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## Overview and Scrutiny Committee

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MONDAY, 26TH OCTOBER, 2009 at 18:00 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

MEMBERS: Councillors Bull (Chair), Adamou (Vice-Chair), Adje, Aitken, Mallett, Newton and Winskill

Co-Optees: Ms Y. Denny (church representative) plus 1 Vacancy, Ms M Jemide (Parent Governor), Mr J Ejiofor (Parent Governor), Ms S Marsh (Parent Governor), Ms H Kania (LINK Representative)

### **AGENDA**

**6. CABINET MEMBER QUESTIONS: CABINET MEMBER FOR HOUSING SERVICES (PAGES 1 - 18)**

Briefing and answers to questions from Councillor Bevan, Cabinet Member for Housing Services.

**7. CABINET MEMBER QUESTIONS: CABINET MEMBER FOR ENVIRONMENT AND CONSERVATION (PAGES 19 - 32)**

Briefing and answers to questions from Councillor Haley, Cabinet Member for Environment and Conservation.

**8. CRIME FIGURES - HALF YEAR UPDATE - TO FOLLOW (PAGES 33 - 38)**

To receive the half yearly crime performance report.

Ken Pryor  
Deputy Head of Local Democracy and  
Member Services  
River Park House  
225 High Road  
Wood Green  
London N22 8HQ

Natalie Cole  
Principal Committee Co-Ordinator  
Tel: 020-8489 2919  
Fax: 020-8489 2660  
Email: [Natalie.Cole@haringey.gov.uk](mailto:Natalie.Cole@haringey.gov.uk)

Friday 23<sup>rd</sup> October 2009





**Overview and Scrutiny Committee – 26<sup>th</sup> October 2009**  
**Q 'N' A: Cabinet Member for Housing – Councillor Bevan**

Question	Page/ Point	Question/Observation	Answer (Where applicable)
1	General	<p><b>Questions from Councillor Mallett</b></p> <p>How do you see sheltered housing provision contributing to the overall housing strategy?</p>	<p>Meeting the housing needs of older residents is critical to the successful delivery of Haringey's ten-year Housing Strategy. Priority actions contained in the Strategy include:</p> <ul style="list-style-type: none"> <li>• Implementing the conclusions of a supported housing review, responding to the need for more flexible models of housing support and for the development of extra care sheltered housing for those older people with higher levels of need, and making best use of the decent homes funding allocated for the purpose of bringing the Council's supported housing up to the decent homes standard.</li> <li>• Developing and implementing an Older Persons Housing Strategy, building on the goals identified in 'Experience Counts', Haringey's Strategy for improving the quality of life for older people.</li> </ul> <p>A report on the outcome of the supported housing review of four sheltered housing schemes will be presented to Cabinet on 17 November 2009 and Haringey's Older Persons Housing Strategy will be completed and published in Autumn 2010.</p>



<b>Question</b>	<b>Page/ Point</b>	<b>Question/Observation</b>	<b>Answer (Where applicable)</b>
2	General	What changes do you foresee in the demand for sheltered housing in the next 10 years?	<p>Over the next 10 years, I expect that demand for the traditional type of sheltered housing will continue to decline.</p> <p>Given a choice, most people would prefer to remain in their own home and to receive the care and support they need in order to remain independent for as long as possible.</p> <p>The Personalisation agenda will provide people with more of a say on the type of social care and support they receive, and how and by whom it will be provided.</p> <p>Nationally, older people are demanding a range of integrated housing and social care options, and many Councils have already started to develop and provide some of these options.</p> <p>As people are living longer and are generally in better health, they are tending to move into sheltered housing at a later age than people have done in the past. For most, the traditional sheltered housing model (developed in the 1960s) does not meet their needs, aspirations and lifestyles.</p> <p>Some of the Council's sheltered housing is poorly designed and requires substantial investment to bring it up to modern standards and attract new residents. To meet home owners' need for sheltered housing, we should encourage and support the development of mixed tenure sheltered housing schemes.</p>



Question	Page/ Point	Question/Observation	Answer (Where applicable)
3	General	How many sheltered housing units are vacant at the moment, and what is being done to allocate them?	<p>Each week, an average of two or three of the Council's sheltered housing properties becomes vacant.</p> <p>At present, there are 39 voids in sheltered housing, 29 of which have already been repaired.</p> <p>Almost all of these voids have been allocated or pre-allocated by the Supported Housing Lettings Officer.</p>
4	Emergency Accommodation	<p><b>Questions from Councillor Newton</b></p> <p>Has the proposed reduction of around 400 for the period May 2009 to end Oct 2009 been achieved and what is the current number in Emergency Accommodation?</p>	<p>Emergency Accommodation (EA) is the term we use to describe the nightly-purchased temporary accommodation that the Council provides for homeless applicants while it investigates their homelessness application and looks for somewhere more settled to accommodate them.</p> <p>Temporary Accommodation (TA) <u>includes</u> the full range of accommodation that the Council uses: B&amp;B, hostels, EA, private sector leasing (PSL), housing association leasing (HALS) and supplier-managed PSL.</p> <p>The number of households in Emergency Accommodation (EA) in May 2009 was 1669 and, by 16 October 2009, this figure had reduced, by 331, to 1338. By the end of October, the number is expected to be less than 1300.</p>



Question	Page/ Point	Question/Observation	Answer (Where applicable)
5		For the 5 month period November 2009 to April 2010 a reduction of around 1100 is planned. What measures are proposed to achieve a reduction of 275% in this time frame?	<p>There are several strands to the EA Reduction Project, each of which is expected to help achieve the overall target::</p> <ol style="list-style-type: none"> <li>1. <b>Conversion of EA to AST</b> – Where households in EA are happy with their accommodation and the agent or landlord is also happy with how the tenancy has been maintained, EA has been converted into an assured shorthold tenancy (AST), enabling the household to remain in the property, as a private tenant, for a period of at least 2-3 years.</li> <li>2. <b>New ASTs</b> – A quarter of the households we have visited in EA have expressed an interest in moving into the private rented sector, rather than spend years in temporary accommodation awaiting the offer of social housing.</li> <li>3. <b>Auto-bidding</b> – As a result of a recent change to the Council's Lettings policy, households living in temporary accommodation who reach a certain points threshold will be subject to auto-bidding. <ul style="list-style-type: none"> <li>When the points threshold has been reached and the applicant has met with a Housing Officer to discuss auto-bidding and their housing options, the auto-bidding software will be switched on and the Home Connections system will bid for all suitable properties on their behalf.</li> <li>If applicants subsequently refuse a reasonable offer of accommodation, the Council's homelessness duty will be discharged and their temporary accommodation will be</li> </ul> </li> </ol>



