

NOTICE OF MEETING

OVERVIEW AND SCRUTINY COMMITTEE

Monday, 20th October, 2025, 7.00 pm - Woodside Room - George Meehan House, 294 High Road, N22 8JZ

Members: Councillors Matt White (Chair), Pippa Connor (Vice-Chair), Makbule Gunes, Anna Lawton and Adam Small

Co-optees/Non Voting Members:

Quorum: 3

1. FILMING AT MEETINGS

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2. APOLOGIES FOR ABSENCE

3. URGENT BUSINESS

The Chair will consider the admission of any late items of urgent business. (Late items will be considered under the agenda item where they appear. New items will be dealt with at item 12 below).

4. DECLARATIONS OF INTEREST

A member with a disclosable pecuniary interest or a prejudicial interest in a matter who attends a meeting of the authority at which the matter is considered:

- (i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and
- (ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Register of Members' Interests or the subject of a pending notification must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal interests and prejudicial interests are defined at Paragraphs 5-7 and Appendix A of the Members' Code of Conduct

5. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

To consider any requests received in accordance with Part 4, Section B, paragraph 29 of the Council's constitution.

6. MINUTES (PAGES 1 - 12)

To approve the minutes of the previous meeting.

7. MINUTES OF SCRUTINY PANEL MEETINGS (PAGES 13 - 56)

To receive and note the minutes of the following Scrutiny Panels and to approve any recommendations contained within:

- 23rd June 2025 – Housing, Planning & Development Scrutiny Panel
- 30th June 2025 – Adult & Health Scrutiny Panel
- 14th July 2025 – Children & Young People's Scrutiny Panel
- 28th July 2025 – Culture, Community Safety & Environment Scrutiny Panel

8. ANNUAL FEEDBACK & RESOLUTION REPORT 2024/25 (PAGES 57 - 90)

To consider the annual report which provides an overview of the feedback received by the Council in 2024/25 and how the Council has acted on the feedback to drive improvements.

9. CUSTOMER SERVICES - EXPERIENCE OF RESIDENTS IN CONTACTING THE COUNCIL

Report to follow.

10. SCOPING DOCUMENTS - SCRUTINY REVIEWS (PAGES 91 - 102)

To consider and approve the scoping documents and terms of reference for the following Scrutiny Reviews:

- Provision of Services for Under 1's and Delivery of Outcomes (Children & Young People's Scrutiny Panel)
- Cycling Safety and the Walking & Cycling Action Plan (Culture, Community Safety & Environment Scrutiny Panel)

11. WORK PROGRAMME UPDATE (PAGES 103 - 146)

To note the current 2025/26 work programme for the Committee and to propose any amendments as required.

12. NEW ITEMS OF URGENT BUSINESS

13. DATES OF FUTURE MEETINGS

- Thurs 27th Nov 2025 (7pm)
- Wed 10th Dec 2025 (7pm)
- Mon 19th Jan 2026 (7pm)
- Thurs 12th Feb 2026 (7pm)
- Wed 11th Mar 2026 (7pm)

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Fiona Alderman

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Friday, 10 October 2025

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**MINUTES OF THE MEETING OF THE OVERVIEW AND SCRUTINY
COMMITTEE HELD ON THURSDAY 18TH SEPTEMBER 2025, 7.00
- 9.45pm**

PRESENT:

**Councillors: Matt White (Chair), Pippa Connor (Vice-Chair),
Makbule Gunes, Anna Lawton and Adam Small**

23. FILMING AT MEETINGS

The Chair referred Members present to Agenda Item 1 as shown on the agenda front sheet, in respect of filming at meetings, and Members noted the information therein.

24. APOLOGIES FOR ABSENCE

None.

25. URGENT BUSINESS

None.

26. DECLARATIONS OF INTEREST

None.

27. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

A series of written questions were received from Nazarella Scianguetta on the subject of disability accessibility in the Borough, specifically in relation to high streets shops and cafes, parks and Council housing, and also on support provided by Adult Social Care and services provided for Aids & Adaptation.

Speaking to the Committee, Nazarella Scianguetta explained that disabled people in the Borough faced a range of challenges with accessibility. She informed the Committee that wheelchair users often could not access some shops due to produce and other obstacles occupying the floor space, some cafes due to a lack of ramps, or some parks because there were not sufficient pathways. She asked the Committee what the Council would do to improved accessibility and ensure that disabled people were able to fully participate in the local community.

Cllr White noted that there had not been sufficient notice of the questions to obtain a full response from Council officers but that a response would be requested and provided to the next meeting of the Committee.

Cllr Small explained that the most recent meeting of the Housing, Planning and Development Scrutiny Panel on 23rd June 2025 had received a report on the issue of aids and adaptations. He suggested that the minutes of the meeting could be provided for information (**NOTE:** The report for this topic is available to view at: <https://www.minutes.haringey.gov.uk/documents/s152115/Housing%20Aids%20and%20Adaptations%20Scrutiny%20Report%20-%20FINAL%20VERSION.pdf> and the minutes are available to view at (see item 241): <https://www.minutes.haringey.gov.uk/documents/s153658/Minutes%20-%2023%20June.pdf>

Nazarella Scianguetta emphasised the importance of involving disabled people in meetings where relevant issues are discussed.

Cllr Gunes noted that inclusivity was an important consideration with parks, particularly in relation to visually impaired people, and that this policy area was part of the remit of the Culture, Community Safety & Environment Scrutiny Panel. As the Chair of this Panel she would be happy to look into any specific concerns.

RESOLVED – That the Committee write to the relevant service Departments to obtain written answers on:

- **Disability accessibility in high streets and town centres**
- **Disability accessibility in parks**
- **Disability accessibility in Council housing**
- **Aids & Adaptations**
- **Support provided by Adult Social Care**

28. MINUTES

The minutes of the previous meeting were approved.

RESOLVED – That the minutes of the meetings held on 22nd July 2025 be approved as an accurate record.

29. QUESTIONS TO THE LEADER OF THE COUNCIL AND CHIEF EXECUTIVE

Leader of the Council, Cllr Peray Ahmet, and the Chief Executive of the Council, Andy Donald, introduced this item by setting out some key developments and achievements.

Cllr Ahmet began by highlighting the administration's priorities of being competent, collaborative and radical which were included in the party manifesto and then turned into action through the Corporate Delivery Plan. Recent progress had included:

- 1,000 new Council homes will have been achieved by the end of 2025 and nearly 1,400 achieved by May 2026. This was against a target of 3,000 by 2031 so the progress was on track. The progress had been delivered through a combination of acquisitions and direct builds with Haringey being one of the only London Boroughs to still be building Council homes.
- Preparations were being made for the London Borough of Culture in 2027, following the award to Haringey last year. A new charity had been launched to

- oversee this and preparations included the completion of 36 'school streets' which would increase to 40 by next year.
- Children's Services had secured its first 'good' rating, SEND services had achieved the best possible rating and youth justice services had improved to a 'good' rating.
 - A focus on getting the basics right had included the approach to flood prevention and cleaning gullies on a regular basis.
 - Investment of nearly £2m in eight parks, seven of which were in Tottenham and one in Wood Green.
 - The Tottenham Hotspur Stadium would be of the host venues for the Euro 2028 football tournament and the Council would be working with Tottenham Hotspur Football Club and external partners on how this could best benefit residents.
 - Working with the Greater London Authority (GLA) and other external partners on policy changes such as the expansion in the national funding for social housing and the new Renters Rights Bill which provides new enforcement powers for local authorities.

Andy Donald summarised a number of upcoming issues and challenges for the Council:

- In the national policy context, there were a number of reviews proposed including on adult social care, children's social care and SEND.
- The reform of local government funding was not looking positive for Haringey in the medium-term and so senior officers and Cabinet Members were working to make the case for Haringey's funding needs.
- Rising demand and costs of services was causing financial challenges with the cost of adult social care rising by 8.5% and temporary accommodation by 51% in 2024/25.
- Community cohesion was important in terms of recent events and there had been a lot of hard work to regain and build stronger connections with communities in recent years.
- In response to the recent CQC inspection, an Adult Services Improvement Board had been established which Andy Donald chaired along with cross-party membership. An OFSTED inspection on children's social care was also expected soon.
- There was a rising number of complaints against the Council, partly because it was now easier to do so, and so significant resources were required to resolve these complaints. There had been work to improve services such as housing repairs, with better numbers in terms of clearing the backlog, which should help to reduce the number of complaints. However, there was much further to go.
- There had been work on the Council's property portfolio in ensuring that there were proper leases on community properties.
- Progress was being made on large place-making projects which had been stalled for some time, including the High Road West scheme in Tottenham.
- Another priority was recruitment and retention of staff due to the very difficult current environment with people being asked to do more.

Cllr Ahmet and Andy Donald then responded to questions from the Committee:

- Noting the Council's response to the government's Fair Funding consultation, Cllr White expressed concern that the current levels of funding were not sufficient for local government across the country to be able to meet its statutory responsibilities. He asked what was being done to make the argument to the government that the current situation was not sustainable. Cllr Ahmet agreed that the financial situation was hugely challenging and noted that, with the Fair Funding proposals, the overall amount of funding had not increased but it had moved to certain places, particularly to areas in the north of England. The Council had been very clear about the scale of the challenge and would continue to do so. There had been representations to the Government from senior officers and also politically, including through local MPs, and there had also been a full response to the Fair Funding consultation.
- Cllr Small asked about the long-term financial pressures, including the cost of borrowing and how this could impact on capital investment projects. Andy Donald noted that there had been a very thorough review recently of all of the Council's capital projects, including the timing of the borrowing, which ensured that the Council had narrowed down its priorities and was not over-optimistic about when investment could realistically be made. However, it was sensible to borrow for the housing capital programme as this provided a future financial benefit or would deliver on priorities such as High Road West in Tottenham and the Wood Green Central work.
- Asked by Cllr Small for further details about how staff morale was being supported given the current pressures, Andy Donald commented that the workforce was committed to the public sector which had experienced austerity for a number of years. He added that the Council worked hard across the organisation to make sure that staff were valued and there were also a clear set of values that were co-produced with staff. There were also regular opportunities for staff to share their views and ideas with senior leadership, including through a series of staff workshops. Recent progress in recruitment and retention had included a consistent rise in the number of permanent children's social care staff, with the proportion of agency workers reduced from over 30% a few years ago to around 18% now.
- Asked by Cllr Small about the longer-term cost savings through the corporate property model, Andy Donald explained that it was difficult to drive improvements and efficiency savings when the Council operated from such a large number of buildings and so moving to the new Civic Centre would help to consolidate facilities management work and reduce costs. Investing in improving the quality of buildings also contributed to efficiencies, while making staffing as efficient as possible, for example in libraries, had also helped.
- Cllr Connor referred to the Council's draft Statement of Accounts, published in June 2025, which described past weaknesses with procurement and contract management, and asked how the work to strengthen this was progressing. Andy Donald responded that, this time last year, he regarded the changes as being too slow but that significant improvement and progress had been made since then. There was further to go as purchases could still take too long, market knowledge could be improved and there were too many contracts rolled over at the end. However, there were now governance frameworks in place to ensure that this didn't continue to happen on an ongoing basis. There were also now commissioning programmes led by the Director in different parts in the organisation with more consistent processes in place.

- Cllr Connor asked how any costs incurred by the London Borough of Culture work would be dealt with, given the challenging financial situation that the Council was in. Andy Donald reiterated the establishment of a new charity which opened up more sources of funding that were not available to the Council as a local authority. There were significant commitments already from key partners, but it would of course be necessary to have a programme which reflected the budget that was available. He added that the Council had a role in providing optimism and hope for its communities and the Borough of Culture was one way that this could be achieved.
- Cllr Connor asked about the Council's position with the new local NHS framework, with proposals to merge two large Integrated Care Boards (ICBs) in north London. Cllr Ahmet commented that the merger proposals were still at an early stage but that a prominent issue of importance to the Council was moving towards neighbourhood working and that these conversations were even more important given the larger size of the new ICB. Andy Donald added that it was also important to maintain conversations with the ICB on where responsibilities sit in areas including SEND, Continuing Healthcare and safeguarding and to be co-producing in those areas.
- Referring to initiatives such as the school streets and the Low Traffic Neighbourhoods (LTNs), Cllr Lawton asked about the momentum to achieving a radical environmental impact. Cllr Ahmet noted that there was a dedicated Cabinet Member for Climate Action, which was a role that she had created three years previously, and the intention was to embed climate action across the organisation. While there was more that could be done, there had been some bold schemes implemented, investment in areas such as parks and more action would follow in the near future.
- Cllr Lawton asked about the importance of work on community cohesion that did not just involve reactive statements, particularly given recent events and an upcoming election period. Cllr Ahmet responded that working with communities was something that the Council did well and took seriously. She noted that it was sometimes necessary to have reactive meetings, for example after the Turkey/Syria earthquake. However, the ability to react effectively depended on having ongoing relationships with communities, which was supported by a series of networks and stakeholder panels to discuss areas including education, health and housing. There was also a multi-faith forum which helped to keep communities together and to demonstrate that we stand together during the current worrying times.
- Asked by Cllr Gunes about her proudest achievement during the term of office, Cllr Ahmet referred to the house building programme and the good quality of the new homes that were built. She referred to the new build blocks in Tottenham Hale, of which 40% were now Council homes, while there was also investment in the local parks and a new health centre. She added that, rather than looking at individual moments, the achievements were in bringing a sense of community and serving the local community as best as possible while making sure that their voices were heard around the table.

Cllr White also recognised the achievement of the house-building programme and thanked Cllr Ahmet for joining the meeting.

30. FINANCE UPDATE - Q1 2025/26

In opening the discussion on this item, Cllr White noted that the report in the agenda pack was on the financial position of the Council at the end of the first quarter of 2025/26 and had also been discussed at Cabinet earlier in the week. He added that the Scrutiny Panels would also be considering the report at their next meetings, including through the scrutiny of the relevant Cabinet Members and Corporate Directors.

The report was then introduced by Cllr Dana Carlin, Cabinet Member for Finance & Corporate Services and Taryn Eves, Director of Finance. Cllr Carlin explained that the Budget for 2025/26 had been set in March 2025 and had been increased based on the anticipated increased costs in various service areas. Unfortunately, the projections at the end of Quarter 1 (which estimated the position at the end of the financial year) showed that the increased funding had been outstripped by rising costs, particularly in adult social care and temporary accommodation. In addition, it was proving difficult to realise all of the ambitious savings proposals as there had been various savings and cuts over the past 15 years and so the newer proposals were typically ones that were more difficult to achieve. However, around 70% of savings proposals were currently on target.

Cllr Carlin noted that the pressure on adult social care was increasing as the number of people still requiring care packages continued to rise. With regards to temporary accommodation, Haringey was generally very effective in preventing people from becoming statutorily homeless which meant that the numbers hadn't risen as much as in some other Boroughs. However, the shortage of suitable private accommodation meant that landlords were charging more and this was contributing to the overspend. Around 80% of the Council budget was used to provide statutory services.

Cllr Carlin said that the Council was doing everything it could to reduce costs as part of its financial recovery plan, including the use of spending control panels of senior directors to consider all non-essential spending of £1,000 or more. Non-essential recruitment was also limited where possible including by holding vacancies for longer and managers were looking at how to streamline procurement projects to use finances more efficiently. There was therefore some optimism that the overspend could be brought down.

Cllr Carlin and Taryn Eves then responded to questions from the Committee:

- Cllr White reiterated the high proportion of the Council budget that was for the delivery of statutory services and quoted paragraph 1.4 of the report which referred to a forecast overspend of £34.1m and the part mitigation of this through the use of £6.1m of uncommitted corporate contingency. He commented that this was only a short-term mitigation which would not be available in future years and queried how feasible it would be to resolve the structural financial issues. Cllr Carlin, responded that, while 80% of the budget was dedicated to statutory demand-led services, it was still possible to achieve reductions and streamlining within this. There needed to be a whole-Council approach towards raising money, an example of which was the new advertising banner on River Park House. The conversations with the government over the Fair Funding review were also an important element of moving towards a more sustainable financial situation. Taryn Eves emphasised that borrowing needed

to be a last resort and that efforts were needed to reduce the reliance on Exceptional Financial Support (EFS) as far as possible. Referring to Table 2 in the report, she noted that over £9m of the proposed savings were projected not to be delivered and so there needed to be a strong focus on turning that around in the remaining months of the year. The reserves position was that there was still just under £20m remaining in the services reserve and the unspent grants reserve and so this was being examined to bring out uncommitted funds to reduce the need for borrowing.

- Cllr Gunes asked for reassurances that the budget overspend would not continue to rise in Quarters 2 & 3. Cllr Carlin responded that the current projections were based on a series of assumptions on the financial situation at the end of the year. Taryn Eves added that there were no guarantees that the overspend would not worsen as there were factors beyond the Council's control, such as the nature of the winter period which could increase demand on adult social care services. However, scenario planning was carried out to estimate a range of possible outcomes which were kept under review. Levels of demand and the cost of placements were also monitored on a monthly basis. There were a range of factors and risks that could impact on the figures by the end of the financial year and these were set out in the report.
- Cllr Connor requested clarification on the capital financing costs set out in paragraph 6.18 of the report. Taryn Eves confirmed that the costs were based on £10m of EFS borrowing in 2024/25 added to the assumed £37m of EFS borrowing in 2025/26 which it was assumed would be repaid over a 20-year period. However, were circumstances to change, there would be an opportunity to repay this earlier. In addition, while it was necessary to budget to borrow, the borrowing would not actually take place until other options for reducing the budget gap had been explored.
- Referring to paragraph 6.12 of the report, Cllr Connor noted that £6.8m of reductions over three years was expected through investment into digital tools and services. However, some savings had already been carried over from the previous year and were red rated on the RAG KPIs so Cllr Connor queried how realistically these savings could be achieved. Taryn Eves explained that the savings associated with digital had been allocated out to the individual directorates so there were elements of these savings in each of the portfolios. However, the targets were then stretched and the additional amount was held corporately. Digital provided opportunities to do things differently, improve processes and save money. While there had been a slight delay, which was reflected in the RAG ratings, there had been a significant restructure of the digital services team which took effect from February 2025 and the work had now progressed. This was being managed through the Service Modernisation Board which prioritised projects that would have the largest impact. She acknowledged that the full amount of savings was not expected to be delivered in 2025/26 but, as the programme had only recently started, there was more confidence that savings could be delivered over a longer period.
- Cllr Small commented that, while he was assured about the spending constraints that were being put in place, he was less assured about the assumptions that were being made in terms of budget setting and that they were realistic. He also asked for assurances that services were not implementing savings that could cost the Council more in the long-term. Cllr Carlin reiterated that the 2025/26 budget was set at a specific point in time

- (November 2024) based on the best assumptions and forecasting available at the time. Some costs had been worse than anticipated, with rising cases in Adult Social Care, higher costs faced by suppliers and higher rents charged by landlords. Taryn Eves added that, while assumptions would never be 100% correct, the Council was getting better at forecasting through improvements in data, scenario planning and identifying pressures. However, the financial projections were also based on a judgment call on the levels of corporate contingency available and on delivering the savings proposals. She added that, as well as monitoring finances, the changes were also being monitored which allowed an analysis of granular detail which looked at the long-term impact.
- Asked by Cllr Small about the Council's ability to finance the capital programme, Taryn Eves referred to Table 3 in the report which showed that the General Fund capital budget had been adjusted downwards by £28m for 2025/26 from £212m to £184m. This was due to reprofiling £32m by pushing this out to future years, offset by £4m of additional grant coming in. The table now showed that, after Quarter 1, the projected overall spend was around £178m which was a good position to be in and a positive level of investment. However, there was always a risk in how quickly capital schemes could be delivered, with an average of around £120m being delivered in previous years. The next annual review of the capital programme would involve challenges on whether they were essential and on minimising the new levels of borrowing. There was also now new capital governance in place with business cases and a review of factors such as inflation in order to ensure that the capital programme was affordable and deliverable.
 - Asked by Cllr Small about the outcomes of the Fair Funding review, Taryn Eves explained that the Council's response to the review was quite technical but that there were many different factors and formulas to consider. The modelling showed an overall impact of a £40m loss of government grants if all proposals went ahead, but there was uncertainty about transitional arrangements. The key drivers that were important included the changes to the children's formula and the exclusion of housing costs from the deprivation calculation. While adjustments to these could improve the situation for Haringey, they would not be sufficient to solve the current financial problems. Cllr Carlin added that Haringey's underlying financial problems were not being caused by the Fair Funding review and it was also not possible to cut or borrow our way out of the situation, so it would instead be necessary to look at how the Council was operating and how to delivery services differently. The 'floor' proposed through the Fair Funding review would ensure that no local authority received less money over the next three years, but inflation and cost pressures would increase the financial pressures in real terms.
 - Cllr Lawton noted that one saving titled 'income generation' was not being delivered due to a shortage in resources to drive this forward. Cllr Lawton commented that this was an ongoing issue across the Council and that it often took some time to assemble the resources required to carry out changes. She added that some areas of the Council already had great practice and expertise while other areas did not have that resource and there were the areas where the Council needed to improve. It was also important not to lose expertise through cuts and that change then costing more money in the long-term. Taryn Eves added that income generation was an important tool in helping to protect services. She noted that a team in her area worked on change and

- transformation and there were ongoing conversations about how to direct that resource to the areas where it would have the largest impact.
- Referring to paragraph 6.24 of the report, Cllr Lawton noted that 33 schools were in deficit, even after some closures of schools with the worst deficits and asked if this was a systemic problem in the school system. Taryn Eves commented that this area hadn't been discussed in detail enough given that it represented a significant financial risk. She noted that there would be an expanded section on schools finance in the Quarter 2 finance update and that it may also be useful for the Children & Young People's Scrutiny Panel to scrutinise this at a Panel meeting with the relevant Directors and Cabinet Member. **(ACTION)**

31. CORPORATE DELIVERY PLAN UPDATE - Q1 2025/26

In opening the discussion on this item, Cllr White noted that, as with the previous item, the report had also been discussed at Cabinet earlier in the week. He noted that Directors and Cabinet Members were not available to respond to service-related questions, but that they could be scrutinised through the round of Scrutiny Panel meetings.

Margaret Gallagher, Strategic Lead for Data & Business Intelligence, explained that the report provided an update on progress against the Corporate Delivery Plan (CDP) at the end of Quarter 1. There was a different approach to the format, with highlights included in Appendix 1 and exceptions and areas that were not on track set out in Appendix 2. All of the 188 activity lines were detailed in Appendix 3 and the KPIs set out in Appendix 4. The KPIs were particularly pertinent as the government was introducing a new outcomes framework based on accountability for Councils in England with over 100 metrics. Haringey Council had provided a response to the consultation on the new framework.

