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25 April 2013

To: All Members of the Overview & Scrutiny Committee

Overview and Scrutiny Committee – 29 April 2013

I attach a copy of the following reports for the above-mentioned meeting which were not available at the time of collation of the agenda:

11. SCRUTINY PANEL REPORT BACK (PAGES 1 - 68)

To receive the minutes and executive summaries for:

- Adults and Health Scrutiny Panel – 5 March 2013 & 16 April 2013
- Children & Young People Scrutiny Panel – 14 March 2013
- Communities Scrutiny Panel – 28 March 2013
- Environment & Housing Scrutiny Panel – 21 April 2013

12. SCRUTINY PANEL REPORTS TO OVERVIEW AND SCRUTINY (PAGES 69 - 106)

To approve the recommendations of the following Scrutiny Panel reports:

Children & Young People's Scrutiny Panel

School Places – conclusions and recommendations of Children & Young People's Scrutiny Panel Project.

Environment & Housing Scrutiny Panel

Waste and Recycling Part II: Further policy options to increase recycling.

Yours sincerely

Felicity Parker
Principal Committee Coordinator

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Councillors Adamou (Chair), Erskine, Stennett, Mallett and Winskill

LC46. OVERVIEW OF CHANGES TO HEALTH

Jill Shattock, Director of Clinical Commissioning (Designate) gave a summary of the main changes to the health structure from 1st April 2013.

- Primary care trusts and strategic health authorities to be abolished
- Public health functions moving to local authorities
- Clinical Commissioning Groups (CCGs) to take over commissioning for local areas and be statutory bodies (Haringey CCG is on track to be fully authorised from 1 April with one or two conditions).
- Commissioning Support Units will support CCGs (in Haringey we are supported by the North and East London CSU)
- NHS Commissioning Board will be responsible for primary care contracting and for the authorisation of CCGs
- Ownership of buildings will move to NHS Property Services Ltd or to providers
- Health and wellbeing boards will be established
- LINKs will be abolished and replaced by local Healthwatch.

LC47. UNSCHEDULED CARE

The Panel heard from representatives of the CCG, NHS 111 programme and Barndoc

- The basic idea of 111 is to ensure that people access the right service at the right time – “Right First Time”. It is a free to call number for when you need medical help urgently but when it isn’t an emergency. ‘Urgent’ is defined by the called when deciding whether to call 111 or 999. 111 calls are answered by call handlers, all of which are supervised by clinicians. The call handlers assess the urgency of the call and look at best possible local services and how these can be accessed. 111 is different to NHS Direct which stops at the end of March in London.

Out of Hours

North Central London is currently split with the North section out of hours being provided by Barndoc and the South section being provided by Harmoni. In Haringey provision of out of hours by Harmoni ends on 1st April and Barndoc takes over as of 2nd April. Harmoni will continue to provide out of hours in Camden and Islington and Barndoc will cover Barnet, Enfield and Haringey. The Barndoc Service Specification is the same as it was before for Harmoni – there is no service change and home visits will continue. However, the face to face sites will change – the Laurels will continue to be the Haringey base, Finchley, Edgware and Chase Farm will be additional bases. The Whittington will no longer be an option for out of hours. However it was noted that the Urgent Care Centre would still be an option for patients wishing to go to the Whittington.

A local Patient Participation Group Chair questioned what the process would be when compared with the current NHS Direct, for example when someone called who had accidentally taken an extra tablet of their medication. The PPG Chair was informed that the process in this case would be exactly the same and that the clinical adviser would take over the call from the call handler.

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The Panel raised concerns about the change to the access location of out of hours services for some residents in the borough, particularly those who live near or are use to using the Whittington. It was noted that there are approximately 7 patients per day which use the Whittington in this manner.

The Panel questioned how Barndoc intends to work with HealthWatch and was informed that they have a Patient Forum which currently includes a LINK members. There is also a contractual requirement to get feedback by three mechanisms:

1. External Mori Survey
2. Barndoc survey
3. Pain Management Survey

Barndoc representatives assured the Panel that there was a rigorous interview process in place and that every GP performing out of hours services needed to do a minimum amount of sessions per month, and that there were training requirements to ensure that out of hours services are kept to a high standard of care.

Agreed

- The Panel would revisit 111 and Out of Hours in approximately 6 months, when performance data would be available for 2 quarters which the Panel could consider.
- Jill Shattock would provide data on home visits undertaken by out of hours services.
- Due to the Panel's concerns about the change in Out of Hours services available to Haringey residents at the Whittington Hospital the Panel agreed to follow this up outside of the meeting and by requesting further clarification and information.

LC48. WHITTINGTON HEALTH ESTATES STRATEGY

The Panel heard from representatives of Whittington Health, Dr Koh (CE), Dr Greg Battle, Philip lent and Richard Martin.

The Estates Strategy is one of a number of plans and falls out of the integrated care strategy. There is recognition that they did not consult properly with both Members and residents and that there is more work to do.

The Strategic Health Authority has asked them to pause taking forward their Foundation Trust application by 4-6 months. They are therefore in 'listening mode'. The SHA has said they like their overall strategy and integrated care vision however:

- They need to gain more clarity on financial savings;
- Do better at communicating; and
- Work harder around staff and community engagement.

The Whittington recognises that they have not made the link between the clinical strategy and the estates strategy clear enough to people and that they have failed to get people on board and to get people to understand the clinical background.

The Panel were informed that the Whittington Board is deeply committed to having an A&E on site and that they are fully committed to having a full set of clinical services around the A&E. Dr Koh informed that Panel that they hope to keep all clinical services which are there at the moment, however sometimes directives come from above as happened with stroke services.

The Panel queried the percentage of the current land which was intended for sale and how much of the strategy is finance led. The Panel were informed that the strategy is a direction of travel and that the Whittington reserves the right not to sell buildings and use them for

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something else if they wish. With regards to the percentage, it is about 40% of the site, about 4% of which is used for clinical activity. The rest is administrative, education and training. The Panel noted that the Whittington services are not confined to the Whittington Health hospital site and that there are as number of community services across Haringey in the Whittington's capacity as an integrated care organisation.

With regards to the 'cap' on maternity services the Panel were informed that this word should not have been used in the strategy. The hospital currently has about 4,000 births a year and the maternity figures suggest that this will continue to be the case. Work is needed on the maternity wards to develop and improve them. There is no formal cap and no one would be turned away from the maternity services.

The Panel raised concerns about older people leaving hospital too early and asked whether the money would be channelled into community services to support people in these settings. They were informed that the majority of the money would be going into acute services.

Agreed

- The Adults and Health Scrutiny Panel will visit the Whittington Hospital site. MP to speak to Philip lent to arrange.
- Whittington would provide a map of new buildings and services as is.
- Whittington Health would attend a future Panel meeting to present on the Integrated Care strategy.

LC49. FRANCIS INQUIRY

The Panel discussed ways in which they could ensure that all information is captured to enable them to have a better overview of any possible issues, for example by using Councillors casework and ensuring a strong relationship with HealthWatch.

The Panel agreed to revisit the scrutiny recommendations following the government response and at the start of the new municipal year in order to build improvements into the work of the Panel.

Cllr Gina Adamou

Chair

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Councillors Adamou (Chair), Mallett, Stennett, Erskine, Winskill

Co-Optees Pam Moffat (for Claire Andrews)

Apologies Helena Kania (LINK), Kevin Dowd (HAVCO) and Claire Andrews (HFOP)

LC46. APOLOGIES FOR ABSENCE

Apologies from:

Helena Kania (LINK)
Kevin Dowd (HAVCO)
Claire Andrews (HFOP)

LC47. URGENT BUSINESS

None received.

LC48. DECLARATIONS OF INTEREST

None received.

LC49. OVERVIEW OF CHANGES TO HEALTH

Jill Shattock, Director of Clinical Commissioning (Designate) gave a summary of the main changes to the health structure from 1st April 2013.

- Primary care trusts and strategic health authorities to be abolished
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- Commissioning Support Units will support CCGs (in Haringey we are supported by the North and East London CSU)
- NHS Commissioning Board will be responsible for primary care contracting and for the authorisation of CCGs
- Ownership of buildings will move to NHS Property Services Ltd or to providers
- Health and wellbeing boards will be established
- LINKs will be abolished and replaced by local Healthwatch.

LC50. UNSCHEDULED CARE

The Panel heard from:

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- Jill Shattock, Director of Clinical Commissioning, Haringey Clinical Commissioning Group (CCG)
- Dr John Rohan, Haringey GP and Haringey CCG Governing Body member (unscheduled care lead)
- Alison Blair, Senior Responsible Officer for the NHS 111 programme
- Sarah McIlwaine, Senior Programme Manager, NHS 111 programme
- Annette Alcock, Deputy Chief Executive, Barndoc
- Dr Anuj Patel, Medical Director, Barndoc
- Christine Callender, Director of Operations and Nursing, Barndoc

The Panel received an overview of the 111 and Out of Hours service. The following points were noted:

111

- The basic idea of 111 is to ensure that people access the right service at the right time – “Right First Time”.
- 111 is a national service.
- Haringey is working with the other four areas in the North Central London cluster to set up a local version with local information.
- The service is being rolled out in April 2013.
- It is a free to call number for when you need medical help urgently but when it isn't an emergency. ‘Urgent’ is defined by the called when deciding whether to call 111 or 999.
- 111 calls are answered by call handlers, all of which are supervised by clinicians. The call handlers assess the urgency of the call and look at best possible local services and how these can be accessed.
- It is different to NHS Direct which stops at the end of March in London.
- The aim of 111 is to deal with callers at the time of their initial call. You can also be referred to another provider.
- 111 can send information to other providers e.g. GP surgery.
- 111 can send you an ambulance if needed.
- At the time of the meeting the 111 service in Haringey was being tested ready for go live. It is not yet being advertised as services which are not live can not be advertised.
- The content of the local Directory of Services, which 111 access when speaking to patients, is influenced locally by the Haringey CCG.

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Out of Hours

- North Central London is currently split with the North section out of hours being provided by Barndoc and the South section being provided by Harmoni.
- In Haringey provision of out of hours by Harmoni ends on 1st April and Barndoc takes over as of 2nd April.
- Harmoni will continue to provide out of hours in Camden and Islington and Barndoc will cover Barnet, Enfield and Haringey.
- The 2012 activity statistics showed that 10,212 residents contacted out of hours services. Of these
 1. 8,366 patients had a face to face appointment at a site.
 2. The remaining received advice on the phone or where referred to other providers the next day e.g. pharmacist or GP.
 3. N.b These figures do not include home visits which are counted separately. These will be provided for the Panel.
 4. Of the 8,366 the following shows which bases Haringey residents visited:
 - 5,306 at the Laurels
 - 2,527 at the Whittington
 - 259 at St Pancras
 - 274 at Homerton (Harmoni's Hackney base).
- The Barndoc Service Specification is the same as it was before for Harmoni – there is no service change and home visits will continue.
- However, the face to face sites will change – the Laurels will continue to be the Haringey base, Finchley, Edgware and Chase Farm will be additional bases. The Whittington will no longer be an option for out of hours. However it was noted that the Urgent Care Centre would still be an option for patients wishing to go to the Whittington.
 1. At present out of hours services are available until 11.30pm at the Whittington and the Urgent Care Centre is open until 10.30pm.
 2. The Whittington was the Islington base for Harmoni.

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- Islington are currently consulting on whether there is a need for out of hours services next door to an urgent care centre when both centres could be seeing the same kind of patient.
- There is extensive communication work currently taking place on changes to health services and there is a recognition that there is a need to be very clear about the changes.
- There is a national campaign going on and Haringey are also working on a local campaign.

Barndoc introduction

- Barndoc formally introduced themselves to the Panel.
- Barndoc has been introducing themselves to GPs around the borough and has also invited any interested Haringey GPs to contact them should they wish to do some Out of Hours shifts.

Discussion points noted:

- The Panel queried why there are two different organisations providing services which could be provided by one. The Panel was informed that if you call 111 then you can be transferred to out of hours services.
- A local Patient Participation Group Chair questioned what the process would be when compared with the current NHS Direct, for example when someone called who had accidentally taken an extra tablet of their medication. The PPG Chair was informed that the process in this case would be exactly the same and that the clinical adviser would take over the call from the call handler.
- The online presence of the NHS in NHS Direct will continue and will be essentially the same.
- Urgent Care Centres are still available and are growing.
- There is a Pan London Clinical Governance group which scrutinises data across London.
- Barndoc data has been benchmarked with Hillingdon and Croydon.
- The Panel raised concerns about the change to the access location of out of hours services for some residents in the borough, particularly those who live near or are use to using the Whittington. It was noted that there are approximately 7 patients per day which use the Whittington in this manner.
- The Panel asked for clarity on what impact the new provider would have on existing mechanisms and services and was informed that when you call out of

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hours the call handler will look at services in the local directory which are closest to the GP surgery you are registered with. If you are not registered with a GP this will be based on your postcode.

- If a caller states they are not happy with the choice that they have been given then the call handler pulls up a secondary set of services.
- At 11pm all calls to out of hours are moved to home visits.
- The Panel questioned whether all GPs who provide out of hours services would be proficient in English and was informed that all GPs must pass an English test before they are registered with the General Medical Council and that they must pass an additional test before they are put on the Local Medical Council register.
- The Panel queried the languages that are covered by call staff given the diversity of Haringey and was informed that Barndoc staff speak 20 languages. The Panel also noted that Language Line translation services is used when needed, in the last quarter this service was used for 13 languages.
- The Panel questioned how Barndoc intends to work with HealthWatch and was informed that they have a Patient Forum which currently includes a LINK members. There is also a contractual requirement to get feedback by three mechanisms:
 1. External Mori Survey
 2. Barndoc survey
 3. Pain Management Survey
- The Local Pharmaceutical Committee representative queried whether Barndoc has access to GP records and was informed that they do not. However, they will build up their own database based on the calls they receive and any information provided by GP surgeries (with patients permission).
- Barndoc representatives assured the Panel that there was a rigorous interview process in place and that every GP performing out of hours services needed to do a minimum amount of sessions per month, and that there were training requirements to ensure that out of hours services are kept to a high standard of care.

Agreed

- The Panel would revisit 111 and Out of Hours in approximately 6 months, when performance data would be available for 2 quarters which the Panel could consider.

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- Jill Shattock would provide data on home visits undertaken by out of hours services.
- Due to the Panel's concerns about the change in Out of Hours services available to Haringey residents at the Whittington Hospital the Panel agreed to follow this up outside of the meeting and by requesting further clarification and information.

LC51. WHITTINGTON HEALTH ESTATES STRATEGY

Representatives:

- Dr Koh
- Dr Greg Battle
- Philip Ient
- Richard Martin

Dr Greg Battle introduced the item with the following points:

- The Estates Strategy is one of a number of plans and falls out of the integrated care strategy
- There is recognition that they did not consult properly with both Members and residents and that there is more work to do.
- The Strategic Health Authority has asked them to pause taking forward their Foundation Trust application by 4-6 months. They are therefore in 'listening mode'.
- The SHA has said they like their overall strategy and integrated care vision however:
 - They need to gain more clarity on financial savings;
 - Do better at communicating; and
 - Work harder around staff and community engagement.

The following discussion points were noted

- Listening mode is about listening to comments and concerns and about communicating.
- The Whittington recognises that they have not made the link between the clinical strategy and the estates strategy clear enough to people.

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- The Whittington recognises that they have failed to get people on board and to get people to understand the clinical background
- The Estates Strategy could be modified during this pause.
- The Adults and Health Panel have recently visited St Ann's hospital site and Chase Farm mental health wards. At their visit to St Ann's they were able to see the conditions of the buildings and the site overall and therefore gain a better understanding of the redevelopment issues and needs. This same opportunity has not been presented by the Whittington.
- The Panel noted that a lot of elected Members have been informed of what is happening via the press as opposed to from the Whittington communicating directly with stakeholders, including the Adults and Health Scrutiny Panel.
- The Panel queried whether the Whittington had shared the strategy with Haringey Clinical Commissioning Board (CCG) and shadow Health and Wellbeing Board (sHWB). They were informed that the CCG had given their general support to the clinical strategy in writing, which had enabled the Whittington to approach the SHA regarding Foundation Trust status. However, it was not thought that this included the Estates Strategy.
- The Panel queried whether discussions had taken place with Adult Services on possible implications and were informed that this was ongoing.
- The Panel were informed that the Whittington Board is deeply committed to having an A&E on site and that they are fully committed to having a full set of clinical services around the A&E.
- Dr Koh informed that Panel that they hope to keep all clinical services which are there at the moment, however sometimes directives come from above as happened with stroke services.
- The Panel queried the percentage of the current land which was intended for sale and how much of the strategy is finance led. The Panel were informed that the strategy is a direction of travel and that the Whittington reserves the right not to sell buildings and use them for something else if they wish. With regards to the percentage, it is about 40% of the site, about 4% of which is used for clinical activity. The rest is administrative, education and training.
- The Panel noted that the Whittington services are not confined to the Whittington Health hospital site and that there are as number of community

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services across Haringey in the Whittington's capacity as an integrated care organisation.

- The Panel were informed that the figures in the Estates Strategy were evolving and that the situation may change depending on markets.
- Noted that as the care pathways change that way that inpatient wards are used will also change and therefore there could be empty wards further down the line as more patients are treated in the community.
- With regards to the 'cap' on maternity services the Panel were informed that this word should not have been used in the strategy. The hospital currently has about 4,000 births a year and the maternity figures suggest that this will continue to be the case.
- Work is needed on the maternity wards to develop and improve them.
- There is no formal cap and no one would be turned away from the maternity services.
- The Panel raised concerns about older people leaving hospital too early and asked whether the money would be channelled into community services to support people in these settings. They were informed that the majority of the money would be going into acute services.
- There is a cultural shift needed to ensure that staff feel comfortable in settings outside of hospitals and also recognition that long stays in hospital can make you unwell.
- Whittington Health are hoping to take on 16 new sites for community services shortly. The Panel requested a map of this. This would show services 'as is' given that there is work and engagement to be done on what is planned longer term.
- Whittington Health is engaging with residents by holding a number of events, which have already started for example an event held at the Whittington a week earlier was attended by about 100 people.
- The Whittington are taking the current situation as an opportunity to engage with people, whilst acknowledging that this should have been done earlier.
- The Panel noted that all plans are signed off by medical directors in order to mitigate risk. They are checked for safeguarding and quality issues. The Panel also noted that changes, for example ambulatory and maternity are all clinician led.

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- The Panel also noted that there is a commissioner impact as finances available from commissioners has an impact on services.
- The Panel noted that they are happy that there is a pause in the process and an opportunity to engage with residents and Members.
- Once the Panel has visited the site and had an opportunity for further discussions they may be able to make recommendations.

Agreed

- The Adults and Health Scrutiny Panel will visit the Whittington Hospital site. MP to speak to Philip lent to arrange.
- Whittington would provide a map of new buildings and services as is.
- Whittington Health would attend a future Panel meeting to present on the Integrated Care strategy.

LC52. FRANCIS INQUIRY

The Panel discussed ways in which they could ensure that all information is captured to enable them to have a better overview of any possible issues, for example by using Councillors casework and ensuring a strong relationship with HealthWatch.

The Panel agreed to revisit the scrutiny recommendations following the government response and at the start of the new municipal year in order to build improvements into the work of the Panel.

LC53. MINUTES

Agreed

LC54. AREA COMMITTEE CHAIRS FEEDBACK

None received

LC55. FUTURE MEETINGS

2nd April, 6.30pm

LC56. NEW ITEMS OF URGENT BUSINESS

Cllr Gina Adamou

Chair

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Councillors Adamou (Chair), Erskine, Mallett, Stennett and Winskill

LC57. CABINET MEMBER QUESTIONS

Cllr Vanier introduced her portfolio.

There is a continued focus on developing the service.

- Budget pressures continue to be a key challenge, however the budget performance out-turn is on track and the projected over spend has significantly reduced.
- The local Healthwatch has recently replaced the Local Involvement Network following the Health and Social Care Act 2012
- Adults Services are working with the CCG and NHS Trusts on joint provision.
- Safeguarding continues to be high on the agenda and is monitored regularly.
- The Annual Account and Annual Safeguarding report are both now available on the Haringey website.

Agreed:

- The Clinical Commissioning Group would be invited to a future meeting to talk about the work being done on integrated care.

LC58. DRAFT QUALITY ACCOUNTS - WHITTINGTON HEALTH

The Panel received the draft Quality Account Objectives for the forthcoming year.

The Panel felt that the success measures needed to be more specific in order to actually measure any improvements over a specified period of time and was assured that there is adequate challenge on the targets set, for example from UCL partners and Non Executive Directors on the Board.

Agreed

- The Panel would look at the Quality Account again before it was finalised.

LC59. HEALTHWATCH HARINGEY

The Panel heard from Barbara Nicholls, Head of Adult & Voluntary Sector Commissioning.

The initial tender exercise was not successful. Therefore the Citizens Advice Bureau (CAB) and the Race Equality Council were approached to deliver Healthwatch in Haringey. CAB will provide information and advice, support and coordination of volunteers and statutory responsibilities such as the rights enter and view (adults residential and nursing care homes). The Race Equality Council will deliver community engagement aspects.

Since April 1 2013, council's have a statutory duty to commission independent advocacy services to provide support for complaints about NHS care or treatment. Haringey has joined a consortium with other local authorities and commissioned 'Voiceability'. Individual hospitals will still have PALS (Patient Advice and Liaison Service).

The Panel was informed that if a patient wished to make a complaint about their GP practice this would initially be via the Practice (should the person feel comfortable doing so). The current alternative and next step would be the NHS Commissioning Board. However, it was noted that an organisation had recently been commissioned to sit between GP Practices and the NHS Commissioning Board and that this was the North West London Commissioning Support Unit.

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The Panel were informed that the money for Healthwatch the money was a non-ring fenced, and that the HealthWatch contract value was £200k between the CAB and the Race Equality Council and the Voiceability contract was capped at £65k.