Question	Page/ Point	Question/Observation	Answer (Where applicable)
			<p>withdrawn. The purpose of this change in policy is to encourage residents of temporary accommodation to take up suitable accommodation when it becomes available.</p> <p>4. <b>Supplier-managed PSL</b> – on 13 October 2009, Cabinet approved the appointment of six housing suppliers to provide the Council with a total of up to 400 private sector leased properties for use as alternative temporary accommodation for households moved out of EA.</p> <p>We are expecting these properties to come ‘on stream’ from the end of November 2009. Although these are a form of temporary accommodation, they are not EA.</p> <p>5. <b>Housing association leasing</b> – Invitations to tender for HALs contracts have been advertised. Tenders are due to be evaluated and approved by mid-December 2009.</p> <p>All of these initiatives will contribute to the Council’s target of reducing EA to just 200 units by the end of March 2010.</p> <p>During the first five months of the EA Reduction Project, a lot of the groundwork has been prepared and the work has concentrated on initiatives designed to discharge the Council’s homelessness duty and reduce its use of TA.</p> <p>From the end of November 2009, we will start to move homeless households out of nightly-purchased EA and into the newly procured supplier-managed PSL accommodation.</p>



Question	Page/ Point	Question/Observation	Answer (Where applicable)
			<p>A few weeks later, we will start to benefit from the newly procured TA supplied by the housing associations.</p>
6		<p>Are the 400 units of supplier-managed private sector leased accommodation just for emergency use and are the Council leasing for a short term as only 200 should be required after April 2010?</p>	<p>These units of accommodation are being procured as a replacement for expensive, nightly-purchased Emergency Accommodation.</p> <p>The leases for the supplier-managed accommodation will normally be for 3 years.</p> <p>Homeless households should only spend a short time in EA, while the Council investigates their homelessness applications and, where there is an ongoing duty, arranges alternative temporary accommodation.</p>
7	Temporary Accommodation	<p>What length of time do you expect households to be housed in Temporary Accommodation and how is this monitored?</p>	<p>The time that homeless households spend in temporary accommodation depends on the size of the accommodation they need and how flexible they are about where they live.</p> <p>Although we closely monitor the movement of households in and out of temporary accommodation on a weekly basis, we do not monitor the length of time that homeless households spend in temporary accommodation. Average waiting times (for all housing applicants) are calculated annually.</p> <p>Of the 890 council and housing association lettings completed during 2008/09, the average amount of time that successful applicants spent on the housing register was as follows:</p>





Question	Page/ Point	Question/Observation	Answer (Where applicable)
			<ul style="list-style-type: none"> <li>• 1-bedroom home – 3 years</li> <li>• 2- bedroom home – 5 years</li> <li>• 3-bedroom home – 7 years</li> <li>• 4- bedroom home – 7 years</li> <li>• 5 bedroom+ - 7 - 8 years</li> </ul> <p>Unfortunately, these figures are not especially informative, since there are many factors that affect applicants' waiting times, including choice of areas, whether or not they have a disability or restricted mobility, and the nature and level of their engagement in the choice based lettings bidding process.</p>
8		Do you monitor how quickly different households ie number of children/adults etc are moved out of TA?	<p>At present, with the existing points system, we do not differentiate between homeless households in TA and other housing applicants on the housing register.</p> <p>However, as the TA number reduces, we will certainly consider how best to collect and use this data.</p>
9		What is the current min/max amount of time a household can expect to be in TA?	<p>There is no minimum or maximum time that households spend in temporary accommodation, as the length of time depends on the size and type of property they require, the number of points they have been awarded, their choice of area and their level of engagement in the bidding process.</p>
		<b>Questions from Councillor Winskill</b>	
10	Affordable warmth	Please give more details and information on how this will be advertised to residents.	<p>Haringey Council is taking the following action to raise residents' awareness of affordable warmth issues and the action that can be taken to reduce heating costs:</p>



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			<ul style="list-style-type: none"><li>• Every other year, at the start of the winter, we arrange a mail-out to all 16,000 households containing someone in receipt of a benefit that is likely to qualify them for a Warm Front grant. The letter they receive describes the help available and how the household can apply for it.</li><li>• Haringey Council has also adopted NI 187 as one of its key National Indicators. This indicator is concerned with the SAP rating of the homes of people in receipt of Council Tax or Housing Benefit. Each year we conduct a survey of approximately 7,000 households to determine the SAP rating of their homes. When we have the survey results, we will engage a contractor to visit each of the properties to determine what measures are necessary to improve the energy efficiency of the property.</li><li>• Haringey Council employs a dedicated Fuel Poverty Officer to deal with questions and queries from residents. Staff in the Council's call centre and in Customer Services also hold up-to-date information that they can give to householders when they contact them.</li><li>• Each winter, we promote the installation of insulation measures by running advertisements in Haringey People and on lamp posts and advertising hoardings throughout the borough.</li><li>• This winter, we are planning to produce a DVD (showing the type of help that is available) and then distribute it to residents in those parts of the borough where people are most affected by fuel poverty.</li></ul>



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11	Affordable Accommodation	<p>A great deal of affordable accommodation is delivered as part of private housing schemes.</p> <ul style="list-style-type: none"> <li>• Please tell us how the recession has affected this process – are figures available from the past three years that indicate the numbers of start up projects and units of housing involved?</li> <li>• Do you know how many projects have been moth-balled?</li> <li>• What is being done to attract developers to the borough?</li> <li>• What discussions have there been with our partners in the Social Housing sector?</li> <li>• Please indicate the headline needs and</li> </ul>	<p><b>Answer (Where applicable)</b></p> <ul style="list-style-type: none"> <li>• On the Haringey Council website, there is a suite of pages devoted to insulation and energy efficiency, including the borough's thermal image that enables residents to check on how much heat their home was losing on the night that the thermal image was taken.</li> <li>• The Fuel Poverty Officer attends and holds a stall at many events throughout the year, particularly those targeted at vulnerable / older people within the borough.</li> </ul> <p>On 2 November 2009, a Government Minister will launch Haringey's Affordable Warmth Strategy with a large event held at Tottenham Hotspur Football Club.</p>



