	Definition
Aquifer	A water bearing rock, sand or gravel capable of yielding significant quantities of water.
Asset Management Plan (AMP)	In the context of water services, a plan for managing water and sewerage company (WaSC) infrastructure and other assets in order to deliver an agreed standard of service.
ASwWF	Areas Susceptible to Surface Water Flooding – The first generation broadscale national mapping of surface water flooding prepared for the Environment Agency.
Catchment Flood Management Plan (CFMP)	A high-level planning strategy through which the Environment Agency works with their key decision makers within a river catchment to identify and agree policies to secure the long-term sustainable management of flood risk.
CIRIA	Construction Industry Research and Information Association
Civil Contingencies Act 2004	This Act delivers a single framework for civil protection in the UK. As part of the Act, Local Resilience Forums must put into place emergency plans for a range of circumstances including flooding.
CLG	Government Department for Communities and Local Government
Climate Change	Long term variations in global temperature and weather patterns caused by natural and human actions.
Critical Drainage Area (CDA)	Areas of significant flood risk, characterised by the amount of surface runoff that drains into the area, the topography and hydraulic conditions of the pathway (e.g. sewer, river system), and the receptors (people, properties and infrastructure) that may be affected.
Culvert	A buried or underground channel or pipe that carries a watercourse below the level of the ground.
Defra	Department for Environment, Food and Rural Affairs
DEM	Digital Elevation Model – three dimensional digital representation of unfiltered topography surface of an area.
DG5 Register	A water-company held register of properties which have experienced sewer flooding due to hydraulic overload, or properties which are 'at risk' of sewer flooding more frequently than once in 10 years.
DTM	Digital Terrain Model – three-dimensional digital representation of a bare earth surface (i.e. with buildings, trees removed)
EA	Environment Agency – Who's play a central role on delivering the environmental priorities of central government and the Welsh Assembly Government through functions and roles
Indicative Flood Risk Areas	Areas determined by the Environment Agency as potentially having a significant level of flood risk, based on guidance published by Defra and WAG and the use of certain national datasets. These indicative areas are intended to provide a starting point for the determination of Flood Risk Areas by LLFAs.
FMfSW	Flood Map for Surface Water – second generation mapping prepared for the Environment Agency on the risk of surface water flooding
Flood defence	Infrastructure used to protect an area against floods. For example, floodwalls and embankments; they are designed to a specific standard of protection (design standard).
Flood Risk Area	An area determined as having a significant risk of flooding in accordance with guidance published by Defra and WAG.
Flood Risk Regulations (FRR)	Transposition of the EU Floods Directive into UK law. The EU Floods Directive is a piece of European Community (EC) legislation to specifically address flood risk by prescribing a common framework for its measurement and management.
Flood and Water Management Act	An Act of Parliament passed into law in 2010 which forms part of the UK Government's response to Sir Michael Pitt's Report on the Summer 2007 floods, a major recommendation of which is to clarify the legislative framework for managing surface water flood risk in England.

Term	Definition
Fluvial Flooding	Flooding resulting from water levels exceeding the bank level of a river or stream.
IDB	Internal Drainage Board - Internal Drainage Boards (IDBs) are independent bodies responsible for land drainage in areas of special drainage
IUD	Integrated Urban Drainage
LB	London Borough
LDF	Local Development Framework
Lead Local Flood Authority	Local Authority responsible for taking the lead on local flood risk management
LiDAR	Light Detection and Ranging
LLFA	Lead Local Flood Authority
Local Resilience Forum	A multi-agency forum, bringing together all the organisations that have a duty to cooperate under the Civil Contingencies Act, and those involved in responding to emergencies. They prepare emergency plans in a co-ordinated manner.
LPA	Local Planning Authority
LRF	Local Resilience Forum
Main River	A watercourse shown as such on the Main River Map, and for which the Environment Agency has responsibilities and powers
NRD	National Receptor Dataset – a collection of risk receptors produced by the Environment Agency
Ordinary Watercourse	All watercourses that are not designated Main River, and which are the responsibility of Local Authorities or, where they exist, IDBs
Partner	A person or organisation with responsibility for the decision or actions that need to be taken.
PFRA	Preliminary Flood Risk Assessment
Pitt Review	Comprehensive independent review of the 2007 summer floods by Sir Michael Pitt, which provided recommendations to improve flood risk management in England.
Pluvial Flooding	Flooding from water flowing over the surface of the ground; often occurs when the soil is saturated and natural drainage channels or artificial drainage systems have insufficient capacity to cope with additional flow.
PPS25	Planning and Policy Statement 25: Development and Flood Risk
Resilience Measures	Measures designed to reduce the impact of water that enters property and businesses; could include measures such as raising electrical appliances.
Resistance Measures	Measures designed to keep flood water out of properties and businesses; could include flood guards for example.
Risk	In flood risk management, risk is defined as a product of the probability or likelihood of a flood occurring, and the consequence of the flood.
Risk Management Authority (RMA)	As defined by the Floods and Water Management Act
River Basin District (RBD)	A River Basin or Basins used for both strategic planning and reporting to the European Commission for the Water Framework Directive. There are eleven RBDs in England and Wales.
Sewer Flooding	Flooding caused by a blockage or overflowing in a sewer or urban drainage system.
SFRA	Strategic Flood Risk Assessment
Stakeholder	A person or organisation affected by the problem or solution, or interested in the problem or solution. They can be individuals or organisations, includes the public and communities.
SuDS	Sustainable Drainage Systems
Sustainable Drainage Systems	Methods of management practices and control structures that are designed to drain surface water in a more sustainable manner than some conventional techniques.

Term	Definition
Surface Water	Rainwater (including snow and other precipitation) which is on the surface of the ground (whether or not it is moving), and has not entered a watercourse, drainage system or public sewer.
SWMP	Surface Water Management Plan
TfL	Transport for London
TWUL	Thames Water Utilities Ltd
WaSC	Water and Sewerage Company

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Table 8.1 LB Haringey Scrutiny Process

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Figure A-1 Surface Water Flooding Incidents

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Figure B-1 Maximum Flood Depth – 1 in 200yr Rainfall Event

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Figure B-3 Maximum Flood Depth – 1 in 100yr Rainfall Event plus Climate Change

Figure B-4 Flood Hazard & Flow Direction – 1 in 100yr Rainfall Event plus Climate Change

1 Introduction

1.1 What is a Preliminary Flood Risk Assessment?

- 1.1.1 A Preliminary Flood Risk Assessment is a high level screening **exercise** to identify areas of significant flood risk within a given study area. The PFRA involves collecting information on past and future (potential) floods, assembling the information into a Preliminary Flood Risk Assessment report, and identifying Flood Risk Areas.
- 1.1.2 This preliminary flood assessment **report** for London Borough of Haringey provides a high level summary of significant flood risk, based on available and readily derivable information, describing both the probability and harmful consequences of past and future flooding. The development of new information is not required by the process, but new analysis of existing information may be needed.
- 1.1.3 This PFRA has been based on existing and readily available information and brings together information from a number of available sources such as the Environment Agency's national information (for example Flood Map for Surface Water) and existing local products such as Strategic Flood Risk Assessments (SFRAs) and Surface Water Management Plans (SWMPs).
- 1.1.4 The scope of the PFRA is to consider past flooding and potential future flooding from the sources of flooding other than main rivers, the sea and reservoirs. In particular this includes surface runoff, groundwater and ordinary watercourses and any interaction these have with other sources of flooding.
- 1.1.5 The key deliverables from the PFRA process are:
- PFRA Report - This document and associated appendices
 - PFRA Spreadsheet – A structured spreadsheet provided by the Environment Agency and populated with information relating to local flooding. It contains the following sections:
 - Annex 1: Records of past floods and their significant consequences
 - Annex 2: Records of future floods and their consequences
 - Annex 3: Records of Flood Risk Areas and their rationale
 - PFRA Checklist – A checklist completed by the Lead Local Flood Authority to ensure all aspects of the PFRA process have been covered (included as Appendix D of this document)
 - GIS layer of Flood Risk Area(s) – Only required where new Flood Risk Areas are proposed or indicative Flood Risk Areas are amended.

1.2 Background

- 1.2.1 The primary driver behind the Preliminary Flood Risk Assessment is the Flood Risk Regulations 2009, which came into force on the 10th December 2009 and transpose the EU Floods Directive (Directive 2007/60/EC on the assessment and management of flood risks) into domestic law in England and Wales and to implement its provisions.

- 1.2.2 In particular the Regulations place duties on the Environment Agency and Local Lead Flood Authorities to prepare a number of documents across an ongoing 6-year cycle including:
- Preliminary Flood Risk Assessments – deadline 22/06/2011
 - Flood hazard and flood risk maps – deadline 22/06/2013
 - Flood Risk Management Plans – deadline 22/06/2015
- 1.2.3 The purpose of the Preliminary Flood Risk Assessment under the Regulations is to provide the evidence for identifying Flood Risk Areas. The report will also provide a useful reference point for all local flood risk management and inform local flood risk strategies.
- 1.2.4 The scope of the PFRA is to consider past flooding and potential future flooding from the sources of flooding other than main rivers, the sea and reservoirs. In particular this includes surface runoff, groundwater and ordinary watercourses and any interaction these have with drainage systems other sources

1.3 Objectives

- 1.3.1 The key objectives of the PFRA are summarised as follows:
- Collect information on past (historic) and future (potential) floods within the study area and record it within the Preliminary Flood Risk Assessment spreadsheet;
 - Assemble the information into a Preliminary Flood Risk Assessment report;
 - Review the Indicative Flood Risk Areas delineating by the Environment Agency and where necessary provide explanation and justification for any amendments required to the Indicative Flood Risk Areas;
 - Provide a summary of the systems used for data sharing and storing and the provision for quality assurance, security and data licensing arrangements;
 - Describe arrangements for partnership and collaboration for ongoing collection, assessment and storage of flood risk data and information;
 - Identify relevant partner organisations involved in future assessment of flood risk; and summarise means for future and ongoing stakeholder engagement;
 - Provide a useful reference point for all local flood risk management and inform future local strategies.

1.4 Study Area

- 1.4.1 The London Borough of Haringey is located in north London bordering the London boroughs of Waltham Forest to the east, Camden, Islington and Hackney to the south, Barnet to the west, and Enfield to the north.
- 1.4.2 The most notable watercourses running through the Borough are the River Lee and the Moselle Brook. The Moselle Brook flows through the north of the Borough in Tottenham and was originally a tributary of the River Lee. The majority of the watercourse is now culverted and flows into the Pymmes Brook. The River Lee flows in a southerly direction along the eastern boundary of the Borough with Waltham Forest.

- 1.4.3 The topography of the London Borough of Haringey generally slopes in an easterly direction towards the River Lee. The highest parts of the Borough are in the west, along the boundaries with the London Boroughs of Barnet, Camden and Islington, where ground elevations are typically above 90mAOD. The lowest parts of the Borough are along the boundary with Waltham Forest where ground elevations are in the order of 10mAOD. The topography of the borough suggests that surface water runoff is likely to flow in an easterly direction and pond in the low-lying areas. There are a number of railway embankments within the borough that may impede or alter flow routes.
- 1.4.4 The London Borough Haringey lies within the London Basin, which has been shaped by a relatively thick (few hundred metres) chalk syncline. The basin has been infilled over time by a series of clays and sands, the most notable deposit being the fossil rich and impermeable London Clay. The clay layer can be up to a maximum of 150m thick beneath London. More recently in geological terms, the London Clay has been overlain by drift deposits from river terraces. As the River Lee has altered path and scoured channels deeper through time, they have left deposits of sand and gravel in terrace formations upon the underlying geology. Rainfall in clay areas runs off quickly into the rivers as water is unable to penetrate into the ground. The interaction between groundwater and surface water is generally prevented due to the presence of London Clay.
- 1.4.5 The study area falls into the Thames River Basin District (RBD) (as defined by the Environment Agency) and is located in the Environment Agency Thames Region (regional operating area). The water utility provider is Thames Water Utilities Ltd.

2 LLFA Responsibilities

2.1 Legislative Background

- 2.1.1 The key drivers behind the Preliminary Flood Risk Assessment are two pieces of new legislation, the Flood Risk Regulations 2009 which came into force on the 10th December 2009, and the Flood & Water Management Act (FWMA) which gained Royal Assent on the 8th April 2010.
- 2.1.2 The Flood Risk Regulations 2009 was created to transpose the EU Floods Directive (Directive 2007/60/EC) into domestic law in England and Wales. The Floods Directive provides a framework to assess and manage flood risks in order to reduce adverse consequences for human health, the environment (including cultural heritage) and economic activity.
- 2.1.3 The Flood and Water Management Act 2010 makes specific provision for the recommendations provided by Sir Michael Pitt in his independent review of the flooding experienced across much of England and Wales in 2007.
- 2.1.4 Under these pieces of legislation, all Unitary Authorities are designated 'Local Lead Flood Authorities' (LLFA) and have formally been allocated a number of key responsibilities with respect to local flood risk management.

2.2 Leadership & Partnership

- 2.2.1 The Flood and Water Management Act 2010 defines the Lead Local Flood Authority (LLFA) for an area as the unitary authority for the area, in this case London Borough of Haringey. As such, the London Borough of Haringey is responsible for leading local flood risk management including establishing effective partnerships with stakeholders such as the Environment Agency, Thames Water Utilities Ltd, Transport for London, Network Rail and London Underground as well as others. Ideally these working arrangements should be formalised to ensure clear lines of communication, mutual co-operation and management through the provision of Level of Service Agreements (LoSA) or Memorandums of Understanding (MoU).
- 2.2.2 The London Borough of Haringey forms part of the 'Group 4' group of boroughs, established as part of the Drain London programme, formed to assist delivery of Drain London, but also to establish an ongoing working partnership for managing local flood risk in the area. Drain London Group 4 includes the London boroughs of:

- Enfield
- Hackney
- Haringey
- Newham
- Tower Hamlets
- Waltham Forest

Group 4 are represented on the Thames Regional Flood Defence Committee (RFDC) by the councillor from the London Borough of Enfield.

2.3 Stakeholder Engagement

2.3.1 As part of the PFRA and parallel preparation of the SWMP for the area, Capita Symonds with Scott Wilson on behalf of the London Borough of Haringey, have sought to engage stakeholders representing the following organisations and authorities.

- Environment Agency
- Thames Water Utilities Ltd
- Neighbouring London Boroughs
- British Waterways
- London Fire Brigade
- Network Rail
- London Underground
- Transport for London
- Highways Agency
- Natural England

2.3.2 Of these organisations, the Environment Agency and London Borough of Haringey representatives were actively engaged and assisted in the preparation of this document.

2.3.3 Within London Borough of Haringey, representatives from a number of departments and sectors have been engaged in the PFRA process including Emergency Planning, Strategic Planning, Highways and Sustainable Transport.

2.4 Public Engagement

2.4.1 Members of the public may also have valuable information to contribute to the PFRA and to an improved understanding and management of local flood risk within the study area. Public engagement can afford significant benefits to local flood risk management including building trust, gaining access to additional local knowledge and increasing the chances of stakeholder acceptance of options and decisions proposed in future flood risk management plans.

2.4.2 However it is also recognised that it is crucial to plan the level and timing of engagement with communities predicted to be at risk of flooding from surface water, groundwater and ordinary watercourses. This is to ensure that the potential for future management options and actions is adequately understood and costed without raising expectations before solutions can reasonably be implemented.

2.4.3 It is important to undertake some public engagement when formulating local flood risk management plans, following the designation of Flood Risk Areas within the study area as this will help to inform future levels of public engagement. As part of the Drain London project, the Greater London Authority are reviewing how the project outputs generated could be communicated to the public and will provide advice to boroughs.

2.4.4 It is recommended that the London Borough of Haringey follow the guidelines outlined in the Environment Agency's "Building Trust with Communities" which provides a useful process of how to communicate risk including the causes, probability and consequences to the general public and professional forums such as local resilience forums.

2.5 Other Responsibilities

2.5.1 Aside from forging partnerships and coordinating and leading on local flood management, there are a number of other key responsibilities that have arisen for Local Lead Flood Authorities

from the Flood & Water Management Act 2010, and the Flood Risk Regulations 2009. These responsibilities include:

- **Investigating flood incidents** – LLFAs have a duty to investigate and record details of significant flood events within their area. This duty includes identifying which authorities have flood risk management functions and what they have done or intend to do with respect to the incident, notifying risk management authorities where necessary and publishing the results of any investigations carried out. .
- **Asset Register** – LLFAs also have a duty to maintain a register of structures or features which are considered to have an effect on flood risk, including details on ownership and condition as a minimum. The register must be available for inspection and the Secretary of State will be able to make regulations about the content of the register and records.
- **SuDS Approving Body** – LLFAs are designated the SuDS Approving Body (SAB) for any new drainage system, and therefore must approve, adopt and maintain any new sustainable drainage systems (SuDS) within their area. This responsibility is anticipated to commence from April 2012.
- **Flood risk management strategies** – LLFAs are required to develop, maintain, apply and monitor a strategy for local flood risk management in its area. The local strategy will build upon information such as national risk assessments and will use consistent risk based approaches across different local authority areas and catchments.
- **Works powers** – LLFAs have powers to undertake works to manage flood risk from surface runoff and groundwater, consistent with the local flood risk management strategy for the area.
- **Designation powers** – LLFAs, as well as district councils and the Environment Agency have powers to designate structures and features that affect flooding in order to safeguard assets that are relied upon for flood risk management.

3 Methodology & Data Review

3.1 Data Sources & Availability

3.1.1 Table 3-1 provides a summary of the data sources held by partner organisations and provides a description of the dataset and its availability at the time the PFRA was produced. This data was collated centrally by the Greater London Authority through the Drain London project, including centralising relevant data sharing agreements and licencing. This data was then disseminated to consultants Capita Symonds with Scott Wilson for the preparation of the London Borough of Haringey PFRA.

Table 3-1 Data Sources

	Dataset	Description
Environment Agency	Environment Agency Flood Map (Flood Zones)	Shows extent of flooding from rivers with a catchment during 1 in 100yr flood and 1 in 1000yr flood. Shows extent of flooding from the sea during 1 in 200yr and 1 in 1000yr flood events. Ignores the presence of defences.
	Areas Susceptible to Surface Water Flooding	A national outline of surface water flooding held by the EA and developed in response to Pitt recommendations.
	Flood Map for Surface Water	A second generation of surface water flood mapping which was released at the end of 2010.
	Groundwater Flooding Incidents	Records of historic incidents of groundwater flooding as recorded by the Environment Agency.
	National Receptors Dataset	A nationally consistent dataset of social, economic, environmental and cultural receptors including residential properties, schools, hospitals, transport infrastructure and electricity substations.
	Indicative Flood Risk Areas	National mapping highlighting key flood risk areas, based on the definition of 'significant' flood risk agreed with the Defra and WAG.
	Historic Flood Outline	Attributed spatial flood extent data for flooding from all sources.
	Rainfall Data	15 minute and daily rainfall gauge records from approximately 1990 – 2010 for gauge sites across London.
	Source protection zones	Show the risk of contamination that might cause pollution in the area. The maps show three main zones (inner, outer and total catchment).
	Asset data	Details on the location and extent of flood defences across Group 4 as well as a system asset management plans.
London Borough	Strategic Flood Risk Assessments (SFRA)	SFRAs may contain useful information on historic flooding, including local sources of flooding from surface water, groundwater and flooding from canals.
	Historical flooding records	Historical records of flooding from surface water, groundwater and ordinary watercourses.
	Anecdotal information relating to local flood history and flood risk areas	Anecdotal information from authority members regarding areas known to be susceptible to flooding from excessive surface water, groundwater or flooding from ordinary watercourses.

	Highways Flooding Reports	Highways Flooding Reports, including analysis of the flood risk at each location.
Thames Water	DG5 Register for Thames Water Utilities areas	DG5 Register logs and records of sewer flooding incidents in each area.
	Sewer pipe network	GIS dataset providing the georeferenced location of surface water, foul and combined sewers across Group 4. Includes pipe size and some information on invert levels.
British Waterways	British Waterway's canal network	Detailed GIS information on the British Waterway's canal network, including the location of canal centrelines, sluices, locks, culverts, etc.
	Records of canal breaches and overtopping events	Records of historical canal overtopping and drainage misconnections.
British Geological Society	Geological datasets	Licensed GIS datasets including: <ul style="list-style-type: none"> • Geological indicators of flooding; • Susceptibility to groundwater flooding; • Permeability; • Bedrock and superficial geology.
GLA	Deprived Areas	Index of Multiple Deprivation, ranking all London Ward's.
London Fire Brigade	Historic flooding records	London Fire Brigade call outs to incidents of flooding between January 2000-December 2009. Does not specify the source of flooding.
London Underground and Network Rail	Historic flooding records	Recorded incidents of flooding to London Underground and National Rail infrastructure

3.2 Limitations

Records of Past Floods

- 3.2.1 The most significant data gap across the London Borough of Haringey relates to records of past 'local' flooding incidents. This is a common issue across the UK as record keeping of past floods has historically focussed on flooding from rivers or the sea. Records of past incidents of surface water, sewer, groundwater or ordinary watercourse flooding has been inconsistent.
- 3.2.2 Thames Water have provided post code-linked data (DG5 register) on records of sewer flooding, however more detailed data on the location and cause of sewer flooding is not currently available.

- 3.2.3 Similarly, the London Fire Brigade have recorded incidents of call outs relates to flooding, however there is no information on the source of flooding (e.g. many may be pipe bursts), or probability, hazard or consequence of the flooding.

Future Groundwater Flooding

- 3.2.4 Groundwater flooding is dependent on local variations in topography, geology and soils. The causes of groundwater flooding are generally understood however it is difficult to predict the actual location, timing and extent of groundwater flooding without comprehensive datasets.
- 3.2.5 There is a lack of reliable measured datasets to undertake flood frequency analysis and even with datasets this analysis is complicated due to the non-independence of groundwater level data. Surface water flooding incidents are sometimes mistaken for groundwater flooding incidents, e.g. where runoff via infiltration seeps from an embankment, rather than locally high groundwater levels.

Future Surface Water Flooding

- 3.2.6 The Environment Agency data sets 'Areas Susceptible to Surface Water Flooding' and second generation 'Flood Map for Surface Water' are national scale assessments suitable for broadly identifying surface water flood risk. The datasets are of a resolution suitable for the PFRA, however are limited in their use in addressing the next stages of the Flood Risk Regulations (2009), e.g. Hazard Maps. The outputs from Drain London will assist in addressing this data limitation.

Flooding Consequences

- 3.2.7 The analyses to prepare the indicative Flood Risk Areas issued to accompany the final PFRA Guidance were based on the National Receptors Database (NRD) version 1.0 (for the counts of properties and other receptors). Receptor information was prepared for all London Boroughs in December 2010 in order to undertake property counts required for the SWMPs, also using NRD version 1.0. Version 1.1 of the NRD has subsequently been issued and contains modifications and corrections since version 1.0. However, in order to avoid repetition of work, and ensure consistency between the SWMP and the PFRA, it was decided to complete the PFRA using NRD version 1.0.

3.3 Security, Licensing and Use Restrictions

- 3.3.1 A number of datasets used in the preparation of this PFRA are subject to licensing agreements and use restrictions.
- 3.3.2 The following national datasets provided by the Environment Agency are available to lead local flood authorities for local decision making:
- EA Flood Zone Map
 - Areas Susceptible to Surface Water Flooding
 - Flood Map for Surface Water
 - National Receptor Database
- 3.3.3 A number of the data sources used are publicly available documents, such as:
- Strategic Flood Risk Assessment
 - Catchment Flood Management Plan

- Surface Water Management Plan

3.3.4 The use of some of the datasets made available for this PFRA has been restricted. These include:

- Records of property flooding held by the Council and by Thames Water Utilities Ltd;
- British Geological Society geology datasets;
- London Fire Brigade call outs for flooding;

3.3.5 Necessary precautions must be taken to ensure that all information given to third parties is treated as confidential. The information must not be used for anything other than the purpose stated in the agreement. No information may be copied, reproduced or reduced to writing, other than what is necessary for the purpose stated in the agreement.

3.4 Quality Assurance

3.4.1 The datasets used to inform this PFRA were collected centrally for all London Boroughs as part of the Tier 1 Drain London work package. All data received was subject to quality assurance measures to monitor and record the quality and accuracy of the data and information. A data quality score was given to all the data which is a qualitative assessment based on the Data Quality System provided in the SWMP Technical Guidance (March 2010). This system is explained in Table 3-2.

Table 3-2 Data Quality System (SWMP Technical Guidance March 2010)

Data Quality Score	Description	Explanations	Example
1	Best available	No better available; not possible to improve in the near future	2D Pluvial Modelling Outputs
2	Data with known deficiencies	Best replaced as soon as new data is available	Historic Flood Records
3	Gross assumptions	Not invented but based on experience and judgement	Location, extent and depth of surface water flooding
4	Heroic assumptions	An educated guess	Impact of a historic flood event

3.4.2 The use of this system provides a basis for analysing and monitoring the quality of data that is being collected and used in the preparation of the PFRA. As mentioned in Section 3.2, some of the datasets collected for this PFRA were of poor quality, and this has been identified and recorded using this system.

3.4.3 Details of the data used in the assessment for the London Borough of Haringey and their classified scores has been provided in the Haringey SWMP.

4 Past Flood Risk

4.1 Summary of Past Floods

4.1.1 Table 4-1 provides a summary of the past flooding recorded in more than one location in London Borough of Haringey, and known to be from surface water, sewer or groundwater sources. Records in Table 4.1 are based on the reoccurrence of reported incidents in an area, however as identified in Section 3.2, it does not necessarily represent every flooding incident in the London Borough of Haringey.

Table 4-1 Past Floods & Consequences

Date	Main source of flooding	Description	Data Source	Significant harmful consequences?
Unknown	Pluvial/Fluvial	Flooding near to Turnpike Lane	LB Haringey	No
Unknown	Pluvial/Fluvial	Flooding near to Downhills Way (B155)	LB Haringey	No
03/10/2002 and 17/03/2009	Groundwater	Flooding reported in Highgate along Hampstead Lane and Southwood Lane	EA	No
09/12/2002 and 04/04/2005	Groundwater	Flooding in Tottenham Hale: Lansdowne Road and Shelbourne Road.	EA	No
14/11/2003 and 25/06/2007	Groundwater	Seepage and standing water reported along The Avenue, Tottenham	EA	No
21/06/2005 and 22/11/2007	Groundwater	Flooding near to Coniston Road, Muswell Hill	EA	No

4.1.2 The complete record of known and recorded flooding incidents in the London Borough of Haringey are shown on the following figures in Appendix A:

- A-1 Surface Water Flooding Incidents
- A-2 Main River / Fluvial / Tidal Flooding Incidents
- A-3 Groundwater Flooding Incidents
- A-4 Sewer Flooding Incidents

4.2 Significant Harmful Consequences

4.2.1 There is very little reliable information available on the consequences of each of the flood events in Table 4.1, therefore there is no certainty in being able to classify them as having “significant harmful consequences”, as required by the Flood Risk Regulations. In the absence of any reliable data, the London Borough of Haringey believes none of these events meet the criteria to be included in Annex 1 of the PFRA.

4.2.2 Available data on historic flooding in the London Borough of Haringey has been assembled into a standardised GIS data record as part of the Drain London project to assist with consistent

and suitably detailed recording of future flooding incidents for the next cycle of the Flood Risk Regulations.

4.3 Interactions with Other Flooding Sources

- 4.3.1 Flooding is often the result of water from more than one source, or water building up because another source (such as a river, or the sea) has prevented it from discharging normally. Information about past flooding can often be from an unknown source (i.e. it is not clear where the water came from), or flooding as a result of interactions between sources (in which case more than one source may be recorded).
- 4.3.2 Where flood records within the study area are known to be from more than one flood source, this has been recorded in the Preliminary Flood Risk Assessment spreadsheet. Where the source of flooding is not known this has also been recorded.

5 Future Flood Risk

5.1 Summary of Future Flood Risk

5.1.1 Information about future flood risk, or potential flooding, is usually produced by computer models. The Environment Agency has several national datasets showing risk of flooding from surface water, groundwater and main rivers and ordinary watercourses that are available to LLFAs:

- Areas Susceptible to Surface Water Flooding (AStSWF);
- EA Flood Map for Surface Water (FMfSW);
- Areas Susceptible to Groundwater Flooding; and
- EA Flood Zone Map

5.2 Locally Agreed Surface Water Information on Future Flood Risk

Surface Water and Ordinary Watercourses

5.2.1 In addition to these national datasets more locally specific surface water information is available for the study area. The London Borough of Haringey is in the process of completing a Surface Water Management Plan (SWMP) as part of the Drain London project. As part of this study, direct rainfall modelling has been undertaken to simulate surface water flooding in the study area and is presented as mapping in the SWMP. In accordance with the PFRA guidance (2010), this mapping represents the locally agreed surface water information for Haringey.

5.2.2 Figures B-1 and B-2 included in Appendix B show the results from this modelling for the 1 in 100 year return period rainfall event. Figure B-1 shows the Maximum Flood Depth and Figure B-2 shows the Flood Hazard Rating and general Flow Direction. Figures B-3 and B-4 show the same outputs for the 1 in 200 year return period rainfall event.

5.2.3 For a full methodology, the reader is referred to the Surface Water Management Plan for London Borough of Haringey. For details on the significant consequences of the identified flooding refer to Annex 2.

5.2.4 The direct rainfall modelling undertaken for Drain London represents an improvement on the existing national data sets (e.g. Flood Map for Surface Water) and has therefore been used as the primary dataset to determine the significance of flooding from surface water and ordinary watercourses.

Groundwater - Increased Potential for Elevated Groundwater (iPEG) Mapping

Background

5.2.5 Large areas within the Drain London area are underlain by permeable substrate and thereby have the potential to store groundwater. Under some circumstances groundwater levels can rise and cause flooding problems in subsurface structures or at the ground surface. The mapping technique described below aims to identify only those areas in which there is the greatest potential for this to happen and in which there is the highest possible confidence in the assessment.

- 5.2.6 The following four data sources have been utilised to produce the increased Potential for Elevated Groundwater map:
- British Geological Survey (BGS) Groundwater Flood Susceptibility Map;
 - Jacobs Groundwater Emergence Maps (GEMs);
 - Jeremy Benn Associates (JBA) Groundwater Flood Map; and
 - Environment Agency/Jacobs Thames Estuary 2100 (TE2100) groundwater hazard maps.

5.2.7 To produce the iPEG map for consolidated aquifers, an area was defined as having increased potential for elevated groundwater levels if at least two of the three mapping techniques listed above produced a corresponding area. For the permeable superficial deposits, only Band 1 Very High of the BGS and the TE2100 data were used as this was judged to best represent the hazard.

5.2.8 The techniques used to generate the iPEG map produced some small areas of increased potential and some dry islands within increased potential areas. These have not been cleaned in order to best represent the original data.

How to Use and Interpret the Map

5.2.9 The increased Potential for Elevated Groundwater map shows those areas within the Borough where there is an increased potential for groundwater to rise sufficiently to interact with the ground surface or be within 2 m of the ground surface.

5.2.10 Groundwater may become elevated by a number of means:

- Above average rainfall for a number of months in Chalk outcrop areas;
- Shorter period of above average rainfall in permeable superficial deposits;
- Permeable superficial deposits in hydraulic continuity with high water levels in the river;
- Interruption of groundwater flow paths; and
- Cessation of groundwater abstraction causing groundwater rebound.

