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Overview & Scrutiny Committee, 16 February 2009

Please find attached answers to advance submitted questions.

6. **CABINET MEMBER QUESTIONS: CABINET MEMBER FOR ADULT SOCIAL CARE AND WELL BEING (PAGES 1 - 8)**

8. **CABINET MEMBER QUESTIONS: CABINET MEMBER FOR RESOURCES (PAGES 9 - 20)**

Yours sincerely

Helen Jones
Principal Committee Coordinator

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**QUESTIONS TO THE CABINET MEMBER FOR ADULT SOCIAL CARE AND WELLBEING
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Page no. in full agenda pack	Question/Observation	Answer (Where applicable)
Page 2	<p>From Cllr Karen Alexander</p> <p>What work is required to achieve Level 3 of the Equality Standards for Local Govt and what additional work is required to reach Level 4?</p>	<p>To achieve Level 3 of the ESLG an authority will have to demonstrate in each directorate:</p> <ul style="list-style-type: none"> • That Equality Impact Assessments are carried out on key policies and strategies. • That is has implemented a strategy for participation of designated community, staff and stakeholder groups in setting objectives of employment and service delivery. • That is has equality objectives across the authority for race, gender and disability employment, pay and service delivery based on impact assessment and participation strategy. • By March 2009 it has set equality objectives across the authority for sexual orientation, age, religion or belief for employment, pay and service delivery based on impact assessment and participation strategy. • That equality objectives have been translated into action plans with specific targets. • That it is developing information systems that allow it to assess progress in achieving targets. • That action on achieving targets has started. <p>To achieve Level 4 of the ESLG the authority will have to demonstrate:</p> <ul style="list-style-type: none"> • Monitoring of equalities targets & outcomes • Service delivery monitoring reports are produced at specific and regular intervals. • Use monitoring reports to assess achievements against targets set in action plans and feed back results into policy review, targeting and revised action plans. • All departments and service level units are using information systems to

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<p>Page 2</p>	<p>Haringey Carers' Strategy – what further services are planning in this regard?</p>	<p>monitor service outcomes Report progress on employment targets to directorate, members, council committees, consultation and scrutiny groups.</p> <p>With the <i>personalisation</i> of social care, there is increasing emphasis on individualised services, funded by individual budgets, for service users and carers. Through the transition phase there will be a move away from 'block' provision and 'block' contracts [a block contract means a 'higher' volume provision rather than an 'individual' contract]. Carers' services provided in the voluntary sector will not necessarily be de-commissioned, or de-commissioned in the short-term. There will be a need for a mixed economy of services from which carers can choose. The range of core services will continue to include advice and information, advocacy and brokerage, emotional support, opportunities for social activities and networking, engagement in service development, and support in an emergency. Carers support plans will increasingly be more flexible and diverse with elements of assessed and direct access services. The revised Carers Strategy will cover the period 2009-2014. A three month consultation period ends in mid-April 2009. Priorities for improvements and developments in services will be determined through a partnership approach. Without pre-empting the outcomes of consultations (there is a consultation event for all stakeholders on 23.3.'09), the likely gaps in services for carers identified may include advocacy, support for carers to stay in or re-enter employment, and carers' training. Service developments locally will need to take account of national developments including a carer's help-line and a <i>Caring with Confidence</i> programme. To increase Health engagement in supporting carers the Government is channelling new funding for carers' breaks through Primary Care Trusts. The new money is not ring-fenced, or even identified, within the annual financial settlement. Nonetheless it presents a fresh opportunity to work towards joint strategic commissioning for carers' services.</p>
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Questions from Cllr David Winskill	
<p>Press reports indicate that CYP Services are about 30% below their staffing establishment. This is because of recruitment problems.</p> <ul style="list-style-type: none"> • Has Adult services been offering any support to CYP, if so at what level and volume? • Are recruitment problems affecting Adult Services? 	<p>No, there are no such recruitment problems affecting Adult Services. If approached by CYP Services to assist with any staffing issues Adult Services will always adopt a One Council approach to help to resolve such problems.</p>
<p>Is Cllr Harris aware of a discussion among NHS London Trusts around an attempt to clear the debts of “Financially Challenged Trusts”? There appear to be proposals to top slice budgets of financially solvent PCTs by 1.3% to “bail out” those under pressure. This would involve Haringey losing over £5m for two years.</p> <ul style="list-style-type: none"> • Have there been any discussion with his office and the tPCT? • Has any work been done to see what the implications for the PCT and Adult Services might 	<p>We have received no formal notification from HTPCT regarding this top slice. However, board papers downloaded from the internet suggest a reduction of £5,025k in 2009/10 and a further £5,197k in 2010/11.</p> <p>HtPCT has declined to give further information regarding the implications for Haringey Council.</p>

