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26 June 2009

To: All Members of the Overview & Scrutiny Committee

Overview and Scrutiny Committee, 29th June 2009

Please find attached answers to advance submitted questions:

Item **THE LEADER REPORTING ON STATE OF THE BOROUGH**  
6.

To receive the report of the Council Leader, Councillor Claire Kober, on the Cabinet's priorities for 2009/10.

Yours sincerely

Natalie Cole  
Principal Committee Coordinator

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**Urban Environment responses to Questions to the Leader – for Overview and Scrutiny 29 June 2009**

<b>Page/ Point</b>	<b>Question/Observation</b>	<b>Answer (Where applicable)</b>
	<b><u>Questions from Councillor Winskill</u></b>	
2	1. Jar Action Plan: how does the Leader envisage OSC leading role in monitoring the implementation of the first year of the plan?	<p>As the Council's overarching body for oversight and scrutiny of our work the O&amp;S committee will have a significant responsibility for monitoring the implementation of the JAR Action Plan. We will bring forward a report on the recent inspection / monitoring visit by Ofsted following its publication by Ofsted and when the Committee's work programme allows.</p> <p>There is likely to be further inspection / monitoring as part of the CAA that will reflect on progress against the JAR Action Plan towards the end of this year. It would therefore be appropriate to ask O&amp;S to review progress one year on from the implementation of the JAR Action Plan in the spring of 2010.</p>
2	2. People in temporary accommodation; has any extra government help been asked for and made available. If not, where will the resources come from to make this happen?	<p>We have requested extra financial help from the government and meet regularly with the CLG, but to date this has not been forthcoming. In order to reduce temporary accommodation further the Council is proposing to invest additional financial resources in a special project set up to reduce its use of emergency accommodation from 1669 to 200 by March 2010.</p> <p>Savings will also be generated by measures that have already been implemented to ensure that all new procurement of temporary housing is at the lowest possible price and meet required quality specifications. These projects, along with other initiatives, will reduce the cost of temporary accommodation from 2010/11 onwards.</p>
4	3. Potholes: is there an estimate of the current	<p>All potholes reported by public or councillors are repaired within the seven</p>



	<p>backlog of potholes in need of repair in the borough? What strategy is in place to deal with these?</p>	<p>day pledge or earlier depending on the severity of the defect. To date we do not have a backlog of potholes in need of repairs as reported by members of the public or by councillors.</p> <p>During routine safety inspections the public highway roads are also inspected twice yearly or once monthly by our inspectors depending on the category of road. Some locations are awarded '28-day priority' depending on the severity and according to our records (monitored monthly) we currently have only 3 pothole locations with '28-day priority' that have still not been repaired. These are programmed for repairs by end of this week</p> <p>There are of course some pothole locations on roads that have been authorised for planned resurfacing. The planned resurfacing programme for roads starts on 29 June. Potholes at these locations will be repaired when the roads are resurfaced over the next 5 weeks.</p>
<p>7</p>	<p>4. The funding available to tackle worklessness and promote enterprise has been increased to £1.6m. Does the Leader feel that, in a Borough of 230,000 people, with shop closures at record highs, that this is an adequate sum? What else will be done in 2009/10 to ameliorate the effects of the recession of the recession on the Borough</p>	<p>The recession is obviously making life difficult for Haringey businesses and residents, the rate of impact of the recession seems to be slowing. So for example the rate of increase in those claiming unemployment benefit reduced in the last quarter. Although shop closures have increased – the vacancy rate across all our town centres are with in normal industry standard tolerances.</p> <p>The Haringey Recession Action Plan has 18 actions – and these are set out below and compare well with what other London Councils are doing and also compliment the Mayor's Recession Plan and that of Central Government. Set out below are two year (09-11) target outcomes for our Employment and Skills ABG Programme and this year's (09-10) ABG support programme for Enterprise and Business and the target outcome – all of which will help our businesses and residents at this difficult time</p> <p><b>Supporting Residents:</b></p>



<ol style="list-style-type: none"><li>1. Maintaining Haringey Guarantee (HG), Families in Work and North London Pledge Programmes</li><li>2. Extend HG to support newly unemployed and new access from up to 40 additional community locations in the Borough</li><li>3. Closer working relationship/SLA with JCP and Reed Partnership – in preparation for new national £3bn (April Budget) Future Jobs Fund</li><li>4. Expansion of the Haringey Apprenticeship scheme to include the Council; Building Schools for the Future and Decent Homes (jobs fair), and other members of Haringey Strategic Partnership</li><li>5. Promotion of Fuel Poverty programme to help those on low incomes pay for adequate heating and energy</li><li>6. Promotion of “Claim it” and “Reaping the Benefit” campaigns to ensure people get what they are entitled to</li><li>7. Promotion of “Free Schools Meals” information</li></ol> <p><b><u>Supporting Enterprise</u></b></p> <ol style="list-style-type: none"><li>8. Extend HG to include an “Employer Zone” – where businesses can post vacancies and can access staff training</li><li>9. Business advice/support information in the Council’s annual business rates demand</li><li>10. Maintain advice and support on Business Rate Relief – this has been growing each year</li><li>11. Programme to move from 21 days guaranteed payment of invoices – to 10 days in 09-10</li><li>12. Business Guide to Council Services</li><li>13. More active advice for local businesses to bid for public and Olympic contracts</li><li>14. Quarterly Meetings with local banks and business representatives</li><li>15. Regular business advice and networking meetings, (through North London Business) to advise businesses on managing the recession</li><li>16. Establish a Haringey Business Board and supporting and meeting Main</li></ol>	
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and District Centre Town Centre Business Groups (Wood Green; Tottenham; Green Lanes; Crouch End; Muswell Hill) – to find out what the Council might do to help