5.2.11 With the exception of groundwater rebound which is not covered, the iPEG map will identify those areas most prone to the mechanisms described above. The map shows those areas considered to have the greatest potential for elevated groundwater. Additional areas within the London Boroughs have permeable geology and therefore could also produce elevated groundwater levels. However, to produce a realistic map, only where there is the highest degree of confidence in the assessment are the areas delineated. This ensures resources are focused on the most susceptible areas. In all areas underlain by permeable substrate, groundwater should still be considered in planning developments.

5.2.12 Within the areas delineated, the local rise of groundwater will be heavily controlled by local geological features and artificial influences (e.g. structures or conduits) which cannot currently be represented. This localised nature of groundwater flooding compared with, say, fluvial flooding suggests that interpretation of the map should similarly be different. The map shows the area within which groundwater has the potential to emerge but it is unlikely to emerge uniformly or in sufficient volume to fill the topography to the implied level. Instead, groundwater emerging at the surface may simply runoff to pond in lower areas. The localised nature of groundwater flooding and the different interpretation of the maps required is illustrated in the cartoon in Figure 5-1.

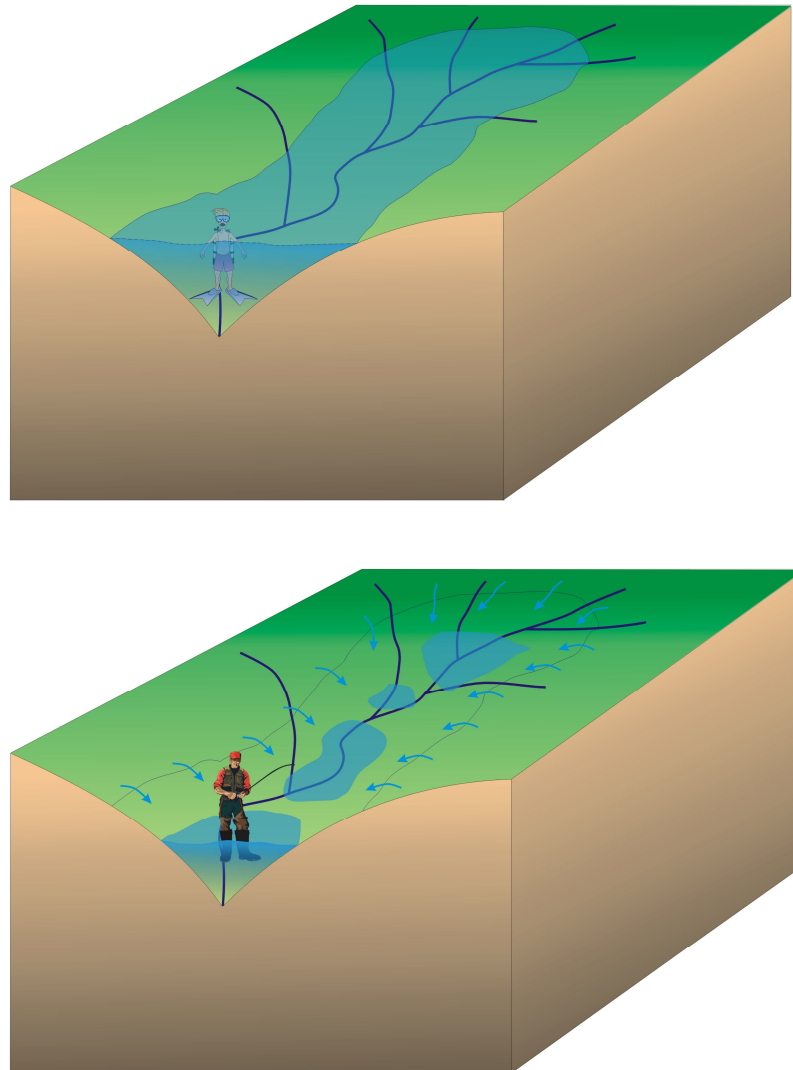


Figure 5-1 Cartoon illustrating the difference between fluvial (top image) and groundwater (bottom image) flood mapping.

- 5.2.13 For this reason within iPEG areas, locations shown to be at risk of surface water flooding are also likely to be most at risk of runoff/ponding caused by groundwater flooding. Therefore the iPEG map should not be used as a “flood outline” within which properties at risk can be counted. Rather it is provided, in conjunction with the surface water mapping, to identify those areas where groundwater may emerge and if so what would be the major flow pathways that water would take.

Results

- 5.2.14 The iPEG mapping is presented in Appendix A, Figure A-5. The mapping shows an increased potential for ground water to rise most noticeably in the north-eastern corner of the borough in the vicinity of the Pymmes Brook and Tottenham Hotspurs Football Club. Elsewhere, small scattered areas are identified as having an increased potential and are predominately located in the eastern half of the borough apart from an area near Alexandra Park in Wood Green. In

contrast, historic records of groundwater incidents are scattered throughout the London Borough of Haringey. Furthermore, the density of past events appears to be distributed evenly across the borough and is not noticeably inclined to the east. The discrepancy between recorded historic incidents and potential areas of future incidents may be attributed to the following:

- Past incidents may be a result of localised flooding mechanisms (or other flooding mechanisms) which have not been assessed as part of the production of the iPEG mapping.
- The flood source attributed to past incidents may not be accurate.
- The iPEG mapping does not represent local geological features and artificial influences (e.g. structures or conduits) which have the potential to heavily influence the local rise of groundwater.
- The iPEG map only shows areas that have the greatest potential for elevated groundwater and does not necessarily include all areas that are underlain with permeable geology.

Table 5-1 Summary of Potential Future Floods and Consequences from Pluvial/ordinary Watercourses

Main source of flooding	Probability	Description	Data Source	No. Flooded Properties				
				Households	Infrastructure	Commercial/Industrial	Other	Total
Pluvial/ordinary watercourses	1 in 30	<ul style="list-style-type: none"> • 'Intermediate Assessment' in accordance with Defra Guidance. Topography is derived from LIDAR (in larger urban areas, on 1m, 2m grids; original accuracy $\pm 0.15m$), processed to remove buildings and vegetation, then degraded to a composite 5m DTM. Manual edits applied where flow paths clearly omitted e.g. below bridges. 100mm upstand created for all buildings (above average ground level) to represent floor levels and preferential flow around buildings. • Flow routes dictated by topography; 6.5mm/hr of the rainfall applied to the model is removed to account for drainage (Thames Water guidance), however the drainage has not been explicitly modelled. • Areas that may flood are defined by dynamically routing a 3 hour duration storm with 1 in 30 chance of occurring in any year, over the DTM using Tuflow 2D hydrodynamic modelling software. Model run for double duration to enable assessment of runoff through catchments. • Varying Manning's n applied to landuse based on OS Mastermap data to represent variable 'roughness' of different landuses. Varying runoff coefficients to represent variable runoff from different landuses (e.g. parkland vs buildings) • River flood defences and other key structures that will significantly affect local flood mechanisms are included (e.g. transportation tunnels). • Flood depth less than 100mm filtered from results so areas of most significant flooding are clear. 	Drain London direct rainfall modelling	28,700	240	2,060	1,600	32,600
	1 in 75			31,350	260	1,600	2,290	35,500
	1 in 100			32,100	270	1,630	2,400	36,400
	1 in 100 (plus climate change)			34,400	300	1,800	2,600	39,100
	1 in 200			34,200	300	1,800	2,500	38,800

- 5.2.15 Information on the probability and consequences of future sewer flooding, based on detailed modelling of the sewer network, is not available for this PFRA.

5.3 Impact of Climate Change

- 5.3.1 There is clear scientific evidence that global climate change is happening now. It cannot be ignored.
- 5.3.2 Over the past century around the UK we have seen sea level rise and more of our winter rain falling in intense wet spells. Seasonal rainfall is highly variable. It seems to have decreased in summer and increased in winter, although winter amounts changed little in the last 50 years. Some of the changes might reflect natural variation, however the broad trends are in line with projections from climate models.
- 5.3.3 Greenhouse gas (GHG) levels in the atmosphere are likely to cause higher winter rainfall in future. Past GHG emissions mean some climate change is inevitable in the next 20-30 years. Lower emissions could reduce the amount of climate change further into the future, but changes are still projected at least as far ahead as the 2080s.
- 5.3.4 We have enough confidence in large scale climate models to say that we must plan for change. There is more uncertainty at a local scale but model results can still help us plan to adapt. For example we understand rain storms may become more intense, even if we can't be sure about exactly where or when. By the 2080s, the latest UK climate projections (UKCP09) are that there could be around three times as many days in winter with heavy rainfall (defined as more than 25mm in a day). It is plausible that the amount of rain in extreme storms (with a 1 in 5 annual chance, or rarer) could increase locally by 40%.
- 5.3.5 If emissions follow a medium future scenario, UKCP09 projected changes by the 2050s relative to the recent past are
- Winter precipitation increases of around 15% (very likely to be between 2 and 32%)
 - Precipitation on the wettest day in winter up by around 15% (very unlikely to be more than 31%)
 - Relative sea level at Sheerness very likely to be up between 10 and 40cm from 1990 levels (not including extra potential rises from polar ice sheet loss)
 - Peak river flows in a typical catchment likely to increase between 8 and 18%

Implications for Flood Risk

- 5.3.6 Climate changes can affect local flood risk in several ways. Impacts will depend on local conditions and vulnerability.
- 5.3.7 Wetter winters and more of this rain falling in wet spells may increase river flooding in both rural and heavily urbanised catchments. More intense rainfall causes more surface runoff, increasing localised flooding and erosion. In turn, this may increase pressure on drains, sewers and water quality. Storm intensity in summer could increase even in drier summers, so we need to be prepared for the unexpected.
- 5.3.8 Rising sea or river levels may increase local flood risk inland or away from major rivers because of interactions with drains, sewers and smaller watercourses.
- 5.3.9 There is a risk of flooding from groundwater-bearing chalk and limestone aquifers across the district. Recharge may increase in wetter winters, or decrease in drier summers.

- 5.3.10 Where appropriate, we need local studies to understand climate impacts in detail, including effects from other factors like land use. Sustainable development and drainage will help us adapt to climate change and manage the risk of damaging floods in future.
- 5.3.11 The pluvial modelling completed for the Surface Water Management Plan for London Borough of Haringey included a model scenario with an allowance for climate change over the next 100 years by increasing rainfall intensity by 30%.

5.4 Major Developments

- 5.4.1 The Core Strategy for the London Borough of Haringey identifies growth areas in:
- Wood Green; and
 - Tottenham Hale
- 5.4.2 In each instance an Area Action Plan will be produced to provide further guidance on how development should be brought forward.
- 5.4.3 In the case of the Wood Green identified growth area, development offers the opportunity to reduce flood risk in 'critical drainage areas' identified in the Surface Water Management Plan. Regeneration allows for consideration of flood resilient design and construction, locating of new developments in suitable areas, and the limiting of local runoff which may in turn reduce the probability and depth of flooding to areas downstream.

5.5 Long Term Developments

Adapting to Change

- 5.5.1 Past emission means some climate change is inevitable. It is essential we respond by planning ahead. We can prepare by understanding our current and future vulnerability to flooding, developing plans for increased resilience and building the capacity to adapt. Regular review and adherence to these plans is key to achieving long-term, sustainable benefits.
- 5.5.2 Although the broad climate change picture is clear, we have to make local decisions against deeper uncertainty. We will therefore consider a range of measures and retain flexibility to adapt. This approach, embodied within flood risk appraisal guidance, will help to ensure that we do not increase our vulnerability to flooding.

Long Term Developments

- 5.5.3 It is possible that long term developments might affect the occurrence and significance of flooding. However current planning policy aims to prevent new development from increasing flood risk.
- 5.5.4 In England, Planning Policy Statement 25 (PPS25) on development and flood risk aims to "ensure that flood risk is taken into account at all stages in the planning process to avoid inappropriate development in areas at risk of flooding, and to direct development away from areas at highest risk. Where new development is, exceptionally, necessary in such areas, policy aims to make it safe without increasing flood risk elsewhere and where possible, reducing flood risk overall."
- 5.5.5 Adherence to Government policy ensures that new development does not increase local flood risk. However, in exceptional circumstances the Local Planning Authority may accept that flood risk can be increased contrary to Government policy, usually because of the wider benefits of a

new or proposed major development. Any exceptions would not be expected to increase risk to levels which are "significant" (in terms of the Government's criteria).

- 5.5.6 The London Borough of Haringey within their draft "Sustainable Design and Construction Supplementary Planning Document" (LB Haringey, January 2011) have outlined how new developments could become more resilient to the effects of climate change. The document does not create new policy, however aims to clarify the implementation of national, regional and local policies. The document promotes the use of measures such as SUDs and green spaces to minimise flood risk. The report has currently undergone consultation and will be submitted to Cabinet for Adoption on 19th July 2011.

6 Review of Indicative Flood Risk Areas

6.1 Extent of Flood Risk Areas

- 6.1.1 Appendix C shows the Indicative Flood Risk Areas that have been identified by the Environment Agency. Greater London, and the entirety of the London Borough of Haringey is shown to be included in an Indicative Flood Risk Area.

7 Next Steps

7.1 Scrutiny & Review

As the Lead Local Flood Authority, London Borough of Haringey is required to review and approve this PFRA in accordance with their own internal processes. The process chosen by the London Borough of Haringey is review of the PFRA by Heads of Department, such as Sustainable Transport, Planning and Development, and Emergency Planning and Business Continuity.

7.2 Data Collection & Management

7.2.1 As identified in Section 3.2, a number of data gaps have been identified that limit the capacity to accurately summarise the risk of flooding in the London Borough of Haringey from 'local' sources.

7.2.2 Key activities that could assist with addressing these gaps prior to the next round of PFRAs (expected in 2016):

- Investigation and recording of significant past flooding incidents (as discussed below);
- Refining of the Drain London direct rainfall modelling in critical drainage areas to improve the understanding of flood mechanisms and flood hazard, and therefore whether the consequences of future flooding in these areas should be classified as significant;
- Work in partnership with flood risk management organisations (e.g. Thames Water and the Environment Agency) to refine and share information on groundwater flooding and sewer flooding;

7.3 Incident Recording

7.3.1 The London Borough of Haringey propose to implement a system for recording local flood incidents across the borough. Where notification is given by the public, or other body, regarding flooding these will be recorded in a database provided through the Drain London project and containing existing records of past flooding in the London Borough of Haringey.

7.4 Other FRR Requirements

7.4.1 In accordance with the Flood Risk Regulations, the London Borough of Haringey will prepare Flood Hazard and Flood Risk Maps for Flood Risk Areas, followed by a Flood Management Plan. The Surface Water Management Plan currently being prepared for the London Borough of Haringey is expected to deliver many of the other requirements in the first cycle of the Flood Risk Regulations.

7.4.2 Once guidance on Flood Hazard Mapping and Flood Risk Management Plans is issued, the London Borough of Haringey will review its Surface Water Management Plan to determine compliance and any further work required.

7.4.3 The next cycle of preparing PFRAs will begin in 2017.

8 References

Environment Agency, December 2010, Preliminary Flood Risk Assessment (PFRA) Final Guidance, Report GEHO1210BTGH-E-E

Environment Agency, December 2010, Preliminary Flood Risk Assessment (PFRA) Annexes to the Final Guidance, Report GEHO1210BTHF-E-E

Defra (2006) Flood and Coastal Defence Appraisal Guidance, FCDPAG3 Economic Appraisal, Supplementary Note to Operating Authorities – Climate Change Impacts October 2006.
<http://www.defra.gov.uk/environment/flooding/documents/policy/guidance/fcdpag/fcd3climate.pdf>

Capita Symonds Ltd, 2011, Surface Water Management Plan (Draft) for London Borough of Haringey

LB Haringey, May 2010, Haringey Core Strategy: Proposed Submission

LB Haringey, January 2011,

Appendix A Past Floods

Figure A-1 Surface Water Flooding Incidents

Figure A-2 Main River / Fluvial / Tidal Flooding Incidents

Figure A-3 Groundwater Flooding Incidents

Figure A-4 Sewer Flooding Incidents

Figure A-5 Increased Potential for Elevated Groundwater

Appendix B Future Floods

Figure B-1 Maximum Flood Depth – 1 in 200yr Rainfall Event

Figure B-2 Flood Hazard & Flow Direction – 1 in 200yr Rainfall Event

Figure B-3 Maximum Flood Depth – 1 in 100yr Rainfall Event plus Climate Change

Figure B-4 Flood Hazard & Flow Direction – 1 in 100yr Rainfall Event plus Climate Change

Appendix C Flood Risk Areas

Appendix D Review Checklist

Appendix E GIS Layer of Flood Risk Area(s)

Provided to the Drain London board for a pan-London submission to the Environment Agency

Legend

- Borough Administrative Boundary
- Main River
- Ordinary Watercourse
- Permanent Water Bodies
- Critical Flood Hazard
- Caution (very low hazard)
- Moderate (danger for some)
- Significant (danger for most)
- Extreme (danger for all)
- Flow Direction

Notes

1. This map only shows the predicted likelihood of surface water flooding (this includes flooding from sewers, drains, small watercourses and ditches that occurs in heavy rainfall) for defined areas, and due to the coarse nature of the source data used, are not detailed enough to account for precise addresses. Users of this map should refer to Section 3.2 of the Surface Water Management Plan for a complete description of limitations and accuracy of the flood / hazard extents shown.
2. Flood Hazard has been defined based upon the joint EA and Defra R&D Technical Report FD2320 (January 2006).
3. Degree of flood hazard can be interpreted as follows:
 - Caution: Flood zone with shallow flowing water or deep standing water
 - Moderate: Flood zone with deep or fast flowing water. Dangerous for children, the elderly and the infirm
 - Significant: Flood zone with deep / fast flowing water. Dangerous for most people.
 - Extreme: Flood zone with deep / fast flowing water. Dangerous for all (including emergency services)

London Borough of Haringey



Preliminary Flood Risk Assessment

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Scale at A3 1:32,000	Date 07/04/2011	Drawn by S. TURNBULL	Approved by S. I.P.
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Surface Water Flood Hazard Rating
1 in 100 plus climate change Chance of rainfall event occurring in any given year (1% AEP + CC)

Consultants
CAPITA SYMONDS
 Flood Risk Management
 Drain London Programme Board Members












GREATER LONDON AUTHORITY



FIGURE B-4

THIS DRAWING MAY BE USED ONLY FOR THE PURPOSE INTENDED

Legend

-  Borough Administrative Boundary
-  Main River
-  Ordinary Watercourse
-  Culverted Watercourse (Main River)
-  Permanent Water Bodies
-  Fluvial Flooding Incidents
-  Historic Fluvial Flood Outline
-  Environment Agency Flood Zone 3
-  Environment Agency Flood Zone 2

Notes

1. Environment Agency Flood Zone 3: Land assessed, ignoring the presence of flood defences, as having a 1% or greater annual probability of fluvial flooding or a 0.5% or greater annual probability of tidal flooding.
2. Environment Agency Flood Zone 2: Land assessed, ignoring the presence of flood defences, as having between a 1% and 0.1% annual probability of fluvial flooding or between a 0.5% and 0.1% annual probability of tidal flooding in any year.

London Borough of Haringey



Preliminary Flood Risk Assessment

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Scale at A3	Date	Drawn by	Approved by
1:32,000	07/04/2011	S.TURNBULL	S.J.P.

Summary Map of Past Floods - Main River / Fluvial / Tidal Incidents

Consultants
CAPITA SYMONDS
 Capita Symonds Ltd
 25 Abchurch Lane
 London EC4A 3DF

Drain London Programme Board Members
 Environment Agency
 Thames Water
 LONDON COUNCILS
 GREATER LONDON AUTHORITY



FIGURE A-2

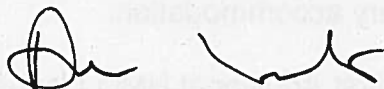
Agenda item:

[No.]**Cabinet****On 7 June 2011**

Report Title: Proposed changes to the regulation and licensing of Houses in Multiple Occupation (HMOs), including the introduction of an area based Additional Licensing Scheme

Report of: Anne Lippitt, Interim Director of Place and Sustainability

Signed:



Date:

25/5/2011

Contact Officer : Steve Russell, Housing Improvement Manager (Private Sector)
Tel: 020 8489 4123
E-mail: steve.russell@haringey.gov.uk

Wards(s) affected: **All**

Report for: **Key Decision**

1. Purpose of the report

- 1.1 The purpose of this report is to provide Members with details of Haringey's existing Mandatory HMO Licensing Scheme, recommend changes to the HMO amenity standards and propose the adoption of an Additional HMO Licensing Scheme.
- 1.2 It seeks Cabinet approval of changes to the HMO standards and fee structure. It also seeks approval of an Additional HMO Licensing Scheme, covering the Harringay Ward and adjoining roads, that will come into effect on 1 October 2011.

2. Introduction by Cabinet Member for Neighbourhoods

- 2.1 For many people in Haringey, living in a House in Multiple Occupation is the only affordable housing option available to them when they leave home, lose their job, come out of prison, leave supported housing or escape from a violent partner.
- 2.2 Although there are some very good, well-managed HMOs in Haringey, residents have been concerned about HMOs clustering in a particular area and that too many HMOs are in a poor state of repair, are not being properly managed and have become an eyesore and nuisance to the local neighbourhood.

- 2.3 I am delighted that we have been able to build on the innovative work undertaken by the Corporate HMO Working Group to develop new ways of working that enable us to co-ordinate our enforcement activities and regulate HMOs, especially those that have fallen outside of the Mandatory HMO licensing scheme.
- 2.4 Government changes to Local Housing Allowance rates will cause unprecedented 'outward migration' from Central London, as low income households are forced to move to those boroughs – such as Haringey, Enfield and Waltham Forest – where private rented accommodation is less expensive. This will inflate rents, increase overcrowding and encourage the unauthorised conversion of larger homes into smaller units that are, all too often, badly managed, substandard and unsafe.
- 2.5 The Government's decision to restrict the Local Housing Allowance to the 'single room rate' for single people under the age of 35 will substantially increase the demand for HMOs and place additional pressure on those Wards that already have a large stock of shared housing and temporary accommodation.
- 2.6 I welcome the introduction of the borough's first Additional HMO Licensing Scheme and the way in which the fee structure and the length of the licences will be used to reward responsible management of HMOs and, quite rightly in my view, charge a bigger share of the cost of running the licensing scheme to those landlords who have the most problematic HMOs and are unwilling to co-operate with the Council.
- 2.7 Residents will be pleased, I am sure, with the creation of a multi disciplinary 'virtual team' that is solution focused, flexible and responsive, and has the capacity and tenacity to get things done and make a real difference. I am hoping that, subject to resources, it will be possible to roll out the scheme to other Wards in the future.

3. Link(s) with Council Plan Priorities and actions and /or other Strategies

- 3.1 The proposed changes to the regulation and licensing of Houses in Multiple Occupation support the Council's objective of becoming "a Council we are all proud of – delivering high quality, cost effective services".
- 3.2 The introduction of the Additional HMO Licensing Scheme supports, and is consistent with, Haringey's Housing Strategy 2009-19 which sets out the key priorities for the Council and its partners to create "**Neighbourhoods that people choose to live in with a balance of different types of homes which offer quality, affordability and sustainability for current and future generations**".
- 3.3 HMO licensing and the area based approach proposed in this report will make a positive contribution to the achievement of the five aims in the Housing Strategy:
- To meet housing need through mixed communities which provide opportunities for our residents;
 - To ensure housing in the borough is well managed, of high quality, and sustainable;

- To provide people with the support and advice they need;
- To make all homes in the borough a part of neighbourhoods of choice; and
- To contribute to creating the Greenest Borough

4. Recommendations

4.1 It is **recommended** that Cabinet:

- (a) Notes the results of the consultation exercise undertaken in relation to the proposed Additional HMO Licensing Scheme (as set out in Appendix 5);
- (b) Approves the declaration of an Additional HMO Licensing Scheme for the designation of houses in multiple occupation within the Harringay Ward and parts of the St Ann's and Noel Park Wards (as described in Paragraphs 7.1 – 7.4 of this report) for a 5 year period that commences on 1 October 2011;
- (c) Approves Haringey's revised HMO standards (as set out in Appendix 2);
- (d) Approves the revised fees structure and duration of licences (as set out in Appendix 3) that will apply to Haringey's Mandatory and Additional HMO Licensing schemes for houses in multiple occupation;
- (e) Endorses the proposed corporate and team-based approach to the enforcement of the standards and legislation relating to HMOs; and
- (f) Agrees to the initial investigation of the merits and feasibility of rolling out Additional HMO Licensing to other parts of the borough.

5. Reasons for the recommendations

- 5.1 Although HMOs make a valuable contribution to meeting local housing need by providing flexible lower cost accommodation, they can cause very serious problems for occupiers and neighbouring residents if they are not well managed.
- 5.2 Enforcing HMO standards is complex, resource intensive and expensive. The licensing of HMOs changes the dynamics by placing an obligation on the landlord to approach the Council. Failure to licence a licensable HMO is an offence.
- 5.3 By licensing HMOs, the Council is able to ensure that the accommodation is well managed, safe and habitable, and that it complies with the amenity standards, is in a good state of repair and is not causing a nuisance to neighbours.
- 5.4 HMO licensing provides the Council with the opportunity to determine whether or not the manager of an HMO is a 'fit and proper person' to manage that HMO. It also enables the Council to determine the length of the HMO licence, attach conditions to the licence, and decide whether or not the licence should be revoked.

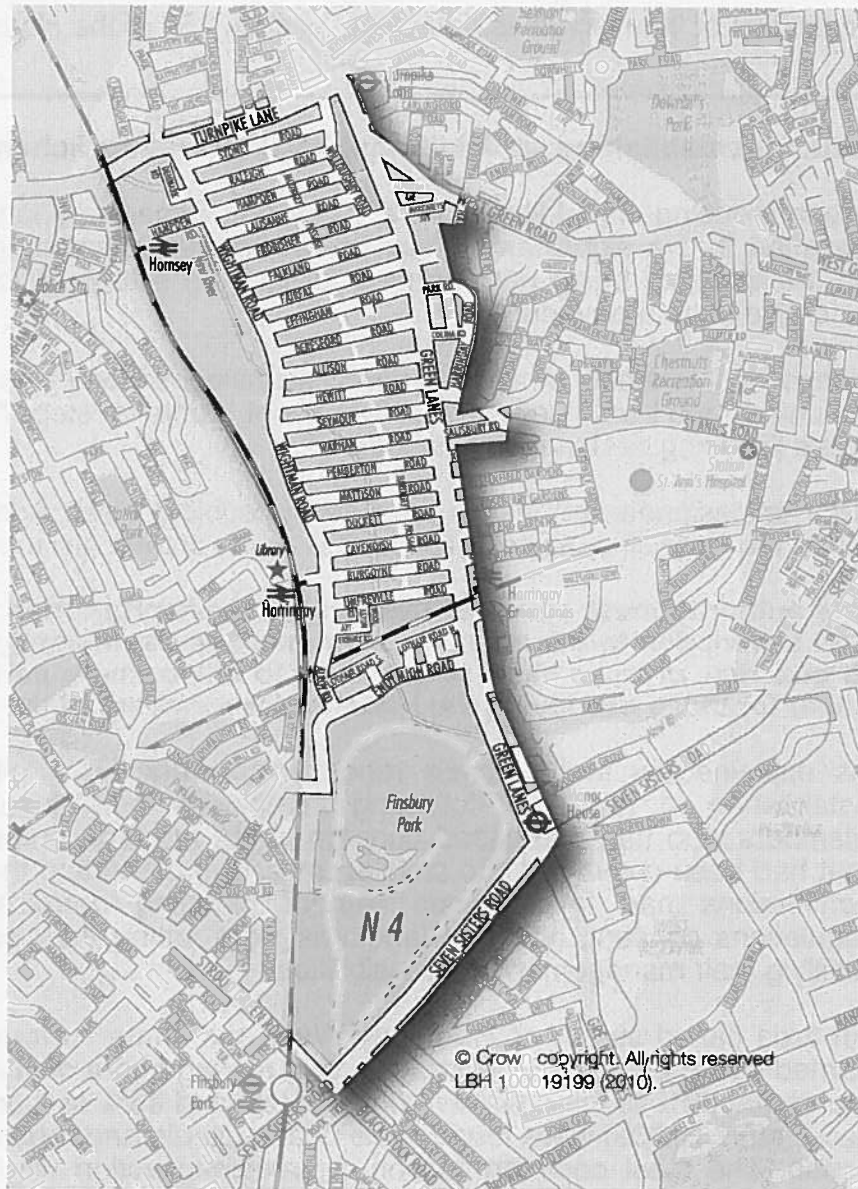
- 5.5 During a house-to-house survey in Harringay Ward in October 2010, more than 1,000 properties were visited to record information on tenure and property conditions. 68% of the shared/bedsit HMOs visited and 46% of the s257 HMOs visited were found to be in a poor and unacceptable condition and in need of enforcement action. The absence or inadequacy of fire precautions and home security were the main reasons for concern.
- 5.6 Following extensive consultation with residents, tenants, landlords and agents, it is proposed that an Additional HMO Licensing Scheme is introduced in the Harringay Ward and parts of the St Ann's and Noel Park Wards on 1 October 2011.
- 5.7 In order to support Haringey's licensing schemes, Haringey's HMO standards have been updated. Changes have also been made to the HMO licensing fee structure and the length of HMO licences to encourage landlord accreditation, the early submission of licence applications, and compliance with the law.
- 5.8 Learning from the success of earlier initiatives, a multi-disciplinary 'virtual team' (comprising representatives from Planning, Housing, Street Enforcement, Council Tax, Housing Benefit, Building Control, the Fire Service and the Police) will consider all HMO licensing applications and work together to identify any unlicensed premises that may require an HMO licence and deal swiftly and decisively with any HMOs or landlords that are especially problematic.
- 5.9 It is likely that other areas of Haringey would benefit from an Additional HMO Licensing Scheme. However, before the scheme can be rolled-out to other areas, a full appraisal of these areas is required to assess the merits and feasibility of such a scheme and whether or not they would satisfy the criteria.

6. Mandatory and discretionary licensing of HMOs

- 6.1 The Housing Act 2004 introduced the mandatory licensing of HMOs that have 3 or more storeys and are occupied by 5 or more persons who are living in 2 or more households. It also allows the discretionary licensing of HMOs and other private rented housing to meet local needs in certain circumstances.
- 6.2 Discretionary licensing may take two forms:
 - **Selective Licensing** – which can be applied to all private sector housing if it can be shown that it is suffering from low demand or antisocial behaviour.
 - **Additional Licensing** – which can be applied to specified types of HMOs.
- 6.3 Sections 56 and 57 of the Housing Act 2004 provide local authorities with the power to designate areas within their district or borough as being subject to an Additional HMO Licensing Scheme in respect of some or all of the HMOs in that area that are not already subject to mandatory licensing.
- 6.4 Although mandatory licensing does not apply to those HMOs that fall within the definition of a converted flat (s257, Housing Act 2004), these HMOs can be licensable under an Additional HMO Licensing Scheme.
- 6.5 Additional licensing schemes may be introduced for a period not exceeding 5 years and can be used to address problems that may exist in sub-standard converted self-contained flats and smaller HMOs.