Margaret Gallagher and Taryn Eves then responded to questions from the Committee:

- Referring to Appendix 1 on page 163 of the agenda pack, Cllr Connor noted the red performance indicator against the number of complaints upheld by the Local Government & Social Care Ombudsman. She noted that the letter to the Council from the Ombudsman stated that the Council's response to the timely compliance recommendation remained poor and continued to add to the frustration and distress caused to complainants. Cllr Connor queried what was being done differently with the process to improve this. Taryn Eves noted that annual feedback & resolutions report was discussed at Cabinet earlier in the week which included some details about the response. Cllr White added that this report would be brought to the Overview & Scrutiny Committee on 20th October which this could be discussed in more detail.
- Cllr White referred to the section on page 181 of the agenda pack about remodelling and restructuring customer services to be fit for purpose, noting that this strongly correlated with the negative feedback that the Committee had previously received through the Scrutiny Café consultation event about the experience that residents had in communicating with the Council. He suggested that this line of the CDP could be scrutinised as part of an agenda item on customer services that was scheduled to be brought to the meeting of the Committee on 20th October. Cllr Connor added that a line about improving

access to customer services on page 184 could also be included in this discussion. **(ACTION)**

- Cllr Small asked about the capacity within the Council to carry out significant modernisation, as referred to earlier in the meeting regarding digitalisation. Taryn Eves observed that the capacity and resource (particularly project support) to do this was now in place with regard to digitalisation, but other areas could always be progressed faster if there was more resource available. It was therefore important to target the resources that were available towards the areas where they would have the greatest impact, such as Adult Social Care and Housing.
- Cllr White queried whether a previous suggestion to integrate the quarterly finance and CDP updates would still be going ahead. Taryn Eves confirmed that this was still the aspiration but that it hadn't been achieved this quarter as it was a more resource intensive than originally anticipated. She added that the finance updates would proceed on a quarterly basis whereas the CDP updates would be six-monthly (in Quarter 1 and Quarter 3). As this was the final year of the current CDP and with a new local government outcomes framework to be implemented from April 2026, it was more likely that the two update reports would now be integrated in the next financial year with a new CDP and new KPIs. It may then be easier for the Committee to draw linkages between the two areas.
- Referring to Appendix 1 (the CDP progress report), Cllr Connor noted that this was mainly to be dealt with by the Scrutiny Panels as she had various questions but there were no service officers available at the current Overview & Scrutiny Committee meeting to respond to these. Dominic O'Brien, Scrutiny Officer, commented that because the report covered the whole Council, it would have been necessary to invite a full range of service officers and Cabinet Members to the meeting. However, with the next CDP update not due until March 2026, there would be opportunities for the Scrutiny Panels to ask questions to their relevant service Directors and Cabinet Members and for the Overview & Scrutiny Committee to follow up on any cross-cutting issues or areas specific to its own portfolio at the December meeting. Taryn Eves added that issues specifically within the remit of the Overview & Scrutiny Committee could also be brought to future meetings for scrutiny.

32. SCRUTINY REVIEW (HOUSING PANEL) - TA PLACEMENTS & PRS DISCHARGES

Cllr Small introduced the report on the Scrutiny Review by the Housing, Planning and Development Scrutiny Panel on Temporary Accommodation (TA) Placements Policy and Private Rented Sector (PRS) Discharge Policy. He informed the Committee that the Review resulted from the work of his predecessor as chair of the Scrutiny Panel, Cllr Alexandra Worrell. The context of the Review had been the circumstances of Temporary Accommodation in the Borough and the impact on residents. Like many local authorities in London and elsewhere, the housing crisis was felt most acutely by some of the most vulnerable people at the most vulnerable times in their lives. The Review examined possible improvements that could alleviate pressures on residents who may require Temporary Accommodation. The evidence highlighted particular vulnerabilities of minoritised groups, victims of domestic violence and families within support placed out of Borough. Cllr Small noted that the Council's ability to change the

situation was limited which highlighted the importance of lobbying the government for national policy improvements and cooperating with other local Boroughs to ensure that they did not undercut one another. There also needed to be a duty of care from the Council to provide support with other needs that Temporary Accommodation residents may have. The Review also stressed how deeply the housing crisis was affecting residents, that the Council was taking this seriously and that the recommendations were intended to help alleviate the impact on residents.

Cllr Connor commented that this was an excellent report and welcomed the recommendations that were realistic and focused on services that the Council could help to provide. In particular, she highlighted the recommendation for a dedicated Temporary Accommodation support officer. She also asked about the potential to link families in Temporary Accommodation with Family Hubs that could provide additional support. Cllr Worrell said that the impact on families and children came out a lot as a theme of the Review and agreed that Family Hubs having an awareness of when children were placed in Temporary Accommodation would be a good idea that could potentially be discussed further through the Scrutiny Panels. **(ACTION)** Cllr Small noted that this link had been raised in a recent SEND briefing, including the potential benefits of early intervention and the risk of additional needs developing as a consequence of their housing circumstances.

RESOLVED: That the Committee approve the Scrutiny Review and that its recommendations be provided to the Cabinet for consideration.

33. WORK PROGRAMME UPDATE

Dominic O'Brien, Scrutiny Officer, noted that the two main agenda items scheduled for the next meeting on 20th October 2025 were the Annual Feedback & Resolutions report and a report on customer services and resident experience in contacting the Council. He added that the meeting in December 2025 could be an opportunity to scrutinise specific areas of the Q1 CDP update – there would be a Q2 finance update report at this meeting but the next CDP report was not anticipated until the Q3 update (scheduled for March 2026). He added that the Scrutiny Review on Violence Against Women & Girls was currently scheduled to be provided to the meeting of the Committee in November 2025.

Referring to page 164 of the agenda pack, Cllr Small noted that the Ombudsman Complaints Code had been implemented and that the annual self-assessment was due in September 2025. He requested that details of this be included as part of the update on the Feedback & Resolutions report to the Committee in October 2025. **(ACTION)**

Dominic O'Brien reported that the Committee meetings currently scheduled for 11th December 2025 and 12th March 2026 would both be moved forward a day and were now expected to take place on 10th December 2025 and 11th March 2026. When final confirmation had been obtained on these date changes, the Committee would be informed and the Council website would be updated. **(ACTION)**

34. FUTURE MEETINGS

- Mon 20th Oct 2025 (7pm)
- Thurs 27th Nov 2025 (7pm)
- Wed 10th Dec 2025 (7pm) (*moved from Thurs 11th Dec 2025*)
- Mon 19th Jan 2026 (7pm)
- Thurs 12th Feb 2026 (7pm)
- Wed 11th Mar 2026 (7pm) (*moved from Thurs 12th Mar 2026*)

CHAIR: Councillor Matt White

Signed by Chair

Date

**MINUTES OF THE MEETING Housing, Planning and
Development Scrutiny Panel HELD ON Monday, 23rd June, 2025,
6.30 - 9.30 pm**

PRESENT:

Councillors: John Bevan, Diakides and Adam Small (Chair)

234. FILMING AT MEETINGS

The Chair referred Members present to agenda Item 1 as shown on the agenda in respect of filming at this meeting, and Members noted the information contained therein'.

235. APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Buxton and Cllr Barnes.

236. URGENT BUSINESS

There were no items of Urgent Business

237. DECLARATIONS OF INTEREST

None.

238. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

None.

239. MINUTES

RESOLVED

That the minutes of the meeting on 6th March were agreed as a correct record.

240. TERMS OF REFERENCE

RESOLVED

That the Panel:

- I. Noted the terms of reference (attached at Appendix A) and Protocol (attached at Appendix B) for the Overview and Scrutiny Committee and its Panels.

- II. Noted the policy areas/remits and membership for each Scrutiny Panel for 2025/26 (as set out in Appendix C of the report).

241. HOUSING ADAPTATIONS

The Panel received a report which set out how the Occupational Therapy (OT) Aids and Adaptions service operated and how it interfaced with Housing. The report provided an overview and service offer across Adults and Children's services, with a focus on council housing stock, and the impact on council tenants. The report was introduced by Jahedur Rahman, Director of Housing, Christian Carlisle, AD for Asset Management, and Alexandra Domingue, Commissioning Programme Manager. Also present for this item were Cllr Williams, Cabinet Member for Housing Planning, and Cllr Das Neves, Cabinet Member for Health, Social Care and Wellbeing. The following arose during the discussion of this item:

- a. The Chair sought clarification about the £1k threshold for minor versus major works and whether this was across all tenures, and whether it was means tested. In response, officers advised that all works below £1k were not means tested. The organisation was reviewing means testing for works over £1k. Officers clarified that the threshold was £1k in total, so this would include a package of smaller jobs that added up to that amount. Cllr Das Neves advised that nationally the threshold for when means testing might be used tended to be around £30k.
- b. In response to a question about a drop in the number of cases in 2023/24 compared to the previous year, officers advised that it was possible this drop reflected a higher percentage of non-Council properties being fitted for aids and adaptations that year. Officers also set out that there were some resourcing issues around that time, which have subsequently been rectified, including the recruitment of additional surveyors.
- c. In response to a question, officers advised that the Housing Aids and Adaptions Policy was in draft and was being reviewed by Housing colleagues. It was anticipated this would be ready in a few months.
- d. In response to a question, officers advised that the CQC did an inspection of Adult Social Care and in general they had positive comments about OT, but were concerned about things like waiting lists. The Adults Health Scrutiny Panel had also asked officers to evidence how they were incorporating the voice of the residents in this. The Director of Housing advised that any policy that went to Cabinet for Approval would also go to the Resident Voice Board first for their feedback and consultation.
- e. The Panel queried whether aids and adaptations were carried out on to housing association properties. In response, officers advised that the aids and adaptations were carried out for the residents rather than the provider, so yes work was done on housing association properties, but their permission was needed.
- f. In response to a question about caseloads, officers advised that the number of cases was down to around 350 and that this was specific to the OT Sensory team. Those people on the waiting list were very likely to have already been seen by the OT Duty team and offered minor adjustments.
- g. In reference to recruitment of Occupational Therapists, officers acknowledged that this was a national issue and that work was being done to look at this.

Officers confirmed that they did have an apprenticeship currently in place in that team.

- h. The Panel sought clarification about reason that the volumes for the OT Duty Team were much lower than the OT Sensory team in 2024/25 and whether this was a result of the Duty team being able to discharge cases. In response, officers advised that it was a combination of the fact that the data only came in at the end of 2024 and that the OT Duty team was able to see people more quickly. Their timescales were to see someone within two weeks and for the assessment to be made two weeks after that. The OT Duty team were able to make determinations about short term equipment and would refer more complex cases to the OT Sensory team. Officers advised that the OT Duty team were fully functioning by October 2024 and that this had had a big impact on being able to clear the backlog. The service had also been able to deploy some external resources to clear the backlog.
- i. The Panel queried the fact that costs had increased significantly in 2023/24 despite the number of cases going down and questioned whether this was down to the complexity of the cases. In response, officers advised that this was during the cost of living crisis and that construction costs went up dramatically. Officers also advised that with the backlog in cases it was likely that people's needs had become more complex if they had been waiting without any intermediary intervention taking place.
- j. The Panel sought clarification about whether aids and adaptations works were only carried out in a person's home or whether it was possible to carry out works in front gardens or to the pavement outside their homes. In response, officers advised that the works could be external to the property, provided they owned the land. The works undertaken would be based on their assessed eligible need under the Care Act. Works to the pavement would require the consent of the highways authority.
- k. In response to a question, officers advised that they were not clear about when they would be re-inspected by the CQC, but would expect this to be around 12 months later. It was cautioned that the CQC had well publicised capacity issues which may affect the timescales for re-inspection. Officers advised that there was a three year improvement plan in place.
- l. The Panel sought clarification about the areas of improvement that officers felt the service needed to focus on. In response, officers advised that there was a huge opportunity for strengthening integration with health colleagues in areas like hospital avoidance. Officers also identified the need to work with residents and to offer clear information and advice. It was also commented that the service would like to see even more local people recruited into social care in Haringey.
- m. The Panel queried about the burden of funding and how the equity question could be resolved around funding. In response, Cllr Das Neves advised that equity was an important part of everything the organisation did. The locality model split the borough into three areas – central, east and west. The CQC welcomed this approach as part of their inspection and the fact that it allowed the Council to put more resources in greater areas of need. The Cabinet Member advised that if there was a magic money tree she would like to see greater investment in more preventative work at an earlier stage, as well as

more work to address health inequalities. The Cabinet Member advised that NHS colleagues had set out that Haringey had around 20% more people living with two or more conditions than some other London boroughs.

- n. In response to a question, officers recognised that there had been problems historically around updating the asset management register when adaptations had been carried out. Officers advised that a piece of work had been undertaken over the past nine months to ensure that records were updated when an adaptation was carried out. Officers commented that their preference would be that an adapted property was allocated to someone who needed that adaptation when it became that property became empty, rather than the adaptation being removed and the property allocated to general needs housing.

RESOLVED

That the report was noted.

242. HOUSING SERVICE PERFORMANCE SCRUTINY 2024/25 OUTTURN

The Panel received a presentation which provided an overview of Housing Service performance, comparing year-end results for 2024/25 and 2023/24. It included the KPIs used in the services monthly reporting and covered areas such as; repairs and voids, compliance, asset management, tenancy management, estates & neighbourhoods, income collection, leaseholder services, and support & wellbeing. The presentation was introduced by Jahedur Rahman, Director of Housing as set out in the published agenda pack at pages 61-92. Paul McCabe, Head of Repairs was also present for this agenda item, along with Christian Carlisle and Neehara Wijeyesekera, AD Housing Management. Cllr Williams, Cabinet Member for Housing and Planning was present for this item. The following arose during the discussion of this item:

- a. The Panel sought raised concerns about the length of time it would take to undertake tenancy checks and sought clarification about the frequency with which they would be undertaken. In response, officers advised that they were committed to complete 20% tenancy checks year-on year, so that would mean all tenancy checks would be completed on a five-year cycle. In response to a follow up, officers advise that the checks were undertaken by the housing officer responsible for that location, and that it was done through an in-person visit.
- b. The Panel sought an update around progress on bringing the Noel Park Estate up to the Decent Homes Standard. In response, officers advised that the programme was split into two phases. Stage one was completed earlier this year and stage two would begin later this year. Officers provided assurances that they were still committed to undertaking all of the renovations in Noel Park.
- c. The Panel sought clarification about the Decent Homes standard and how the Council would be able to meet the decency standard on the remaining 20% of homes, given the 2.3% improvement in the last year. In response, officers advised that they had agreed a five-year plan on getting to a 100% decency rate with the regulator. This plan had year-on-year targets for decency levels,

and the Director of Housing officers advised that he was confident that the organisation would meet those year-on-year targets. The Director of housing advised that the organisation had gone from a position where 32% of homes were non-decent when he arrived, to 20% in around two years. Officers also acknowledged that the year-on-year targets were back loaded, and assurances were given that additional capacity had been built in in order to achieve this. Officers advised that a key factor was having the supply chain contracts in place, which Cabinet had recently agreed. In response to a follow up question, the Cabinet Member commented that she did not think that there was a big gap between what a tenant might consider a decent home and what the technical definition was. Both included things like double glazing, modern kitchens and a reasonable standard of repairs.

- d. The Panel sought assurances around the reason behind an increase in new voids up from 393 in 2023/24 to 619 in 2024/25. In response, officers advised that the increase in voids was a result of the Council's housebuilding programme as well as the neighbourhood moves scheme resulting in people moving to new homes and that empty property needing to have work done to it. It was commented that LBH managed around 15k properties and the industry standard would be around 350 voids per year. In response to a follow up, it was acknowledged that only 488 of the 619 new voids in 2024/25 were made ready for let, and that in an ideal world this would be 100%. However, the Cabinet Member commented that this represented a 25% increase in output from the team from the previous year. The Director of Housing provided assurances that the service also utilised external resources to help provide additional capacity. It was also commented that the service had made significant progress in reducing the number of voids in the last 2.5 years.
- e. The Panel sought clarification around the estates parking project. In response, officers advised that engagement on the first tranche of estates was underway and that the plan was to role this out over nine zones, with planned completion in 2026/27. As a follow-up, the Panel raised concerns about residents having to pay for parking on estates. Officers emphasised that the driver was to ensure consistent access across the borough and to make it fairer. The Cabinet Member emphasised that the charges were not the same as they were for a CPZ and that by implementing this, residents would be able to park on their estates.
- f. In relation to the timescales for the new Asset Management system, officers advised that a contractor had been appointed and the service was now at the mobilisation stage. It was stated that it would take three to six months to transfer the legacy data from the old system to the new one. The new system would be fully integrated with the tenancy management system and the repairs system.
- g. The Panel sought clarification around the estate inspection programme, it was commented that there used to be a much more systematic approach in the past. In response, officers advised that there was a programme of inspections and that these were publicised to allow residents to attend. It was noted that the frequency with which they took place was decided in discussion with individual resident groups. Officers comments that they attended an inspection recently and that it was very well attended. It was commented that this

- experience did not necessarily chime with that of individual Panel members. Cllr Bevan commented that he could not remember the last time a resident attended an estate inspection in Northumberland Park. The Chair commented that in his experience they tended to be something that was driven by ward councillors.
- h. The Panel commented that there seemed to be an issue with getting feedback on the actions that were picked up as part of the estate walkabouts. It was suggested that sometimes ward councillors did not receive any feedback and it was speculated that a failure to see resolution to actions had led to residents not engaging. In response, officers accepted that it was a mixed position and it was stated that there was a continuous improvement group being set up. The Director of Housing acknowledged the concerns put forward by the Panel and advised that he would take the feedback on how the service communicated the outcomes from inspections back to the team for further consideration. The Head of Repairs provided assurances to the Panel that his officers were attending resident group meetings and that the feedback they gave was used to improve the service.
 - i. The Panel sought clarification about how the indicator for satisfaction with last repair was compiled and also whether the satisfaction with a first fix was a judgment call by the resident or by the service. In response, officers advised that satisfaction with repairs was responded to by residents via a text message that they were sent asking to provide feedback. Officers also advised that the first fix was a judgment call made by the service.
 - j. In response to a question, officers advised that there was no indicator specific to general satisfaction rates with repairs but that a comparative score of 90% would be seen as good performance in light of benchmarking with other boroughs.
 - k. The Panel sought clarification around the deep cleaning service. In response, officers advised that as part of the Housing Delivery Plan, it was agreed to have a deep cleaning programme, which consisted of a team of three, as a pilot programme, who would do deep cleaning on blocks where the organisation received particularly negative feedback. It was commented that this was an endorsement on top of the usual caretaker services, and it was partly in recognition that the caretakers did not have the resources to undertake a deep clean. It was acknowledged that the deep cleaning programme could only improve feedback scores so much and that painting the blocks was outside the scope of the deep cleaning programme. Officers advised that the programme would be paid for through the service charge.
 - l. The Panel queried how residents would get assurances that they got the services that they were paying for through the service charge. In response, officers set out that residents were only recharged for the services that they were given. In the case of the deep cleaning programme only residents in blocks who had received this service would be charged for it.
 - m. In response to a question about charges to leaseholders for major repairs and a sinking fund, officers advised that what could be charged for would be determined by the individual lease. It was commented that Haringey had a very generous set of repayment options available to leaseholders including a 25 year repayment plan. Leaseholders also had the option of placing a voluntary

- charge against the property so that it would be paid when the property was next sold.
- n. The Panel enquired about how clearing the backlog of Right to Buy applications in response to a change in the rules on the amount of discount available. In response, officers acknowledged that they had received over 700 applications and that the responses has been issued to those who were able to move forward. It was commented that work was being done ensure that verification was accurate and that, like most councils, it would take a bit of time to get through it.

RESOLVED

Noted

243. HOUSING RESIDENT ENGAGEMENT IMPACT ASSESSMENT APRIL 2023 TO DECEMBER 2024

The Panel received a report which set out a summary of the Resident Engagement Annual Review that covered the financial year 2023-2024. The Annual Review document was attached to the report at Appendix A. The report was introduced by Neehara Wijeyesekera, AD for Housing Management as set out in the agenda pack at pages 93-120. Reda Khelladi, Community & Resident Engagement Manager was also present for this item along with Cllr Sarah Williams, Cabinet Member for Housing & Planning. Afia Ankrumah, the chair of the resident voice board (and a Haringey tenant) was also present for this item. The following arose as part of the discussion of this item:

- a. The Panel commented that it would be helpful in future iterations of this report if there was a breakdown of the geographic location of resident associations across the borough. In response, officers agreed to provide this as part of the 2024/25 report and commented that the number of associations had increased to 26.
- b. In response to a question about the community food box, officers acknowledged that the relevance for this service had diminished since Covid, given the number of food banks and similar organisations operating in the borough. Officers advised that they would continue to work with partners in this area.
- c. The Panel sought clarification about how we advocate the resident voice board to the wider group of residents, particularly those who weren't particularly engaged. In response, officers advised that they were confident that they had created a process which worked but acknowledged that it was a process that was in development. It was commented that part of this was around including those that were not in the resident governance structure and that they were working to create digital engagement for specific groups. The chair of resident voice board advised that as residents they also talked to other residents informally about resident engagement. It was noted that, as the chair, she had appeared in the residents' magazine and that people stopped to talk to her.

- d. The Panel sought assurances that resident engagement was happening in every estate across the borough. In response, officers commented that people from across Haringey were represented in the engagement framework. It was also stated that there was a resident association network which brought together the chairs and secretaries of each resident association, and which met every two months. The Director of Housing commented that the resident engagement framework was only 18 months old and acknowledged that there was room for it to grow. The Director commented that having 50 people involved was considered to be good progress, especially compared to what a number of other boroughs were performing in this area.
- e. The Chair commented that the statement in the report around every resident having a 30 minute slot as part of the estate drop-ins did not necessarily chime with his experience. In response the Cabinet Member acknowledged that there was a mixed picture and that some drop-in sessions were busier than others.
- f. In response to a question, officers advised that the resident continuous improvement group met regularly and that they had reviewed the Council's support to resident associations as part of their work. As a result of this work, resident associations were now receiving more funding from the Council to help sustain them. There was also a dedicated officer in place who worked with the resident associations and helped them bring in external grant funding.
- g. The Panel asked about annual tenant satisfaction surveys, in response officers advised that the regulator of social housing had brought in a range of 22 measures that were compared across the national average. Officers also commented that the report highlighted that in 12 months covered by the report there had been an 18% increase in residents feeling more informed.
- h. The Chair invited the chair of the resident voice board to give her perspective as a resident. In response, Afia advised that residents preferred numbers to percentages and stated that it was helpful to see concrete examples of what had changed. In relation the areas of most concern, the Panel were advised that these were repairs and ASB. It was commented that in relation to ASB there were historical problems with complaints being parcelled off to different services, and a perception that there was a lack of a joined up coherent approach to tackling ASB.
- i. In response to a question, officers advised that Housing produced an annual report on their performance as a landlord, which was available on the Council website and the latest version covered 2023/24. The Panel requested that the guidance on the new arrangements for supporting the tenants associations be circulated via email. **(Action: Neehara).**
- j. The Chair thanked the Chair of residents voice for giving up her time and coming to speak to the Panel.