Question	Page/ Point	Question/Observation	Answer (Where applicable)
		<p>opportunities identified in the Investment plan due to go to the HCA in December.</p>	<p>This reduction in activity is demonstrated most clearly by the affordable housing completion figures:</p> <ul style="list-style-type: none"> <li>• 2007/8 – 301 homes</li> <li>• 2008/9 – 415 homes</li> <li>• 2009/10 – 180 (forecast)</li> </ul> <p>These figures reflect the sharp slowdown of new starts in 2008/9, resulting in fewer completions from 2009/10 onwards.</p> <p>It is difficult to provide any meaningful estimates on the number of projects that might have been 'mothballed' (other than by reference to the forecast completion figures above) because a significant number of these projects will not yet have progressed to the planning application stage, so will not appear in the data held by the Council.</p> <p>Haringey's current annual target for new affordable housing (340 units) was exceeded in 2008/09 and the borough has the capacity to achieve this target in 2009/10 and beyond.</p> <p>It is reasonable, therefore, to assume that the reduction in development activity during 2008/9 is 47% (the same as the forecast shortfall against the target completions for 2009/1).</p> <p>Having said that, 2009/10 is now seeing a recovery in the number of new starts, due to increasing RSL activity and the major regeneration at Tottenham Hale.</p>



Question	Page/ Point	Question/Observation	Answer (Where applicable)
			<p>We are now forecasting that the number of starts during 2009/10 will have recovered sufficiently to deliver approximately 498 affordable homes from 2011/12.</p> <p>Development in the borough is being encouraged in a number of ways: through working closely with the Homes and Communities Agency (HCA) on new funding initiatives such as direct investment (as seen at Hale Village) and also with our RSL partners to acquire sites in the depressed market and to lead new housing development rather than act as a subsidiary developer partner.</p> <p>Acknowledging the viability issues, the Council is willing to consider a more flexible approach to tenure and has already agreed to vary S106 agreements on a number of sites to allow “rent to purchase” tenures rather than direct home ownership. This has enabled prospective buyers who are currently unable to complete a purchase to take on an intermediate rented tenancy and purchase the property at a later date. This removes the element of sales risk and encourages development of those sites that may otherwise have been delayed until the market has recovered.</p> <p>In September 2009, the Cabinet agreed that Officers should examine the options for promoting the development of Council owned land through partnership in a local asset backed vehicle (LABV) or similar method.</p>



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			<p>Such 'special purpose vehicles' may be used to generate development in the current market by the public sector sharing risk and the private sector accepting a lower return. This may allow development to be accelerated compared to traditional disposal methods and, through partnership, would allow the Council more control to achieve its regeneration and housing supply objectives. Investigation of the options is in progress as well as discussions with the HCA on their recently announced Public Land Initiative (PLI) that follows a similar model but under the umbrella of the HCA.</p> <p>There is a frequent and wide ranging dialogue with our social housing partners through regular 1:1 review meetings to consider individual sites and broader RSL and developer forums to discuss wider development and stock management issues. These forums are also attended by representatives of Haringey's Planning &amp; Regeneration and Property Services teams and the HCA who provide information on new initiatives and developments in grant funding policy. The next forum meeting will take place on 9<sup>th</sup> November 2009.</p> <p>Our RSL preferred partnership arrangements have also been revised to include all RSLs who wish to develop affordable homes in the borough, rather than being limited to just the 6 preferred partners we have worked with in the past. Under the new partnership arrangements, RSLs seeking support for development and grant funding will be required to sign a partnership agreement laying down performance</p>



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			<p>standards for development and the long term management of their properties. It is intended that this will help raise and maintain common development and management standards in social housing across the borough. Draft proposals have been agreed by the Integrated Housing Board and are currently out for consultation with our partners.</p> <p>Our RSL partners are also being encouraged to acquire sites and take forward development both through the acquisition of Council owned land (such as the Tottenham Town Hall, Plevna Road and Aneurin Bevan House sites) and also privately owned land (such as the Park Tavern and Hesta Annex [Great Cambridge Road] sites) that have all now received confirmation of grant funding from the HCA.</p> <p>The draft Local Investment Plan (LIP) currently in negotiation with the HCA will highlight the diverse needs of Haringey's communities, focusing on Haringey as a place with planned regeneration, housing and associated infrastructure projects fitting together as part of local area plans rather than the previous programme based approach that tended to react to opportunity rather than place shaping to meet local community needs.</p> <p>A significant proportion of the new homes delivered over the next ten years will be supplied at Tottenham Hale and Haringey Heartlands which are designated as an Area of</p>



Question	Page/ Point	Question/Observation	Answer (Where applicable)
			<p>Opportunity and Area for Intensification respectively.</p> <p>The LIP will detail these and other significant regeneration opportunities in Haringey, particularly the wider Tottenham area including the Seven Sisters corridor linking through from the major regeneration of Woodberry Down in Hackney to Tottenham Hale including Lawrence Road and extending to the Spurs Stadium development and other strategic projects such as Hornsey Town Hall and Depot sites.</p> <p>These projects will produce housing supply in a range of tenures and sizes that take into account the diverse needs of the borough, including the supported housing requirements of vulnerable people and the training and employment opportunities that provide the foundations needed to create mixed and sustainable communities.</p>
12	Homelessness	<p>To tackle homelessness, overcrowding and under occupation by making best use of Haringey's social housing stock, bringing empty homes back into use encouraging housing mobility, extending and promoting choice based lettings, and removing barriers to the private rented sector. Are there any indicators available to demonstrate the effectiveness of these measures?</p>	<p>We are currently working with RSLs to develop a borough-wide incentive scheme to encourage under-occupying tenants of social housing to 'downsize' to smaller accommodation (through the transfer system, mutual exchanges, the Seaside &amp; Country Homes scheme or, perhaps, the private rented sector). We have adopted a casework approach to a number of identified under-occupiers and our Project Worker is in contact with each tenant discussing bidding through Home Connections and making bids on behalf of tenants where appropriate, liaising with Seaside and Country Homes and organising removals.</p>