7. Details of the proposed Additional HMO Licensing Scheme

- 7.1 For the reasons given in the attached report (**Appendix 1**), it is proposed that an Additional HMO Licensing Scheme is introduced for the Harringay Ward and parts of St Ann's & Noel Park Wards, for up to 5 years, from 1 October 2011.
- 7.2 Throughout the Scheme and at the end of the 5 year period, the Council will review how it is working to see if it should continue or be varied.



- 7.3 The additional licensing of Houses in Multiple Occupation (HMOs) will cover the entire Harringay Ward, together with the neighbouring north side of Turnpike Lane between the corner of High Road and Hornsey Park Road in Noel Park wards, plus the neighbouring east side of Green Lanes from the borough boundary with Hackney in the south to the junction with West Green Road, together with all of Salisbury Road in the St Ann's Ward. The area comprises approximately 3490 buildings.

7.4 The Additional HMO Licensing Scheme will apply to:

- All HMOs which are occupied by 3 or more persons comprising 2 or more households (irrespective of the number of storeys within the HMO); and
- Certain converted blocks of flats as detailed by section 257 of the Housing Act 2004, but only where the entire block and all individual units of accommodation within the block are in single ownership.

7.5 The definition of 'household' is detailed in section 258 of the Housing Act 2004.

8. Criteria for establishing an Additional HMO Licensing Scheme

8.1 Before introducing an Additional HMO Licensing Scheme, a local authority must be satisfied that a significant proportion of the HMOs meeting the description within the area are being mismanaged to such an extent as to give rise, or be likely to give rise, to problems.

8.2 Guidance in implementing discretionary licensing schemes is included in the Communities and Local Government document 'Approval steps for additional and selective licensing designations in England'.

8.3 In order to designate this as an area that is subject to an Additional Licensing Scheme, the Council must be satisfied that seven criteria are met:

- (a) The authority must consider that a significant proportion of the HMOs of that description in the area are being managed sufficiently ineffectively as to give rise, or to be likely to give rise, to one or more particular problems either for those occupying the HMOs or for members of the public.**

As explained in the attached report (**Appendix 1**), a pilot scheme was established in the area following complaints from local residents and Members who had expressed concern about the high number of properties that had been converted into smaller units, and frustration that many of these conversions had taken place without planning permission or building regulations consent, and that landlords were letting their properties without fulfilling their management responsibilities.

An area based survey of Harringay Ward and some surrounding roads was carried out to establish the condition and management of HMOs. This survey found that 68% of the shared / bedsit HMOs and 46% of "converted blocks of flats" (s257 HMOs) were found to be unacceptable and requiring enforcement action. The most common reason for requiring action was the absence of adequate fire precautions, followed by security issues.

The Harringay Ward has the largest number of mandatory licensable HMOs in Haringey (52) and the area survey discovered a further 61 HMOs which meet the criteria for mandatory licensing, but which had failed to apply for a licence.

Based on the results of the survey, there could be as many as 300 shared/bedsit type HMOs and 1170 converted blocks of flats type (s257) HMOs in the area covered by the Additional Licensing Scheme.

Fear of crime is prevalent in the area and the Housing Improvement Team (Private Sector) receives very high numbers of complaints about HMOs from within the Haringay Ward. Burglary, dumping, noise nuisance and high numbers of empty properties also feature in the area

- (b) The authority must have regard to any information regarding the extent to which any codes of practice approved under section 233 have been complied with by persons managing HMOs in the area.**

No code of practice has been issued for England.

- (c) The authority must consider whether there are other courses of action (whatever the nature) available to them that might provide an effective method of dealing with the problem.**

The Council has had a consistent approach to engaging with the private rented sector. The Landlords Forum meets regularly and has been very successful in disseminating information and obtaining the views of private landlords, rental agents and housing suppliers.

Haringey Council has also been a strong supporter of the London Landlord Accreditation Scheme (LLAS). There are currently 476 accredited members with properties in the borough; this is the fourth highest membership rate in London. Unfortunately, however, the 2 training sessions laid on by the LLAS for Haringey's landlords and agents had to be cancelled, due to low take-up.

In Haringey, 10 prosecutions of landlords were undertaken in 2010/11, and a further 6 landlords have been prosecuted for failure to apply for a mandatory HMO licence. During the last 3 years, two landlords have been imprisoned for offences at their premises.

It is clear that conventional engagement, enforcement and persuasion will not, on their own, result in a significant improvement in the area. Licensing has a crucial role to play in dealing with the problem.

- (d) Criteria 4 – The authority must consider that making the designation will significantly assist them in dealing with problems.**

The introduction of an additional licensing scheme will result in the following: :

- Improvements to the appearance and condition of HMOs (including the gardens and outbuildings) and the environmental impact they have on the local neighbourhood..
- Improvements to health and safety, as gas and electrical installations will be safe and fire precautions will be in place.
- Better outcomes and value for money, more effective problem-solving and sustained improvement will be achieved through closer collaboration, an increased presence and regular surveys.
- Increased awareness of management issues, including fire safety, the control of rubbish and waste, and the maintenance of communal areas, gardens, forecourts and gas / electricity installations.

- Landlords will be supplied with information to give to their tenants at the start of their tenancies. As well as reinforcing the responsibilities of the landlord and tenant, the information pack will provide very useful information about the local area and services.
- The knowledge and understanding of landlords and agents will be enhanced by their membership of the development-based London Landlord Accreditation Scheme which is incentivised through the new fee structure for HMO licensing in Haringey.
- 'Bad' landlords will be prevented from managing licensable HMOs if they are assessed as being not a 'fit and proper' person.

Other, indirect improvements would include the following:

- Improvements to accommodation, achieved through the use of the Housing Health and Safety Rating System, especially in situations where there is excess cold or the property is not secure.
- Reduced incidents of anti-social behaviour, as landlords and property owners are made more accountable for the behaviour of their tenants and encouraged to tackle and reduce anti-social behaviour.

(e) The authority must consult persons who are likely to be affected by the designation and consider any representations.

Extensive consultation has taken place with a range of stakeholders, including residents, tenants, landlords and agents. The results of the consultation are included in the Consultation Report (**Appendix 5**) attached.

(f) The authority must ensure that the exercise of the power is consistent with the authority's overall housing strategy.

As explained in the attached report (**Appendix 1**), additional licensing will contribute positively to the aims of the Housing Strategy by regulating the supply of lower cost shared housing and converted units of accommodation.

Additional licensing will also ensure that the accommodation is of a good standard, meets acceptable housing standards and is well managed by fit and proper persons. The licensing regime seeks to encourage continuous improvement by rewarding good HMO landlords/owners with longer licences.

(g) The authority must seek to adopt a co-ordinated approach in connection with dealing with homelessness, empty properties and anti-social behaviour as regards combining licensing with other courses of action available, and as regards combining such licensing with measures taken by other persons.

The Council and its partners have an excellent track record of multi agency working and ensuring a co-ordinated approach in dealing with homelessness, empty properties and anti-social behaviour.

As well as making effective use of all available powers and resources, there is a strong commitment to establish a multi disciplinary 'virtual team' that will have an input into the assessment of HMO licence applications, identify unlicensed HMOs and ensure that additional licensing complements the other action that is being taken to improve neighbourhoods and reduce the impact of poorly managed and maintained HMOs.

8. Revised HMO amenity standards

- 8.1 The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provision) (England) Regulations 2006 made under the Housing Act 2004 prescribe the standards for houses in multiple occupation that are licensed by the Council. The prescribed standards include requirements relating to heating, kitchen, sanitary and washing facilities and include ratios of amenities to occupiers.
- 8.2 These prescribed standards provide the basic framework relating to the provision of amenities within houses in multiple occupation, and can be used for advice and enforcement purposes for landlords, tenants and Council Officers.
- 8.3 Section 65(2) of the Housing Act 2005 provides the local authority with the power to decide that the HMO is not reasonably suitable for occupation by a particular maximum number even if it does meet standards prescribed by Regulations. This means that the local authority can set more detailed standards to enable it to determine such situations in a consistent way.
- 8.4 **Appendix 2** contains details of Haringey's new standards for houses in multiple occupation. The main changes to the HMO standards that were approved in 2006 are as follows:
- The removal of reference to "shared houses", which are no longer included in the legal definition of HMO
 - The extension of the standards to cover all types of HMO and not just mandatory licensable HMOs
 - The specific inclusion of safety standards covering gallery accommodation which are raised sleeping platforms frequently installed in studios or where space is at a premium. The requirements are based on the guidance in LACORS Housing Fire Safety Guide.
- 8.5 Minor variations will be granted to the standards where commensurate and suitable alternative facilities are available for the occupants.

9. Revised HMO fees structure and duration of HMO licences

- 9.1 Guidance indicates that all costs must be justifiably covered but also that fees are not set so that they are perceived as an additional tax on landlords.
- 9.2 The fee that is set must be justifiable and representative of each individual local authority's process. Setting higher fees may, therefore, be open to challenge.

9.3 All the costs of running the mandatory and additional licensing schemes have been taken into account when setting the licence fee and the Local Government Association HMO fee calculator was used to set the fees at £208 per let.

9.4 Benchmarked against other local authorities in the North London Sub Region and based on an HMO comprising 4 units, Haringey's fee of £208 per unit is higher than Islington and Enfield but lower than Westminster and Camden:

- Westminster City Council - £366 per unit
- Camden Council – £290 per unit
- Haringey Council – £208 per unit
- Islington Council – £120 per unit
- Enfield Council – £120 per unit

9.5 In order to reward good behaviour, it is proposed that discounted fees are offered to the landlords who co-operate with the licensing arrangements and manage and maintain their HMOs to a good standard. Where a landlord is not so co-operative or responsible, however, they will be expected to pay the full fee and renew their licence more often as the duration of the licence will be reduced.

Discounts on fees

9.6 It is hoped that, by offering discounts on fees, the Council will encourage landlords to submit their licence applications (under both the additional licensing scheme and the mandatory licensing scheme) within the set timescales. This will assist work flow and the targeting of HMOs.

9.7 To this end, it is proposed that, where an applicant submits a properly completed application at least 2 calendar months before the deadline for applications or renewal, the applicant's total licensing fee for that HMO will be reduced by £100.

9.8 HMO licensing affords the opportunity to increase the take-up of the London Landlord Accreditation Scheme (LLAS) which provides training for landlords and agents to understand their responsibilities and rights. It is proposed that a £100 discount should be offered to any accredited member of LLAS, as this will encourage landlords to adopt higher standards of accommodation, increase the supply of good quality accommodation and encourage compliance. By ensuring that landlords are aware of the HMO legislation, membership of the LLAS should reduce unnecessary delays in the processing of applications.

9.9 In order to assist in the processing and assessment of applications and to remove the need for Officers to prepare scale plans of licensable HMOs, it is proposed that a £50 discount should be offered to applicants who include a suitable scale plan of the premises in the application.

9.10 It is proposed that HMO fees are discounted in accordance with the criteria set out in the HMO Fee Structure (**Appendix 3**) attached.

Duration of the HMO licence

- 9.11 Section 68 of the Housing Act 2004 provides that a person controlling or managing an HMO must have a separate licence for each property and that each licence is valid for a maximum of five years. Licences are non-transferable.
- 9.12 It is important to differentiate between the good licence holder (who is competent and maintains and manages their premises to a high standard) and the poor or mediocre landlord who reacts tardily and demonstrates a reluctance to carry out their responsibilities and legal duties.
- 9.13 The maximum duration of 5 years for an HMO licence will only be available for licence holders who operate responsibly and manage and maintain their properties and relationship with their tenants to a good standard.
- 9.14 It is proposed that the duration of licences will be reduced, by between 1- 4 years, from the maximum of 5 years in accordance with the criteria set out in the HMO Fee Structure (**Appendix 3**) attached.

10. A fresh approach to HMO licensing and enforcement

- 10.1 The pilot scheme operating in the Harringay Ward demonstrated the value of adopting a multi agency approach to HMOs, in order to safeguard the health and safety of the occupants, deliver a consistent message to landlords and agents, detect and prevent crime, and ensure that the correct amount of money is collected in respect of Council Tax and other property-related charges.
- 10.2 In order to achieve the best possible outcomes, it is proposed that a 'virtual team' is established to consider all HMO licensing applications and to identify any unlicensed premises that may require an HMO licence.
- 10.3 The 'virtual team' will comprise representatives from a wide range of Council services and the Council's partners including, where relevant, Planning, Street Enforcement, Council Tax, Housing Benefit, the waste management contractor, Building Control, the Fire Service, the Police and others who are likely to have an input into the considerations.
- 10.4 This approach has worked well in the enforcement of empty homes which uses a 'virtual team' of Officers to work jointly on the gathering, pooling and analysing of the intelligence required to act collectively against property owners whilst also allowing Officers the scope to take their own action if and when required.
- 10.5 The Housing Act 2004 introduced a completely new regime for dealing with the private rented sector by introducing both licensing and the risk based Housing Health and Safety Rating System (HHSRS). **Appendix 5** summarises the proposed enforcement process under the Housing Act 2004.
- 10.6 Whilst preparing for the Additional HMO Licensing Scheme in the Harringay Ward (something which required a substantial amount of investigation and evidence gathering) we identified a number of other Wards which, based on our initial findings, may also benefit from an additional licensing scheme in their area. A full appraisal of these areas would be necessary, however, before it can be established whether they would satisfy the criteria for additional licensing.

10.7 The licence fee has been established to cover all costs associated the issuing of the licence and to meet future ongoing costs of monitoring the licence throughout its duration, which may be for up to 5 years. Consideration will need to be given to whether or not any surplus licence fee income (intended for future monitoring of the licence) can be invested in determining the licensing potential of other areas.

11. Director of Corporate Resources Comments

11.1 The proposal to change the regulation and licensing of Houses in Multiple Occupation formed part of the Haringey Efficiency and Savings Programme (HESP) which was approved in principle by Cabinet on 8 February 2011 and endorsed by Full Council on 24 February 2011.

11.2 The proposals as set out in this report are designed to strengthen the regulation of HMOs. Although additional staffing resources have been allocated to support to proposals the financial impact of the changes will be a projected net £100k saving. This is in line with the HESP projection and is already reflected in the 2011-12 Housing Services budget.

12. Head of Legal Services Comments

12.1 A local housing authority must keep the housing conditions in their area under review, including the licensing of HMOs. The updated position of the mandatory licensing scheme appears sufficiently dealt with in the body of this report. In respect of the proposal for the additional licensing scheme for HMOs falling outside the scope of the mandatory scheme, the authority must comply with specific requirements set out in Sections 56 and 57 of the Housing Act 2004.

12.2 This includes being satisfied that a significant proportion of the HMOs proposed to fall under the additional scheme are being managed sufficiently ineffectively, consultation for the scheme must take place, and the scheme must be consistent with the authority's overall housing strategy.

12.3 Once an additional licensing scheme has been approved there are specific requirements relating to publicity and when the scheme may come into force (no earlier than three months after the date on which the designation is confirmed).

12.4 The Authority must review the designation from time to time and may revoke it if considered appropriate. There is no fee structure prescribed within the Housing Act 2004, however, the government has indicated that it should be self funding hence a wide variety of structures used across different authorities.

13. Equalities & Community Cohesion Comments

13.1 A full equalities impact assessment is not required for these changes as all but one of the questions within the equalities screening resulted in the answer 'No' to the possible impact on any of the equality parameters to be considered.

- 13.2 The only impact identified is a positive impact which should benefit those living within the residential community of Haringay & St Ann's Wards. However, it does not positively impact on any one particular group within the community and therefore it would not be seen as cost effective to resource an assessment on the whole Ward. Those landlords who wish to participate voluntarily within the scheme will also benefit positively from the initial licensing programme..
- 13.3 Arrangements will be made to monitor the profile of landlords that comply with the HMO licensing requirements and those that do not, as this will enable the Housing Improvement Team (Private Sector) to identify the need for any targeted work to encourage particular landlords to keep their properties in good order.

14. Consultation

- 14.1 Section 56(3) of the Housing Act 2004 states that a local housing authority must take all reasonable steps to consult persons who are likely to be affected by additional licensing. They must also consider any representations made in accordance with the consultation.
- 14.2 Full consultation on the additional licensing scheme has taken place with residents, landlords and agents using online consultation, printed survey forms and at meetings of the Haringey Landlords Forum and Haringay Area Forum. 471 residents, in total and 38 landlords and agents responded to the consultation. There was overall support for the proposals.
- 14.3 **Appendix 5** contains a report which provides full details on the legal requirement of the consultation process, the purpose of the consultation that was carried out and the outcomes that were obtained. Within this appendix are also copies of all presentations, both landlord and residents surveys and the tabulated results and comments of these questionnaires

15. Service Financial Comments

- 15.1 The Council is already operating a Mandatory HMO Licensing Scheme, for which full financial provision has been made in the base budget. The Additional Licensing Scheme forms part of the Haringey Efficiency Savings Programme (HESP) proposals with a projected net saving of £100,000 from 2011/12 onwards.
- 15.2 Although the size of the HMO Team is being increased to deal with the extra workload generated by the Additional Licensing Scheme, this has been achieved within existing resources by reorganising the Housing Improvement Team (Private Sector) and reducing the number of management posts.
- 15.3 The overall income budget for 2011/12 is £250,000, covering Mandatory and Additional Licensing. The proposals in this report are in line with this budget.
- 15.4 Although the Additional HMO Licensing Scheme in Haringay is not due to be launched until 1 October 2011, the base budget assumes that a full year's income of £100,000 will be received in 2011/12. As payment of the licence fee is required at the point that the landlord or agent applies for the licence, the actual income for

2011/12 should be in line with the budget.

15.5 Any income that is associated with enforcement activities is dependent on the extent to which landlords and owners comply with the licensing scheme and whether or not they want to pay the licence fee or challenge it. A balance will need to be struck between fee collection and enforcement.

15.6 No allowance has been made in the income projections for any additional revenue which might be collected through the identification of property conversions where there is underpayment of Council Tax. Although it is suspected that this may be a common occurrence, the extent of the problem (and the scope for increasing Haringey's Council Tax base) cannot be quantified at present but will be strictly monitored to guide the discussion on the potential roll-out of additional licensing.

16. Use of Appendices

Appendix 1 – Report supporting the introduction of Additional Licensing of HMOs in the Harringay Ward and parts of St Ann's and Noel Park Wards

Appendix 2 – Standards for House in Multiple Occupation

Appendix 3 – Fee Structure for HMO Licensing

Appendix 4 – Enforcement Process

Appendix 5 – Additional Licensing Consultation Report 2011

17. Local Government (Access to Information) Act 1985

- Department of Communities and Local Government (DCLG) - Licensing of Houses in Multiple Occupation in England.
- DCLG - Approval steps for additional and selective licensing designations in England.
- The Licensing of Houses in Multiple Occupation (Prescribed Description)(England) Regulations 2006.
- The Licensing and Management of Houses in Multiple Occupation and Other Houses) (Miscellaneous Provisions) Regulations 2006.
- The Housing (Interim Management Orders)(Prescribed Circumstances)(England) Order 2006
- The Management of Houses in Multiple Occupation (England) Regulations 2006
- Housing Act 2004



Haringey Council

Appendix 1

Report supporting the introduction of Additional Licensing of Houses in Multiple Occupation in the Haringay Ward and parts of the St Ann’s and Noel Park Wards (s56, Housing Act 2004)

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LONDON BOROUGH OF HARINGEY

Haringey, one of 32 London boroughs, was established in 1965, with the setting up of the Greater London Council. It was formed from the merger of the municipal boroughs of Hornsey, Wood Green and Tottenham. The borough, which is 29.59 square kilometres in size, sits in North London. By some definitions it is classed as an inner London borough, by some definitions an outer London one.

The borough is very varied in geography with wooded high ground around Highgate and Muswell Hill in the west of the borough, falling sharply away to the flat, open low-lying land beside the River Lea in the east. It is similarly varied in urban form, with older more prosperous and 'greener' suburban villages in the west, and a more 'urban' mix of modest early 20th century working class houses, council estates and industrial or ex-industrial buildings in the centre and the east.

The borough of Haringey is made up of 19 wards, each with three councillors, and includes two parliamentary constituencies, Hornsey and Wood Green to the West, and Tottenham to the East.

The borough is divided into seven Area Assemblies.

USE OF ADDITIONAL LICENSING

The aim of additional licensing in the designated area is to improve the management and health and safety of designated Houses in Multiple Occupation (HMOs) and to mitigate their impact on the neighbourhood.

The scheme is being introduced following a multi agency approach to the problems highlighted by residents and councillors and will help to improve the performance of poor landlords and encourage bad landlords to leave the sector.

It is hoped that, by encouraging landlords and agents to undertake training, much of the improvement will be brought about voluntarily when they are made aware of their rights and responsibilities.

The impact that the additional licensing scheme has on the area will be monitored both within the area and throughout the borough to help ensure that conditions improve and problems are resolved and not merely transferred to other areas. Initial evidence suggests that additional licensing may also be needed in other areas of the borough in order to deal with specific issues in those areas.

Enforcing standards is complex, resource intensive and expensive. Licensing changes the dynamics and requires the landlords to approach the Council; it is an offence to not make a licence application if the property falls within the criteria set.

BOROUGH HOUSING PROFILE

Household composition, tenure, and property type

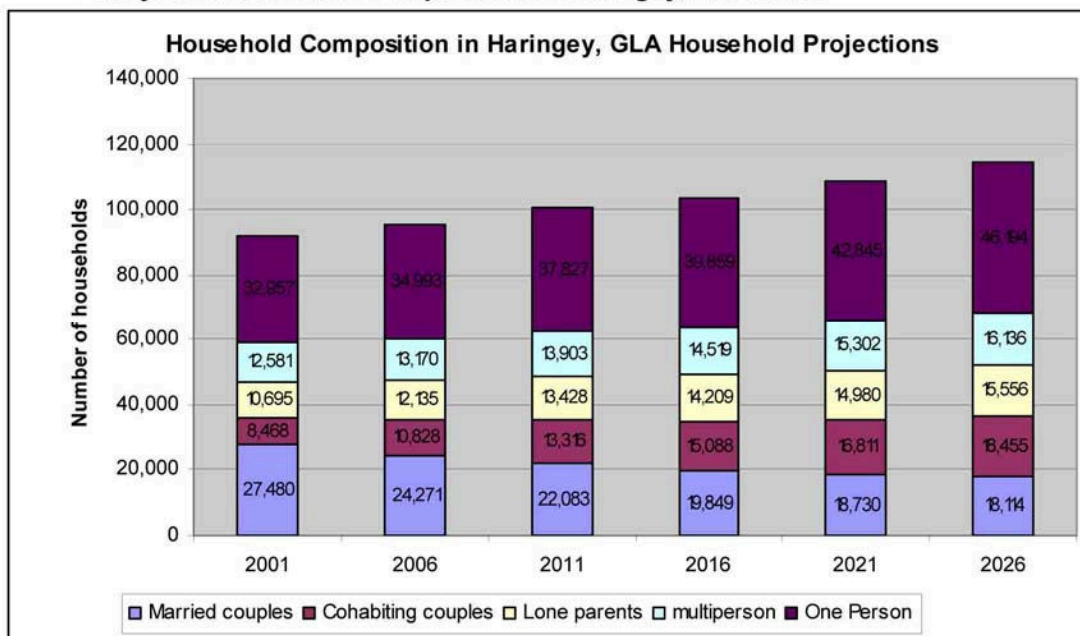
The number of people living in Haringey was estimated by the Office for National Statistics in mid-2008 to be 226,200, comprising an estimated 92,170 households.

Household composition

According to the 2001 census, 29.2% of Haringey’s households had dependent children, which is in line with London (29%). As Diagram 1 shows, 13.6% of all households were lone parent households with either dependent or non-dependent children, which was higher than in London (11.1%). The proportion of single person households was 35.8%, slightly higher than London (34.7%). The proportion of married couple households was 35.8%, slightly higher than London (34.7%). The proportion of married couple households (27.2%) was below London (34%).

The Greater London Authority household projections are shown in Diagram 1. These indicate the anticipated growth, over time, of one person households (up 40%), lone parent households (up 45%) and cohabiting couples (up 118%). It forecasts that married couple households will fall by 34%. These trends will have implications for services and the demand for accommodation.

Diagram 1
Projected household composition in Haringey, 2001-2026



The increase in demand for smaller household units forecast by the GLA will lead to an increase in the demand for shared housing. The Government’s decision to limit the amount of housing benefit that can be claimed by private tenants who are under the age of 35 will increase, even further, the demand for shared housing.

If the supply of shared accommodation and smaller converted units increases to meet this demand, this will require more resources to ensure that standards are met. Licensing will place the onus on the landlord and agent to notify the council instead of the council having to “find” the premises.

Tenure and property type

Of the 92,170 households in the borough (Diagram 2):

- 44.6% are owner occupiers compared to 55.6% in London and 68.2% in England and Wales (49.7% in 1991 census);
- 20.1% are renting privately (19% in 1991 census);
- 19.7% are Council tenants (24.9% in 1991 census); and
- 10.5% are RSL tenants (6.4% in 1991 census).

Diagram 2
Tenure of Dwellings in Haringey, 2001

Tenure	Haringey		London		Eng & Wales	
	No.	%	No.	%	No.	%
Owned outright	14,953	16.2	665,061	22.1	6,380,682	29.46
Owned with a mortgage or loan	26,178	28.4	1,010,629	33.5	8,396,178	38.76
Shared ownership	1,109	1.2	29,029	1.0	139,605	0.64
Rented from council	18,196	19.7	516,242	17.1	2,868,529	13.24
Other social rented	9,694	10.5	274,129	9.1	1,288,722	5.95
Private rented	18,557	20.1	432,482	14.3	1,888,696	8.72
Other	3,483	3.8	88,425	2.9	698,063	3.22
ALL HOUSEHOLDS	92,170		3,015,997		21,660,475	

Source: Census 2001, ONS

Private rented accommodation

In 2001, there was a higher than average number of households living in private rented accommodation in Haringey. 20.1% of Haringey households live in private rented accommodation compared to 14.3% in London and 8.72% in England and Wales. The higher than average number of privately rented homes has resource implications for the Housing Improvement Team (Private Sector) which is responsible for monitoring and enforcing the property standards in the sector.

Housing and affordability

Haringey incomes and affordable housing

The average gross weekly pay in Haringey is £562.80¹. This is compared to an inner London average of £704.20 and outer London average of £582.10.

¹ Source: Annual Survey of Hours and Earnings 2009, Office of National Statistics

These figures illustrate that, for a high proportion of Haringey households, the only affordable housing is social housing or the cheaper parts of the private rented sector.

Haringey's Unitary Development Plan (2006) defines affordable housing as:

"Housing which is attainable to buy/rent for those people whose incomes are insufficient to allow them to afford to buy/rent locally on the open market. Affordable housing comprises social housing, intermediate housing and in some cases, low cost market housing".

House prices and rent levels

The average home in Haringey costs £315,634 (November 2009), compared to an average house price in London of £324,231². However, this average Haringey price masks big differences in house prices across the borough.

Despite the economic downturn, house prices in Haringey and across London have increased significantly over the past five years. Diagram 3 shows the difference in average costs of houses across Haringey and neighbouring boroughs in May 2003 and May 2009.

Diagram 3

Average cost of Housing 2003-2009, Haringey and neighbouring boroughs

Borough	May 2003 average house price (£)	May 2009 average house price (£)	% increase 2003-2009
Haringey	246,063	301,655	22.6%
Enfield	212,290	234,059	10.3%
Islington	283,627	365,751	29.0%
Barnet	268,166	307,485	14.7%
Hackney	234,906	294,178	25.2%
Greater London	253,687	296,644	16.9%
England and Wales	126,430	152,819	20.9%

Source: Land Registry

Although the cost of renting privately varies across the borough, the average rent for a 3-bedroom privately rented home in Haringey in February 2010 was £300 per week, compared to £277 per week in Greater London.

The average weekly rent for a 2-bedroom home in Haringey was £254 per week, compared to £230 across Greater London. Prices vary greatly across the borough, with many rented homes costing a lot more than this³.

Overcrowding and under-occupation

Diagram 4 shows, at a sub-regional level⁴, the percentage of overcrowded households based on the 'bedroom standard'. It makes allowance for the age and gender of people living in a home, and the estimated number of overcrowded households. It will be seen that London boroughs occupy the "top ten" rankings in

² Source: Land Registry House Price Index

³ Source: www.london.gov.uk/rents

⁴ "Sub-regional" relates to Counties, London Boroughs, Metropolitan Districts and Unitary Authorities.

terms of overcrowding, and that overcrowding in Newham and Tower Hamlets is substantially worse than in other London boroughs.

Haringey ranks fifth, with an estimated 10,000 overcrowded households.

Diagram 4

Overcrowding by sub-regional area

Rank	Area	Percentage below standard		All households	Estimated number of overcrowded households
		Estimate from combined surveys ⁹	Estimate adjusted for consistency with national results	Interim mid-year estimates 2002	
		%	%	000s	000s
1	Newham	13	15	99	15
2	Tower Hamlets	12	14	90	12
3	Hackney	8	10	93	9
4	Islington	8	10	85	8
5	Haringey	8	10	101	10
6	Waltham Forest	8	9	97	9
7	Southwark	8	9	116	11
8	Brent	7	9	115	10
9	Ealing	7	8	131	11
10	Kensington and Chelsea	6	7	87	6
11	Leicester UA	6	6	113	7
12	Cities of London and Westminster	5	6	100	6
13	Lambeth	5	6	131	8
14	Redbridge	5	6	99	6
15	Slough UA	5	6	50	3
16	Camden	5	5	97	5
17	Hounslow	4	5	90	5
18	Enfield	4	5	116	6
19	Merton	4	5	84	4
20	Birmingham	4	5	395	19

Source: Department of Communities and Local Government

Population growth and the reduction in the number of new homes built, together with the downturn in the economy, will lead to an increase in the demand for low cost housing. For many people, the only option will be to seek shared accommodation or to move into unsuitable accommodation, increasing overcrowding.

Overcrowding and the affordability of housing are inextricably linked, as residents who are unable to afford suitable accommodation will often be left with no option but to occupy premises that are unsuitable for their needs.

Empty properties

Haringey has been working with the North London Sub-Regional (NLSR) Group to bring empty properties in Haringey back into use. Diagram 5a shows the sub-regional empty property profile for 2006 and 2007:

Diagram 5a

Sub-regional empty property profile

	2006 Total private dwellings empty for longer than 6 months	2007 Total private dwellings empty for longer than 6 months
Barnet	2,343	1,912
Camden	454	422
Enfield	1,579	1,504
Haringey	1,275	1,001
Islington	699	506
Westminster	1,598	1,559
Sub-region total	7,948	6,904
London total	29,358	27,437
Sub-region percentage	27%	25%

Source: 2006 and 2007 HSSA returns

Diagram 5b shows the number of properties that were brought back into use as a result of the NLSR Empty Homes Programme during 2008/9 as a result of one of the following activities: owner-occupier grants, compulsory purchase order (CPO), enforced sale (ES), or advice. As can be seen Haringey has a very active approach to dealing with empty properties.

Diagram 5b

Empty Homes Programme, 2008/9

	Grants	CPO	ES	Total
Haringey	18	12	29	59
Islington	26	11	0	37
Westminster	20	0	17	37
Barnet	9	10	8	27
Enfield	16	5	0	21
Camden	10	0	0	10
Total	99	38	54	191

Source: NLSR

Key borough-wide issues

- Single occupier households account for 36% of all households in the borough (close to the London average of 35%)
- There is excess demand for social housing and high demand for private rented accommodation
- The average property price in Haringey (November 2009) was £315,634 compared to a London average of £324,231
- Residents from Black African and Black Caribbean backgrounds are overrepresented on Haringey's housing register

HARRINGAY WARD HOUSING PROFILE

Introduction

The designated area for additional HMO licensing comprises approximately 3490 buildings, of which 129 buildings are within the Noel Park and St Ann’s wards.