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	<p>be?</p> <ul style="list-style-type: none"> • Would he please share his thoughts on the process with OSC. 	<p>OSC may wish to address this issue in their forthcoming work plan. It will be discussed in full at the next PCT/LA meeting with the Leader, Cllr Harris, Chief Executive and senior managers.</p>
	<p>What discussions has Cllr Harris and officers had with HtPCT about Hornsey Neighbourhood Health Centre in relation to provision of Council and other services?</p>	<p>Quarterly meetings take place with Councillor Bob Harris, the Leader, the Chief Executive and the Chair, and the Chief Executive of HtPCT. The Assistant Director, Adult Services, attends the joint PCT/LA Provider Board and Joint Commissioning meetings, and regarding the Haynes Dementia Care Centre (at the Hornsey Neighbourhood Care Centre), there is a monthly Project Board. A Health, Social Care and Third Sector workshop was held in January 2009 to discuss the Haynes Centre Dementia Day Opportunities Centre, and also the need to consider this new joint venture as a site for an integrated provider team.</p>
	<p>The beginning of the year has brought some very cold weather – particularly to seniors, those with mobility challenges and the vulnerable.</p> <ul style="list-style-type: none"> • Please describe what extra demands these conditions have caused and how the service has responded. • Is there provision for identifying vulnerable groups and offering augmented assistance (collection of prescriptions, shopping, ensuring warm food 	<p>Members of staff across Adult Services showed huge commitment to maintaining the service to frail and vulnerable service users throughout the recent adverse weather conditions. Where at all possible, frequently walking for hours and covering considerable distances in almost Arctic conditions, they came to work; then had to repeat the journey home at the end of a long day.</p> <p>Details of vulnerable people known to Adult Services are recorded on the social care database, Framework-i. Over the two main days of the snow, all current service users known to Adult Services, over 3000 people, were called by telephone in order that their welfare could be checked, and to make sure they were warm, a function much appreciated by many of those contacted. Staff in the Community Alarm service worked with managers in supported housing to check the welfare of almost 1500 tenants, where local staff had difficulties in doing so.</p> <p>The only element of Adult service that closed were the Day Centres for older people and people with learning disability, due to the risk to clients of having to</p>

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	available etc)	<p>negotiate icy surfaces to reach the transport and the fact that vehicles were unable to access the smaller roads in the Borough. All service users were telephoned to inform them of the problem and alternative support put in place. However, the Drop-In Centres for Older People remained open and served a small number of meals to those intrepid enough to brave the conditions.</p> <p>Service provision was prioritised to the most needy, following discussions with service users and their families. A range of staff from Housing, Libraries and in particular Day Centre workers were deployed to other parts of the service to cover staffing shortfalls and to carry out “errands of mercy” to frail and vulnerable people trapped in their homes, including shopping, prescription collection and other similar tasks.</p> <p>Colleagues from Urban Environment offered their assistance in laying grit in areas of particular risk and driving care/support staff around. In the midst of the blizzards on Monday, meals on wheels drivers from Sodhexo were out delivering meals to those in need whilst Home Care workers took on extra clients on their rounds in order to fill gaps in service and continued to provide care to their frail and vulnerable clients, though having to walk between them as all public transport was off the road. Feedback is that considerable numbers of clients were agreeably surprised that services had continued and that workers had arrived on their doorstep at all, given the conditions.</p> <p>This was an example of everybody working as One Council, within the Division and wider, being flexible and supportive to colleagues and demonstrating in practice their shared values of Service and Passion when providing a service to the people of Haringey.</p>
	Questions from Cllr Richard Wilson	
Page 2	With regards to Haringey's Carers Strategy, in the last year or so the council hired a	A consultant was engaged for the period March- June, 2007 to carry out a review of the Carers Grant allocation process as part of the 'root and branch' review of Carers Grant project. His findings relate to the financial year