17. Housing and Communities Agency – Haringey Investment Plan, to support and bid for funding for housing and infrastructure schemes

18. “Recession Dashboard”

**Haringey Guarantee 2009-2011**

<b>Intervention</b>	<b>Recommended Organisation</b>	<b>Outputs</b>
Schools	Northumberland Park Community School	250 pupils on enhanced vocational courses; 40 NEET receiving additional support
Schools	Windsor Fellowship	TBC
Employment Advice & Job Brokerage (1) - Students	Positive Employment	60 jobs
Employment Advice & Job Brokerage (2) - Newly Unemployed	Working Links	50 jobs
Public Services	Working Links	100 jobs
Public Services	Family Mosaic	50 jobs
Health Services	NHS Haringey	100 CMP 50 jobs
Volunteering/Work Placements	NLPC	150 placements; 30 jobs
Vocational Training	2XL Training Ltd	160 qualification, 150 placements, 45 jobs



	<p>Vocational Training</p> <p>Vocational Training Employer/Business Engagement</p>	<p>Aidevian Consultancy</p> <p>Fashion Enter</p> <p>KIS Training</p> <p>Employer Zone</p>	<p>80 SIA qualifications and licences</p> <p>50 skills: 47 jobs</p> <p>200 businesses engaged with HG, 240 job vacancies sourced</p>
<p>The above interventions make up a new revised and improved Haringey Guarantee programme. Delivering increased skills and jobs outcomes. This will be monitored and evaluated on an ongoing basis throughout this year and next.</p>			
<p><b>Business &amp; Enterprise – ABG Outputs 09/10</b></p>			
<p><b>Intervention</b></p>		<p><b>Recommended Organisation</b></p>	<p><b>Outputs</b></p>
<ul style="list-style-type: none"> <li>• Businesses Supported</li> <li>• People supported into self employment</li> <li>• Businesses Created</li> <li>• New VAT/PAYE reg</li> </ul>	<p>Embrace UK Community Support Centre (formerly ECCUK)</p>	<ul style="list-style-type: none"> <li>• 20</li> <li>• 20</li> <li>• 2</li> <li>• 5</li> <li>• 150</li> </ul>	
<ul style="list-style-type: none"> <li>• Enterprise Awareness training/mentoring</li> </ul>	<p>Haringey Education Business Partnership</p>	<ul style="list-style-type: none"> <li>• 25</li> </ul>	
<ul style="list-style-type: none"> <li>• Businesses supported in accessing local and Olympic opps</li> </ul>	<p>London Business Development Corp</p>	<ul style="list-style-type: none"> <li>• 100</li> </ul>	
<ul style="list-style-type: none"> <li>• Town Centre</li> </ul>	<p>North London</p>	<ul style="list-style-type: none"> <li>• 100</li> </ul>	



	businesses supported	Network	
	<ul style="list-style-type: none"> <li>• Businesses Supported</li> <li>• People supported into self employment</li> <li>• Businesses created</li> </ul>	Exemplas	<ul style="list-style-type: none"> <li>• 50</li> <li>• 40</li> </ul>
	<ul style="list-style-type: none"> <li>• People supported into self employment</li> <li>• Enterprise Awareness training/mentoring</li> </ul>	Prince's Trust	<ul style="list-style-type: none"> <li>• 5</li> <li>• 1</li> </ul>
	<ul style="list-style-type: none"> <li>• Town Centre businesses supported</li> <li>• Town Centre businesses supported</li> </ul>	Fin Future	<ul style="list-style-type: none"> <li>• 65</li> </ul>
	<ul style="list-style-type: none"> <li>• Town Centre businesses supported</li> </ul>	Haringey Traders Assoc	<ul style="list-style-type: none"> <li>• 200</li> </ul>
	<ul style="list-style-type: none"> <li>• Town Centre businesses supported</li> </ul>	Crouch End Project	<ul style="list-style-type: none"> <li>• 65</li> </ul>
	<ul style="list-style-type: none"> <li>• New VAT/PAYE Reg</li> <li>• Businesses supported in accessing local and Olympic Opps</li> </ul>	Urban Futures	<ul style="list-style-type: none"> <li>• 10</li> <li>• 40</li> </ul>
	<ul style="list-style-type: none"> <li>• Businesses Supported</li> <li>• Businesses Created</li> </ul>	Fashion Enter	<ul style="list-style-type: none"> <li>• 20</li> <li>• 6</li> </ul>
	<p>The above interventions are the ABG outputs for Business &amp; Enterprise for 09/10. The same programme will be repeated in 2010/11. The outputs will be monitored and evaluated on an ongoing basis throughout this year and next.</p>		





7	<p><b>5.</b> The Tottenham Hotspur pre-application phase is complete: what strategy and targets are in place to ensure that the immediate area, and the Borough generally, benefit from the opportunities available in training, employment and infrastructure improvement</p>	<p>The Project Team are now doing an assessment of the scheme detail/information we have to date. This will include draft S106 clauses that could be considered by planning committee in there deliberation of the final planning application. Such clauses will include</p> <ul style="list-style-type: none"> <li>• a wider CPZ;</li> <li>• improvements to train and tube stations/bus routes/services;</li> <li>• use and management of the new public square;</li> <li>• the public use of stadium;</li> <li>• work of the Spurs Foundation in the local area and the Borough as a whole;</li> <li>• provision of new homes and affordable housing – and a new super market to strengthen the High Rd;</li> <li>• improvement to street/footpaths and street furniture;</li> <li>• maintenance and improvement to high road building/fabric and key heritage buildings</li> <li>• improved walking routes and crowd supervision;</li> <li>• support for the relocation of existing and proposed displaced businesses;</li> <li>• the development of new jobs and businesses associated with the stadium scheme;</li> <li>• direct support for local employment and business support programmes;</li> <li>• support for a wider regeneration programme for North East Tottenham</li> <li>• development of iconic building and venue for the Borough</li> </ul>
8	<p><b>6.</b> There is no mention in the Adult social care and well being programme of responding to the budget difficulties now being experienced by NHS Haringey. Does the lead member expect no extra</p>	<p>Adult Services is very concerned about the budget difficulties now being experienced by NHS Haringey and has taken steps to address these concerns in terms of the potential financial impact upon joint areas of health and social care delivery for example:</p>