Agreed

- Barbara Nicholls to provide the contact details for the new Director of Healthwatch.
- Barbara Nicholls to provide:
 - Information on what powers Healthwatch have with regards to dealing with under performing PALS services.
 - An overview of what money was given to Haringey for the set up and running of Healthwatch and how this has been allocated.
 - Information on how membership of Healthwatch will be formed to ensure representativeness and democratic accountability across all sectors of the local community.
 - Information on the relationship between Healthwatch and other bodies which look after the safeguarding of residents.
 - Web link for information on complaints from Haringey Clinical Commissioning Group website
- Scrutiny Officer to continue research into whether Healthwatch are co-opted onto other Health Panels and any conflicts of interest with their seat on the Health and Wellbeing Board.
- Scrutiny Officer to ensure that the above mentioned Stakeholder Session is part of the draft work programme for 2013/14.

LC60. UPDATE ON PERSONALISATION AND PERSONAL BUDGETS

Bernard Lanigan, Head of Personalisation, Assessment & Occupational Therapy Services attending to update the Panel on personalisation.

The Panel was informed that individuals are at the centre of the process with safeguarding an integral part, including whether a person is capable and competent to make decisions themselves and that Personalisation allows an individual to stay in control.

There is a system in place to identify how much money a person would be entitled to. This is based on need so if two people have the same needs then they would have the same amount of money allocated to them. This allows for transparency.

Each person has a professional Social Worker assessment aided by an Occupational Therapist assessment and any other assessment seen as necessary. It is the needs identified which the financial allocation is based on.

Advice, information and signposting is a big part of Adults role for example if a client would prefer to do something other than attend a day centre then they can be signposted to adult learning or volunteering.

An Integrated Assessment tool has been developed which has reduced the time from assessment to receipt of money to 4 weeks. However, if a client needed the money immediately then they would receive it.

LC61. HEALTH AND WELLBEING STRATEGY DELIVERY PLAN UPDATE

Dr. Jeanelle de Gruchy, Director of Public Health, attended the Panel to talk about the Health and Wellbeing Strategy Delivery Plan report.

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The full Health and Wellbeing Strategy Delivery Plan reports to the Health and Wellbeing Board on an annual basis and exception reports quarterly.

The Panel noted that some performance target information was missing and was informed that this was a working progress, balancing the old target focused regime with the old NHS targets, the newer Public Health Outcomes Framework targets and any locally set ones, for example teenage pregnancy. There are also some national best practice targets, which are included but not mandated to be included.

The Panel asked about immunisations performance with reference to measles cases on the Haringey/Hackney border. The Panel was informed that there was currently one known case in Haringey and that the MMR uptake is quite high. However this was relating to age 5, and the concern is with older Children who should have previously been immunised and had not. The Panel were informed that there were challenges in ensuring children in the Somalian and Orthodox Jewish communities and the action being taken to tackle this challenge.

The Health and Social Care Act 2012 states that Directors of Public Health must assure themselves that plans are in place for immunisations to take place. The Panel queried where immunisations take place and was informed that this was dependant on the age of the child and the appropriate setting but that some do take place in schools and Children's Centres.

Agreed:

- The Public Health Budget would be presented at the next Panel meeting and would be linked to the delivery plan and performance.
- Dr. JdG would send a note to all Councillors once guidance was received from PHE.

LC62. WORK PROGRAMME 2013/14

The Panel were asked whether they had any suggestions for areas which the Panel should include in their work programme for the forthcoming municipal year. The following suggestions were made:

- Winterbourne View – as per email sent by Cllr Mallett to Cllr Adamou last month.
- Working together/Integrated Care
- Whittington – Quality Accounts and Estates Strategy
- GP Practice quality – reference was made to the 'Your NHS' website which could be a resource for this.
- Adults with Mental Health needs – physical health outcomes

Discussion on whether Children's Health should sit with the Adults and Health Scrutiny Panel or the Children and Young People's Scrutiny Panel.

Noted that should there be a matter which is cross cutting then this is the responsibility of the main Overview and Scrutiny Committee.

Noted that a joint Panel meeting between the Adults and Health Scrutiny Panel and the Children and Young People's Scrutiny Panel could be arranged to consider an item if necessary.

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Cllr Gina Adamou

Chair

DRAFT

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Councillors Adamou (Chair), Erskine, Mallett, Stennett and Winskill

LC57. APOLOGIES FOR ABSENCE

Claire Andrews, HFOP

LC58. URGENT BUSINESS

None received.

LC59. DECLARATIONS OF INTEREST

None received.

LC60. CABINET MEMBER QUESTIONS

Cllr Vanier gave introduced her portfolio. The following points were noted:

There is a continued focus on developing the service.

- Budget pressures continue to be a key challenge.
- The Budget performance out-turn is on track. Cllr Vanier thanked the Director (Mun Thong Phung) and the Assistant Director (Lisa Redfern) for this, noting their management and innovation in keeping costs down in a needs led environment.
- The local Healthwatch has recently replaced the Local Involvement Network following the Health and Social Care Act 2012. The Cabinet Member thanked the LINK for their work over the previous years.
- Adults Services are working with the CCG and NHS Trusts on joint provision.
- Cllr Vanier congratulated the Haringey's Joint Learning Disability Partnership Nursing team who have just won the National Nursing Standard Award for their innovative nursing model for adults with learning disabilities.
- Safeguarding continues to be high on the agenda and is monitored regularly.
- The Annual Account and Annual Safeguarding report are both now available on the Haringey website.

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In response to questions from the Panel the following points were noted:

- There will be training for Members on the role and function of the Health and Wellbeing Board.
- The Panel had requested to see the Public Health budget prior to it going to Cabinet, as happens with other Council service budgets as part of the Budget Scrutiny Process. Panel Members queried why this had not been the case with the Public Health budget. The Panel was informed that due to the changes in the Health system and Public Health moving from the NHS to local authorities the budget settlement had been later and that the budget needed to go to Cabinet prior to coming to the Adults and Health Scrutiny Panel.
- The Panel asked how the budget had gone from a large over spend to a smaller overspend of £300k. It was noted that both sets of figures were projected due to the service being demand based. The projections had meant that the service was able to take pre-emptive action in order to manage the budget, balancing value for money with managing needs. It was also noted that Adults have tight budget management controls and systems which include a 'management call over' meeting where each budget is worked through. It was also noted that it is extremely difficult to manage a needs led budget.
- It was also noted that the continuing care reassessments had not led to as many people being transferred to social care budgets as had been expected.
- The Panel asked whether there was a ceiling in the provision of care packages due to the financial pressures and was informed that there is not.
- Service user needs are reviewed and reassessed when necessary and at annual reviews and if a service user needs had changed then their package would change to ensure that their needs are being met. If a person's needs change to such an extent that they, for example, need 24 hour nursing care then the service would argue that they needed NHS Continuing Healthcare.
- There was discussion around integrated care and it was noted that there needed to be a shift in funding from the acute sector. The Panel was also informed that it was the Health and Wellbeing Boards role to encourage and promote integrated working and the role of the Clinical Commissioning Group to lead on it.
- The Panel requested that the Clinical Commissioning Group be invited to a future meeting in order to talk to the Panel about how this work is progressing.

Agreed:

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- The Clinical Commissioning Group would be invited to a future meeting to talk about the work being done on integrated care.

LC61. BARNET, ENFIELD AND HARINGEY CLINICAL STRATEGY

This item was withdrawn as there is now a joint meeting of Haringey Enfield and Barnet Councillors scheduled to discuss the BEH Clinical Strategy update.

LC62. DRAFT QUALITY ACCOUNTS OF BARNET ENFIELD AND HARINGEY MENTAL HEALTH TRUST

This item was deferred pending approval of the draft Quality Account by the BEH Mental Health Trust Board.

LC63. DRAFT QUALITY ACCOUNTS - WHITTINGTON HEALTH

The Panel received the draft Quality Objectives for the forthcoming year and was asked for comments.

Key discussion points noted:

- Whittington Health is awaiting end of year data and would like to come back to the Panel again once there is further progress on the Quality Accounts.
- The Whittington Board signs off the Quality Accounts prior to submission.
- The Quality Account is a mandatory and public document.
- It would be used by Monitor as part of its quality assessment process.
- The Care Quality Commission may use it when considering services.
- Each NHS Trust has to submit 5 overarching objectives as part of their Quality Account.
- The data used is 2012/13 and the objectives cover 2013/14.
- Whittington Health has chosen Integrated Care as this had been something they had been working on for a while and wanted to demonstrate this.
 - An integrated care pilot had been piloted at Whittington Health where multi disciplinary team members take part in telephone conferences to

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discuss patient's care. Early results show that people's care is better managed through this.

- The panel queried the success measurements of this objective as it does not show what proportion of total patients it relates to or what is happening to the care of those not part of the integrated care conferencing, who may benefit from being included.
- The Panel asked whether the driving force behind this approach was cost and finance led and was informed this integrated way of working can prevent someone having to be admitted to hospital, for example by ensuring a person has some extra help at a particular point. Therefore whilst there is a financial element to it, it is not the driving force. The driving force is about better outcomes for the patients.
- It was noted that the pilot was set up by clinicians rather than managers.
- The Panel queried the success measures and whether they were meaningful.
- The Panel felt that the success measures needed to be more specific in order to actually measure any improvements over a specified period of time.
- The Panel was informed that this was an early draft and that when setting the final measures they would be very strict on setting objective measurements and proportion of patients/cases in order for them to be tracked.
- The Panel was informed that the Quality Account is put together by patients and clinicians as well as the Board and that the draft objectives would shortly be taken to Healthwatch.
- The Panel queried who set the targets and was informed that this was the clinicians. It was noted that the targets set are subject to challenge, for example the Non Executive Directors on the Board and Commissioners will challenge the targets. UCL partners are also very challenging when considering the targets being set.
- The Panel queried what happened when the Trust did not achieve the target at the end of the year and were informed that this does happen for example Objective 4 (alcohol and smoking) has been carried over from the previous year.
- The Quality Account will be signed off by the Board at the end of May and it is mandatory to have them published by 30th June.

Agreed

- The Panel would look at the Quality Account again before it was finalised.

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LC64. HEALTHWATCH HARINGEY

Barbara Nicholls, Head of Adult & Voluntary Sector Commissioning introduced the report.

Key points noted:

- The initial tender exercise was not successful. Therefore the Citizens Advice Bureau (CAB) and the Race Equality Council were approached to deliver Healthwatch in Haringey.
- An interim Chair has been appointed, Sharon Grant (Chair of Haringey's CAB).
- The new Director started on 15/4/2013.
- CAB will provide information and advice, support and coordination of volunteers and statutory responsibilities such as the rights enter and view (adults residential and nursing care homes).
- The Race Equality Council will deliver community engagement aspects.
- Next steps include:
 - Recruitment of the staff team.
 - Establishment of a Board and recruitment of volunteers to the Board.
 - Agree and implement governance arrangements.
- A priority piece of work for the next year will be looking at how hard to reach groups can be engaged with.
- NHS Complaints Independent Advocacy Service – Since April 1 2013, council's have a statutory duty to commission independent advocacy services to provide support for complaints about NHS care or treatment. Haringey has joined a consortium with other local authorities and commissioned 'Voiceability'.
- It was noted that individual hospitals will still have PALS (Patient Advice and Liaison Service).

Key discussion points noted:

- Concern was raised by the Haringey Forum for Older People representative with regards to PALS, who queried what role HeathWatch would have in

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ensuring the PALS service was at a high standard. BN agreed to look into this and get back to the Panel.

- The Panel queried how Healthwatch, PALS and Voiceability would work together and was informed that Healthwatch England was currently developing guidance for local Healthwatch organisations.
- The Panel queried how a resident would go about making a complaint about a local GP service and was informed that this would initially be via the GP Practice (should the person feel comfortable doing so). The current alternative and next step would be the NHS Commissioning Board. However, it was noted that an organisation had recently been commissioned to sit between GP Practices and the NHS Commissioning Board and that this was the North West London Commissioning Support Unit.
- It was noted that the Haringey CCG website currently has information on how to make a complaint. BN agreed to send this link to the Panel.
- Publicity and communications would be a priority for the local Healthwatch, including letting residents know where to go for what information.
- The Panel noted that the information would need to be relevant for a wide cross section of demographics and was informed that Healthwatch were looking at a range of communication methods, including linking up with social media and more 'traditional' methods of communication which may be more suitable for older people.
- The Panel was informed that there is a range of communication ready and waiting to go at the appropriate time, including posters and distribution would include GP surgeries and pharmacies.
- The HFOP representative asked how different organisations would be able to input into Healthwatch and was informed that Job Description style documents were currently being developed for the different roles needed for Healthwatch and that there would subsequently be a campaign to recruit to the roles with the aim to have as big a cross section of people as possible. BN agreed to provide further information on this.
- The Panel queried whether we were on par with other local authorities in terms of where we are in developing Healthwatch and was informed that we were in the 'middle of the pack' in relation to London Councils.
- It was noted that a forthcoming HAVCO event on 23rd May and Area Forums would be good ways of disseminating information about Healthwatch.

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- The Panel asked how much Haringey had received for Healthwatch and how this had been spent. The Panel were informed what the money was a non-ring fenced funding, and that the HealthWatch contract value was £200k between the CAB and the Race Equality Council and the Voiceability contract was capped at £65k. Whilst the funding is not ring-fenced, the Council has budgeted £65k for the Voiceability contract and £215k for Healthwatch. £15k is retained by the Council for contract management and other contingencies. The Panel asked for a short briefing on this.
- It was noted that Healthwatch has a statutory seat on the Health and Wellbeing Board.
- The Panel queried how the relationships with other bodies would work, particularly with relation to safeguarding matters. The Panel were informed that this was being developed as there would need to be a clear line between where the role of Healthwatch stopped and where safeguarding and protection services and bodies began. It was noted that the Enter and View powers of Healthwatch were different for adults and children. BN agreed to provide further information on this.
- The Panel discussed the relationship between the Adults and Health Scrutiny Panel and Healthwatch. It was noted that a LINK representative had been co-opted onto the Adults and Health Scrutiny Panel, but that this may not be appropriate for Healthwatch given their seat on the Health and Wellbeing Board. This was something which the Scrutiny Support officer was already looking into and speaking with other authorities about and would feed back to the Panel in due course.
- It was noted that as part of the work programme for the Panel in 2013/14 there would be (subject to Panel Membership and OSC approval) a stakeholder session between the Clinical Commissioning Group, Health and Wellbeing Board, Healthwatch and the Adults and Health Scrutiny Panel to build relationships and clarify how each body would work together effectively. This will form the basis for an updated Scrutiny Protocol.

Agreed

- Barbara Nicholls to provide the contact details for the new Director of Healthwatch.
- Barbara Nicholls to provide:

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- Information on what powers Healthwatch have with regards to dealing with under performing PALS services.
- An overview of what money was given to Haringey for the set up and running of Healthwatch and how this has been allocated.
- Information on how membership of Healthwatch will be formed to ensure representativeness and democratic accountability across all sectors of the local community.
- Information on the relationship between Healthwatch and other bodies which look after the safeguarding of residents.
- Web link for information on complaints from Haringey Clinical Commissioning Group website
- Scrutiny Officer to continue research into whether Healthwatch are co-opted onto other Health Panels and any conflicts of interest with their seat on the Health and Wellbeing Board.
- Scrutiny Officer to ensure that the above mentioned Stakeholder Session is part of the draft work programme for 2013/14.

LC65. UPDATE ON PERSONALISATION AND PERSONAL BUDGETS

Bernard Lanigan, Head of Personalisation, Assessment & Occupational Therapy Services introduced the item.

Key points noted:

- Individuals are at the centre of the process with safeguarding an integral part, including whether a person is capable and competent to make decisions themselves.
- Personalisation allows an individual to stay in control.
- There is a system in place to identify how much money a person would be entitled to. This is based on need so if two people have the same needs then they would have the same amount of money allocated to them. This allows for transparency.

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- There has been very little legal challenge on the money allocated and where this has happened Adults have been able to answer all questions and the cases have gone no further.
- Each person has a professional Social Worker assessment aided by an Occupational Therapist assessment and any other assessment seen as necessary. It is the needs identified which the financial allocation is based on.
- Some people have taken this allocation as a Direct Payment others have asked for the Council to undertake transactions on their behalf, this is not charged for.
- After 6 weeks clients undergo a review in order to 'fine tune' their care package. In the majority of cases this is okay, occasionally some changes are made, for example a change in provider or an increased allocation.
- Adults also ensure that all of the benefits a client can claim for are being claimed for.
- There is a challenge in ensuring that clients spend Disability Living Allowance (DLA) on what it is meant for.
- The Charging Policy is laid down by Government. The DLA is disregarded in assessments.
- Advice, information and signposting is a big part of Adults role for example if a client would prefer to do something other than attend a day centre then they can be signposted to adult learning or volunteering.
- There is an increased range of services available from a couple of years ago, for example:
 - There are 39 regulated Domiciliary Care agencies.
 - There are now 2 extra care sheltered housing schemes in the West of the borough and Protheroe House and Pretoria Road are being developed in the East.
 - Homes for Haringey Houses have been adapted for people with learning disabilities, for example Campsbourne.
- An issue with Direct Payments has been that clients were required to have a separate account to ensure that the money allocated can be fully accounted for. A lot of banks don't have simple bank accounts for people to access.
 - Therefore a Debit Card has been developed. The Debit card is loaded with a clients financial allocation. This has been slow to take off as the

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card does not currently allow bank to bank transfers. However this is being worked on.

- Third party management is also being developed, this would allow an organisation such as Sevacare to be paid a clients allocation and the client would then 'draw down' the services.
- An Integrated Assessment tool has been developed which has reduced the time from assessment to receipt of money to 4 weeks. However, if a client needed the money immediately then they would receive it.

Discussion points noted:

- Most people who have been receiving care for an extended amount of time are happy to continue receiving care in the more traditional way, however some are giving personalisation a go.
- New clients tend to take an allocated amount of money rather than just have services provided for them.
- The Panel raised concerns that new clients are being pushed into managing their own budget, based on some anecdotal evidence. The Panel was informed:
 - The Government has said that we must assume people are competent and treat them as such.
 - There is a large number of people who are able to manage their own households and life and therefore would be generally able to manage their own care or Personal Budget.
- It was noted that if someone is being financially abused then they are already likely to be being financially abused prior to receiving a Personal Budget. The Social Work assessment should pick up on this.
- If there is any doubt at all about a person's ability to manage their own care/direct payment then they will not be offered it. The care will be managed by Adult Services.
- Clients who take direct payments have often already identified someone close to them.
- Clients are informed of their options and following the social work assessment someone goes out and talks them through their options to ensure that are able to make an informed choice.

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- The Panel queried what would happen if someone had decided to manage their own care and then decided they no longer wanted to and was informed that they would be able to change their mind. An opportunity for this would be at the annual review for example.
- The Panel queried how Adults ensured that clients were not saving the money 'for a rainy day' and was informed that there is an annual review of all accounts. However, clients are able to build up an 8 week surplus which allows them to have flexibility with their care package. For example if someone was unwell for a short spell of time they would be able to arrange for their carer to come in for extra hours by using this surplus.
 - The Panel was also informed that reserves are looked to ensure that there is a valid reason for them, for example to check that the money is not being spent because the person is unable to spend it.
- The Panel was assured that risk assessments are done on all clients and action plans are put in place to mitigate against any risks.
- The Panel was also ensured that interpreters were used whenever needed and that family and friends were never used.
- Disability related benefits are disregarded when undertaking assessments.
- Younger adults are the quickest to uptake personalised budgets, whilst those with mental health needs tend to be the slowest. This is also the case nationally.
- The Panel queried how personalised budgets can be managed in a time of budget cuts, and where a client would be able to see any reductions in the amount of money they physically receive. The Panel were informed that the only time a persons allocation could change was an annual assessment, but this would not necessarily mean that their allocation changed, it could mean that they need more money to meet a greater need.
- The Panel asked about the impact of the forthcoming loss of the mobile library service and was informed that the Adults service was jointly doing some work with the library service around this, and options included volunteering.
- The Panel asked about user led group services where people club together and do something or arrange for a class etc and was informed that this is beginning to be looked at. The challenge is about getting people trusting each other with each others finances.

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- There is a Personal Budget User Forum where people share ideas and collaborate.
- People do share services etc but we don't often hear about it as they just get on and do it.
- There are some shared services at the Winkfield Resource Centre at the moment, for example courses where a group of people are all interested in the same one, the course is arranged by the Winkfield and paid for by the clients.

LC66. HEALTH AND WELLBEING STRATEGY DELIVERY PLAN UPDATE

Jeanelle de Gruchy, Director of Public Health, introduced the Health and Wellbeing Strategy Delivery Plan report.

Key points noted:

- The full Health and Wellbeing Strategy Delivery Plan reports to the Health and Wellbeing Board on an annual basis and exception reports quarterly.
- The Health and Wellbeing Strategy is a partnership document.
- The associated Delivery Plan has a lead Public Health Assistant Director for each outcome and is updated as and when necessary.

Discussion points noted:

- The Panel asked when health checks for those with mental health needs would be started and was informed that this was already underway.
- The Panel noted that some performance target information was missing and was informed that this was a working progress, balancing the old target focused regime with the old NHS targets, the newer Public Health Outcomes Framework targets and any locally set ones, for example teenage pregnancy. There are also some national best practice targets, which are included but not mandated to be included.
- The Childhood Measurement target figures for 2012 came out recently and would be updated on the delivery plan in due course.
- The Panel asked about initiatives and programmes for example around breast feeding and childhood obesity and whether these were targeted. The Panel

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was informed that the work is targeted by considering demographic information, for example ethnicity.

- The Panel asked whether the Public Health budget is linked to the delivery plan and performance and was informed that it is, and that this can be reflected when the Public Health Budget is brought to the Panel at it's next meeting.
- The Panel asked about immunisations performance with reference to measles cases on the Haringey/Hackney border. The Panel was informed that there was currently one known case in Haringey and that the MMR uptake is quite high. However this was relating to age 5, and the concern is with older Children who should have previously been immunised and had not. The Panel were informed that there were challenges in ensuring children in the Somalian and Orthodox Jewish communities.
 - There is a Service Level Agreement with Homerton Hospital to increase the uptake in the Orthodox Jewish community.
 - There is a particular challenge in the Somalian community as they believe there is a link between MMR and autism.
- It was noted that:
 - Health Protection now sits within the Council and that the Health Protection Agency nationally now sits within Public Health England. The HPA and PHE liaise locally.
 - At the time of the meeting the HPA was preparing a statement on measles.
 - When cases arise there is a very targeted approach concentrating on those in the immediate vicinity of the person with measles.
 - There were over 2000 cases of measles in England and Wales in 2012.
 - Vaccination rates in Haringey have improved significantly in recent years reaching population coverage of 88-90% for MMR.
- The Panel raised concerns that that GP registers only went back a few years on the electronic system and that prior to this time the records were still in paper format. The Panel was concerned that this may not be looked at and that the electronic system alone would be relied on.
- Public Health is taking technical advise from Public Health England and a lead from other areas who have experienced measles outbreaks.