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			<p>In terms of overcrowding we have identified those in our own stock who are severely overcrowded.</p> <p>Homes for Haringey (HfH) is undertaking a feasibility study to determine whether properties can be extended or converted to meet the needs of the tenant.</p> <p>Where HfH identify that the property cannot be altered, tenants are referred to our Project Worker who is applying a similar casework approach to help resolve their situations.</p> <p>This includes checking that they have the right priority on the housing register and advising them of their chances of a transfer, advising about HomeSwapper and mutual exchanges as well as promoting the private rented sector as an alternative and a more immediate solution to their situation.</p> <p>So far 5 families have expressed an interest in the private rented sector. We are also preparing for a special event that offers the opportunity to match under-occupiers with overcrowded households and encourage and maximise mutual exchanges.</p> <p>We are also consulting on the allocations policy to ensure under-occupiers and overcrowded households receive priority on the housing register.</p> <p>Initiatives to address under occupation and overcrowding (together with the moves achieved) are closely monitored and progress reported regularly to the CLG.</p>



Question	Page/ Point	Question/Observation	Answer (Where applicable)
			<p>The Private Sector Lettings Team was established in August 2008 to concentrate on working with landlords and tenants to remove barriers to the use of the private rented sector as a sustainable option for households in housing need.</p> <p>The team is committed to procuring good quality, affordable homes in the private rented sector which they then make available to households who are either threatened with homelessness or who would otherwise be roofless, often managing to secure and facilitate a move into new private rented accommodation for homeless households on the day they first approach us for help.</p> <p>Relationships with private landlords have improved and feedback through the Landlord Forum is increasingly positive. The number of lets achieved is monitored and September 2009 saw the highest level of lets achieved since the team was introduced. In September 2009, 137 households were accommodated through Haringey's Home Finder Scheme into the private rented sector, 68 did so by accepting a qualifying offer and leaving their temporary accommodation.</p>
13	Fire risk assessments	<p>On 5<sup>th</sup> October, BBC London reported that 6 of Haringey's tower blocks have no valid fire risk assessment. Can Cllr Bevan confirm these figures and tell us what is being done to ensure the safety of residents in these blocks.</p> <p>Why did it take a television investigation to remind HfH that fire risk assessments were required and</p>	<p>Homes for Haringey has an ongoing programme for Fire Risk Assessments and we have completed all assessments for the blocks of greatest concern to the Fire Brigade (high rise and sheltered stock).</p> <p>Subsequently, we have carried out major works to six blocks and, in line with the Fire Safety Order, these fire risk</p>



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		<p>are a fundamental component of measures needed to ensure safety of tenants?</p>	<p>assessments required updating. These have been completed following routine reassessment. The nature of the major works in these blocks is unlikely to have had any affect on the fire risk assessment. The blocks affected are as follows:</p> <ul style="list-style-type: none"> <li>• Cedar House, N22</li> <li>• Daphne House, N22</li> <li>• Kenley, N17</li> <li>• Northolt, N17</li> <li>• Reed Road, N17</li> <li>• Trulock Court, N17</li> </ul>
14	Decent Homes Standard	<p>Can the Lead member tell us the specification for boxing in pipes subsequent to the renewal of boilers? Does he feel that the balance between access (for maintenance work) and safety is satisfactory? Does the Lead member feel that 12 months guarantee on a new boiler is adequate?</p>	<p>Homes for Haringey routinely updates fire risk assessments to blocks following major works.</p> <p>The general standard is to only box in pipes where they are vulnerable to physical impact such as vertically in hallways and between worktop surface and underside of boilers. There is no safety aspect to pipework in General Needs housing relating to pipework as the system's radiators are at the same temperature as the pipes. The same standards are applied to Decent Homes.</p> <p>There is no legislative requirement for domestic piped services such as heating or hot water to be boxed in General Needs housing in the UK.</p> <p>Boiler Warranties are for two years in Decent Homes work.</p>



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15	Decent Homes Standard	Following completion of works, contractors invite tenants to “sign off” the work. Naturally many tenants will lack the technical competencies or might not have the appropriate English needed to do a thorough sign off. What safe-guards are in place to ensure that any deficiencies in workmanship or materials that subsequently come to light are retrospectively addressed?	Prior to ‘sign off’ a number of quality checks are undertaken by the compliance team. Any defects need to be rectified before hand over. Following this a one year defects liability period from scheme practical completion. During this period the contractor is liable for rectifying any defects. Tenants and leaseholders are provided with contact details to report any defects and are reminded in advance of the period expiry. If defects are reported to Asset Management or through Repairs then HfH will refer on. The contractors’ Resident Liaison officers are notified of any language requirements prior to work starting on site so arrange for appropriate translations.



**Overview and Scrutiny Committee – 26<sup>th</sup> October 2009**  
**Q 'N' A: Cabinet Member for Environment & Conservation – Councillor Haley**

Question Number	Page/ Point	Question/Observation	
1	Recycling	<p>Questions from Councillor Mallett</p> <p>I understand that in some parts of the borough, more extensive recycling of plastics is now available. How much of the borough does this cover, and when will it roll out across the whole of Haringey?</p>	<p>As of 1<sup>st</sup> October 2009, the range of materials that can be collected for recycling in Haringey has increased to include plastic pots, trays, tubs and bags, and also drink cartons. This applies to all recycling services in the borough, including green boxes, estate recycling facilities, on-street recycling banks and the upcoming collections for flats above shops. Information on this improvement to the service is included in the October edition of Haringey People, and the website has been updated accordingly.</p>
2	Traffic Management	<p>How will the new Traffic Management Act permit scheme improve the scheduling of road works in the borough?</p>	<p>The TMA permit scheme allows us to reject requests from the utility companies to carry out works or to attach reasonable conditions to their occupation of the public highway. Currently, we can only react to their proposals and cannot reject entirely their requirements to carry out works.</p> <p>This additional level of control will mean that we will be able to schedule works more effectively as we will have more</p>



		power to direct utility works, especially the timing of works. The overall effect should be less disruption to the public and greater certainty of when works will start.
3	General	Performance is currently measured by the condition of principle and non-principle roads which are public highway. Homes for Haringey roads are not public highway and therefore do not contribute towards Haringey's performance.
		<b>Questions from Councillor Newton</b>
4	Parking working in partnership with the police	The police are aware that these are statutory signs and of the need to keep traffic moving in this area during peak hours. As a result of feedback in the local area the signage has already been improved. These signs used are at present the only ones that can legally be used to indicate the type of parking permitted. Shared kerb space is in operation in many parts of London, accompanied by those signs. This scheme has been operating for a number of years and so warning notices are not appropriate in this area. At present we only use warning notices on the introduction of new controls.
5		Removal operates in this area when the loading ban is in operation. The loading ban indicates that no loading is permitted.
		Does the standard maintenance of roads and pavements on Homes for Haringey estates count towards Haringey's overall performance?
		I understand that police from both Muswell Hill and Fortis Green have highlighted the continued confusion over signage for the Stop-and-Shop scheme and in particular the bays which have periods where parking is allowed as well as periods of restrictions and have questioned their enforcement. Will the Cabinet Member advise the Council's Civil Enforcement Officers to issue warnings rather than penalties whilst this scheme is being reviewed?
		Vehicles continue to be removed by the Council from a number of these bays despite there being no logic to restrictions, no actual obstruction, continued confusion and even the Police questioning enforcement. This is not fair on either the motorists or Civil