RESOLVED

Noted

244. CABINET MEMBER QUESTIONS WITH THE CABINET MEMBER FOR HOUSING & PLANNING

The Panel undertook a verbal Q&A session with the Cabinet Member for Housing and Planning (Deputy Leader), Sarah Williams on matters arising in her portfolio. The following arose as part the discussion:

- a. A member of Panel commented that he attended an event during the day and that at the event he had a conversation with people from another London borough, who had raised concerns about the level of technological advancement in new build properties, compared to existing housing stock. Of particular concern was the heating systems and the fact that the repairs staff didn't know how to work them. In response, the Cabinet Member acknowledged that councils hadn't built any new homes in a generation and that this resulted in a lack of organisational memory. The Cabinet Member suggested that Haringey would be able to build up the skills in its workforce quite quickly. The Council has undertaken a separate contract of repairs for new builds, which was time limited and included a provision for our existing repairs staff to be trained up on mechanical heating and ventilation systems. The Panel was also advised that new build properties would have more wrap around care from tenancy managers for things like using air source heat pumps. In regard to landscaping, the Panel were advised that there was a two-year contract in place to manage landscaping on new builds, which should provide enough time to build in a programme of ongoing maintenance from existing staff.
- b. The Panel requested a summary of survey feedback that was collected from tenants who had moved into new build properties. In response, the Cabinet Member acknowledged that this was collected as an annual report and that she would circulate the Annual Council House Building report to the Panel. **(Action: Cllr Williams).**
- c. The Panel raised concerns about delays to works at Kenneth Robbins House and Stellar House. The Panel sought clarification if residents had been advised that reason for the delays was because of legislative changes brought in by the government. In response, the Cabinet Member commented that she shared the Panel's frustrations. It was clarified that any works being undertaken to a building above a certain height now had to be cleared by the building safety regulator. The regulator had a two year backlog for approvals. The Cabinet Member advised that residents of both blocks had been advised of the reasons for the delays. The Director of Housing advised that the Council was as keen as residents to get the works underway. The contract had been awarded and the contractor was ready to start in March last year, but the works needed to be signed off by the regulator before they could start. The Panel was advised that the works could start from December 2025 onwards based on the current backlog.
- d. In response to a follow-up question, officers advised that the delays would not invalidate the original contract but that it was possible there could be additional costs arising from the delay.
- e. The Panel raised concerns about severe overcrowding and a perceived delay to estate repairs being done. A member of the Panel raised concerns about delays to works at Turner Avenue. In response, the Cabinet Member acknowledged that overcrowding was a serious issue and that, in part, it reflected the wider housing crisis. The Cabinet Member contended that building

new Council homes at scale was vitally important, and that having larger new housing units coming online was already having an impact on severe overcrowding. It was commented that the impact on severe overcrowding would get better as more new housing was completed. In relation to Turner Avenue, officers advised that the contractor had gone into bankruptcy and that the Council was in the process of re-procuring the incomplete works. This was due to be agreed by Cabinet in September.

- f. The Panel commented on the sheer number of policies covering the Housing portfolio and in that context sought assurances that all of the policies were delivering on the administration's goals. In response, the Cabinet Member noted that some policies were more important to the delivery of the administrations key goals than others. It was commented that there were a number of policies that had to be updated to reflect a changing regulatory framework and other were important in terms of delivering on the Haringey Deal, such as resident engagement. The Cabinet Member advised that dealing with every outstanding action set out in the regulator's judgment, as part of the Housing Improvement Plan was a key priority.
- g. The Panel queried how many people who were under-occupying their home had agreed to downsize. In response, the Cabinet Member advised that there had been people moving as part of the Neighbourhood Moves scheme, but it was acknowledged that the numbers were not enough. It was suggested that the Ashley Road site might be somewhere that tenants wanted to move into and that the Council was prioritising downsizers and older people for these properties. Officers added that in 2024/25 31 larger homes had been freed up through under-occupation moves. This represented a 5 fold increase from the previous year.
- h. The Panel enquired about a scheme to house a certain number of ex-service personnel and whether this had been dropped. In response, the Cabinet Member noted that it was called the Armed Forces Covenant. The Cabinet Member set out that there were a number of groups of people who were recognised in the Lettings Plan for being a priority group, including ex-service personnel and care leavers. The extent to which they would be prioritised would depend on their individual circumstances and many may also have a housing need priority based on other factors like vulnerability.
- i. The Chair enquired about the Affordable Energy Strategy and whether there were any plans to renew this when it expired. In response, officers advised that this came under Environment & Resident Experience and a written response would be provided. **(Action: Philip).**
- j. The Panel queried whether the timescales for the Community infrastructure levy were still on target. The Panel also noted concerns with the process in relation to Highgate receiving more funding than wards in Tottenham. In response, the Cabinet Member advised that the timescales were broadly on track and that it was expected to be in the Autumn.
- k. The Panel enquired about the nature of the subletting policy. In response, officers advised that when leaseholders sublet their property, they had a requirement to notify Housing Management and to provide their forwarding address. Similarly, council tenants are required to notify their housing officer if they have a guest staying with them for more than three months.

- I. The Chair commented that people being able to sublet a room in their home may act as a disincentive towards them downsizing and requested a written response on the number of residents who sublet a room. **(Action: Jahedur Rahman)**.

RESOLVED

Noted.

245. WORK PROGRAMME UPDATE

The Chair commented to the Panel that he would like to do a scrutiny review around the downsizing policy later in the year.

RESOLVED

That the Panel:

- I. Noted the terms of reference (at Appendix A) and Protocol (at Appendix B) for the Overview and Scrutiny Committee and its Panels; and
- II. noted the policy areas/remits and membership for each Scrutiny Panel for 2023/24 (at Appendix C).

246. NEW ITEMS OF URGENT BUSINESS

N/A

247. DATES OF FUTURE MEETINGS

- 23 September (amended)
- 17 November
- 15 December
- 9 March

CHAIR: Councillor Adam Small

Signed by Chair

Date

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MINUTES OF THE MEETING OF THE ADULTS & HEALTH SCRUTINY PANEL HELD ON MONDAY 30TH JUNE 2025, 6.30 - 10.00pm

PRESENT:

Councillors: Pippa Connor (Chair), Cathy Brennan, Thayahlan Iyngkaran, Mary Mason, Sean O'Donovan and Felicia Opoku.

1. FILMING AT MEETINGS

The Chair referred Members present to agenda Item 1 as shown on the agenda in respect of filming at this meeting, and Members noted the information contained therein'.

2. APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Sheila Peacock and Helena Kania.

Apologies for lateness were received from Cllr Thayahlan Iyngkaran who joined the meeting at 6.55pm.

3. ITEMS OF URGENT BUSINESS

Cllr Connor reported to the Panel that there had been a discussion at the recent Overview & Scrutiny Committee meeting on 19th June 2025 about strengthening the remit of the Adults & Health Scrutiny Panel to more accurately reflect the role that the Panel had in the scrutiny of health services. The Panel would be kept updated on any revisions made to the remit. **(ACTION)**

4. DECLARATIONS OF INTEREST

Cllr Pippa Connor declared an interest by virtue of her membership of the Royal College of Nursing.

Cllr Pippa Connor declared an interest by virtue of her sister working as a GP in Tottenham.

5. DEPUTATIONS/PETITIONS/ PRESENTATIONS/ QUESTIONS

None.

6. MINUTES

The minutes of the previous meeting were approved as an accurate record.

Dominic O'Brien, Scrutiny Officer, reported that there had been recent updates to the action tracker which had been circulated to the Panel, including a response on aids and adaptations and a summary of the main points discussed at the last meeting of the Adults Improvement Board.

RESOLVED – That the minutes of the meeting held on 31st March 2025 be approved as an accurate record.

7. ADULT CARERS STRATEGY

Jo Baty, Director for Adult Social Care, introduced the report for the Haringey Carers Strategy 2025-28 stating that this provided an update on the Council's work with carers, voluntary and community sector partners, specialist services and networks that support carers in Haringey. Following a co-production and engagement process, some key priorities for the Strategy were developed:

- Improving access to timely, clear and accessible information and support.
- Strengthening carers' rights, wellbeing and resilience.
- Creating inclusive, culturally responsive services that reflect the diversity of Haringey's communities.

Providing further details to the Panel, Alexandra Domingue, Programme Manager – Adult Social Care Commissioning, explained that there were also six themes in the Strategy which were further developments of the key priorities. These were:

- Getting the Basics Right
 - Including a focus on continued identification of carers.
 - Acknowledging the importance of timely assessment and review.
- Information and Communication
 - Addressing the varied ways to engage with carers who have a range of different communications preferences.
 - Improving digital platforms and providing digital training for carers.
- Health and Wellbeing
 - Facilitating connections through peer support networks.
- Respite and Breaks
 - Ensuring access to a range of respite options.
 - Developing further innovative ways to meet respite needs.
- Financial Resilience and Employment
 - Empowering carers so that they are aware of the financial support that exists.
 - Supporting carers with future planning.
- Training
 - Including training for safe care practices

Alexandra Domingue emphasised that the key to delivering the overall strategy would be to join up all of these elements to ensure that carers were well informed of what was already available, what would become available and ways to engage with the Council to deliver the strategy.

Cllr Connor welcomed the strategy and acknowledged the work that had gone into its development. She also commented that the key performance indicators outlined in the report were particularly helpful. Jo Baty (Director for Adult Social Care), Alexandra Domingue (Programme Manager – Adult Social Care Commissioning), Sujesh Sundarraj (Commissioning Manager - Adult Social Care), Sara Sutton (Corporate Director of Adults, Housing & Health) and Cllr Lucia das Neves (Cabinet Member for Health, Social Care & Wellbeing) then responded to questions from the Panel:

- Cllr Mason raised the financial needs of unpaid carers including possible changes to Universal Credit and Personal Independence Payment (PIP). Cllr das Neves referred to the Council's recent response to the Government's consultation on welfare reforms, expressing concerns about the potential impact on vulnerable residents in Haringey. She also emphasised the need to listen to residents on this issue and noted her recent engagement with organisations such as Disability Action Haringey. Sara Sutton added that the Council would model the impact of welfare changes and that carers would be considered as a part of that. Part of the feedback from carers had been that they didn't always know what was available to them, including financial inclusion support, so advice and signposting was required as part of the strategy. Jo Baty emphasised that there had been powerful conversations during the workshops about trust and sharing information about personal circumstances. It was therefore recognised that there were multi-layered sensitivities and that peer support from people who had a similar lived experience could be beneficial.
- Asked by Cllr Brennan about the offer for respite care in Haringey, Alexandra Domingue explained that a respite package was offered to those with an assessed eligible need, though it was not always possible to offer as much respite in a timely fashion as would ideally be provided. In addition, some residents did not always use their full allocation of respite services. There was an aim to improve the cycle of reviews with carers and to use Direct Payments to improve the overall offer. Jo Baty emphasised that this linked to another cornerstone of the strategy about information and advice, including in accessible formats, so that carers were clear about the range of options available and the support available from the community and voluntary sector. This was particularly important because the needs of carers could be very varied. Asked by Cllr Brennan about the funding for these options, Jo Baty clarified that this was usually from the Adult Social Care budget but that this could depend on what the funding stream for the individual resident was.
- Cllr Iyngkaran said that there were some circumstances that he was aware of involving residents who really struggled to access respite support. Alexandra Domingue responded that this underlined the importance of the assessment and review stage as this determined eligibility. After that stage, the process

would depend on what the Council was able to provide and the resident being able to reach the Council in a timely manner. Sujesh Sundarraaj added that the recent feedback from the engagement process had shown that it could be difficult to get in touch with the Council, particularly in an emergency situation, so there were recommendations on how this process could be streamlined and responsive in future and these had been included in the action plan.

- Cllr O'Donovan asked for clarification on the type of respite that residents needed, given that some respite could be for a couple of hours while other types of respite could be for several days. Cllr das Neves acknowledged that there were a range of needs and that for some people having regular breaks to avoid burnout was important while others may prioritise an extended break to allow for a holiday. Alexandra Domingue added that the aim was to provide a menu of choices that works for a variety of people from different backgrounds and with different needs.
- Cllr Connor asked how the different types of carers were being recognised in the key performance indicators (KPIs). Alexandra Domingue said that an important aspect of the data gathered was to make sure that responses also included details about background so that a picture could be built of their carers assessment journey. The Commissioning Co-production Board had also engaged with various local groups including those working with young carers. Overall, this was a process that involved both a qualitative and quantitative approach.
- Noting the 'increased/decreased' column in the KPIs section of the report, Cllr Connor asked whether baseline figures would be established from which these indicators could be clearly measured and tracked. Jo Baty explained that there were national KPIs that all local authorities used for carers along with an annual survey to track progress each year. There was also qualitative data from the engagement with people on their lived experience and whether they felt their quality of life had improved. It was therefore necessary to try to triangulate that data and develop meaningful local KPIs with the help of the carers co-production group.
- Referring to the financial resilience and employment section of the KPIs, Cllr Connor suggested that training and employment offers to carers would be included in these measures. Cllr das Neves said that there were good examples of in Haringey of carers supported into employment and there had been discussions on specific needs of different cohorts in adult social care, including people with additional needs who wanted to seek employment opportunities.
- Cllr Connor asked about the frequency of carers assessments and health checks, including whether these were proactively arranged by the Council. Jo Baty explained that there had been a specific project the previous year on working with carers and that all of the carers known to the Council had now had a review. The issue was now to sustain that performance with new carers coming through. Sujesh Sundarraaj added that the proactive approach included targeting young adult carers who did not traditionally interact with the Council and making people aware that they were eligible for a Care Act Assessment. It

- was also important to consider that not all carers necessarily want to receive a full statutory assessment and may be happy just to have peer support so there were various means of reaching out via faith groups and community networks.
- Asked by Cllr Brennan if 'one-stop shops' for carers support were available, Cllr das Neves responded that this was a suggestion that had emerged from the engagement process. This needed to be balanced on the overall needs of carers as some people may find it useful to have a place to go while for others this may not be an option at all. There were a range of good ideas emerging from the engagement process and the Council would be working closely with carers to help shape the right services.
 - Cllr Opoku requested further details about the survey that would be used for the KPI on carers accessing digital support. Alexandra Domingue explained that there would be both digital and paper-based options to participate in the survey. Information about the survey would be cascaded to carers via various community groups.
 - Cllr O'Donovan referred to training and highlighted the importance of funding for voluntary organisations to enable them to provide this. Jo Baty responded that there had been discussions around training with experts by experience and integrated training with carers and health and social care staff together but acknowledged that building on these opportunities was difficult without extra money.
 - Cllr O'Donovan asked about support for carers after the person they were caring for had died, including housing and employment advice. Jo Baty said that the strategy included details about having difficult conversations as soon as possible in order to be able to future-proof arrangements and understand the Council's role in such circumstances. Alexandra Domingue added that there were some examples of carers in Haringey whose formal role as a carer had come to an end, but they had chosen to become involved in the community afterwards to help to support carers in their current situation.
 - Cllr Iyngkaran noted that 274 survey responses had been received and queried whether this was representative of the diverse population of the Borough. Sujesh Sundarraj said that the response rate to the postal survey was 11% which was relatively good but acknowledged that the survey responses were a small percentage of the population overall. There was a national challenge in obtaining data of this type and the Council was aware of the risk of underrepresentation from certain groups and so they had reached out via faith groups and community networks to ensure a more rounded view in the strategy overall.
 - Cllr Iyngkaran asked how housing repairs and adaptations would be tracked through the KPIs as residents were often unhappy about delays, communications and the quality of work. Alexandra Domingue agreed that there was a need to set clear targets, for example on what 'timely' was defined as. She added that, for residents, having a clear understanding of the likely timescales was really important. The team was also trying to increase the amount of qualitative data that was gathered such as feedback from residents after an adaptation had been completed.

- Referring to employment opportunities for carers, Cllr Mason highlighted the importance of flexible employment practices to enable carers to manage their hours around their caring responsibilities. Cllr das Neves said that this was a fair point but also a national issue commenting that culturally the UK was not as good as it could be on flexibility. She added that this was not an easy thing to do but she felt that the Haringey Works team understood the challenges faced by the people they were working with and were committed to obtaining long-term sustainable work for them. Cllr Mason noted that the employment issue didn't appear to have been tracked onto a KPI and suggested that this could be added. Alexandra Domingue agreed to look into this **(ACTION)** and Cllr das Neves commented that there was a national KPI on this.
- Cllr Mason queried whether some of the KPIs could have clearer numbers or percentage-based targets rather than just being measured on 'increased/decreased'. Alexandra Domingue noted that the team was aiming to improve the action plan and to engage further on the action plan with carers so the KPIs would be developed and become smarter and more measurable.
- Noting that the engagement work was continuing and that the action plan and KPIs would be developed further, Cllr Connor asked when the Scrutiny Panel was likely to be able to see the outcomes from this. Sara Sutton said that the current intention was for the final version of the strategy to be formally adopted by the Cabinet in the Autumn and suggested that the Scrutiny Panel could look in more detail at the outcomes being achieved in around 12 months' time. **(ACTION)** She also noted that this would be a three-year strategy and so the Scrutiny Panel may want to look at this on an annual basis during that period. Cllr das Neves suggested that the scrutiny item(s) could directly involve some of the carers involved in leading the process through the co-production group. **(ACTION)**
- Cllr Connor commented that details of the respite offer needed to be much clearer for residents as this was not well understood in the local community.

8. Q3 FINANCE UPDATE

The report for this item provided a finance update for Quarter 3 of 2024/25 and was previously presented to Cabinet in March 2025 and the Overview & Scrutiny Committee in April 2025. Jo Baty provided some information about the aspects of this report that related to adult social care. She reported that there had been an adverse movement of £1.1m in adult social care compared to Quarter 2 meaning that the forecast position moved from £14.5m to £15.6m overbudget. Contributing factors to this included an increase in older adult support needs and increased costs relating to complex cases. Conversely, there had been a lower than expected number of young people transitioning to adult social care from children's services. There was work underway to better forecast and to ensure that controls were in place to mitigate against expensive packages of care for transfers over from children's to adult services without any focus on independence, employment and supported living. An Adult Social Care Programme Board, chaired by Jo Baty, had been established which provided a leadership group with ownership and accountability for savings, efficiencies and

improvement across the whole service. She acknowledged the vital role of partner agencies and co-production with residents in the service modernisation and improvement agenda. She also noted that, even with sophisticated forecasting tools, there was a degree of unpredictability with demand-led services and this impacted on all London Boroughs.

Jo Baty, Sara Sutton, Neil Sinclair (Head of Finance – People) and Cllr das Neves then responded to questions from the Panel:

- Cllr Mason expressed concerns about the increased number of adults aged 50-64 requiring support and queried the balance between physical and mental health difficulties in that group, whether the Covid pandemic was a factor in this and what support was being provided from the Government. Neil Sinclair, Head of Finance (People), confirmed that no additional funding had been provided from the Government on this specific area. Jo Baty said that details on the number of physical and mental health conditions could be provided in writing. **(ACTION)** She added that there had been recent discussions with Disability Action Haringey about supporting more residents with physical disabilities and that there were also better and stronger relationships with the Mental Health Trust. In relation to Covid, Sara Sutton said that modelling carried out at the time by the Integrated Care Board (ICB) had predicted that there would be a 20% increase in the acuity and complexity of cases as a consequence of the pandemic. Cllr das Neves commented that there was a relatively high proportion of people in Haringey with two or more long-term health conditions and that issues such as underinvestment in services that help people to maintain good health were a factor in this.
- Cllr Iyngkaran requested further details on the number of additional cases and the associated costs that had contributed towards the £1.1m adverse variation in the past quarter. Jo Baty clarified that there were many different groups of residents that factored in the overall costs and so it was important to understand the reasons for spikes in demand in certain groups which is why it was important to improve the modelling and forecasting for this.
- Asked by Cllr Connor for further clarification on the case numbers, Neil Sinclair explained that at the beginning of the year there had been approximately 500 younger adults with a care package with a physical disability characteristic and by the end of year this had reached almost 600 cases, despite the fact that the figures had been reasonably flat in the preceding two to three years. Much of this rise had been seen from people in the 50-64 cohort who were not previously known to the Council. He added that there had been work to improve the forecasting of data for anticipated transitions to adult social care which would have an input to the budget setting process for 2026/27 onwards. Cllr das Neves added that the Council was working with an external organisation called 31ten which was helping with the forecasting, including comparisons to statistically similar Boroughs. It was also important to consider the regular movement of people between Boroughs because of their housing circumstances and the emergence of particularly high cost cases as these could result in variances from previous forecasts. Cllr Connor commented that

it would be useful to see a breakdown of these figures in the specific cohorts and details of the forecasting work in future reports to scrutiny. **(ACTION)**

- Cllr O'Donovan queried whether more residents could be coming forward for assessments because they were concerned about the potential future changes in the qualification criteria. Jo Baty responded that there were likely to be a number of factors and could also include the situation with the cost of living and the Council's outreach work in this area.
- Asked by Cllr Connor about the reprofiling of savings that would not be delivered, Jo Baty explained that there were a number of savings which were pushed forward to 2025/26 or brought together under existing savings areas. This year the Department had tried to create clear standalone savings with a business case for each one. Items set out in the spreadsheet in the agenda papers as 'Contract Review' and 'Supported Living Review' included £900k of savings to be achieved in the next financial year. She added that there had been a lack of capacity in commissioning and so new commissioning staff had been brought in to help achieve these savings and further savings in future years. In transitions there had been delays in bringing staff on board and so the savings had not been achieved early enough but the Council was working with partners in care and health services to look at working better together to make efficiency savings. Neil Sinclair explained that factors including the need for investment in the service to make future savings, the writing-off of some savings and inflation uplifts for providers was used to establish the baseline financial position for 2025/26. This included an investment of around £31m into adult social care placements. Sara Sutton added that this included necessary areas of growth in areas such as staffing but even this was likely to be challenging with current demand pressures.
- Cllr Brennan raised a query about housing voids and it was noted that, although this was included under the Adults, Housing & Health section, the housing aspects did not fall within the remit of the Adults & Health Scrutiny Panel.
- Cllr Connor commented that it would be useful to understand further how the savings impact on residents in future reports including, for example, if an Equality Impact Assessment had been carried out. **(ACTION)**

9. CORPORATE DELIVERY PLAN - Q3 PERFORMANCE UPDATE

Cllr Connor informed the Panel that the report for this item provided a performance update on the Corporate Delivery Plan for Quarter 3 of 2024/25 and was previously presented to Cabinet in March 2025 and the Overview & Scrutiny Committee in April 2025. It was clarified that most of the performance indicators relevant to the Panel's remit were under Theme 4 (Adults, Health & Welfare) in addition to a small number under Theme 6 (Safer Haringey) in Appendix 3.

