

Written questions for Full Council 20th March 2017

1. Cllr Gail Engert to the Cabinet Member for Environment:

Residents were told that Muswell Hill Road would be repaired in October last year, or failing that by February this year at the very latest, the road had still not been repaired at the time of writing, can you please confirm when the road will be repaired?

Response:

The resurfacing of Muswell Hill Road was included within the 2016/17 Sustainable Transport Works Plan. However due to other essential programmed works, mainly the closure of Wightman Road in the borough it has had to be delayed. The resurfacing of Muswell Hill Road remains a priority and works can only be undertaken following the completion of the replacement water main by Thames Water. Due to the levels of disruption these works have been programmed to be completed during summer when traffic levels are at their lowest. The resurfacing works will then take place thereafter in late summer 2017. In the mean time we have arranged for reactive maintenance be undertaken on defects that are above the Council's intervention level.

2. Cllr Clive Carter to the Cabinet Member for Deputy Leader:

What percentages of households are signed-up for the My Account online portal against the original target of 90% by this March?

Response:

My Account has been live for 12 months, during those 12 months there have been 42,000 accounts created, equivalent to 39% of all households. Within the 42,000, 40,000 have been activated which is equivalent to 37% of all households.

My Account sign up continues to grow at around 700 per week.

3. Cllr Martin Newton to the Deputy Leader:

When will your proposals for the future of Muswell Hill Library and the Green Man site be published?

Response:

Capital Property and Major Projects are planning to submit a report to Cabinet on 12th June 2017 detailing the findings of the options appraisals and proposals for the current library building and for 54/56 Muswell Hill.

4. Cllr Dave Beacham to the Cabinet Member for Environment:

Last year the Council said it would fill the then vacant role of Nature Conservation Officer, has this happened and if not when will the post be filled?

Response:

The Council is committed to filling this important post.

Following the restructure of the Commercial and Operations restructure and in light of the developing regeneration agenda the JD for this post has been further reviewed and amended. We anticipate recruitment to this post by the end of May with an expectation for the new post holder to be in post as soon as possible after that date.

5. Cllr Viv Ross to the Cabinet Member for Deputy Leader:

What percentages of residents were seen within the 20 minute target at customer services centres within the borough for each of the last 3 financial years? Please provide a breakdown for each centre.

Response:

The table below reflects those Customers that present themselves at a Customer Service Centre and need to be seen by a Customer Service Advisor and therefore receive a ticket, the percentage for the last three years reflects those customers seen within 20 minutes.

Year (ticketed customers)	Apex House/Marcus Garvey	Wood Green	Overall
2014/15:	60%	63%	62%
2015:16:	72%	53%	61%
2016/17 (February YTD):	50%	38%	43%

6. Cllr Liz Morris to the Cabinet Member for Children:

Please provide a breakdown of traded services for schools, showing how many schools are using the service and if the service is making a profit for each of the last 3 financial years?

Response:

Traded Services for Schools launched on 1st April 2015 following a lengthy consultation process which started in 2013. Up until the launch of the MTFs Priority 1 programme (which was a three year plan adopted by the Council in February 2015) there was no centrally organised or combined trading services programme for schools, so there is no central trading data for the period prior to April 2015.

The current portfolio of Council Traded Services for schools in Haringey was launched on 1st April 2015.

The total number of schools trading with Haringey Council for the years involved are:

	<i>Haringey Schools</i>	<i>Independent & Out of Borough Schools</i>	<i>PVI & Childminders</i>	<i>Total</i>
<i>End March 2015:</i>	84	10	0	94
<i>End March 2016:</i>	87	65	131	283
<i>YTD March 2017:</i>	88	84	160	332

A number of additional schools outside the Borough are now expected to join trading with Haringey in April 2017 or thereafter. 15 new schools are already confirmed.

Profitability for Traded Services

Traded Services for Schools do not operate for profit and income presents only a payment on account towards the cost of the annual operating budgets for Council service teams. Whilst our trading income has shown consistent growth each year, increasing by over 77% since March 2015, it remains the case that income from schools represents only a contribution towards the total operating budgets of the services involved.

Our prices are designed to cover the direct costs of service delivery and a contribution towards the Council overhead supporting the schools and learning and service teams

engaged with schools. A large element of Council overhead and central budgets receive no contribution at all from schools trading and the Council is not able to report any surplus on trading to date.

We are able to provide confirmed income since trading commenced on 1st April 2015.

Income earned:

	£'m
End March 2015:	£1.487 best estimates
End March 2016:	£2.384
End March 2017 YTD:	£2.632 year to date

7. Cllr Bob Hare to the Cabinet Member for Deputy Leader:

What percentage of residents did not have their phone calls to customer services answered within the target time and what percentages of calls were not answered at all, for each of the last 3 financial years?

Response:

There is no target time to answer calls. The specified target is to have as few as possible abandoned calls at 10% or less.

Year (casual and ticketed)	Percentage of calls not answered (all abandoned calls)	Percentage of calls not answered (takes account of positive abandonment – excludes calls abandoned within 30 seconds)
2014/15:	17%	11%
2015:16:	18%	12%
2016/17 (February YTD):	30%	23%

8. Cllr Pippa Connor to the Cabinet Member for Environment:

Residents were publically consulted on St Luke's CPZ last summer and the results have not been published, can you please provide an update and plan of action for this CPZ?

Response:

The consultation on the proposed St. Luke's CPZ ended in Sept 2016. Since then we have commissioned parking surveys to determine levels of parking demand in local roads within the proposed area.

The results of the surveys have now been analysed and cross-referenced against the results of the consultation. This information will shortly be presented to Members in order to determine next steps for the area.

Once a decision has been made the information will be published on the Council's website.