6	Recycling Targets	<p>Enforcement Officers who are tasked with enforcing such schemes.</p> <p>What financial implication does the failure to meet the 32% target (2009/10) and 35% (2010/11) have on the Council?</p>	<p>There are no direct financial implications to missing recycling targets in 2009/10 and 2010/11. The Council's costs for treatment and disposal of waste are paid to NLWA under the auspices of the levying arrangements as set out in the Joint Waste Disposal Authorities (Levies) (England) Regulations 2006.</p> <p>These costs do not detail the varying cost for each treatment or disposal route and are further complicated by the fact that the tonnage information used is two years old. However, overall savings to the NLWA and constituent boroughs can be assumed on the basis that any waste recycled could be being diverted from landfill and is therefore not attracting landfill tax of £40.</p>
7	Recycling Awards	<p>Would it be good if the recycling team achieved an award for best recycling service, increasing recycling or meeting recycling targets, rather than for training and development, health and safety and a campaign that has done little to improve recycling in the borough?</p>	<p>The national recognition that Haringey has received for its innovative approach to health and safety has truly demonstrated our commitment to delivering safe and efficient recycling services.</p> <p>Health and safety remains an issue of the utmost important within the waste industry, and Haringey Council has been recognised for innovative practices that have made the Recycling Service a safer</p>



		<p>place to work. The 'loading bin' system that we have introduced on our green box collections significantly reduces the amount of manual handling for our crews, and has also generated service benefits such as a greater efficiency of operation and improved performance on box returns.</p> <p>Our 'Train To Gain' staff training programme has been commended for demonstrating the real commitment we have made to developing the staff in the Recycling Service. The programme offers staff an opportunity to take courses on literacy, numeracy, IT and other basic skills, providing staff members with real options for career progression and improving morale. The training has also brought with it real practical benefits, such as a better understanding of health and safety policies, enhanced interpersonal skills and greater ability to record and report service information.</p> <p>The amount of recycling that has been collected in Haringey has continued to increase every year, from around 4,100 tonnes in 2004 to over 20,000 tonnes in 2009, whilst resident satisfaction has increased sharply from 27% to 66% over the same period, demonstrating residents'</p>
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8	Carbon Reduction	Will the Council set annual reduction targets for CO2 emissions and where will progress be reported to ensure we are on track?	<p>recognition of the hard work of our staff to improve services and implement many innovative schemes. I would suggest that members take this opportunity to once again congratulate these staff for their well-deserved success in these awards and the continuing hard work that our operational staff demonstrate every day. May I invite the members of the committee to actively participate in encouraging recycling in their wards and to work with our team to do this?</p>
			<p>In 2008, Haringey Council set an 11% CO2 reduction target by 2010/11, based on a 2005 baseline for National Indicator 186- Per Capita CO2 emissions in the local authority area. This indicator also forms part of the Local Area Agreement. Local Authorities are encouraged to raise awareness and support carbon emission reduction strategies throughout the local area in order to work towards the targets set. The 11% reduction target was broken down to an annual figure for 2008, 2009 and 2010. If the same target setting process continues, Haringey Council will set annual reduction targets up until 2013 where a further reflection on performance will take place.</p>



		<p>Carbon emission figures are published on an annual basis (now classified as National Statistics), providing end user emissions for each Local Authority area. Due to the time required to collect this data, the annual CO2 statistics have a two years time lag. For example in September 2009 the Department of Energy and Climate Change supplied the CO2 figures for 2007.</p> <p>CO2 emissions data and the projects developed by the Council to facilitate reductions are currently reported monthly to the Greenest Borough Strategy Programme Board and externally to the Better Places Partnership. A mapping exercise took place earlier this year that recorded all current Council activity contributing to delivering the aims and objectives set out in Greenest Borough Strategy (which includes reducing CO2 emissions and wider sustainability objectives). A tool recommended by the Energy Saving Trust to report on NI 186 has been completed and will be updated each year. In addition, an annual report will be developed detailing the performance in delivering the Greenest Borough Strategy. The next stage to this process will be the mapping of CO2 saving</p>
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9	Traffic Management	<p>Will the Council commit to robustly applying the Permit Scheme for street works including the full range of financial penalties to ensure that works carried out by utility firms, are carried out on time and properly coordinated so that the same road is not repeatedly dug up by different utility companies? When was the permit scheme originally meant to commence, has it been delayed and when is it actually coming into force so Haringey can use these powers?</p>	<p>activity from partner organisations and other externally led contributing projects.</p> <p>We are committed to applying the permit scheme robustly and utilising the full range of powers that the permit scheme will provide. However, we are already utilising the full range of TMA powers in respect of utilities works.</p> <p>Note that the Permit Scheme will not stop some streets being dug up repeatedly; there is no legislation to that effect. A work promoter will, however, have to conform to the minimum application periods ahead of proposed start date. The lead time for major works is 3 months. To a large extent we do address this issue by holding quarterly coordination meeting and advance planning whereby we request work promoters to submit their programme well in advance. We also ensure that we serve all work promoters with a section 58 notice where we restrict planned works in an area following substantial works. That restriction can last between 6 months to 5 years.</p> <p>The London Permit Scheme was originally submitted to Department for Transport last</p>
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			<p>year, but the DfT had issues with the application. After extensive discussions it was re-submitted in the summer of 2009. We are now planning for a start date of 11 January 2010, but this is dependent on meeting a strict timetable and the availability of software to enable the new permit processes to be introduced.</p>
10	Graffiti Contract	How much does the current contract cost? In the current financial climate is the Council considering seeking a new contract that will provide a reduction in the cost to the Council for this service?	<p>Current funding for graffiti and fly-posting removal for 2009/10 is £120k.</p> <p>Provision for graffiti removal service is currently being considered as part of overall procurement of the waste services contract due to commence from April 2011.</p>
11	Traffic Management	Residents in Hornsey Park Road and surrounding area recently took direct action to get motorists to use the alternative route of Mary Neuner Road as they feel that their lives are currently being blighted by increased traffic. Will the Cabinet Member agree to provide new signage in the short-term to encourage motorists to use Mary Neuner Road and give a timescale for providing this? What are the proposed long-term plans to make Mary Neuner Road the priority route and how will this be achieved?	<p>Traffic in Hornsey Park Road has fallen by over 28% in the last 7 years and therefore there should not be a presumption that action is needed to stem traffic growth along Hornsey Park Road.</p> <p>There currently is signage informing motorists of the alternative route along Mary Neuner Road between Turnpike Lane and Mayes Road, however, this has not been particularly effective as motorists tend to use familiar routes.</p> <p>The Council is in the process of introducing a 20mph speed limit in Hornsey Park Road.</p>