As much of the data is collated on a Ward basis, there may be slight variations for the designated area. However, as the Harringay Ward comprises 96.4% of the stock, the variations will be minor.

The housing survey results cover the entire designated area for the additional licensing scheme.

Location of the designated area within the borough



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Tenure

The designated area has a significantly higher proportion of private rented tenants than London or the borough of Haringey as a whole. The area also has one of the lowest levels of social housing in Haringey.

	Tenure	Harringay (%)	Haringey (%)	London (%)	England and Wales (%)
	All households	4,520	92170	3015997	21660475
Owner occupied:	Owns outright	17.3	16.2	22.1	29.5
	Owns with a mortgage or loan	28.3	28.4	33.5	38.8
	Shared ownership*	1.4	1.2	1.0	0.6
Rented from:	Council (local authority)	7.8	19.7	17.1	13.2
	Housing Association / Registered Social Landlord†	9.1	10.5	9.1	6.0
	Private landlord or letting agency	32.5	20.1	14.3	8.7
	Other‡	3.6	3.8	2.9	3.2

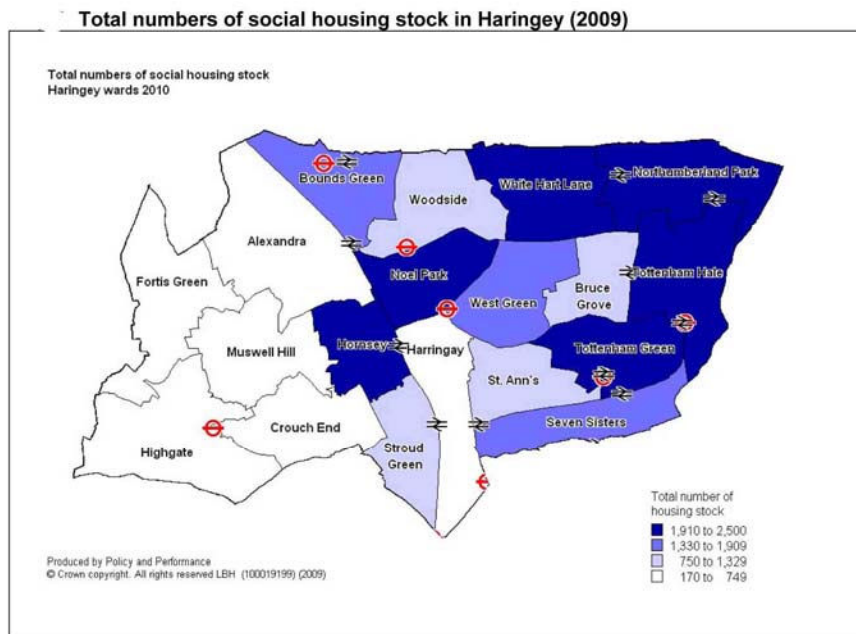
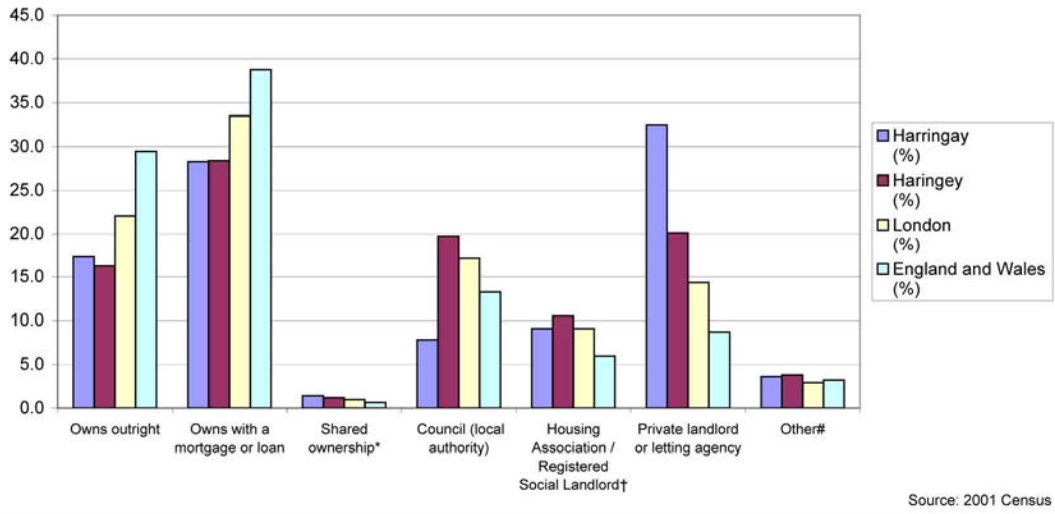
Source: 2001 Census

Notes: * Pays part rent and part mortgage.

† Includes Housing Co-operative and Charitable Trust.

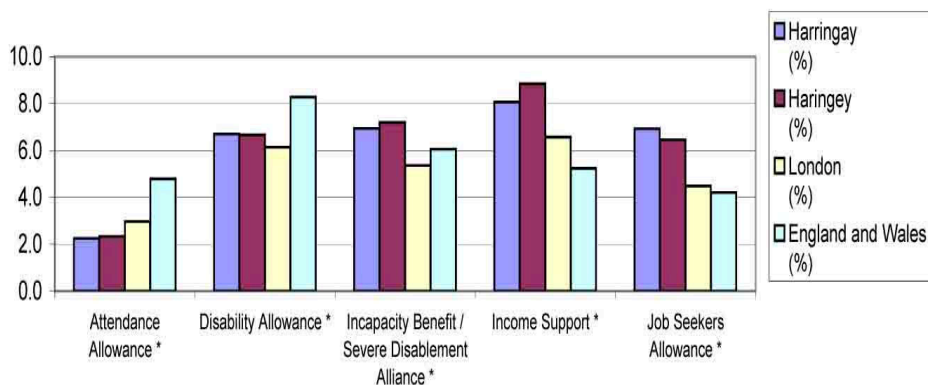
‡ Includes employer of a household member and relative or friend of a household member and living rent free.

The Harringay Ward is the only ward in Haringey that has low levels of social housing and significant levels of deprivation (see below). All other areas of high deprivation are found in wards that also have significant levels of social housing.



Benefits

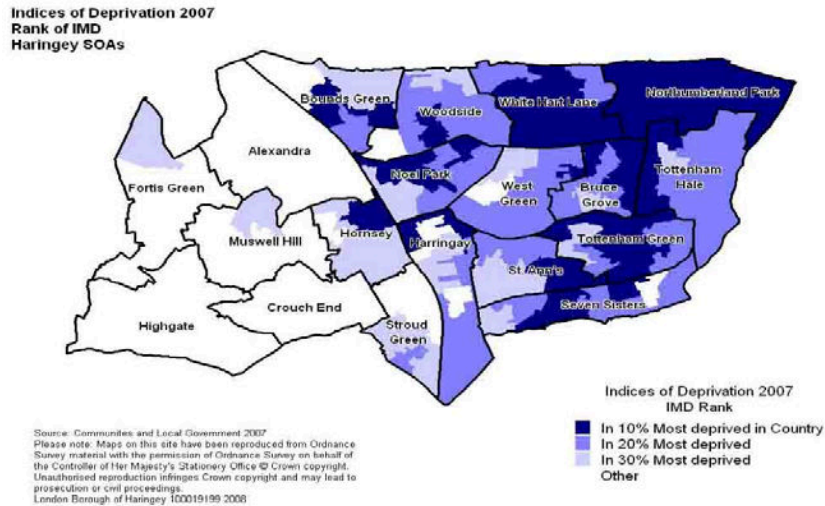
Haringey has much higher claimant levels for Job Seekers Allowance and Income Support than both London or England and Wales. The benefits picture in Harringay is very similar to Haringey as a whole.



Deprivation

The indices of deprivation is a government measure to gauge the level of deprivation in a locality. Each super output area (SOA) in the country is given a score to indicate the level of local deprivation. The map below shows which parts of Haringey fall into the 10%, 20% and 30% most deprived parts of the country.

One SOA in Haringey falls into the 10% and a further 2 SOA are in the 20% most deprived in the country



Crime

Crime in Haringey has fallen by 34% over the last 7 years. The rate of domestic burglaries in Haringey is, however, the highest in London:

Haringey

MPS offences per 1000 people (rolling year)	12 months to July 2008	12 months to July 2009	Change
Burglary	12.15	13.71	1.56
Criminal Damage	12.95	11.44	-1.51
Drugs	9.75	9.12	-0.62
Fraud or Forgery	5.92	5.34	-0.58
Other Notifiable Offences	1.34	0.98	-0.36
Robbery	4.05	4.05	0.00
Sexual Offences	1.38	1.02	-0.36
Theft and Handling	38.27	37.74	-0.53
Violence Against the Person	22.96	20.83	-2.14

Source: 2009 Metropolitan Police Service

Harringay

MPS offences per 1000 people (rolling year)	12 months to July 2008	12 months to July 2009	Change
Burglary	17.46	17.46	0.00
Criminal Damage	22.70	11.35	-11.35
Drugs	6.99	14.84	7.86
Fraud or Forgery	2.62	2.62	0.00
Other Notifiable Offences	0.00	2.62	2.62
Robbery	4.37	9.61	5.24
Sexual Offences	2.62	1.75	-0.87
Theft and Handling	32.31	32.31	0.00
Violence Against the Person	23.58	26.20	2.62

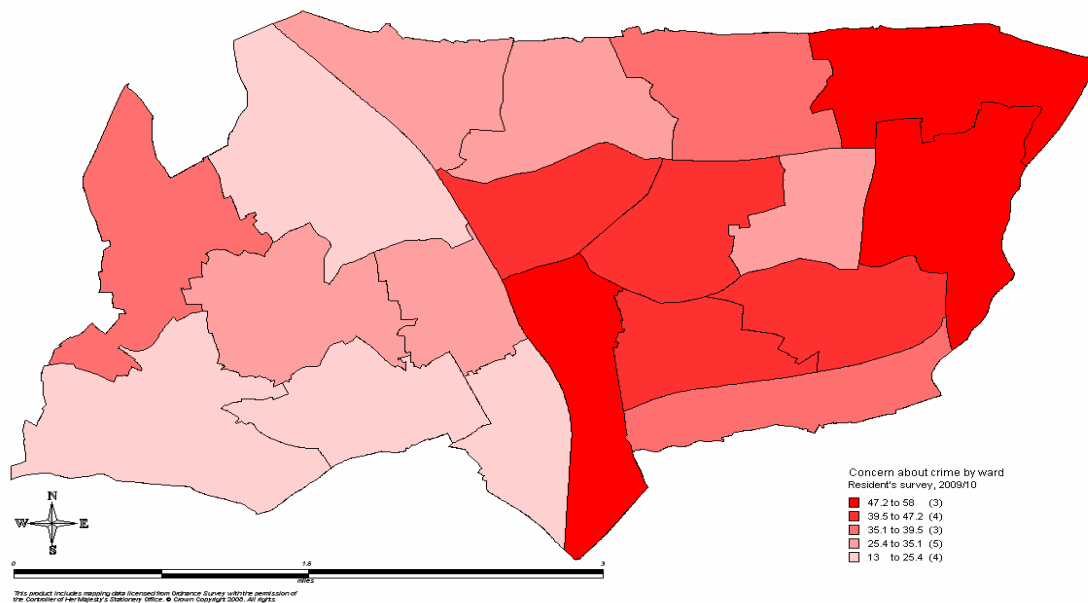
Source: 2009 Metropolitan Police Service

Although the past year has seen a slight decrease in crime in the area, there is proportionately more crime in Harringay than in Haringey as a whole.

The Housing Health and Safety Rating System Operating Guidance states that, compared to houses, flats and HMOs are 3½ times more likely to experience entry by intruders. As security was one of the main problems highlighted by the area survey, this will be an issue that requires significant action in the designated area.

Fear of crime

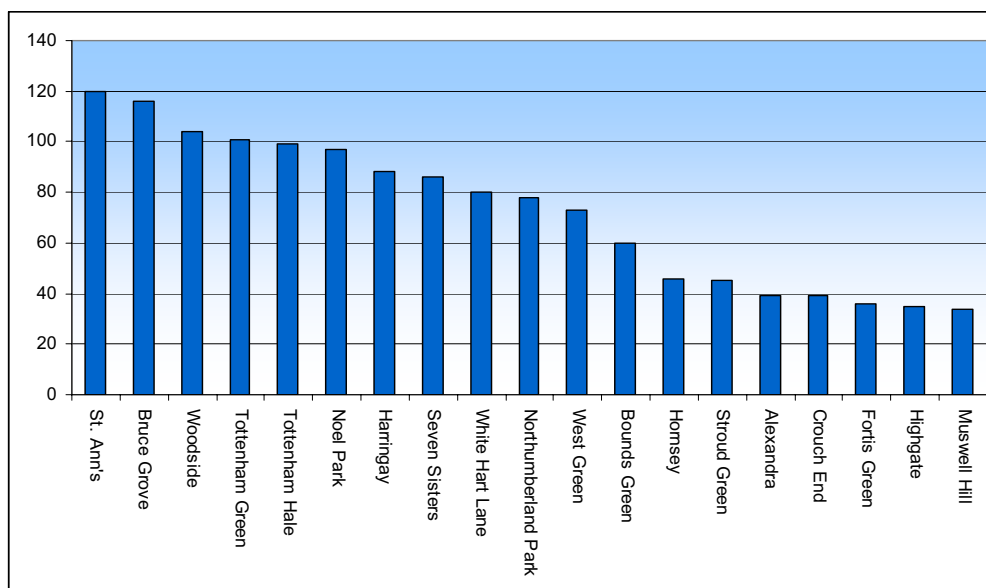
The map below shows which Wards recorded the highest levels of concern about crime in the 2009/10 Residents Survey. The Harringay Ward is one of three Wards that have the highest levels of fear of crime:



Significant work has been undertaken by the Safer Neighbourhoods Team who operated, until 2010, an initiative to provide free security measures to residents and landlords. The Team have also undertaken several “weeks of action” in partnership with Haringey and voluntary groups.

Rubbish dumping complaints

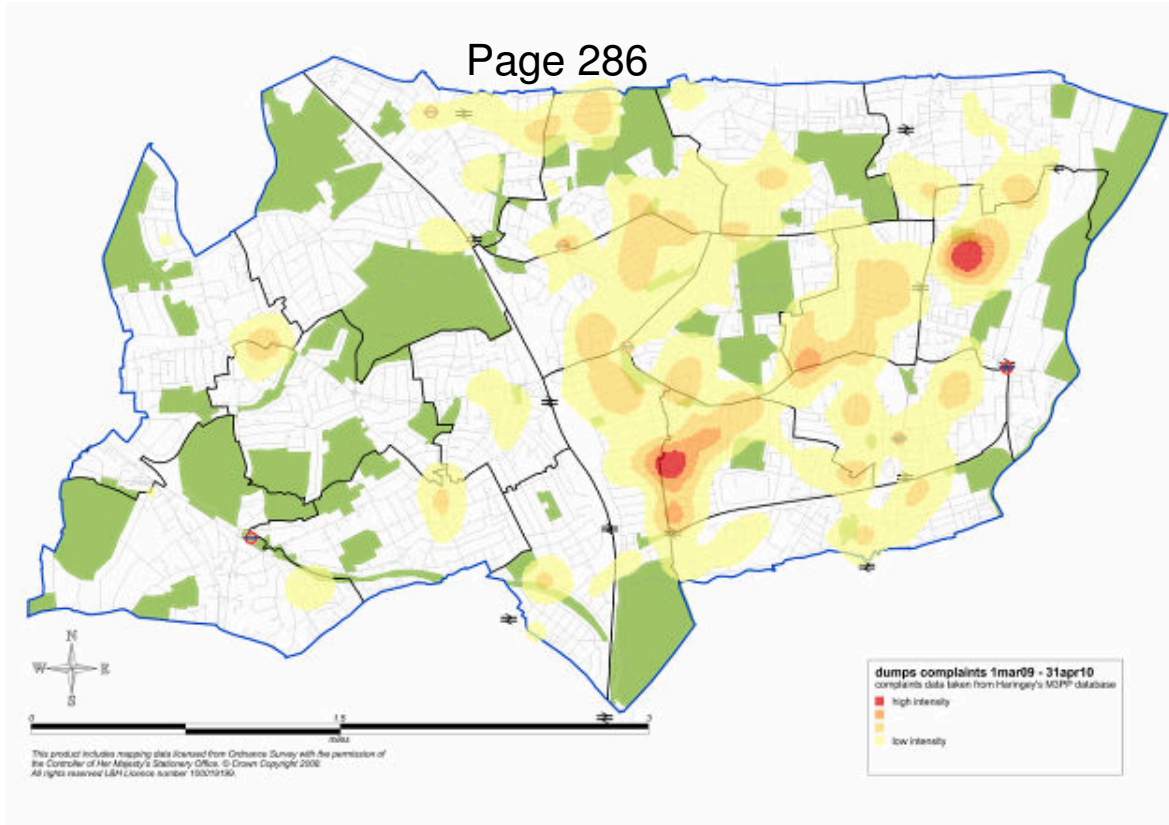
During 2009/10, Haringey received 1818 complaints concerning illegally dumped waste, with Harringay ward recording the 7th highest number of complaints: 94.



It is strongly suspected that a significant proportion of the household furniture and equipment being dumped occurs when there is a change over in private tenancies when either the landlord or tenant disposes of old furniture.

The map on the next page shows that, although dumping is generally spread across the whole borough, there are two hotspots in the borough:

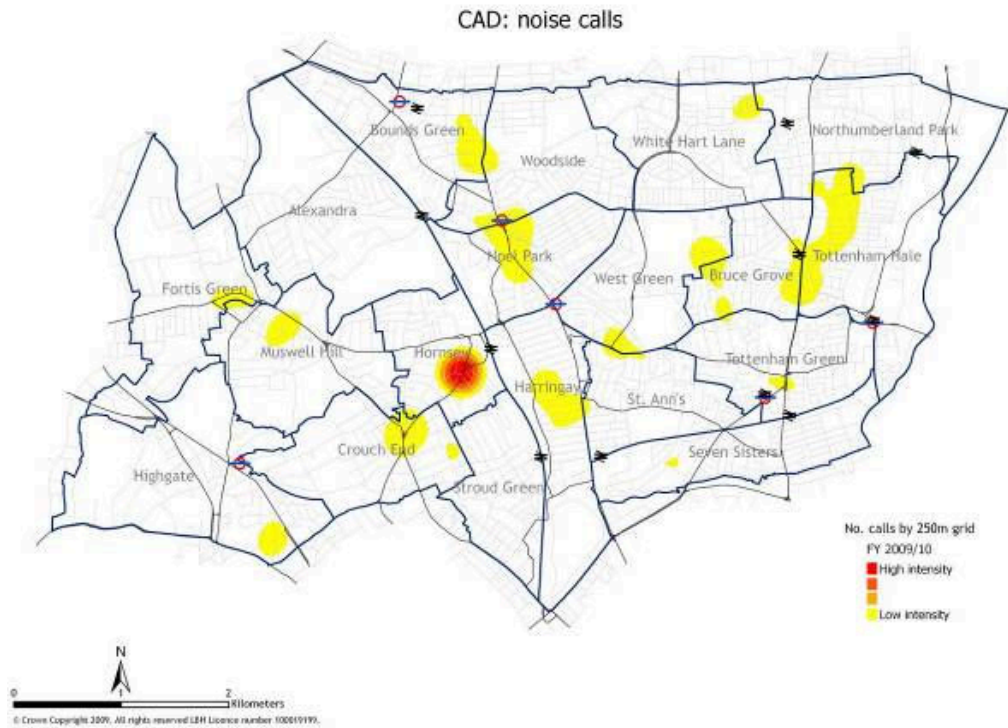
- One in St Ann's Ward (on the border with the Harringay Ward) which is made up of 33 points covering several clusters over the area. 10 'formal notices' have been served here, and 'advice given' on numerous occasions.
- One at the junction of St Ann's Road and Glenwood Road (close to the junction with Salisbury Road) is the site of two large open paved areas which seem to have attracted dumped waste.



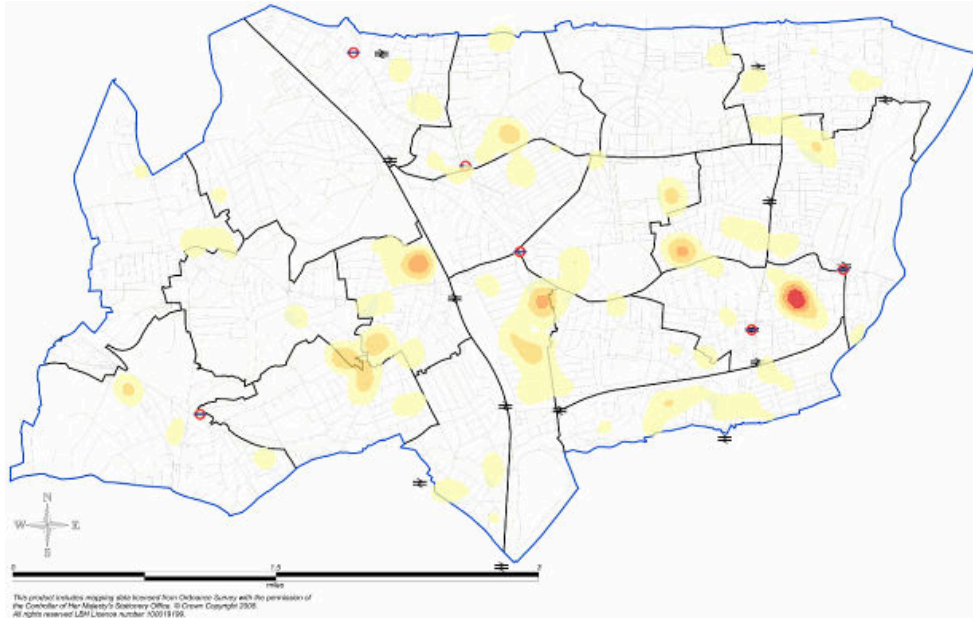
Noise complaints

As can be seen from the distribution maps below, the Haringey Ward area features strongly for all types of noise complaints.

Although the Council receives significantly more noise calls than the Police (8,179 calls in 2009/10 compared with the 511 calls to the Police), the profile is similar.



Of the 8179 noise complaints received by the Council during 2009/10, 66% of all complaints related to 'domestic' noise, 12% related to 'music' noise and 9% related to 'commercial/leisure' noise. It is important to remember that hotspot maps of complaints are representative of complaints, rather than noise exclusively.

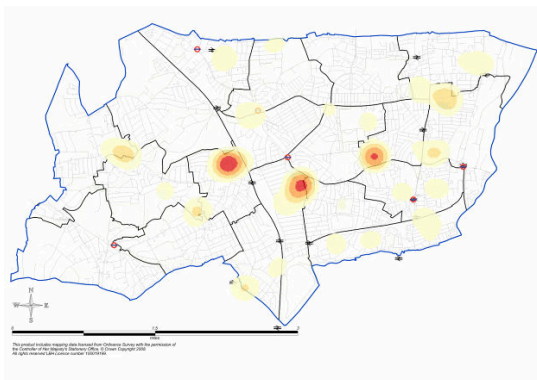


Noise complaints – domestic & music

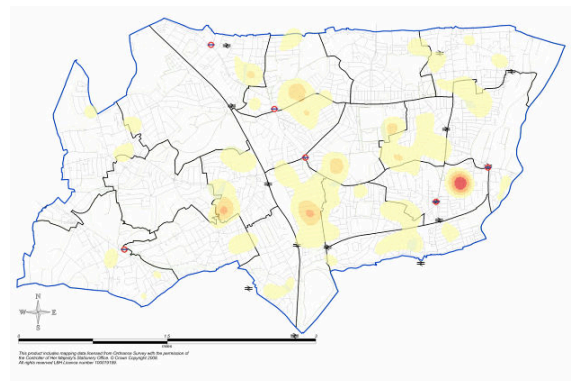
5419 'domestic' noise complaints were recorded during 2009/10. These complaints account for 66% of all noise complaints.

1014 'music' noise complaints were recorded during 2009/10. Peak days are Friday and Saturday, between 9.00pm and 2.59am. Three hotspot areas have been identified: two in the east side of the borough (Harringay and Bruce Grove Wards) and one in the west (Hornsey Ward).

Music Noise Map



Domestic Noise Map



Empty properties

Haringey has the third highest number of empty properties in the borough with a very high proportion of those having been empty for more than 5 years.

Vacant properties in the Private Sector as at 1st April 2010

	Vacant 0-5 months	Vacant 6-11 months	Vacant 12-23 months	Vacant 24-35 months	Vacant 36-47 months	Vacant 48-59 months	Vacant 60+ months	Total
WARD								
CROUCH END	59	42	29	21	17	26	28	222
HIGHGATE	48	28	11	6	2	29	27	151
HARRINGAY	68	23	10	5	1	9	29	145
BRUCE GROVE	68	20	12	4	2	10	17	133
FORTIS GREEN	53	24	5	3	3	20	21	129
TOTTENHAM GREEN	56	21	9	3	1	19	16	125
NORTHUMBERLAND PARK	43	21	17	5	2	9	22	119
BOUNDS GREEN	45	19	3	3	1	15	32	118
ST ANN'S	46	18	5	3	3	8	22	105
WEST GREEN	48	17	5	1	3	10	18	102
HORNSEY	36	21	5	3	4	10	21	100
WOODSIDE	56	10	7	4	4	10	9	100
TOTTENHAM HALE	34	23	3	5	1	13	18	97
NOEL PARK	38	12	6	4	1	14	21	96
STROUD GREEN	46	12	5	3	2	7	18	93
SEVEN SISTERS	27	16	9	2	4	12	19	89
MUSWELL HILL	38	10	5	3	1	15	11	83
ALEXANDRA	22	14	2	3	1	16	15	73
WHITE HART LANE	25	7	5	4	3	8	10	62
Total	856	358	153	85	56	260	374	2142

Source: Council Tax Records, Haringey

The above table shows that there were 2,142 empty properties on 1 April 2010 (a reduction of 971 compared to a year earlier), of which 1,286 had been empty for at least 6 months.

CONTRIBUTION OF ADDITIONAL LICENSING TO THE HOUSING STRATEGY 2009-19

Haringey's Housing Strategy 2009-19 sets out the key priorities for the Council and its partners in delivering the borough's vision for housing in Haringey:

To create neighbourhoods that people choose to live in with a balance of different types of homes which offer quality, affordability and sustainability for current and future generations.

Additional licensing will contribute positively to the aims of the Housing Strategy by regulating the supply of lower cost shared housing and converted units of accommodation.

Additional licensing will ensure that the accommodation is of a good standard, meets acceptable housing standards and is well managed by fit and proper persons. The licensing regime seeks to encourage continuing improvement of the private rented sector by rewarding good HMO landlords/owners with longer licences.

The proposed additional licensing scheme supports, and is consistent with, the five aims of the Housing Strategy:

(1) To meet housing need through mixed communities which provide opportunities for our residents

The area-based approach and establishment of a multi-disciplinary 'virtual team' (including, amongst others, Officers from Planning, Building Control and Council Tax) will enable prompt identification of empty properties and quicker action to bring them back into use. Together with improved communication with landlords and agents, they will also enable optimal levels of occupancy to be achieved for premises in multiple occupation.

(2) To ensure housing in the borough is well managed, of high quality, and sustainable

The potential for additional licensing is one of the key actions under this part of the Housing Strategy. The principal aim of additional licensing is to ensure that housing in the borough is well managed and of high quality. Energy efficiency issues will be addressed as the inspection regime is rolled out. The encouragement of licence holders to become accredited under the London Landlord Accreditation Scheme will provide an opportunity to provide advice and bring incentives to the attention of landlords. This will encourage them to voluntarily improve the condition and sustainability of their accommodation.

Improved communication with landlords will increase engagement.

(3) To provide people with the support and advice they need

Additional licensing will increase the frequency and quality of the Council's contact with tenants, residents, landlords and agents.

All private sector enforcement officers are being encouraged to attend the training sessions on landlord / tenant law and property standards provided by the London Landlord Accreditation Scheme. This will ensure that they are able to provide good quality advice on the full range of private sector housing issues.

By ensuring that shared housing and converted accommodation is of a good standard, additional licensing will help safeguard children and young people.

(4) To make all homes in the borough a part of neighbourhoods of choice

Much of the demand for the additional scheme came from residents of the area who were concerned about the impact that poorly managed HMOs were having on the area. Many of these concerns related to the environmental impact of litter, overflowing bins and poorly managed gardens and outbuildings.

The additional licensing scheme will help to ensure that HMOs are well managed. As HMOs are more vulnerable than family occupied homes to entry by intruders, the systematic inspection of premises will enable security issues to be identified and addressed.

(5) To contribute to creating the Greenest Borough

The English Housing survey has identified the private rented sector as having the highest number of low energy efficiency homes of any sector. Excess cold is a serious risk to the health and safety of residents and is the most likely hazard for which Officers have to take enforcement action under the Housing Act 2004.

The additional licensing scheme will ensure that all affected premises are inspected and should lead to an improvement in the sector. The increased contact with residents, landlords and agents will enable Officers to bring carbon management and sustainability issues to their attention.

PROPOSED ADDITIONAL HMO LICENSING SCHEME

Lessons learned from a pilot scheme

The additional licensing scheme has been developed using the lessons learned from a successful pilot project in the Harringay and St Ann's Wards.

Local residents and Members had expressed concern about the high number of properties that had been converted into smaller units, and frustration that many of these conversions had taken place without planning permission or building regulations consent, and that landlords were taking advantage of a buoyant housing market to let their properties without fulfilling their management responsibilities.

This process was blamed for dramatically changing the dynamics within the area, resulting in poor housing conditions and a general decline in the area.

Although the whole decline was blamed on the proliferation of HMOs, this was not the case. The key issue was the unchecked change of use of many properties which were converted into smaller units, with more tenants within the area and a greater turnover of residents than before. The traditional type of HMO with bedsit rooms and shared facilities was not increasing; it was more likely to be in decline.

In order to tackle this issue, a Corporate HMO / Conversion Working Group – Chaired by the Cabinet Member – was established to investigate residents' concerns. A pilot scheme was duly established and a number of target roads were identified to assess the nature and extent of Council activity.

Information regarding properties that had been converted with and without planning permission was gathered and complaints regarding noise, housing disrepair, environmental nuisance and waste enforcement were compared against each type.

Although the results were inconclusive, the number of complaints made within the Harringay Ward was, overall, the second highest in the borough. The spread of complaints was even across the units converted with permission and those without.

During the pilot scheme, it was noted that:

- In each target road, there were a small number of properties that were the subject of a large number of complaints across many services. The problems appeared to be occurring over a long period, creating a poor perception of the area and the Council. Services responded to complaints individually but what was really needed was for services to work collaboratively and proactively, at an early stage, to resolve the problems.
- There were a large number of properties that at first appeared to be owner occupied but were found, on investigation, to be private rented, in poor condition and occupied by tenants who had been placed by external organisations or companies that were working in partnership with government agencies or bringing in foreign students from France, Spain, Italy and Hungary.
- A number of the properties that were found to have been converted had insufficient Council Tax accounts or HMO owners were not registered as the responsible person for the Council Tax account. As a result, the Council has been losing, and continues to lose, substantial amounts of Council Tax.