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- It was noted that transience compounds issues as the medical records may not follow the person.
 - It was noted that the responsibility for commissioning immunisation programmes transferred from PCTs to NHS England on 1st April.
 - Public health expert input for these immunisation programmes will be provided by Public Health England (PHE). PHE are also the main body responsible for managing local and national outbreaks, in liaison with the DPH and local teams.
 - The Health and Social Care Act 2012 states that Directors of Public Health must assure themselves that plans are in place for immunisations to take place.
 - The Panel queried where immunisations take place and was informed that this was dependant on the age of the child and the appropriate setting but that some do take place in schools and Children's Centres.

Agreed:

- The Public Health Budget would be presented at the next Panel meeting and would be linked to the delivery plan and performance.
- JdG would send a note to all Councillors once guidance was received from PHE.

LC67. WORK PROGRAMME 2013/ 14

The Panel were asked whether they had any suggestions for areas which the Panel should include in their work programme for the forthcoming municipal year. The following suggestions were made:

- Winterbourne View – as per email sent by Cllr Mallett to Cllr Adamou last month.
- Working together/Integrated Care
- Whittington – Quality Accounts and Estates Strategy
- GP Practice quality – reference was made to the 'Your NHS' website which could be a resource for this.

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- Adults with Mental Health needs – physical health outcomes

Discussion on whether Children's Health should sit with the Adults and Health Scrutiny Panel or the Children and Young People's Scrutiny Panel.

Noted that should there be a matter which is cross cutting then this is the responsibility of the main Overview and Scrutiny Committee.

Noted that a joint Panel meeting between the Adults and Health Scrutiny Panel and the Children and Young People's Scrutiny Panel could be arranged to consider an item if necessary.

LC68. MINUTES

Agreed

LC69. AREA COMMITTEE CHAIRS FEEDBACK

None received.

LC70. NEW ITEMS OF URGENT BUSINESS

None received.

Clr Gina Adamou

Chair

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REPORT OF THE CHILDREN AND YOUNG PEOPLE'S SCRUTINY PANEL THURSDAY, 14 MARCH

The draft minutes of the Children and Young People's Scrutiny Panel are herewith attached. Key items discussed were as follows:

1. YOUTH OFFER

The Panel considered a report outlining the Youth Offer and questioned the Cabinet Member for Finance and Carbon reduction on issues arising from it. The Chair reported that he had received a publication entitled "Misspent Youth" regarding youth services from a local group as well as some questions that they had suggested that Panel Members might wish to ask. At his request, these had been circulated to Panel Members as well as relevant officers and the Cabinet Member. He requested that a written response be provided to the issues raised in the publication together with answers to the questions that had been submitted.. The Cabinet Member stated that this had only very recently come to his attention.

The Cabinet Member stated that the budget for youth services had been subject to large reductions in recent years. In the light of this, a new delivery model had been developed which was based on having a joined up approach and moving away from providing a universal service. The cuts that had been made were in addition to those that had been made necessary as a result of cuts to Area Based Grant (ABG), which had been used to fund some core services. As a result of the changes, all of the services relating to young people had been integrated.

He had nevertheless been concerned that there were not the resources in place to deliver the Youth Strategy and, as a result of this, a three year virement of £400,000 per annum had been made. One key target had involved addressing involvement in gangs. Services had also focused upon expanding their remit down to 8 year olds and working with NEETs (Not in Education, Employment or Training). In addition, it had also recently been possible to provide the service with an additional £200,000 per annum to fund action to prevent children coming into care. It was nevertheless difficult to make comparisons of the service as it existed now and as it was before the budget reductions.

The Lead Member stressed that it was very important that services reflected what young people wanted and adapted to current trends. The service was in competition with gang culture and needed to provide a viable alternative.

A range of activities had been provided for young people as part of the summer programme in 2012 which had been very popular, with 1500 attending. Panel Members requested further details of levels of participation as well as evaluations and outcomes. The Director of Children's Services stated that a framework would be developed to improve the quality of information. The summer programme had needed to be developed quickly but had nevertheless been very successful. She reported that plans were currently being made for the extension of the age range that was catered for, including ensuring that staff had the necessary skills. The service was currently looking at children who had been excluded in order to target effectively.

The Panel were of the view that it was essential for there to be rigorous monitoring of provision to ensure that it was value for money. They requested details of the specific targets within the Youth Strategy and how they would be monitored.

The Cabinet Member stated that, as the offer for the summer programme had been universal, the number of attendees was therefore an appropriate measure. Data collected needed to be

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of real value. The Director of Children's Services reported that proper registers of attendance were kept but these were paper ones. Analysis of data had a cost but the service was nevertheless addressing this issue.

In respect of the Bruce Grove Youth Centre, it was noted that it was currently open four times per week, with one of these sessions open to all. Other activities were targeted at particular groups. Activities were also offered at Muswell Hill and Wood Green. In Wood Green, the majority of these were provided by Tottenham Hotspur and the Boxing Academy. He acknowledged that Bruce Grove Youth Centre was no longer open for five days per week but it had not closed although it was being run on a different basis to how it had before the budget reductions. Extension of provision would have cost implications but officers had been asked to explore this. However, consideration would have to be given to how many additional young people the centre was likely to be able to serve and how cost effective provision it would be.

We AGREED:

1. To recommend that the Children and Young People's Service develop a more rigorous system of monitoring the effectiveness of services provided as part of the youth offer;
2. That a written response be provided to the issues and recommendations raised in the publication "Misspent Youth";
3. To request that the Cabinet Member for Finance and Carbon Reduction provide a written response to the questions submitted to Panel Members by local residents regarding the youth offer;
4. To request that the following further information from the Children and Young People's Service:
 - A breakdown of the budget for youth services for the last two years; and
 - Key targets, monitoring details and performance data;
5. That the film regarding gangs commissioned from Exposure in 2012 be taken forward and developed as learning response for use in schools etc.
6. That the Children and Young People's Service provide Panel Members with details of the "offer" at Muswell Hill.

2. CHILDREN'S CENTRES

The Panel welcomed Peter Catling and Renata Bailey from Woodlands Park Children's Centre Noel Park and Woon' Centre, who had been invited along to the meeting give their views. In respect of the review, Mr Catling felt that it was useful to have an external view on how provision was progressing. The current model was now in its second year and it was now possible to see its impact. He felt that a more participatory approach could have been adopted for the review. Ms Bailey also felt that the external perspective was welcome in helping to refocus the service.

The Deputy Director reported that significant sums of money had been taken out of the service two years ago and the review would look at the impact of these. Efforts had been made to re-balance service provision in favour of early intervention. The review would look at how effective current provision for Children's Centres was. Even if it confirmed that the service was the best that could currently be aspired to, this would be of value.

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Mr Catling felt that the provision of effective leadership should be added to the principles underpinning the service. It was noted that delivering child care was an expensive element. The Head of Early Years reported that comparisons would be made with other local authorities and consideration given to how services could be delivered in the most cost effective way. The service wished to ensure that it was delivered to those that needed it most. Mr Catling stated that childcare was part of an effective early intervention strategy. Children's Centres were one stop shops and were able to support families very well. Childcare needed to be seen as part of a bigger picture and not separate.

In respect of the Haringey 54000 project, the Panel noted the importance of having good preventative services in order to avoid issues escalating. The vast majority of the resources within C&YPS were currently focussed on either looked after children (LAC) or safeguarding. The service was probably intervening in cases which other local authorities would not act upon. 80% of resources were currently spent on either LAC or safeguarding. The service would be aiming to reduce this to 60% through delivering further savings in future years. The budget was being re-profiled to see how resources might best be re-invested in areas which would deliver the most impact. Early years services delivered a particularly major impact.

It was noted that the service would only develop services for two year olds within provision that was already rated as either good or outstanding. There were currently set staffing ratios but these could be subject to change as a result of proposals by the government. The new ratios were discretionary but had the potential to seriously impact on the quality of work undertaken as the new ratios were nearly double the current ones.

Mr Catling stated that a lot of children who attended Children's Centres had higher levels of need. Services currently aimed to support families at the highest levels of risk but the current changes were more focussed on getting people into work. The Council would need to take a position on the future direction of the service. It was also important that services knitted together well at a strategic level. Ms Bailey stated that not all services currently appeared to be working to the same outcomes and further work was needed to remedy this. The Director of Children's Services reported that there was a need to consider shared outcomes and how services could work more smartly together and this would also be considered as part of the review process.

We AGREED:

1. That the final report of the review of Children's Centres be submitted to the Panel when available; and
2. That further information be provided to the Panel on the potential use of public health funding for Children's Centres.

3. OUTSTANDING FOR ALL" - REPORT OF THE HARINGEY EDUCATION COMMISSION

The Director of Children's Services reported that work of the Education Commission had constituted a very helpful intervention. The report had focused on how the service could regain the progress that it had previously made. Plans were currently being formulated on taking forward the outcomes of the review. Recommendations would be produced by July and these would include improving support for school governors as well as better information flows.

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A voluntary sector partner was being commissioned to look at the role of parents. It was accepted that the service had not always been good at asking parents for their views but the service was now committed to address this. A parents reference group was being set up and co-opted Members of the Panel would be very welcome to become involved in this. It was noted that criticism within the report was not of governors but of the support that had been offered to them. A new head of governors had been recruited and would be looking at making the improvements required.

The Director of Children's Services and the Cabinet Member confirmed that all the recommendations of the Commission's report had been agreed. The Panel also endorsed the recommendations.

We AGREED:

1. That the Panel note that the recommendations in the report of the Education Commission had been agreed and add their own endorsement of the report and its recommendations; and
2. That a further report be made to the Panel on the proposed action plan for implementing the recommendations of the report.

**Cllr Martin Newton
Chair**

**MINUTES OF THE CHILDREN AND YOUNG PEOPLE'S SCRUTINY PANEL
THURSDAY, 14 MARCH 2013**

Councillors: Allison, Brabazon, Christophides and Newton (Chair)

Co-opted Members: Ms Y Denny (Church representative) and Mr E Reid (Parent Governor representative)

LC34. APOLOGIES FOR ABSENCE

None.

LC35. URGENT BUSINESS

None.

LC36. DECLARATIONS OF INTEREST

None.

LC37. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

None.

LC38. MINUTES

In respect of the reference to 15 Haringey schools being closed on the day of the last meeting due to adverse weather conditions, it was noted that this had been due to staff not being able to get to their workplace.

In respect of school budgets (page 2, paragraph 6), it was noted that these had now been finalised and circulated to individual schools. It was agreed that the details would also be circulated to the Panel for information.

In reference to the item on social work learning and development (page 5), it was noted that the recommendation of the Panel that social workers visit provision used by the Council as part of their induction would be taken up. It was agreed that a timetable for this would be produced.

AGREED:

That the minutes of the meeting of 21 January 2013 be approved.

LC39. CABINET MEMBERS QUESTIONS - CABINET MEMBER FOR FINANCE AND CARBON REDUCTION/YOUTH OFFER

The Panel agreed that Cabinet Member questions and the item on the Youth Offer would be combined.

The Chair reported that he had received a publication entitled "Misspent Youth" from a group of local residents regarding youth services as well as some questions that they had suggested that Panel Members may wish to ask as part of the item on the Youth Offer. At his request, these been circulated to Members of the Panel as well as relevant officers and the Cabinet Member. He thanked the organisation for sharing their report with the Panel and requested that a written response be provided to the

**MINUTES OF THE CHILDREN AND YOUNG PEOPLE'S SCRUTINY PANEL
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issues and recommendations raised in the "Misspent Youth" publication together with answer to the questions that had been submitted.. The Cabinet Member stated that this had only very recently come to his attention.

The Cabinet Member stated that the budget for youth services had been subject to large reductions in recent years and circulated details of these. In the light of this, a new delivery model had been developed which was based on having a joined up approach and moving away from providing a universal service. The cuts that had been made were in addition to those that had been necessary as a result of cuts to Area Based Grant (ABG), which had been used to fund some core services. Further cuts had been necessary in subsequent years. As a result of the changes, all of the services relating to young people had been integrated.

He had nevertheless been concerned that there were not the resources in place to deliver the Youth Strategy and, as a result of this, a three year virement of £400,000 per annum had been made. One key target had involved addressing involvement in gangs. Services had also focused upon expanding their remit down to 8 year olds and working with NEETs (Not in Education, Employment or Training). In addition, it had also recently been possible to provide the service with an additional £200,000 per annum to fund action to prevent children coming into care. It was nevertheless difficult to make comparisons of the service as it existed now and as it was before the budget reductions as they were not the same.

In response to a question, he reported that he shared concerns about the effectiveness of the Youth Service. It was very important that services reflected what young people wanted and adapted to current trends. The challenges faced by the service were the same as those in other local authority areas. The service was in competition with gang culture and needed to provide a viable alternative. A combination of hard work and different skills were required for improvement in the service.

A range of activities had been provided for young people as part of the summer programme in 2012. These had been very popular with young people, with 1500 attending. The Panel commented that the majority of the activities appeared to be male orientated. Panel Members requested further details of levels of participation in the summer scheme as well as evaluations and outcomes. They also asked whether a requirement to provide evaluation was part of the contract for bodies that were commissioned to deliver programmes.

The Director of Children's Services stated that the service had not currently got the quality of information that it should have and agreed that a framework would be developed. The summer programme had needed to be developed quickly but had been very successful in attracting young people. She reported that plans were currently being made for the extension of the age range that was catered for, including ensuring that staff had the necessary skills. The service was currently looking at children who had been excluded in order to target effectively.

The Panel were of the view that it was essential for there to be rigorous monitoring of provision to ensure that it was value for money. In particular, a baseline needed to be established so it was possible to identify the value of programmes. They requested details of the specific targets within the Youth Strategy and how they would be monitored.

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The Cabinet Member stated that, as the offer for the summer programme had been universal, the number of attendees was therefore an appropriate measure. Data collected needed to be of real value. The vision for the service was important and it was essential to be clear how many children and young people were potentially at risk from behavioural issues. The Director of Children's Services reported that proper registers of attendance were kept but these were paper ones. Analysis of data had a cost but the service was nevertheless addressing this issue.

In respect of the Bruce Grove Youth Centre, it was noted that it was currently open four times per week with one of these sessions open to all. Other activities were targeted at particular groups. Activities were also offered at Muswell Hill and Wood Green. In Wood Green, the majority of these were provided by Tottenham Hotspur and the Boxing Academy.

In response to a question from the Panel regarding publicity, the Cabinet Member reported that he was not yet confident that all young people knew about available activities. There was currently a Facebook page but it was acknowledged that sometimes the information was outdated. Whilst it could be a challenge, publicity nevertheless needed to be improved. In particular, work needed to be undertaken with schools. However, one of the key characteristics of youth services was that it was separate from school.

He acknowledged that Bruce Grove Youth Centre was no longer open for five days per week. However, it had not closed but was being run on a different basis to how it had before the budget reductions. The Council was not always best placed to deliver activities and it was important to ensure that all partners were effectively engaged. Extension of provision would have cost implications but officers had been asked to explore this. However, consideration would have to be given to how many additional young people the centre was likely to be able to serve and how cost effective provision it would be.

The Panel noted that the Youth Offending Service saw approximately 300 clients in a year. It was a multi disciplinary service that provided a range of interventions. There were currently 64 staff, including secondees and attachments. The Panel noted that small numbers of young people could be the source of significant cost pressures. The next set of savings were being developed based on the assumption of better services targeted at early intervention and prevention. This was consistent with Ministry of Justice guidance.

The Chair reported that Exposure had been commissioned to make a film about gangs in 2012. He requested information on whether this had been shared with schools yet as a learning resource. The Director of Children's Services agreed to check to see if this was happening.

AGREED:

1. That the Cabinet Member for Finance and Carbon Reduction be requested to provide a written response to the questions submitted to Panel Members by local residents regarding the youth offer;

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2. That a written response be provided to the issues and recommendations raised in the publication "Misspent Youth";
3. That the following further information be requested from the Children and Young People's Service:
 - A breakdown of the budget for youth services for the last two years; and
 - Key targets, monitoring details and performance data;
4. That the Children and Young People's Service be recommended to develop a more rigorous system of monitoring the effectiveness of services provided as part of the youth offer;
5. That the film regarding gangs commissioned from Exposure in 2012 be taken forward and developed as a learning resource for use in schools etc.; and
6. That the Children Young People's Service provide further details to Panel Members of the "offer" at Muswell Hill.

LC40. CHILDREN'S CENTRES

The Panel welcomed Peter Catling and Renata Bailey from Woodlands Park Children's Centre Noel Park and Woodside Children' Centre who had been invited along to the meeting give their views. Cllr Brabazon declared that she was Chair of the cluster of Children's Centres in the south of the borough but did not consider this to be prejudicial to the item.

In response to a question, the Deputy Director of Children's Service reported that the contractors responsible for undertaking the review of Children's Centres had been asked to invite any interested parties to contribute to their work. She agreed to ensure that Councillors were included within this.

In respect of the review, Mr Catling felt that it was useful to have an external view on how provision was progressing. The current model had only been operational for a year though. It was now in its second year and it was possible to see its impact. He also felt that a more participatory approach could have been adopted for the review. Ms Bailey also felt that the external perspective was welcome in helping to refocus the service.

The Deputy Director reported that significant sums of money had been taken out of the service two years ago and the review would look at the impact of these. Efforts had been made to re-balance service provision in favour of early intervention. The review would look at how effective current provision for Children's Centres was. Even if it confirmed that the service was the best that could currently be aspired to, this would nevertheless be of value.

Mr Catling felt that the provision of effective leadership should be added to the principles underpinning the service. It was noted that delivering child care was an expensive element. The Head of Early Years reported that comparisons would be made with other local authorities and consideration given to how services could be delivered in the most cost effective way. Good quality childcare needed to be provided but was expensive. The service wished to ensure that it was delivered to those that needed it most.

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Mr Catling stated that childcare was part of an effective early intervention strategy. Children's Centres were one stop shops and were able to support families very well. Childcare needed to be seen as part of a bigger picture and not separate.

It was noted that discussions were taking place with NHS colleagues about the provision of a health visiting service at the Highgate Family Centre. Places for two year olds were available at the Centre. Such places were not exclusively provided in Children's Centres and any centre providing good quality care could be considered. Plans were being made for the forthcoming changes in public health. The school nurse service would be switching to the Council in April whilst health visiting would transfer in 2014. The Director of Children's Services agreed to report back on any plans that there might be for using public health funding for Children's Centres.

In respect of the Haringey 54000 project, the Panel noted the importance of having good preventative services in order to avoid issues escalating. The vast majority of the resources within C&YPS were currently focussed on either looked after children (LAC) or safeguarding. The service was probably intervening in cases which other local authorities would not act upon. 80% of resources were currently spent on either LAC or safeguarding. The service would be aiming to reduce this to 60% through delivering further savings in future years. The budget was being re-profiled to see how resources might best be re-invested in areas which would deliver the most impact. Early years services delivered a particularly major impact. Decisions on the future development of Children's Centres would be for Members to take and it was hoped that a range of options would be presented. It was hoped that the review would give the service a strong platform to progress from.

In respect of provision for 2 year olds, it was noted that the service would only develop such services within provision that was rated as either good or outstanding. There were currently set staffing ratios but these could be subject to change as a result of proposals by the government. The new ratios were discretionary but had the potential to seriously impact on the quality of work undertaken as the new ratios were nearly double the current ones.

Mr Catling stated that a lot of children who attended Children's Centres had higher levels of need. Services currently aimed to support families at the highest levels of risk but the current changes were more focussed on getting people into work. The Council would need to take a position on the future direction of the service. It was also important that services knitted together well at a strategic level. Ms Bailey stated that not all services currently appeared to be working to the same outcomes and further work was needed to remedy this. The Director of Children's Services reported that there was a need to consider shared outcomes and how services could work more smartly together and this would also be considered as part of the review process.

AGREED:

1. That the final report of the review of Children's Centres be submitted to the Panel when available; and
2. That further information be provided to the Panel on the potential use of public health funding for Children's Centres.

**MINUTES OF THE CHILDREN AND YOUNG PEOPLE'S SCRUTINY PANEL
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LC41. "OUTSTANDING FOR ALL" - REPORT OF THE HARINGEY EDUCATION COMMISSION

The Director of Children's Services reported that work of the Education Commission had constituted a very helpful intervention. The report had focused on how the service could regain the progress that it had previously made. A positive meeting on the report had taken place with secondary Head teachers, who had wanted to add their own suggestions into the process. The Leader of the Council had also contributed to the feedback. These contributions would be reported back to the Commission. Plans were currently being formulated on taking forward the outcomes of the review. Stakeholders would be kept informed of progress. Recommendations would be produced by July which would include various options. Improved support for governors would be included in improvements as well as better information flows.

It was acknowledged that work would have to be undertaken quickly so that discussions could take place before the school summer holidays and consideration would be given to bringing forward decisions to June. In particular, the service wished to re-launch the governors support unit in the autumn.

Work would be undertaken to improve links to universities including those within the Russell Group and a partnership group was looking at this. In response to a question, it was agreed that further work would be done on the number of "A" levels that individual pupils were taking and whether there was scope to work with schools to encourage them to take a greater number.

A voluntary sector partner was being commissioned to look at the role of parents. It was accepted that the service had not always been good at asking parents for their views but the service was now committed to address this. A parents reference group was being set up and co-opted Members of the Panel would be very welcome to become involved in this.

It was noted that criticism within the report was not of governors but of the support that had been offered to them. A new head of governors had been recruited and would be looking at making the improvements required.