			<p>Hornsey Park Road is a “B” road, which means that it is expected to carry through traffic between Station Road and Turnpike Lane. It is within an area (from Turnpike Lane north to the borough boundary), which has been identified as a priority for transport investment in 2010/11.</p> <p>An element of the Council’s transport proposals bid to TfL includes further traffic calming works to Hornsey Park Road, which should encourage more use of Mary Neuner Road. We also plan to use the s106 payments from the Haringey Heartlands developments on the Mary Neuner Road to ensure that this can accommodate buses in the future.</p>
12	Parking	<p><b>Questions from Councillor Winskill</b></p> <p>Can the lead member confirm that the pick up and tow away sanction is only now used when vehicles are actually causing an obstruction?</p>	<p>Our parking removal policy is summarised as follows; Vehicles parked in contravention on a yellow line will be subject to immediate authorisation for removal to the vehicle pound following the issue of a PCN.</p> <p>There are additional parking contraventions that are also classed as obstructions for example vehicles parked in contravention in</p> <ul style="list-style-type: none"> <li>▪ a suspended bay,</li> </ul>



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		<ul style="list-style-type: none"><li>▪ or a bay designated for particular use,</li><li>▪ those not parked correctly within the bay, or parked in a loading place (not for that type of vehicle),</li><li>▪ those double parked, or parked in a disabled bay,</li><li>▪ those parked in a bus stop, on a cycle track, on the footway or on a zig-zag line.</li></ul> <p>Those may be authorised for immediate removal following the issue of a penalty charge notice.</p> <p>For other contraventions vehicles may be removed 30 minutes after PCN issue, except for persistent evaders where the vehicle may be removed 15 minutes after PCN issue. Those contraventions include vehicles parked illegally in a loading place.</p> <p>Vehicles parked in contravention in residents, pay &amp; display or shared use parking bays will only be removed if it remains in contravention the following day when parking is restricted. The exception to this is situations where permit holders may be displaced on to yellow lines. The vehicle may only be removed 30 minutes after PCN issue on the relevant date, except for persistent evaders where the</p>
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		<p>vehicle may be removed 15 minutes after PCN issue.</p> <p>A vehicle displaying an expired residents' permit will not be removed until it has remained parked for seven days after the expiry of the permit.</p>
13	Zebra crossings and other painted road markings	<p>Much of the painted signage on carriageways is recorded on our Geographical Information System, but it is not 100% complete.</p> <p>Generally, these markings are maintained through our reactive maintenance programme. This programme focuses on those issues which may cause safety issues to the public, with the bulk of the expenditure on pavement defects and potholes.</p> <p>There is no planned maintenance of painted signs on carriageways.</p> <p>Our routine inspection regime includes the condition of Give Way markings and disabled bay markings.</p>
14		<p>Is there a central register kept of painted signage on carriageways?</p> <p>Is there a rolling work programme to ensure that the signs do not fade to obscurity?</p> <p>Is there regular inspection of these signs?</p>
15		
16	LIP	<p>Has Cllr Haley or his offers had any discussions with Central Government civil servants about how the recession will affect future roads/maintenance and associated investment plans? If so what were the outcomes? What will be the effect on external grants and sources of funding for traffic and road maintenance investment? Will funding for large projects such as the Tottenham gyratory be</p> <p>The grant from TfL for the next three years is fixed. The funding for planned maintenance (e.g. street lighting and road maintenance) is dependent on the Council's own capital resources. A funding package has been put together</p>



17	Olympics	<p>safe?</p> <p>Can the lead member confirm that he has responsibility for Haringey and the Olympics?          If so, can he tell me what his priorities will be in ensuring that Haringey maximises benefits to residents in both sporting and economic terms and how he plans to deliver those priorities.          Please list all the meetings that he and/or Haringey officers have had with Olympic officials over the past twelve months.</p>	<p>by the project's partnership. The Government will be consulting on changes to GAF funding and the Council will be objecting to a reduction in the potential amount of GAF that the Council will receive.</p>
			<p>The council will use the Olympics to create a lasting legacy for residents in Haringey. Our sports priority is to support and encourage sporting excellence. As demonstrated in the forthcoming Haringey Celebrating Sports Awards to be held at Alexandra Place on 19<sup>th</sup> November Our economic priority is to equip residents and businesses with the skills to access opportunities created through the Olympics          In order to maximise sporting benefits there will be continued investment in elite athletes to enable them to reach their full potential and several young athletes are currently supported with bursaries through our sports scholarship scheme.          The Council is currently in negotiations with Olympics officials to create an "in games" training Venue at White Hart Lane Community Sports Centre which if successful will ensure that there will be world class sports facilities available for our residents.          The North London Pledge is our</p>

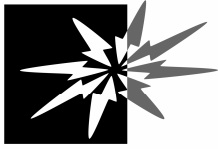




		<p>Employment and Skills programme delivered in Partnership with Enfield and Waltham Forest. Residents on the programme will receive training to access jobs created through the Olympics and other major developments in Stratford.</p> <p>Our businesses are supported to access Olympic contracts through two programmes being delivered in the borough that are funded through ABG. 60 BME led businesses and a further 60 SMEs in construction trades will receive mentoring to access procurement opportunities over the next two years. The council is also working with The London Business Network to support businesses to register on The CompeteFor procurement portal and delivered a networking event at CONEL in March with another planned for Spring 2010.</p> <p><b>Meetings</b></p> <p>Lead Officer attends monthly meeting at London Councils with various Olympic Officials present.</p> <p>Officers and Councillors met with John Armitt, Chair of the ODA, in December 2008 to discuss opportunities and to tour the borough.</p>
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			<p>Lead officer met with Mike Mulvey from London Business Network in January 09 to plan procurement event.</p> <p>Lead Officer met with LOCOG to discuss branding issues in April 09.</p> <p>Mike Mulvey from LBN gave a presentation the Haringey Business Board on CompeteFor in September 09</p>
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Haringey Council