As a result of the pilot scheme, it was agreed that the following must be addressed:

- Properties must be safe, comfortable and in a good state of repair..
- Properties must comply with all standards and permissions required.
- Landlords must be made to take responsibility for anti-social behaviour and nuisance associated with their properties.
- Landlords must provide their tenants with proper tenancies and documentation.
- Landlords must ensure that all waste (including the daily waste of tenants and the waste that results from tenancy changes and/or building works) is disposed of in an appropriate and responsible manner.
- Landlords must ensure that the correct amount of Council Tax is paid and notify the Council when Housing Benefit recipients leave.

It was clear from the pilot scheme that additional licensing will provide the Council with a very useful tool for addressing these requirements in most premises.

Evidence gathering

Evidence gathering exercises were conducted in stages.

Much of the data gathering, during the pilot scheme, was carried out within the planning team and was, primarily, a desk based exercise.

In November 2009, a leaflet was delivered to all premises in the Harringay Ward, setting out the standards that all HMOs must meet under the Management Regulations, together with details about the mandatory licensing of HMOs.

Targeted at the residents and tenants in the area, the leaflet advised tenants to contact the Council if there were issues at the property or they believed that the premises should be licensed. It also highlighted the fact that the tenants of unlicensed HMOs could get 12 month rent returned.

The leaflet also informed residents of the standards that should be expected for HMOs – including the proper disposal of rubbish and the regular maintenance of gardens – and advised them to contact the Housing Improvement Team (Private Sector) if they were having problems with any HMOs in their area.

The response from the leaflet drop was disappointing, with only 2 contacts being directly linked to the leaflet drop.

During 2010, two Officers were tasked with undertaking further enquiries to establish the standard of management of HMOs – and the private sector housing conditions – in the area. It was anticipated that many of the issues that had been raised as concerns by residents were due to landlords and tenants' lack of knowledge and understanding of their rights and responsibilities.

Landlords and agents were contacted by letter and personal visits made to agents' offices in the area, in order to encourage them to become accredited with the London Landlord Accreditation Scheme (LLAS). The LLAS would provide them with the knowledge to run a successful business and comply with their duties. A "handbook" was also compiled for distribution to tenants; this included information and contact details for various Council teams, voluntary organisations and details of services such as bulk waste collection and how to register with a doctor.

Two training days were set up for local landlords and agents to attend a LLAS development course. Unfortunately, both had to be cancelled due to poor take up.

It became clear that, in order to obtain meaningful information about management and property conditions, a much larger survey was needed. In October 2010 (during the Safer Neighbourhood Team's "Week of Action" in the Harringay Ward) all field officers took part in a house-to-house survey of the area.

The area comprises approximately 3490 buildings and repeated visits and letter drops were made to gain access. The surveys achieved an assessment rate of 34%, which is in keeping with general surveys within London. This relates to 1189 properties and served to provide information on tenure and property conditions across the area surveyed. Although the majority of premises were surveyed during the week, the remainder of the area was surveyed over the following few weeks.

The definition of a converted block of flats type HMO under s257 of the Housing Act 2004 (commonly known as s257 HMOs) is complex and, amongst other issues, it requires that they must fail to comply with the 1991 building regulation standard (or later versions). This therefore applies to older type conversions or those carried out without building regulation approval. For the purpose of the survey an assumption was made that all conversions were s257 HMOs.

The survey revealed that 42% (501) of the assessed properties visited were potentially used as HMOs. The percentage of those visited which were shared/bedsit type HMOs was just under 9% (102) and the proportion which were found to be potential s257 HMOs was just under 34% (399).

68% of the shared/bedsit HMOs visited and 46% of the s257 HMOs visited were found to be unacceptable and would require enforcement action. The most common cause for concern was found to be fire precautions followed by security issues.

Extrapolating the results to the whole area, it is possible that there may be up to 300 shared/bedsit type HMOs and up to 1170 converted blocks of flats type (s257) HMOs. Based on the findings of the inspections carried out to date, this could mean that enforcement action is required to bring 205 shared/bedsit HMOs and 546 s257 HMOs up to an acceptable standard.

3490 buildings in area	Assessment Undertaken	Survey Unacceptable	Survey Acceptable	Extrapolate to Whole Area	
				Requiring Enforcement	No Enforcement Necessary
Shared/Bedsits	102	70	32	205	95
S257 HMO	399	186	209	546	614
Total				751	709

Although the designated HMOs for this area will include all shared/bedsit type HMO accommodation, it will **only** include those s257 HMOs where the building and all units of accommodation are in single ownership. It is anticipated that approximately 25% of the potential s257 HMOs will therefore be licensable under the designation.

The pilot scheme has also revealed 61 houses that are potentially subject to mandatory licensing for which no application had been received. As it is an offence to operate a licensable HMO without a licence, letters were sent to the owners of

these premises at the beginning of April 2011, advising them to apply for a licence or contact the Council if they are not the responsible person.

Six weeks on, almost half of the recipients had still not made contact with the Council and only one had submitted an application for a licence. This may provide an indication of the level of enforcement action that may be necessary to implement the additional licensing scheme

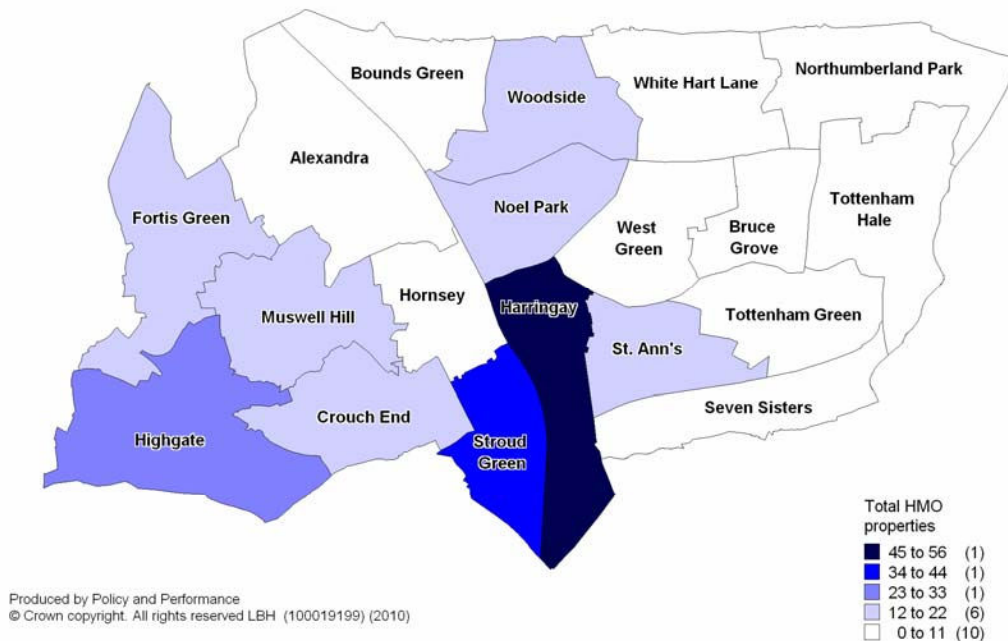
Mandatory licensable HMOs

The Harringay Ward has 52 licensed HMOs, which amounts to more than 20% of all the mandatory licensable HMOs in Haringey.

There are a further 3 mandatory licensed HMOs in Salisbury Road (making a total of 55 within the designated area) and, as explained above, another 61 potentially mandatory licensable HMOs were found during the survey.

The following map shows the concentration of mandatory licensable HMOs:

Total number of licensed houses in multiple occupation (HMO)
Haringey wards



MANDATORY LICENSED HMOs

WARD	Licensed HMOs
Harringay	52
Stroud Green	34
Highgate	24
Noel Park	22
Muswell Hill	20
Woodside	13
St Ann's	18
Crouch End	13
Hornsey	12
Fortis Green	9
Seven Sisters	9
Bruce Grove	7
Northumberland Park	7
Bounds Green	6
West Green	4
Alexandra	3
Tottenham Green	1
Tottenham Hale	1
White Hart Lane	0
Total	255

OTHER COURSES OF ACTION

There are a number of different ways of improving housing conditions and ensuring compliance with legal requirements.

Experience has shown that advice, assistance and support – together with meaningful engagement with private sector landlords – is more effective than enforcement action in persuading most landlords to raise their game.

The Housing Advice & Options Team provides landlords with comprehensive advice on all aspects of letting and the Haringey Home Finder Scheme helps and supports landlords who offer accommodation to private tenants nominated by the Council.

No financial assistance is available to landlords in the form of grant aid.

Engaging with private sector landlords

We operate a highly successful Private Sector Landlords Forum that meets regularly and covers various topics of current interest, changes in legislation etc. It is also used as a consultation forum on matters, including licensing proposals and the outcome of our consultation exercise on the additional licensing scheme can be found in the Additional Licensing Consultation Report 2011.

The Forum has a database of over 600 landlords and attendance levels between 40 and 100 individuals. It is an excellent vehicle for advising agents and landlords on standards and issues surrounding HMOs.

Although the Forum provides a useful method of engagement, it reaches only a small percentage of landlords and agents with premises in the borough and, although they may attend and be willing to engage with the Council, they may still not comply with the law, management regulations or health and safety requirements.

Whilst the forum is an excellent means of engagement, it cannot ensure compliance with the legislation, or improve housing conditions, on its own. .

London Landlord Accreditation Scheme

The London Borough of Haringey has been a keen supporter of the London Landlord Accreditation Scheme (LLAS) since the partnership was established in 2004. All thirty-two London boroughs have signed up to the scheme and Haringey has 476 accredited members who own or rent properties in Haringey. This is the fourth highest level of membership of all London boroughs.

The LLAS is a voluntary London-wide scheme that is administered, on behalf of the partnership, by Camden Council and accredits prospective landlords, existing landlords and agents. Once accredited, they are recognised by all participating authorities. Landlords and agents must attend a one day training course and be fit and proper persons to become accredited. They receive an information manual, which covers all aspects of property standard and landlord tenant law. To maintain their membership once accredited, they must complete a minimum of 10 hours continual professional development training.

The London Landlord Accreditation Scheme provides regular newsletters, discounts on various products and services and also discounts on HMO licensing fees. Landlords and letting agents can both become accredited and all the participating London boroughs promote the scheme locally.

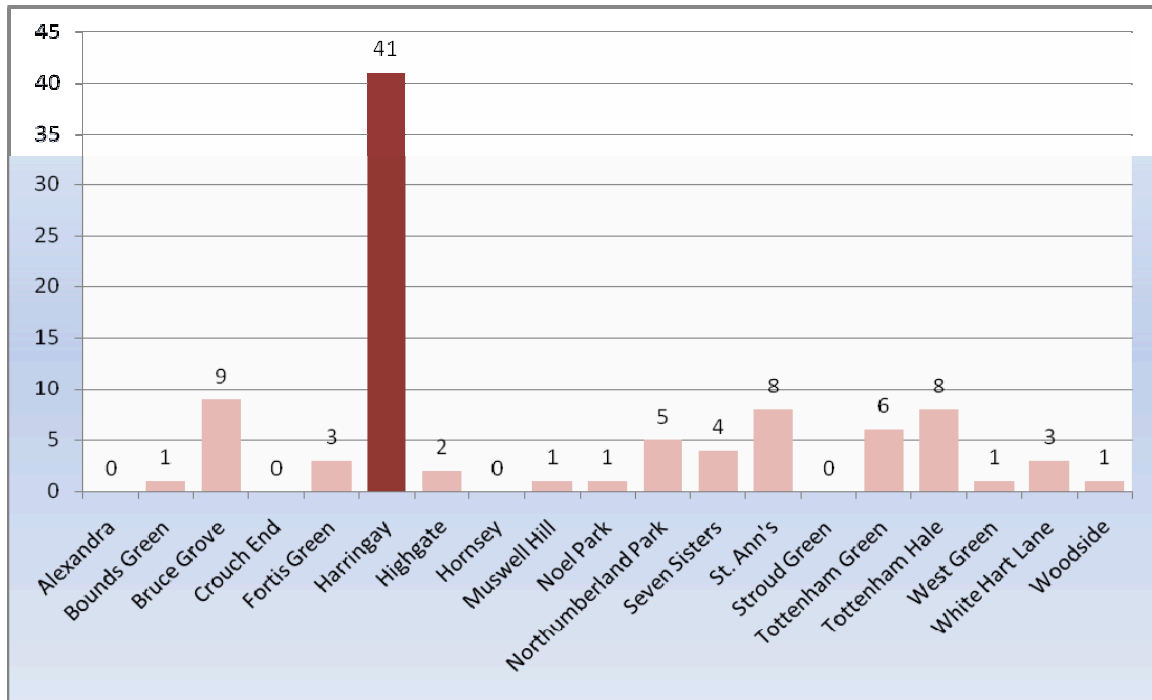
We offer regular courses and an expanded programme has been initiated in anticipation of increased interest due to the proposed additional licensing scheme and many mandatory licensable HMOs coming up for relicensing. Courses are currently available within the borough every 6 to 8 weeks.

Accreditation is an excellent tool to encourage good landlords and agents, or those willing to improve their management skills, to be more professional and to improve their knowledge of the wide-ranging and complex legislation affecting the private rented sector. However, it is still only voluntary and unfortunately does not deal with the worst Landlords who have little or no interest in managing their properties effectively, let alone improving their knowledge or professionalism. Discounts on HMO licensing for accredited landlords have proven to be a good incentive in encouraging more Landlords through the accreditation process

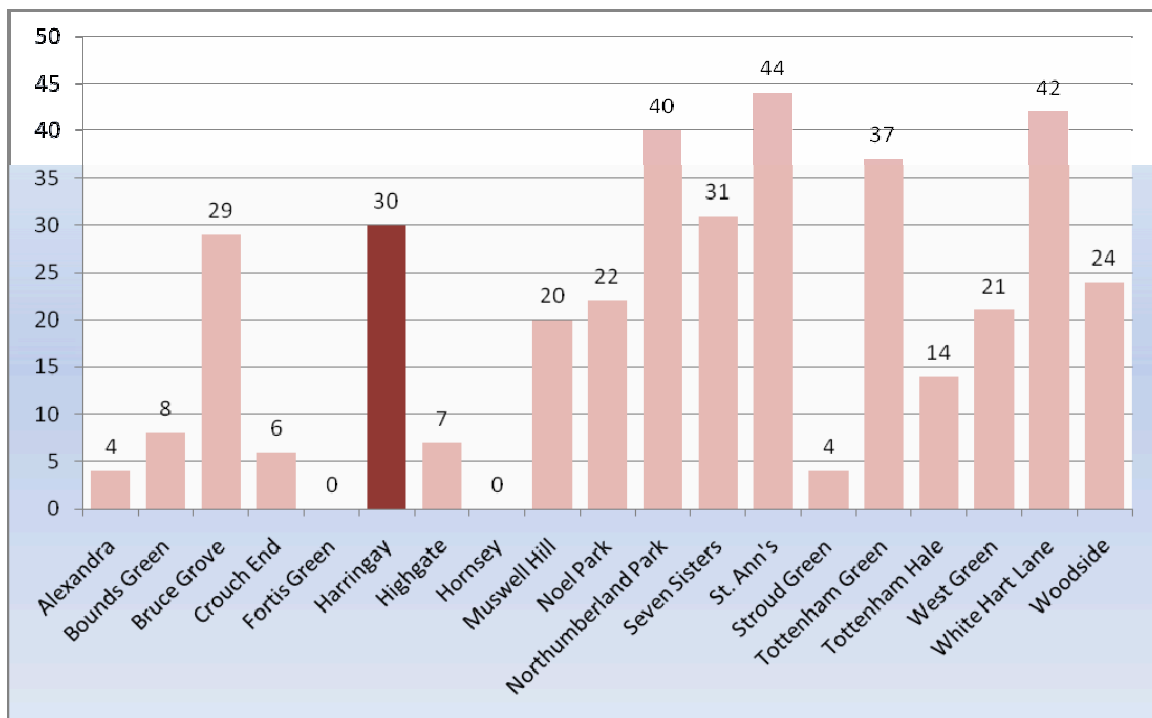
Licensing is seen as a necessary and effective tool in dealing with the worst landlords within the sector, and will act as a means of encouraging them to either adopt a more professional approach and become accredited or leave the sector.

Enforcement

Harringay Ward has 20% of all mandatory licensable HMOs and a significant number of other HMOs. The table below shows that a disproportionate number of complaints recorded by the Council (44%) relating to HMOs were from the Harringay Ward:



The number of statutory notices issued during 2010 was 383 and Harringay Ward was responsible for 30 (9%) of all notices issued:



The Council's general approach to the private rented sector is one of partnership and persuasion. When enforcement does become necessary, this is within the relevant legislation and in compliance with the Enforcement Policy and the Government's Enforcement Concordat.

However, when persuasion and encouragement do not work, the Council will resort to legal action. During 2010/11, there were 10 prosecutions against landlords and agents for various breaches of private sector legislation and, during the last three years, there have been two cases of landlords being imprisoned for offences relating to the operation of private rented accommodation in Haringey.

The Council has successfully prosecuted landlords, on 6 occasions, for failure to obtain a mandatory HMO licence. These have resulted in two cautions and fines totalling £11,000.

Enforcing standards is complex, resource intensive and expensive. Licensing changes the dynamics and requires the landlords to approach the authority and it is an offence to not make a licence application if the property falls within the criteria set.

Unfortunately, there are still a significant number of bad landlords who will not comply voluntarily and for whom prosecution does not seem to be a deterrent.

RISK ASSESSMENT

There are a number of risks associated with the designation of the additional licensing scheme. These can be divided into 3 main areas:

- Residents
- Income
- Displacement

Residents

There may be an increase in harassment and illegal evictions (as landlords attempt to avoid compliance) and an increase in homelessness due to the evictions and/or the reluctance of landlords to accept new tenants.

In order to reduce the risk, the Housing Advice & Options Team and Citizens Advice Bureau will be briefed on the scheme and provide advice and support to tenants. The contact details of both organisations will be included in any correspondence with tenants. As the HMO designation of the additional licensing scheme will be for 3 or more persons, this will reduce the temptation for landlords to reduce numbers to a non-licensable level, since such action would result in a significant loss of rent.

Income

Fee income may be severely reduced – and enforcement costs increased – if it proves very difficult to obtain licence applications from a significant number of landlords. The complex definition of HMOs contained in the Housing Act 2004 may also mean that, when detailed investigation is undertaken, the number of properties that are subject to licensing may be less than anticipated. The position with shared/bedsit HMOs is more straightforward with less likelihood for avoidance.

In order to reduce the risk, clear procedures for enforcement action have been prepared and a new enforcement policy will expedite enforcement action. A full consultation process has been carried out and the benefits of additional licensing will be explained to landlords.

Displacement

Providers of rented accommodation may move from the designated area to areas that are not yet subject to the additional licensing scheme.

In order to reduce the risk, the Council will monitor the effect of the scheme and further research will be carried out across the rest of the borough to assess the impact of the scheme and the need for any further action.

DESIGNATION OF ADDITIONAL LICENSING

Section 56 of the Housing Act 2004 allows a local housing authority to designate either the whole of the district (or an area of the district) as subject to additional licensing and to specify the designation of HMOs to which the licensing shall apply.

Options Appraisal

The designation can cover the whole or part of the borough.

There are insufficient resources available to cover the entire borough, and government guidance states that only in exceptional circumstances should the licensing include converted blocks (s257 HMOs). The option of designating the whole borough was not considered appropriate.

The survey carried out during 2010/11 indicated that, if the additional licensing scheme was limited only to the Harringay Ward, the Council would fail to deal with the similar larger converted multi occupied premises on the north of Turnpike Lane and on the west side of Green Lanes. It is for this reason that the area covered by the scheme has been extended to include both sides of these major thoroughfares.

Salisbury Road in St Ann's Ward was proposed by the Ward's resident groups, due to the problems caused by some poorly managed premises. As the road has a significant concentration of large poorly managed premises, including three mandatory licensed HMOs, the area will include all premises in Salisbury Road.

The designation may cover any HMO.

Due to the problems caused within the area by conversions, it was clear that converted blocks of flats (s257 HMOs) would be included within a scheme. One criterion for a converted block to be included in the definition of HMO is that “less than two-thirds of the self contained flats are owner occupied”.

It is therefore possible for owner occupiers to be included in a licence application even though they would only be included because of the decision of a third party (another leaseholder) to let their premises. They could be liable for complying with the requirements of the licence – and liable to pay a fee – because of the actions of another leaseholder. Leaseholders can also use the freehold/leasehold legislation to deal with management issues within the block.

It is considered that the designation of HMO should only extend to converted blocks where the entire block and all units of accommodation are in the same ownership.

An HMO is basically any house or flat that is occupied by 3 or more persons in two or more households. Although there was little support from landlords for the designation to apply to 3 or more persons, there was no consensus as to what should be the appropriate number. Six or more was the most popular, but this is in excess of the number required for mandatory licensing.

Although there is no formal data available as to the number of occasions on which landlords have been able to avoid mandatory licensing by reducing the number of occupants to below 5, anecdotal evidence from Officers indicate a high number of such avoidances. Some boroughs have stated that more than 40% of mandatory licensable HMOs have reduced numbers below the threshold for licensing.

It is considered that the designated number of people should be set at 3 or more, irrespective of the number of floors.

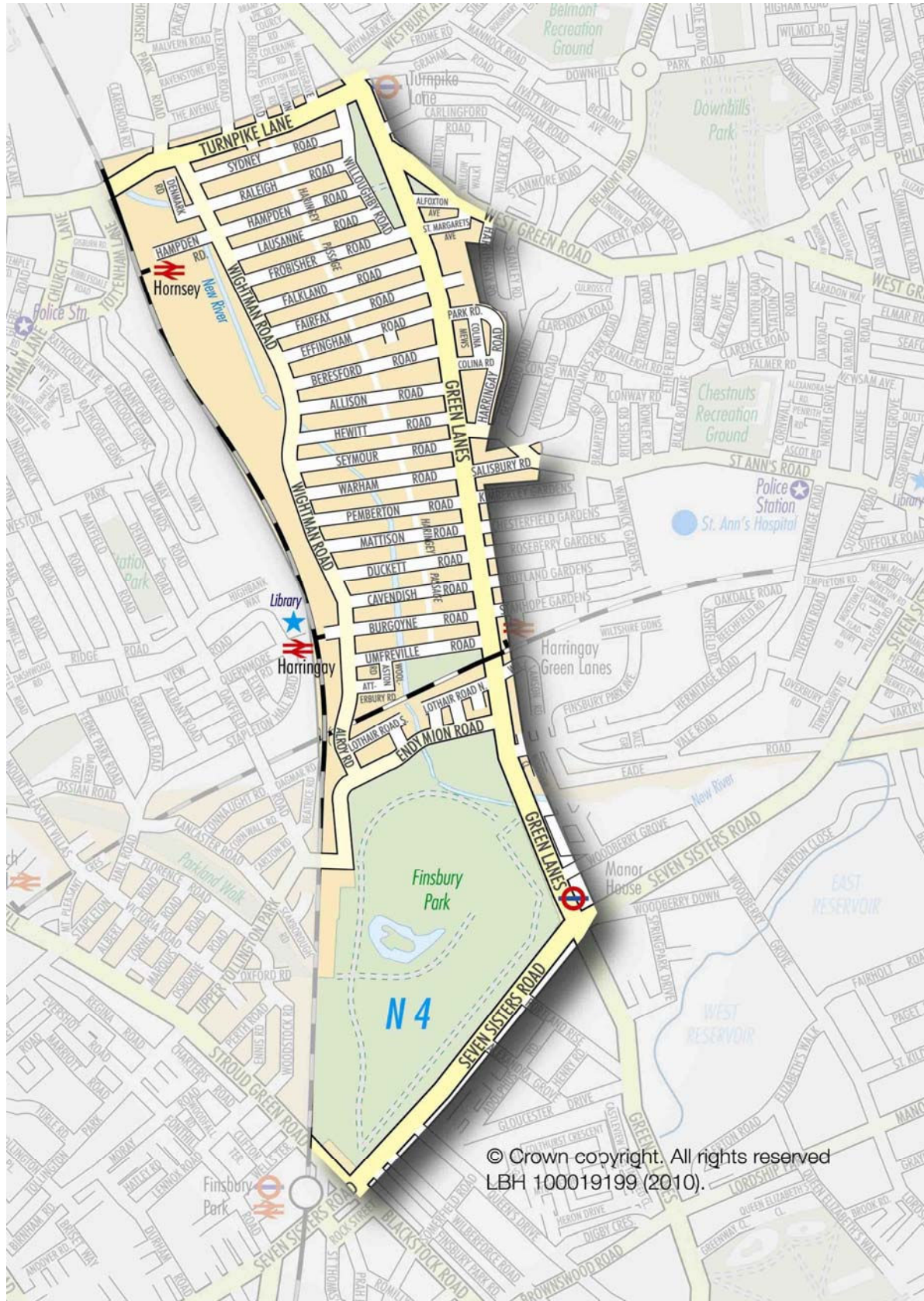
Area designation

The additional licensing of Houses in Multiple Occupation (HMO) will cover the entire Haringay Ward, together with the neighbouring north side of Turnpike Lane between the corner of High Road and Hornsey Park Road in Noel Park wards, plus the neighbouring east side of Green Lanes from the borough boundary with Hackney in the south to the junction with West Green Road, together with all of Salisbury Road in the St Ann’s Ward. The area comprises approximately 3490 buildings.

The buildings on the north side of Turnpike Lane, the east side of Green Lanes and Salisbury Road are primarily large pre-1919 premises, many are mixed tenure (commercial and residential), or converted or shared premises in multi occupation. The housing survey undertaken as part of the process found that many were in poor condition and/or poorly managed and should be included in the designated area.

The map on the next page shows the area designated.

Area Designated for Additional HMO Licensing Scheme



HMO designation

The designation will apply to:

- All HMOs which are occupied by 3 or more persons comprising 2 or more households (irrespective of the number of storeys within the HMO); and
- Certain converted blocks of flats as detailed by section 257 of Housing Act 2004 but only where the entire block and all individual units of accommodation within the block are in single ownership.

The definition of household is detailed in section 258 of the Housing Act 2004.

Operative date

The operative date for the additional licensing scheme will be 1 October 2011



Appendix 2

STANDARDS FOR HOUSES IN MULTIPLE OCCUPATION

HMO owners and their agents are advised to ensure that any HMO does not contravene any Planning restrictions or requirements. The granting of an HMO licence does not confer any Planning permission or status.

1. HEATING

- 1.1 Fixed space heating shall be provided in all rooms, including bathrooms and WC compartments, and shall be capable of maintaining a constant temperature of at least 22 °C in bathrooms, 21 °C in living and sleeping rooms, and 18 °C in all other rooms and circulation areas.
- 1.2 The heating shall be available, if required, to all tenants at all times. Control over the amount of heating in each unit of accommodation shall be under the control of the occupying tenant, and the method of heating shall be safe and should be efficient and affordable.
- 1.3 Where heating is provided by a central heating system, including to common parts, the fuel supply shall be via a quarterly credit meter on a landlord's supply, not a key or card meter (except where a system is exclusive to an individual unit of accommodation).

2. PERSONAL HYGIENE

- 2.1 Wherever reasonably practicable, each unit of accommodation shall be provided with a wash-hand basin, except where there is exclusive use of a sink. Otherwise, there shall be provided a minimum of one wash-hand basin for every five occupiers, to be situated within a shared bathroom.
- 2.2 All units of accommodation shall have the use of a bath or shower, and a WC. Where these facilities are not exclusive, there shall be provided a minimum of one bath or shower and one WC for every five occupiers sharing the facilities.
- 2.3 Wherever reasonably practicable, all rooms containing a WC shall also contain a wash-hand basin. Otherwise, a wash-hand basin must be provided in a readily accessible position within the vicinity of the room containing the WC.
- 2.4 No unit of accommodation shall be more than one floor distant from a bathroom or WC compartment.
- 2.5 All facilities for personal hygiene shall be located within proper rooms or compartments. External water closets shall be ignored for the purposes of paragraphs 2.1.2 and 2.2.1.

- 2.6 All bath/shower rooms shall have a suitable layout and shall be of sufficient size to include adequate drying and changing space. The wall finishes and flooring shall be readily cleansable, the flooring well-fitted and non-absorbent, and a suitable lock provided to the door of each bathroom or shower room. There should be no glazing to the door.
- 2.7 The wall finishes and flooring of any separate WC compartment shall be readily cleansable, the flooring well-fitted and non-absorbent, and a suitable lock shall be provided to the door of each such compartment. There should be no glazing to the door.
- 2.8 All bath/shower rooms and WC compartments shall be provided with adequate mechanical or passive stack ventilation and artificial lighting, and shall be adequately heated (see paragraphs 1.1 to 1.3).
- 2.9 All facilities provided for personal hygiene must be of suitable size and design, and must be readily cleansable.
- 2.10 All baths, showers and wash-hand basins shall be provided with adequate and constantly available hot and cold water supplied via suitable fittings and shall be properly connected to the soil drainage system.
- 2.11 All baths and wash-hand basins shall be provided with glazed tiled splashbacks of minimum height 450 mm, where practicable. Showers shall be provided in purpose-made or properly constructed cubicles.
- 2.12 All WCs shall be provided with a suitable seat and must be securely fixed. They shall be properly connected to the soil drainage system and the cisterns provided with an adequate and constantly available supply of water.

3. KITCHEN FACILITIES

- 3.1 Each letting shall have access to facilities for the storage, preparation and cooking of food.
- 3.2 A set of kitchen facilities exclusive to a letting is to consist of the following as a minimum:-
 - (a) adequate cupboard space for food storage, to consist of a 500 mm base unit or a 1000 mm wall unit as a minimum (a sink base unit will **not** be acceptable for this purpose);
 - (b) an adequately-sized refrigerator with a freezer compartment;
 - (c) a sink and drainer, set on a suitable base, with proper connection to the soil drainage system and adequate and constantly available hot and cold drinking water supplied via suitable taps.
 - (d) an impervious work surface of minimum length 1000 mm (**excluding** any area covered by a major appliance);

- (e) adequate cupboard space for the storage of kitchen utensils (a sink base unit will suffice);
- (f) mains gas or electric cooking facilities consisting of oven, grill and a minimum of two burners or hotplates. Portable hotplates are not acceptable, and any mini oven or Belling type cooker shall be securely fixed, with the hotplates at work surface level;
- (g) glazed tiled splashbacks provided to the sink unit, cooking appliance and work surface to a minimum height of 300 mm, where practicable;
- (h) one double power socket, located at least 150 mm above the work surface, in addition to any sockets used for the connection of major appliances; and
- (i) suitable kitchen waste bins and re-cycling bins.

3.3 Where some or all of the units of accommodation do not have exclusive kitchen facilities, shared facilities shall be provided in a ratio of one set of facilities to a maximum of three lettings, or a maximum of 6 individuals, whichever is the lowest..