In respect of the future of the Teachers Negotiating Group, this would be reviewed and advice was being sought from London Councils on this. It was nevertheless necessary to have somewhere for discussions to take place. The Cabinet Member for Children's Services stated that the quality of teaching in schools was of paramount importance. The Council nevertheless wished to be a good employer and a balance needed to be achieved. Head teachers were responsible for managing schools and it was only fair that they were able to have an input into the discussions.

The Director of Children's Services and the Cabinet Member confirmed that all the recommendations of the Commission's report had been agreed. The Panel also endorsed the recommendations. However, Councillor Brabazon stated that she was unable to support the recommendations concerning school governing bodies (recommendation 5) and the abolition of the Teachers' Negotiating Group and wished her dissent to be recorded.

AGREED:

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1. That the Panel noted that the recommendations in the report of the Education Commission had been agreed and wished to add their endorsement of the report and its recommendations; and
2. That a further report be made to the Panel on the proposed action plan for implementing the recommendations of the report.

LC42. CHILDREN'S SAFEGUARDING POLICY AND PRACTICE ADVISORY COMMITTEE/CORPORATE PARENTING ADVISORY COMMITTEE

The Chair reported that the current arrangements involving the Corporate Parenting Advisory Committee seemed to be operating well. However, in the case of the Children's Safeguarding Policy and Practice Advisory Committee, he thought the work of this body could now be undertaken by the Scrutiny Panel. The Cabinet Member for Children's Services reported that discussions had taken place as part of the governance review regarding the possibility of scrutiny undertaking elements of the challenge role that was currently provided by these bodies. Whilst the Cabinet was happy for this to happen, they would need reassurance that the in-depth work that these bodies currently undertook would continue and the independent member on the Safeguarding Policy and Practice Advisory Committee would also be maintained. The Director of Children's Services reported that the service valued the work of both bodies and would not wish to lose its contribution.

The Cabinet Member reported that this was an issue for the whole of the Overview and Scrutiny Committee to consider.

AGREED:

That, in order to clarify the input that would be required by overview and scrutiny, the Director of Children and Young People's Services be requested to circulate a note of the responsibilities and role of both the Children's Safeguarding Policy and Practice Advisory Committee and the Corporate Parenting Advisory Committee to the Panel.

LC43. SCHOOL PLACES

It was noted that a final report outlining the conclusions and recommendations of the Panel's work on school places was currently being drafted and would be circulated to the Panel for comment before submission to the Overview and Scrutiny Committee on 29 April.

LC44. WORK PLAN

The current work plan for the Panel was noted and it was agreed that the review of Children's Centres be added to it.

LC45. VOTE OF THANKS

It being the last meeting of the Panel for the current Municipal Year, the Chair was thanked by the Panel for his work as Chair. The Chair thanked Members and officers for their kind assistance and co-operation.

**MINUTES OF THE CHILDREN AND YOUNG PEOPLE'S SCRUTINY PANEL
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**Cllr Martin Newton
Chair**

REPORT OF THE COMMUNITIES SCRUTINY PANEL 28 MARCH 2013

The draft minutes of the Communities Scrutiny Panel are herewith attached. The main items discussed were as follows:

1. COMMUNITY HUBS

The Panel received a report from Alex Gear, Senior Project Manager from the Chief Executive's Service, on progress with the development of the borough's libraries into Community Hubs. The Panel noted that work so far had established a number of characteristics and trends within Haringey libraries. These included;

- The number of visits to libraries had reduced in recent years;
- Haringey's opening hours were significantly longer than those of other boroughs;
- Loan transactions were still predominantly undertaken by staff;
- Haringey had the lowest net cost per usage compared with nearest neighbouring boroughs;
- Unlike other boroughs, Haringey still had a free events programme;
- The commercial potential of libraries was low; and
- There had been a lower level of investment in them in recent years.

The Cabinet Member for Communities reported that the review had been set up at his instigation. The borough's libraries were well loved and had very low unit costs. However, the way in which libraries operated had changed and the role of staff was now more concerned with communicating with customers. There was potential for their use to be further developed.

The Panel noted that there would be consultation with library users, including friends groups, as part of the next phase of the review process. It was suggested that one option might be to gather all of the friends groups together in order to elicit their views.

In answer to a question, the Cabinet Member reported that it was hoped to enable parking fines and the purchase of visitors vouchers for parking to be paid for in libraries although some further work was required first, including investment in IT. It was noted that the plan for the next phase of the project would be available in mid April. The Panel thanked Mr Gear for his presentation and report.

We **AGREED** that a further report on the next phase of the development process for community hubs, including plans for consultation, would be submitted to the next meeting of the Panel.

2. MOPAC POLICE AND CRIME PLAN 2013 - 2017

Superintendent Mark Wolski, Deputy Borough Commander, reported on the changes introduced as part of the Police and Crime Plan 2013-2017. The new model of neighbourhood policing was due to go live on 24 June. As part of the Plan, an additional priority had been set in addressing criminal damage and targets for these were currently being set. Recent performance data showed that targets for the borough had been exceeded for all categories of crime with the exception of violence. However, levels of public confidence in the Police within Haringey had dropped from 65% to 50%, which was the lowest within the country. Addressing this issue successfully would be a major challenge but it was essential that

engagement was improved. In particular, the service needed to be able to share its successes more effectively with the community.

In respect of Police stations within the borough, Tottenham would now be open for 24 hours per day for 7 days a week. Wood Green and Hornsey were planned to be open to the public for 40 hours per week. In addition, another three contact points within the borough would be established. In terms of the new Safer Neighbourhood Boards that were to be established as part of the MOPAC plan, there was no detail yet regarding their terms of reference. Interim boards would need to be in place by 214 June.

It was recognised that the extension of the distribution of tasers to borough based Police officers was a potential threat to community confidence. Four events had therefore been arranged to engage with the community on this issue. A total of 50 people had attended these. Some of the dates had unfortunately clashed with Council meetings which may have reduced the number of Councillors who were able to attend. Further briefings were planned though. He stated that he was convinced of the benefits of the use of tasers. A monitoring group would be set up to monitor their use within the borough. There had, however, only been 7 incidents so far.

Panel Members were of the view that engagement with young black people was likely to be particularly challenging for the Police service. They also felt that there was a risk that tasers might be used disproportionately against black people. Mr Wolski stated that detailed statistics on the use of tasers were not yet available but there appeared to be a fairly even balance in terms of the ethnicity of those who tasers had been used against.

Cllr Newton reported that Muswell Hill Police station had been kept open due to the support of the local community. The new model would entail the loss of this facility and he was concerned that this might affect local levels of confidence in the Police as well as leading to an increase in crime. He was of the view that ward panels in the area had worked very well and attracted a wide range of people. There was a danger that the benefits of this model of engagement would be lost under the new arrangements. He had drafted two letters to the Deputy Mayor for Policing expressing the concerns of local residents and suggesting alternative options for a Safer Neighbourhood Team base and front counter. However, a response had not yet been received. Mr Wolski agreed to follow this matter up.

Panel Members expressed concerns that the level of local knowledge within Safer Neighbourhood Teams could be lost under the new arrangements. Many had built up good local contacts and levels of goodwill. The Panel noted that a letter had already been written on behalf of the Overview and Scrutiny Committee to the Deputy Mayor for Policing and Crime regarding the MOPAC Plan that, amongst other matters, expressed concern at the lack of clarity regarding the proposed new model of neighbourhood policing. It was agreed to recommend that a further letter be sent on behalf of the Committee to the Deputy Mayor requesting clarification of how the new arrangements would work.

We **RECOMMEND** that a letter be sent on behalf of the Overview and Scrutiny Committee to the Mayor's Office for Policing and Crime requesting clarification of how the new arrangements for neighbourhood policing will operate.

We **AGREED** that copies of the letters sent by Councillors Engert and Newton to the Deputy Mayor for Policing regarding the proposals within the MOPAC Plan and its implications for the west of borough be passed to Superintendent Wolski so that a response to the proposals within them from the Police Service may be sought.

3. USE OF TASERS

The Panel noted the response that had been received by the Chair of the Overview and Scrutiny Committee from the Metropolitan Police Commissioners to concerns that he and the Panel had expressed regarding the extension of the distribution of tasers to borough based Police officers. It was also noted that the Police and Crime Committee of the London Assembly was undertaking a specific piece of work on tasers and were inviting contributions from interested parties. In view of the Panel's previous concerns on this issue, it was agreed to recommend that a submission be drafted to the Assembly on behalf of the Overview and Scrutiny Committee and that this focus on the following issues:

- Governance arrangements;
- Communication/engagement; and
- Possible disproportionate impact on minority communities.

It was noted that the letter to the Chair of the Overview and Scrutiny Committee had suggested that a further reply relating to engagement with the wider community would be sent to him from the Assistant Commissioner for Territorial Policing. It was agreed that the Chair would be asked if this had happened.

We **RECOMMEND** a submission outlining the concerns that have been expressed by the Overview and Scrutiny Committee regarding the extension of the distribution of tasers to borough based Police officers be drafted and submitted to the London Assembly's Police and Crime Committee in order to assist with their work on this issue.

Councillor Dave Winskill
Chair

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**MINUTES OF THE COMMUNITIES SCRUTINY PANEL
THURSDAY, 28 MARCH 2013**

Councillors: Adje, Basu, Bull, Reid and Winskill (Chair)

Also Councillors: Engert, Newton and Watson
present:

LC32. WELCOME AND APOLOGIES FOR ABSENCE

None.

LC33. URGENT BUSINESS

The Chair stated that he wished to raise the issue of the future of White Hart Lane Community Sports Centre as a late item of urgent business. The Cabinet Member stated that due to relevant staff not being available due to annual leave and the late notice of the item, he would not be able to respond to the issue at this stage.

LC34. DECLARATIONS OF INTEREST

None.

LC35. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

None.

LC36. MINUTES

In respect of the Council's bid for MOPAC funding, the Cabinet Member for Communities reported that a response was awaited. Details of the outcome would be shared with the Panel in due course. He also reported that consideration was currently being given to alternative ways of providing the mobile library service. In reference to the Roma and Gypsy Needs Assessment, he reported that consultation on this would close shortly. The work had been widely praised, particularly in view of the fact that very few local authorities had addressed the issues in question. The final version of the document was likely to be available at the end of April.

It was agreed that the appropriate time for the Panel would look at issues arising from the leisure procurement, particularly how the community had been engaged, would be after the contract had been running for a year, which would be in December.

In respect of the London Fire and Emergency Planning Authority's (LFEPA) Draft Fifth London Safety Plan, the Panel noted that there were no plans to reduce the number of fire stations directly covering Haringey, although services might be affected by the increased pressure on resources that the proposed changes could result in. A public consultation event had been arranged in Haringey by LFEPA on Thursday, 18th April at 7.00 pm at the Civic Centre.

In respect of Crime Statistics, the Panel noted that six of the boroughs wards accounted for 40% of crime. These were:

- Noel Park;
- Tottenham Hale;
- Bruce Grove

**MINUTES OF THE COMMUNITIES SCRUTINY PANEL
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- Northumberland Park;
- Seven Sisters; and
- Tottenham Green

Mark Wolski, Police Deputy Borough Commander for Haringey, reported that he was still trying to obtain footfall figures for Haringey Police stations, as requested by the last meeting.

In respect of the item on Members enquiries, it was noted that a Member development session was currently being arranged.

AGREED:

That the minutes of the meeting of 8 January 2013 be approved.

LC37. DOMESTIC VIOLENCE IN HARINGEY

Dr Jeanelle de Gruchy, the Council's Director of Public Health, reported on how the Council and its partners addressed the issue of domestic violence.

The Panel noted that there had been a change in the Home Office definition of domestic violence. It would now include coercive control and cover 16 and 17 year olds. It did not just apply to physical violence but also included threatening or intimidating behaviour to partners or family members. The average level of domestic violence was 6.65 offences per 1,000 female residents. Data showed how particular areas of the borough compared with the average. Alcohol was flagged within this by the Police based on reported incidents. It was noted that, in such instances, it was not necessarily the cause of incidents but associated with them.

There had been a 20% rise in reported incidents during the past year. However, it was possible that this was due to more incidents being reported rather than a greater prevalence. 80% of offences occurred in the east of the borough. Victims were mostly young, female and heterosexual. There were strong links with mental health, alcohol and substance misuse for both victims and perpetrators. In addition, it was a presenting issue in a high proportion of child protection cases.

The Panel noted that the figures were entirely reliant on reporting and it was possible that a lot of domestic violence was hidden. Dr de Gruchy stated that it was important to communicate the fact that domestic violence was wrong and unacceptable. The Council was now responsible for public health and therefore was now in a position to address the mental health and alcohol issues that could lie behind incidents of domestic violence.

The Panel noted that:

- People with a learning disability could be vulnerable to domestic violence;
- It could escalate during pregnancy;
- It was possible that some teenagers mistakenly believed that domestic violence was normal behaviour; and
- Children who were exposed to domestic violence were more likely to be involved in it themselves when they grew up.

**MINUTES OF THE COMMUNITIES SCRUTINY PANEL
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More work being done on building an understanding of domestic violence and its relationship with gangs and young people. In respect of teenage pregnancy, it was noted that Haringey had previously had one of the highest rates in the country. Haringey had also lost a lot of the funding that had been used to address this issue when Area Based Grant had been abolished. Encouragingly, the latest figures had shown a reduction in the teenage pregnancy rate.

There was a co-ordinated response to domestic violence that involved both the voluntary and community and the statutory sector. The Domestic Violence partnership reported to the Community Safety Partnership. The two main outcomes for the partnership were:

- Increased prevention and early identification & intervention
- A seamless service offering timely, effective and user-focused support
-

It was noted that there was a Corporate Alliance Against Domestic Violence which was made up of a number of employers committed to reducing the human and economic cost of domestic violence. The Panel suggested that the Council might also have a role to play in respect of its work force. It was also noted that domestic violence could occur amongst older people and between fathers and sons.

In answer to a question, Claire Kowalska, the Council's Community Safety Strategic Manager, reported that there had been a considerable shift in Police attitudes to domestic violence. In addition, there had been a lot of investment in services. The new Borough Commander for Haringey had made addressing it as his top priority. It was now also a key priority for the Mayor's Office for Policing and Crime (MOPAC). The Chair reported that data on the reporting rate and level of prosecutions would be an indicator of performance by law enforcement agencies. Ms. Kowalska agreed to find out if such statistics were available.

It was noted that older people were much less likely to report domestic violence and a helpline had been set up that was aimed at this group of people. It was possible that some areas of the borough that appeared to have low rates of domestic violence had, in reality, had rates that were higher due to low reporting rates amongst older people.

Dr de Gruchy reported a mentoring scheme for victims of domestic violence had been set up and it was agreed that details of this would be circulated to Panel Members.

The Panel thanked Dr de Gruchy for her contribution.

AGREED:

1. That the Community Safety Strategic Manager be requested to identify any relevant local data or indicators relating to reporting levels of domestic violence and prosecution rates; and
2. That the Director of Public Health be requested to share details of the mentoring scheme for victims of domestic violence with the Panel.

**MINUTES OF THE COMMUNITIES SCRUTINY PANEL
THURSDAY, 28 MARCH 2013**

Alex Grear, Senior Project Manager from the Chief Executive's Service, reported on progress with the development of the borough's libraries into Community Hubs.

The Panel noted that the work had established a number of characteristics and trends within Haringey libraries. These included;

- The number of visits to libraries had reduced in recent years;
- Haringey's opening hours were significantly higher than those of other boroughs;
- Loan transactions were still predominantly undertaken by staff;
- Haringey had the lowest net cost per usage compared with nearest neighbouring boroughs;
- Unlike other boroughs, Haringey still had a free events programme;
- The commercial potential of libraries was low; and
- There had been a lower level of investment in them in recent years.

The Cabinet Member for Communities reported that the review had been set up at his instigation. The borough's libraries were well loved and had very low unit costs. There was potential for their use to be developed. However, the way in which libraries operated had changed and the role of staff was now more concerned with communicating with customers.

Mr Grear reported that although advertising of the facilities within libraries was undertaken, it could be improved and plans were being developed for this. The rates that were charged for community or commercial use were nevertheless competitive. However, the condition of such facilities needed to be improved so that what was offered was all of good quality. The nine different library sites were very different from each other. The Panel noted that Wood Green library had the 13th heaviest usage of any library in the UK and the 2nd in London.

The Panel noted that there would be consultation with library users, including friends groups, as part of the next phase of the review process. It was suggested that one option might be to gather all of the friends groups together in order to elicit their views.

The Panel questioned the figures within the report for net cost per usage for London boroughs as there appeared to be a large amount of variance within them. Mr Grear reported that different boroughs had different service models but Haringey nevertheless had very low levels of cost per usage, which was a good indicator. It was nevertheless acknowledged that there were limits to the level of comparison that could be drawn.

In answer to a question, the Cabinet Member reported that it was hoped to enable parking fines and the purchase of visitors vouchers for parking to be paid for in libraries although some further work was required first, including investment in IT.

The Panel noted the low level of external events for which Wood Green library had been booked. Mr Grear stated that this issue needed to be addressed. One possibility was that there were better alternative venues nearby.

It was noted that the plan for the next phase of the project would be available in mid April. The Panel thanked Mr Grear for his presentation and report.

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That a further report on the next phase of the development process for community hubs, including plans for consultation, be submitted to the next meeting of the Panel.

LC39. MOPAC POLICE AND CRIME PLAN 2013 - 2017

Superintendent Mark Wolski, Deputy Borough Commander, reported on the changes introduced as part of the Police and Crime Plan 2013-2017.

He reported that the new model of neighbourhood policing was due to go live on 24 June. The changes were likely to be challenging for the borough. As part of the Plan, an additional priority had been set in addressing criminal damage and targets for these were currently being set. Recent performance data showed that targets for the borough had been exceeded for all categories of crime with the exception of violence.

He reported that levels of public confidence in the Police within Haringey had dropped from 65% to 50%, which was the lowest level within the country. Addressing this issue successfully would be a major challenge. It was essential that engagement was improved. In particular, the service needed to be able to share its successes better with the community.

In respect of Police stations within the borough, Tottenham would now be open for 24 hours per day for 7 days a week. Wood Green and Hornsey were planned to be open to the public for 40 hours per week. In addition, another three contact points within the borough would be established. In terms of the new Safer Neighbourhood Boards that were to be established as part of the MOPAC plan, there was no detail yet regarding their terms of reference. Interim boards would need to be in place by 21 June.

It was recognised that stop and search was a source of mistrust between young people and the Police within the borough and plans were being made to engage with them on this issue. It was envisaged that a specific event would be arranged for this.

It was recognised that the introduction of tasers was also a potential threat to community confidence. Four events had therefore been arranged to engage with the community on this issue. A total of 50 people had attended these. Some of the dates had unfortunately clashed with Council meetings which may have reduced the number of Councillors who were able to attend. Further briefings were planned though. He stated that he was convinced of the benefits of the use of tasers. A monitoring group would be set up to monitor their use within the borough. There had, however, only been 7 incidents so far.

Panel Members were of the view that engagement with young black people was likely to be particularly challenging for the Police service. They also felt that there was a risk that tasers might be used disproportionately against black people.

Mr Wolski stated that detailed statistics on the use of tasers were not yet available but there appeared to be a fairly even balance in terms of the ethnicity of those who tasers had been used against. Many older people had negative perceptions of the behaviour of younger people and these could lack foundation. Figures in respect of stop and search showed a high level of effectiveness with a 19% outcome rate. It was acknowledged that there was a need for the service to be smarter in its use but the service was unapologetic about its use where it was based on sound intelligence.

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Youth engagement was a key local priority and a sergeant had been appointed to lead on this.

The Panel noted that Trident's work in addressing gang related violence was continuing. However, any murder investigations that Trident would previously had dealt with were now being covered by the Homicide Unit. In terms of youth engagement, Mr Wolski reported that this was taking place through CoNEL. In addition, regular meetings were taking place with secondary Headteachers.

Cllr Newton reported that Muswell Hill Police station had been kept open due to the support of the local community. The new model would entail the loss of this facility and he was concerned that this might affect local levels of confidence in the Police as well as leading to an increase in crime. He was of the view that ward panels in the area had worked very well and attracted a wide range of people, including young people and teachers from local schools. There was a danger that the benefits of this model of engagement would be lost under the new arrangements. He had drafted two letters to the Deputy Mayor for Policing expressing the concerns of local residents and suggesting alternative options for a Safer Neighbourhood Team base and Front Counter. However, a response had not yet been received. Mr Wolski agreed to follow this matter up.

Panel Members expressed concerns that the level of local knowledge within Safer Neighbourhood Teams would be lost under the new arrangements. In addition, many had built up good local contacts and levels of goodwill. The Panel noted that a letter had already been written on behalf of the Overview and Scrutiny Committee to the Deputy Mayor for Policing and Crime regarding the MOPAC Plan that, amongst other matters, expressed concern at the lack of clarity regarding the proposed new model of neighbourhood policing. It was agreed to recommend that a further letter be sent on behalf of the Committee to the Deputy Mayor requesting clarification of how the arrangements will work.

Ms Kowalska reported that the Council had a key part to play in work to prevent crime. The Police were only in a position to focus upon the criminal justice element of community safety. The MOPAC Plan aimed to shift the focus of work to prevention and the Council would be key within this.

AGREED:

1. To recommend that a letter be sent on behalf of the Overview and Scrutiny Committee to the Mayor's Office for Policing and Crime requesting clarification of how the new arrangements for neighbourhood policing will operate; and
2. That copies of the letters sent by Councillors Engert and Newton to the Deputy Mayor for Policing regarding the proposals within the MOPAC Plan and its implications for the west of borough be passed to Superintendent Wolski so that a response to the proposals within them from the Police Service may be sought.

LC40. AREA COMMITTEES - INTERIM CONCLUSIONS AND RECOMMENDATIONS OF PANEL PROJECT

The Chair reported on the draft conclusions and recommendations of the Panel's project on area committees. Feedback from engagement with Members and residents

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indicated that they were keen for them to continue. However, a number of issues had been raised:

- There was a feeling that the Council controlled the agenda;
- Attendance could be more representative of people living in the borough;
- New ways of engaging with the community should be explored;
- The responsiveness of services to issues raised at meetings was variable.