	<p>pressure being put on Adult services or extra calls on services?</p>	<ul style="list-style-type: none"> <li>• Delivery of rehabilitation and intermediate care and specifically the continued funding of our 'rapid response service'</li> <li>• Delayed discharges from hospital</li> <li>• New agreed areas of jointly commissioned service delivery and the likely financial impact:</li> <li>• The delivery of joint areas of prevention and wellbeing work</li> <li>• NHS Continuing Care work.</li> </ul> <p>So, yes, the lead member does expect extra pressure being put upon the delivery of Adult Services. In terms of actions to mitigate against this:</p> <ul style="list-style-type: none"> <li>• NHS Haringey were written to by the Assistant Director Adult Service in May regarding the above</li> <li>• Regular meetings take place with lead senior officers including the lead finance officer in Adult Services</li> </ul> <p>Monthly health and social care focus meetings with the Cabinet lead for Adult Social Care and Wellbeing and her senior officers.</p> <p>It is currently anticipated that the Council will recover 100% of investments with Glitnir Bank, 95% from Landsbanki and 80% from Heritable Bank.</p> <p>For Heritable Bank recoveries are estimated between July 2009 and July 2013. For Landsbanki it is assumed that the repayment will be between March 2010 and December 2012. For Glitnir Bank the assumption is that the repayment of priority deposits will be made by 31 March 2010.</p> <p>These are areas where the Council may be able to assist businesses and individuals during a recession and beyond. We intend to explore the opportunities that these measures bring and the level of benefit the Borough would get if introduced. Each will be assessed for the level of</p>
10	<p>7. Is Haringey going to get its cash back from the Icelandic banks? If so, when and how much?</p>	
11	<p>8. Also during the coming year we will explore whether the Council has a role in facilitating matters such as house building, mortgage and other lending, Credit Unions, supporting Post Office</p>	



	<p>benefit, along with the financial and legal implications.</p> <p>The Council has recently established a multi-disciplinary project team including Homes for Haringey to engage with the Homes &amp; Communities Agency's 'Single Conversation' and is investigating the feasibility of developing new council homes in Haringey. A Local Investment Agreement will be sought to ensure there is continuity of investment to meet Haringey's Housing needs.</p> <p>At present the Prevention and Options team advise home owners who are facing mortgage difficulties to enable them to remain in their home. Advisers will negotiate with mortgage lenders to prevent repossession, advice on maximizing income and schemes such as Homeowners Mortgage Support and Mortgage Rescue.</p> <p>In the case of apprenticeships we are already supporting apprenticeships within the Council and through our purchasing power within the BSF and Decent Homes programmes.</p> <p>A cross partnership working group to promote Apprenticeships has been set up and the Council has committed to 70 over 2 years.</p> <p>The Association of British Credit Unions (ABCUL) has been engaged to set out a forward strategy for extending coverage of Credit Union services across the borough. The action plan will be supported by an options appraisal with relevant budgetary requirements. Options will include the extension of the 'common bond' from an established Credit Union in a neighbouring borough and the establishment of an entirely new Credit Union in Haringey.</p>
<p>12</p>	<p><i>services and apprenticeships. Please elaborate on this.</i></p> <p><b>9. What role does the Leader foresee Libraries</b></p> <p>Libraries have a significant role to play in responding to the recession. The</p>



	having in the Borough's response to the recession?	majority of services provided by public libraries in Haringey are free – and they are very well used. In Haringey, each library is tailored to serve the specific needs of the local community and whether customers visit libraries to read or borrow a book, to browse the internet, to study or learn, the library has something for everyone. Haringey libraries have a specific "Punch the Crunch" programme and recently hosted a Multi-Agency Credit Crunch Day at Marcus Garvey library
	<b><u>Questions from Councillor Karen Alexander</u></b>	
3	10. How many properties is the council using through agencies which fail to meet the Decent Homes standard? How is the council addressing this problem?	We do not formally assess temporary accommodation (TA) against the Decent Homes Standard (DHS), but against the Housing Health and Safety Rating System and against our own published TA Standards. The TA Standards are based on the DHS and provide guidance for staff and private sector landlords who supply TA. Our standards were revised to take account of DHS in 2006 and they have been updated recently to take account of energy performance and more recent regulations. TA properties acquired directly by the Council are assessed against the standard at initial procurement and at renewal stage, with actions taken to upgrade properties or hand them back. Housing Association and Letting Agent suppliers of TA have been briefed on our standards and properties are formally checked on a sample basis. There is a continuing process of education to property suppliers and their staff to ensure standards are achieved and maintained.  Although the majority of TA properties meet the Decent Homes Standard there are still properties that fall short for reasons such as they may not have double glazing or loft insulation.
4	11. Despite claims that independent monitoring of local street and cleanliness has all met their targets	The monitoring of the performance of Haringey Enterprise Ltd is undertaken by the Contract Monitoring Team based in the Environmental Resource