Each set of shared facilities is to consist of the following as a minimum:-

- (a) adequate cupboard space for food storage for each letting, to consist of a 500 mm base unit or a 1000 mm wall unit as a minimum (a sink base unit will **not** be acceptable for this purpose). NB these can be provided within the units of accommodation if preferred;
- (b) an adequately-sized refrigerator with a freezer compartment for each letting. NB these can be provided within the units of accommodation if preferred;
- (c) a sink and drainer, set on a suitable base, with proper connection to the soil drainage system and adequate and constantly available hot and cold drinking water supplied via suitable taps;
- (d) an impervious work surface of minimum length 2000 mm (**excluding** any area covered by a major appliance) or two separate lengths of 1000mm each;
- (e) adequate cupboard space for the storage of kitchen utensils;
- (f) a suitable gas or electric cooking appliance with oven, grill and a minimum of four burners or hotplates;
- (g) glazed tiled splashbacks provided to the sink unit, cooking appliance and work surface(s) to a minimum height of 300 mm, where practicable;
- (h) one double power socket **per** 1000 mm of work surface, located at least 150mm above the work surface(s), in addition to any sockets used for the connection of major appliances; and
- (i) suitable kitchen waste bins and re-cycling bins.

- 3.4 Where more than one set of shared kitchen facilities are required, these may be provided within one room, **but** they must be arranged in distinct areas for the convenience of the occupiers.
- 3.5 No unit of accommodation shall be more than one floor distant from a kitchen, whether for exclusive or shared use. However, this condition may be waived where a suitable, adequately-sized dining room or dining area is provided for the occupiers of such lettings either on the same floor as, or no more than one floor distant, from a kitchen. The maximum sharing ratio of three lettings per set of kitchen facilities still applies.
- 3.6 Where kitchen facilities are provided within a bedsit room, they should be situated in a distinct 'kitchen area' and this area should, where practicable, be located as far from the room door as possible. Where it is not practicable for the cooking appliance to be located remote from the door, a fire-resisting screen of suitable height should be constructed to shield the door from flames in the event of a fire occurring in the kitchen area.
- 3.7 Separate kitchens, whether for exclusive or shared use, shall be of sufficient size to enable a safe and practical layout.
- 3.8 In no circumstances shall kitchen facilities be installed within a staircase enclosure.
- 3.9 In no circumstances shall access to a room used for sleeping be via a room containing kitchen facilities, unless an alternative escape route is available in the event of a fire.
- 3.10 All kitchens and rooms containing kitchen areas shall be provided with adequate mechanical or passive stack ventilation and artificial lighting.
- 3.11 All kitchens and kitchen areas shall be provided with suitable impervious, well-fitted floor covering.
- 3.12 All kitchens and kitchen areas shall have a safe and practical layout. In particular:-
- (a) cooking appliances should, wherever practicable, have an adjacent work surface;
 - (b) no soft furnishings are to be within 600 mm of the cooker rings or hotplates, and
 - (c) the minimum clearance between the cooker rings or hotplates and any cupboard or extractor above must comply with manufacturer's instructions.

4. FIRE PRECAUTIONS

- 4.1 Shared kitchens shall be provided with fire doors having a minimum fire resistance of 30 minutes. Fire doors are to be close-fitting and shall be provided with intumescent strips, cold smoke seals and suitable self-closers.

- 4.2 All kitchens and kitchen areas shall be provided with a properly-mounted fire blanket.
- 4.3 A multi-purpose fire extinguisher shall be provided at each level within the staircase enclosure.
- 4.4 An automatic fire detection and alarm system shall be provided to ensure early warning in the event of a fire. The actual works required in any particular case will depend on the layout of the property and are decided upon by the Council following consultation with the Fire Authority and having regard to the LACORS "Housing – Fire Safety" guidance.
- 4.5 An emergency lighting system shall be provided in most cases, with luminaries provided in such numbers and locations so as to adequately illuminate the staircase enclosure in the event of a failure of the main lighting.
- 4.6 Electricity supplies to automatic fire detection and alarm systems and to emergency lighting systems shall be from a landlord's supply.

5. SPACE STANDARDS

- 5.1 All rooms shall be of a convenient and usable shape for their intended purpose.
- 5.2 No staircase, landing, passage, kitchen or bath/shower room shall be used for sleeping accommodation.
- 5.3 The minimum space standards below relate to **available space**, this being the floor area remaining after deductions are made for corridors, bath/shower rooms, WC compartments, chimney breasts and those areas covered by sloping ceilings where the floor-to-ceiling height is less than 1.5 m.
- 5.4 For the purposes of these standards:
 - No more than two persons shall be obliged to sleep in any one room (no account shall be taken of a child under the age of twelve months); and
 - Persons of the opposite sex who are aged 10 years and over and who are not co-habiting shall not be obliged to sleep in the same room.
- 5.5 The minimum requirements are:-
 - **One person lettings** - 13m² for a bedsit room that includes kitchen facilities
- 10m² where there is a separate kitchen (shared or otherwise)
 - **Two person lettings** - 20m² for a bedsit room that includes kitchen facilities
- 15m² where there is a separate kitchen (shared or otherwise)
 - **Three or more person lettings** - shall be provided with self-contained units of accommodation, including separate living room and kitchen or combined living room/kitchen. In such units of accommodation, single and double bedrooms shall provide a minimum of 6.5 m² and 10 m² respectively.

5.6 Where gallery accommodation is provided in any room, the gallery is to extend over no more than half of the room floor area and adequate circulation space shall be provided around any furniture or fitting situated on the gallery.

Any cooking facilities within the room shall either be enclosed within fire resisting construction or sited remote from both the room exit and the stairs to the raised gallery.

When calculating the floor area of a room with gallery accommodation, any area of floor beneath or above the gallery area with a ceiling height of less than 2.1 m shall be ignored.

In raised gallery areas with sloping ceilings, at least half of the floor area shall have a floor- to-ceiling height of at least 2.1 m and any floor area where the floor-to-ceiling height is less than 1.5 m shall be ignored

The above standards may be varied where it can be demonstrated to the satisfaction of the Council that there are exceptional circumstances or where commensurate facilities etc are available elsewhere within the building.

Any enquiries regarding these standards should be directed to:-

Housing Improvement Team (Private Sector)
HMO Team
Community Housing Services
London Borough of Haringey
820 Seven Sisters Road
London
N15 5PQ

Tel. no. 020 8489 5230



Appendix 3

FEE STRUCTURE FOR HMO LICENSING

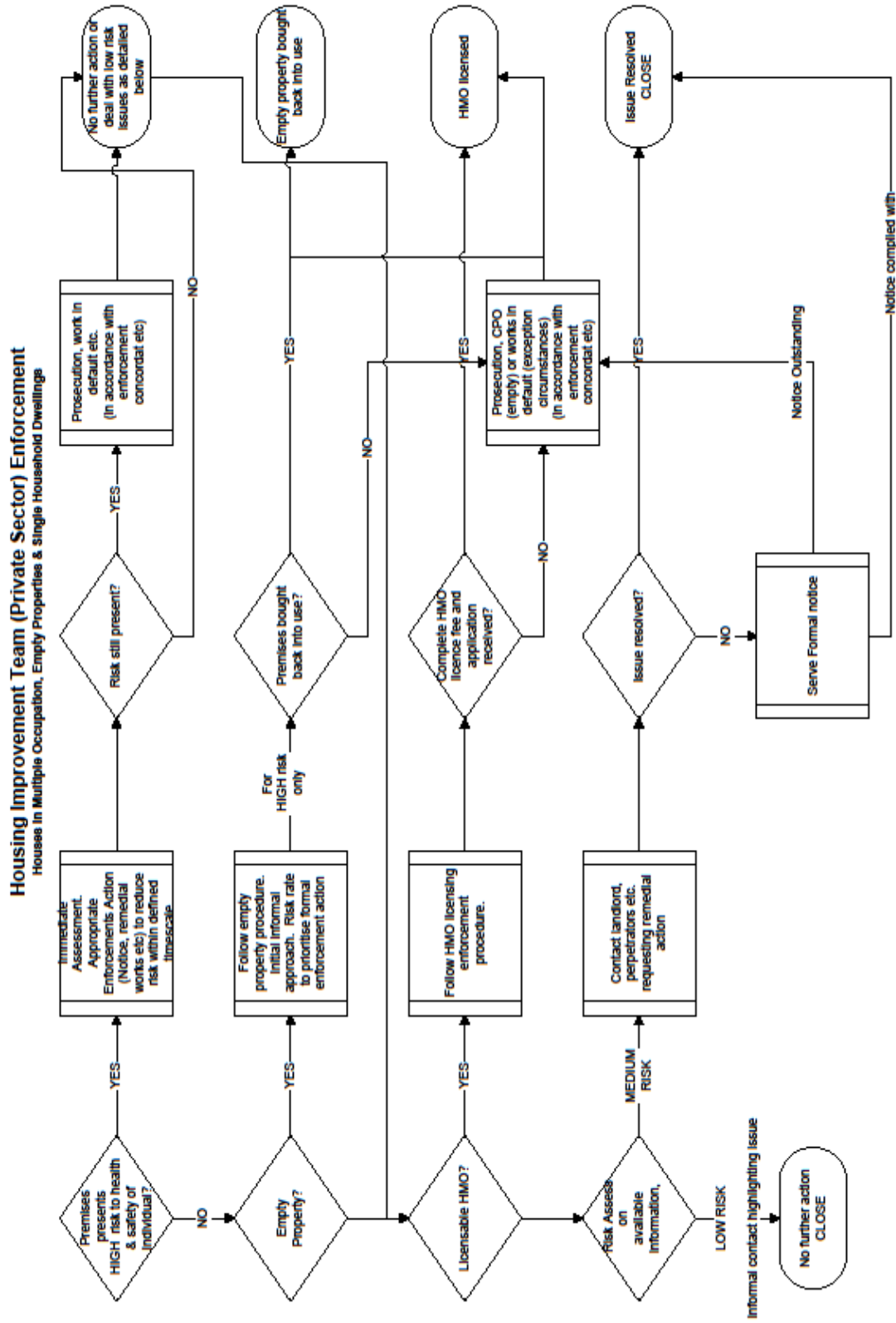
	Fee Reduction	Reduction per HMO
1	Provision of scale drawing plans of property	£50
2	Application submitted within a Council defined time limit	£100
3	Membership of London Landlord Accreditation Scheme	£100
	<u>Factors to reduce licence duration from initial 5 year period. (Shortest Period 1 Year)</u>	Reduction in Licence Period (Years)
4	Not a member of the London Landlord Accreditation Scheme	1
5	Failure to comply with previous HMO licence condition (where applicable)	2
6	Failure to comply with Planning requirements	1
7	Building incorrectly rated for Council Tax	2
8	Failure to comply with HMO Regulations	1
9	History of justified complaints about landlords' premises	1
10	Failure to voluntarily apply for an HMO licence	3

Other factors which will be taken into consideration and may lead to an additional one year's reduction in total are:

- Non-compliance with Building Regulations
- Failure to provide all necessary certificates and reports during the previous licence period
- Presence of significant health and safety risks
- Failure to provide written tenancy or licence agreements
- Any other factor which affects the applicant's rating as a 'fit and proper' person.

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APPENDIX 4 ENFORCEMENT PROCESS



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Appendix 5

Additional Licensing Consultation Report 2011

Introduction

The proposed additional licensing scheme for houses in multiple occupation (HMO) will cover the entire Harringay ward, together with the neighbouring north side of Turnpike Lane between the corner of High Road and Hornsey Park Road in Noel Park ward plus the neighbouring east side of Green Lanes from Harringay Green Station to corner West Green Road and all of Salisbury Road in the St Ann's ward. The area comprises approximately 3402 buildings.

Licensing would apply to:

- buildings converted into flats where the conversion did not meet the 1991 Building Regulation standards (Section 257 HMOs - Housing Act 2004) and where all of the flats are in the same ownership and
- dwellings occupied by three or more occupants comprised of two or more households, irrespective of the number of storeys within the dwelling.

This scheme will include properties which are not currently liable for mandatory licensing.

Legal Requirements for Consultation

Section 56 (4) of the Housing Act 2004 states that the Local Authority must take reasonable steps to consult persons who are likely to be affected by the designation, and consider any representations made in accordance with the consultation.

The Housing Act 2004: The Licensing of Houses in Multiple, Occupation and the Selective Licensing of Other Residential Accommodation (England) General Approval 2010 provides the local authority with a general approval to declare an additional licensing scheme within their area provided the authority consult with persons who are likely to be affected by the schemes for not less than 10 weeks.

Purpose of the Consultation

The purpose of the consultation was to provide the opportunity for, and to examine the opinion of, those who might be affected by the proposals a survey of residents, local businesses and private landlords and letting agencies.

The objectives of the survey were as follows:

- To review general opinion on the proposals
- To gather opinion about the management of the privately rented sector premises within the area
- To gather obtain information on the perceptions of the area
- To gather information on the circumstances of tenants in the affected areas
- To gather information about the issues affecting landlords and businesses, including letting and managing agents, in the affected areas
- To seek opinions on the proposal to ensure good landlords and agents are not unduly penalised by any designation
- To gather information and views on the criteria for identifying good landlords
- To offer an opportunity for respondents to comment on the proposals and request a response from the Council

Consultation Process

The public consultation opened on 3rd November 2010 and ran until 7th March 2011 and was publicised on the Council's web site.

Consultation took place with the following main stakeholder groups:

- Landlords and Agents.
- Tenants
- Local Residents
- Other Partners including departments within the authority; organisations such as the Police, Ward Councillors etc.
- Haringey Landlords' Forum
- Area Residents Forum

Landlords and Agents

Consultation took place at the Haringey Landlords forum on 3rd November 2010 following a presentation on the proposed additional licensing scheme and the views of the approximately 45 landlords and agents present were obtained via electronic voting. The results of that consultation can be found in Appendix

Letters inviting recipients, and anyone else they believed would have an interest in providing their views, to take part in the consultation were sent to:

- the 253 mandatory HMO licences holders
- all known landlords and agents (110) with properties in the area
- letting and managing agents who had offices in the vicinity of the proposed area and landlords inviting their response.
- 84 of the larger letting and managing agents operating in the borough.

The London Landlord Accreditation Scheme e-mailed information and a link to the online consultation form to all 476 Haringey accredited landlords and agents.

We were keen to obtain as wide a response as possible and therefore an advert was placed in the February 2011 edition of the London Landlord newsletter which was circulated to over 15,000 accredited landlords and agents in the London and South East of England. See Appendix

E-mail requests were forwarded to 276 landlords and agents on the mailing list for the Haringey Landlords Forum inviting them to take part in the online consultation.

Residents

Over 4,000 questionnaires were delivered to all the dwellings in the area by officers of the private sector team.

Public consultation took place at the Haringey and St Ann's Area Assembly meeting in February 2011 and at the St Ann's residents meeting where some attendees raised some of the issues they were experiencing in the Salisbury Road area from HMOs.

Consultation Outcomes

The Council received 509 responses up to and including 7 March 2011. The majority of these were submitted by individuals and included 38 responses from landlords and agents and 471 from residents.

80% percent of residents believed that licensing of additional designations of HMOs from those already licensed under the Mandatory Scheme (3 or more storeys, occupied by 5 or more persons in 2 or more households) would help improve the neighbourhood.

Residents Question

To what extent do you agree that the scheme for licensing some types of private rented properties in the area would help improve the housing conditions?

Counts Analysis % Respondents	
Base	471 100.0%
Missing	
No reply	8 1.7%
To what extent do you agree that the scheme for licensing...	
Strongly Agree	261 55.4%
Agree	115 24.4%
Don't know/no opinion	47 10.0%
Disagree	16 3.4%
Strongly Disagree	24 5.1%

A similar percentage of residents agreed that additional licensing would help improve housing conditions.

Residents Question

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Missing	
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Disagree	16 3.4%
Strongly Disagree	24 5.1%

The views of landlords and agents were much less supportive towards the scheme with half stating that licensing should not extend to self contained flats and 82% disagree that a licence should be required if 3 or more unrelated persons share a dwelling. On the number of occupants requiring licensing, the greatest level of support from landlords/agents (37%) was for 6 or more persons as the number of occupants that should be resident before licensing is required, which is above the mandatory licensing residency level.

At the Haringey Landlords Forum 73% of attendees believed that additional licensing would improve the area.

Both residents and landlords/agents overall supported the proposal to see good landlords distinguished from the poor landlord by reducing the licence period for poor landlords. The majority of landlords/agents supported all the options proposed to distinguish the good landlord/agent with the greatest support (84%) being for the evidence that the premises is well maintained and managed.

Landlord/Agent Question

The scheme proposes that in deciding whether a landlord is "good" the following will be taken into consideration. Please let us know if you agree by ticking the appropriate box.

Counts Analysis % Respondents	Total	Missing					
		No reply	Strongly Agree	Agree	Don't know/no opinion	Disagree	Strongly Disagree
Base	152	13 8.6%	35 23.0%	62 40.8%	7 4.6%	18 11.8%	17 11.2%
Being a Member of the London Landlord Accreditation Scheme	38	5 13.2%	8 21.1%	9 23.7%	2 5.3%	6 15.8%	8 21.1%
Evidence that the premises is well managed and maintained.	38	2 5.3%	13 34.2%	19 50.0%	- -	2 5.3%	2 5.3%
Evidence of compli- ance with the requir- ements of other co- uncil departments e- .g. planning permis- sion, legal notices,...	38	3 7.9%	7 18.4%	18 47.4%	1 2.6%	5 13.2%	4 10.5%
Landlords who come forward voluntarily and quickly for their properties to be licenced	38	3 7.9%	7 18.4%	16 42.1%	4 10.5%	5 13.2%	3 7.9%

The majority of respondents had an interest in the area even though the consultation was open to any resident, business, landlord or agent, irrespective of whether they were resident or had a business connection with the area. 79% of landlords and agents rented or managed property within the area and 93% of residents lived in the area. A significant percentage (67%) of the residents had lived in the area for over 5 years.

Although 12% of the resident respondents were private sector tenants, the private sector makes up around 33% of the population. We were pleased with this response rate as it has been difficult to get responses or engagement from private tenants in the past. Almost two thirds (61%) of all the residents were satisfied or very satisfied with the area.

The perception of the private rented tenants on the management and condition of their accommodation was:

- 26% of the respondents considered they had inadequate fire precautions,
- 24% considered the premises was inadequately secured.
- 8.2% considered they were overcrowded which is on par with the Survey of English Housing (2009) rate of 9.8% for the private rented sector in London.
- over a quarter of private tenants (28%) were dissatisfied or very dissatisfied with their landlords' speed of responding to complaints.

There was overwhelming support from both groups for the view that the landlords and agents should take steps to manage their properties with landlords/agents (91%) showing slightly higher levels of agreement than tenants (87%).

Consultation Responses

The affect of the scheme on good landlords and the financial implication of the licence fee being passed onto the tenant was raised by several respondents, especially private tenants. One respondent noted that the proposed fee of £208 per unit of accommodation only works out at £1.33 per week for a 3 year licence and for a 5 year licence the weekly cost would be 79p.

The proposal is to issue longer licences, up to the maximum of 5 years, to good landlords, with shorter licences for those who fail to manage their premises satisfactorily or who by the actions raise concerns as to their fit and proper person's status. Any rent increase is unfortunate, but licence fee costs for the accommodation provided by good landlords will be slightly lower than for poor landlords as their weekly licence fee will be lower, giving them a slight market advantage.

We have reconsidered the extent of the designation for flatted accommodation due to a combination of the objection of licensing of self contained flats raised by landlords and agents and the impact that licensing would have on leasehold owner occupiers within a mixed tenure conversion. It is now proposed that the HMO designation for s257 HMOs will only apply to self contained flats within buildings where all of the units of accommodation are in the same ownership. The designation will not extend to any conversion where separate long leases have been created.

The basic definition of a house in multiple occupation is any dwelling occupied by 3 or more persons in 2 or more households. Members of the same household are basically husband and wife, cohabiting partners or those related by marriage or family. There was limited support amongst landlords and agents for the designation to be extended in the area to dwellings occupied by 3 persons. However the area has a high level of both legal and illegal conversions into small units of accommodation and the concentration of several shares flats within the same building will create risks to the health and safety of occupiers and visitors and increase the likelihood of nuisance to neighbours. It is therefore considered that extending the designation to dwellings occupied by 3 or more persons is reasonable and prudent.

Many of the residential comments related to planning and conversion issues and it is proposed to establish a (virtual) team of officers from relevant departments including planning, council tax, building control, street environment etc. to oversee all applications and to review the operation of the scheme. This will help ensure a consistent and coordinated approach to enforcement of all council powers and duties within the area.

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Agenda item:

[No.]**Cabinet****7 June 2011**

Report Title. APPOINTMENT OF CABINET COMMITTEES

Report of Assistant Chief Executive (People and Organisational Development)

Signed :

Contact Officer : Richard Burbidge
Telephone: 020 8489 2923Wards(s) affected: **Not applicable**Report for: **Non Key Decision****1. Purpose of the report**

- 1.1 To appoint Cabinet Members to serve on the Procurement Committee and the Voluntary Sector Committee for the 2011/12 Municipal Year and to confirm the terms of reference of the two executive committees.
- 1.2 To appoint Members to serve on the Adult Safeguarding Advisory Committee, the Corporate Parenting Advisory Committee and the Children's Safeguarding Advisory Committee for the 2011/12 Municipal Year and to confirm the terms of reference of these three advisory committees.
- 1.3 To recommend that the Hornsey Town Hall Community Partnership Board be wound up.

2. Introduction by Cabinet Member

- 2.1 The Cabinet Procurement Committee will play an important part in enabling the Cabinet to undertake our responsibilities in relation to contract and procurement decisions. Good procurement decisions are central to sound financial management and our continued commitment to achieving value for money and the delivery of excellent services to Haringey's communities.

2.2 The Cabinet Voluntary Sector Committee will enable this Council to build on the constructive and positive relationships with our partners within the Voluntary Sector. The remit of this body goes beyond the scope of solely allocating grant aid to that of issues relating to the Voluntary Sector in general.

2.3 It is vital that as a Council we have in place the necessary arrangements for ensuring we discharge our corporate parenting and child safeguarding arrangements. The governance arrangements for corporate parenting and child safeguarding matters proposed in the report respond clearly to the issues which were raised in the JAR inspection at the end of 2008.

2.4 The Well-being and Choice Service Inspection, January 2009, made certain recommendations in terms of further enhancing Adults Safeguarding practice. The Advisory Committee provides an 'arms length' overview and provides the Cabinet with the assurance that the highest level of scrutiny is being offered to the safeguarding of vulnerable adults in Haringey.

3. State link(s) with Council Plan Priorities and actions and/or other Strategies:

3.1 Section 2 (Committees of the Cabinet) of Part Three Section D of the Council's Constitution provides that -

The Cabinet may delegate any of its functions to a Committee of the Cabinet. Committees of the Cabinet shall report to the Cabinet. The Cabinet may establish decision-making Committees, which may only include Cabinet Members. The Cabinet may establish advisory Committees, the membership of which need not be limited to Cabinet Members. The Cabinet may change them, abolish them, or create further ones, at its own discretion.

Committees established by the Cabinet shall be empowered to perform their functions with immediate effect unless the Cabinet imposes any express restriction when they are established. Unless stated otherwise, all Decision-Making Committees will continue in operation until expressly abolished by the Cabinet and all Advisory or Consultative Committees will continue in operation only until the first meeting of the Cabinet in the next municipal year following their establishment when they must be expressly renewed or they cease to exist.

The establishment, abolition or cessation of Committees and the amendment of their terms of reference will be reported to full Council in due course for noting in the Council's Constitution.

The functions of the Cabinet under this Section shall be exercised with the agreement of the Leader and may be exercised by the Leader personally.

4. Recommendations

- 4.1. That the Cabinet appoint the Cabinet Members indicated below to serve on the Procurement Committee and on the Voluntary Sector Committee for the 2011/12 municipal year and confirm their respective terms of reference as outlined in paragraphs 7.1 and 7.2 below -

Cabinet Procurement Committee

Councillor Goldberg (Chair)
Councillor Bevan
Councillor Kober
Councillor Reith

Voluntary Sector Committee

Councillor Dogus (Chair)
Councillor Goldberg
Councillor Vanier

- 4.2 That the Cabinet appoint the Members indicated below to serve on the Adults Safeguarding Advisory Committee, the Corporate Parenting Advisory Committee and the Children Safeguarding Policy and Practice Advisory Committee for the 2011/12 municipal year and confirm their respective terms of reference as detailed in paragraphs 7.3 - 7.5 below –

Adults Safeguarding Policy & Practice Advisory Committee

Councillor Egan
Councillor Mallett
Councillor Winskill

Children's Safeguarding Policy & Practice Advisory Committee

Councillor Rice (Chair)
Councillor Amin
Bob Hare
Councillor Stewart
(Plus Hilary Corrick – Independent Member)

Corporate Parenting Advisory Committee

Councillor Reith (Chair)
Councillor Allison
Councillor Brabazon
Councillor Reece
Councillor Solomon
Councillor Stennett
Councillor Watson

- 4.3 That the Hornsey Town Hall Community Partnership Board be wound up.

5. Reasons for recommendation(s)

- 5.1. To ensure that the Cabinet responsibilities in relation to contract and procurement matters are properly discharged as good procurement decisions are central to sound financial management and our continued commitment to achieving value for money and the delivery of excellent services to Haringey's communities.
- 5.2 To enable the Council to build on the constructive and positive relationships with our partners within the Voluntary Sector the remit of this body was broadened to go beyond its original scope of solely allocating grant aid to that of issues relating to the Voluntary Sector in general.
- 5.3 To respond to the recommendations within the JAR Action in relation to improved governance of children safeguarding arrangements.
- 5.4 To assist the development of better performance management in line with the Independence, Wellbeing and Choice Service Inspection and the agreed action plan by reviewing the effectiveness of the Council's policies and practice in relation to the Safeguarding of Adults and joint working of partner organisations to make sure that adults within Haringey are appropriately protected from all forms of abuse.
- 5.5 The Hornsey Town Hall Community Partnership Board was established as a Transitional body to develop key elements of the Hornsey Town Hall scheme until such time as responsibility transferred to the Hornsey Town Hall Community Trust (HTHCT). The Board has not met in the last year and with recent Cabinet agreement to pursue a scheme with Mountview Academy of Theatre Arts the Board is no longer required. It is anticipated that the HTHCT will continue to be engaged in the scheme in its own capacity as a community stakeholder.

6. Other options considered

- 6.1. Not applicable

7. Summary

- 7.1 In the municipal year 2010/11 the membership of the Procurement Committee was 4 with a quorum of 2 and consisted of -

Cabinet Member Finance & Sustainability (Chair)
Leader of the Council
Cabinet Member Children and Young People
Cabinet Member Housing

In addition, the Members appointed were entitled to name any other Member of the Cabinet as a substitute in the event of absence from a meeting with the

proviso that substitutes, when attending in that capacity, be recorded in the minutes as so doing and be entitled to carry full voting and other rights and responsibilities.

The Terms of Reference of the Committee agreed by the Council were as follows:

- a) To exercise the functions of the Cabinet in respect of all contracts for procurement for works, goods or services in accordance with the Contract Procedure Rules set out in Part Four Section J of the Constitution except for those matters expressly delegated to any other body or person;
- b) To undertake particular powers included within (a) as follows:
 - (i) waiver of Contract Procedure Rules where appropriate;
 - (ii) acceptance of tenders/award of contracts where appropriate;
 - (iii) approving variations, extensions and novations of contracts where appropriate;
 - (iv) annual review of Contract Procedure Rules;
 - (v) receive quarterly reports of the Director of Adults, Culture and Community Services and the Director of the Children and Young People's Services in relation to 'spot contracts';
 - (vi) agreeing of approved lists of contractors;
- c) To oversee the process and receive reports at key milestones in respect of procurement of strategic service areas;
- d) To advise the Cabinet on all matters concerned with procurement generally.

7.2 In the municipal year 2010/11 the membership of the Voluntary Sector Committee was 3 with a quorum of 2 and consisted of-

Cabinet Member for Adult and Community Services (Chair)
Cabinet Member for Community Safety and Cohesion
Cabinet Member Finance and Sustainability

The Terms of Reference of the Committee agreed by the Council were as follows:

- a) To consider officer recommendations for future funding and agree the awarding of grant aid to the voluntary and community sector;
- b) To review funding to organisations where there is a potential breach of conditions of grant aid and/or service level agreement
- c) To advise the Cabinet on variations to the overall grant policy;

- d) To advise the Cabinet on all aspects of the Council's relationship with the Voluntary Sector including the management and use of the community buildings portfolio.

7.3 In the municipal year 2010/11 the membership of the Adult Safeguarding Advisory Committee was 3 with a quorum of 2 and consisted of –

Councillor Adamou (Chair)
Councillor Christophides
Councillor Winskill

The Terms of Reference of the Committee agreed by the Cabinet were as follows:

- a) To examine and review the effectiveness of the Council's policies and practice in relation to the Safeguarding of Adults;
- b) To review and examine the effectiveness of arrangements for co-operation and joint working of Adults Safeguarding issues between partner agencies;
- c) By obtaining the views of key stakeholders (staff, families/carers and the person themselves) to obtain a qualitative understanding of how safeguarding processes are working to protect vulnerable adults;
- d) To consider the Council's policies and performance in relation to safeguarding adults through observing practice within Haringey;
- e) To make recommendations on these issues to the Cabinet, the lead member for Safeguarding Adults and the Assistant Director for safeguarding in order to take forward and drive improvements to safeguarding adults within the borough.
- f) To receive periodic reports on national and local practice developments and to be kept updated on key issues in relation to safeguarding adults.
- g) To be cognisant of the work of the Safeguarding Adults Board and to meet periodically with the Independent Chair, the Assistant Director and the Head of Service.
- h) To undertake a scrutiny function of services provided across the borough which may be subject to safeguarding concerns.

7.4 In the municipal year 2010/11 the membership of the Corporate Parenting Advisory Committee was 7 with a quorum of 2 and consisted of -

— Cabinet Member for Children and Young People (Chair)
Councillor Allison
Councillor Alexander

Councillor Engert
Councillor Peacock
Councillor Stennett
Councillor Watson

The Terms of Reference of the Committee agreed by the Cabinet were as follows:

- a) To be responsible for the Council's role as Corporate parent for those children and young people who are in care;
- b) To ensure the views of children in care are heard;
- c) To seek to ensure that the life chances of children in care are maximized in terms of health, educational attainment and access to training and employment to aid the transition to a secure and fulfilling adulthood.
- d) To ensure that the voice and needs of disabled children are identified and provided for;
- e) To provide an advocacy function within the Children's Trust and the Council on behalf of children in care;
- f) To monitor the quality of care provided by the Council to Children in Care;
- g) To ensure that children leaving care have sustainable arrangements for their future wellbeing.

7.5 In the municipal year 2010/11 the membership of the Children Safeguarding Policy and Practice Advisory Committee was 7 with a quorum of 3 and consisted of -

Councillor Rice (Chair)
Councillor Amin
Councillor Davies
Councillor Hare
Councillor McNamara
Hilary Corrick (Non Councillor Member – appointed by the Advisory Committee)

The Terms of Reference of the Committee agreed by the Cabinet were as follows:

- a) To examine and consider the effectiveness of the Council's policies and practice, including policies and practices in schools, children's homes and children's centres, relating to the safeguarding of children.
- b) To examine and consider the effectiveness of the arrangements for co-operation on child protection matters between partner agencies.

- c) To consider the Council's policies and performance relating to safeguarding through observing practice in Haringey and obtaining the views of key stakeholders (staff, families and children /young people) to attain a qualitative understanding of safeguarding practice.
- d) To make recommendations on these matters to the Cabinet or Cabinet Member for Children and Young People and Director of Children and Young People's Service in taking forward improvements to safeguarding of children.
- e) The Chair will determine the Committee's procedures and the means for conveying the Committee's views to the Cabinet but, in the event of any dispute, the outcome will be determined by the majority vote of the Committee's membership with the Chair having a casting vote.