Agenda item: 8

<b>Overview and Scrutiny Committee</b>	<b>On 26<sup>th</sup> October 2009</b>
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Report Title: Community Safety Half-year Performance Report (2009/10)	
Report of: Cabinet Member, Enforcement and Safer Communities	
Contact Officer: Jean Croot, Head of Safer and Stronger Communities Service Tel: 020 8489 6934 Claire Kowalska, Community Safety Manager. Tel: 020 8489 6949	
Wards(s) affected: All	Report for: <b>N/A</b>
<b>1. Purpose of the report</b> To inform Overview and Scrutiny Committee of performance year-to-date (April – September 09) against the key community safety targets	
<b>2. Introduction by Cabinet Member (if necessary)</b> 2.1. N/A	
<b>3. State link(s) with Council Plan Priorities and actions and /or other Strategies:</b> 3.1. Creating a Better Haringey: cleaner, greener and safer, by addressing the prevention and reduction of crime, the fear of crime, the harm caused by drugs and alcohol and anti-social behaviour.	
<b>4. Recommendations</b> 4.1. That the Committee note current performance and the mitigating actions to address the areas of concern. 4.2 That the Committee note ongoing arrangements for the performance management of targets under the responsibility of the Safer Communities Partnership under the	

Local Area Agreement (LAA)
<p><b>5. Reason for recommendation(s)</b></p> <p>5.1. To reassure the Committee that regular monitoring and robust, swift responses are underway in relation to the priorities of both the HSP and local residents.</p>
<p><b>6. Other options considered (N/A)</b></p>
<p><b>7. Summary – See purpose of the report above</b></p>
<p><b>8. Chief Financial Officer Comments (N/A)</b></p> <p>There was insufficient time to secure comments from the CFO directly, due to only very recently being able to access the data. However, all planned actions are deliverable within agreed and existing budgets, primarily through the Area Based Grant.</p>
<p><b>9. Head of Legal Services Comments (N/A)</b></p> <p>Time was insufficient to secure legal comment, due to only very recently being able to access the data, but there are no areas of obvious concern from a legal perspective</p>
<p><b>10. Head of Procurement Comments – [Required for Procurement Committee]</b> N/A</p>
<p><b>11. Equalities &amp; Community Cohesion Comments</b></p> <p>People from black and ethnic minority communities, and young people, have a disproportionately high risk of becoming a victim of crime. In addition, women and older people tend to suffer from higher levels of anxiety about crime. There are several actions which directly address this and these include: Targeted interventions of the most vulnerable streets and houses in the borough; an increase in outreach to young people by Victim Support; development of the third party reporting process for hate crime; delivery of the Preventing Violent Extremism agenda; increased response by the YOS to ethnic changes in their caseload; additional support with resettlement for non-statutory offenders.</p> <p>A Scrutiny Review of support to victims is currently underway in the borough.</p>
<p><b>12. Consultation</b></p> <p>All issues relating to performance are shared and discussed with the multi-agency PMG and the members of the executive theme board</p>
<p><b>13. Service Financial Comments</b></p> <p>A high proportion of the Safer Communities Service is funded externally and through the</p>

Area-Based Grant (ABG). This leaves the Service without the security of stable and ongoing funding. Reductions on external grants (e.g. National Treatment Agency funds for drug treatment services) result in some areas of work being particularly vulnerable.

**14. Use of appendices /Tables and photographs**

A system-generated traffic light chart will accompany these reports in future. This is a new system which has been subject to changes in Q2, hence is not attached this time.

**15. Local Government (Access to Information) Act 1985**

15.1. Background papers are as follows:

- Cutting Crime: Home Office Strategy 2008-2011
- Safer for All Strategy 2008-2011
- National Drug Strategy 2008-2011

**16. Background**

16.1 The Safer Communities Partnership is responsible for a number of key targets under the Local Area Agreement (LAA). These are:

- NI 15 – serious violent crime
- NI 16 – serious acquisitive crime
- NI 21 - perception of how well the police and local authority deal with crime and anti-social behaviour in the local area
- NI 35 - preventing violent extremism
- N 40 - numbers into effective drug treatment
- NI 111 – reduction in young people (aged 10-17) entering the youth justice system

16.2 In addition, there are two stretch targets that expire in March 2010: Reduction in repeat victimisation for domestic violence (and increased detections); reduction in personal robbery. There is also a locally agreed target to increase support to young victims.

16.3 The multi-agency Performance Management Group (PMG) regularly monitors these and related targets, such as hospital admissions for alcohol-related problems and the preparedness of the borough for emergencies.

16.4 Q2 has seen some notable successes, such as the decrease in personal robbery and in the number of young people entering the youth justice system, despite the economic downturn. There are, however, some considerable challenges this year as outlined in paragraph 18 below. Foremost among these is the outbreak and continuation of gang-related violence in young adults in the borough and across neighbouring borders. There has also been an increase in organised gang related shootings involving the Kurdish-Turkish communities. These crimes are measured separately from NI 15. While reported knife-related crime has dropped this quarter, gun crime has seen substantial increases linked to the above. These issues are being dealt with on a daily basis through intensive problem-solving and a multi-agency action plan and are monitored closely by the PMG.