<p>for 2008/9 the reality is that many streets, particularly in the east of the borough still fall far below public expectation. In my ward, Harringay, the headings of the roads adjoining Green Lanes are a particular example of this. In addition, Wightman Road, despite claims that it is swept twice daily is often filthy and clearly the contractor is not carrying this out - how is the council monitoring this and more importantly how is it ensuring that the contractors fulfil their contractual obligations?</p>	<p>Service. Two types of monitoring are undertaken.</p> <ol style="list-style-type: none"><li>1. The Contract Monitoring Team undertakes around 300 inspections per month based on the old BVPI 199a and new NI 195 indicators for cleanliness, a total of around 3,600 inspections per annum. The grades recorded are used to produce monthly performance figures and measure whether Haringey Enterprise Ltd has achieved the standards agreed under the contract. These inspections do not relate directly to sweeping schedules, they are undertaken on a random basis linked to target ward rotation and land use type. If the contractual target for cleanliness is not met in any given year a rectification or default notice with financial penalty can be issued.</li></ol> <p>For the year just passed the contractual target was met and for this year to date the targets are being met. Therefore, it has not been necessary to issue default or remedy procedures covering this period.</p> <p>In addition to these inspections, independent inspections are undertaken by the Tidy Britain Group (TBG). These inspections are carried out in three tranches of 300 inspections per year, a total of 900 inspections per annum. For the year just passed the scores awarded by TBG independent inspections met the Council's NI 195 cleanliness targets. We are yet to see any TBG independent inspection scores for this year. The inspections undertaken by TBG are not regarded as contract monitoring as they are too infrequent and not designed around contractual requirements. However, the results are used to help identify cleansing weaknesses so that these can be addressed.</p> <ol style="list-style-type: none"><li>2. The Contract Monitoring Team also undertakes targeted inspections to determine whether scheduled cleansing is being carried out when due and to the required standards. These inspections are carried out on a pro-active</li></ol>
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		<p>basis so that the Council is satisfied that scheduled work is being undertaken. They are also carried out on a reactive basis when cleanliness complaints are received. Where it is found that cleansing has not been carried out, or that it has been carried out but not to an acceptable standard, a Response Form is issued to the contractor identifying the failure so that it can be rectified. There are no financial penalties in the contract relating to the issue of these Response Forms. However, if a number of response forms are issued for the same failure of service the Council can use these as evidence to issue a rectification notice.</p> <p>Monitoring has taken place on Wightman Road and in general the grades recorded show that the level of cleanliness has been to an acceptable standard. On two occasions in February 2009, cleanliness was found to be at an unacceptable level and Response Forms were raised and acted upon. On Friday 19 June 2009 the Contract Monitoring Team Manager was in Wightman Road and found the cleansing team was sweeping pavements to an acceptable standard.</p>
8	<p><b>12.</b> The work on the new Heartlands School is now months behind schedule. Are the newly appointed contractors confident that they can deliver this project on time and within budget? Will the Leader give her personal assurance to parents in the borough that this school will be ready to take its first intake of pupils in September 2010?</p>	<p>The contractor is confident that it is achievable. Following an extensive tendering exercise and in line with the process adopted at other schools the Council let a pre-construction agreement, the purpose of which was to work closely with the contractor to develop detailed designs and to plan the full programme of work. It was not intended that work would start on site at that point.</p> <p>The tender process was a very rigorous one but during early discussions it seemed unlikely that, even with a package of early works which was under discussion, the contractor could on the basis of a two stage contract, deliver the time-table on which the agreement had been tendered.</p> <p>On advice from our cost and programme consultants and with the support</p>



		<p>of Partnerships for Schools it was decided that the best means of securing the objectives of having accommodation ready for September 2010 and to achieve value for money was to re-tender on a one stage basis, rather than have a pre-construction contract followed by a works contract.</p> <p>This process is now complete and the successful tenderer has confirmed the company's ability to have complete on time the work required to accommodate the first intake in September 2010.</p> <p>Our first consideration with the new school is the needs of Haringey's young people in 2010, and our actions have been taken with that in mind. We will be working closely with the selected design and build contractor to achieve it.</p> <p>We are confident that in the circumstances this represented the best approach in both providing places and in commercial terms.</p> <p>Provision is being made so that even if circumstances beyond our or the contractors control should threaten the completion date there will be suitable accommodation available.</p>
12	<p><b>13.</b> The crime figures in Haringey are encouraging but there is no figure for domestic burglary – what are the current figures and are they following the same downward trend? If not, how is the council working with other agencies to tackle this?</p>	<p>Currently the Met Police performance data (1<sup>st</sup> April – 22 June 2009) shows a 16.6% reduction in residential burglary against a target of 1.8% for Haringey.</p> <p>Due to the seasonal nature of residential burglary, this crime type will remain a priority for the Acquisitive Crime Partnership Board over the next few months. A burglary sub-group was set up in early June to develop partnership activity. Partners involved in this group included: Community Safety Team, Safer Neighbourhood Teams, Police Crime Prevention Design Advisors and Housing Renewal staff. The sub-group has</p>