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	<p>consultant to review how the Council spends Carers Grant monies. Can he tell us what the result of this review was? Where did the consultant raise concerns and what recommendations did he make for changing the way resources are used?</p> <p>In particular, did the review raise concerns or proposals about (1) Haringey's Carers Centre or (2) the short term nature of funding to voluntary carers organisations, which for some is currently set for 6 month periods at present, making staffing very difficult.</p>	<p>2006/2007 when the Adult allocation of Carers Grant was £882,923 (80% of the total of £1,094,170; the remaining 20% was spent by Children's Services). Retrospectively the findings were that 20% of the Adult allocation was spent on commissioned services, 52% on in-house services and grant administration, and 8% on direct 'flexible' services to carers. The advent of personalisation will see the balance of spending shift to direct services to carers through individual budgets.</p> <p>The consultant's key findings were: issues in recording carers' breaks funded through Carers Grant and identifying carers being supported from Carers Grant; issues with carer assessments (especially response times); retrospective accounting against Carers Grant in respect of in-house services; and one quarter of the Carers Grant allocated to only four organisations across the borough. The consultant made no specific recommendations for changing the way resources are used but suggested structures and processes to strengthen performance and financial management. Among proposals that have since been implemented are: a new carers work flow on Framework-I [Framework-I is the Adult Services Care Management database system] which better captures performance, funding panels in each service to allocate funding according to criteria following a carer's assessment, and further work on a carers commissioning strategy. Other recommendations include the requirement that carers accessing the services of an organisation funded by Carers Grant should only do so following a carer assessment, robust measures of performance in future contracts (as yet there has been no re-commissioning), a review of the 'sitting service' delivered by Black and Minority Ethnic Carers Support Service, and identifying core funding for mental health carers' advocacy. These will be taken up in phase two of the carers' commissioning strategy when currently funded projects will need to demonstrate how they meet the priorities of the revised Haringey Carers Strategy 2009-2014. The specific recommendation for a Haringey Carers Centre was that it should "meet the varying needs of the Haringey community, where a number of organisations can be located, which the public identifies as a Carers Centre and a place where carers can be grown and developed". This</p>
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		<p>model emphasises a building-based Carers Centre: an alternative is a “hub and spoke” model (in the absence of suitable premises, as is the case currently). The consultant made no observations about the short-term nature of funding to voluntary carers’ organisations. Voluntary organisations are well advised to exploit their independence and charitable status to expand their funding base rather than maintain reliance on Area-based Grant (into which Carers Grant has been absorbed).</p>
<p>Page 2</p>	<p>With regards to mental health services what concerns does he have regarding the BEHMHT plans to close a ward at St Anns’? Does he believe there is enough supported accommodation available for people who are discharged from St Ann’s as half-way house between hospital and being returned fully to the community teams?</p>	<p>Finsbury Ward was closed in a short time frame without a full consultation plan and the necessary time for consultation. No, there is not enough supported accommodation or suitable available housing as there was insufficient time to plan for such discharges. Further, no budget has been forthcoming from the MHT as yet to plan in terms of housing, budget and care support and whole system planning.</p>
<p>Page 2</p>	<p>With regards to income maximisation, what assessment has the council made of the relevant effectiveness of in-house Council benefits advice and voluntary sector benefits advice (funded by the council) in getting extra money to residents? Has there been a study to look at this issue and</p>	<p>This issue was examined in detail as part of a scrutiny review of benefit take-up in 2004. The review recommended the development of a corporate income maximisation strategy, which is now being led by Urban Environment with a focus on worklessness in the context of regeneration. Adult, Culture and Community services continue to offer comprehensive benefits advice as part of charging for community care services and contribute to a number of events, including Carers Right Day at health centres across the borough and the flagship ‘Claim It’ events in Wood Green and Tottenham Libraries. These events are run in partnership with staff from Benefits and Local Taxation and The Pension Service. ACCS have also secured an agreement in principle with The Pension Service to enter into a Joint Working Partnership Agreement</p>