8. Chief Financial Officer Comments

- 8.1. The service manager confirms that these committees can be serviced from within existing business unit resources.
- 8.2. Members should note that the advisory committees and the community partnership board have no formal decision making powers and thus will not have the authority to incur expenditure or make budgetary decisions.

9. Head of Legal Services Comments

- 9.1. The Council's Constitution sets out the relevant Cabinet arrangements at Part Three, Section D and confirms that the Cabinet may establish decision making committees, which may only include Cabinet Members. The Cabinet may establish advisory Committees, the membership of which need not be limited to Cabinet Members. The Cabinet may change them, abolish them, or create further ones, at its own discretion. Unless changed or abolished, the two decision-making Committees continue in operation without the need for formal renewal each year. Under the new executive leadership arrangements, these powers of the Cabinet must be exercised with the agreement of the Leader and may be exercised by the Leader personally.

10. Head of Procurement Comments – [Required for Procurement Committee]

- 10.1. Not applicable

11. Equalities & Community Cohesion Comments

- 11.1. The recommendations of Members to serve on the Procurement Committee and the Voluntary Sector Committee reflect Members' roles and specialisms because of the diversity of members the suggestions are balanced in terms of gender and ethnicity.
- 11.2. There has been consultation on the proposals for the three Advisory Committees within the Majority and Minority Political Groups.

12. Consultation

- 12.1. Not applicable.

13. Service Financial Comments

- 13.1. It is not envisaged that the establishment of these Committees will of itself have any direct financial implications.

14. Use of appendices /Tables and photographs

- 14.1. Not applicable

15. Local Government (Access to Information) Act 1985

15.1 Background Papers

The following background papers were used in the preparation of this report:

Report to the Cabinet on 15 June 2010 entitled Appointment of Cabinet Committees.

The background papers are located at River Park House, 225 High Road, Wood Green, London N22 8HQ.

To inspect them or to discuss this report further, please contact Richard Burbidge on 020 8489 2923.

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Agenda item:

[No.]**Cabinet****7 June 2011**

Report Title. Appointment of Representatives to Serve on the Haringey Standing Leadership Conference and its Theme Boards

Report of Assistant Chief Executive (People and Organisational Development)

Signed :

Contact Officer : Richard Burbidge
Telephone: 020 8489 2923

Wards(s) affected: **Not applicable**

Report for: **Non Key Decision**

1. Purpose of the report

1.1 To propose the appointment of Members to serve on the Haringey Strategic Partnership Standing Leadership Conference and its six Theme Boards.

2. Introduction by Cabinet Member

2.1 Haringey Council joined with local agencies to create the Haringey Strategic Partnership (HSP) in April 2002.

2.2 One of this administration's priorities is to continue to work constructively with stakeholders and partners and to build on the successes of recent years. The re-named Haringey Strategic Partnership Standing Leadership Conference aims to improve the lives of all Haringey residents through effective partnership working between all the service providers across the borough.

2.3 The Council recently commissioned Shared Intelligence to lead a review of its partnership arrangements. The review is underway and will inform future partnership working, outcomes and membership.

- 2.4 In 2010 the Government set out its vision for the future of the NHS in England, and the Health and Social Care Bill which is currently before Parliament sets out the legislative framework to enable these changes. The proposals as they currently stand give local government a new role in encouraging coherent commissioning across the NHS, social care, public health and other local partners. Local Health and Wellbeing Boards (HWBs) are the proposed key structures to enable this vision of joined up commissioning and provision. The current draft legislation proposes that the new HWBs with full statutory responsibility are in place by April 2013. In Haringey a shadow Health and Wellbeing Board (sHWB) has been established to operate throughout the transition period until the new statutory board is in place in April 2013. The sHWB replaces the previous Wellbeing Partnership Board, and new terms of reference and membership are being put in place.
- 2.5 In October 2010 the Government abolished with immediate effect the need for Local Strategic Partnerships to have Local Area Agreements in place. It has also recently removed the duty for local areas to have a Sustainable Community Strategy in place and also revoked the duty 'to involve'.
- 2.6 The Cabinet is asked to confirm the re-appointment of existing Members to serve on the HSP Standing Leadership Conference and its respective Theme Boards until the outcome of the review is finalised.

3. State link(s) with Council Plan Priorities and actions and/or other Strategies:

3.1. Not applicable

4. Recommendations

4.1 That the Cabinet re-appoint the three existing members to serve on the **Haringey Strategic Partnership Leadership Conference Board** (in addition to the Leader and the Chief Executive who are ex-officio members), until the outcome of the partnership review is finalised and any new arrangements are put in place.

4.2 That approval be granted for the following re-appointments of Members to serve on the HSP Theme Boards indicated, with the exception of the shadow Health and Wellbeing Board which has a slightly different membership:

Better Places Partnership -
Councillor Canver (ex officio)
Councillor Strickland

Children's Trust -

Councillor Reith (ex officio)
 Councillor Kober (ex officio)
 Councillor Vanier (ex officio)
 Councillor Allison
 Councillor Brabazon

Enterprise Partnership Board -

Councillor Strickland (ex officio)
 (1 vacancy)

Integrated Housing Board -

Councillor Bevan (ex officio)
 (1 vacancy)

Safer Communities Board –

Councillor Vanier (ex officio)

shadow Health and Well Being Partnership Board -

Councillor Dogus
 Councillor Kober
 Councillor Reith
 Councillor Waters

5. Reason for recommendation(s)

The Council has commissioned Shared Intelligence to review current partnership arrangements. As such it makes sense to continue with the current serving members until the outcome of the review is finalised and any proposed changes put in place.

6. Other options considered

6.1. Not applicable

7. Summary

7.1 The list of HSP bodies to which the Council appoints Members is set out below with details of the appointments made in 2009/10 -

Haringey Strategic Partnership Standing Leadership Conference

There were two ex-officio positions which are filled by the Leader and the Chief Executive. There are 3 other positions to be filled by Cabinet Members. In 2009/10 these were filled by

Councillor Canver
Councillor Reith
Councillor Vanier

(HSP Executive - Two ex-officio positions filled by the Leader and the Chief Executive)

Better Places Partnership Board

There was an ex-officio position filled by the Cabinet Member for Neighbourhoods. There was one other position which in 2010/11 this was filled by Councillor Mallett.

Children's Trust

There were ex-officio positions filled by the Cabinet Member for Children & Young People, the Leader and the Cabinet Member for Community Safety and Cohesion. There were two other positions which in 2009/10 were filled by 1 Majority Group Councillor (Councillor Watson) and 1 Minority Group Councillor (Councillor Allison).

Enterprise Theme Board

There was one ex-officio position filled by the Cabinet Member for Planning and Regeneration. There was one other position to be filled by a Member which in 2009/10 was filled by Councillor Meehan.

Integrated Housing Board

There was one ex-officio position filled by the Cabinet Member for Housing. There was one other vacant position for a Majority Group Councillor.

Safer Communities Executive Board

There was one ex-officio position filled by the Cabinet Member for Community Safety and Cohesion.

shadow Health and Well Being Theme Board

There were four ex-officio positions filled by the -
Leader of the Council (Chair)
Cabinet Member for Adults and Community Services (Vice Chair)
Cabinet Member for Children and Young People
Cabinet Advisor on Health Inequalities.

8. Chief Financial Officer Comments

<p>8.1. The Lead Financial Officer has been consulted on this report. Any remuneration given to Members for attendance at these Boards will be contained within the existing member allowances budget.</p>
<p>9. Head of Legal Services Comments</p> <p>9.1 There are no specific legal comments on this report.</p>
<p>10. Head of Procurement Comments – [Required for Procurement Committee]</p> <p>10.1. Not applicable</p>
<p>11. Equalities & Community Cohesion Comments</p> <p>11.1. The Members recommended to serve on the Haringey Strategic Partnership and its six Theme Boards reflects those Members respective roles and specialisms, because of the diversity of Members the suggestions are considered well balanced in terms of gender and ethnicity.</p>
<p>12. Consultation</p> <p>12.1 Not applicable.</p>
<p>13. Service Financial Comments</p> <p>13.1. It is not envisaged that the establishment of these Committees and Panels will of itself have any direct financial implications.</p>
<p>14. Use of appendices /Tables and photographs</p> <p>14.1. Not applicable</p>
<p>15. Local Government (Access to Information) Act 1985</p> <p>15.1 <u>Background Papers</u></p> <p>The following background papers were used in the preparation of this report:</p> <p>Report to the Cabinet on 15 June 2010 entitled Appointment of Representatives to Serve on the Haringey Strategic Partnership and its Theme Boards</p>

The background papers are located at River Park House, 225 High Road, Wood Green, London N22 8HQ.

To inspect them or to discuss this report further, please contact Richard Burbidge on 020 8489 2923.

MINUTES OF THE CHILDREN'S SAFEGUARDING POLICY AND PRACTICE ADVISORY COMMITTEE
MONDAY, 11 APRIL 2011

Present: Councillor Rice (Chair), Councillor Amin, Hilary Corrick, Councillor Davies, Councillor Hare, Councillor Strickland.

In Attendance: Xanthe Barker, Sylvia Chew, Marion Wheeler.

MINUTE NO.	SUBJECT/DECISION	ACTION BY
HSP03.	<p>APOLOGIES FOR ABSENCE</p> <p>Apologies for absence were received from the following:</p> <p>Councillor Stuart McNamara - Councillor Alan Strickland substituted</p>	
HSP04.	<p>URGENT BUSINESS</p> <p>There were no items of Urgent Business.</p>	
HSP05.	<p>DECLARATIONS OF INTEREST</p> <p>There were no declarations of interest.</p>	
HSP06.	<p>MINUTES</p> <p>RESOLVED:</p> <p>That the minutes of the meetings held on the following dates be confirmed as a correct record:</p> <ul style="list-style-type: none"> ➤ 24 January 2011 ➤ 17 March 2011 (Joint meeting with the Corporate Parenting Committee) 	
HSP07.	<p>OFSTED INSPECTION REPORT</p> <p>The Committee received, for information, the Ofsted report conducted into safeguarding and Looked After Children (LAC) during 10 to 21 January 2011.</p> <p>The report reflected the progress that had been made since November 2008 with an overall assessment of 'adequate' with the capacity for improvement being assessed as 'good' being awarded. This was considered to be a significant milestone for the service which would continue to be built upon.</p> <p>The Committee discussed the areas for improvement identified in the</p>	

**MINUTES OF THE CHILDREN'S SAFEGUARDING POLICY AND PRACTICE ADVISORY COMMITTEE
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report and an update was provided as to how these were being addressed. It was noted that the Corporate Parenting Committee would monitor progress with respect to the recommendation that LAC who went missing should have the opportunity to meet with a suitably designated independent person upon their return.

There was discussion around how children and young people who went missing, who were not in the care of the Local Authority, were monitored and it was requested that officers should determine where and how this function was carried out. In response to a suggestion that all children should have the opportunity to discuss the reasons for their disappearance with an independent person the Committee was advised that although this would be desirable the Local Authority was dependent on the information that it received from other organisations with regard to this. Consequently it may not be possible to maintain a consistent approach.

The Committee was advised that one of the causes of children going missing from home was due to grooming and it was noted that this could affect any child regardless of their background.

The Committee discussed the recommendation around the monitoring and extended use of personal education plans for LAC and it was noted that this would be monitored by the Corporate Parenting Committee. There was agreement that the educational attainment of LAC should be a key area of focus.

In response to a query as to how the recommendation made with respect to quality control and assurance would be affected by budget cuts and what preparation was being made for this, the Committee was advised that a multi agency scorecard was being developed at present, which would be in place by May. In addition officers were working with the Local Safeguarding Children's Board (LSBC) to form an outcomes based quality assurance framework and a sub group had been formed to monitor progress with respect to this.

There was agreement that the Committee should receive a report on this at a future meeting.

In response to a query as to the level of work that would need to be undertaken in order for the service to achieve an assessment of 'good' the Committee was advised that at least another year would be required for services to be developed to a point that might attract this kind of assessment. It was noted that an assessment of 'adequate' was a milestone for the Borough at this point and that it had not been anticipated that an assessment of 'good' would be given for the overall rating.

In terms of the national picture an assessment of 'adequate' placed Haringey very much in the average category. It was noted that there were an increasing number of Local Authorities being assessed as

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'inadequate'.

In terms of the recommendation made with respect to reducing the level of non attendance at child protection review medicals and the monitoring of this, the Committee was advised that there were instances where information was not passed between NHS and Local Authority. The recommendation recognised that this exchange of information was essential and it was noted that mechanisms were being established to systemise this.

The Committee was advised that the recommendations set out in the report would be picked up within the Safeguarding and Looked After Children's Plan (which was originally called the Joint Area Review (JAR) Plan). An improvement plan would also be compiled and submitted to Ofsted setting out how the improvement areas identified would be addressed.

During discussion with colleagues from health it had become apparent that a list of children considered to be 'of concern' was kept and this was now being shared with the Local Authority. Further work would be undertaken to develop information sharing between nurses caring for children that were subject to Child Protection Plans and social workers.

In response to a query as to how effectively the Local Authority and health worked together the Committee was advised that joint working had improved significantly since 2008. This relationship had been strengthened further by the establishment of the joint Public Health team and their locating to River Park House.

There was a general consensus that it would be useful if a representative from health attended a future meeting to gain an insight into their perspective on safeguarding and the relationship with the Local Authority.

The Chair thanked officers for their work with respect to the Ofsted inspection and the progress made in order achieve the assessment awarded.

RESOLVED:

- i. That the report be noted.
- ii. That a representative from health should be invited to attend a future meeting as discussed above.

Marion
Wheeler /
Clerk

HSP08. AUDIT EXERCISE

The Committee discussed potential areas for audit to be undertaken over the next year.

It was noted that the next meeting was being held after the beginning of the new Municipal Year. Given the likelihood that new members were

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	<p>would be appointed to the Committee, it was suggested that this should be used as an opportunity to 'familiarise' new members with its role.</p> <p>There was agreement that the proposed date of 31 May for the next meeting was too soon and there was agreement that this should be moved to June/July.</p> <p>The Committee discussed potential areas for audit and the following were suggested:</p> <ul style="list-style-type: none"> ➤ Children who went missing from home (not LAC) and the notifications from the Police regarding domestic violence ➤ Children that were part of homeless families and how long they lived in temporary accommodation and what measures could be taken to address this ➤ Children placed in the Borough by other Local Authorities <p>There was agreement that at the next meeting the Committee should finalise the areas for audit over the forthcoming year.</p> <p>RESOLVED:</p> <ul style="list-style-type: none"> i. That the Committee should finalise the areas for audit over the forthcoming year at its first meeting of the new municipal year. ii. That the meeting date scheduled for 31 May should be moved to June/July. 	<p>Clerk Clerk</p>
<p>HSP09.</p>	<p>A VERBAL UPDATE ON THE POSITION OF CHILDREN'S TRUSTS AND SHADOW HEALTH WELLBEING BOARD</p> <p>The Committee was provide with an verbal update with respect to the establishment of the new shadow Health and Wellbeing Board (sHWB) and the position with respect to the Children's Trust.</p> <p>It was noted that the Board was being operated in shadow form for a year until it became a statutory requirement in April 2012. During this period the Children's Trust would also continue to operate in its present form.</p> <p>The position with respect to relationship between the bodies would be reviewed in a years time.</p> <p>RESOLVED:</p> <p>That the verbal update be noted.</p>	
<p>HSP10.</p>	<p>EXEMPT ITEMS OF BUSINESS</p> <p>RESOLVED:</p> <p>That the press and public be excluded from the meeting for</p>	

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	<p>consideration of the following item as it contained exempt information as defined in Section 100a of the Local Government Act 1972 (as amended by Section 12A of the Local Government Act 1985): paragraphs 1 and 2: namely information relating to any individual, and information likely to reveal the identity of an individual.</p>	
<p>HSP11.</p>	<p>CHILD PROTECTION INVESTIGATIONS</p> <p>The Committee considered a report that provided an overview of Child Protection cases that had been audited between November 2010 and March 2011.</p> <p>The following key issues had arisen:</p> <ul style="list-style-type: none"> ➤ Joint working – police timetables, delays in referral by schools ➤ Drift and lack of urgency when children appeared to be in no immediate danger ➤ Pressure on conferencing service ➤ Timescales <p>An update was provided with respect to the cases outlined in the report. It was accepted that 'drift' had occurred in some cases and the Committee was advised that this was being addressed with individual managers where appropriate.</p> <p>It was noted that delays had been caused when social workers had waited pending a decision from the Crown Prosecution Service. There was agreement that officers should liaise with the Police in order to agree a protocol that would ensure that communication with regard to cases where legal action was pending was maintained.</p> <p>There was agreement that the Committee should receive a report providing an overview of how the cases undertaken during the period between November 2010 and March 2011, where there had been referrals between the Police, health and the Local Authority had progressed and a timeline of key events.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> i. That the report be noted. ii. That the Committee should receive a report providing an overview of cases between November 2010 and March 2011, where there had been referrals between the Police, health and the Local Authority and how an areas where actions were required had been progressed. 	<p>Marion Wheeler/ Sylvia Chew</p>
<p>HSP12.</p>	<p>ANY OTHER BUSINESS</p> <p>There were no items of AOB.</p>	

The meeting closed at 8.50pm.

**MINUTES OF THE CHILDREN'S SAFEGUARDING POLICY AND PRACTICE ADVISORY
COMMITTEE
MONDAY, 11 APRIL 2011**

COUNCILLOR REG RICE

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CHAIR

MINUTES OF THE CORPORATE PARENTING ADVISORY COMMITTEE
TUESDAY, 19 APRIL 2011

Councillors Alexander, Allison, Reith (Chair), Stennett and Watson

Apologies Councillor Engert and Peacock.

Also Present: Councillor Brabazon and Solomon, Wendy Tomlinson, Debbie Haith, Jennifer James, Chris Chalmers, Sanjay Green.

MINUTE NO.	SUBJECT/DECISION	ACTION BY
CPAC69.	<p>APOLOGIES FOR ABSENCE (IF ANY)</p> <p>Apologies for absence were received from Cllrs Engert and Peacock. Cllrs Solomon and Brabazon respectively attended in their place.</p>	
CPAC70.	<p>URGENT BUSINESS</p> <p>There were no items of urgent business.</p>	
CPAC71.	<p>DECLARATIONS OF INTEREST</p> <p>There were no declarations of interest.</p>	
CPAC72.	<p>MINUTES</p> <p>Subject to a couple of minor spelling corrections, the minutes of the meeting held on 17 March 2011 were agreed as an accurate record.</p>	
CPAC73.	<p>MATTERS ARISING</p> <p>The Committee considered the matters arising report and noted the following updates:</p> <ul style="list-style-type: none"> Fostering update: it was confirmed that out of date statistics had been removed from the Council's website as part of the ongoing work to review and improve content. It was advised that new key fostering images had been approved and would be used for campaigns and promotional information going forward. As part of this, it was proposed that the Committee consider the new Fostering Strategy at a future meeting. <p>On a related issue, Cllr Solomon advised that she had carried out a mystery shopping exercise on the Fostering Service and provided positive feedback on the quality of service received. The Head of Service (Commissioning & Placements) agreed to feed this back to the team.</p> <p>In response to a question on progress with foster care strategic commissioning, it was confirmed that work was underway as part of the North London Strategic Alliance to map costs across the region</p>	<p>Debbie Haith</p> <p>Wendy Tomlinson</p>

**MINUTES OF THE CORPORATE PARENTING ADVISORY COMMITTEE
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	<p>which was scheduled for completion in the autumn. Work was also underway to manage the procurement process more effectively within the Council, including running a two day event with providers in May with a view to enhancing working relationships and improving standards and pricing. An update would be provided to the meeting after next.</p> <ul style="list-style-type: none"> • It was confirmed that the safeguarding element of IT access had now been incorporated within the Virtual School policy. • In relation to publishing the complaints procedure for CiC online, it was proposed that this be added on an interim basis to Youth Space until dedicated CiC pages were established as part of a longer term project. It was agreed that Committee members would be informed once the information was live. 	<p>Wendy Tomlinson</p> <p>Chris Chalmer s/ Jennifer James</p>
<p>CPAC74.</p>	<p>DISCUSSION WITH JUDY MACE, DESIGNATED CHILDREN IN CARE NURSE, ON HER WORK WITH CHILDREN IN CARE</p> <p>Judy Mace from the Children in Care (CiC) Nursing Team gave a short presentation on the work of the team which was centred on the statutory responsibility for health reviews to be undertaken for all Haringey CiC. The function had previously been the responsibility of GPs but transferred to the CiC nursing team at the beginning of the year. The three full time nurses within the team visited all CiC to undertake health reviews, even those placed out of borough, and were achieving good performance overall. Each full assessment took approximately 8 hours to complete including requesting medical records, the appointment and follow up work such as making referrals. It was reported that the most prevalent health issues seen in CiC population were mental health problems, emotional distress and incomplete immunisation history.</p> <p>Anecdotal evidence suggested that the quality of health reviews and the engagement of CiC had increased since the service transferred to the new team. The new service would also allow an overall picture to be gained on the health issues of CiC and generally as a model, facilitated better linkage with other health services including school nurses, the Tavistock Service for mental health issues and with the two residential children's homes.</p> <p>In response to a question on the costs of the new service, it was confirmed that these were currently being calculated but provisionally appeared to be on an equal level to the previous GP model of delivery.</p> <p>Work was underway to incorporate feedback from CiC into the health review process and to consider in particular enhancing support for Southwark young people and those leaving care to help improve the transition to adult services. Consideration would also be given to ways of enhancing the participation of older children who were often the most difficult to engage, for example through adoption of a drop in centre approach etc.</p>	

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CPAC75.	<p>PERFORMANCE MANAGEMENT : CHILDREN AND FAMILIES</p> <p>The Committee considered performance management data for the Children and Families Service for February. It was advised that the number of CiC had increased over this period primarily due to the impact of a number of large families becoming looked after, although this was set against a general stabilisation observed over the longer term. It was advised that future performance reports would provide further breakdown of the 10-15 age classification for children coming into care owing to the complexities within this age range.</p> <p>In response to a question about the impact of unaccompanied minors, it was advised that the general trend was a reduction in their numbers, More proactive work practices were also now in place including a weekly Gateway Panel considering cases at the point of referral to look at options other than coming into care including rehabilitation plans etc.</p> <p>In considering the ethnic classification of children entering care and whether further breakdown of groupings could be provided, it was advised that this risked diluting the interpretation of data as a significant proportion of children had complex heritage. It was agreed that a more detailed breakdown of ethnicity data relating to CiC be provided to the Committee on a quarterly basis in order to help monitor demographic trends across the borough. Clarification was also sought on the Council's approach to adoption with regards to recent press coverage highlighting the poorer adoption outcomes for black children. The Deputy Director confirmed that the fundamental consideration in relation to adoption remained what was in the best interest of the child and the imperative of ensuring the stability of placements. Adoption was a complex area with a number of compounding factors including age, family grouping etc. Ethnicity was considered in a broad way in reflection of the importance of ensuring the cultural needs of the child were met and was also discussed regularly at Consortium meetings.</p> <p>In relation to the children missing from care, confirmation was provided that monitoring arrangements were in place for frequent absconders. The Committee asked for further information on how occupancy was monitored at the borough's residential homes, particularly in relation to the impact of frequent absconders. It was agreed that the Chair and Deputy Director would give consideration to the most appropriate format for this to be submitted to the Committee.</p>	<p>Debbie Haith</p> <p>Debbie Haith</p> <p>Debbie Haith/ Cllr Reith</p>
CPAC76.	<p>ATTENDANCE OF THE INDEPENDENT REVIEW OFFICER TO DISCUSS WORK ON THE STABILITY OF PLACEMENTS</p> <p>The Committee were advised that the Independent Review Officer (IRO) due to give a presentation to the meeting was unfortunately unable to attend. As a result, it was agreed that the Deputy Director would provide a short overview of the role and responsibility of IROs as a prelude to an IRO attending the next meeting for a more detailed discussion session. A briefing would also be circulated in advance of the meeting. The Committee requested that this include information on the number of IRO changes for children and on any escalations made by IROs and the</p>	<p>Debbie Haith</p>

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	<p>reasons why.</p> <p>The role of IROs was to provide independent scrutiny of care plans, advocacy for CiC and at a broader level, look at the quality of service provided by the authority. IROs, experienced social workers, were assigned to each CiC. Recent legislative changes had strengthened the role of IROs including new powers for external challenge and establishment of an IRO handbook setting out roles and functions more clearly. Recent changes meant that the separate IRO role covering CiC and child protection care plans would be merged in the future to allow continuity. An annual IRO report would also be produced, identifying trends and issues and would be submitted for consideration by the Committee in the autumn.</p>	Debbie Haith
CPAC77.	<p>DEVELOPMENT WORK ON DEALING WITH THE ISSUES OF ISOLATION FACED BY YOUNG PEOPLE LEAVING CARE</p> <p>The Committee considered a report setting out issues facing young people leaving care, particularly in relation to the potential for isolation if established support networks were not in place. Placement stability and educational engagement were also compounding risk factors. General support provided to care leavers was outlined within a pathway plan including that from social workers and other key workers. Work was underway to improve support offered from other sources, for example the current tendering process for semi-independent accommodation providers who provide formalised support for young people, aimed to improve the quality of accommodation and service.</p> <p>A number of participation pathways were also available for care leavers to help mitigate feelings of isolation including the CiC Council, Total Respect training, Regulation 33 inspections etc. Further work was planned to develop a peer mentoring scheme for care leavers with younger CiC and ultimately establishing a leaving care course to allow a more consistent, consolidated approach to passing on life skills to CiC. The Committee recognised the value of potentially extending any mentoring scheme to include adults volunteers which could potentially be achieved through reactivation of the Independent Visitors scheme. It was also proposed that people making enquiries to the fostering service could also be encouraged to participate in any scheme introduced.</p> <p>It was agreed that a report would be provided to the next meeting or the following one exploring the potential around Independent Visitors and peer mentoring schemes with associated costings.</p>	Chris Chalmers
CPAC78.	<p>CORPORATE PARENTING STRATEGY</p> <p>It was advised that the Corporate Parenting Strategy had been recently discussed at the Children's Trust meeting and would require further revision in order to incorporate comments made including making the Strategy more child focussed. As a result, it was proposed that the Committee defer consideration of the Strategy to the next meeting.</p> <p>Concerns were raised about the time it was taking to progress the</p>	Debbie Haith

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	<p>Strategy. It was agreed that the updated version of the Strategy would be circulated for comment to the Committee prior to the next meeting in order to facilitate the Committee approving the final draft at the next meeting. This would also provide the opportunity for the underpinning action plan to be considered in more detail.</p>	Debbie Haith
CPAC79.	EXCLUSION OF THE PRESS AND PUBLIC	
CPAC80.	<p>EXEMPT PERFORMANCE INFORMATION</p> <p>The Committee considered a number of case examples linked to key performance data with the aim of making the data more 'live'. It was agreed that the case examples were useful and it was requested that future examples be provided on larger sibling groups, cases where placement stability had been an issue and cases of young people going missing.</p> <p>Concerns were raised about Committee members not having a full understanding of how cases were progressed and the stages and process for these. It was however recognised that focus needed to be maintained on the overall picture for CiC and not individual cases and as such, it was agreed that this could be an area to be explored with the CiC Council to allow more general discussions on young people's experience of the care system.</p>	<p>Debbie Haith</p> <p>Debbie Haith/Jennifer James</p>
CPAC81.	<p>INDEPENDENT VISITOR REPORTS</p> <p>The Head of Service (Commissioning & Placements) provided an update on recent changes made to Regulation 33 visits process including the piloting of a new reporting template from a preferred provider which allowed for a copy of the report to be left on site following the inspection. Further instruction and training had also been given to staff at both homes to help them manage Regulation 33 visits, including taking a more proactive approach and focussing on outcomes. A recent review had also been undertaken in conjunction with placement officers, residential home staff, Members and representative of young people. A meeting had also been held with Corporate Property to set out expectations in relation to maintenance issues with the children's homes with a view to improving the working relationship and prioritising works required.</p>	
CPAC82.	<p>VERBAL UPDATE ON RESIDENTIAL CHILDREN'S HOMES</p> <p>Confirmation was provided in relation to the outstanding registration of the Manager at Coppetts Road that all required information had been submitted to Ofsted who would be undertaking a final site visit and interview on 5 May. The Chair stressed that lessons needed to be learnt from this protracted process. It was confirmed that this was being looked into carefully.</p>	

**MINUTES OF THE CORPORATE PARENTING ADVISORY COMMITTEE
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CPAC83.	CHILD SAFEGUARDING There were no issues to be referred to the Committee.	
CPAC84.	ANY OTHER BUSINESS	

Cllr Lorna Reith

Chair

MINUTES OF THE CABINET PROCUREMENT COMMITTEE
THURSDAY, 12 MAY 2011

Councillors Goldberg (Chair), *Bevan, Kober and *Reith

*Present

MINUTE NO.	SUBJECT/DECISION	ACTION BY
PROC76.	<p>APOLOGIES FOR ABSENCE (Agenda Item 1)</p> <p>Apologies for absence were submitted by Councillors Goldberg and Kober. In the absence of Councillor Goldberg, Councillor Reith took the Chair.</p> <p>(Councillor Reith in the Chair)</p>	
PROC77.	<p>DECLARATIONS OF INTEREST (Agenda Item 3)</p> <p>Councillor Bevan in respect of item 6 – Mulberry Primary School – Re-modelling Works.</p>	HLDMS
PROC78.	<p>MINUTES (Agenda Item 4)</p> <p>RESOLVED</p> <p>That the minutes of the meeting held on 24 March 2010 be approved and signed.</p>	HLDMS
PROC79.	<p>THE MULBERRY PRIMARY SCHOOL - REMODELLING WORKS (Report of the Director of the Children and Young Peoples Service - Agenda Item 6)</p> <p>Councillor Bevan declared a personal interest in this item by virtue of being Chair of the London Housing Consortium.</p> <p>The Appendix to the interleaved report was the subject of a motion to exclude the press and public from the meeting as it contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p>We noted that the report sought our approval to appoint a recommended contractor to carry out re-modelling works at The Mulberry Primary School and to the issuing of a letter of acceptance prior to formal contract signature for 10% of the contract value.</p> <p>RESOLVED</p> <p>1. That, in accordance with Contract Standing Order 11.03, approval be granted to the award of the contract for the re-modelling works at the Mulberry Primary School to Diamond Build plc on the terms and conditions set out in the Appendix to the interleaved report.</p>	DCYPS

**MINUTES OF THE CABINET PROCUREMENT COMMITTEE
THURSDAY, 12 MAY 2011**

	2. That approval be granted to the issuing of a letter of acceptance prior to formal contract signature for 10% of the contract value.	DCYPS
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The meeting ended at 18.18 hours.