		<p>committed to the following activities:</p> <ul style="list-style-type: none"> <li>▪ Sophisticated analysis of residential burglary to inform the development of intelligence-led targeted projects</li> <li>▪ The design, distribution and assessment of seasonal crime prevention communications campaigns</li> <li>▪ Monitoring the implementation of crime prevention standards</li> </ul>
	<p><b><u>Questions from Councillor Martin Newton</u></b></p> <p><b>14.</b> Safeguarding of Children - Why has the Council not followed best practice as advised by IDeA and set up a separate Overview and Scrutiny Standing Panel?</p>	<p>In order to make sure that we give this most important issue the priority it deserves we have set up the Member Safeguarding Policy and Practice Panel that is meeting frequently. It is a cross-party group with independent external expert support to carefully monitor the safeguarding work across the borough and will report on a regular basis to Overview and Scrutiny. At its meeting on 23 June the panel took a decision to hold its future meetings in public wherever this was possible and did not conflict with confidentiality responsibilities.</p> <p>It is important to note that this is a panel of backbench Members to make sure that the administration is properly held to account for progress in this area and fulfils the obligation that I gave on becoming Leader in 2008.</p> <p>When the panel was established I also made clear that after a suitable period of time the work of the panel would be reviewed to ensure its effectiveness.</p> <p>The government has set Haringey a target of reducing the number of households in TA to 2603 by December 2010. At present, we are forecasting that the figures will be 3,600 by March 2010 and below 3000 by December 2010.</p>
<p>3</p>	<p><b>15.</b> 08/09 Performance - 4.548 households still in temporary accommodation - what is the target figure to achieve by 2010?</p>	<p>When the panel was established I also made clear that after a suitable period of time the work of the panel would be reviewed to ensure its effectiveness.</p> <p>The government has set Haringey a target of reducing the number of households in TA to 2603 by December 2010. At present, we are forecasting that the figures will be 3,600 by March 2010 and below 3000 by December 2010.</p>





3	<p><b>16.</b> How many Hostels remain in the Borough?</p>	<p>There are 18 Council owned and managed hostel buildings in the borough, providing 193 units of accommodation. Of this number there are 29 units of shared accommodation with the remaining 164 all being self contained.</p>
5	<p><b>17.</b> What plans are there for providing recycling collection for businesses in the borough?</p>	<p>The Council does not have plans to provide recycling schemes for businesses as we do not currently offer any trade waste collection services directly to business customers. However, the possibility of providing businesses with recycling collections in the future will be considered during the procurement of the new integrated waste management contract which is due to start in 2011.</p> <p>Under the Environmental Protection Act 1990, traders are required to pay the full cost for the collection, treatment and disposal of their waste, which means that they need to have appropriate contractual arrangements in place with a fully licensed service provider. This is the case for both refuse and recycling.</p> <p>The number of private firms offering recycling services to business customers in North London is increasing, and the council has drawn together a simple list of the known recycling operators, that it can share with businesses. To help traders establish recycling services at the minimum possible cost we normally recommend that they first contact their existing waste collection contractor, as it is usually cheaper for refuse and recycling services to be provided by the same company. However, businesses are of course free to set up a contract with any appropriate company, and the provision of cost-effective recycling services is now one of the major selling points that contractors can advertise to potential business customers.</p> <p>In terms of the support provided to businesses by the Council, the Environmental Resources Team is currently developing a support service to improve the level of information and advice provided to businesses wishing</p>



5		<p>to improve their environmental performance. This service will include the distribution of information on waste minimisation and recycling, as well as on energy efficiency and water conservation.</p>
18.	<p>'Green Libraries' – When does the Council plan to complete the development of green spaces around all libraries and is there a timetable when each library will be developed?</p>	<p>We plan to complete the programme by March 2010. To date progress is as follows:</p> <ul style="list-style-type: none"> <li>• Muswell Hill – The façade has been improved by planting to side of library - we plan to extend this later this year.</li> <li>• Stroud Green - Planting to the sides and front has been undertaken. We also plan to develop the rear garden.</li> <li>• Highgate Library Woodland Garden –The library Woodland Garden is now well-established, and last weekend the Highgate Library Action Group held a Dirty Weekend with support from the BBC.</li> <li>• St Ann's – We have completed planting at the back of the new Hall with the support of Groundwork. A community based Gardening Club maintains the garden.</li> <li>• Coombes Croft – Plans are in abeyance until the redevelopment is complete.</li> <li>• Hornsey – There has been additional planting to the front of the library. The Zen Garden has been redeveloped and has become a Sculpture Garden and a Children's Gardening Club has been established.</li> <li>• Alexandra Park – Planting/gardening sessions in conjunction with the Friends have been held to improve the flower beds.</li> <li>• Marcus Garvey – We were unsuccessful in our bid for funds for a Reading Garden and so are still seeking funds to develop this garden.</li> </ul>
7	<p>19. What is the funding gap for the Tottenham Hale/Seven Sisters Gytratory Regeneration</p>	<p>Currently the funding gap is £4m on a scheme cost of £44m. The Council and the GLA family are considering a variety of ways this gap can be</p>



	programme?	<p>closed. There is a commitment by all partners to meet the funding required to implement this scheme. It should be noted that detailed design for the scheme is ongoing and all public agencies are committed to its delivery. This is a high priority for the Mayor of London and was the only scheme in London to receive funding this year under the Community Infrastructure Fund grant allocation.</p>
8	<p><b>20.</b> How much of the Heartlands High School will be completed and ready for its opening in September 2010? (including buildings, outdoor sports areas, landscaping and community facilities)</p>	<p>The contractor will be delivering for September 2010; 6 general classrooms, with an additional arts studio, a music studio and a dance/drama studio. There will be one ICT enhanced classroom, 2 science labs and an SEN classroom available in September 2010. An assembly area and dining and kitchen facilities will also be complete, capable of accommodating the first year intake. Operational facilities will include: server room, administrative offices, plant room and lifts.</p> <p>Outside, 2 of the 3 MUGA sport pitches will be completed, the future ASD faculty entrance, forecourt and enclosed play areas, an external dining court area and service yard to the west of the restaurant. There will be landscaping to part of the central forum court and use of the South wing undercroft.</p>
8	<p><b>21.</b> Children's Centres – please provide details of the gaps in Children's Centre provision (i.e. those wards/areas without adequate access) that will be filled over the next two years?</p>	<p>At present, the wards that are without a designated CC are Alexandra, Fortis Green, and Crouch End. Plans are in place to develop designated children's centres and provide children's centre services in Fortis Green and Crouch End wards. Families in Alexandra ward have begun to use the recently opened Children's Centre in Bounds Green. Access to children's centre services is being enhanced with the development of children's centre satellites in Stroud Green, West Green and Muswell Hill wards. By the end of 2009, capital works to the designated children's centre in Highgate ward will be complete and from the new year Children's Centre services will be available to the Highgate community.</p>