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	what were the findings?	to formalise and develop these arrangements. This will in turn feed back into the income maximisation strategy to create a balanced mix of advice and events to complement voluntary sector provision.
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Page 67	<p>Questions from Cllr Karen Alexander</p> <p>Is the “managing agent” an outside consultant? If so, why?</p>	<p>The managing agent is an external contractor delivering reactive maintenance through their supply chain. They will also manage Haringey’s planned maintenance contracts (currently being tendered) in place of the existing managing agent arrangements. This will ensure coordination between the two activities and aims to achieve a higher percentage of planned repairs, increasing value for money.</p>
Page 67	<p>In the current economic climate and property market, is it a good time to be “releasing surplus buildings”? What are the reasons for disposal at this time, are the buildings an excessive drain on resources? Have other options such as renting the buildings out been explored?</p>	<p>In order to make good use of resources and drive up efficiency we are routinely looking for opportunities to release surplus buildings through rationalisation and creative use of existing space.</p> <p>Although the state of the current economic climate and property market conditions require further consideration of individual property disposals it is neither sound to postpone all property disposals nor is it socially responsible to prevent regenerative developments by holding on to surplus assets.</p> <p>The overall disposals programme is reviewed by the Head of Corporate Property in conjunction with Chief Financial Officer to consider the timing of specific properties in the context of the Council’s Asset Management Plan, Capital Programme and</p>

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		<p>taking account of alternative investment and funding options that may be available to the Council. This includes consideration of the options for holding or renting a building or site.</p> <p>The final decision to proceed with the sale of this property will be taken following an assessment of the bids received, potential social benefits for Haringey in the context of wider investment requirements, risks of further deterioration of the property and continuing financial burden in retaining a poor performing building.</p>
<p>Page 67</p>	<p>Can you please provide a brief update on the three major regeneration projects at Tottenham Town Hall, Hornsey Town Hall and Hornsey?</p>	<p><u>Hornsey Town Hall</u> The three elements of the project are currently being worked on and are running to time.</p> <p>Knight Frank are working on a number of options relating to the planned development of the site including how the site will be sold and will be reporting at the end of February with these options.</p> <p>Capita and McAslans have been working on the refurbishment options for the building and the 'masterplan' for the development of the site. These options will also be reported on at the end of February and will form the end of the feasibility stages A/B of the RIBA scale for the project. Initial work on the business plan commissioned by the Hornsey Town Hall Trust will also be available at this time and will be integrated into reporting for the refurbishment options and costs.</p>

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		<p><u>Tottenham Town Hall</u> Newlon as developer has now obtained Planning Permission following completion of the Section 106 agreement being mobilised and will be on site from Spring 2009.</p> <p><u>Hornsey Central Depot</u> The Council is working with Sainsbury's, the adjoining land owner, to develop proposals for the site in two phases. Phase 1 is likely to be a store with some residential above together with improvements to the high street, while Phase 2 could be affordable housing with private housing being delivered as and when the property market improves. The Council is working with Sainsbury's and the Planning Service on Phase 1 and will be competitively market testing Phase 2, once planning consent has been obtained. Enabling works (site clearance, asbestos removal, demolition etc) and some infrastructure works are to be carried out by Sainsbury's. Phase 2 will be ready for development prior to marketing so will be more attractive to prospective purchasers. It is planned that a Council decision will be made on this development in early summer 2009.</p>
Page 67	Carbon emissions from council buildings have been reduced by approximately 3% - how has this been achieved. What is the target for next year? How will this be achieved?	<p>This has been achieved by a number of activities:-</p> <p>a) the introduction of voltage optimisation units (to reduce voltage) in three offices and the Wood Green Library. These were installed mid-year and are projected to reduce CO2 emissions by 246 tonnes annually;</p>

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		<p>b) variable speed motor installations in two Leisure Centres over the summer resulted in CO2 savings of 125 tonnes.</p> <p>The target for next year (2009) is 3% (5.5% cumulative based on 2006/7 baseline). Further CO2 savings projects include pool covers for our Leisure Centres with estimated savings of 300 tonnes per year and conversion of our existing IT servers is expected to save a further 200 tonnes of CO2 per year.</p> <p>We are working with the Carbon Trust to undertake free energy surveys and undertake the recommendations as a series of energy efficiency projects. These include boiler upgrades and controls (CO2 savings of up to 550 tonnes over 3-5 years) and lighting controls (CO2 savings of 97 tonnes per year).</p>
Page 68	Are there any particular benefits which have a poor "take up" rate? If yes, how are the council addressing these?	<p>The Benefits and Local Taxation service (BLT) has concentrated on trying to increase the knowledge of and take-up of Housing Benefit and Council Tax Benefit this year. Alongside promoting these benefits, we have provided advice to members of the public on the full range of other benefits available. All benefits are likely to be under-claimed. Those reported to be significantly under-claimed include Housing Benefit, Council Tax Benefit, Disability Living Allowance, Attendance Allowance, Pension Credit and Tax Credits. BLT has given general advice on most state benefits at events hosted by the Council. The website</p>