The following points were raised by the Panel on specific performance indicators:

- **Line 77 (Producing a Physical Activity and Sports Strategy) and Line 79 (Establish initial Wellbeing Model offer to inform the operation of the**

- borough's leisure centre facilities and encourage use of parks and green spaces)** – Cllr O'Donovan expressed concerns that the work on this item continued to be delayed due to the insourcing of Leisure Centres as health and wellbeing was important for the Prevention strategy. Cllr das Neves clarified that the Health and Wellbeing Strategy included policy initiatives from across the Council but that the detailed scrutiny of leisure services would be carried out by the Climate, Community Safety & Environment Scrutiny Panel. Cllr Connor recommended that the responsibilities for scrutiny of the various performance indicators should be made clearer in future reports. **(ACTION)**
- **Line 81 (Development and implementation of anti-racism partnership action plan), Line 82 (Refresh the Welcome Strategy)** – Cllr Mason requested an update on these items, noting that they were both marked as 'decreased'. Cllr das Neves explained that the reason there hadn't been progress on the Welcome Strategy was because an innovative and externally-funded project was being carried out with Haringey Welcome and Migrants Organise to develop a toolkit on how the Council works with refugees and asylum seekers. The audit included recommendations on what the community wanted and this would subsequently inform the development of the Welcome Strategy. She added that there could also be issues arising from national policy decisions that impacted on the amount of strategic time available, such as the recent closure of a hotel that housed asylum seekers in Muswell Hill. Sara Sutton added that the capacity for the strategic work was quite limited with a small team and that this was also a partnership function so the recent stretching of capacity had impacted on both of these performance indicators. However, there had recently been a recent increase in capacity so it was hoped that there would be further progress in these areas this year.
 - **Line 101 (Improvements in transitions for younger adults)** - Asked by Cllr Mason for an update in this area, Cllr das Neves said that it had taken some time to get the team to where it needed to be. Savings had been quite low in the first year and higher in the second because it took some time to set up the joint working. Jo Baty reported that an event was planned the following week with SEND Power and a group of parents who were about to support their young people through transition.
 - Cllr Opoku queried why some of the milestone dates for the performance indicators were in the past and did not appear to have been updated. Sara Sutton explained that the milestones represented the original benchmark against which the RAG ratings were applied.
 - Cllr O'Donovan noted that the report was originally sent to Cabinet and Overview & Scrutiny Committee in March/April and asked if there had been improvements in the red/amber indicators since then. Sara Sutton replied that the overall picture was broadly similar between Q3 and Q4 and that the update on Q4 would be available soon. Dominic O'Brien, Scrutiny Officer, informed the Panel that, for 2025/26, the Overview & Scrutiny meeting dates and work programmes had been sequenced so that finance and performance reports would be scrutinised shortly after they had been to Cabinet meetings. Any

relevant issues arising from this could then be scrutinised by the Panels at their next meetings if required.

- **Line 85 (Developing online resources to ensure information about localities is accessible to all)** - Cllr Brennan noted that, according to the text, stakeholder communications would be shared on a six-weekly basis across the central and east neighbourhoods but did not mention the west neighbourhood. It was clarified that this was a misprint and that the west neighbourhood would be included.
- Asked by Cllr Brennan about disabled sport, Cllr das Neves said that, while leisure services led in this area, it was also relevant to her portfolio and there had been good recent conversations on this with oversight through the Health & Wellbeing Strategy. Jo Baty explained that this had included meeting with Disability Action Haringey about the promotion of basketball for disabled residents, sport was being included in dementia activities and there was also a focus on sports and leisure in the transitions work. Sara Sutton added that details of the 'Get Out Get Active' programme to support disabled people to be more active can be found at: <https://www.haringey.gov.uk/leisure-parks-culture/sport-physical-activity/get-get-active-people-with-without-disabilities>
- Cllr Iyngkaran requested an update on Canning Crescent. Cllr das Neves reported that she was receiving information on a weekly basis from the team that had direct contact with the contractors but she could not yet provide a launch date. The project had previously been beset with challenges with the previous contractors going bust, but it remained an important service. There had been a recent Cabinet Member signing because there had been some work not done properly on fire and airflow and so it had been necessary to correct this. There was a legal process accompanying that. Jo Baty added that the Council had been working with the NHS early intervention service co-located at St Anns on ideas to support residents. There was an art group interested in becoming established at Canning Crescent and also an over-50s peer support group. Cllr Connor said that it would be useful to see the final costs and projected future income for the project when available. **(ACTION)** Cllr das Neves clarified that there was a business case for the project in 2018. Sara Sutton added that there were ongoing conversations about the levels of rent at Canning Crescent which would be required as part of the business case to pay back the borrowing.
- **Lines 136, 137, 138, 139 & 141 (Violence Against Women & Girls)** – Referring to these performance indicators under Theme 6 (Safer Haringey), Cllr Connor noted that, while Violence Against Women & Girls was a policy issue under the remit of the Panel, some of the performance indicators related to housing. Sara Sutton suggested that a column in future reports which highlighted the Scrutiny Panel remit that each performance indicator related to could be useful. This feedback would be passed on to the Head of Performance & Business. **(ACTION)** Cllr Mason asked whether tackling online misogyny was on the Council's agenda in this area. Cllr das Neves said that there were ongoing conversations about addressing perpetrators of VAWG as well as preventative initiatives such as education in schools. A commissioning

process had recently been taking place, details of which would be provided to Cabinet ahead of the renewed Haringey VAWG Strategy being developed as the existing strategy was due to expire in 2026.

- **Line 76 (Reduce Gambling Harms by commencing the community awareness-raising campaign)** – Cllr Connor commented that, while this performance indicator was green, the wider causes of gambling harms were not being addressed mainly due to the limited powers that local authorities had in this area. Cllr das Neves said that Haringey had one of the most ground-breaking gambling harms initiatives in London. This included services that directly supported people experiencing gambling harms, a schools programme to educate young people about gambling harms and a training programme for professionals to identify the signs of gambling harms and make referrals. She added that the other aspect of this issue was campaigning for change. The Council had written to ministers about the prevalence of betting shops as this would require a change in the law to tackle and the Council had also joined the coalition against gambling advertising. The Council had won an award recently on the health inequalities work in this area at the MJ Awards. Cllr das Neves acknowledged the continuing prevalence of gambling harms but felt that Haringey was very active and innovative in this area which was why the performance indicator was green. Cllr Connor commented that this was very helpful additional detail to the limited information provided in the report.

10. CABINET MEMBER QUESTIONS

Cllr das Neves responded to questions from the Panel on issues within her portfolio:

- Cllr O'Donovan raised the recent government announcement that Healthwatch would be abolished and queried what this would mean for local Healthwatch arrangements, given that these were commissioned by the local authority. Cllr das Neves said that this was currently unclear but clarified that the local Healthwatch was funded from the Council's Public Health budget. She added that the Council relied on the local Healthwatch as an important part of holding health services to account and also noted that Healthwatch was a part of the Health and Wellbeing Board. There would be conversations with the local Healthwatch about their understanding of what the national picture would mean for them.
- Asked by Cllr O'Donovan about the NHS neighbourhood model and how this might fit with Haringey's localities approach, Cllr das Neves said that this could potentially build on positive developments in the community, such as on early intervention and prevention, which could deliver better outcomes for people. However, it was not yet clear how this overall approach would be funded. She added that there were ongoing financial issues to work through, such as the lower levels of NHS spending on Continuing Healthcare in North Central London (NCL) when compared to other regions. Sara Sutton commented that the recent announcement that Integrated Care Boards (ICBs) would be required to reduce their budgets by 50% meant that there were ongoing

discussions about the future landscape of ICBs including potential mergers. In addition, the NHS 10-year plan was expected to be published shortly and to strongly signal a shift towards neighbourhood health. She added that Haringey was well positioned to align to this with strong existing strategic partnerships with health and good foundations through the Borough Partnership and localities work.

- In relation to neighbourhood health, Cllr Mason highlighted the lack of a good space for people to gather in the more deprived areas of Bounds Green. Cllr das Neves agreed that it was important to have the necessary infrastructure in place to enable the voluntary and community sector but acknowledged the current financial pressures that created challenges in this area. Sara Sutton added that the NHS was looking at various ways of shifting care from acute settings to community settings and there was a consensus to include the voluntary and community sector in this. However, there was not yet the long-term stable investment in the way that was needed in the sector to support complex coordination so the Council was making this case to the government.
- Cllr Brennan requested a progress update on Continuing Healthcare (CHC) funding in NCL. Cllr das Neves responded that there was Freedom of Information data available which showed that some sub-regions of London were receiving more than twice as much CHC funding as in NCL so this was a very significant issue. Jo Baty added that the Council had conducted work in this area, reviewing the cases of residents with complex needs. This had resulted in over £1m of achieved savings in one financial year. One of the historic issues had been a lack of expertise in challenging the health professionals that tended to dominate the discussions but capacity in this area had been developed in recent years to enable the Council to be more agile in negotiations. Sara Sutton highlighted that this was an area of increased risk as clarity was needed in three areas in the plans for ICB budget reductions – CHC, safeguarding and SEND. She added that, with the importance of partnership working with health colleagues, it would be better to avoid further ‘cost-shunting’ between the NHS and local authorities. ADASS (Association of Directors of Adult Social Services) was expected to publish a report on CHC in July or August which could be circulated to the Panel. **(ACTION)** There was then a brief discussion on the possibility of the Panel enabling further discussions on CHC at a future meeting. **(ACTION)**
- Cllr Iyngkaran asked about the latest understanding of what potential changes to the local ICB could look like. Cllr das Neves replied that there had been discussions at the most recent meeting of the Health and Wellbeing Board that there could be a merger of the NCL ICB with another ICB. She was concerned that there did not appear to be much time for community engagement on this. Sara Sutton commented that the scale of the ICB’s budget reductions were very significant and therefore there was recognition that a merger could be the only way to achieve this while continuing to deliver on their very significant responsibilities. She added that an ICB covering a larger area would make the future work on neighbourhoods and localities even more vital.

11. WORK PROGRAMME UPDATE

Cllr Connor proposed that an item on the provision of maternity services in NCL and the impact of Haringey residents be added to the Panel's work programme. **(ACTION)**

Cllr O'Donovan requested further details on the recruitment of co-optees to the vacant positions on the Scrutiny Panels. Dominic O'Brien said that a report including the details of the appointment procedure was discussed at the Overview & Scrutiny Committee meeting on 19th June 2025 and this could be circulated **(ACTION)**. He would also request further details about recruitment from the Democratic Services & Scrutiny Manager. **(ACTION)**

12. DATES OF FUTURE MEETINGS

- 22nd Sep 2025 (6.30pm)
- 13th Nov 2025 (6.30pm)
- 16th Dec 2025 (6.30pm)
- 9th Feb 2026 (6.30pm)

CHAIR: Councillor Pippa Connor

Signed by Chair

Date

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MINUTES OF THE MEETING Children and Young People's Scrutiny Panel HELD ON Monday, 14th July, 2025, 7.10 pm

PRESENT:

Councillors: Anna Lawton (Chair), Anna Abela, Grosskopf,

ALSO ATTENDING: Christine Cordon (Co-Optee) and Borwick-Fox (Co-Optee)

1. FILMING AT MEETINGS

The Chair referred Members present to agenda Item 1 as shown on the agenda in respect of filming at this meeting, and Members noted the information contained therein'.

2. APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllrs Amin, Isilar-Gosling & Dunstall.

3. ITEMS OF URGENT BUSINESS

There were no items of Urgent Business.

4. DECLARATIONS OF INTEREST

There were no Declarations of Interest.

5. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

None.

6. MINUTES

RESOLVED

That the minutes of the previous meeting on 13 February 2025 were agreed as a correct record.

7. MEMBERSHIP & TERMS OF REFERENCE

RESOLVED

That the Panel:

- I. Noted the terms of reference attached at Appendix A of the report and Protocol attached at Appendix B of the report, for the Overview & Scrutiny Committee and it's Panels.
- II. Noted the policy areas/remits and membership for each Scrutiny Panel for 2025/26, attached at Appendix C of the report.

8. APPOINTMENT OF CO-OPTED MEMBERS

RESOLVED

It was noted that:

- I. Amanda Bernard was appointed to the Children and Young People's Scrutiny Panel as a non-voting co-opted member for the municipal year 2025/2026.
- II. That Camilla Borthwick-Fox and Christine Cordon were appointed as voting co-opted members to the Overview and Scrutiny Committee, participating at meetings when educational matters are being considered.
- III. That Camilla Borthwick-Fox and Christine Cordon were appointed to the Children & Young People's Scrutiny Panel, as voting co-opted members, which has responsibility for considering educational matters

9. CABINET MEMBER QUESTIONS - CABINET MEMBER FOR CHILDREN, SCHOOLS & FAMILIES

The Panel received a verbal update from the Cabinet Member for Children, Schools & Families on developments within her portfolio, followed by a verbal question and answer session with the Cabinet Member. The following update was provided by the Cabinet Member:

- The Cabinet Member advised that Haringey had achieved the highest grade in relation to the recent local area Ofsted/CQC inspection and that this had been confirmed by the inspection body.
- The Council was moving forward with the Safety Valve programme and it was meeting most of its targets.
- The OSSME unit was open for children with autism. Similarly, the base at Earlsmead was open with four children attending. It was hoped that this would increase to 15. Work was underway at Alexandra Park primary for children with emotional, social, mental health support needs. Work was also starting at the Brook for children with additional complex needs. The Cabinet Member commented that the government seemed to be developing a more inclusive approach to SEND with provision through mainstream schools.
- The SEND white paper was expected in the autumn. It was commented that the organisation was lucky to have a DCS who was also vice-president of the association of Directors of Children's Services.
- The government has expanded Free School Meals but this won't happen until September 2026. A lot of work was being done to understand how this would be delivered. The government had extended eligibility to children whose parents were on Universal Credit and removing the current income cap of £7400.

- The Cabinet Member noted that there was also the Mayor's free school meals programme and that there was work to be done to get families to apply for it who were also eligible for FSM through the government scheme. The Cabinet Member commented that children would not be bringing their pupil premium with them. There was a working group in place to look at these type of issues.
- The Cabinet Member advised that she was hoping to convince schools to join a joint procurement exercise to reduce food costs to schools.
- The Cabinet Member advised that she had visited the three government funded pilot breakfast clubs in Haringey – Earlham, Holy Trinity, and St. Mary Priory. The service has produced a video of the visit and the Cabinet Member encouraged Members to watch it.
- The inaugural meeting of local authority governors took place and there were 15 governors in attendance. The Cabinet Member commented that there was work to be done to raise the level of knowledge of governors.
- The Cabinet Member advised that the Council had submitted a long submission to the Select Committee on special needs. The Cabinet Member advised that she would send this round to head teachers and the chairs of governors.

The following arose during the discussion of this item:

- a. The Panel sought clarification about how the government's announcement on Free School Meals (FSM) would interact with the Mayor of London's pledge on FSM. In response, the Cabinet Member advised that the government funded FSM for all KS1 pupils, but within that cohort some of those children would be eligible to receive the Pupil Premium based on their parents being in receipt of benefits and being below the income threshold. The Cabinet Member emphasised that for those children it was important that they were registered through the government scheme, so that the school could receive £1400 additional funding per pupil. For juniors, FSM was not universal and only children whose families were below the income threshold would receive them. The Mayor's scheme would fund the rest. The Cabinet Member set out that 26% of Haringey's school children were receiving FSM.
- b. In relation to a follow-up, the Cabinet Member advised that children would be receiving the exact same meal regardless of which scheme they were eligible for, however the Mayor's scheme actually paid more per head to the school than the government's scheme. However, it was important that those who were eligible for Pupil Premium to be registered under the government's scheme.
- c. The Panel sought the Cabinet Member's views in relation to the funding for the breakfast club trial, in light of concerns that the funding provided did not match the funding required for provision of healthy meals. In response, the Cabinet Member advised that she had met with the heads of the three schools and acknowledged that they had different experiences based on the size of the school and the number of pupils involved. The Cabinet Member advised that she got the impression that the heads of both Holy Trinity and St Mary's were determined to make it work. The Cabinet Member emphasised that she wanted schools to buy into joint procurement in order to maximise the economies of scale and reduce the cost of the food.
- d. The Director advised the Panel that the annual engagement meeting was part of the inspection framework for the Area SEND inspection and that as part of the follow-up to the inspection, they came back to speak to the Council annually about the progress made since the inspection. The Panel noted that

there was annual submission compiled in response to this and that the inspection body did not have any concerns with the latest submission. The Corporate Director advised that there were still things that the service was not happy with, such the wait times for speech and language therapies.

- e. The Panel enquired about school closures. In response, the Cabinet Member advised that two schools were due close because of falling pupil numbers. These were Tiverton and St Peter's & Gildas. The Cabinet Member commented that it was regrettable and that nobody wanted schools to close, but that the numbers were the numbers. St Peter's & Gildas would have four pupils below Year 6 until the end of the term. In context, it was noted that Hackney has eight schools closing.
- f. The Panel enquired about what could be done to support school provision in Haringey for the Jewish community, rather than attending education settings in Hackney. In response, officers advised that they worked closely with community leaders to find solutions, but that there were challenges related to the statutory requirements behind building schools.

RESOLVED

Noted.

10. CHILDREN'S SOCIAL CARE PERFORMANCE Q1 TO JUNE 2025

The Panel received a cover report and an accompanying presentation that provided an analysis of the performance data and trends for a set of performance measures relating to Looked After Children (LAC), Children on Child Protection Plans (CPP) and Children in Need (CIN). The presentation was introduced by Richard Hutton, Performance, Data and Analytics Manager as set out in the report at pages 39-52. Ann Graham, Corporate Director of Children's Services was also present for this item, along with Cllr Brabazon, Cabinet Member for Children, Schools and Families. In addition, the Director of Early Help, Prevention and SEND, as well as the Director for Safeguarding and Social Care were also present for this agenda item. The following arose as part of the discussion of this item:

- a. The Panel sought clarification about what was being done to investigate the reasons behind a drop in referrals from schools to the Multi Agency Safeguarding Hub (MASH). In response, officers advised that the data was heavily scrutinised and cross referenced with other data from the Early Help service. The Director commented that a drop in referrals wasn't necessarily celebrated, Instead it was about having the right referrals into the system at the right time. The Corporate Director advised that they monitored referrals and the wider system very closely. The Panel was advised that there was a triangulation between an increase in the uptake of Early Help services and a decrease in referrals to the MASH. The Family Hub model used in Early Years allowed the service to identify needs much earlier and this reduced referrals to the MASH.
- b. In relation to a questions about Education Health & Care Plans (EHCPs), officers advised that performance for timeliness was very highly a couple of years ago at 97%, this had dropped slightly to 86%, however the national

average was around forty percent. Officers acknowledged that the number of EHCPs was increasing, but it was commented that the census data showed that Haringey had seen a slower rate in increase at 4.7% than the London average (7.5%) and the national average at 10%. Officers attributed this slower rate of increase to the early intervention model and that fact that children were seen at a much earlier point in the system and this reduced the number who required an EHCP.

- c. In response to a follow up question, officers acknowledged that they were seeing an increase in complexity, despite the fact that overall school numbers were down slightly.
- d. The Panel queried the decreasing trend of immunisation figures and questioned why Haringey was performing worse than the national average. In response, officers advised that the figures related specifically to LAC and so it wasn't influenced by families being sceptical of vaccinations or different take-up levels within different communities. It was often the older children within the LAC cohort who less likely to take up the offer of vaccination. Officers also noted that the LAC Nurse at Bounds Green Health Centre had recently retired and that there had been a decrease in take-up while a permanent replacement was found. Officers advised that they were working with Public Health colleagues and were doing everything they could to ensure LAC were being immunised, including looking at their immunisation records at both the child's first health assessment and their first LAC review.
- e. The Panel queried the reasons behind a drop in the numbers of care leavers who were in education, employment or training. In response, officers acknowledged that there had been a two-year period where the figures had dropped, but that they were starting to increase again. Officers commented that they were unsure of the specific reasons behind this. It was noted that Haringey had around 10% of its care leavers who were in higher education and that this compared favourably with other boroughs.

RESOLVED

Noted

11. PRIVATE FOSTERING ANNUAL REPORT 2024/25

The Panel received a report which provided an overview of activity in regard to private fostering for the municipal year 2024/25. The report was introduced by Sandy Bansil, Head of Children in Care and Placements as set out in the agenda pack at pages 53-68. Ann Graham, Corporate Director of Children's Services was also present for this item, along with Cllr Brabazon, Cabinet Member for Children, Schools and Families. In addition, the Director of Early Help, Prevention and SEND, as well as the Director for Safeguarding and Social Care were also present for this agenda item. The following arose as part of the discussion of this item:

- a. The Panel noted that a privately fostered child was defined as a child who was under the age of 16, or 18 if the child had a disability, and was placed for 28 consecutive days or more with an adult who was not a relative. A relative in this

- situation was defined as either a grandparent, brother, sister, uncle or aunt, and also included stepparents.
- b. The Panel welcomed the fact that the report included the voice of the child. Officers acknowledged that this was important, as it gave reassurance about the experience of children directly from the children themselves.
 - c. In relation to numbers, officers advised that there were five children in private fostering arrangements in Haringey, with a further two notifications having been received which would require assessment. The Cabinet Member commented that this was an area that involved small numbers of children, but one that was difficult to regulate.

RESOLVED

Noted.

12. WORK PROGRAMME UPDATE

RESOLVED

- I. That the current work programme for the Children & Young People's Scrutiny Panel was noted.
- II. That the Panel gave consideration to the items and reports required for its meetings in 2025/26.

13. NEW ITEMS OF URGENT BUSINESS

N/A

14. DATES OF FUTURE MEETINGS

9 September 2025
18 November 2025
15 January 2026
26 February 2026

CHAIR: Councillor Anna Lawton

Signed by Chair

Date

**MINUTES OF THE CULTURE, COMMUNITY SAFETY AND ENVIRONMENT
SCRUTINY PANEL HELD ON Monday 28th July 2025, 6.30pm -**

IN ATTENDANCE:

Councillors Makbule Gunes (Chair), George Dunstall, Liam Carroll, Luke Cawley-Harrison, Sue Jameson

Councillor Ajda Ovat (Cabinet Member for Communities)

ALSO IN ATTENDANCE:

Eubert Malcolm, Director of Environment

Zoe Robertson – Programme Director for Well-being and Climate

Max Tolley, Housing Strategy and Policy Officer

Adam Browne, ASB, CCTV & Enforcement Manager

Ellie Duncan, ASB Manager

Fola Irikefe, Principal Scrutiny Officer

Attendance Online

- Mark Wolski, Head of Community Safety
- Adam Browne, ASB, CCTV & Enforcement Manager

Deputation attendance:

Sydney Charles, Haringey Climate Forum (HCF) and En10ergy – Heat Networks

Dr Jonny Groome and Lee Vilinsky (co-chairs of Healthy Streets North Tottenham) -
Low Traffic Neighbourhoods

APOLOGIES FOR ABSENCE

Apologies were received from Councillor Grosskopf, Councillor Hakata and Barry Francis

FILMING AT MEETINGS

The Chair referred Members present to agenda Item 1 as shown on the agenda in respect of filming at this meeting, and Members noted the information contained therein’.

URGENT BUSINESS

None.

DECLARATIONS OF INTEREST

None.

DEPUTATIONS / PETITIONS / PRESENTATIONS / QUESTIONS

The deputations were considered as detailed below.

MINUTES

That the minutes of the meeting on 11th March 2025 were agreed as an accurate record.

MEMBERSHIP AND TERMS OF REFERENCE

The committee noted the updated terms of reference and membership for 2025–2026. It was highlighted that the panel now includes responsibility for Culture, in addition to Environment and Community Safety.

ACTION TRACKER

To be updated for 2025/26.

DRAFT ANTI-SOCIAL BEHAVIOUR POLICY

Following introductions, the Chair welcomed Members, officers, and guests. The Chair asked Councillor Ajda Ovat, Cabinet Member for Communities to introduce Draft Anti-Social Behaviour Policy. Councillor Ovat explained that the policy was developed to define responsibilities, processes and procedures relating to ASB and outlines the Council's approach to tackling antisocial behaviour. The policy explains how incidents can be reported and sets out our roles and responsibilities. It also highlights our commitment to prevention and details the multi-agency collaboration across the council, including input from Community Safety, Park services, estates,

safeguarding and external bodies including the police. Max Tolley further added that the policy relates to public spaces and council homes and the neighbourhoods that we manage as a social landlord.