The Panel were of the view that the Panel's draft final report should provide clarity regarding the definition of "hard to reach" groups. It was noted that arrangements for engagement with the community needed to take into consideration the fact that not everyone was IT literate. In addition, they also needed to consider how to involve younger people. It was noted that there appeared to be a low level of engagement amongst some of the newer communities within the borough, such as those from eastern Europe. The Panel were also of the view that there was currently a lack of diversity amongst Members.

Panel Members noted that the budget for publicity for each area forum/committee meeting was only £105 and were of the view that engagement with the community would require resourcing adequately if it was to be effective.

AGREED:

1. That a definition of "hard to reach" groups be included within the report; and
2. That, subject to the above, the Panel's draft report be agreed and submitted to the Overview and Scrutiny Committee for approval.

LC41. USE OF TASERS

The Panel noted the response that had been received by the Chair of the Overview and Scrutiny Committee from the Metropolitan Police Commissioners to concerns that he and the Panel had expressed regarding the extension of the distribution of tasers to borough based Police officers

It was also noted that the Police and Crime Committee of the London Assembly was undertaking a specific piece of work on tasers and were inviting contributions from interested parties. In view of the Panel's previous concerns on this issue, it was agreed that a submission would be drafted to the Assembly on its behalf and that this would focus on the following issues:

- Governance arrangements;
- Communication/engagement; and
- Possible disproportionate impact on minority communities.

It was noted that the letter to the Chair of the Overview and Scrutiny Committee had suggested that a further reply relating to engagement with the wider community would be sent to him from the Assistant Commissioner for Territorial Policing. It was agreed that the Chair would be asked if this had happened.

AGREED:

That a submission outlining the concerns that have been expressed by the Overview and Scrutiny Committee regarding the extension of the distribution of tasers to

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borough based Police officers be drafted and submitted to the London Assembly's Police and Crime Committee in order to assist with their work on this issue.

LC42. BUDGET SCRUTINY - RESPONSE TO PANEL'S RECOMMENDATIONS ON MTFP

AGREED:

That the Cabinet response to the Panel's recommendations in respect of the Mid Term Financial Plan be noted.

LC43. WORK PLAN

AGREED:

That the following issues be added to the work plan:

- Community hubs – next stage

LC44. NEW ITEMS OF URGENT BUSINESS

Councillor Reid stated that he had been made aware of the Council's possible intention to dispose of White Hart Lane Community Sports Centre through seeing a public notice advertising it as for sale.

The Panel agreed to request a briefing on the issue from the Assistant Director of Place and Sustainability – Leisure Services.

LC45. VOTE OF THANKS

It being the last meeting of the Panel for the current Municipal Year, the Chair was thanked by the Panel for his work as Chair. The Chair thanked Members and officers for their kind assistance and co-operation.

Cllr Dave Winskill

Chair

Minutes of the Environment and Housing Scrutiny Panel 21st March 2013

Present: Cllr Alexander, Cllr Bloch, Cllr McNamara (Chair), Cllr Stanton and Cllr Weber

Also present: Cllr Allison, Cllr Canver and Cllr Hare

Attending: Ann Cunningham (Head of Traffic Management), Emma Davies (Contract Development Officer), Stephen McDonnell (Assistant Director, Single Front Line), Gary Weston (Parking Infrastructure Manager),

1. **Apologies for absence**

1.1 Apologies were received from Cllr Gibson.

2. **Declarations of interest**

2.1 As the Council's representative on the North London Waste Authority board, Cllr Canver declared an interest in items or discussions pertaining to North London Waste Authority.

3. **Urgent Business.**

3.1 None received.

4. **Minutes and actions points**

4.1 The panel were updated on the action points from the 8th January 2013.

Action point 5 – housing scrutiny

4.2 The Chair of the Environment and Housing Scrutiny Panel had met with the chairs of Homes for Haringey scrutiny bodies (Performance Committee and Resident Scrutiny Panel) together with the Homes for Haringey Director of Operations to discuss the scrutiny of local housing issues. The meeting enabled representatives to share information about current and future work programmes to avoid duplication. Representatives agreed to meet twice annually.

Action point 8 – Cabinet meeting with Overview & Scrutiny Committee

4.3 Members of the Overview & Scrutiny Committee (OSC) and Cabinet had met to discuss local scrutiny arrangements. The meeting was helpful in determining how the work of scrutiny could compliment the strategic priorities of the Council and ensure that there was no duplication. It was agreed that Cabinet and OSC would meet twice annually (once directly after the Annual General Meeting).

4.4 The panel sought to emphasise a number of key principles that should underpin the selection of topics for scrutiny and for future work programming, which included:

- that there should not be any dilution of the principle that scrutiny should be free to choose what work it undertakes;
- that scrutiny can work effectively in operational matters as well as in policy and that through looking at systemic issues it can help to improve service performance;
- that sufficient flexibility should be inbuilt in to work programming to allow scrutiny bodies to respond to issues as they emerge throughout the year;
- that dialogue with services should underpin topic selection and scoping;

- that consultation with other authorities is fundamental to shaping and informing policy and practice here in Haringey.

Agreed: The panel agreed it would like to receive a briefing on the how the Corporate Plan was developed and its relationship with the Forward Plan.

Action point 9 – Posting of special waste collection notices on Bank Holidays

- 4.5 The panel noted that special notices would need to be posted on the Council and Veolia website at Christmas and other times when service delivery is affected (e.g. bad weather, ice, snow or other reason that resulted in missed collections). Christmas Day is the only *planned* variance on the collection schedule. A notice indicating that there is no change to the current collection system has been added to both websites for the Easter period.

Action Point 12 -Strategic Enforcement

- 4.6 The Chair indicated that he had met with the Chief Executive to discuss the panel's future planned work on strategic enforcement. It had been agreed that this would be a useful topic to consider and would assist the Council. The panel would further discuss the aims and objectives of this work in item 9.
- 4.7 The panel agreed the minutes of the 8th January 2013.

5. Cabinet Member Questions

- 5.1 Councillor Canver, Cabinet Member for the Environment, attended to respond to member questions within this portfolio. Prior to taking member questions, the Cabinet member welcomed the work of the panel to help increase recycling in the borough and also made a number of points:
- The roll-out of fortnightly collection had helped to improve the recycling rate from 26% to 32% and is currently above contractual target for year end 12/13;
 - The Council had been given money from Defra for a food waste collection system for flatted properties and this would be developed over the coming months.

Reuse and Recycling Centre

- 5.2 In response to questions around the transfer of the Reuse and Recycling site from Hornsey High Street, the panel noted that planning consent and a waste management license were being sought for the new site at Cranfield Way. The panel noted that there was no intention for the loss of this facility during the transfer. The panel requested that further information (a briefing) is provided on the Reuse and Recycling Centre transfer process.

Agreed: That a briefing is prepared on the transfer of the Reuse and Recycling Centre in Hornsey High Street to Cranfield Way (e.g. plans, planning approval, timescales and risks).

Waste and recycling collection

- 5.3 In relation to the roll-out of fortnightly waste collections, there was a perception that there were still ongoing problems which were not being resolved quickly enough, particularly in relation to side waste and overflowing bins at specific properties and locations. The Cabinet Member acknowledged that whilst the overwhelming majority of households had complied with the new collection system, problems remained with

about 5% of households. Veolia and Single Front Line were taking steps to monitor and engage such households.

- 5.4 The panel noted that there should be a range of policy options at the disposal of the Council to encourage more people to comply with the new waste and recycling collection systems, including both incentives and enforcement options. To encourage people to make the necessary changes to their behaviour would require the use of a range of different policy tools by the Council.
- 5.5 The Cabinet Member also noted that recycling contamination rates were also relatively low in Haringey; currently this was about 0.5% of loads. This was also confirmed in the panel visit to Materials Recovery Facility where it was noted that contamination rates from North London Waste Authority areas was low. Nonetheless, the panel noted that the service continued to 'drill down' to identify localities where contamination occurred and further engage local residents.
- 5.6 The panel noted that one year on from the new collection system there were still ongoing problems (too many bins on the street and overflowing bins) at one of the case study sites (Milton Road and Milton Avenue, N6). It was acknowledged that there were ongoing issues with the Miltons (N6) and that the service continued to work with local residents to find a solution. The panel noted that a further consultation with local residents was planned in April 2013 to ascertain views on the current system and to identify any further action required.

Agreed: That the panel to be kept informed of the outcomes from the follow up consultation with the Miltons (N6).

- 5.7 The panel noted that there were also ongoing problems with waste collection from Winchester Place (a student accommodation block). In this location, access was restricted and waste collection by standard collection vehicles (26 tonnes) was not possible and this was causing problems with side waste. Despite a number of enquiries, it was not clear if there was a smaller vehicle (12 tonnes) in the Veolia fleet which could collect rubbish from this site.

Agreed: That Single Front Line would further investigate the availability of a smaller vehicle for collection of rubbish from the student accommodation block on Winchester Place.

- 5.8 Further to the monies obtained by the Council (from Defra) to assist in development of food waste collection from flats, it was noted that this included all flatted properties in the borough including those managed by Homes for Haringey, other Registered Housing Providers and privately managed apartment blocks.

School recycling

- 5.9 The panel indicated that it intends to look at recycling in schools within its future work programme. To assist the scoping of this work, the Cabinet Member agreed that a briefing could be provided which outlined current and future work of both Veolia and Single Front Line to promote recycling in schools.

Agreed: That a briefing is prepared on current and future work planned by both Single Front Line and Veolia to promote recycling in schools.

Materials Recovery Facility (MRF)

5.10 The panel noted the visit to the Biffa operate MRF on March 18th 2013. One of the issues arising from this visit was the pay and conditions of those working on this site (workers were paid the national minimum wage not the London living wage and were required to work 12 hour shifts). It was agreed that the panel would write to NLWA outlining its concerns.

Agreed: That the panel would write to NLWA to outline its concerns on the employment and pay of staff at the Biffa MRF (the letter would be circulated to Overview & Scrutiny Committee for approval).

Street recycling

5.11 In response to questions about the recycling of street waste, the panel noted that there were plans in place by Veolia to introduce new recycling bins in each of the eight village areas in Haringey. Whilst it was acknowledged that there are problems with recycling contamination from street waste, it was anticipated that the planned investment would help to increase the volume of street waste that was recycled.

Hazardous waste

5.12 In response to questions about the disposal routes for hazardous chemical waste (e.g. asbestos, chemicals etc) the panel noted that the City of London Corporation run a collection service for all London residents which can be booked through the corporation. Other waste such as paint can be disposed of at local Reuse and Recycle Centres. The panel noted that further details were available through the Council website.

HGV use of Ladder (Harringay)

5.13 In response to questions about Heavy Goods Vehicles (HGV) using the ladder in Harringay Ward and the problems that arise for local residents, the panel noted that this was a very complex situation particularly in relation to enforcement of any controls and the prospect of displacement of traffic on to other streets. The panel noted that a number of possible solutions were being investigated, including the use of number plate recognition technology and temporary cameras.

5.14 The panel noted that there were particular problems with HGVs and other vehicles at the junction of Hewitt Road and Green Lanes, with traffic continuing to turn right and causing an obstruction to the main traffic flow on the Green Lanes corridor. The Cabinet Member noted that a meeting with Hewitt's Road Residents association is being planned with traffic engineers to help find a local solution.

5.15 The Cabinet Member also noted that there were plans for the development of the Green Lanes traffic corridor, which may provide a further opportunity to find a holistic solution to traffic issues in this part of the borough. The panel indicated that it would like to receive a briefing on planned future developments to assist transport and traffic in the Green Lanes corridor.

Agreed: That a briefing is prepared for the next meeting of plans to develop the Green Lanes corridor.

6. Tottenham Hotspur CPZ

- 6.1 The panel noted the report on the Councils approach to CPZ in Haringey.
- 6.2 The panel received a presentation from Traffic Management with an update on plans to introduce a Tottenham Hotspur Match Day/Event Controlled Parking Zone (CPZ). A summary of the issues covered in the presentation and subsequent panel discussion is provided below (a full copy of the presentation is attached).
- 6.3 The panel noted that a total of £980k has been allocated through the Mayors Regeneration Fund for a phased development of the Tottenham CPZ (with £330k being available in phase 1). Phase 2 is conditional on commencement of stadium build. The service emphasised that the approach to this CPZ would be holistic and would involve all stakeholders. In addition, the work would provide an opportunity to assess and resolve many localised parking and road traffic issues within the proposed CPZ.
- 6.4 The panel noted that local Councillors had been consulted in phase 1 who had concerns that this CPZ was based on anticipated demand rather than actual demand, which has been the general policy of the council to date. In this context, both members and residents found it difficult to envisage what controls should be in place given that the development had yet to be built and no additional traffic problems had resulted in the area thus far.
- 6.5 The panel noted that an initial consultation with local residents was attended by 24 people. The panel noted that there were a number of key issues to emerge from this which included:
 - Surrounding localities expressed some support for additional controls;
 - The need to improve bus transport in this area;
 - The need for additional safety precautions for increased HGV usage around the area ahead of stadium build phase;
 - The need to address pop-up parking (unregulated off street parking).
- 6.6 The panel noted that the actual CPZ consultation will include over 8,000 households and would be conducted over a period of 8 weeks to ensure the following commitments:
 - 4 drop-in day sessions one in each ward;
 - Pop up consultation events in High Road and Northumberland Park;
 - Leaflet distribution;
 - To provide information to areas in surrounding areas.
- 6.7 The panel noted the department is aiming to start the consultation in May/June 2013 with a final report to Cabinet on the proposed scheme in September 2013. On site works will commence later in September in readiness for the opening of the supermarket in November 2013.
- 6.8 The panel noted that there were three outstanding issues which needed to be addressed:

- To agree an approach to managing pop up parking;
- To agree whether match day parking can be provided in commercial/industrial areas within the zone;
- Agree how administration costs will be covered for new and future renewals of match day only permits.

6.9 The panel noted concerns around the THFC ambition that the stadium would be a leisure destination 365 days a year and whether planned for parking controls would be sufficient to not cause problems for local residents. Other concerns raised by the panel included whether there would be adequate provision for public toilets in the area as this was a specific problem on match days.

Agreed: That a short briefing is provided on the anticipated number of events to be held at the new Tottenham Hotspur Stadium.

Agreed: That further information should be obtained on plans to ensure that there is adequate toilet provision on match days.

6.10 The panel noted that an experimental approach was being adopted in the introduction of this CPZ which meant that a review process would be built in to the development of the scheme. This would give local residents, members and officers a further opportunity to review the scheme once it has been installed.

6.11 It was emphasised to the panel that there would be a link-up to Regeneration within the planning of this CPZ. This would ensure that growth and regeneration issues would be reflected in to parking and traffic management plans.

Agreed: That a short briefing is prepared on which types of CPZ (e.g. experimental, full consultation or extensions) are in operation at different locations across Haringey.

7. Strategic Parking Issues ahead of Tottenham Hotspur redevelopment

Report back from Phillip Lane Walkabout

7.1 The panel noted the report which provided itemised cost to undertake works identified in the walkabout on Phillip Lane.

7.2 The panel noted that £46,650 would be needed to complete all identified work, though this could be reduced if this was programmed to be completed as one scheme as this would reduce consultation and legal costs ascribed to individual improvements.

7.3 The panel noted that the cost of these works needed to be weighted and prioritised against the budget available and other essential works. The panel noted that there is currently a budget of £60k for parking infrastructure maintenance and £550k for reactive maintenance.

7.4 The panel suggested that other funding avenues should also be pursued to further help reduce the total costs for this work. It was noted that some of the works identified from the walkabout relate to traffic pinch-points on Phillip Lane, and it may

be of some interest to Transport for London (TfL) that these are rectified to help reduce bus delays in the area. In this context, TfL should be approached to ascertain if they would be willing to contribute to any of the scheme proposals.

Agreed: That Traffic Management Service should approach Transport for London as a possible contributor to the Phillip Lane scheme.

- 7.5 The panel noted that the walkabout approach which has been used to identify remedial parking and traffic management works in a defined area could be used as a model in which (subject to resources and other priorities) it could be replicated elsewhere across the borough.
- 7.6 As a result of a recent reorganisation, the panel noted that parking services had been merged with sustainable travel into a singular Traffic Management service. It was suggested that this merger would encourage more area based working and facilitate more joined up solutions to local traffic issues (as exemplified in the Philip Lane Walkabout scheme).
- 7.7 Traffic Management Orders are used to instigate local road traffic restrictions (e.g. yellow lines, parking bays and one-way systems). The panel noted that there had been some recent amendments to the way that these are authorised.

Agreed: The panel requested a brief update on recent changes to the process used to grant Traffic Management Orders.

Report back from Tottenham Hotspur Match day Visit

- 7.8 The panel noted the report of its visit to Tottenham Hotspur to assess match day parking issues.
- 7.9 The panel noted that pop-up (unregulated off street) parking was widespread in the area and beyond on match days. Even in this assessment, over 25 different sites were identified to offer local parking for match day traffic at cost of between £5-18. The nature of sites offering parking also varied including local schools, community centres and business forecourts.
- 7.10 The panel observed that match day parking restrictions were in operation in non-residential areas during the visit, such as in commercial and residential areas and that many of these streets where controls were in place were empty of cars. Given that pop-up parking is also available in the area, the panel indicated that this represented a potential loss of income for the council. In this context, the panel suggested that the special match day parking should be considered in such non-residential areas where controls currently exist.
- 7.11 From the visit, the panel also noted the number of Blue Badges which were used at a number of locations around the stadium. The panel noted that whilst most of these may be used genuinely, the scale of the usage around the site would suggest that this issue would require further examination. The panel noted that the scale of Blue Badge use on match days may deter local holders of Blue Badge parking permits to use the area.

Agreed: The panel agreed to defer consideration of the use of Blue Badges on match days to a future meeting.

7.12 The Panel also noted the report on the visit to six council operated car parks. A key assessment made by the panel from the visit was that signposting to car park sites could be improved at key entry points in to the borough. Improved signage would help to direct match day traffic to local car parks with a view to improving take up and turnover on match days. The panel also noted that there should be efforts to improve cleanliness (litter and waste removal) and lighting at car parks.

Perspectives from other Local Authorities

7.13 A verbal update was provided to the panel which outlined further perspectives of match day parking issues from other local authorities which host similar type stadia in their area.

7.14 In relation to the operation of Match day CPZs:

- Many areas were already covered by a CPZ, though with additional (extended) controls in operation on match days;
- Given changes in TV coverage, matches are occurring at different times of the day and some authorities indicated that the timing of match day CPZ would need to be revisited.

7.15 In relation to pop-up parking, a number of observations were reported from other authorities:

- The density of local development was a determinant of the availability of pop-up parking. Not all those authorities questioned experienced similar levels of pop-up parking to that recorded in Haringey, as the area surrounding stadia was more developed;
- In one authority, the council operated a match day parking scheme at many potential pop-up parking sites in the vicinity of the stadium (including schools, colleges, and private businesses). Payment is made through a mobile phone or vouchers purchased from the Council. Although this generated additional income, no further details were available on the terms of such arrangements;
- It was generally accepted that pop-up parking occurs around many event venues, but given its opportunistic nature, is difficult to manage.

7.16 In relation to enforcement of Blue Badge schemes, the panel noted that in those authorities consulted:

- A number indicated that they had some concerns about Blue Badge use and possible abuse on match days;
- A number of authorities had dedicated Blue Badge Fraud Officers to help detect fraudulent use, though it was acknowledged that these posts were not cost neutral, as any income derived from their work (e.g. fines) was not returned to the service.

7.17 In relation to supporting communications for match day /events parking the panel noted that:

- Most authorities listed future match day events on their website;
- One authority operated an email alert system to notify local residents (upon sign up) of up-coming events and related road traffic issues.

- 7.18 The panel noted that the Department of Transport had notified local authorities of the availability of controls within the Road Traffic regulation Act 1984, which would enable the operation of a discretionary licensing scheme in which all unregulated off street parking in a defined area would require a license. The panel noted however, that, to the knowledge of DT officials, this licensing scheme had not been used to control parking by a local authority to date.
- 7.19 Based on the evidence it had received, the panel outlined some recommendations that it was considering in this area of work:
- 1) Explore options for the establishment of a special event day parking on commercial streets (flat rate fee, phone payment and signage);
 - 2) Create a two part focus for existing match day controls to reverse emphasis with no residential parking to allow match day parking with residential sections continuing as resident only parking;
 - 3) Ring fence income from the above to support:
 - Environmental and remedial works in council operated car parks;
 - Erect pay and display signage for pay and display car parks at entry points to Tottenham;
 - Creation of a traffic scheme review fund to finance traffic works (CPZ reviews, main road remedial works and other scheme reviews (e.g. one way systems);
 - 4) Seed fund the above developments for the introductory phase from existing parking income with a view to it being self financing as a soon as the SED is up and running;
 - 5) Investigation of reasonable regulation of 'pop-up parking' schemes based on the policy and practice of other boroughs with large stadia and the development of criteria for regulation and enforcement.

Agreed: That a short report detailing the work of the panel, its conclusions and recommendations to be produced in a discrete report for panel approval.

- 7.20 The Chair and the panel thanked all parking and road traffic officers for their support in this work. It was noted that officers had been of great assistance in responding to member questions and assisting in site visits.

8. Waste and recycling

Progress report on implementation of earlier recommendations

- 8.1 The report updating the panel on earlier recommendations relating to the new waste and recycling service was noted by the panel.
- 8.2 The panel noted the analysis of complaint data that was provided in relation to the waste and recycling collection system. From this report the panel noted that:
- Of the 280 stage one complaints received about the waste and recycling service from march 2012 to February 2013, 47 (17%) were escalated to a stage 2.
 - A majority (65%) of stage 1 complaints received about the waste and recycling collection service related to missed collections, though other concerns related to the new containers (6%), the quality of the service (6%) or the new policy itself (5%).

Report back from the panel visit to the Ecopark and Biffa operated MRF

8.3 There was insufficient time to consider this item and this was deferred.

Recycling from Flats

8.4 There was insufficient time to consider this item and this was deferred.

Further policy options to increase recycling

8.5 There was insufficient time to consider this item and this was deferred.

9. Strategic Enforcement

9.1 The panel reported back on discussions in relation to the scope of a future review of the enforcement functions of the Council. The panel indicated that there should be three outcomes for this work:

- To produce an audit of enforceable functions of both the Council and its partners;
- To establish criteria for enforceable actions (for example, public safety, costs, public interest);
- To develop protocols to enable and support partnership working and information sharing in support of enforceable actions.