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		<p>“entitledto.co.uk” is useful for benefit take up promotion along with our officers’ advice based on their knowledge of claiming benefits. Shortly, BLT will be proposing to mailshot particular Housing Benefit / Council Tax Benefit customers who may be entitled to other benefits. BLT is continuing its partnership take up work with the Pensions Service.</p>
<p>Questions from Cllr David Winskill</p>		
<p>Page 67</p>	<p>Managing Agent appointment: please outline the cost/savings to Haringey of the appointment. Which buildings are included in the contract and which excluded.</p>	<p>The savings in reactive repairs are targeted to achieve a 5% saving in year one, which equates to £70k based on an average annual spend. Planned maintenance contracts are currently out to tender and due to commence May 2009.</p> <p>Tendering the management agent role has produced a saving on the existing planned maintenance contract management fees, effective when the current arrangements expire in March 2009. The contracts cover all operational buildings, excluding Housing and Schools/Colleges.</p>
<p>Page 67</p>	<p>CO2 emissions – please provide an update of the savings on savings to be made this financial year and those projected for next year. What is the overall CO2 production by the Council – please list all activities that are included.</p>	<p>There have been several initiatives to achieve reductions:-</p> <p>a) the introduction of voltage optimisation units (to reduce voltage levels) in three offices and the Wood Green Library. These were installed mid-year and are projected to reduce CO2 emissions by 246 tonnes annually.;</p>

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		<p>b) variable speed motor installations in two Leisure Centres over the summer resulted in CO2 savings of 125 tonnes.</p> <p>Further projects include pool covers for our Leisure Centres with estimated savings of 300 tonnes per year and conversion of our existing IT servers is expected to save a further 200 tonnes of CO2 per year. Combining everything to-date we are looking at almost 900 tonnes reduction of CO2 per year. At present the CO2 reductions that are being reported upon is from energy use in buildings and was based in 2006/7 to be 25695 tonnes. This figure does not include local authority third party operations, fleet operations, business and commuting travel. Investigations by other departments as to how this will be integrated into the CO2 figures are currently being undertaken.</p> <p>Looking forward we are working with the Carbon Trust to undertake free energy surveys and undertake the recommendations as a series of energy efficiency projects. These include boiler upgrades and controls (CO2 savings of up to 550 tonnes over 3-5 years) and lighting controls (CO2 savings of 97 tonnes per year).</p>
Page 67	Space savings: please provide an update.	<p>The Smart working programme is being introduced as a key part of the Council's accommodation strategy. This will reduce the office space we need, based on staff desk occupancy levels of 7 desks for 10 staff.</p>

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<p>Page 67</p>	<p>Please provide an update with, if available, a timetable, for the regeneration benefits associated with the Hornsey Central depot project.</p>	<p>The Council is working with Sainsbury's, the adjoining land owner, to develop proposals for the site in two phases. Phase 1 is likely to be a store with some residential above together with improvements to the high street, while Phase 2 could be affordable housing with private housing being delivered as and when the property market improves. The Council is working with Sainsbury's and the Planning Service on Phase 1 and will be competitively market testing Phase 2, once planning consent has been obtained. Enabling works (site clearance, asbestos removal, demolition etc) and some infrastructure works are to be carried out by Sainsbury's. Phase 2 will be ready for development prior to marketing so will be more attractive to prospective purchasers. It is planned that a Council decision will be made on this development in early summer 2009.</p>
<p>Page 67</p>	<p>What will the cost of the Central Procurement function be for 2009/10? What value for money savings are anticipated for 2009/10?</p>	<p>Corporate Procurement comprises a number of inter-related teams providing a wide range of services including Construction, Supplies & Services, Energy Management, Procurement Systems & Processes (e.g. SAP) and Accounts Payable (including commercial and non-commercial payments e.g. grants, payments to foster carers). Excluding overheads the cost of the whole business unit will be £1.014m.</p> <p>The Construction Procurement team budget will be £220k.</p>