Councillor Jameson informed the committee that in her ward there are significant anti-social behaviour issues that have stemmed from businesses owners whilst the policy doesn't address working with the licencing teams in order to persuade businesses to operate appropriately, she felt there wasn't enough. In response, Eubert Malcolm explained that this come under different legislation, the Licensing Act so this is something that will be referred to licencing colleagues and as the policy is in consultation phase, this is something that can be added into it. **ACTION.**

Councillor Dunstall enquired about the time frames as during conversations with residents, he has been told that once ASB is reported, they often don't get a response. The officer responded that the plan is to respond in a timely manner not only is it important for the initial response, but to ensure we update residents as we go along. The officer also explained that some of the issues that come through from residents are also police matters and so there needs to be better demarcations of what are police matters.

Councillor Cawley-Harrison emphasised the comment from Councillor Jameson earlier that there was a lack of reference to businesses causing ASB, he asserted that business regardless of the licencing should be included. He also pointed out that the list of areas and responsibilities that the council is meant to respond to is not clear under 4.2 and additionally links to different part in the report are not ideal. Councillor Cawley-Harrison asserted that the time frames for responses felt reasonable but ideally residents should be given a reference number to be able to put into a system and receive a status update on their report. **ACTION.**

Eubert Malcolm, Director of Environment thanked the member for the suggestions and explained that they were currently exploring implementing a case management system to refine the feedback system and they were also exploring how they will update their website once the policy is in place. It was explained that the various links in the report are because this policy is the overarching policy with more detailed

policies sitting beneath and so referencing each in detail would be unwieldy in the report.

Councillor Carroll enquired if there is provision within the report to allow for any sort of landlord licencing scheme to incorporate anti-social behaviour concerns, basically to refer into? The committee heard they are working closely with landlords and how they can really support their tenants and stop ASB.

In terms of prevention of ASB, the absence or presence of cameras and lighting is often considered an influential factor in where you see frequent anti-social behaviour hotspots Councillor Carroll expressed. He further added that more needs to be done when constructing and designing the public realm. It was heard that with developments now there is consultation with police officers who undertake an assessment and risk analysis of designs.

Councillor Jameson enquired about the size of the ASB team as the perception is its really small. The committee learnt that there are eight officers for the whole borough with some support officers. Councillor Jameson further asserted that stronger terms need to be put into contracts for tenants should they commit anti-social behaviour. The Chair enquired about the consultation process to which she heard that the various departments in the council including housing, licencing, Park services community safety will be consulted before the policy goes to Cabinet it will also go to residents and businesses.

GOOD NEIGHBOURHOOD MANAGEMENT POLICY

The committee were briefed by Max Tolley, Housing Strategy and Policy Officer that the Good Neighbourhood Management policy is in response to the Housing Ombudsman spotlight on noise report recommendation which recommended that landlords have a proactive good neighbourhood management policy distinct to the ASB policy. The Good Neighbourhood Management policy applies specifically to Harringay council tenants and leaseholders. It addresses behaviours that fall below the threshold of ASB or a tenancy breach. The aim of the policy is to complement the ASB policy, and it similarly has been shaped by input from feedback provided by

council services, such as the Community safety Team and council's resident voice board.

The main focus of the policy is around when tenants' leaseholders are upset or frustrated from someone else's behaviour or actions but its isn't deemed ASB or tenancy breach. Councillor Dunstall made the point that where you've got residents potentially with relationships basically broken down, this policy may malign intentions towards another resident. The councillor sought clarity around what point does unpleasant behaviour become ASB? It was explained that residents should first approach tenancy management this usually ends with the residents' resolving things without interventions from an officer but when it can't be this policy may then be required.

Councillor Cawley- Harrison suggested that something about frequency of issue should be incorporated into the terms of escalation so if there's a frequency of medium level issues and you have a vulnerable resident etc then interventions can be made. **RECOMMENDATION.** The councillor also expressed that the name of the policy 'Good Neighbourhood Management Policy' implies it's for everyone, but it's mainly for council tenants and leaseholders. He felt that as the policy doesn't apply to everyone, down the line there may be confusion where someone may have a dispute in private property and they start referring to the policy.

RECOMMENDATION.

Officers agreed with the helpful recommendation and considered how the title could possibly be revised to include 'council housing'. Councillor Cawley Harrison also noted that there are certain expectations of the tenants but none from the council.

Will the council mediate in an unbiased and independent manner?

Councillor Cawley Harrison pointed out that there is a lack of information about further action tenants might be able to take and there isn't a referral guide should a tenant want to escalate things and make a formal complaint etc. Officers understood the point but also felt some of the detail around the procedure would be an internal staff document.

A member enquired about what would happen to housing associations and how do we advise those residents? In response it was explained that they were currently consulting on a tenancy strategy which sets the expectations for registered providers in the borough. The tenancy management policy also addresses ASB and expectations for tenants. Officers expressed that it would also be constructive to bring this also to scrutiny. **ACTION.**

The chair thanked Councillor Ovat and the officers in attendance.

DEPUTATIONS

The chair welcomed the two people/ organisations presenting deputations.

Sydney Charles, Harringay Climate Forum

Sydney Charles introduced herself as a steering group member of the Harringay Climate Forum and a director of NT Energy, which is Harringay's Community Energy Group and also a member of Community Energy Group England.

Ms Charles expressed that she would like to ask for a redirection for Haringey's heat and cooling strategy based on new technologies and funding opportunities to be redirected to the Den. The original strategy was to develop a district heat network, from Edmonton to go through to Westminster, Camden, Islington though it now seems unlikely that Haringey will be able to fund the Den and the need for cooling to be built in is more apparent. The committee heard that Ofgem will be regulating all heat networks and so it's an ideal time to put efforts into estates all across Harringay and encourage private building owners to decarbonize.

Haringey ranks near the top of councils for homes and heating in the 2025 climate emergency results. Ms Charles informed the scrutiny panel about new products such as retrofit homes with batteries and smart tariffs so the homes have no bills for energy. There is also retrofit to scale, which looks to make the most number of houses low energy for very low outlay.

Sydney Charles expressed the opinion that some of the UK and London policies are flawed assumptions, in particular calculations usually ignore the carbon to construct pipe routes and energy centres and compare heat from incinerators to individual gas boilers rather than seek solutions, she explained there is an assumption that carbon

for the electricity used for heat pumps will never decarbonise. She explained it was better to produce electricity from burning waste rather than producing heat as well as electricity as once the cost and carbon of constructing long networks and energy centres being considered it work out better.

Finally, to summarise the deputation a recommendation was made that Harringay redirect money and support from the Den, plan now and increase low-cost heating and cooling across the borough. The scrutiny panel were briefed that there are funds available to support this work.

The chair then invited questions and comments from members. Councillor Dunstall enquired about the finance options available. In response it was heard that there's funding through the National Wealth, Green Heat Network Fund that has quite good conditions in it for the cost to customers and also the carbon emissions. There is also the Carbon Offset Fund, which has £7 million to implement carbon programmes. The GLA has also got a 0-carbon accelerator programme.

Councillor Luke Cawley-Harrison sought clarity regarding what happened with the heath networks and the change in direction to which Programme Director for Well-being and Climate clarified that there was a gap in funding and because due to the wider economic position nationally with the increased cost of borrowing and council's financial position, the Council's capital allocation for heat networks was taken out of the capital strategy in the previous year. There are conversations currently taking place with the government, so the position is not yet conclusive.

A member commented that if were having Den's as isolated networks then there could stipulations with each development through planning and prescribe the developers to have that as part of their scheme which is very much within our remit as a Council. Sydney Charles gave the panel an example of a place where they have 70% of the people in the street are willing to consider air source heat pumps.

There are also a lot of university campuses and things with multi air source heat pump so there is a possibility that High Road West could have its own communal heating system. It was explained that we could, through planning, prescribe the developers to have that as part of their scheme.

The chair thanked Sydney Charles for her deputation and informed her that a response would follow. **ACTION.**

Dr Jonny Groome and Lee Vilinsky (co-chairs of Healthy Streets North Tottenham) - Low Traffic Neighbourhoods

Dr Groome introduced himself as a member of Health Streets and then briefed the panel that they worked to maintain safety of streets from a road traffic perspective, which is proving to be a challenge in an area called The Avenues and hence the reason for the deputation. He briefed that it is one of the most deprived areas of the borough, with very bad traffic, speeding, gridlock and very bad pollution on a daily basis. The gridlock is affecting emergency vehicles with delayed response times, bus's struggling to get through and hence affecting schools.

He explained he was seeking help from the scrutiny panel to make the streets safer. There has also been an increase in the pressure additional non-football related events at the Tottenham Stadium. In this coming September and December alone there will be 20 events, people struggle to leave their homes at this time. Additionally new homes are being built, 10,000 new homes in Meridian Water, over 3,000 in Tottenham Hale but there doesn't seem to be a plan to mitigate against the congestion.

Dr Groome reported that there is daily gridlock on single lane roads, HGVs get stuck and mount curbs, emergency vehicles get blocked, there is often damage to residents' cars damage, road rage, constant beeping injury and there has also been loss of life. Unfortunately, the situation isn't new and there have been efforts to change things on Shelbourne Road and reduce traffic for 35 years.

Dr Groome explained the proposed solution was through the implementation of 3 simple traffic filter to be put in place. Dr Groome requested if the scrutiny panel would be able to assist in getting an understanding of what is happening with the funded plans and the adopted walking in cycle action plan and to help drive forward traffic mitigation measures.

Councillor Dunstall clarified that the purpose of the deputation was to have LTN's implanted. Councillor Jameson enquired if they had developed the solution with any input from councillors/ officers to which they heard they hadn't but there was awareness of the challenge and that their organisation was actively looking for a solution. The scrutiny panel heard that this was a starting point but they had presented to the Climate Action Forum and liaised with the highways team which has been unresponsive of late and so the purpose of the deputation was for support and further guidance to get some progress.

A member of the scrutiny panel reminded Dr Groome and Lee Vilinsky that scrutiny does not make decisions, so the scrutiny panel can make recommendations to the Cabinet member, it's ultimately for the cabinet to make the decisions. Dr Groome explained that they hoped for the same momentum as when three other LTN's were signed off in mid-December but the momentum has really waned.

It was enquired if it was a partly funded TfL Road, to which it was. Councillor Ruth Gordon who was attending and observing the meeting and a ward councillor in the area painted a clear picture of the challenges including loud exhausts, screeching tyres, road rage, bus 318 standstill and all this leads to toxic air and all exasperated by the increasing events.

The Chair thanked the guests and informed them they would receive a formal response. **ACTION.**

CLIMATE CHANGE ACTION PLAN

The chair introduced the Climate Change Action Plan update, which responds to previous requests from the panel to look at the structure and the progress made to date. Zoe Robertson, Programme Director for Well-being and Climate, informed members that the action plan was adopted in 2020 following an extensive community engagement process and has since been reported each year to full council through the Annual Carbon Report. The plan includes 159 actions which are delivered across the council, coordinated by the Carbon Management Team. The action plan has

been designed to deliver projects and programmes up to 2041, with immediate actions in the plan covering the first 7/8 years.

The scrutiny panel heard that there has been an impact on proposed plans as a result of the pandemic, cost of materials, funding challenges and higher borrowing costs, higher inflation rates etc. The chair expressed that as it is a long-term plan, they will receive and update on the plan annually. **ACTION**

A member enquired about the disposal strategy and whether progress has been made because we have disposed of some of the worst performing buildings as opposed to improving on the building stock. The scrutiny panel heard there were plans for decarbonizing the councils' estates but the pace has slowed down because we haven't disposed of certain buildings yet, like River Park House.

It was also enquired about some of the green rated actions which have actions such as 'we're going to look into' as opposed to a clear action but no actual tangible outcome has come about. The councillor expressed that there should be more on delivery as opposed to the strategy. Zoe Robertson acknowledged that there should be a line in the RAG rating chart for actual impact and outcome. **ACTION.**

A councillor enquired what areas needed more improvements and how well we were doing or implementing the actions in the plan. It was heard that the Climate Partnership is used as a tool to bring people together and have the conversations around what's been done locally. There was recognition there is always more to be done, and everything can't always be summarised in a plan but it's a start for a twenty-year plan.

In view of the councils' financial challenges, what would be the impact on the plan the chair enquired. The Climate and Well-Being Board, chaired by corporate director provides the governance route for all of the work and thus cuts across all the different Council areas. Reduced resources may mean some may be slowed down or paused or they may look to community or other partners for support. Details on progress in the next project would be helpful in order to know if projects have

been on hold for a couple of weeks or a year etc. **ACTION.** It was also suggested that 'carbon impact' as opposed to impact would be helpful.

The chair thanked the officer for the report.

WORK PROGRAMME

The chair briefly commented on the work programme explaining that the scrutiny panel would be looking at the Walking and Cycling Action Plan in more detail, they would also look at leisure services which is now within the remit of the scrutiny panel.

Other items to be considered:

- Wellbeing Strategy
- Update on leisure centre – progress in managing them.

The meeting ended at 8.30 pm

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Report for: Overview & Scrutiny Committee – 20th October 2025

Item number: 8

Title: Annual Feedback and Resolutions Report 2024/25

Report authorised by: Claire McCarthy, Director for Strategy, Communications and Collaboration

Lead Officer: Kirsten Webb: Kirsten.Webb@haringey.gov.uk

Ward(s) affected: N/A

Report for Key/Non-Key Decision: N/A

1. Describe the issue under consideration

This report provides an overview of the feedback received by the council—both positive and negative—between April 2024 and March 2025. It highlights how we have acted on this feedback to drive improvements and outlines the ways in which it has influenced and shaped our services.

Feedback plays a vital role in helping Haringey Council listen to residents and enhance the services we deliver, in line with the commitments set out in the Haringey Deal. A strong feedback process enables the council to respond promptly and effectively. As such, this report also details the steps we've taken to improve how we handle complaints and Members' Enquiries, ensuring residents have a better experience when sharing their views and that the council can make the most of the insights received.

Appendix One provides the annual data for staff compliments, complaints, Members Enquiries and Ombudsman cases.

2. Cabinet Member Introduction

As Cabinet Member for Resident Services and Tackling Inequality, I am pleased to introduce this report, which provides a detailed overview of our complaint handling performance in accordance with the Housing Ombudsman's Complaint Handling Code.

Ensuring that our residents are treated fairly, listened to, and responded to effectively is central to our commitment to tackling inequality and delivering inclusive, high-quality services. Complaints are a vital source of insight into how our services are experienced, and this report supports our ambition to build a culture of learning, accountability, and continuous improvement across the

organisation.

I welcome consideration of this report and the opportunity it presents to strengthen our approach to resident engagement and service delivery.

3. Recommendations

That the Committee notes the contents of this report and the appendices.

4. Reasons for Decision

Presenting this report to the Committee ensures transparency, accountability, and strategic governance in relation to our complaint handling processes. It enables the Committee to assess organisational responsiveness, identify areas for improvement, and ensure that service delivery remains resident-focused and compliant with regulatory expectations.

5. Background Information

The Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman Service (HOS) introduced new, aligned Complaint Handling Codes, which came into effect on 1 April 2024. These codes require (in the case of the HOS) and encourage (in the case of the LGSCO) local authorities and landlords to demonstrate how they comply with the codes and how they are learning from feedback throughout the year. This is evidenced through the publication of an [annual self-assessment report](#) which must be made publicly available. Haringey Council has published its self-assessment on our website.

In November 2022, Haringey Council launched the Haringey Deal—a set of commitments aimed at reshaping and strengthening our relationship with residents and communities.

Feedback plays a vital role in embedding the principles of the Haringey Deal across the organisation, particularly in delivering on our commitments to get the basics right and to learn from our mistakes. The service improvements outlined in this report reflect our progress toward these goals, including efforts to meaningfully incorporate resident perspectives into service design.

We also recognise that valuable feedback is not limited to formal complaints and suggestions. A significant amount is gathered through other channels—such as proactive collaboration with residents and partners, day-to-day interactions in frontline services, and communications across various platforms. This includes consultations and engagement activities facilitated through the Haringey Engagement Hub. A key part of our journey is learning from the full spectrum of feedback we receive from residents and businesses, regardless of how it is shared.

6. Contribution to the Corporate Delivery Plan 2024-2026 High Level Strategic Outcomes

Theme 1 - Resident experience and enabling success

We will ensure residents have an excellent experience when accessing our services and we will develop inclusive public participation, where residents have genuine opportunities to have a say in decisions that affect them. This theme also captures significant enabling work happening behind the scenes to ensure all Council officers have the support, tools and infrastructure they need to work effectively and provide residents with a high-quality service.

7. Carbon and Climate Change

N/A

8. Statutory Officers comments (Director of Finance, Director of Legal & Governance, Equalities)

Finance

There are no financial implications arising from the contents of this report.

Strategic Procurement

Strategic Procurement have been consulted in the preparation of this report.

Strategic Procurement note that the recommendations in section 3 of this report are not procurement related.

Strategic Procurement support the recommendations of this report.

Legal

The Director of Legal and Governance has been consulted in the preparation of this report.

The Housing Ombudsman's Complaint Handling Code came into force on the 1 April 2024. Councils, as social landlords, are now required to follow the requirements set out in the Code. The Social Housing (Regulation) Act 2023 places a duty on the Housing Ombudsman to monitor compliance with the statutory Complaint Handling Code.

The Local Government and Social Care Ombudsman (LGSCO) is an independent body responsible for investigating complaints made against a public body where it is alleged that there has been maladministration causing injustice. Under the Local Government Act 1974, the LGSCO has the power to investigate complaints against the Council where there has been maladministration causing injustice, a failure to provide a service that it was the Council's function to provide and there was a total failure to provide such a service. The Ombudsman is the final stage in the complaints process, where an individual has been through the

council's complaints process and remains dissatisfied with the outcome.

Complaints in respect of Children Social Care are governed by the Children Act 1989 and The Children Act 1989 Representations Procedure (England) Regulations 2006 and is supported by statutory guidance 'Getting the Best from Complaints'. In respect of Adult Social Care, complaints are governed by the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

9. Equality

The council has a Public Sector Equality Duty (PSED) under the Equality Act (2010) to have due regard to the need to:

- a. Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- b. Advance equality of opportunity between people who share protected characteristics and people who do not
- c. Foster good relations between people who share those characteristics and people who do not.

The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.

Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

The decision asks for the Committee to note the contents of the annual Feedback and Resolutions report. It is not anticipated that the decision will have any impact on any protected characteristics.

The council will continue to monitor the equalities impacts of any complaints.

10. Use of Appendices

Appendix A: Feedback and Resolutions data 2024/25

Appendix B: Freedom of Information data 2024/25

Appendix C: Data Tables for 2024/25

11. Background Papers

None

12. Feedback Improvement Journey

We understand that having a reliable and effective feedback system is essential. It must enable us to meet our statutory responsibilities—such as responding to complaints in a timely and fair manner—while also ensuring a positive experience for residents. Just as importantly, it should serve as a

strong foundation for making the most of the feedback we receive, whether positive or negative.

The number of initial complaints has remained broadly steady at more than 4,000. However, the number being escalated to stage two and then on to the relevant Ombudsman has increased year on year, with significant growth in 2024/25. This places considerable pressure on the council's Feedback Team and on capacity across the council. Despite these challenges we remain steadfastly committed to meeting our statutory commitments and providing a high-quality complaint handling process via our improvement work.

The Feedback and Resolutions team has taken proactive steps to emphasise the importance of timely and high-quality responses to feedback. Doing so helps prevent issues from escalating later in the process. These efforts have included:

- Quarterly performance presentations to the Leadership Network and Council Leadership Team (CLT)
- Ongoing briefings with colleagues through the internal Feedback Forum
- Commencing the implementation and integration of the new case management system, Infreemation
- Monthly performance reviews with the Housing Services Leadership Team, focusing on Ombudsman outcomes, maladministration decisions, reducing upheld complaint rates, and minimising Complaint Handling Failure Orders.

Implementing organisational change involves not just adjustments to processes, but also a shift in culture. Through our efforts to embed the principles of the Haringey Deal, we encourage staff to prioritise the resident experience and consider their perspectives at the heart of their work. A crucial element of this is improving how feedback is received and acted upon, enabling officers not only to address concerns but also to resolve underlying issues and enhance service delivery.

A detailed breakdown on the data can be found at Appendix A.

13. Learning From Feedback

This section presents a selection of examples from across the organisation that illustrate how we are learning from resident feedback. These range from individual concerns raised through the formal complaints process to broader insights gathered through consultations and engagement activities involving groups of residents and partners. The examples are grouped by council directorate to reflect the breadth of learning and improvement across different service areas.

Adults, Housing and Health:

Tackling air pollution through community feedback.

Through public consultation on Haringey's Draft Air Quality Action Plan, residents raised several concerns about local air pollution. These included emissions from wood-burning canal boats and increased vehicle idling near schools. In response, we installed educational signage for boat owners, expanded air quality monitoring in affected areas, and partnered with Royal Holloway University to gather data to support discussions with the Canal and Rivers Trust. We also installed anti-idling signage at school gates, increased enforcement presence, and expanded the School Streets programme. Residents also highlighted growing concerns about air pollution from wood and charcoal burning by restaurants along Green Lanes. In response, we worked with the Greater London Authority and the Breathe London Project to install an air quality monitor in the area. This will provide data on particulate matter levels, forming an evidence base for future engagement with restaurant owners to address the issue.

Enhancing privacy and wellbeing in emergency accommodation.

A resident living in a shared room with two others reported harassment, lack of privacy, and declining mental health. In response, we updated the Residents' Commitments form to include principles of respect, privacy, and personal space. We held individual and group meetings, moved the resident to a private room, issued Acceptable Behaviour Contracts (ABCs) and warnings, and provided additional privacy screens and lockers. These changes, along with improved internal procedures prioritising vulnerable residents' needs, led to a reported improvement in the resident's mental health.

Improving Unaccompanied Asylum-Seeking Children (UASC) accommodation through resident and staff feedback

In February 2025, a complaint raised by a Young Adults Service (YAS) Manager—on behalf of Personal Advisors (PAs) and Care Leavers in a commissioned UASC service—highlighted serious concerns, including infrequent support worker visits, broken furniture and appliances, and poor living conditions. These long-standing issues led to a lack of confidence in the service, with PAs reluctant to refer young people.

A joint audit was carried out by Housing Related Support (HRS) Commissioning and YAS, resulting in an improvement plan, staff disciplinary action, and training offers from YAS PAs. The process also revealed a breakdown in communication between the provider and YAS staff. Involving YAS PAs in the audit helped rebuild trust, improve collaboration, and ensure they were kept informed of progress. As a result, it's now agreed that YAS staff will co-lead audits of Care Leaver-specific services with HRS, promoting shared ownership and best practice in monitoring.

Children's Services:**Improving support for families navigating EHCP appeals.**

The SEND service received recurring member enquiries and complaints regarding decisions not to assess or issue Education, Health and Care Plans (EHCPs). In most cases, a formal appeal is already in progress. To reduce confusion and improve response times in this area, we developed a tailored briefing for councillors to help them understand the formal redress process, enabling them to better support residents and avoid delays caused by the duplication of enquiries.

Smoother transitions from Children's to Adult services.