10. Community Engagement with the Planning Process.

10.1 There was insufficient time to consider this item and this was deferred to a future meeting of the panel.

11. Future meetings

11.1 The panel agreed to meet on Tuesday 16th April at 18.30.

12. Work programme

There was insufficient time to consider this item and this was deferred to the next meeting of the panel.

13. Any other business

Meeting close – The meeting finished at 10.00pm

Cllr Stuart McNamara
Chair, Environment & Housing scrutiny Panel
March 2013



Haringey Council

Report for:	Overview and Scrutiny Committee – 29 April 2013	Item Number:	
Title:	School Places – Conclusions and Recommendations of Children and Young People’s Scrutiny Panel Project		
Report Authorised by:	Cllr Martin Newton Chair, Children and Young People’s Scrutiny Panel		
Lead Officer:	Rob Mack, Senior Policy Officer (Scrutiny)		
Ward(s) affected:	Report for Key/Non Key Decisions:		

1. Describe the issue under consideration

1.1. The Panel has been undertaking an in-depth piece of work on school places. This has focused on the issue of pupils who are not offered any of their preferences for school reception places as expressed by their parent(s) or guardian(s). This report outlines the conclusions and recommendations from this piece of work.

2. Cabinet Member introduction

N/A

3. Recommendations

That the following be recommended on behalf of the Overview and Scrutiny Committee to the Cabinet:

- (i) That feedback regarding the admissions process be sought from parents and carers through the setting up of focus groups, including those who applied late, and that this includes discussion of the levels of popularity of individual schools in order that a better understanding can be obtained of these;
- (ii) That communication with parents and carers be enhanced further through the following actions;
 - The drafting of appropriate “myth busting” literature;
 - Providing a parent friendly DVD or equivalent that explains the admissions



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process for distribution to schools and to be put on the Council's website;

- Circulating relevant information on admissions to doctors surgeries, post offices, Children's Centres, health visitors and nurseries, including private provision;
 - Banners outside schools reminding people of the need to act;
 - Involving community groups and publicising through the Selby Centre;
 - Using local community radio stations;
 - Ensuring that all community schools have a copy of a map showing the area within which offers were made in the previous year's admission round; and
 - Linking up with community health services and including information within the "red book" given to all parents.
- (iii) That the impact of the benefit cap on school rolls be monitored by the inclusion of a column within the weekly return for schools to specify, where known, the reason why a child has left and that the Admissions Service write to schools governors, Haringey Governors Association and Head Teachers alerting them to this and explaining the reasons for it;
- (iv) That, in the light of current plans for significant residential developments within the Muswell Hill area, urgent action be taken to address the shortfall in reception school places in the area;
- (v) That links with the Planning Service be developed further in order to improve awareness of potential future housing developments, including the cumulative effect of small developments of large family houses that may impact on demand for school changes;
- (vi) That a clear statement be drafted outlining the residency requirements for applications for school places; and
- (vii) That the Admissions Service work with relevant ward Councillors to address issues arising from any proposals by neighbouring boroughs to open or close schools that may impact on the availability of school places in particular areas of the borough.

4. Other options considered

N/A

5. Report

Introduction

- 5.1 The Panel has been undertaking an in-depth piece of work on school places and, in particular, those pupils who were not offered any of the preferences for reception



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school places expressed by their parent(s) or guardian(s). These fell into two categories:

- Pupils who were not offered any school place; and
- Pupils who were not offered any of the schools that they expressed a preference for.

5.2 The aim of the project is to make recommendations on any additional action that could be taken by the Council to reduce the number of those pupils who do not receive an offer for any of their preferred schools in future years. This has been done by analysing the instances from 2012 where no offers were received and tracking the progress of such cases. In particular, it has looked at:

- Were there any specific patterns relating to the applicants who were not offered any of their preferences?
- What happened in the end to the pupils concerned?
- Is any additional information required to assist the Children and Young People's Service further in analysing trends and working with parents to ensure it is better able to respond to their preferences?
- Could anything have been done to avoid some pupils not being offered any of their preferences?

Background

5.3 Local authorities have a statutory duty to ensure that sufficient school places are available for every child in the area that needs one. They do this through rigorous planning processes that are undertaken up to ten years in advance in order to ensure that they have enough school places to meet demand. Planning is based on actual and projected births and school rolls.

5.4 There has been a large increase in the school age population in recent years. Research by London Councils in November 2011 indicated a predicted shortage of permanent school places of more than 70,000 across London during the spending review period i.e. 2011/12 to 2014/15. The research estimated that pupil numbers in London were likely to increase by 9.2% between 2010/11 and 2014/15. Whilst these were primarily in reception, they covered all year groups. The increase in demand first hit reception classes in outer London but is now a significant issue in the vast majority of London boroughs. It was estimated that demand for reception places in Haringey in the two most recent academic years has been the highest on record.

5.5 Whilst care needs to be taken by local authorities to ensure that there are enough places, they also need to ensure that there is not *over* provision as this could place schools in financial difficulty if they are left with surplus places. The balancing process that local authorities undertake has been complicated further recently by the impact of the recession on the housing market, current and future changes to housing benefit and the advent of free schools which has made projected demand hard to estimate.



Haringey Council
Performance

- 5.6 Pan London statistics on applications for receptions and the percentage of offers that Councils were able to meet show the following:

Preference offer	2011		2012	
	Haringey	Average	Haringey	Average
% 1st	81.62%	79.364%	80.01%	78.72%
% 2 nd	7.38%	7.896%	7.86%	8.31%
% 3rd	2.87%	3.315%	3.41%	3.54%
% 4th	1.36%	1.435%	1.47%	1.67%
% 5th	0.72%	0.773%	0.94%	0.91%
% 6th	0.64%	0.486%	0.53%	0.63%

How Applications are Considered

- 5.7 School places are offered in accordance with the published admission criterion as detailed in the admission booklet. Each school listed is considered at exactly the same time, including schools in Haringey as well as those located in other boroughs. The published admissions criterion is applied to every school listed as a preference. The Council's computer system works out who can be offered a place at Haringey community schools whilst voluntary aided and free schools and academies apply their own criterion and let the Council know who should be offered a place. Other boroughs apply their criterion and also let Haringey know which residents can be offered places at their schools.
- 5.8 Each school has a set number of places that can be offered and these are offered until the school is full or there are no more applicants for that school. If a child can be offered more than one place, the higher preference will be offered. If an applicant cannot be offered *any* school listed on their application form because other applicants met the criteria better, they will be offered the nearest school with an available place.

Unplaced Pupils

- 5.9 On offer day on 18 April 2012, 42 Haringey pupils who applied on-time could not be offered a place at any school. These pupils were not offered any school place as, at offer day, they lived furthest away from available places.
- 5.10 Subsequent to offer day, 19 of the original 42 pupils were offered a place at one of their preferred schools. The remainder were all eventually offered a school place at another school or informed the Council that they were seeking alternative schooling arrangements. The dates when these places were offered ranged from the end of May through to September. The majority of those who were not offered any place came from the west of the borough. Only 17 of them used all six of their preferences.

Pupils Not Offered a Place at a Preferred School

- 5.11 In addition to pupils who were not offered any place, there were 129 pupils who applied on time but were not offered any of their preferences for Haringey schools. Of



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these, 88 were subsequently offered a place at one of their preferred schools before the start of term.

- 5.12 There were also 85 pupils that applied late and could not be offered a place at any of their preferred schools. Offers to late applications are made after places have been offered to all on time applications and, where possible, a school place is offered at a preferred school. If all the preferred schools listed on the application form are full, a place is allocated at the nearest school with a space. Out of the 85 late applications, 70 pupils were eventually offered a place at one of their preferred schools before the start of the new term. The remainder had to be allocated a place at a school they did not list as a preference.
- 5.13 There are a number of reasons why reception applications might be submitted late, many of which are unavoidable such as having arrived recently in the borough from elsewhere. There are nevertheless families who were resident in the borough at the closing date for applications but applied late.

Pupil Projections

- 5.14 The Council subscribes to the Greater London Authority (GLA) School Roll Projection service which provides school roll projections for Haringey. The data that was used to inform the 2012 GLA school roll projections included:
- 2009 to 2012 January school census data;
 - Birth rates, population data, migration (national and international); and
 - Potential child yield from known new residential schemes, both those which have started and which are projected to start on site.
- 5.15 The GLA service also provides a projection of school rolls for ten years ahead. The Council's admissions team has also been working with the GLA demography team to ensure the assumptions in the projections reflect as best as possible the Haringey picture, including the recent school expansions and bulge classes.
- 5.16 GLA roll projections are based on two specific ratios;
- Catchment ratios (C); and
 - Roll replacement ratios (R).
- 5.17 The underlying population in a borough can change over time and sometimes run contrary to past trends. For example, new housing developments may bring in additional school age pupils to the borough. Migration trends, fertility rates and other factors can all contribute to population trends, which subsequently have an effect on school rolls. Information on population changes is therefore a vital part of longer-term school roll projections. The GLA's roll projection model calculates a catchment ratio, which is the ratio of pupils on roll in maintained schools in the borough to the number of people of the same age who are in the local population.
- 5.18 The best single predictor of the number of pupils on roll in any one year is the number of pupils on roll one year earlier. Replacement ratios reflect the net effect of gains and losses of pupils in age groups from one year to the next. This combines the effects of cross-border inflows and outflows and the effects of pupils' changes of school. Pupils



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who live in one borough and go to school in another are included in the actual rolls of the borough in which they attend school. They are therefore included in the replacement ratio and in this way the replacement ratio takes account of cross-border movement. A combination of both catchment and replacement ratios can also be used to project rolls.

- 5.19 For reception, the catchment ratio for 2012 data set is currently used. For the other primary school year groups, the Council uses the catchment and replacement ratio and has tried to account for the natural fluctuations in pupil numbers associated with school organisational changes. For the September 2012, intake the GLA projected that there would be 3,210 reception aged children within our schools in January 2013. However, latest admissions data as of 18 December 2012 showed that a total of 3,324 reception children had been offered reception places within the borough.
- 5.20 The service has therefore updated its primary school roll projections to reflect local knowledge, the recent October pupil count and up to date admissions information. The adjustment factor of 4.12% represents the percentage difference between the GLA's projected figure for January 2013 and the revised projected figure, based on local intelligence. Rolling forward from September 2015, an adjustment factor of 3% has been added to include some more caution to the revised projections.
- 5.21 For September 2012 entry, 5 bulge classes were opened at primary schools or settings, providing an additional 150 reception places to deal with the additional demand for reception places. Haringey will need up to 12 additional reception forms of entry over the next 5 years. Reception requirements for September 2015 and beyond require closer scrutiny of the available data, along with closer work with the GLA. The 2011 census data has become available and will be incorporated into school roll projections from January 2013 onwards.
- 5.22 All Haringey's neighbouring boroughs also buy into the GLA school roll projection service although the way in which they then modify the projections they receive to reflect local intelligence differs from borough to borough. They all use birth data, school census information, admission data and housing data to modify their projections. The service keeps in regular contact with all our neighbouring boroughs to ensure our information on their school organisation plans is up to date. This information is available in the annual school place planning report.
- 5.23 To guide the planning process for any school taking additional pupils the following principles were agreed by Cabinet in July 2005, with a further principle added in 2008: We should:
- Seek to meet demand for places within local communities, having regard for the role of schools at the heart of sustainable communities;
 - Seek to make all our schools popular and successful. Where expansion is needed to meet demand for places, we should favour the expansion of schools where there is proven demand and well-established and successful leadership and management;
 - Have regard to the impact of any changes on the viability and standards at existing and new schools;
 - Bring forward proposals that make best use of scarce capital resources;



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- Work towards more schools having at least 2 forms of entry when building any new schools and through active support for federation of schools to help give each school the capacity to meet our aspirations.

5.33 An officer Pupil Places Steering Group has been tasked to produce a formal strategic capital plan to deal with the rising reception demand. When the Council looks at schools to take additional classes, it also looks at the impact that it would have on other local primary schools as it wants all schools to be thriving in terms of pupil numbers, exam attainment and financial security. To ensure that all views were captured within the plan, the group consisted of officers from:

- School Standards
- Place Planning
- Admissions
- Construction/ Transformation
- School Property

5.44 The group analysed and filtered all the data through a series of gateways, which included the school's physical capacity, leadership and governance capacity, local demand for school places (including shortfall of places in a given area) and building developments in the local area. This work produced a shortlist of schools for both bulge and permanent expansions.

6. Conclusions and Recommendations

6.1 The Panel considered a range of data on the school admissions process and identified a number of areas that could affect the chances of parent/carers having their preferences taken into account. In particular, it looked at what the Council could do that might reduce the number of parents/carers who are not allocated any place or are not allocated a place of their preferred schools.

6.2 The Panel considered the issue of the number of preferences expressed by parents/carers. Not all local authorities currently offer six choices and several offer only three. However, there is a pan London agreement that six preferences will be offered by all London boroughs. It could be assumed that expressing a higher number of preferences increased the chances of at least one of them being met. However, the evidence showed that those people who had not been given a place at any school had, on average, expressed *more* preferences than those parents living within the same ward who had been allocated a place at a one of their preferred schools.

6.3 From this, the Panel concluded that expressing at least one *realistic* preference within their choices was likely to be more important than the actual number of preferences and maximise the chances of parents/carers having their preferences taken into account. In order to do this, it is essential that parents/carers are aware of what is likely to be realistic. Access to a map showing the area from which pupils were admitted in the previous year is an important way of increasing awareness.

6.4 The Panel is of the view that significant numbers of people may not understand the admissions process fully or may be mistaken in their belief that they do. In addition, there would appear to be a number of myths about admissions. For example, it is



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untrue that it is necessary to put particular schools down as first preference in order to be allocated them. This was changed a number of years ago and is no longer permitted. Equal weight is now given to all preferences and the admissions criteria applied to them. Only once this has happened are parental preferences applied.

- 6.5 The Panel notes that some schools are more popular with parents and carers than others and the reasons for this are not always clear or necessarily well founded. It suggests that action should be undertaken to obtain a better understanding of the reasons for this and, where necessary, work undertaken with individual schools to address the situation.
- 6.6 Feedback from parents and carers would also assist in providing greater clarity on what could be done to both better meet their needs and improve the efficiency of the service. It therefore proposes that focus groups be set up for this purpose, including representation from those who applied late last year.
- 6.7 The Panel therefore feels that communication with parents and carers should be enhanced further to improve awareness and clarity amongst them. This could help to reduce the number of cases where it is not possible for applicants to have their preferences taken into account or where applicants are not offered any place. In particular, the process needs to be communicated and explained in a way that assumes no prior knowledge and from the viewpoint of someone who does not understand the process.
- 6.8 The communications strategy for admissions is currently being reviewed. As part of this, the literature that parents/guardians receive is being looked at to ensure that key messages were being communicated effectively. Amongst other things, this is in order to reduce the number of late applications. In particular, the service will be reviewing the location of late applications to target additional communication campaigns for those areas and ensure there is sufficient additional reception provision to accommodate any late applications from local pupils.
- 6.9 The Panel proposes the following additional actions as potential ways of enhancing communication;
- The drafting of appropriate “myth busting” literature;
 - Providing a parent friendly DVD or equivalent that explains the admissions process for distribution to schools and to be put on the Council’s website;
 - Circulating relevant information on admissions to doctors surgeries, post offices, Children’s Centres, health visitors and nurseries, including private provision;
 - Banners outside schools reminding people of the need to act;
 - Involving community groups and publicising through the Selby Centre;
 - Using local community radio stations;



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- Ensuring that all community schools have a copy of a map showing the area within which offers were made in the previous year's admission round; and
 - Linking up with community health services and including information within the "red book" given to all parents.
- 6.10 The Panel noted that there is likely to be some turbulence caused by the implementation of the benefits cap. The admissions service has already received high level information on the schools most likely to be affected by it. The affects will be monitored and children and young people tracked. Whilst there is potential for movement away from some schools, it is also possible that people will move into the borough.
- 6.11 All schools are required to complete a weekly return. The Panel suggests that the impact of the benefit cap could be monitored by requesting that schools provide information relating to this through the inclusion of a column within the return for schools to specify, where known, the reason why a child has left. It also proposes that the service writes to schools governors, Haringey Governors Association and Head Teachers alerting them to this.
- 6.12 The Panel noted that admission arrangements are very clear about the addresses that can be used for applications. It is a requirement for individuals to be actually resident at an address although Crown servants are exempt from this. It suggests that a clear statement be prepared regarding this, as is done in some other local authority areas.
- 6.13 There are now more resources to enable the Admissions Service to plan ahead for future demand for school places and regular meetings take place with Housing colleagues. It is important that the Admissions Service is aware of impending housing developments at an early stage so that it can plan more effectively. The Panel noted that local Councillors were often aware of potential new developments at an early stage. It suggests that work could also be undertaken with Planning to investigate forthcoming housing developments that they may be aware of in order to better inform pupil projections. The Panel is, in particular, aware of a number of large developments in the Muswell Hill area and there will be a specific need to address scarcity of reception places in the area due to this. The Panel also suggested that the cumulative effect of small developments of large family houses should be carefully monitored as this could also impact on child yield and pupil projections.
- 6.14 Schools opening or closing in neighbouring boroughs may also impact on the availability of school places in particular areas of Haringey. Ward Councillors may be a useful source of information about such proposals. The Panel recommends that the Admissions Service work with ward Councillors to address such issues.
- 6.15 Only good or outstanding schools are considered for expansion. Percentage of school capacity unfilled varied from year to year but the target was 5% per year group. The current figure for Haringey was between 1 and 2%. The percentage increased in the higher year groups.
- 6.16 Concern was expressed that a reduction in the number of schools rated by OFSTED



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as good or outstanding as a result of the changes to the inspection regime could adversely affect the ability of the Council to respond to demographic changes. There were also fewer schools that the Council had direct influence over due to the increase in academies and free schools. However, it was noted that only a small number of schools within the borough fell beneath this threshold and recent results from inspections had been encouraging with most schools either maintaining or improving their rating. Schools that the Council did not maintain could still be influenced through effective negotiation.

- 6.17 It was noted that there was currently a shortfall equivalent to 4 forms of entry for reception place in September 2013. In terms of where resources were allocated to address this, it was felt important that a range of factors were considered including levels of need, where demand was greatest, where capacity existed etc. It was suggested that the principles used to guide the planning process for schools taking additional pupils should be re-visited.
- 6.18 It was noted that there would be a full report on the outcome of the 2013 process in April. A written briefing for all Members will be produced and there will be a follow-up questions and answer session on Monday 13 May.

7. Comments of the Chief Finance Officer and financial implications

- 7.1 The recommendations contained in this report would need to be implemented within existing resources.
- 7.2 However, there are elements of the recommended communications strategy (such as the DVD) which would require additional funding. A cost benefit analysis would need to be undertaken and, subject to a positive impact, prioritised against other demands against existing resources.
- 7.3 Within the approved CYPS capital programme for 2013/14 to 2015/16 there are a number of projects, either already in train or at an early stage of planning, to cater for pupil place demands as a result of increased population pressures. This includes completing the expansion project at Rhodes Avenue Primary School, the expansion by one form of entry at Alexandra Primary School, and the expansion by one form of entry at Welbourne Primary School.
- 7.4 In addition, feasibility studies are being carried out at a number of schools with a view to considering options for temporary or permanent expansion in the future. Proposals for permanent expansion will be subject to both informal and formal statutory consultation before a final decision to proceed is taken.
- 7.5 The approved programme includes budgetary provision of almost £9m to cater for these potential future expansions.

8. Head of Legal Services and Legal Implications

- 8.1 Under section 14 of the Education Act 1996, the Council has a duty to secure that sufficient schools for providing primary and secondary education for children of compulsory school are available for their area. Available schools must be sufficient in



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number, character and equipment to provide for all pupils the opportunity of appropriate education.

8.2 Case law has established that the section 14 duty is not an absolute duty in that even if the Council is not in a position to offer primary school places to all pupils applying then the duty is not breached provided the Council was doing all it reasonably could to rectify the situation. Accordingly provided the Council is taking all reasonable measures to address the current shortfall in reception places, the duty is not being breached.

9. Equalities and Community Cohesion Comments

9.1. The report acknowledges that fact that understanding the school admissions process may be a particular challenge for some groups within the community. This would include newly arrived migrants and some minority ethnic groups. The report seeks to address this through proposing ways of improving communication with parents and carers.

10. Head of Procurement Comments

10.1. N/A

11. Use of Appendices

N/A

12. Local Government (Access to Information) Act 1985

Admissions and School Organisation report to Children and Young People's Scrutiny Panel Members.

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Haringey Council

Report for:	Environment and Housing Scrutiny Panel (Overview & Scrutiny Committee)	Item Number:	
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Title:	Waste and Recycling Part II: Further policy options to increase recycling.
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Report Authorised by:	Cllr Stuart McNamara (Chair, Environment & Housing Scrutiny Panel)
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Lead Officer:	Martin Bradford, Scrutiny Officer, Strategy & Business Intelligence (martin.bradford@haringey.gov.uk)
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Ward(s) affected: All	Report for Key/Non Key Decisions:
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1. Describe the issue under consideration

- 1.1 Attached is a report of the Environment and Housing Scrutiny Panel. It contains the conclusions and recommendations of the panel from its investigation on how recycling rates can be improved in Haringey, with particular reference to estates.

2. Cabinet Member Introduction

- 2.1 This is a report of the Environment and Housing Scrutiny Panel, and once approved by Overview and Scrutiny Committee, will be presented at the next meeting of the Cabinet for consideration and response.

3. Recommendations

- 3.1 That the panel note the attached report and agree the recommendations contained within it.

4. Other options considered

- 4.1 The recommendations contained within the report were formed on the consideration of a range of evidence presented to the panel.