12	<p><b>22. What progress has been made by the Council to meet EU Air Quality Targets?</b></p> <p>The Council has recently carried out an assessment of its current status in terms of meeting EU Air Quality Targets (Updating and Screening Assessment – required by DEFRA).</p> <p>The Updating and Screening Assessment uses guidance and screening tools to identify significant new sources or changes since the previous Review and Assessment, which may lead to the risk of an exceedance of air quality objective.</p> <p>The results of the latest updating and screening assessment indicate:</p> <ul style="list-style-type: none"><li>• That the council has met the Government’s objectives for carbon monoxide, benzene, 1,3_Butadiene, lead and sulphur dioxide.</li><li>• That there are exceedences of the objective for nitrogen dioxide, the annual mean will not be achieved across the borough.</li><li>• There have been no significant sources/changes in PM10 and nitrogen dioxide since the last formal assessment in 2006.</li></ul> <p>Exceedence of the nitrogen dioxide objective is widespread across greater London and other metropolitan areas. DEFRA is likely to seek an extension until 2015. The council has a number of strategies detailed in the Air Quality Action Plan to enable the council to move towards meeting its objectives:</p> <ul style="list-style-type: none"><li>• The council’s fleet achieving 100% LEZ compliance</li><li>• Reservation of land for alternative fuelling – Pinkham Way</li><li>• The provision of alternative refuelling facilities within new developments</li><li>• Car free development and directing major developments towards transport hubs</li><li>• Supporting improved public transport, and alternative transport</li></ul>
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		<p>methods</p> <ul style="list-style-type: none"> <li>• Staff travel plan</li> <li>• School travel plans</li> </ul>
	<p><b>23. Children's Safeguarding Policy and Practice Panel</b>          What are its roles and responsibilities? Where is its accountability? What role does Overview and Scrutiny play on this Panel?</p>	<p>The role of this panel is to maintain an overview of the quality and effectiveness of safeguarding work in the borough. It looks not only at the work of the council but of all partners. It will look at the whole range of safeguarding work but with an inevitable focus on the quality of our child protection work in particular. However, it is important to remember that safeguarding is not simply about our child protection services but the whole range of work that we do to enable children and young people to stay safe in our borough.</p> <p>At its meeting on 23 June the panel took a decision to hold its future meetings in public wherever this was possible and did not conflict with confidentiality responsibilities</p> <p>This panel will report on a regular basis to the Overview and Scrutiny Committee on its work and any findings. It will then be possible for O&amp;S to take a view whether or not it wishes to explore in any greater detail any of the issues that might be raised.</p> <p>When the panel was established I also made clear that after a suitable period of time the work of the panel would be reviewed to ensure its effectiveness.</p>
	<p><b><u>Questions from Councillor Ron Aitken</u></b></p>	
	<p><b>24.</b> Will the Leader of the Council say why there is no mention of plans for a directly-elected Mayor/Leader in her State of the Borough briefing.</p>	<p>A briefing on the proposed leadership models was reported to full Council on 18 May 2009. Extensive public consultation is taking place in a two phase exercise.</p>



	<p>What is the timetable for this and will residents be consulted in a referendum.</p>	<p>Currently, residents are being consulted on the two options, which are an indirectly elected Leader or a directly elected Mayor. The first phase finishes on 13 July and full Council will receive a report on 20 July based on the consultation responses.</p> <p>The Council will then decide which option is proposed and a second stage consultation will take place to enable the public to make further comment. This second public consultation will close at the end of September 2009.</p> <p>Full Council is due to take a decision about which of the models of leadership it wishes to adopt at a meeting on 14 December 2009.</p>
<p>2</p>	<p><b>25.</b> How many people did the benefit take up scheme help, how much did the campaign cost and when will it be run again?</p>	<p>Over 2008/2009, Haringey organised 15 Benefit take up campaigns under a marketing banner of 'Claim It'. Across all of the events organised in Haringey, a total of 622 people were seen, all of whom were given general Welfare Benefits advice and Housing and Council Tax Benefit advice. Of the 622 people seen, 238 residents were entitled to additional benefits. It is estimated that £123k in additional benefit was identified and claimed as a result of these campaigns.</p> <p>In addition to our 'Claim it' Campaigns, Benefits and Local Taxation have also worked in partnership with the Department of Work and Pensions and the Pensions Service to identify and visit residents in the borough who were identified as potentially being entitled to unclaimed benefits. This partnership has been an incredible success with £1.4 million in additional benefits claimed over 2008/2009.</p> <p>The costs for all of this campaign activity has been £30k. These costs include marketing and publicity, trailer hire for the Wood Green High Road campaign and staffing costs, as many of the events took place at the</p>