A newly created Transitions Team was created to support young people with care and support needs as they move from children's to adult services. This initiative was developed in response to parental concerns about delays, financial uncertainty, and planning difficulties. One case involved a vulnerable young person who, with the team's support, secured safe accommodation and avoided exposure to risk and harm. The service aims to ensure smoother transitions and support young people's aspirations into adulthood.

Strengthening complaint processes in the SEND service.

In response to the high volume of complaints received and feedback from residents about the quality of responses, the SEND service recognised the need to improve its complaint handling processes. Staff received training to ensure complaints are logged, categorised, and addressed using a person-centred approach. Additionally, all complaints are now reviewed weekly by the Head of Service to ensure they are handled with care and compassion.

Environment and Resident Experience:**Improving junction safety at Bounds Green.**

Following public concerns about safety at the Bounds Green Road/Brownlow Road/Durnsford Road junction, we installed a yellow box junction and refreshed road markings to improve driver behaviour. We also approached Transport for London to explore changes to traffic light sequencing to further enhance safety.

Improving everyday accessibility for disabled residents.

Public engagement highlighted the barriers faced by residents with mobility challenges in accessing essential services. In response, the Council introduced dedicated disabled parking bays near GP surgeries and pharmacies to improve convenience and access. Additionally, we launched a virtual Blue Badge permit for non-resident Blue Badge holders working in Haringey—reducing the risk of vehicle break-ins and the distress caused by theft or damage.

Creating safer public spaces through lighting improvements.

Residents—particularly women and girls—shared concerns about poorly lit areas and the impact on their sense of safety. In response, the Council installed additional lighting columns in identified dark spots across the borough. These

improvements have enhanced visibility and contributed to a safer, more welcoming environment for everyone.

Transforming green spaces to reduce anti-social behaviour.

Several neglected green spaces had become hotspots for anti-social behaviour and criminal activity. In response to community feedback, we created a 'Small Greenspaces Officer' role. Through community engagement and investment, these areas have been transformed. For example, the Caversham Road Community Garden is now a vibrant, well-maintained space free from criminal activity.

Working with schools and parents to improve local road safety.

In response to concerns from the community and school leaders about road safety near The Brook and The Willow schools, the Council worked collaboratively with Head Teachers, parents, and pupils to develop practical improvements for Adams Road—a key traffic route where timed restrictions weren't feasible. The resulting changes included new pedestrian crossings, revised parking and enforcement measures, improved traffic flow, and enhanced access from the estate. Jointly funded by Highways and Housing, these improvements have significantly increased safety for children and families in the area.

Recycling hubs in libraries

Residents emphasised the need for more accessible recycling options for smaller household items, such as batteries, printer cartridges and lightbulbs. These items often contain valuable materials that can be reused, recycled, or recovered. The new recycling hubs in all libraries across Haringey were rolled out in late 2024 in response to this feedback and are part of Haringey Council's ongoing commitment to 'Destination 50' – making recycling easier for all residents and increasing our recycling rate to 50%.

Clean Wood Green

Following resident feedback – as part of Shaping Tottenham and Shaping Wood Green - that cleaner streets are a top priority especially in town centre areas, Haringey council have embraced new, innovative electric street cleansing equipment - namely 'multifunctional caged tippers' and 'electric sweeper barrows'. The barrows reduce manual handling for our street cleansing staff who work tirelessly to keep our streets clean whilst the tipper removes dumped waste off the streets more quickly meaning we can cover more ground. This is rapidly being seen as a best practice approach for town centre cleansing and has recently been submitted as the UK's entry for the European Urban Cleanliness Awards!

Culture, Strategy and Communities:

Enhancing voter awareness through digital tools.

We received multiple complaints from residents who found it difficult to locate their polling station without their poll card. In response, we took several steps

to improve the voting experience. We ensured all polling station information was available on wheredoivote.co.uk, and sent reminder emails to all voters with registered email addresses the day before the general election. These emails included details about voter ID requirements, polling station locations, and how to find this information online. As a result, Customer Services reported an 83% reduction in call volumes on election day compared to the 2019 general election—demonstrating a significant improvement in voter access and awareness.

Reshaping library services through public consultation.

We carried out a major public consultation on proposed changes to Haringey's library opening hours, which had been among the longest in London. The aim was to deliver necessary budget savings, but the proposals generated strong responses from residents and stakeholders, including nearly 1,400 consultation submissions. We presented two models: one based on equality (equal reductions across all libraries) and one based on equity (prioritising longer hours in libraries serving more deprived communities, mainly in the East of the borough). The equity model received broad support, and additional feedback led to further refinements—such as avoiding lunchtime closures, retaining Sunday hours at the busiest West borough library, and adjusting shift patterns to extend hours at popular sites like Muswell Hill. These changes reflect our commitment to listening and adapting services based on community needs.

Appendix A: Feedback and Resolutions data 2024/25

1. Introduction

This section analyses complaints, Ombudsman cases, Members' Enquiries, and compliments received between 1 April 2024 and 31 March 2025. The data informing this report was sourced from reports generated within the Feedback case management system (Respond) for 2024/25.

We value all feedback from residents, businesses, Members, and partners. It arrives through various channels and is essential to improving services—especially insights from complaints and Members' Enquiries.

As part of the Haringey Deal, we are committed to learning and continuous improvement. This includes learning from mistakes as well as recognising and building on positive feedback that reflects the dedication of our staff.

While this report includes data on feedback volumes, these figures alone don't fully reflect performance. For example, high complaint volumes may indicate an accessible process, not poor service. As the Housing Ombudsman notes:

“High volumes of complaints must not be seen as a negative... Low complaint volumes are potentially a sign that residents are unable to complain.”

To provide context, we present data as percentages, show trends over time, and break it down by service area. We also include response times and the proportion of complaints upheld at each stage—key indicators of where service failures occurred and where early resolution was missed.

This data, alongside other performance measures, helps build a fuller picture of how we're doing and where we can improve.

2. Context

To provide context for the volumes outlined in this report, we estimate that our services now handle well over one million interactions or enquiries from residents and businesses each year.

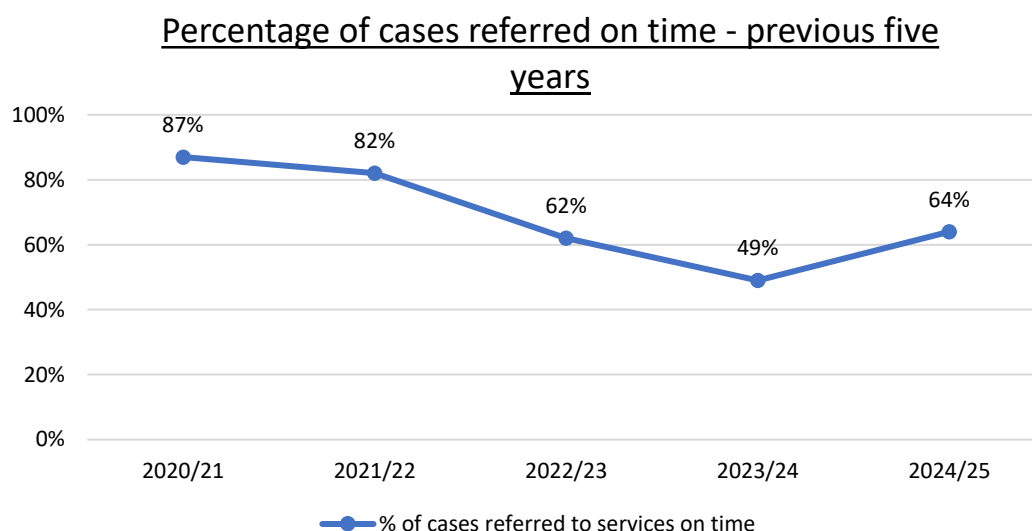
The table below highlights the areas where resident engagement was highest in 2024/25, based on the volume of contacts received by key services:

Service area	Volume of contacts	Volume of complaints	% of complaints vs contacts
Customer Services	579,412	120	0.02%
Revenues	203,509	321	0.16%
Benefits	186,337	87	0.05%

3. Feedback & Resolution referrals

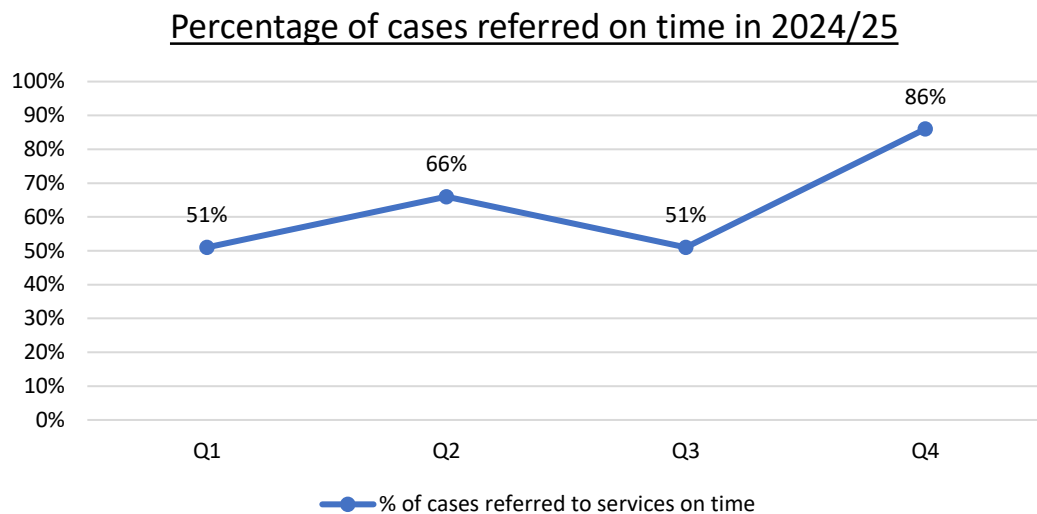
The F&R team is the first point of contact for all types of feedback received by the council. They ensure that all feedback is formally recorded and promptly directed to the appropriate service area for resolution. They aim to process and refer cases within the following service level agreements (SLAs):

- Complaints: within 5 working days of receipt, in line with guidance from the Local Government and Housing Ombudsman.
- Member Enquiries: within 2 working days of receipt
- Freedom of Information Requests: within 5 working days of receipt



On-time referral rates were at their lowest over 2023/24, primarily due to the merger of the former Corporate Feedback and Homes for Haringey Feedback teams. This transition brought a significant adjustment period, as officers from both teams had to learn new systems, processes, and responsibilities, which temporarily impacted performance.

These effects continued into the early part of 2024/25. However, a number of targeted changes introduced by the team in 2024—such as the creation of a dedicated FOI sub-team, additional resourcing to help manage the backlog, and the introduction of a dedicated Insights Officer role—began to take effect. As a result, performance improved notably by Q4 of 2024/25, as shown in the chart below, with on-time referrals showing a clear upward trend.



4. Complaint performance

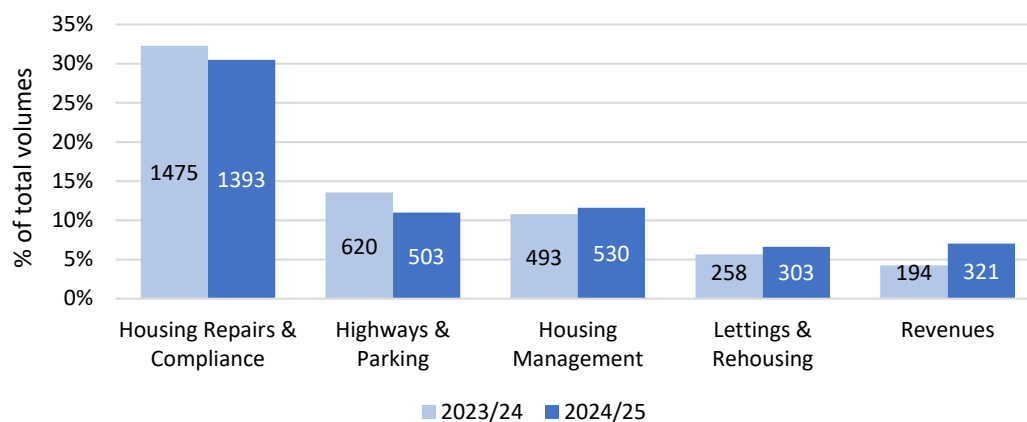
In 2024/25, the Council received a total of 4,441 Stage 1 corporate complaints, a slight decrease from 4,512 in 2023/24.

The majority of complaints in 2024/25 were concentrated in five key areas. Housing Repairs & Compliance with the largest share at 31% (1,393 complaints), followed by Housing Management with 12% (530), Highways and Parking at 11% (503), Revenues with 7% (321), and Lettings & Rehousing also at 7% (303).

As of 1 April 2025, three of the five service areas with the highest volume of complaints now fall under the newly established Adults, Health and Housing Directorate. This underscores the directorate as a continued priority for service improvement and performance monitoring.

Notably, these same five service areas also recorded the highest complaint volumes in 2023/24, highlighting a consistent trend in complaint distribution that warrants ongoing attention.

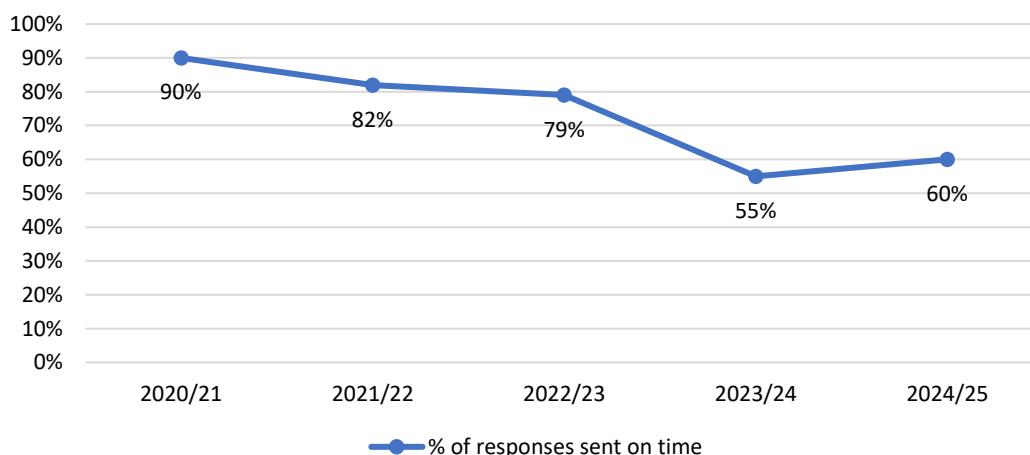
Services with the highest Stage 1 complaint volumes in 2023/24 vs 2024/25



Stage 1 complaint response times

The target response time for Stage 1 complaints is 10 working days. The graph below illustrates the percentage of cases responded to within this.

Percentage of Stage 1 complaints responded to on time



The trend illustrated in the graph closely aligns with our referral rates, indicating a strong correlation between the timeliness of referrals made by the F&R team and the likelihood of services responding within the 10-working-day target.

This pattern also somewhat reflects fluctuations in case volumes. As the number of cases increases, our on-time response rate tends to decline—largely due to increased pressure on capacity and resources. For context, the number of complaints received each year has been as follows:

- 2,544 in 2020/21
- 3,978 in 2021/22
- 4,366 in 2022/23
- 4,512 in 2023/24

- 4,441 in 2024/25

Despite the high volume of cases in 2024/25—only 74 fewer than the previous year—our on-time response rate improved from 55% to 60%, suggesting that recent efforts to enhance efficiency may be yielding positive results.

Table F in the appendices presents a service-level breakdown of response volumes and each service’s on-time rate in 2024/25. The target level is 95%.

Stage 1 complaint outcomes

In 2024/25, 61% of Stage 1 complaints were upheld, indicating that in most cases, the organisation accepted that an error or shortcoming had occurred. This represents a slight decrease from the 63% upheld rate in 2023/24. However, it remains significantly higher than in previous years, with upheld rates of 50% in 2022/23, 46% in 2021/22, and 44% in 2020/21.

This upward trend over the past five years suggests that more complaints are being found to have merit, and that the organisation is increasingly recognising when the service has not met expected standards. It may also reflect a more transparent and accountable approach to complaint handling.

Stage 2 complaints

The annual number of Stage 2 escalations has consistently increased over the past five years. In the 2024/25 period, there was a significant 44% rise compared to 2023/24.

The service areas predominantly responsible for this year’s increase were: Resident Experience (131% increase on last year), Housing Demand (67% increase) and Housing (32% increase).

Stage 2 escalations				
2020/21	2021/22	2022/23	2023/24	2024/25
251	419	537	580	835

The table below also presents the proportion of cases escalated from Stage 1 to Stage 2 during 2024/25, alongside a comparison with the previous year’s escalation rate. This year’s escalation rate of 19% represents a significant increase compared to last year’s 13% and highlights a need to review Stage 1 processes to better understand and address the root causes of escalation.

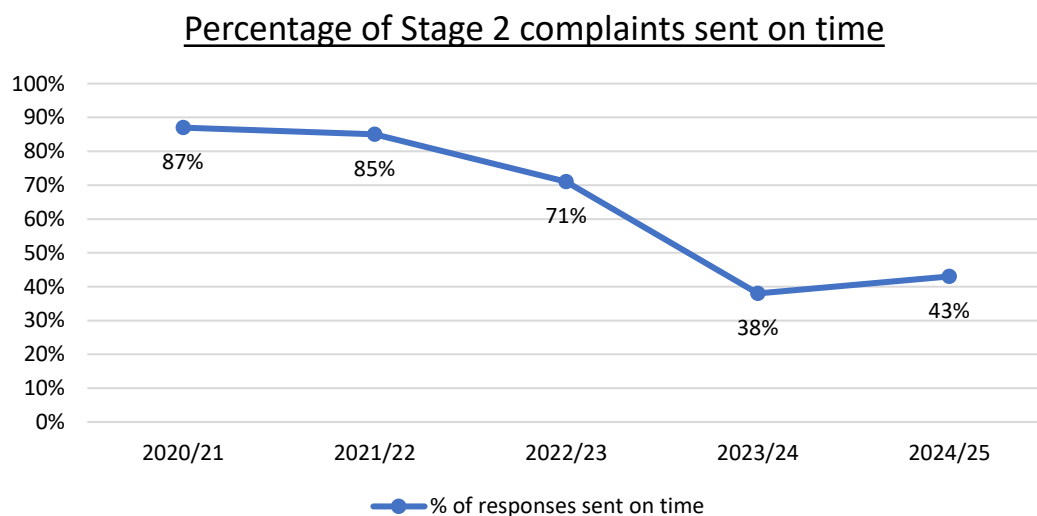
Percentage of Stage 1s escalated to Stage 2

Q1	Q2	Q3	Q4	2024/25	2023/24
18%	18%	20%	19%	19%	13%

Stage 2 complaint response times

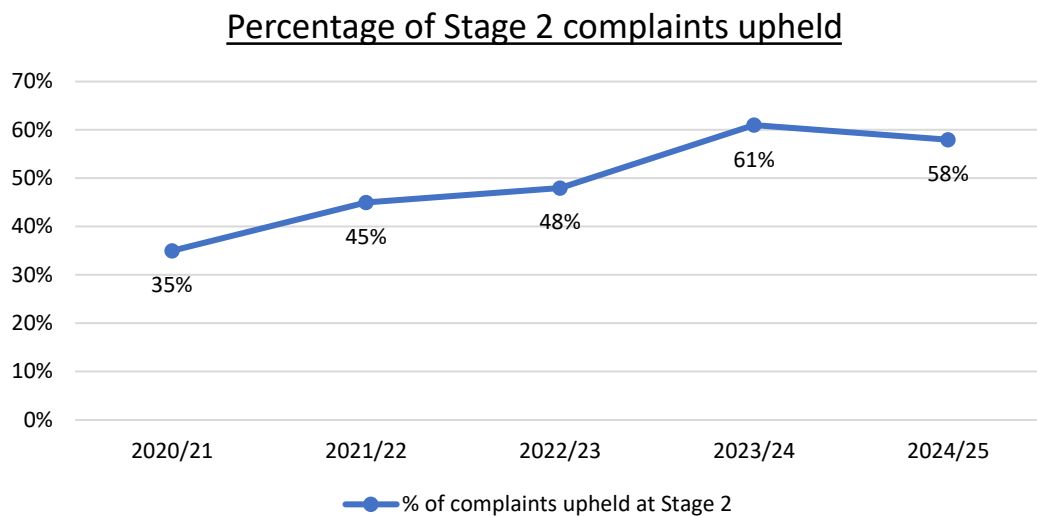
As with our Stage 1 complaints, we've also experienced a notable increase in the number of Stage 2 escalations. This rise in volume has, in turn, contributed to a decline in the proportion of responses issued within the 20-working day SLA. To address this challenge and strengthen our capacity, we have recently appointed two new Senior Feedback & Resolutions Officers who will take the lead on housing-related cases.

This targeted investment in staffing directly supports one of the priorities of our 2025/26 Service Plan: *“Enhance the timeliness of responses to complaints, including corporate, statutory, and adult social care-related issues, to ensure adherence to response time targets.”* By bolstering our Feedback Team, we aim to improve response times, reduce backlogs, and ensure a more consistent and timely service for residents—particularly in high-demand areas such as housing.



Stage 2 complaint outcomes

In 2024/25, 58% of complaints were upheld to Stage 2, a slight drop from 61% in 2023/24 but still higher than previous years (48% in 2022/23, 45% in 2021/22, and 35% in 2020/21).



While the small decline this year is encouraging, the overall rise in upheld Stage 2s since 2020/21 points to a growing need to strengthen the quality and clarity of Stage 1 responses. The data suggests that residents may still feel their concerns are not being fully addressed. Improving resolutions at Stage 1 will help reduce escalation rates and enhance overall trust in the complaints process.

Adults social care (ASC) statutory complaints

In 2024/25, ASC's statutory on-time performance averaged 43% across 146 complaints—marking a 14-point improvement from 29% in 2023/24 (140 complaints). This annual uplift was driven in part by a strong final quarter, during which performance rose to 61%—the highest level in the past eight quarters—despite ASC managing its largest quarterly caseload of the year (46 complaints).

Recurring themes in ASC complaints include delays in referrals and assessments, concerns about the responsiveness and conduct of support workers, and issues related to funding and care charges.

Percentage of ASC statutory responses sent on time					
Q1	Q2	Q3	Q4	2024/25	2023/24
31%	46%	39%	61%	43%	29%

Children's Social Care (CSC) Statutory complaints

CSC's statutory on-time response rate improved notably in 2024/25, rising to 23% across 46 complaints—up from just 7% in 2023/24 (28 complaints).

Performance was particularly strong when assessed against the broader 20-working day guidance ([Getting the Best from Complaints](#)) with 65% of responses meeting this benchmark.

Breakdown of the 46 responses in 2024/25:

- 11 met the corporate target of 10 working days
- 19 were completed within the 20-working day guidance
- 16 exceeded the 20-working day limit

Quarterly performance also showed signs of progress. In the final quarter of 2024/25, the number of cases responded to remained consistent with Q3, but the on-time completion rate more than doubled—from 8% to 19%.