5. Background information

- 5.1 As part of its work programme for the 2012/13 Municipal Year, the Environment and Housing Scrutiny Panel (EHSP) assessed local waste and recycling services to help identify how recycling rates could be improved in Haringey with particular emphasis on estates.
- 5.2 Earlier work of the panel focused on supporting the roll-out of the new waste and recycling collection system for kerbside properties in Haringey. As a result of this work, the panel produced and published a Waste and Recycling Report (Part I), which provided recommendations to assist the final phase of the roll-out of the waste and collection system.
- 5.3 The panel has continued to work with waste and recycling services to help identify additional schemes that could further help increase recycling rates in Haringey. There were two strands to this work:
- How to increase recycling rates in flats and estate developments (non kerbside properties);
 - Enforcement and incentive options to help increase recycling.
- 5.4 To assist its investigations of the above, the panel conducted a wide range of evidence gathering among local stakeholders and other informed agencies. In this work the panel obtained evidence from:
- Officers from Single Front Line and Veolia (waste contractor) on recycling plans for Haringey;
 - Estate Managers from Homes for Haringey and other Registered Housing Providers (Metropolitan, Circle 33, Sanctuary and Newlon);
 - Five London boroughs (Croydon, Ealing, Hackney, Hammersmith & Fulham and Lambeth) on their experience of recycling in flats and in developing incentive and enforcement schemes;
 - A site visit to local estates to assess waste and recycling infrastructure;
 - Specialist waste and recycling agencies (Waste Watch, Greater London Authority);
 - A site visit to Edmonton Eco Park and the Materials Recovery Facility (recycling processing).
- 5.5 Some of the highlights of the evidence the panel has received and conclusions that it has reached include:
- Chute conversions (in flats) would appear to present a quick-win for increasing recycling as this can be done quickly and efficiently whilst producing significant increases in recycling;
 - Dedicated community support work can offer a flexible, effective and responsive approach to increasing recycling as well as developing social capital in flats and on estates;
 - The introduction of reusable bags may offer an effective and efficient way to increase recycling participation and volume from flats;
 - There is a need for ongoing communication and engagement to ensure that local residents are aware of the basics of recycling (what and where), understand what happens to waste and recycling after it leaves Haringey and of the direct and opportunity cost of sending waste to landfill and of waste contamination .

5.6 The attached report describes the work of the Environment and Housing Scrutiny Panel and the conclusions and recommendations that it has reached on the above work streams. It is hoped that the recommendations contained within this report will contribute to the development of policies and practices that help to increase recycling in Haringey, which in turn, can help the Council to reduce costs and help it to meet broader environmental targets.

6. Comments of the Chief Financial Officer and Financial Implications

6.1 It should be noted that the recommendations have not been costed at this stage and before Cabinet could approve any recommendations the cost implications need to be clear. Where implementation of the recommendations does have a cost, this needs to be seen in the context that increases in recycling rates can save the Council money in reduce the cost of waste disposal.

6.2 It should be acknowledged that due to increasing landfill tax, waste disposal costs are projected to rise continually and thus increases in recycling rates act to reduce the rate of increase rather than generate cashable budget savings.

6.3 Some recommendations may not be fully under the Councils control to implement and will require support from either private landlords or service providers such as Veolia to implement. There is also likely to be a significant overlap between the service 'Our Common Place' are offering and existing responsibilities of both Veolia and the Neighbourhood Action Teams.

7. Head of Legal Services and Legal Implications

7.1 The Overview and Scrutiny Committee is asked to agree the recommendations contained in the attached report of the Environment and Housing Scrutiny Panel.

7.2 There are no specific legal implications arising out of the recommendations contained in the attached report.

7.3 Part three of the Council's constitution provides for the attached report to be referred to Cabinet subject to the approval of the report by the Overview and Scrutiny Committee.

8. Equalities and Community Cohesion Comments

8.1 Overview and Scrutiny has a strong community engagement role and seeks to do this through:

- Helping to articulate the views of members of the local community and their representatives on issues of local concern;
- Bringing local concerns to the attention of decision makers and incorporating them into policies and strategies;
- Presenting evidence generated by scrutiny involvement as a means of helping to identify the kind of services wanted by local people;
- Promoting openness and transparency; for example, all meetings are held in public and documents are publicly available.

8.2 To support local engagement the panel undertook a number of site visits to gain an understanding of the local waste and recycling issues that local people face. In

addition, the panel has sought to involve community representatives on site visits and at evidence gathering sessions.

9. Head of Procurement Comments

9.1 Not applicable.

10. Policy Implications

10.1 It is intended that the conclusions and recommendations of the Environment and Housing Scrutiny Panel will contribute and add value to the work of the Council in meeting locally agreed priorities for waste and recycling. In this context, it is hoped that the work of the Panel will contribute to improved policy and practice in relation to:

- Minimising waste;
- Increasing recycling; and,
- Reducing carbon emissions.

11. Use of Appendices

11.1 These are at the end of the attached report.

12. Local Government (Access to Information) Act 1985



Haringey Council

Waste and Recycling Part II:

Further policy options to increase recycling

Environment and Housing Scrutiny Panel

April 2013

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 - Local Authority and Household waste – key data
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 - Site visit to local estates and flatted developments
 - Evidence gathering session with other Local Authorities and specialist waste and recycling agencies
- 5. Further policy options to increase recycling**
 - Enforcement
 - Incentive schemes
 - Education
- 6. Recommendations**

Appendices

1. Introduction

- 1.1 As part of its work programme for the 2012/13 Municipal Year, the Environment and Housing Scrutiny Panel (EHSP) assessed local waste and recycling services to help identify how recycling rates could be improved in Haringey.
- 1.2 Early work of the panel focused on supporting the roll-out of the new waste and recycling collection system for kerbside properties in Haringey. As a result of this work, the panel produced and published a Waste and Recycling Report (Part I), which provided recommendations to assist the final phase of the roll-out of the waste and collection system. 9 out of the 10 recommendations contained within that report were approved by Cabinet at its meeting in December 2012.
- 1.3 The panel has continued to work with waste and recycling services to help identify additional schemes that could further help increase recycling rates in Haringey. There have been two strands to this work:
 - How to increase recycling rates in flats and estate developments;
 - Enforcement and incentive options to increase recycling.
- 1.4 The attached report describes the work of the Environment and Housing Scrutiny Panel and the conclusions and recommendations that it has reached on the above work streams. It is hoped that the recommendations contained within this report will contribute to the development of policies and practices that help to increase recycling in Haringey, which in turn, can help the Council to reduce costs and help it to meet broader environmental targets.

2. Background

Environmental and financial impact of waste

- 2.1 Approximately 290 million tonnes of waste is produced each year in the UK. The rate at which such waste is being produced is unsustainable, particularly in relation to the environmental damage that this causes and the costs associated with the processing or disposal of such waste.
- 2.2 It is estimated that direct emissions from waste management account for 3.2% of the UK's total greenhouse gas emissions in 2009.ⁱ The majority of such emissions were attributable to landfill (89%), significantly above that derived from waste-water handling (10%) and waste incineration (2%). Conversely, recycling of biodegradable waste can help to reduce carbon dioxide emissions; in the UK recycling activity reduces emissions by almost 18 million tonnes.ⁱⁱ
- 2.3 Waste disposal is expensive. In London, £580million is spent each year on the collection, transport, treatment or disposal of waste.ⁱⁱⁱ Almost half of this is attributable to waste disposal, in particular, the taxes (Landfill Tax) and fees (Gate Fees) that local Authorities have to pay to dispose of waste in landfill:
 - The standard rate of landfill tax (LFT) has increased (14%) from £56 to £64 per tonne from April 2012 and will increase a further £8 per tonne until 2014 (£80);
 - Gate fees (a levy paid to site operators for the maintenance and eventual closure of landfill sites) in London are approximately £24 per tonne.

- 2.4 Local Authorities are likely to face additional waste disposal costs in the future, particularly if the UK fails to meet EU waste reduction targets. Under the Localism Act 2011, the government may pass on fines to local authorities for failure to meet national EU waste reduction targets.

Local Authority and Household waste – key data

- 2.5 The following provides a summary of some key background data and statistics in relation to waste collected from Local Authorities and households:
- In total, 32.5 million tonnes of waste was collected by Local Authorities in 2009/10;^{iv}
 - The proportion of Local Authority collected waste that was recycled/composted/reused increased from 6% in 1996 to 38% in 2009/10^v;
 - Of the total waste collected by local authorities, almost half (49%) ends up as landfill^{vi};
 - In the UK in 2009/10, each person (on average) generated 466kg of waste (bin waste, civic amenity sites and other household collections or recycling centres) of which a majority (282kg or 61%) was not recycled^{vii};
 - The amount of household waste that is recycled has increased substantively from 15 million tonnes (3%) in 1993/4 to 184 million tonnes (39%) in 2009/10^{viii};
 - Over the period 1997/8 to 2009/10, there was a substantial growth in both green recycling (1.6% to 15.7%) and dry recycling (6.6%-24%) of household waste.^{ix}

Legislative and policy framework

- 2.6 National policy is derived from the Waste Strategy for England (2007)^x and a subsequent strategy review which was undertaken in 2011.^{xi} The targets set out in this strategy include commitments to:
- A reduction in the amount of household waste not reused, recycled or composted in 2000 by 29% by 2010 with an aspiration to achieve a 45% reduction on 2000 levels by 2020;
 - Recycle and compost at least 40% household waste by 2010, 45% by 2015 and 50% by 2020;
 - Recover value from municipal waste (including reusing, recycling, composting or energy recovery) – 53% by 2010, 67% by 2015 and 75% by 2020.
- 2.7 There are a number of other key legislative processes that drive efforts to reduce waste and increase recycling, these include:
- European Union Landfill Directive: requires biodegradable waste sent to landfill to be reduced to 75% of 1995 levels by 2010, 50% by 2013 and 35% in 2020;
 - Revised Waste Framework Directive requires household waste recycling rates to be at least 50% by 2020;
 - Mayors Municipal Waste Management Strategy requires^{xii}:
 - Zero municipal waste direct to landfill by 2025;
 - Reduction in household waste by 20% by 2031;
 - 45% of municipal waste to be recycled or composted by 2015 and 50% by 2020.

Local Context

- 2.8 Haringey Council is a waste collection authority (WCA) and is responsible for the collection of household waste and recycling from approximately 95,000 households. North London Waste Authority (NLWA) is a waste disposal authority (WDA) which is

made up Haringey and of six other London boroughs.¹ NLWA is responsible for the disposal or onward processing of household waste collected from approximately 1.7 million people that live in these boroughs.

2.9 Reducing carbon emissions and increasing the recycling rate are key commitments within the Council Plan (2012-2014). There are two explicit policy commitments to support actions to reduce waste and increase recycling, the Council aims to:

- Increase recycling to 40% by 2015; and,
- Reduce carbon emissions by 40% by 2020.

2.10 In an effort to improve waste and recycling rates, the Council agreed a new waste and recycling contract with Veolia which came in to effect on 17th April 2011. The main provisions within this new contract were:

- Street cleansing reorganised in to 8 villages;
- Introduction of wheeled bins for recycling (from 2012);
- Phased introduction of fortnightly collections for non recyclable waste (during 2012);
- 2 year strategy to tackle fly tipping;
- A comprehensive education and engagement programme.

2.11 It was anticipated that the new waste and recycling contract would help to support local policy objectives to reduce carbon emissions and improve recycling rates through:

- Increased capacity for recycling;
- Fewer vehicle movements across the borough;
- A reduction in the amount of rubbish going to landfill (resulting in reduced carbon emissions);
- The introduction of fortnightly collection of rubbish (which evidence suggest helps to improve recycling rates).

2.12 It was anticipated that the new waste and recycling contract would also help to reduce costs associated with waste collection and disposal through:

- Reducing the frequency of collection, producing a saving of £300k per annum;
- Reducing costs associated with landfill, gate taxes and incineration through anticipated improvement in recycling rates.

2.13 As of January 2013, it was noted that the new collection system had contributed to an improved recycling rate in the borough and was on track to exceed contractual targets (year to date 32.17% against a yearend target of 31.7% for 2012/13).

3. Work of the panel

3.1 In Part I of its work with waste and recycling services, the Environment and Housing Scrutiny Panel assessed the new collection system which was rolled out across the borough during 2012. The conclusions and recommendations of this work have been published in a previous report; 9 out of the 10 of which were approved by Cabinet.

3.2 As a follow up to this work the panel agreed that it would like to consider other policy options that could further help the council to increase recycling in Haringey. In particular, the panel agreed that it would focus its work on:

- How to improve recycling rates from flats (and local estates);

¹ Barnet, Camden, Enfield, Hackney, Islington and Waltham Forest.

- The use of enforcement and incentive schemes to improve recycling rates.

Recycling from flats

- 3.3 To assist the investigation of how recycling can be increased from local flatted developments (and estates), the panel conducted a wide range of evidence gathering across a range of settings with local stakeholders and other informed agencies.
- 3.4 The panel conducted a site visit (25th February 2013) to view waste and recycling facilities at a number of local estates (and flatted developments). The panel visited estates managed by both Homes for Haringey and other Registered Housing Providers at a number of sites across the borough. The visit enabled panel members to:
- View and assess local waste and recycling infrastructure (e.g. bins, chutes, storage);
 - Talk to estate managers to identify local waste and recycling issues from flats and estates.
- 3.5 The panel also held a dedicated evidence gathering session on (4th March 2013) to talk to local stakeholders which manage local estates (and flatted developments), including Homes for Haringey and other Registered Housing Providers (including Metropolitan, Sanctuary, Newlon and Circle 33) . The aim if this session was to identify:
- Current issues that housing providers face in encouraging recycling from flatted properties in Haringey (e.g. participation, infrastructure, engagement);
 - Examples of successful initiatives to improve recycling among housing providers in Haringey (or in other areas where they manage properties);
 - How the Council and local housing providers could work together to increase recycling from flats.
- 3.6 The dedicated evidence gathering session also allowed other local authorities and specialist waste and recycling agencies to give evidence, to help the panel develop comparative policy assessments and to identify good practice which could be replicated in Haringey. A summary of those authorities and agencies which contributed to this session is given below:
- Specialist agencies: Waste and Resources Action Programme (WRAP), Waste Watch;
 - Other Local Authorities: London Borough of Hammersmith & Fulham and London Borough of Hackney.

Enforcement and incentive schemes

- 3.7 The panel also held a dedicated evidence gathering session (4th March 2013) to help understand the range of policy options (enforcement and incentive schemes) which may be available to the Council that could help improve local recycling rates. At this session the panel heard evidence from:
- Single Front Line Service: for an overview of current and planned work to improve recycling;
 - Greater London Authority: for a regional perspective on initiatives to help improve recycling;
 - Other London boroughs (Croydon, Ealing and Lambeth); to gain an understanding of the enforcement and incentive schemes in operation in these boroughs.

3.8 The following sections detail the findings of the panels in relation to the two work schemes identified above.

4. Recycling from Flats

4.1 The panel noted that there are approximately 95,000 households in Haringey of which 25,000 are in flatted developments. These are flats in tower blocks or other estate developments managed by:

- Homes for Haringey;
- Other Registered Housing Providers;
- Private developers.

4.2 Waste and recycling collection systems for kerbside properties operate a fortnightly collection of residual waste and weekly collection for dry recycling, green waste and food waste. Collections are supported by a range of infrastructure including black and green wheeled bins, food caddies and bags. Collection systems for flatted developments (non kerbside properties) are different:

- Weekly collection systems are in operation for both residual waste and recycling (in some places this is twice weekly);
- Flatted developments generally operate 'bring schemes' in which residents are required to bring waste and recycling to a communal collection point (in most cases a large paladin bin);
- Some older developments (e.g. tower blocks) may have chutes for residents to deposit residual waste;
- Food waste is not currently collected (though a new scheme is currently in development).

Site visit – flatted developments in Haringey

4.3 The panel viewed a sample of estates managed by Homes for Haringey as well as other Registered Housing Providers (Metropolitan Housing and Newlon Housing) to obtain an illustrative view of the waste and recycling issues of residents of flatted developments. In total, five flatted developments were visited by the panel and were accompanied by officers from waste and recycling service (Contract Monitoring) and Homes for Haringey (Head of Estates).

4.4 The table below provides a summary of the flatted developments visited by the panel.

Estate
Sky City, N22 (Noel Park)
Wall Court, Stroud Green Road, N8 (Stroud Green)
Chettle Court, Ridge Road, N4 (Stroud Green)
Stellar House, Altair Close, N17 (Northumberland Park)
Hale Village, N15 (Tottenham Green)
Ferry Lane, N15 (Tottenham Green) ²

Sky City (N22),

² There was insufficient time for the panel to visit Ferry Lane Estate, however, the Estate Manager was consulted as part of this work their views noted in this report.

- 4.5 The panel visited this 200 housing unit development which is above Shopping City Wood Green. There is no kerbside access to any property on this estate and all waste and recycling is collected in paladin bins, which are then taken by the caretaker down 2 floors to the rear entrance of Shopping City for collection.
- 4.6 A number of issues were raised from the observations of the panel and in the panel's discussion with the estate manager:
- There were ongoing problems with vermin in the sheds in which residual waste was collected;
 - Missed collections caused a backlog and build up of waste (due access problems for the dustcart collection);
 - Problems within the waste collection chain caused a backlog and build up of waste (e.g. broken lift/ compactor, missed collections).
- 4.7 The panel made a number of suggestions to help improve waste and recycling collection from this site:
- Improved communication between caretakers/concierge/estate managers and waste collection crews could help to minimise the incidence of missed collections;
 - Reversing collection systems, in which residual waste is collected in Palladian bins and dry recycling in sheds, could help to reduce vermin issues;
 - Further resident engagement should help to underpin a new waste collection processes on site.

Wall Court, Stroud Green Road, N4 (Stroud Green)

- 4.8 This development consists of 4 blocks making up about 200-250 housing units in total. A bring scheme was in operation for recycling, where residents leave recycling in communal paladin bins located at the front of each building. Residents can deposit residual waste in a communal paladin bin via a chute. A shed was available on site for the storage of bulky waste items.
- 4.9 A number of issues were raised from the observations of the panel and in the panel's discussion with the estate manager:
- Volumes of recycling were relatively low;
 - Bins were left unlocked to minimise the incidence of side waste;
 - There was a propensity for casual contamination of recycling from adjacent pedestrian traffic.

- 4.10 Although there were no observed problems with waste and recycling collection systems, the panel were of the view that further engagement and education with residents could be beneficial to help improve recycling participation rates and volumes.

Chettle Court, Ridge Road, N4 (Stroud Green)

- 4.11 This development consisted of a block of approximately 80 housing units (over 4 storeys). Bring schemes were in operation for both waste and recycling via paladin bins stored at the rear of the building. The panel noted that there was also a shed for the storage for large bulky items of waste.
- 4.12 A number of issues were raised from the observations of the panel and in the panel's discussion with the estate manager:

- Although there were no visible problems with the collection system, the volume of recycling did not appear to be high;
- The use of black bags in the recycling bin by residents made it difficult to determine if waste was contaminated;
- A local resident spoken to indicated that in other adjacent blocks, waste and recycling receptacles were separate locations which required two visits (and therefore there was a disincentive to recycle);
- A local resident spoken to was uncertain where recycling ended up after it was collected in Haringey.

4.13 The panel made a number of suggestions to help improve waste and recycling collection from this site:

- This site could offer an opportunity to trial clear bags for use in a recycling bring scheme;
- Additional engagement and education with residents would be helpful to improve understanding of waste and recycling issues.

Stellar House, Altair Close, N17 (Northumberland Park)

4.14 This is a 16 storey tower block which comprises of approximately 65 housing units. A chute system is in operation for residual waste and there is one chute aperture (hopper) per floor. Dry recycling is supported by a bring scheme to paladin bins which are located to the rear of the building on the ground floor.

4.15 A number of issues were raised from the observations of the panel and in the panel's discussion with the estate manager:

- Although recycling volumes were good compared to other similar sites, observed volumes before collection were low;
- There were few problems with contamination or blocked chutes;
- That communication between the concierge service and waste collection crews could be improved (as there were frequent crew changes).

4.16 The panel made a number of suggestions to help improve waste and recycling collection from this site:

- Reusable bags or sacks (disposable) could be introduced at sites such as this, as this may assist residents in storing and taking recycling to the communal collection point;
- That Estate Managers/concierge details could be placed on Veolia Round Sheets to facilitate communication/ information exchange ahead of collections;
- That an adjacent block which had two residual waste chutes, could be converted to waste and recycling chutes on a trial basis.

Hale Village, N17 (Tottenham Hale)

4.17 This is a new flatted development that comprises of 550 housing units in Tottenham Hale. Properties include those in shared ownership, social housing and student accommodation. Bring schemes are used for residual waste, recycling and food waste. There are paladin bins for both recycling and residual waste whilst 240l bins are used for food waste. All bins are located in dedicated storage areas in the basement.

4.18 The panel noted that the Registered Housing Provider (RHP) that manages properties here had established a number of systems to improve recycling collection and to

reduce the tonnage of waste that goes to landfill. It was noted that the following measures had helped to substantially reduce the cost of the corporate cleaning contract:

- A separate cardboard store room and tie in with local manufacturer that makes pizza boxes;
- A separate store room for bulky items that can be reused or recycled (e.g. furniture items); approximately 40 tonnes of waste has been dealt with in this way;
- A lockable external metal container for the storage of electrical, wood and other materials for recycling;
- Mattresses are also collected and recycled through private arrangement.

4.19 A number of issues were raised from the observations of the panel and in the panel's discussion with the estate manager:

- Access to communal bins is via key fob which limits fly tipping;
- Bins are monitored by CCTV and those residents found to be contravening systems are issued with a warning letter;
- The RHP operates a resident engagement day at which participation in recycling is promoted.

Ferry Lane, N17 (Tottenham Hale)

4.20 Although the panel were unable to visit the Ferry Lane estate as planned due to time limitations, it was possible however, to speak to the Estate Manager who provided a summary of some of the waste and recycling issues on this estate. Key issues identified included:

- Apertures for some recycling bins were not large enough to deposit recycling collection bags (resulting in side recycling waste, contamination and loss of amenity);
- Fly tipping is an ongoing problem for the estate;
- The collection of bulky items could be more responsive and timely.

Evidence gathering session

4.21 A dedicated evidence gathering session held for other local authorities and specialist waste and recycling agencies helped the panel develop comparative policy assessments and good practice. A brief overview of the key evidence submitted from participating organisation is provided below.