**17. Key highlights and successes from Q1 and Q2 in 2009/10**

- 17.1 Overall recorded crime continues to fall in Haringey. It is down by 8% year-on-year and by 2% so far this year compared with last year.
- 17.2 Performance against acquisitive crime has been strong, despite the economic downturn, and is on target (NI 16). Personal robbery is showing a 5% decrease (503 against a target of 569) compared with this time last year. This crime predominantly affects young people with 75% of perpetrators aged 12 – 19 years and victims of a similar profile. Seasonal prevention messages and continuing work to change behaviour (e.g. fitting door locks and using them; not leaving valuables in cars etc.) remain a focus.
- 17.3 Perceptions of how well the Council and Police deal with crime and anti-social behaviour are measured annually in the Place Survey (NI 21). However, Haringey has delivered an exceptional package of interventions and has been highly commended by the Home Office for innovative practice. This includes highly successful parenting interventions, published court outcomes, Community Payback schemes, a street drinking review, recruitment of a Victim and Witness Support Officer for anti-social behaviour cases in the civil court, assistance into housing, treatment and employment through the Court Helpdesk and a forthcoming community safety newsletter focusing on confidence and achievement. In addition, anti-social behaviour issues of concern are being dealt with through local problem-solving groups e.g. ongoing disturbances outside Wickes; tackling dangerous dogs and strong action around crack house closures.
- 17.4 The programme to address violent extremism is developing steadily and Haringey is on track to achieve level 3 as per the agreed target (NI 35). We are currently at level 2 on the delivery scale. Training is being planned for front-line staff to support the main objectives of the programme. These entail challenging ideology; disrupting those who promote extremism; supporting individuals, who are vulnerable to recruitment; and addressing the grievances that ideologues are promoting.
- 17.5 Haringey is progressing well this year with the challenging target of preventing first time entrants to the Youth Justice System aged 10-17 (NI 111). Haringey has reduced the number to 170 during the first six months of the year against an annual target of no more than 423. This is, therefore, looking very positive. A key factor has been the YOS 'triage' project. Since August, 44 referrals have been made by trained YOS officers working in custody suites and 37 of the 44 young people were deemed suitable for an alternative intervention programme. Further intensive intervention programmes are running as part of the Challenge and Support scheme working with young people. It should, however, be noted that many of the young people engaged in gang-related crime are in the 18-24 age bracket with several over 18.
- 17.6 The original target for repeat victims of domestic violence had a flawed baseline which has now been renegotiated with the Home Office. The new target is an achievement of no more than 150 repeats recorded in the twelve months to March 2010. This is a rolling annual target and Haringey is currently averaging 114 repeats in the first six months of the year. This will be monitored closely, along with ensuring steady performance on the detection

rates. This target and the one below are subject to a performance reward grant.

- 17.7 The stretch target for personal robbery was based on projected figures that have already been exceeded, i.e. the target is to achieve no more than 1,557 offences by March 2010 (based on 3 annual reductions of 2.6%). As of 2008/09 Haringey's outturn was 997 or 36% (560 fewer) below target. Current performance is projected to easily exceed the target.

The most recent Police scorecard covering the period 1st April - 27th September 2009 reports a figure of 503 which puts Haringey on track to deliver this target. The Police do not publish a monthly performance report that meets the HSP reporting timescales.

- 17.8 The Emergency Planning and Business Continuity Team has been working hard to ensure that the borough responds appropriately to swine flu. NHS Haringey has been very appreciative of the support from the Council, and our work with social care providers was particularly praised by the Health Protection Agency. The borough Multi-Agency Flood Plan has been completing (awaiting CEMB approval) despite the additional pressures. Swine flu has created many opportunities to raise awareness of the need to plan for emergencies, and the team is working hard to ensure this message gets out to the community.

## 18. **Issues and areas of concern**

- 18.1 As previously stated, the number of recorded most serious violent crimes has been of utmost concern this financial year and remains the top priority (NI 15). At the end of Q2, Haringey had 250 recorded offences against a target of 169 and the trend is predicted to worsen in the short-term. A joint Haringey and Enfield addressing violence action plan is being delivered and monitored through the Operation Swift Gold Group. Intense and regular problem-solving is underway involving service departments and key partners. These officers are now identifying individual actions regarding the key named young people whose ages range from 15 – 24 years. Specialist mediation is also running with their parents and the Performance Management Group is considering committing additional resources to engagement programmes with the older age group. This will be an exceptionally challenging target to meet.

- 18.2 Performance data for the number of problematic drug users in effective treatment (i.e. treated and retained in treatment for at least 12 weeks) is published with a delay of four months (NI 40). The target for year end 2009/10 is to have at least 1,108 users in treatment. Whilst Haringey already has a rolling figure up to the end of May 09 of 1,012, the number of new clients has been declining. This follows a trend across London and all services that are commissioned by Haringey DAAT are reviewing their actions to address this. The trend is being monitored on a monthly basis.

- 18.3 Haringey missed its target to reduce the rate of admissions to hospital for alcohol-related problems in 2008/9 by 51 admissions (NI 39). Updates are received one quarter in arrears so the full half-year will not be available until December 2009. Q1 performance for 2009/10 was 433 admissions per 100,000 residents which was higher than in any quarter during 2008/09. It should be noted, however, that a large number of new admissions are the

result of long-term drinking and increased effort and investment has been made in assisting this cohort. Local analysis shows that the main causes of admission relate to mental health and behavioural disorders, and cardiovascular disease. The DAAT and partners have significantly increased interventions in Accident and Emergency wards, provision of detox facilities, the COSMIC service for families, outreach and social marketing campaigns. A further £100K from the Area-Based Grant and matched £60K from Haringey Primary Care Trust is being invested in overall alcohol harm reduction this year.

- 18.4 Victim Support Haringey has been commissioned to deliver a 5% increase in support to young victims of crime. This is done through liaison with schools, outreach and an increase in 1-2-1 sessions with the relevant young people. After a positive start in Q1 (increase in clients seen from 29 to 36), there has been a decline in Q2 (down to 21). Uncertain funding from Haringey's Children and Young People strand of the Area Based Grant resulted in a resignation. Continued funding to year end has now been approved but this work will have to be built up again. In addition, Victim Support is undergoing a national restructure involving clusters in London and the dissolution of the current Borough Manager's role. It is anticipated that new arrangements will be in place during December 2009 but service levels may be affected.

19. Monitoring and review

- 19.1 The Performance Management Group also oversees the financial and project delivery for all programmes within the Area Based Grant. All project leads report on a quarterly basis against agreed milestones and a spend plan, submitted at the start of the financial year.
- 19.2 In Q2, all projects were rated Green or Amber overall with three areas of delivery marked as Red. Victim Support youth engagement has already been mentioned. There has been considerable slippage in the recruitment of a CCTV Manager and the future of this position is under consideration. The problem-solving budget has been slow to spend with some invoices outstanding. The model has been highly successful in problem resolution and strengthening partnership working. Many problems have not required funding, simply a different way of working. There has also been an issue with the time required between bid submission and a decision by the Performance Management Group. This is being reviewed and improvements to governance are due to be agreed at the Performance Management Group meeting on 5<sup>th</sup> November.