Percentage of CSC statutory responses sent on time (10 working days)					
Q1	Q2	Q3	Q4	2024/25	2023/24
17%	43%	8%	19%	24%	7%

5. Ombudsman performance

The table below shows the total number of decisions issued annually to Haringey by the Housing and Local Government Ombudsman, excluding cases outside jurisdiction or withdrawn before a decision—ensuring only formal decisions are counted.

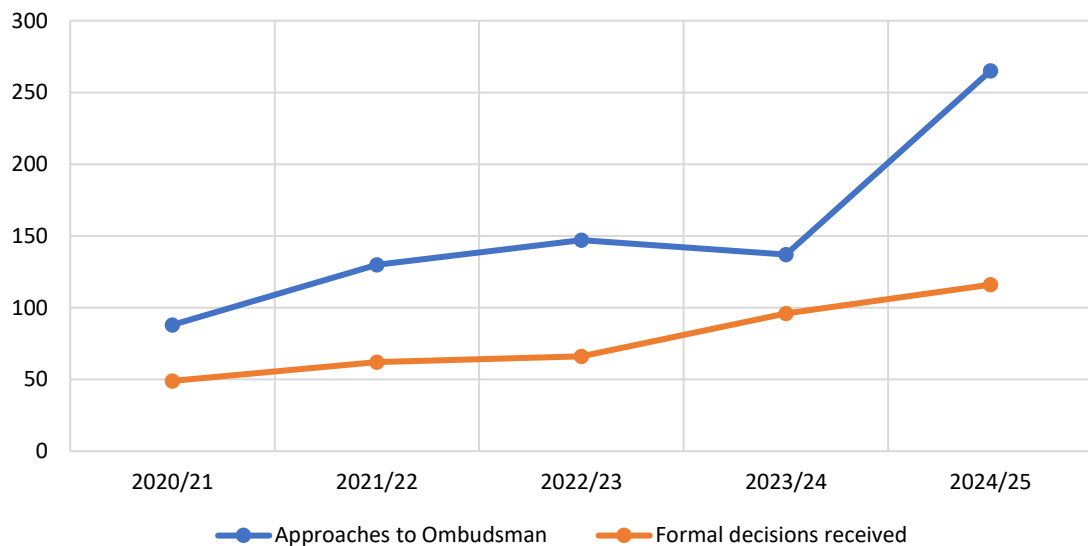
Total ombudsman decisions received				
2020/21	2021/22	2022/23	2023/24	2024/25
49	62	66	96	116

While ombudsman decisions have risen, internal Stage 2 escalations have increased even more sharply, indicating more residents are challenging Stage 1 outcomes but many complaints are resolved before reaching the ombudsman.

As illustrated in the graph below, further analysis reveals that while the number of residents approaching the ombudsman has also increased—particularly in 2024/25—less than half of these approaches typically result in a formal decision. This gap highlights the impact of jurisdictional limits and case withdrawals, which filter out a significant portion of complaints before a

decision is made. Notably, 2023/24 saw an unusually high conversion rate of 70%, which may reflect a temporary shift in case handling or complaint types. Overall, the data points to a more complex picture: rising engagement with complaints processes, but with many cases resolved or halted before reaching formal ombudsman adjudication.

Approaches to Ombudsman vs formal decisions received



Housing Ombudsman

The following data was sourced from the Housing Ombudsman's Annual Report. The full report can be found in the appendices under **External Link A**.

In 2024/25, the Housing Ombudsman investigated 66 determinations concerning Haringey Council, excluding cases that were withdrawn or deemed outside jurisdiction. These determinations resulted in 151 findings, of which 140 were classified as maladministration, giving Haringey a high maladministration rate of 95%, significantly above the national average of 71%.

- **Determinations made:** 66
- **Total findings:** 151
- **Maladministration findings:** 140
- **Maladministration rate:** 95% (vs. national average of 71%)

The breakdown of findings reveals that the majority were due to maladministration (62%) and severe maladministration (17%), with service failures accounting for 14%. Only 3% of cases resulted in findings of no maladministration, and another 3% were outside the Ombudsman's jurisdiction.

- **Severe maladministration:** 17%
- **Maladministration:** 62%

- **Service failure:** 14%
- **No maladministration / Outside jurisdiction:** 6% combined

The most frequent complaint categories were Complaint Handling, Property Condition, and Anti-Social Behaviour. Complaints Handling had the highest maladministration rate at 98%, followed by Property Condition at 95%, and Anti-Social Behaviour at 63%. These rates were all above national averages.

- **Complaint Handling:** 48 findings, 98% maladministration
- **Property Condition:** 65 findings, 95% maladministration
- **Anti-Social Behaviour:** 8 findings, 63% maladministration

Sub-categories under Property Condition were particularly problematic, with issues such as leaks, damp, and mould being the most common. Responsive repairs in general and heating/hot water issues also featured prominently.

- **Leaks/Damp/Mould:** 38 findings
- **General Repairs:** 19 findings
- **Heating/Hot Water:** 6 findings

In response to these findings, the Ombudsman issued 337 orders, including compensation, repairs, apologies, and staff training. Haringey demonstrated a strong compliance rate, with 99% of orders completed within target dates.

- **Orders issued:** 337
- **Order compliance rate:** 99%
- **Total compensation ordered:** £97,943

The largest compensation amounts were awarded for Property Condition issues (£68,787.44), followed by Complaints Handling (£11,350.00) and Moving to a Property (£8,624.00).

Top compensation categories:

- **Property Condition:** £68,787.44
- **Complaints Handling:** £11,350.00
- **Moving to a Property:** £8,624.00

This data highlights significant areas for improvement in Haringey's housing services, particularly around repairs and complaint handling. However, the high compliance rate with Ombudsman orders shows a strong willingness to address these issues and improve service delivery.

Local Government & Social Care Ombudsman

The following data was sourced from the Local Government Ombudsman's Annual Report. The full report and associated statistics can be found in the appendices under **External Link B** and **External Link C**.

During the 2024–2025 reporting year, the Local Government and Social Care Ombudsman (LGO) received a total of 264 complaints and enquiries about the London Borough of Haringey. These were categorised into three main groups based on how far they progressed through the Ombudsman's process.

- 131 cases were either not within the LGO's jurisdiction or were referred back to the Council as they had not yet been through the local complaints process.
- 72 cases were assessed and closed without a full investigation.
- 61 cases were fully investigated.

Of the 61 cases that were investigated, 53 were upheld, resulting in an uphold rate of 87%. This is only slightly higher than the average for similar authorities (85%).

Complaint Handling and Compliance Concerns:

In the accompanying Annual Review Letter (July 2025), the Ombudsman expressed serious concerns about the Council's complaint handling performance. Despite previous warnings, the Council continued to show delays in both responding to their enquiries and implementing agreed remedies.

Key issues highlighted include:

- 47 pre-enquiries were made by the LGO during the year.
 - 19 (40%) of our responses were submitted outside the 20-working-day timeframe.
 - In some cases, responses took over 40 days.
 - The Ombudsman had to remind us of its power to issue a witness summons to secure a response.
- 45 cases resulted in agreed recommendations.
 - 10 of these were completed after the agreed timescales.
 - Delays were noted in both personal remedies (e.g. apologies & financial redress) and service improvements

Remedies and Outcomes:

The remedies issued in upheld cases typically included:

- Apologies
- Financial redress for distress, loss of service, or quantifiable loss
- Service provision or reinstatement
- Policy and procedure reviews
- Staff training and guidance

While 100% of remedies were eventually completed to the LGO's satisfaction, the timeliness of compliance remains an area of concern. Haringey Council is fully committed to addressing the concerns raised by the Ombudsman and is

developing a refreshed improvement plan to achieve this.

6. Member Enquiry performance

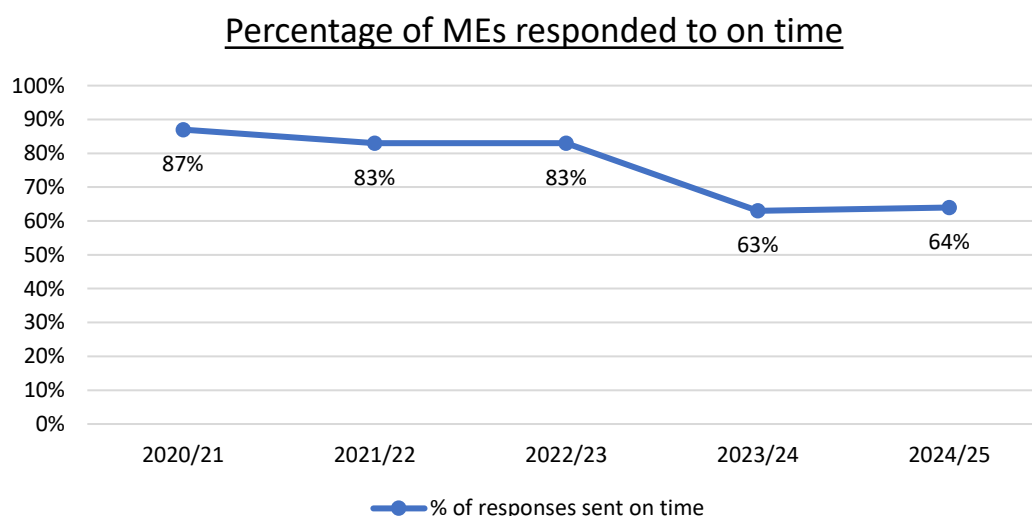
In the 2024/25 period, a total of 4,714 Member Enquiries (MEs) were processed. Of these, 3,490 (74%) were submitted by Councillors and 1,224 (26%) by MPs.

This figure exceeds the total number of unique ME cases logged, which stood at 4,024, due to multiple enquiries being raised by both Councillors and MPs regarding the same issues.

The overall volume and distribution closely mirror the previous year (2023/24), which saw 4,737 enquiries processed—76% from Councillors and 24% from MPs—with 4,060 unique cases logged.

Member Enquiry response times

The target response time for MEs is 10 working days from the date of receipt. The graph below illustrates the percentage of cases responded to within this SLA.



The on-time response rate for Member Enquiries in 2024/25 rose slightly from 63% to 64%. However, this remains well below the levels seen in the three years prior, which recorded rates of 87%, 83%, and 83%.

Table N in the appendices provides a breakdown of response volumes and on-time performance by service area for 2024/25. The corporate target is 95%.

Issues raised in Member Enquiries

Of the 4,024 ME cases raised, 74% were enquiries submitted on behalf of residents. This is broadly consistent with the previous year (2023/24), when

71% of cases were submitted on residents' behalf.

Highways & Parking received the largest share of ME cases, accounting for 15% (600 cases), followed by Housing Repairs & Compliance with 14% (567 cases). Housing Management and Lettings & Rehousing each accounted for 11% (460 and 458 cases respectively), while Parks & Leisure received 7% (269 cases).

7. Compliments

We're committed to recognising the excellent work happening across our organisation each year to deliver the best outcomes for residents—and the appreciation residents often express in return.

To capture this, we have a formal compliments logging process, which can be used directly by residents or by managers when compliments are received through other channels.

In 2024/25, 176 staff compliments were recorded through this process, down from 214 in 2023/24 and 210 in 2022/23. However, we know many compliments go unlogged, meaning the true number is likely higher.

We continue to encourage managers to use the formal process, as it helps us celebrate great work and learn from what's going well.

In 2024/25, Customer Services received the most compliments (72), reflecting both the quality of service and the high volume of resident interactions. A full breakdown of the service area share can be found in **Table U**.

Here are a few examples of compliments received in 2024/25:

Adults, Housing and Health

For the Adult Social Care service:

"Thank you so much for putting me in touch with Haringey occupational therapy team. They have been absolutely marvellous; this has given me a huge relief in seeking help for my mother's age and health conditions. I am very happy with the speed and response I have had from the team regarding my mother. I have also copied in Amanda, service manager, to let her know how great her staff are and what a great credit to the service they are. I would like to say I am very impressed with both Jess, in the office, and Kate, the visiting occupational therapist. Everything happened way quicker than I was expecting, from first contact by Jess, to Kate's visit and subsequent arrangement of adaptations. This has taken a huge burden of worry away from me in regard to my mother's care. Kate was brilliant when she visited and really put my mother at ease by the way she was so friendly and thoughtful towards her throughout. These things mean a great deal to both my mother and I. Pierre; I will be eternally grateful for your help in putting me in contact with Haringey OT. Your help has been invaluable. Thank you all so much."

For Marie in the Housing Repairs service:

"Marie, Repairs Team Operative. I am registered disabled, and we have no working lift and the Communal Door was broken, we had to lighting on the stairwell and outside of the lift leading to my floor (which is the 4th floor). I explained everything to Marie and explained that I have 6 disabilities and one of them is blacking out without warning, Marie chased up all relevant sub-contractors, and gave me feedback, and I was pleased to come home yesterday and have the security of stair well lighting, thank you so much Marie for being so diligent and understanding to a disabled tenant."

Children's Services**For Ermanda in the Early Help service:**

"I am writing to express my heartfelt gratitude for the support we've received from Ermanda through the Early Help Service in Haringey. Ermanda's involvement came at a time when things felt incredibly heavy for our family. My son had been struggling both emotionally and academically, and school had become an overwhelming place for him. He often felt misunderstood, and the impact of those experiences filtered into every corner of our lives—his confidence, his wellbeing, and even our connection at home. From the beginning, Ermanda approached us with genuine care, consistency, and deep understanding. What stood out immediately was how she saw (client). Not just as a child who needed help, but as a whole person—someone with potential, emotions, and struggles that needed compassion, not judgement. Her ability to build trust with him, especially given how complex and layered his attachment can be, has been nothing short of remarkable. She has walked alongside us through school meetings, supported us in navigating systems that often feel overwhelming, and offered not only practical help, but emotional validation—both for (client) and for me as a parent. Her support helped me find clarity when everything felt foggy, and strength when I was running on empty. It's hard to put into words just how much of a difference it has made to feel like we're not alone. Like someone gets it. That kind of support isn't just helpful—it's life-changing. We still have challenges ahead, but because of Ermanda's involvement, we are now on steadier ground. (client) feels safer. I feel more confident advocating for him. And we both feel less invisible. Thank you for having someone like Ermanda in this role. She's made a real difference in our lives—and I imagine in the lives of many others, too."

For the Project 2020 Youth Hub:

"I am writing to express my heartfelt gratitude for all the amazing work you are doing at Northumberland Park. As a resident with children, living at Robert Burns House for the past few years has shown me how vital your support has been. From helping with my children, job opportunities, food and vouchers, to offering advice and connecting me with the right people when I needed help, your team has made a huge difference in my life. Having the right people to talk to during challenging times is invaluable, and your support has truly been a lifeline for me and my family. For those who don't live here, it's hard to understand just how much initiatives like Project2020 mean to parents and

children in the community. Thank you for being such an important and positive force in our lives."

Environment and Resident Experience

For Allyson in the Revenues service:

"This is just a short note to say thank you to Allyson of the Council Tax divisions who helped me navigate through a problem that I had encountered in getting a letter for my partner to send to the people who manage the Freedom Pass. She was very knowledgeable about what I needed to do to get this done. She also informed me that I had a refund from a previous account with the Council and explained my options regarding how to deal with this. She was patient and courteous and I left feeling that I had been extremely well treated by her during our conversation. So a big thanks to Allyson."

For Gabrielle in the Benefits service:

"Her name is Gabrielle and she works in the housing benefits service. Such a dedicated, helpful and mannered lady she is. I am quite happy with her incredible customer service. So helpful."

Culture, Strategy and Communities

For Eleri after helping a member of the public involved in a road traffic accident:

"Eleri's actions speak volumes about her character, and we believe that Haringey is fortunate to have such a thoughtful and considerate individual on its team. In times where empathy is invaluable, Eleri exemplified the qualities we wish to see more of in our society."

For Rochelle in the Feedback & Resolutions service:

"I would like to feedback on the polite, and efficient manners I believe (Rochelle) from the feedback teams and complaints, has responded to me twice in separate matters arising. Very empathetic knowledgeable and her help / actions have so far assisted me greatly in resolving the issues without having to for through the whole complaint process. May the rest of your teams follow suit and improve the department continually thank you. As above deeply thankful".

Appendix B: Freedom of Information data 2024/25

1. Introduction

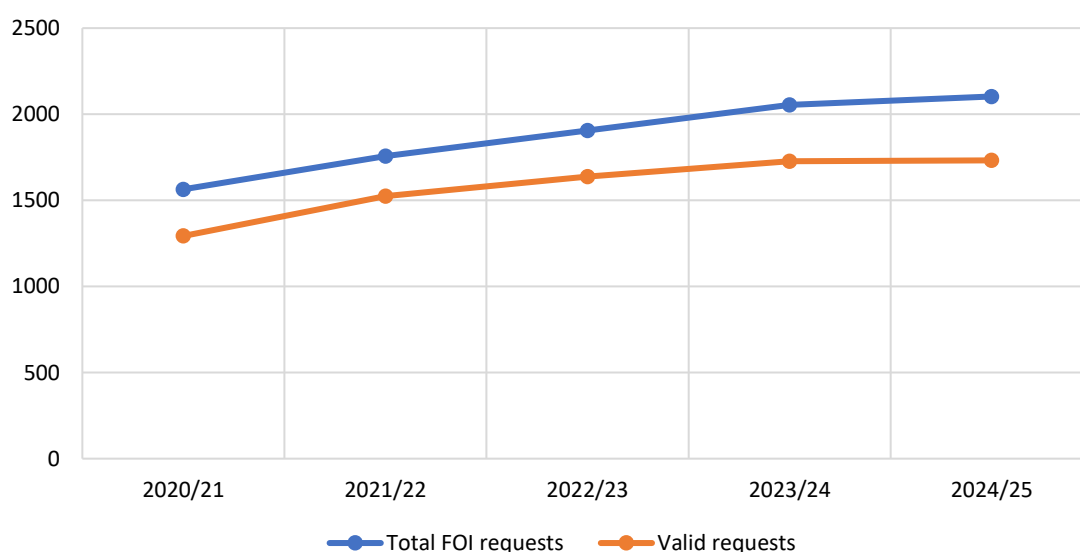
The Freedom of Information (FOI) Act, introduced in 2005, aims to promote openness and transparency by giving the public access to information held by public authorities. The Environmental Information Regulations (EIR) operate in a similar way and are handled through the same process as FOI requests. The figures provided below include both FOI and EIR requests.

Public authorities are required to respond to FOI and EIR requests within 20 working days from the date the request is received. All requests must be submitted in writing. Haringey provides a dedicated online form and email address for this purpose. In line with best practice, Haringey also proactively publishes data and information online. This includes a disclosure log showing all received requests and issued responses, as well as a comprehensive annual performance report, both of which are available to the public.

2. Freedom of Information performance

In 2024/25, we received a total of 2,103 requests—an increase from 2,054 in 2023/24. Of these, 1,732 were processed as valid, closely mirroring the 1,727 valid requests recorded the previous year. While the proportion of invalid requests has remained relatively stable over the past five years—ranging between 14% and 18%—the overall volume of requests has steadily grown. Compared to 2020/21, the total number of requests received has risen by 34%. For a detailed breakdown of total requests versus valid requests processed, please refer to **Table O** in the appendices.

FOIs received vs requests processed as valid

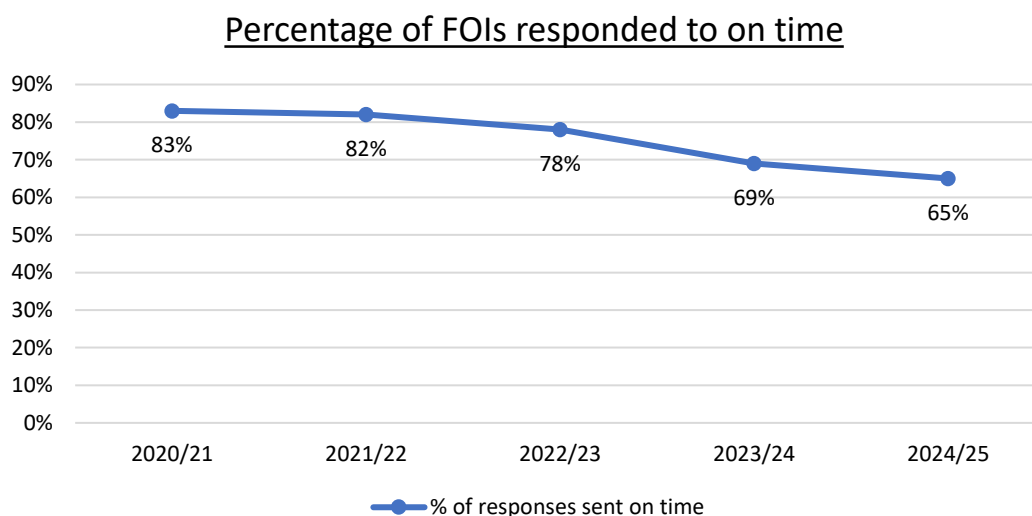


The five service areas with the highest volume of FOI requests were led by Resident Experience, which received 341 requests (20%), with approximately

two-thirds of these relating to Highways & Parking. This was followed by Environment with 246 requests (14%), Housing Demand with 119 (7%), Planning, Building Standards & Sustainability with 118 (7%), and Housing Services & Building Safety with 104 (6%).

FOI response times

As seen in our other feedback performance (stage 1 complaints, stage 2 complaints and member enquiries), as the number of cases increases, our on-time performance tends to decline, due to the pressure this puts on existing resources.



In late 2024, at the start of Quarter 4 we established a dedicated FOI sub-team within the wide Feedback Team to take direct ownership of all FOI-related casework. This strategic change has led to measurable improvements across nearly all performance indicators. Notably, our on-time response rate rose to 71% over Q4, with February and March achieving 76% and 82% respectively.

FOI responses sent on time in 2024/25			
Q1	Q2	Q3	Q4
65%	62%	62%	71%

FOI exemptions

Under the FOI Act, requests may be refused in cases where the information is not held, or where the cost of locating, retrieving, or extracting the information would exceed the statutory limit. In 2024/25, 188 requests were refused on

these grounds—a decrease of 35 compared to the previous year. A breakdown of these cases is provided in **Table R**.

In addition to these requests, a further 164 cases—representing 10% of all answered requests—were refused under one or more exemptions permitted by the FOI and EIR Acts. These exemptions allow public authorities to withhold information in specific circumstances, such as where disclosure would breach personal data protections, harm commercial interests, or endanger public safety. The most frequently applied exemption was Section 40 of the FOI Act, which relates to the protection of personal information, accounting for 57% of all exemptions applied. Full details are provided in **Table S**.

Internal Reviews and ICO decisions

If residents are dissatisfied with the response to their Freedom of Information (FOI) request, they have the right to request an internal review. This review is conducted by a senior officer who was not involved in the original response and focuses on assessing both the handling of the request and the appropriateness of the information provided.

In 2024/25, out of 1,624 FOI responses, only 49 (3%) progressed to the internal review stage. Of these, 21 cases (43%) were upheld or partially upheld, indicating that either insufficient information had been provided initially, or information had been withheld in error.

This mirrors the number of internal reviews received in 2023/24 (44), although a lower proportion—10 cases (23%)—were upheld or partially upheld that year. A breakdown of internal reviews by service area is provided in **Table T**.

If a resident remains dissatisfied following the internal review, they may escalate the matter to the Information Commissioner's Office (ICO) for an independent assessment. In 2024/25, only three FOI cases were referred to the ICO. Of these, two decisions upheld the council's response, while the other one was found in favour of the requester, requiring the release of the requested information.