Waste Watch

4.22 Waste Watch (part of Keep Britain Tidy) supports a project called Our Common Place (OCP) which aims to bring sustainable and environmental change in the communities in which it works (mainly flatted developments and estates). This approach acknowledges that environmental issues may not be a priority for some communities, but that environmental awareness and behaviours can be fostered through a community development approach. The principles of the approach of OCP are:

- It is not a single issue approach – deliver integrated community solutions;
- Responds to the needs of local communities;
- Aims to encourage communities to co-produce, to work together and help meet community needs;
- Taps in to strengths of local communities;
- Invokes a spirit of shared space;
- Aims to build social capital in local communities.

- 4.23 Over a 9 month period, 21 estate based communities were engaged by Waste Watch across 7 different boroughs delivering 73 different initiatives (through a resident engagement officer). A variety of initiatives were created within this programme which sought to maximise the existing strengths and resources of local communities and build the confidence and skills of local communities to act (capacity building). Substantive community engagement was undertaken at the outset to help understand local issues of concern and the priorities and resources available for action which was translated into a plan of work.
- 4.24 The panel noted that in every estate where it was possible to measure recycling performance, improvements were noted as a result of the OCP approach and initiatives. Across the project as a whole (all estates):
- Recycle bins went from being (on average) 60% full to 76% full;
 - There was a reduction in contamination from 37% to 32% across all sites;
 - Given the approach adopted, positive outcomes were also obtained in areas other than recycling: increased opportunities for communities to connect with each other, be active, take notice, learn and to give (5 elements of well being).
- 4.25 The panel noted that a flats engagement officer could be employed via Waste Watch on a 12 month basis to work across 5 estates (at 1 day per week for each estate) at an approximate cost of £50k per annum (a full breakdown of projected costs is contained in Appendix A –option 1).
- 4.26 The panel agreed that if Waste Watch was commissioned to operate OCP in Haringey this could offer an effective way to engage with flats/ estate residents and help to improve recycling rates as well as delivering other community benefits (e.g. well being or ASB). In addition, given the range of these other positive impacts that the OCP model could deliver (e.g. well being, community development and ASB) the cost of supporting such an initiative could be shared among a wider pool of contributing agencies (e.g. Single Front Line, Homes for Haringey, ASB, Registered Housing Providers Housing providers).

Other London Boroughs

- 4.27 Two other London boroughs attended to give evidence to the panel about work that they had undertaken to improve recycling from flatted developments in their area. A summary of the key evidence presented from this session is presented below.

Recycling inventory

- 4.28 The panel noted verbal evidence from other local authorities and written evidence from WRAP, that as a precursor to developing schemes to improve recycling from flatted developments, it was of paramount importance to develop an inventory of local waste and recycling infrastructure. This process was vital to develop a local database from which recycling schemes could be planned and developed to suit local needs.

Chute conversions

- 4.29 The panel noted evidence from WRAP which suggested that the presence of waste chutes had a significant impact on recycling bring back schemes in flatted developments. This demonstrated that less recycling (kg per household) was collected

from those developments with chutes (for residual waste) than those without (inferring that recycling materials are placed in residual waste chutes).

- 4.30 The panel also noted evidence from other local authorities which suggested that chute conversion represented the most cost-effective intervention to increase waste and recycling from flatted developments. It was reported that this was a relatively cheap option to boost recycling as all that was required was the repainting and signing of chutes. In one borough, the conversion of all twin residual chute developments to cater for both residual waste and dry recycling helped to increase recycling by 257 tonnes.
- 4.31 The panel also noted that Waste Watch (Our Common Place) had delivered a chute conversion project at a flat development in which there was only one waste chute. Waste Watch had worked with the local tenants group to convert the chute from residual waste to recycling use.

Reusable bags

- 4.32 The panel noted that both of those authorities present operated a reusable bag scheme (small orange plastic sacks) to underpin recycling bring schemes in flatted developments. Bags were bulk purchased with other local authorities to reduce costs (from £1.05 to £0.68 per bag) and were distributed to residents with accompanying literature.
- 4.33 The panel noted evidence from other authorities which indicated that the provision of bags for recycling was a significant contributor to recycling performance. It was estimated that where bags were provided this boosted recycling performance by approximately 10% at such developments. In one local authority, the introduction of a reusable bag scheme was noted to increase recycling from flats in the order of 292 tonnes per annum.

Supplementary Planning Guidance

- 4.34 It was noted from one local authority that Supplementary Planning Guidance (SPG) was used to support the development of appropriate and adequate recycling facilities in new developments. As a result of the waste service liaising with planning, a new SPG was developed to ensure that new developments met certain standards for waste and recycling infrastructure.

Food waste collection

- 4.35 The panel also discussed plans to introduce food waste recycling from flatted developments and estates in Haringey. It was noted that £680k had been awarded through DCLG to support this initiative and work had commenced to develop an appropriate scheme. The scheme would cover all 25,000 flats (covering private, ALMO and RSLs). Caddies and liners would be provided to households together with supporting engagement and communication (all flatted developments would be visited). It was estimated that this scheme would divert 300 tonnes from landfill. It was expected that the new food waste scheme would be piloted in a small number of areas before being assessed and rolled-out across the borough.

4.36 It was anticipated that the introduction of a new food waste collection system would also reinvigorate dry recycling collections from flatted developments. It was expected that additional information to reinforce dry recycling would be 'piggy backed' on to communications and engagement processes developed for the food waste scheme. It was also hoped that the introduction of a new food waste scheme would help to reduce contamination of other collections.

4.37 The panel discussed food recycling schemes from flats in operation at other Local Authorities. From these discussions it was noted that the supply of bags for caddies was crucial to household participation and the volume of food waste recycled: where supply was not unlimited or was not supplied beyond an introductory period, both participation and volume declined.

5. Further policy options to increase recycling

5.1 The panel sought to assess some of the further policy options available to the Council that could help to increase recycling in the borough. The panel invited representatives from a number of local authorities together with the Greater London Authority to give evidence on enforcement and incentive schemes in operation in their area. The following is summary of the key evidence received by the panel.

Enforcement Schemes

5.2 The panel noted evidence from one contributing authority which had recently established an enforcement scheme to support its waste and recycling service. The panel noted that after initial public consultation (for which there was broad public support) an enforcement scheme was introduced in January 2013. The key components of this scheme included (the full model is depicted in Appendix B):

- Notification and engagement processes to encourage participation in recycling;
- The operation of a yellow and red letter warning system for non-compliance;
- Warning system backed up by administering Fixed Penalty Notices (as a last resort).

5.3 As well as providing a tool to tackle persistent non-recyclers and a mechanism to improve local recycling rates, it was expected that compulsory recycling would also be of financial benefit to the authority. It was estimated the introduction of the compulsory recycling scheme would help to divert 10% of the current landfill total to recycling, which could produce an annual saving of £200,000.

5.4 The panel noted however that the enforcement approach has not been applied borough wide at present, but was being targeted in those areas where it was known to be a low participation rate for recycling. It was also noted that this enforcement model has only recently been introduced and that no Fixed Penalty Notices had yet been applied within the scheme. The panel indicated that it would be useful to receive an update from the authority once the scheme was fully embedded and in operation borough wide.

5.5 Another local authority gave evidence to the panel on compulsory recycling and stated that it had introduced this for kerbside collections in 2011. This system was also supported by a yellow (warning) and red card (penalty) system which was planned to promote compliance. It was noted however, that the scheme was only in operation for

a matter of weeks before this was halted as this attracted considerable adverse press and public comment.

Incentive schemes (individual and community)

- 5.6 The panel noted that one London authority was working with Recyclebank, a privately operated scheme that offers incentives for recycling. Within this scheme, local residents can earn points for recycling which can then be transferred to vouchers that can be redeemed at local shops and businesses. In this authority, the scheme had been restricted to those households with shared recycling containers, but if it was assessed to be successful, it was anticipated that it would be rolled out to all properties.
- 5.7 Another authority giving evidence to the panel outlined its community incentive recycling scheme. The authority introduced an £80k community recycling incentive scheme in which £20k was awarded to the electoral ward with the highest recycling rate and £20k awarded to the three wards with the most improved recycling rate (over a defined period). This panel noted that this scheme rewarded communities not individuals, and assessments were based on the local participation rate taken from a sample of streets in each ward.
- 5.8 The panel found it difficult to assess the impact of this community incentive scheme because although there was a significant increase in the volume of recycling collected (approximately 370 tonnes), there was a marginal decline in recycling participation rate in some areas. This would suggest that this scheme further incentivised those households which were already recycling.
- 5.9 The panel noted that behaviour change is fundamental to any incentive scheme and that such schemes must aim to encourage a response from individual motivators (such environmental concern, saving money, community enhancement). Thus there is a need to fully understand the likely motivating factors of individual communities in which incentive schemes are to be applied.

Education

- 5.10 The panel also noted the good education work that had been undertaken by Single Front Line and Veolia to promote recycling in local schools. This included presentations at 51 school assemblies, 39 education sessions at the Education Centre at Hornsey (Reuse and Recovery) and other interventions (theatre in education, workshops).
- 5.11 The panel noted that primary schools were, on the whole, more engaged and active in local recycling education schemes. As a consequence, there would be a concerted effort to target and engage secondary schools in local waste and recycling education programmes in 2013/14. The panel indicated that it would like to support this work and would liaise with Single Front Line to identify how practicably and beneficially scrutiny could be involved.

6. Recommendations

- 6.1 On the evidence received, the panel have formed the following recommendations:

Recycling from Flats:

- 1) The panel recommended that the Council conduct an audit of flatted developments (Homes for Haringey, Registered Housing Providers and Private Developments) across the borough to develop an inventory of waste and recycling infrastructure (and to collate any existing problems with waste collection i.e. whether there are sufficient and appropriate bins and if side waste occurs). The subsequent database should be used to plan and support initiatives to improve waste management or increase recycling at flatted developments.
- 2) Further to the audit detailed above, the panel recommended that flatted developments with twin chutes should on a trial basis be converted for dual use of both waste and recycling. Evidence from this trial should determine further expansion of this scheme.
- 3) The panel recommended that further work should be undertaken to assess the viability of developing a pilot Our Common Place approach (through Waste Watch) to increase recycling on local estates (flatted developments).³ This work should help to identify:
 - Cost benefit analysis of this approach;
 - Additional partners and funding sources;
 - Possible sites for a pilot project.
- 4) The panel recommended the introduction of recycling bags within existing bring-back schemes (at flatted developments) should be further investigated with careful consideration being given to:
 - The use of reusable bags;
 - The policy of locking bins;
 - Ongoing costs if non-reusable bags are used as an alternative;
 - The use of transparent bags (to assist if dry recycling is contaminated).
- 5) The panel recommended that the Council ensure that there is adequate provision for waste management and in planning guidance for flatted developments (both new and converted).
- 6) The panel recommended that there is a continuous supply of caddy bags for food waste as part of the roll-out of the planned food waste collection system for flatted developments.
- 7) To further communication between on site concierge and waste collection crews (e.g. for access issues), the panel recommended that the contact details of Concierge services (or Estate Managers) should be placed on Veolia Collection Round Sheets.

General

- 8) The panel recommended that additional information is provided within waste and recycling communications with local residents in respect of:
 - Updates of what and where materials can be recycled locally;
 - The cost of sending waste to landfill (landfill tax and gate tax) and relative cost of recycling;

³ See Appendix A.

- The main causes of recycling contamination (food waste and clothing materials) and the additional costs involved;
 - The opportunity cost of sending waste to landfill (libraries, parks and other community facilities).
- 8) It is recommended that, further to the work already undertaken by Haringey Council and Veolia, the Environment and Housing Scrutiny Panel undertake additional work with local schools to identify what barriers exist to recycling, examples of best practice which can be shared locally and how schools can be incentivised to recycle more. This should include benchmarking local provision and undertaken in consultation with Single Front Line, Veolia and Children and Young People Service to ensure no duplication or overlap of work.
- 9) That the good education work to promote recycling in schools that is already underway is more widely publicised, in particular among local Councillors and community groups.
- 10) To further enable the speedy reporting of dumped rubbish, Veolia should consider the establishment of online reporting mechanisms, using social media such as Twitter.

Appendix A – Funding options for Our Common Place (Waste Watch)

Options for Local Authority bodies interested in Our Common Place

Presented below are four options for local authority bodies interested in the Our Common Place approach. Our Common Place is, by design, flexible and can be delivered alongside other Waste Watch / Keep Britain Tidy community engagement, education and communications services or in conjunction with local authority run services. We are very happy to discuss each option in more detail with you and keen to develop a proposal based on one or more of the models to suit your specific needs.

Presented along with the four options are indicative costs. Under all models we encourage the Local Authority to seek funding from more than one department or budget, for example: Waste and Recycling, Housing and StreetScene. This is encouraged as the approach has been shown to create positive change across a range of issues – e.g. Recycling, Local Environmental Quality, Community Cohesion and Wellbeing. **Waste Authorities** and **Housing ALMOs** may also be interested in funding a project in partnership with a range of relevant Local Authority departments.

1. **Delivery of Our Common Place approach by Keep Britain Tidy on behalf of Local Authority or Waste Authority:** A Local Authority or Waste Authority contracts Keep Britain Tidy to deliver the Our Common Place approach. Under this arrangement an OCP officer(s) is trained and employed by Keep Britain Tidy and delivers the project under the line management of an OCP team leader. Extra supervision is provided by Waste Watch evidence and policy team and appropriate members of staff from within the Local Authority. The OCP officer would have a desk at an appropriate LA office, but would be an employee of Keep Britain Tidy.

Under this model multiple OCP officers could be managed by the OCP team leader. OCP officers would work with up to seven communities for a 12-36 month period.

Under this model, OCP officers could combine OCP work with delivery of other community engagement activities such as:

- Love Food Hate Waste cookery demonstrations / Feed the 1000 events;
- Big Tidy Up litter picks;
- Give and Take days / Swap shops;
- WEEE awareness campaigns / events;
- Zero Waste Challenges.

Indicative costs:

Presented below is a breakdown of costs associated with delivering the Our Common Place project with one full time on the ground Our Common Place officer for a period of 12 months, excluding VAT:

Description	Cost
Our Common Place Officer 1 FT (including overheads, employers National Insurance and pension)	£33,504
Our Common Place Team Leader 0.3 FTE (including overheads, employers National	£12,155

Insurance and pension)	
Community Engagement Manager 0.05 FTE (including overheads, employers National Insurance and pension)	£2119
Inception training, Induction and Set up	£2200
Project Direct Costs (community resources, staff travel, subsistence)	£2500
Publicity and Events	£2000
Total	£54,478

2. **Delivery of Our Common Place approach by Local Authority community engagement officer with expert support from Keep Britain Tidy:** A Local Authority contracts Keep Britain Tidy to provide 1 day a week of expert supervision from an Our Common Place team leader for a Community Engagement officer delivering the OCP approach. Under this model the Community Engagement officer would be employed and line managed by the Local Authority. The format of the supervision would be negotiated on setting up depending on what is needed. It is likely to involve at least the following:

- One week intensive training on Our Common Place approach (see option 3);
- Recruitment support (if necessary);
- Intensive one to one training and on the ground support during project initiation (see option 3 below);
- Monthly face to face supervision meetings;
- Access to daily support by phone and email as required;
- Training in Monitoring and Evaluation techniques and report writing including provision of appropriate resources;
- Free access to appropriate internal Keep Britain Tidy training days.

Similar to option 1, community engagement officers could combine OCP work with delivery of other activities.

Indicative costs:

Presented below is a breakdown of costs associated with the Our Common Place Team Leader delivering expert training and support for a council employed community engagement officer for a period of 12 months, excluding VAT:

Description	Cost
Our Common Place Team Leader 0.2 FTE (including overheads, employers National Insurance and pension)	£7592

Community Engagement Manager 0.05 FTE (including overheads, employers National Insurance and pension)	£1176
1 week intensive training, project initiation and set up	£2200
Staff travel and accommodation	£1630
Total	£12,598

3. **One week intensive training course delivered by Our Common Place team leader:** Keep Britain Tidy's Our Common Place team leader leads a five day intensive training and start up course for **up to ten** local authority staff (community engagement officers and relevant line managers as required). The course would cover:
- Theoretical underpinnings of the approach;
 - Training in community engagement methodologies;
 - Training in monitoring and evaluation techniques;
 - On the ground support for project delivery.

This one week training course would be followed up with **monthly catch-up's by teleconference** and **one further full day training/refreshers session** with community engagement officers.

Under this model, the Our Common Place team leader would work cross-department with community engagement officers to increase efficiency in the delivery of core messages and consistency of approach. Depending on the model of service provision, it may be necessary to integrate community engagement officers from other local service providers and housing ALMO's.

N.B. The one week intensive training and start up course forms part of options 1 and 2 at no extra cost.

Indicative costs:

Presented below is a breakdown of costs associated with the Our Common Place Team Leader delivering expert training and monthly teleconference support for community engagement officers for a period of 12 months, excluding VAT:

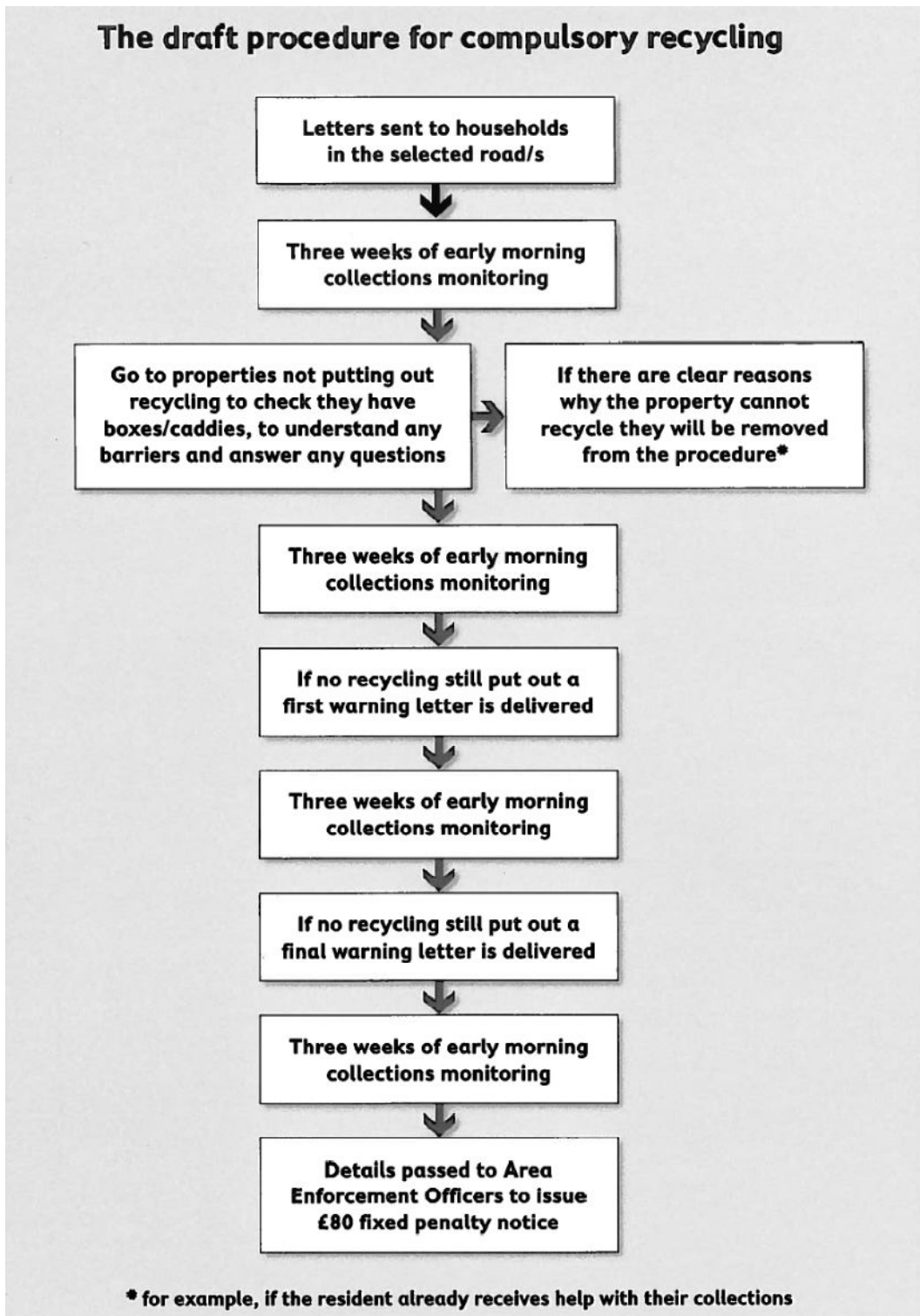
Description	Cost
Our Common Place Team Leader 0.05 FTE (including overheads, employers National Insurance and pension)	£2026
1 week intensive training course	£2200
One day refresher training course	£600

Staff travel and accommodation	£800
Total	£5,626

4. [One day intensive training course delivered by Our Common Place team leader](#): Keep Britain Tidy's Our Common Place team leader leads a one day intensive training course for up to four local authority officers and relevant line managers. The course would introduce the theoretical underpinnings of the approach and training on essential methodology.

Cost: £500 + travel expenses.

Appendix B – Example of a waste and recycling enforcement model from another London Borough.



Endnote references:

ⁱ DEFRA: <http://www.defra.gov.uk/environment/waste/>

ⁱⁱ *ibid*

ⁱⁱⁱ Waste not, want not: A review of why recycling rates vary across London.
Environment Committee, Greater London Assembly (October 2011)

^{iv} DEFRA: <http://www.defra.gov.uk/statistics/environment/waste/wrfg19-munwaste/>

^v DEFRA: <http://www.defra.gov.uk/statistics/environment/waste/wrfg19-munwaste/>

^{vi} DEFRA: <http://www.defra.gov.uk/statistics/environment/waste/wrfg12-methodmun/>

^{vii} DEFRA: <http://www.defra.gov.uk/statistics/environment/waste/wrfg16-recycrates/>

^{viii} DEFRA: <http://www.defra.gov.uk/statistics/environment/waste/wrfg16-recycrates/>

^{ix} *ibid*

^x Waste Strategy for England, DEFRA, 2007 (Cm7086)

^{xi} Government Review of Waste Policy in England, DEFRA, 2011

^{xii} London's wasted resource: the Mayors Municipal Waste Management Strategy, 2011