		<p>weekend.</p> <p>In 2009/2010 we will continue to run 'Claim it' Campaigns at events organised by the Council and will continue with marketing 'Claim It' in Haringey People and on advertising boards. However, the methodology for the campaigns will be slightly different this year as we take advantage of the intelligence available to us in order to target campaigns to communities and areas of the borough where benefits are generally under claimed.</p> <p>Activities undertaken in 2009/2010 will be more intelligence-led and focussed, by using the information available to us from the Haringey Borough Profile, GIS data and Equalities data recorded on the BLT software application. Our partnership with the DWP and Pensions Service will also continue in 2009/2010.</p> <p>As well as income maximisation activity, we are also planning a campaign to reduce debt and to promote payment of Council Tax under a marketing banner of 'Get in Touch – not in debt'. This campaign will encourage residents to make contact as soon as possible if they are struggling to pay their Council Tax bill and will promote the availability of reductions in Council Tax, such as Council Tax Benefit, Single Occupier Discount, Disabled Band Reduction and Student Exemptions. Leaflets will be placed in Customer Services, Advice Surgeries and in doctor surgeries and a leaflet will be enclosed with every new Council Tax bill.</p>
2	<p><b>26.</b> What is the Council doing to support businesses and local people through the recession</p>	<p><b><u>Supporting Residents:</u></b></p> <ul style="list-style-type: none"> <li>• Maintaining Haringey Guarantee (HG), Families in Work and North London Pledge Programmes</li> <li>• Extend HG to support newly unemployed and new access from up to 40 additional community locations in the Borough</li> </ul>



<ul style="list-style-type: none"> <li>• Closer working relationship/SLA with JCP and Reed Partnership – in preparation for new national £3bn (April Budget) Future Jobs Fund</li> <li>• Expansion of the Haringey Apprenticeship scheme to include the Council; Building Schools for the Future and Decent Homes (jobs fair), and other members of Haringey Strategic Partnership</li> <li>• Promotion of Fuel Poverty programme to help those on low incomes pay for adequate heating and energy</li> <li>• Promotion of “Claim it” and “Reaping the Benefit” campaigns to ensure people get what they are entitled to</li> <li>• Promotion of “Free Schools Meals” information</li> </ul>	<p><b><u>Supporting Enterprise</u></b></p> <ul style="list-style-type: none"> <li>• Extend HG to include an “Employer Zone” – where businesses can post vacancies and can access staff training</li> <li>• Business advice/support information in the Council’s annual business rates demand</li> <li>• Maintain advice and support on Business Rate Relief – this has been growing each year</li> <li>• Programme to move from 21 days guaranteed payment of invoices – to 10 days in 09-10</li> <li>• Business Guide to Council Services</li> <li>• More active advice for local businesses to bid for public and Olympic contracts</li> <li>• Quarterly Meetings with local banks and business representatives</li> <li>• Regular business advice and networking meetings, (thru North London Business) to advise businesses on managing the recession</li> <li>• Establish a Haringey Business Board and supporting and meeting Main and District Centre Town Centre Business Groups (Wood Green; Tottenham; Green Lanes; Crouch End; Muswell Hill) – to find out what the Council might do to help</li> </ul>
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3	<p><b>27.</b> To date what has been the turnover of the Decent Homes programme and how many apprentices have partners taken on?</p>	<p>Homes for Haringey expenditure in year one of the Decent Homes programme 2008/9 is £29m. The budget for year two is £40.5m</p> <p>12 apprentices have started three year apprenticeships with our decent homes partners. We expect this number to increase to 18 by the end of the year. All these apprentices are local residents who were taken on during the course of Haringey’s decent homes programme.</p>
4	<p><b>28.</b> When will Haringey receive a universally accessible recycling service?</p>	<p>The Council has invested over £1million in the last few years to introduce improved green box collections, enabling residents to recycle plastic bottles, cardboard, food waste and garden waste every week, alongside the paper, cans and glass that were already collected. This investment has also resulted in the introduction of on-site/‘near-entry’ facilities for all HfH estates and blocks of flats, and many non-HfH blocks, enabling the same range of materials to be recycled as the green box service does.</p> <p>The improved green box service has now been introduced across Haringey, with the exception of a number of streets around the borough where the vehicles used to make these collections cannot operate, often due to the narrow width of the road or a lack of turning space at junctions. However, from 29 June the full green box service will be provided to these households through the use of specialist vehicles.</p> <p>This improvement to the service will mean that all recycling services and facilities in Haringey will now be able to accept the same range of ‘dry’ materials (including plastic bottles and cardboard), with the 70,000 households with green boxes also receiving weekly collections of food</p>



		<p>waste and garden waste.</p> <p>Amongst these facilities is the network of 75 recycling bring banks on or near main roads around the borough, which households in flats above shops have access to. From October 2009 these properties will be provided with a scheduled recycling collection from outside their properties to increase the convenience of recycling.</p> <p>The remaining households in private blocks of flats that do not have their own on-site recycling facilities will be provided with near-entry containers as managing agents/owners consent to the siting of recycling bins on their premises.</p> <p>With the introduction of these services during 2009, all homes in the borough will be in receipt of the same high standard and convenient recycling service.</p> <p>In addition, we will be trialling 'on the go' recycling litter bins on some of our main roads from this summer, allowing pedestrians to recycle paper, cardboard, plastic bottles, tins/cans and glass bottles/jars, and we will also trial food waste collections in at least 10 schools during this year.</p> <p>Please see response to question 28.</p>
5	<p><b>29.</b> When will new recycling facilities be completed?</p>	
6	<p><b>30.</b> How much has been spent by the Council on the Haringey Guarantee, North London Pledge and Families into Work scheme?</p>	<p><b>Haringey Guarantee</b>            2008/09 £631,000 230 people supported into work, 275 skills outputs, 56 work placements            2009/10 £875,000 minimum of 250 jobs, 400 skills, 75 work placements, 400 BOCs</p> <p><b>Families into Work</b>            2008/09 £300,000 43 Family Action Plans</p>