LORNA REITH
In the Chair

**MINUTES OF THE CABINET MEMBER SIGNING
TUESDAY, 17 MAY 2011**

Present: Councillor Dilek Dogus (Cabinet Member for Adult and Community Services)

MINUTE NO.	SUBJECT/DECISION
1.	<p>PROPOSALS FOR THE RE-DESIGN OF THE SUPPORTING PEOPLE PROGRAMME AND CONTRIBUTIONS TO THE COUNCIL'S SAVINGS PLAN (Report of the Director of Adult, Culture and Community Services – Agenda Item 4):</p> <p>The Cabinet Member for Adult, Culture and Community Services (ACCS) agreed to accept the report as a late item of urgent business. The report was late because the response to the consultation that had taken place in March/April was far greater than anticipated. The analysis of the responses which was reported in the consultation and summary report (Appendix 2 to the interleaved report) had taken longer than originally planned and needed to be reflected in the final version of the report. The report was too urgent to await the next meeting because in order to meet the efficiencies proposed the programme of reductions needed to commence as the current contracts had been extended only to the end of May 2011.</p> <p>Appendix A to the interleaved report was the subject of a motion to exclude the press and public from the meeting as it contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p>It was noted that the purpose of the report was to implement the final funding decisions in relation to the budget reductions in the Supporting People programme. It was also noted that on 24 February 2011 the Cabinet Member (ACCS) had agreed criteria for future funding in relation to the Supporting People Programme for 2011/12. These criteria were subject to consultation and the report now sought to confirm approval of the criteria which were set out at Appendix 1 to the interleaved report.</p> <p>These criteria were provisionally applied to assess the future commissioning of services and these provisional decisions were subject to consultation. Following appropriate consideration of the responses to this consultation and having had due regard to the Council's equality duties as set out in the Equality Act 2010 the report sought approval to implement funding decisions arising from the application of these criteria.</p> <p>RESOLVED</p> <p>1. That approval of the criteria set out below for the future funding of services under the Supporting People programme be confirmed in order for final decisions on funding of individual services to be made -</p> <p>Criterion 1</p> <p>Services with an annual contract value of £850,000 and above will be subject to a contract review with the existing contractors with a view to finding significant savings. This recognises that a large part of the Supporting People budget is spent with on these existing contracts and significant savings will need to be found in these contracts in order to make the overall savings to the Supporting People budget. The Council is contractually committed to funding these contracts post April 2011 and therefore will need to enter contract negotiations to achieve the savings requirements.</p>

**MINUTES OF THE CABINET MEMBER SIGNING
TUESDAY, 17 MAY 2011**

There is a significant difference in value of the contracts, with smaller contracts providing completely different services: it has therefore been necessary to identify those contracts that have the highest value within the current programme in order to ensure that the Council is able to achieve significant savings whilst continuing to provide essential services. Smaller contracts affect a smaller proportion of the borough but may also represent how the programme is meeting niche needs – it is therefore essential that they are examined using specific criteria as set out below

Criterion 2

Lower value contracts will be marked on criteria as listed below and the total score will determine whether the service is to:

- (i) end on 31 March 2011
- (ii) end at a subsequent agreed date
- (iii) continue at a reduced contract value
- (iv) continue at the existing contract value
- (v) continue at the existing contract value, subject to review

	Criteria		max	Maximum Score
1	Strategic Relevance			10
2	Impact	5	10	10
3	Contract Capacity	5	10	10
4	Other significant factors	0	5	5
				35

Proposed evaluation process for those contracts falling into criteria 2

1. Strategic Relevance

All existing SP Providers have Strategic Relevance, as they provide housing related support and to end a service in the SP programme would, potentially, lead to a breakdown in appropriate support and possible transfer to an alternative, more expensive service. 10 points are awarded for Strategic Relevance.

2. Impact

There will be an impact on other services (including Council services), with the removal of SP services on this scale. This score relates to the decision on future funding from the SP grant, which removes an SP funded service from the programme and potentially transfers services delivery to another, more expensive service.

It has been deemed that there will be less of an impact with the withdrawal of floating support services, as opposed to accommodation based services, except where there is a contract capacity in excess of 300 service users.

The rationale for this is that, Accommodation-based services meet the greater housing needs of the Borough; there is a need to retain as much stock as possible across all tenure types. To remove accommodation based services, would not only lose valuable stock but increase homelessness.

By contrast, in recognising that Floating Support services help maintain tenancies, there is also a statutory responsibility upon the Council to provide support where no other exists.

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Floating Support services will be awarded 5 points and Accommodation-based services will be awarded 10 points.

3. Contract Capacity

Providers who have a contract capacity below 360 will be awarded 5 points. It is deemed that a Provider who has a contract capacity greater than 360, and therefore has greater throughputs (where an average duration for short term interventions is deemed to be 3 months), shall be awarded 10 points.

4. Other significant factors

It is possible that areas of Provider activity, or other sources of funding will be highlighted which may have a positive or negative influence on the status of the service after application of the other criteria and this needs to be taken into account. For example, other sources of funding.

Where this is proven to be the case, an award of 5 points can be given with reasons.

Provisional Determination

end on 31 March 2011

Where a service scores 20 points, or below and the contract is due to end on 31 March 2011, then, the service will end on 31 March 2011.

end at a subsequent agreed date

Where a service scores 20 points, or below and there is a pre-existing agreement of a different termination date, the service will end on that date.

continue at a reduced contract value

Where a service scores 25 points, or above and there is a Procurement Committee approval for a new contract, but at a reduced rate, the service will continue for the agreed period and at the agreed reduced rate.

continue at the existing contract value

Where a service scores 25 points, or above and has been reviewed and Procurement Committee approval granted for a new contract, the service will continue for the agreed period at that agreed rate.

continue at the existing contract value, subject to review

Where a service scores 25 points, or above and was not fully reviewed in 2010/11, the contract will continue at the existing contract value, until its expiry date, subject to the renegotiation at any time of these terms, such renegotiation may include a reduced contract value and/or term.

Note: Any decisions will be subject to compliance with the Council's Contract Standing Orders and none of the above prejudices the Council's ability to renegotiate any contracts on more favorable terms.

2. That approval be granted to the recommendations as set out in the exempt Appendix A of the interleaved report to implement the funding changes to individual services resulting from the application of these criteria.

**MINUTES OF THE CABINET MEMBER SIGNING
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The meeting ended at 13.10 hours.

DILEK DOGUS

Cabinet Member for Adult and Community Services

**MINUTES OF THE CABINET MEMBER SIGNING
WEDNESDAY, 18 MAY 2011**

Present: Councillor Lorna Reith (Cabinet Member for Childrens' Services)

MINUTE NO.	SUBJECT/DECISION	ACTION BY
1.	<p>CHILDRENS' CENTRES IN HARINGEY (Report of the Director of the Children and Young Peoples' Service – Agenda Item 3):</p> <p>It was noted that in February 2011 the Cabinet had agreed savings of £6.519 million from Haringey's Early Years' and Children Centre programme and had recommended charges to the fees charged for childcare in Childrens' Centres. Reductions to central staffing costs and commissioning budgets were agreed and a public consultation was held between 16 March and 22 April on how the Children's Centre delivery programme should be configured within the revised budget constraints. The underpinning principle for the model of provision was that the most vulnerable families living in the most deprived areas would be the priority for future service delivery. An addendum to the consultation was issued on 5 April 2011 making explicit the Childrens' Centres that would be at risk of closure if the available finances could not sustain all existing centres. Almost 1,000 responses had been made to the online consultation as well as 13 public meetings and over 65 e-mails and letters and alternative proposals had been received.</p> <p>It was reported that serious concerns had been expressed by all sections of the community about any reductions to resources for this age group of children. National research had consistently demonstrated that the early intervention with young children could prevent greater problems developing as they got older. However, given the scale of reductions that the Council had to make as a result of the changes in Government funding, the over-whelming response from the consultation was support for the proposal to focus the resources that remained on provision for the most vulnerable families living in the areas of greatest deprivation. The report now submitted set out the model that would be adopted for delivering it. Childrens' Centres would be reorganised into four clusters with staff directly employed by the local authority. A Service Level Agreement would be in place that prioritised the most vulnerable and set out the provision required to support the best outcomes for these families. The report also proposed the establishment of Local Partnership Boards in each cluster who would ensure that Children's Centres worked together to deliver an offer within each locality that would provide the full range of services to the families that most needed them and would link with the other partnerships operating in the locality. Funding would no longer be provided to support the following Children's Centres:</p> <ul style="list-style-type: none"> • Highgate • Northbank • Rokesly • Tower Gardens <p>The central commissioning of services would continue to support the most vulnerable families wherever they lived and to provide specialist family support for the families that were most at risk, wherever they lived. No significant changes were proposed to the current pattern of NHS</p>	

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	<p>Haringey services that already operated across Childrens' Centres.</p> <p>Subject to agreement, a new fee structure was proposed from September 2011 that would reduce the subsidy provided for childcare. A further review of the impact of this was planned, so that fees charged would be linked to family income and a sliding scale would be introduced from April 2012. A full equalities impact assessment of these changes would be completed.</p> <p>RESOLVED</p> <ol style="list-style-type: none"> 1. That the feedback from consultation summarised in Section 16 of the interleaved report and in detail in Appendix 3 and the Equalities Impact Assessment as set out at Appendix 4 be noted. 2. That approval be granted to the arrangements for the delivery of Childrens' Centre services in Haringey as set out in Sections 17 - 19 of the interleaved report. 3. That officers engage in consultation with affected staff on the staffing changes that follow from these arrangements. 4. That a report seeking agreement to the changes to childcare fees as set out in Section 21 of the interleaved report be prepared and that an assessment of the equalities impact of the increases be carried out. 	<p>DCYPS</p> <p>DCYPS</p> <p>DCYPS</p>
<p>2.</p>	<p>APPROVAL AND IMPLEMENTATION OF THE RECOMMENDATIONS FROM THE COMPLETED CONSULTATION ON CHILDREN AND YOUNG PEOPLES' SERVICE DIRECTORATE SPECIFIC CRITERIA TO ASSESS FUNDING FOR THE THIRD SECTOR (AND THE PRIVATE SECTOR WHERE APPROPRIATE) AND ACTUAL FUNDING FOR 2011/12 (Report of the Director of the Children and Young Peoples' Service – Agenda Item 4):</p> <p>The Appendix to the interleaved report was the subject of a motion to exclude the press and public from the meeting as it contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p>It was noted that overarching funding criteria for the Council, based on work from the Audit Commission had been approved by the Cabinet on 8 February. The Children and Young Peoples' Directorate specific criteria measured services against a three stage assessment. Services were first assessed regarding the extent to which they met at least one of the first two strategic priorities of the Children and Young Peoples' Services Strategic Plan 2009-2020. The second stage assessment involved prioritising services where the predominant numbers of service users were vulnerable children and young people with acute or highly complex</p>	

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need, being level four on the Haringey Continuum of Need. Under provisional assessment, services which did not meet level four would receive no further funding save for circumstances where a withdrawal of service would put the Council at serious risk of failing to meet its statutory duties. In such cases, funding would be reviewed, and this represented the third stage of the assessment.

These criteria had been applied and the provisional decisions were notified to providers and users to enable consultation to be undertaken. The final recommendations for services, having considered the responses to consultation and conducted an Equalities Impact Assessment were set out at Appendix H Annex 1. The recommendations meant that services and organisations would be subject to one of three outcomes which were that, in 2011/12, they would receive: the same level of funding; a reduced level of funding; or no funding.

It was also noted that the criteria reasonably utilised the 'Continuum of Need' as a basis for a risk assessment, as this was the tool used as part of the Common Assessment Framework and was developed by the London Safeguarding Children Board (a multi-agency board) following the statutory guidance as laid out in "Working Together to Safeguard Children" (September 2010). The further criteria stages were developed in response to consultation to include a third stage to ensure that the Authority complied with its Equality Act 2010 duties and the Aiming High government project. The range of services that might be affected by both the design of the criteria and the decision to implement the decisions on applying the criteria was broad. For the purposes of the Equality Impact Assessment, the services provided had been grouped into 8 themes, Early Years Education and Childcare; Activities for Young People 13-19 Years; Disabilities and Special Educational Needs; Family Support; 14 to 19 Education; 6. Children in Care; Youth Offending; and Teenage Pregnancy.

It was reported that in commenting on the application of application of criteria and proposed decisions, the following main themes emerged from consultation responses:

- **Feedback to the consultation process** – The consultation period was considerably less than recommended in the local Compact guidance. Decisions about funding were part of an overall strategy to save £41 million at very short notice. The consultation started as soon as possible given those constraints.
- **Childcare Sufficiency** – The criteria and judgements did not allow a full range of services and organisations and services felt that this would effectively make childcare unaffordable. The introduction of the Council's Early Years Single Funding Formula (EYSFF) was anticipated to increase funding for the majority of settings. For those organisations where sustainability was anticipated to be a problem with the introduction of the new system a reduced rate of

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time limited funding had been recommended.

- **Ensure services for individual children at and young people at Level 4** – The Council was dedicated to ensuring that all children in the borough who were judged to be at level 4 on the continuum of need had access to an appropriate level of service. This would be ensured through the appropriate assessments processes.
- **Services that work predominantly with service users at Level 3 and below** – Some organisations expressed concern about differentiating between level 3 and 4 on the continuum of need as they felt that this might lead to more children moving from level 3 to 4. The Children and Young Peoples' Service would support schools, other extended school providers and third sector organisations by providing advice on access arrangements and training to enable them to continue to provide for children and young people at level 3. This, it was hoped, would mitigate against the possibility of these children rising into the level 4 category.
- **Nurseries & playgroups** – Some service providers expressed difficulty in estimating the effect of these proposals because they had not received definitive information about their EYSFF allocation. The EYSFF was a significant change in the way the Council funded private, voluntary and independent organisations (PVI), which had been delayed due to the need to gather extensive data collection from schools and PVI's, which was needed to arrive at the final indicative allocation of each service providers
- **Sustainability of Nursery and playgroup settings** – Organisations expressed concern that the proposed reduction in the sustainability grant was not phased. The financial viability of early years childcare providers had been assessed and of those organisations where there was a serious risk that to withdraw funding would threaten the Council's ability to meet its statutory duties a reduced level of the sustainability grant was recommended to mitigate against this risk.

It was also reported that the themes and the Council's analysis was set out in more detail at Appendices F and G but that, overall, it was generally acknowledged that there was a need to prioritise services for the most vulnerable children and young people given the budgetary challenges faced by the Council. Organisations had requested assurances that those children on the autistic spectrum that did not necessarily have level 4 needs would continue to receive support to stay healthy and safe. Children on the autistic spectrum might range within the levels on the triangle. The Children and Young Peoples' Service considered that it had a duty to children on the autistic spectrum by virtue of the Aiming High strategy and also because of its Equality Act 2010 duty, and would prioritise resources accordingly so that it effectively discharged its

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statutory duty to meet the needs of this group.

It was also noted that the detailed breakdown of the proposed reduction in budget was set out in the exempt Appendix 1 to the report and that the following table summarised the overall outcome -

Theme	No. of grants	2010/11 Funding	2011/12 Funding	% change	No. of Orgs Not Funded	No. of Orgs with Reduced Funding	No of Orgs with Maintained Funding
Early Years Education	23	£354,484.00	£112,900.00	-68.2%	18	5	0
Activities for Young People	37	£277,042.00	£0.00	-100.0%	37	0	0
Disabilities and Special Educational Needs	21	£638,860.75	£552,775.75	-13.5% ¹	5	0	16
Family Support	8	£176,114.76	£170,502.00	-3.2%	3	0	5
14 to 19 Education	8	£229,800.00	£0.00	-100.0%	8	0	0
Children in Care	3	£246,784.40	£94,200.00	-61.8% ²	0	0	3
Youth Offending	1	£30,900.00	£35,000.00	13.3%	0	0	1
Teenage Pregnancy	1	£30,000.00	£12,500.00	-58.3%	0	1	0
Total	102	£1,983,985.91	£977,877.75	-50.7%	71	6	25

The projected 2011/12 spend also included a provision for accessing supported housing and domiciliary services where required for children with Level 4 needs. This had not been identified as a proposed cut, as it did not relate to a contract with a specified provider and was very much case-specific to the individual and their particular needs. Consequently, it was impossible to predict exactly the budget required. Failure to have this resource in place might result in the Authority being unable to meet its statutory duty to the most vulnerable people in some circumstances.

The Director of the Children and Young Peoples' Service further reported that the following amendment was required in relation to paragraphs 4.2 (B), (D), (F) and (H). The contract start date should read 1 April 2011 and not 1 June 2011. The funding allocations in the spreadsheet set out in the exempt Appendix 1 – schedule recommend decisions represented the total funding for the financial year 2011/12.

RESOLVED

1. That approval be granted to the Children and Young Peoples'

DCYPS

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	<p>Service Directorate specific criteria as set out at Appendix B to the interleaved report for the future funding of services in the Children and Young Peoples' Service in order to enable final decisions on funding of individual services to be made.</p> <p>2. That subject to the amendment outlined above approval be granted to the recommendations as set out in the exempt Appendix 1 to the interleaved report to implement the funding changes to individual services resulting from the application of these criteria; such approval must take into account the outcome of consultation with the organisations and service users and, further, due regard must be given to the authority's public sector equality duty, taking into account the attached equality impact assessments.</p>	DCYPS
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The meeting ended at 14.10 hours.

LORNA REITH
Cabinet Member (Childrens' Services)

**MINUTES OF THE CABINET MEMBER SIGNING
WEDNESDAY, 18 MAY 2011**

Present: Councillor Bernice Vanier (Cabinet Member for Community Safety and Cohesion)

MINUTE NO.	SUBJECT/DECISION	ACTION BY
1.	<p>DRUG AND ALCOHOL ACTION – FINAL DECISIONS ON FUNDING 2011/12 (Report of the Director of Urban Environment – Agenda Item 3):</p> <p>It was noted that the report sought final approval to funding decisions for 2011/12 for projects and services delivered in relation to Safer Communities (drug and alcohol action). All of these services were provided by the Haringey Advisory Group on Alcohol (HAGA). The final funding decision was based on scoring these projects against a range of agreed criteria and followed a period of consultation with HAGA.</p> <p>It was also noted that on 25 February 2011 the Cabinet Member for Community Safety and Cohesion had agreed criteria for future funding in relation to Safer Communities (drug and alcohol action) for 2011/12. These criteria were subject to consultation and the report now under consideration sought to confirm the criteria which were set out at Appendix 1 to the interleaved report.</p> <p>These criteria were provisionally applied to assess the future commissioning of services and projects and the resulting provisional decisions were subject to consultation. Following appropriate consideration of the responses to this consultation and having had due regard to the Council's equality duties as set out in the Equality Act 2010 the report sought approval to implement funding decisions arising from the application of these criteria.</p> <p>It was reported that with regard to the funding of the Polish Outreach Worker, the Safer Communities (Drug and Alcohol Action) Department had not been able to identify a compensatory saving to fund the post and that funding would now have to be identified within the Chief Executive's department and/or central budgets to make up the shortfall.</p> <p>RESOLVED</p> <ol style="list-style-type: none"> 1. That approval be granted to the criteria attached set out at Appendix 1 to the interleaved report for the future funding of projects and services in relation to drug and alcohol support in order for final decisions on funding of individual services to be made. 2. That approval be granted to the following decisions in relation to projects / services provided by HAGA: <ol style="list-style-type: none"> (a) To fund the Polish Alcohol Outreach worker post (HAGA Project 1) from 1 June 2011 until 31 March 2012 in the sum of £36,000. (b) The cessation of funding for the Alcohol Hospital link worker post (HAGA Project 2). The contract for this funding ended on 31 March 2011 (pending a final decision) and the value of this 	<p>DUE</p> <p>DUE</p>

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	<p>contract was £41,000 per annum.</p> <p>(c) The reduction of funding to the COSMIC project (HAGA Project 3). The new contract value to be £70,000 per annum (a reduction of £41,000 from £111,000 per annum in 2010/11) for the period 1 June 2011 – March 31 2012.</p> <p>3. That, in accordance with Part 3 Section D paragraph 2.2 (d) of the Constitution, approval be granted to a waiver of Contract Standing Order 6.05 (Requirement to Tender) in relation to the contracts at 2 (a) and 2(c) above.</p>	DUE
2.	<p>METROPOLITAN CARE AND REPAIR – FINAL FUNDING DECISION 2011/12 (Report of the Director of Urban Environment – Agenda Item 4):</p> <p>It was noted that the purpose of the report was to seek final approval in relation to funding decisions for 2011/12 for projects and services delivered in relation to Safer Communities. The only one service was provided by Metropolitan Care and Repair and the final funding decision was based on scoring the organisation against a range of agreed criteria and followed a period of consultation with them.</p> <p>It was also noted that on 25 February 2011 the Cabinet Member for Community Safety and Cohesion had agreed criteria for future funding in relation to Safer Communities funding for 2011/12. These criteria were subject to consultation and the report now under consideration sought to confirm approval of the criteria which were set out at Appendix 1 to the interleaved report.</p> <p>These criteria were provisionally applied to assess the future commissioning of services from Metropolitan Care and Repair and the resulting provisional decisions were subject to consultation. Following appropriate consideration of the responses to this consultation and having had due regard to the Council's equality duties as set out in the Equality Act 2010 the report sought approval to implement the final funding decision arising from the application of these criteria.</p> <p>RESOLVED</p> <p>1. That approval be granted to the criteria set out at Appendix 1 to the interleaved report for the future funding of Safer Communities services in order for final decisions on funding to be made.</p> <p>2. That approval be granted to the cessation of funding of Metropolitan Care and Repair with effect from 1 July 2011 and following the completion of the extension of the current contract from 1 April 2011 to 30 June 2011.</p>	<p>DUE</p> <p>DUE</p>

The meeting ended at 17.30 hours.

BERNICE VANIER

Cabinet Member for Community Safety and Cohesion

**MINUTES OF THE CABINET MEMBER SIGNING
TUESDAY, 24 MAY 2011**

Present: Councillor Dilek Dogus (Cabinet Member for Health and Adult Services)

MINUTE NO.	SUBJECT/DECISION	ACTION BY								
1.	<p>PARTNERSHIP AGREEMENT – SECTION 75 OF THE NATIONAL HEALTH SERVICE ACT 2006 (FOR INTEGRATED SERVICES FOR ADULTS WITH LEARNING DISABILITIES (Report of the Director of Adult, Culture and Community Services – Agenda Item 4):</p> <p>Appendix A to the interleaved report was the subject of a motion to exclude the press and public from the meeting as it contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p>The Cabinet Member for Health and Adult Services agreed to accept the report as a late item of urgent business. The report was late because the response to the consultation that had taken place in March/April was far greater than anticipated. The analysis of the responses which was reported in the consultation and summary report had taken longer than originally planned and needed to be reflected in the final version of the report. The report was too urgent to await the next meeting because in order to meet the efficiencies proposed the programme of reductions needed to commence as the current contracts had been extended only to the end of May 2011.</p> <p>An amended version of the report was tabled. The first amendment related to the proposals in relation to the Older People's Sector which were set out at paragraph 5.7 of the interleaved report and which were changed to read as follows –</p> <table data-bbox="462 1276 1133 1444"> <tbody> <tr> <td>Original contract value</td> <td>£375,700</td> </tr> <tr> <td>Initial proposed reduction</td> <td>£100,000</td> </tr> <tr> <td>Recommended reduction</td> <td>£109,000</td> </tr> <tr> <td>Revised contracts value</td> <td>£266,700</td> </tr> </tbody> </table> <p>The second amendment was in respect of the Chief Financial Officer's Comments and which were changed to read as follows –</p> <p>'On 8th February 2011 Cabinet agreed in principle to a reduction in the expenditure on voluntary sector services of £1.381m.</p> <p>Of the above saving to be achieved in 2011/12, reductions of £607k have been made to internal services, a further £328k from NHS funded services and 87k were achieved in 2010/11, with the balance of £360k sought from the voluntary sector.</p> <p>The reductions recommended within this report total £397k full year effect, thus exceeding the required £360k. However, should there be any delay in implementation then the savings shortfall must be met from within existing resources.'</p>	Original contract value	£375,700	Initial proposed reduction	£100,000	Recommended reduction	£109,000	Revised contracts value	£266,700	
Original contract value	£375,700									
Initial proposed reduction	£100,000									
Recommended reduction	£109,000									
Revised contracts value	£266,700									

**MINUTES OF THE CABINET MEMBER SIGNING
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	<p>It was noted that the report proposed the implementation of the final funding decisions in relation to the budget reductions to voluntary sector organisations within Adult and Community Services (ACS). The Cabinet Member for Adult and Community Services (ACS) had agreed criteria for future funding in relation to adult services for 2011/12 and these criteria had been the subject of consultation. The report now submitted sought to confirm approval of the criteria which were set out at Appendix 1 to the interleaved report.</p> <p>The criteria had been provisionally applied to assess the future commissioning of services and these provisional decisions were subject to consultation. Following appropriate consideration of the responses to this consultation and having had due regard to the Council's equality duties as set out in the Equality Act 2010 and at Appendix 6 to the interleaved report approval was now being sought to implement final funding decisions for 2011/12 arising from the application of these criteria.</p> <p>Arising from consideration of the proposals in relation to the Older People's sector, officers were asked to mediate an agreement between the Older People's Forum and Pensioner's Link.</p> <p>RESOLVED</p> <ol style="list-style-type: none"> 1. That approval be granted to the criteria set out at Appendix 1 to the interleaved report for the future funding of services by Adult and Community Services in order for final decisions on funding of individual services to be made. 2. That approval be granted for the recommendations as set out in the exempt Appendix A to the interleaved report to implement the funding changes to individual services resulting from the application of these criteria. 3. That, in accordance with Part 3 Section D paragraph 2.2 (d) of the Constitution, approval be granted to a waiver of Contract Standing Order 6.05 (Requirement to Tender) in relation to the contracts detailed in the exempt Appendix A. 	<p>DACCS</p> <p>DACCS</p> <p>DACCS</p> <p>DACCS</p>
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The meeting ended at 12.15 hours.

DILEK DOGUS

Cabinet Member for Health and Adult Services



Agenda item:

[No.]**Cabinet****7 June 2011**

Report Title. DELEGATED DECISIONS AND SIGNIFICANT ACTIONS

Report of the Assistant Chief Executive (People & Organisational Development)

Signed :

Contact Officer : Richard Burbidge

Telephone: 020 8489 2923

Wards(s) affected: **Not applicable**Report for: **Information****1. Purpose of the report**

1.1 To inform the Cabinet of delegated decisions and significant actions taken by Directors.

1.2 The report details by number and type decisions taken by Directors under delegated powers. Significant actions (decisions involving expenditure of more than £100,000) taken during the same period are also detailed.

2. Introduction by Cabinet Member (if necessary)

2.1. Not applicable

3. State link(s) with Council Plan Priorities and actions and /or other Strategies:

3.1. These are contained in the individual action forms.

4. Recommendations

4.1. That the report be noted

5. Reason for recommendation(s)

5.1. Not applicable.

6. Other options considered

6.1. Not applicable

7. Summary

7.1 To inform the Cabinet of delegated decisions and significant actions taken by Directors.

7.2 The report details by number and type decisions taken by Directors under delegated powers. Significant actions (decisions involving expenditure of more than £100,000) taken during the same period are also detailed.

8. Chief Financial Officer Comments

8.1. Where appropriate these are contained in the individual delegations.

9. Head of Legal Services Comments

9.1. Where appropriate these are contained in the individual delegations.

10. Head of Procurement Comments – [Required for Procurement Committee]

10.1. Not applicable

11. Equalities & Community Cohesion Comments

11.1. Where appropriate these are contained in the individual consultation forms.

12. Consultation

12.1. Where appropriate details are contained in the individual consultation forms.

13. Service Financial Comments

13.1. Where appropriate details are contained in the individual consultation forms.

14. Use of appendices /Tables and photographs

14.1. Not applicable

15. Local Government (Access to Information) Act 1985

15.1 Background Papers

The following background papers were used in the preparation of this report;

Delegated Decisions and Significant Action Forms

Those marked with ♦ contain exempt information and are not available for public inspection.

The background papers are located at River Park House, 225 High Road, Wood Green, London N22 8HQ.

To inspect them or to discuss this report further, please contact Richard Burbidge on 020 8489 2923.

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DIRECTOR OF ADULT, CULTURE AND COMMUNITY SERVICES

Significant decisions - Delegated Action – April 2011

♦ denotes background papers are Exempt.

No	Date approved by Director	Title	Decision
1.	01.04.11	Delegated authority – Fairer Contributions Policy	Approved
2.			
3.			
4.			

Delegated Action

	Number
05.04.11: Haringey Phoenix – request to continue to fund	1
05.04.11: CSO 13.03 Drugs Advisory Service Haringey [DASH]	1
13.04.11: CSO 6.05 under CSO 7 Leisure Management Procurement	1

Submission authorised by:  Date: 10th April 2011

Mun Thong Phung
 Director of Adult, Culture and Community Services

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DIRECTOR OF CYPs

Significant decisions - Delegated Action April 2011

◆ Denotes background papers are Exempt.

No	Date approved by Director	Title	Decision
1.	1.4.11	Youth Offending Team Restructure	Chair of General Purposes Committee to be delegated authority to sign off amendments to the restructure of the Youth Offending Team
2.	4.4.11	Extended Services Restructure – C&YP	Chair of General Purposes Committee to be delegated authority to sign off curtailment of provision of support to schools to deliver Extended Services, following formal consultation.
3.	20.4.11	Restructure of Behaviour Team in CYPs	Chair of General Purposes Committee to be delegated authority to sign off amendments to the restructure and re-alignment of the Behaviour Support Teams following formal consultation.

Delegated Action

Type	Number
11.02 Primary Pupil Place Bulge Feasibility	9
Broadwater Farm LLC and Riverside LLC – installation of sensory equipment	£7,700
Rewires: Coleraine, Lancasterian and Crowland Primary Schools – profess. design services	£77,583
Rewires: Coleraine, Lancasterian and Crowland – profess. surveying services	£79,000
Rewires: Coleraine, Lancasterian and Crowland – profess. CDM co-ordination services	£28,000
Lancasterian Primary Pupil Place bulge – consultant design services	£9,000
Alexandra Primary Pupil Place bulge – consultant design services	£19,279
Gladesmore School – completion works of main school boiler plant	£10,522
Woodside Children's Centre – external door works	£38,946
	£8,775

Submission authorised by:



Peter Lewis
Director, CYPs

23/5/11

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CORPORATE RESOURCES AND CHIEF EXECUTIVE SERVICE

Significant decisions - Delegated Action 2011/12 - April 2011

◆ denotes background papers are Exempt.

No	Date approved by Director	Title	Decision
1. ◆	18.04.11	Decision under delegated authority - Director of Corporate Resources re: 80 Stroud Green Road N4 and 379 Seven Sisters Road N15	For the Director of Corporate Resources to approve the disposal of the Housing Revenue Account (HRA) properties contained within the report that have deemed uneconomical to repair or surplus to requirement on the terms set out in the report.
2. ◆	28.04.11	Approval for award of contract under CSO 11.02 re: Bank Contract	For the Director of Corporate Resources to award the extension of the contract for banking services.

Delegated Action

Type	Number
Request for implementation of CSO 6.3 re: DVD Licensing - Motion Picture Licensing Company, signed by DCR 07.04.11.	1
Approval to extend for award of contract under CSO 11.02 re: B's Typing, Typing Services - Vendor number 130998, signed by Assistant Chief Executive 14.04.11.	1
Approval for award of contract under CSO 6.16 re: Citrix Farm Upgrade Software Licences, signed by DCR 15.04.11.	1
Request for implementation of CSO 6.03 re: Appointment of Consultant, signed by DCR 28.04.11.	1

Submission authorised by:

J Parker 18/5/11

Julie Parker
Director of Corporate Resources

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Document is exempt

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