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		<p>The Supplies & Services Procurement team budget will be £692k.</p> <p>Revenue savings achieved over the last 3 years have amounted to £2m taken from base revenue budgets and for the next 2 years a further £250k target has been agreed. The team also contributes to significant capital and procurement projects to ensure VFM is achieved such as Decent Homes, BSF and waste procurement (projected to achieve a further £1.1m of savings).</p>
<p>Page 67</p>	<p>How quickly could Haringey arrange for all undisputed invoices to be paid within 10 working days?</p>	<p>The Council currently pays 56% of undisputed invoices within 10 days and officers are currently working to introduce a new 10 day payment target in time for the new financial year that begins from April. Once the necessary processes and systems have been changed we intend to work towards achieving 75% of undisputed payments within 10 working days by December 2009.</p>
<p>Page 68</p>	<p>Has the economic recession affected Council Tax and Business Rate receipts – if so by how much?</p>	<p>A recession will always have a major impact on Council Tax and Business Rate collection. The effects of redundancy, unemployment, falling house prices, lack of everyday credit, inevitably mean that people and business have less money to spend and so keeping a roof over their head becomes a priority - therefore rent and mortgage payments become a priority, whereas utility bills, council tax and business rate payments slip down the priority list.</p> <p>In comparison with last year overall cash collected has increased set for 2008/2009, however collection</p>

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		<p>has began to slow since December. The slowdown is predicted to continue into the final quarter. This trend has been experienced across the majority of London Authorities.</p> <p>The effects of the recession on receipts will become fully evident by the end of March when overall year end analysis and reconciliation is completed. In year collection is being regularly monitored and BLT is undertaking a range of measures to try to maximise collection and elicit payment whilst giving due regard to the current economic climate.</p>
<p>Page 68</p>	<p>Royal Mail partnership – please provide more details.</p>	<p>The Benefits and Local Taxation (BLT) Service entered into a partnership exercise in August 2008 with Royal Mail to run a 3 month pilot project on collecting evidence from benefits customers. The project aimed to establish whether benefit customers would be willing to provide information relevant to their benefit claim to their local Post Office and whether the Post Office could collect and verify this information to the appropriate standard and forward this on to the Council for amendments to be processed by BLT. The pilot covered 12 Post Offices located in the N15, N17 and N22 areas of the borough and complemented the existing Customer Service provided by the Council.</p> <p>BLT sent out approx 450 requests for information on earnings to existing benefit customers. Initial indications show that out of the total number of customers who responded to requests for information 25% used the Post Office to validate</p>

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		<p>their information. A survey of these customers showed that 90% were satisfied or very satisfied with the service and that 87% of those who responded would continue to use the Post Office to take in their benefit details.</p> <p>Royal Mail have undertaken similar pilot exercises with other Council's across the country. They are now in discussion with the Department for Work and Pensions on whether to have further trials with a view to implementing a national service for Housing Benefit and Council Tax Benefit Customers.</p>
<p>Page 68</p>	<p>Benefits Take Up: what measures are in place to measure the success of the benefits take up campaign(s). How successful have they been? Of the 600 advised – how many went on to access benefits? Is there an estimate of the amount of benefits that remain unclaimed by Haringey residents?</p>	<p>The success of the Benefits Take-Up campaign has been measured by the amount of advice given to customers we have seen. Benefits & Local Taxation are not able to follow-up on every person who has been advised to claim extra benefits. Our campaigns have been designed to signpost people towards the benefits to which they may be entitled to rather than to specifically assist them in receiving the benefit they have been advised to claim. For this reason we are unable to put a monetary value on how much extra benefit has been awarded to people who have been advised.</p> <p>There is no local estimate available of the amount of unclaimed benefit in Haringey. The Department of Work and Pensions keeps this data on a national level but does not break it down locally. We will however shortly be looking at profile all data at our disposal (using GIS) to make some key decisions on which areas of the borough need focussed take up activity.</p>