		<p>2009/10 £300,000 50 Family Action Plans</p> <p><b>North London Pledge</b> - LDA funding across ULV boroughs of Haringey, Enfield &amp; Waltham Forest</p> <p>2008/09 LDA £600,000 200 Employment Support Outputs, 180 skills</p> <p>2009/10 LDA £900,000 300 Employment Support, 320 Skills</p> <p><b>Unemployment: 2006/08</b></p> <ul style="list-style-type: none"> <li>▪ UK 6.6 – 6.7% of working pop (2.1m)</li> <li>▪ London 7.9 – 7.9%</li> <li>▪ Haringey 9.7 – 8.2%</li> </ul> <p><b>Employment Rate: 2006/08</b></p> <ul style="list-style-type: none"> <li>▪ UK 74% – 74% of working pop</li> <li>▪ London 69% – 71% (this is 3.75m)</li> <li>▪ Haringey 66% – 67%</li> </ul> <p><b>Vacancies JCP: 2005/09</b></p> <ul style="list-style-type: none"> <li>▪ England 205k – 202,000</li> <li>▪ London 22k – 24, 000</li> <li>▪ Haringey 541 - 575</li> </ul> <p><b>Claimant Count: 2008/09</b></p> <ul style="list-style-type: none"> <li>▪ UK up to 1.4m +50% on last year</li> <li>▪ London up to 200k +100% on last year</li> <li>▪ Haringey up to 9k + 43% on last year –</li> <li>▪ Haringey 66% in Tottenham – but bigger increases in Hornsey and Wood Green</li> </ul>
7	<p><b>32.</b> When will social housing on the Tottenham Hale site be completed? When will work start on the private homes? And when will infrastructure</p>	<p>The development is designed to be delivered in phases and will take between 5-8 years to substantially complete. The scheme is one of the few major schemes in London to be continuing – and this is because of a good</p>



	<p>projects in Tottenham Hale start (i.e. schools, shops, transport etc)?</p>	<p>partnership arrangement between the developer and the Council and the GLA family.</p> <p>Construction of the first phase is now underway with the student accommodation scheme and 130 social housing units. Detailed dates for the development of a new primary school and shops are still being programmed – clearly, these will be needed to compliment a more fully completed development and we are 1-2 years away from this</p>
8	<p><b>33.</b> Are all BSF projects on time and on budget?</p>	<p>10 of 12 contracts are now let. All but one was within the allocated project budget. Overall, taking the gains at the other 9 other schools the programme is within budget. The Heartlands tender is substantially within the project budget.</p> <p>All contractors are reporting that they will complete the schools on time. The contacts are at a relatively early stage but the position on each of them is being monitored and managed closely.</p>
10	<p><b>34.</b> Regarding the Achieving Excellence and Haringey Forward projects. To date how much money has been saved through these projects and what was the initial target for savings at this point?</p>	<p>Regarding the Achieving Excellence and Haringey Forward projects. To date how much money has been saved through these projects and what was the initial target for savings at this point?</p> <p>To date (end of June) the target for the programme is £1.5m and the projects within the programme have delivered £1.5m worth of savings.</p> <p>If these plans are delivered, in full, at the end of year 3 the council would have spent £9.6m less than it would have done if the programme were not in place. Over 5 years this equates to a reduction of spend of £21m.</p>



	<p><b><u>Question from Councillor Antonia Mallett</u></b></p>	
<p>10</p>	<p><b>35.</b> It is important for service delivery that the morale of the workforce, particularly those who encounter the public daily, is maintained. Do we have evidence of the level of morale amongst officers? What measures have been taken to improve recruitment and retention across the workforce?</p>	<p><b>Recruitment &amp; Retention</b>  The Haringey pay and benefits package is comparable to other London boroughs according to a recent benchmarking survey we have conducted. We have reworked, repackaged and promoted the Haringey employment offer to make the overall benefits more transparent and easier to understand in terms of the value that it gives to the employee's pay and conditions package.</p> <p>As part of the 'Single Status' deal we agreed that recruitment and retention allowances can be introduced for staff where it is difficult to recruit or retain them. The allowance must meet equal pay tests and are determined in line with market benchmarking. They are reviewable so are not paid indefinitely.</p> <p><b>Staff Morale</b>  The council recognises the importance of maintaining the morale of its workforce. The evidence we have suggests that levels of morale are variable across the organisation.</p> <p>A staff survey was conducted last year. It showed that 81% of staff agreed that their team worked well together. 89% knew how their work contributed to the objectives of their team. 87% understood the aims of the Council. 72% agreed that working at the Council made them produce their best work. 76% believed that we can be proud of what we do. These results were in line with those of other organisations surveyed.</p> <p>Feedback from recent staff events suggests that commitment and morale are overall no less favourable than a year ago.</p>



**Haringey Council**

		<p>The Council is working hard to ensure that staff feel engaged and valued. Greater emphasis is being placed on visible leadership; listening to staff and enabling their ideas to be considered. Proxy indicators of morale include staff turnover and sickness absence.</p> <p>Notably both of these are improved on their respective positions last year. Turnover is running at just over 13% (13.3% compared to a national average for local government of 13.7%), and staff sickness absence at 8.88 days (CBI survey in 2008 had average public sector at 9.7 days).</p>
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