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<p>Page 69</p>	<p>Managing the impacts of the economy: what estimates have been made of those impacts on regeneration projects and capital income?</p>	<p>An assessment of the Council's capital income is carried out in respect of the overall programme of disposals, taking account of each property and considering the best/worst case values. This has similarly been done for the regeneration projects as well as reviewing options available to mitigate the effects of the economic situation.</p> <p>A risk assessment is carried out for each property disposal and development scheme which takes into account impact of the property market and economic outlook on the project and capital income.</p> <p>To assist with this we are monitoring the "Periodic Monitoring of Property Market" (i.e. performance indicators from Land Registry on transactions in Haringey) with a market commentary included in valuation reports. At present the impact on land and property values in Haringey is close to the London average (i.e. 16% annual fall).</p>
<p>Page 69</p>	<p>Supply arrangements: of the businesses that have ceased to trade, how many are in the Borough and what are the reasons given for their demise. Has Haringey developed any tools to offer support to them?</p>	<p>To the best of our knowledge none of the businesses that have ceased trading during the recent economic climate were located in the Borough. Reduced order books were the reason given by three construction consultancy firms (within the same trading group) that went into administration. Similarly, another two construction industry firms failed to win sufficient business across the sector and the potential income from Haringey was very small; thus not a deciding factor</p>

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		<p>in their collapse. Corporate Procurement have developed and publish a series of workbooks on the Council website that are freely available and intended to help businesses bid for either public or private sector business. We also publish up coming contract opportunities on our web pages on a rolling 18 month basis.</p>
<p>Page 69</p>	<p>Review of policy to ensure responsiveness to taxpayers' circumstances: please give details.</p>	<p>Council Tax Payers (CTPs) are advised to contact us in order for circumstances to be reviewed or if they are having difficulties in meeting their repayments. We will review the amount they are required to pay and check that they have applied for any reliefs they may be entitled to. This could include exemptions, discounts and council tax benefit. We will also review the monthly amounts they are paying and may – where difficulties are being experienced – extend repayment terms. In general, instalments are payable over ten months from April to January, we may extend the terms to March and to ensure repayments are forthcoming will look for the CTP to sign up for direct debit. In respect of aged arrears we will be able to offer the option to repay over a longer period of time as long as the current year's council tax is kept up to date.</p> <p>When a case is in recovery we are reliant on the CTP completing a financial questionnaire detailing their income and expenditure. We send these out to CTP's on a regular basis but they are not always returned. The questionnaire can be used to ascertain an agreeable repayment plan. It is</p>

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		<p>therefore important that this information is provided so as to avoid taking other recovery action which will include additional costs to the CTP.</p> <p>This year saw the introduction of court 'open days'. This offered CTPs – at the time of being sent a summons – an option to attend an open day to speak to an officer and agree an arrangement as an alternative to attending court on the day of the hearing. This offers a more useful and amenable environment in which to discuss and agree revised repayment plans and lessens the stress to the CTP in terms of attending court.</p>
<p>Page 69</p>	<p>Please tell us the total amount of interests that will be lost following the collapse of the Icelanski Bank and how that will impact on Haringey's finances. What work is being done to retrieve the capital and how confident is the Lead member of securing the money?</p>	<p>1. £877k of interest was due from the three banks Haringey had deposits in. The due interest will also form part of the recovery action through the administration processes. In recent times there have been relatively high interest rates and together with improved cash-flow for the Council, the interest earnings have been above the estimate. In reporting to Cabinet this year the Council is still £700K above target. The overall position is that the interest due from the Icelandic banks does not impact on the budget for future years.</p> <p>2. The administration process for the Heritable Bank Plc is being progressed under UK law by Ernst & Young. Haringey and Kent CC are on the statutory creditors committee representing all local authorities and public sector bodies. There have been two statutory creditor meetings so far and detailed proposals have been agreed.</p>

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<p>3. In respect of Glitnir and Landsbanki and other Icelandic banks, resolution committees have set up by the Icelandic authorities to progress the administration. Liaison meetings are taking place with creditors on a regular basis. Local authorities are represented by Barnet and Kent CC. The LGA and appointed legal representatives, Bevan Brittain, is supporting this process and are co-ordinating through a steering committee that feeds back to all local authorities concerned.</p> <p>4. The Council is confident that a substantial proportion of the money will be returned.</p>	
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