3. FOI Improvement Plan

We have taken significant steps to improve the way we manage Freedom of Information (FOI) requests. These improvements are designed to enhance efficiency, ensure statutory compliance, and provide a better experience for both internal stakeholders and the public. So far, we have:

- Established a dedicated FOI sub-team within the Feedback & Resolutions team, responsible for managing all FOI-related casework.
- Implemented daily monitoring of open and overdue FOI requests to maintain oversight and drive timely responses.
- Identified services with the highest or oldest overdue FOIs, enabling targeted support and intervention.

- Developed closer working relationships with key services, offering expedited advice and direct support to accelerate response times.
- Appointed a dedicated senior officer to handle all internal reviews, ensuring consistency and quality in outcomes.
- Introduced a monthly performance report presented to the Council Leadership Team, promoting transparency and accountability.

We are committed to building on this progress and will continue to refine our processes, strengthen cross-service collaboration, and invest in the resources needed to further improve our FOI performance.

Appendix C: Data Tables**Table A – Referrals sent on time**

Year	% of referrals sent on time
2020/21	87%
2021/22	82%
2022/23	62%
2023/24	49%
2024/25	64%

Table B – Referrals sent on time in 2024/25

Quarter	% of referrals sent on time
Q1	51%
Q2	66%
Q3	51%
Q4	86%

Table C – Stage 1 complaint volumes

Year	Complaints received
2020/21	2,544
2021/22	3,978
2022/23	4,366
2023/24	4,512
2024/25	4,441

Table D – Services with the highest complaint volumes in 2023/24 vs 204/25

Service area	2023/24 volumes	2023/24 % of total	2024/25 volumes	2024/25 % of total
Housing Repairs & Compliance	1,475	33%	1,393	31%
Highways & Parking	620	14%	503	11%
Housing Management	493	11%	530	12%
Lettings & Rehousing	258	6%	303	7%
Revenues	194	4%	321	7%

Table E - Stage 1 responses sent on time

Year	No. of responses	% sent on time
2020/21	2,419	90%
2021/22	3,798	82%
2022/23	4,126	79%
2023/24	3,957	55%
2024/25	3,967	60%

Table F – Stage 1 responses sent on time in 2024/25 by service area

Service area	No. of responses	% sent on time
Housing Services & Building Safety	1,923	70%
Resident Experience	777	54%
Housing Demand	441	51%
Environment	225	77%
Corporate & Customer Services	213	48%
Adult Social Services	100	41%
Strategy, Communications and Collaboration	81	26%
Children's – Early Help, Prevention & SEND	70	27%
Wellbeing & Climate	64	44%
Children's – Safeguarding & Social Care	62	29%
Planning, Building Standards & Sustainability	44	77%
Culture & Communities	28	54%
Children's – Schools & Learning	24	58%
Finance	21	71%
Housing Strategy & Commissioning	19	68%
Legal & Governance	17	76%
Capital Projects & Property	9	11%
HR & OD	8	38%
Digital & Change	7	86%
Regeneration & Economic Development	4	75%

Table G – Stage 1 complaints upheld

Year	% of cases upheld
2020/21	44%
2021/22	46%
2022/23	50%
2023/24	63%
2024/25	61%

Table H – Stage 2 complaint volumes

Year	Stage 2 escalations
2020/21	251
2021/22	419
2022/23	537
2023/24	580
2024/25	835

Table I – Stage 2 complaints responded to on time and the case upheld rate

Year	No. of responses	% sent on time	% of cases upheld
2020/21	228	87%	35%
2021/22	372	85%	45%
2022/23	417	71%	48%
2023/24	479	38%	61%
2024/25	648	43%	58%

Table J – Ombudsman approaches vs formal decisions issued

Year	Approaches to the ombudsman	Formal decisions issued
2020/21	88	49
2021/22	130	62
2022/23	147	66
2023/24	137	96
2024/25	265	116

Table K – Adults statutory complaints and % sent on time

Year	No. of responses	% sent on time
2020/21	71	76%
2021/22	60	58%
2022/23	85	29%
2023/24	140	29%
2024/25	146	43%

Table L – Childrens statutory complaints and % sent on time

Year	No. of responses	% sent on time
2020/21	50	26%
2021/22	25	16%
2022/23	25	28%
2023/24	28	7%
2024/25	46	24%

Table M – Member Enquiries logged and % sent on time

Year	Member enquiries logged	% of responses sent on time
2020/21	3,780	87%
2021/22	4,317	83%
2022/23	4,916	83%
2023/24	4,060	63%
2024/25	4,024	64%

Table N – Member Enquiry responses sent on time in 2024/25 by service area

Service area	No. of responses	% sent on time
Housing Services & Building Safety	949	68%
Resident Experience	844	63%
Housing Demand	656	62%
Environment	446	72%
Adult Social Services	190	62%
Wellbeing & Climate	129	60%
Planning, Building Standards & Sustainability	111	85%
Corporate & Customer Services	93	41%
Strategy, Communications & Collaboration	88	27%
Capital Project and Property	65	58%
Children's – Early Help, Prevention & SEND	45	40%
Children's – Schools & Learning	41	49%
Children's – Safeguarding & Social Care	31	32%
Culture & Communities	25	80%
Housing Strategy & Commissioning	19	84%
Regeneration & Economic Development	19	79%
Finance	16	56%
Partnerships	15	53%
Legal & Governance	13	77%
Public Health	4	100%
HR & OD	2	50%
Children's – Commissioning & Programmes	1	100%
Digital & Change	1	100%

Table O – FOIs received vs valid requests

Year	FOIs received	FOIs processed as valid	% of invalid requests
2020/21	1,564	1,293	17%
2021/22	1,756	1,524	17%
2022/23	1,905	1,637	14%
2023/24	2,054	1,727	16%
2024/25	2,103	1,732	18%

Table P – Service areas with highest proportion of FOIs in 2024/25

Service area	No. of requests	% share of total FOIs
Resident Experience	341	20%
Environment	246	14%
Housing Demand	119	7%
Planning, Building Standards & Sustainability	118	7%
Housing Services & Building Safety	104	6%

Table Q – FOI responses and % sent on time

Year	No. of responses	% sent on time
2020/21	1232	83%
2021/22	1487	82%
2022/23	1553	78%
2023/24	1628	69%
2024/25	1624	65%

Table R – FOIs where information was not provided in 2024/25

Reason	No. of responses	% of total responses
Information not held	286	18%
Information not given due to cost	24	1%

Table S – FOI/EIR exemptions in 2024/25

FOI Exemption applied	No. of responses	% of total exemptions
FOI Section 40	93	57%
FOI Section 43	20	12%
FOI Section 31	19	12%
FOI Section 21	3	2%
FOI Section 22	3	2%
FOI Section 36	3	2%
FOI Section 42	2	1%
FOI Section 41	2	1%
FOI Section 38	2	1%
FOI Section 44	1	1%
EIR Exemption applied	No. of responses	% of total exemptions
EIR Regulation 12 d(b)	6	4%
EIR Regulation 13	3	2%
EIR Regulation 12 4(a)	2	1%
EIR Regulation 12 5(b)	1	1%
EIR Regulation 12 4(e)	1	1%
EIR Regulation 12 4(d)	1	1%

Table T – Internal Reviews by service area in 2024/25

Service area	No. of IRs	% upheld
Strategy, Communications & Collaboration	12	33%
Housing Services & Building Safety	10	60%
Resident Experience	7	43%
Housing Demand	4	50%
Finance	3	66%
Other	13	31%
Total	49	43%

Table U – Compliments by service area in 2024/25

Service area	Compliments logged
Corporate & Customer Services	72
Adult Social Services	30
Housing Services & Building Safety	15
Childrens Social Services	13
Housing Demand	8
Other	37
Total	175

External Link A – Housing Ombudsman Performance Report 2024/25

[LB Haringey - Housing Ombudsman Performance Report 2024/25](#)

External Link B – Local Government Ombudsman Annual Review 2024/25

[LB Haringey - Local Government Ombudsman Annual Review Letter 2024/25](#)

External Link C – Local Government Ombudsman Statistics 2024/25

[LB Haringey - Local Government Ombudsman Statistics 2024/25](#)

Children and Young People's Scrutiny Panel

Provision of Services for Under 1's and Delivery of Outcomes (2025/2026); Scope and Terms of Reference

Review Topic	Review / Project Title
Rationale	As part of the work planning process for Scrutiny in 2024/25, we undertook an online scrutiny survey and an in-person Scrutiny Café event to engage with local community and resident groups, to seek their views about which areas Scrutiny should focus its attention upon for the next two years. As part of the feedback relevant to the Children & Young People's Scrutiny Panel, one of the areas that came up most frequently was around Early Years and Childcare. The Panel have decided to look into the provision of services for under 1's as it is felt that services aimed at this age group attract less scrutiny than that of older children and nursery provision. It is felt that in order to give every child the best possible start in life, it's crucial that these services are available, are working well and that there is equitable access across Haringey. Healthcare from pre-birth to one is crucial, it is also important for maternal and parental support such as support post-natal depression. The support offered for the first six months is different to the next six months. In the first six months, getting the mothers out and socialising with the babies is a key outcome, along with making sure the babies are eating and sleeping ok, and have had their vaccinations. The babies/infants will be doing things like song time, swimming, baby massage etc. Then the second bit is stay and play activities and nursery provision, which is the nine months to one year age range, particularly as parents go back to work. Services in this area are provided by children's centres and family hubs. The Panel would like to understand what provision in Haringey looks like for both the 0-6 months age range and the 9 months to 12 months age range. What is the take up of these services and do we have enough provision to meet the demand. Is the provision distributed evenly across the borough, and what could we do differently? In relation to the healthcare side of the provision for under 1's. The review will also look at the Council's public health outcomes and commissioned public health services, alongside those that sit in children's services. In addition to children's centres and family hubs, we will also be looking at commissioned health visiting service performance, immunisation uptake, the Anchor Approach (Team Talk), local uptake of the national Healthy Start programme and the infant feeding programme as they all contribute to improving outcomes.

Objectives/Desired outcomes	To make recommendations to the Council's Cabinet in relation to the provision of services for children under the age of one.
Key lines of enquiry	• What is available? Firstly, for the 0-6months age range and then in the nine months to one year when government funded (term time) free provision of 30 hours childcare is available. • What health visiting offer, especially for children in the younger 0-6 months' group, and is it sufficient? • Where can you access provision? • What is the take-up like? Who accesses it and who doesn't? Are we reaching the people we want? • In relation to the 30 hours free childcare do we have the provision to meet the demand for everyone that wants it, including across different settings like child minding and other services? There is a patchwork of providers including some services delivered through the private sector. Do we have the places to be able to provide 30 hours free and how does it work in Haringey? Could do things differently? • How do we compare to the government's vision • How do we compare with other LAs.
Terms of Reference (Purpose of the Review/ Objectives)	To review the provision of services for under 1's in Haringey and to make recommendations for how these could be improved. The Panel are keen to understand best practice across the sector and whether there are areas of improvement that could be made.
Scrutiny Membership	The Children & Young People's Scrutiny Panel: Cllr Lawton (Chair), Cllr Grosskopf, Cllr Isilar-Gosling, Cllr Abela, Cllr Amin, Cllr Dunstall & Cllr Paton. Christine Cordon (Statutory Education Co-optee), Camilia Borwick-Fox (Statutory Education Co-optee) Amanada Bernard (Haringey SEND Parent Carer Forum)

Timescales	• Six to Eight evidence sessions to take place between October and December. • Recommendation setting January. • Write up late January. • Sign off on final draft early February.
Links to the Corporate Delivery Plan 2024-2026.	Children & Young People Outcome Areas: • Best Start in Life (Increase the number of childcare places and increase families' take up of their free entitlement to childcare). • Happy Childhoods (Deliver two further Family Hubs: identify sites, agree service delivery model which has a close alignment with Localities and Community Hubs). • Happy Childhoods Public health programmes to promote the health and wellbeing of children and young people: - Oral Health Promotion - National Child Measurement Programme (NCMP) - Anchor Approach – implement across ages, phases and sectors to improve mental health and wellbeing. - Integrating public health services in Family Hubs.
Evidence Sources	These will include: • Guidance, research and policy documents; • Interviews with Cabinet Member, key officers including Early Help and Public Health • Interviews with NGOs and academics in this field • Best practice inc. Government's visions and what other London boroughs are doing
Methodology/Approach	A variety of methods will be used to gather evidence from the witnesses above, including: • Desk top research; • Evidence gathering sessions with witnesses; and • Visits

Witnesses	• Officers – Director of Early Help Prevention and SEND, Assistant Director of Public Health & Senior Commissioner (Public Health) and Director for Schools and Learning • Jane Grant/ Vanessa Cooke – Whittington Health NHS • Cabinet Member for Children, Families and Schools • Haringey residents who have recent experience of using services for Under 1's • London Councils/LGA • Other London boroughs • NGOs with expertise in this area • Academics in this space – further research required
Equalities Implications	The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to: (1) Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act; (2) Advance equality of opportunity between people who share those protected characteristics and people who do not; (3) Foster good relations between people who share those characteristics and people who do not. The three parts of the duty applies to the following protected characteristics: age; disability; gender reassignment; pregnancy/maternity; race; religion/faith; sex and sexual orientation. In addition, marriage and civil partnership status applies to the first part of the duty. The Panel should ensure that it addresses these duties by considering them during final scoping, evidence gathering and final reporting. This should include considering and clearly stating: How policy issues impact on different groups within the community, particularly those that share the nine protected characteristics; Whether the impact on particular groups is fair and proportionate; Whether there is equality of access to service and fair representation of all groups within Haringey; Whether any positive opportunities to advance equality of opportunity and/or good relations between people, are being realised. The Panel should ensure that equalities comments are based on evidence, when possible.
Date for completion	Cabinet – February 2026
Reporting arrangements	

	The Corporate Director of Children's Services will coordinate a response to Cabinet to the recommendations of the panel's final report.
Publicity	The review will be publicised through the scrutiny website. The outcomes of the review will be similarly published once complete.
Constraints / Barriers / Risks	We will need to complete the report before the Local Elections in May 2026, and the membership and political make-up of the Council changes. In order to achieve this, it will need to be submitted to March Cabinet, therefore we will need to keep the review short, specific and time focused. A failure to do so will undermine the timescales for this report and risk the report not being completed by March 2026.
Officer Support	Lead Officer; Philip, Scrutiny Officer, 0208 489 2957 philip.slawther2@haringey.gov.uk

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Culture, Community Safety and Environment Scrutiny Panel

DRAFT SCOPE Scrutiny Review: An analysis of cycling safety in the borough exploring the position of cyclists and pedestrians in the context of the Walking and Cycling Action Plan (WACAP)

Review Topic	Review / Project Title
Rationale	▪ Through this investigation, the scrutiny panel aims to explore the impact of the Walking and Cycling Action Plan in the context of the strategic cycling roadmap exploring ‘what does safe cycling look like for the everyone in Haringey’ whether they are cyclists or pavement users. ▪ The review will focus on the impact of safety as a result of an increase cycling in the borough. ▪ Consideration will be given to the current and proposed infrastructure to support cyclists in the borough. ▪ There has also been an increase in the use of electric bikes. This has become a talking point amongst residents which has been reflected in member enquiries (abandoned/poorly parked bikes obstructing vulnerable users) being the most frequent public concern, in view of this the scrutiny panel will consider these as part of this review. ▪ The review will consider the impact of increased use of electric bikes and illegal adapted bikes on the safety of pedestrians. ▪ Explore the issue of enforcement and the approach in respect of illegal bikes. ▪ The Panel will seek to consider evidence from key witnesses and experts. Using this information, it will decide on recommendations to the Overview and Scrutiny Committee and then Cabinet.

Objectives/Desired outcomes	To make recommendations to the Council's Cabinet in relation to developing policy and proposals for improving cycling infrastructure in the borough for cyclists whilst also ensuring that increased cycling is not to the detriment of pavement users.
Terms of Reference (Purpose of the Review/ Objectives)	The aims of this project are: ▪ To identify what residents' experiences are of the principles the WACAP (i.e. reduced cars, improved experiences of walking in neighbourhoods and beyond, improved experiences in cycling including ebikes) ▪ To support safety for cyclists and other parts of the road user's hierarchy and establish what steps need to be taken to produce safer and more considerate cycling with both conventional bikes and ebikes. ▪ To ascertain whether recommendations can be made to the Cabinet and improvements made to the Walking and Cycling Action Plan and any relevant plans that sit beneath such as the Streets for People Investment Plan - 2025/26 to 2029/30 ▪ Explore how Haringey compares with other local authorities and what can be learnt from their experience in respect of safety for cyclists and pedestrians. ▪ To consider enforcement in other boroughs and take forward any lessons learnt. ▪ Consider how all the above effects those with 'protected characteristics' including disabled pedestrians, CYP, Elderly etc.
Scrutiny Membership	Councillor Makbule Gunes (Chair) Councillor Liam Carroll Councillor Cawley-Harrison Councillor Elridge Culverwell

	Councillor George Dunstall Councillor Mark Grosskopf Councillor Sue Jameson
Links to the Corporate Delivery Plan	Improving resident health and wellbeing, improving the walking and cycling environment, reducing carbon emissions and environmental sustainability are all mentioned as cross-cutting priorities in the Corporate Delivery Plan. The scrutiny review is closely linked to the Expanding Active Travel outcome and four activities: ▪ Enhance the current cycling network within Haringey. ▪ Expand dockless cycle parking locations to maximise use of dockless cycles. ▪ Improve walking environment. ▪ Engagement, consultation, and delivery of several projects to improve pedestrian safety and accessibility. Work towards Vision Zero targets by: Implementing new 20mph speed limits on Haringey-controlled roads; speed reduction measures; additional pedestrian crossings; and deliver measures to better safeguard powered two-wheeler users.
Evidence Sources/ Witnesses	Witnesses and sources of evidence will include: i) Resident opinion and experience ii) An online survey – via the website iii) Local groups focus groups - including Haringey Living Streets, Haringey Cycling Campaign, Disability Action Group, Haringey Climate Forum Organise (one meeting to gather evidence) iv) Officer Panel – Maurice Richards - Zoe Robertson - Ann Cunningham v) Walking & Cycling Action Plan (Haringey Council) vi) Streets for People Investment Plan - 2025/26 to 2029/30 vii) Dockless Bikes: Consultation report & follow-up update viii) Consideration of research currently held by Department of Transport, Mayor of London Dockless Bikes: Consultation report & follow-up update

	ix) Dockless Bikes: Consultation report & follow-up update x) TfL: Dockless cycle hire Code of Practice. xi) TfL / national enforcement reporting
Methodology/Approach	This project is envisaged as a scrutiny project involving: ▪ Consideration of elements of the Walking and Cycling Action Plan/ Active Transport Policy/ Streets for People Investment Plan - 2025/26 to 2029/30 and other key council policy documents ▪ Consider existing KPIs and data in respect of obstruction/ injuries/ complaints re e-bikes ▪ Consideration of upcoming plans to improve cycling infrastructure in the borough with rollout of more dockless bike bays in the context of supporting structure like LTN's, School Streets etc ▪ An online survey gathering qualitative resident opinion. ▪ Review information on collision/near-miss data in respect of dockless/parked bikes ▪ Evidence gathering sessions with experts and witnesses. ▪ Issues of safety for cycle users raised by local groups ▪ Meeting with council officers to understand issues at hand with electric bikes, scooters etc. ▪ Meeting with officers from City of London Council (safest London borough for cyclists) to learn more about how they are approaching cycle safety. ▪ Meeting with Islington, Waltham Forest, Hackney and Camden re good practice ▪ A review of up-to-date research currently held ▪ Site visit of one or two known hot spots re discarded bikes in the borough
Witnesses	▪ Community Plan advocates, include the N15/West Green Road/Seven Sisters Development Trust ▪ Maurice Richards ▪ Sarah Jared Transport for London (as the Landlord). ▪ AD for Regeneration & Economic Development ▪ Toussainte Reba, Head of Area Regeneration, South Tottenham

Equalities Implications	The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to: (1) Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act; (2) Advance equality of opportunity between people who share those protected characteristics and people who do not; (3) Foster good relations between people who share those characteristics and people who do not. The three parts of the duty applies to the following protected characteristics: age; disability; gender reassignment; pregnancy/maternity; race; religion/faith; sex and sexual orientation. In addition, marriage and civil partnership status applies to the first part of the duty. The Panel should ensure that it addresses these duties by considering them during the FINAL scoping, evidence gathering and final reporting. This should include considering and clearly stating: • How policy issues impact on different groups within the community, particularly those that share the nine protected characteristics. • Whether the impact on particular groups is fair and proportionate • Whether there is equality of access to service and fair representation of all groups within Haringey • Whether any positive opportunities to advance equality of opportunity and/or good relations between people, are being realised. Impact on Equalities will be a key consideration in the evidence gathering process.
Date for completion	Draft report to be presented at the scrutiny panel meeting in February 2026.
Reporting arrangements	Scrutiny Review and recommendations to go to Culture, Community Safety and Environment Scrutiny Panel in February 2026.

	Overview and Scrutiny Committee in March 2026.
Publicity	The review will be publicised through the scrutiny website. The outcomes of the review will be similarly published once complete.
Constraints / Barriers / Risks	We aim to complete the draft report to go Cabinet by March/April 2026. However, to achieve this, we need to keep the review short, specific and time focused. A failure to do so will undermine the timescales for this report and risk the report not being completed by the end of the municipal year. It is anticipated that this Scrutiny Review would be conducted over a relatively short timescale with the bulk of the evidence gathered over a few focussed meetings. The implications of not scrutinising this work area – ▪ Key council policy and structural changes to the borough in terms of cycling infrastructure will be developed without scrutiny input. ▪ Resident opinion about ebikes and power two wheelers will be un- investigated and unresolved. ▪ Safer and more considerate methods of cycling and cyclist behaviour change would not have been investigated. ▪ Issues regarding cycling and pedestrian accessibility will be un- investigated.
Officer Support	Lead Officer; Fola Irikefe, Principal Scrutiny Officer, folia.irikeye@haringey.gov.uk

Report for: Overview and Scrutiny Committee – 20th October 2025

Title: Overview and Scrutiny Committee Work Programme

Report

authorised by: Ayshe Simsek, Democratic Services and Scrutiny Manager

Lead Officer: Dominic O'Brien, Principal Scrutiny Officer

Tel: 020 8489 5896, E-mail: dominic.obrien@haringey.gov.uk

Ward(s) affected: N/A

Report for Key/

Non-Key Decision: N/A

1. Describe the issue under consideration

- 1.1 This report provides an update on the work plan for 2025-26 for the Overview & Scrutiny Committee.

2. Recommendations

- 2.1 To note the current work programme for the Overview & Scrutiny Committee and agree any amendments, as appropriate.
- 2.2 That the Committee give consideration to the agenda items and reports required for its meetings in 2025/26. The next meeting is scheduled to be held on 27th November 2025.

3. Reasons for decision

- 3.1 The Overview and Scrutiny Committee (OSC) is responsible for developing an overall work plan, including work for its standing Scrutiny Panels. In putting this together, the Committee will need to have regard to their capacity to deliver the programme and officers' capacity to support them in that task.

4. Background

- 4.1 The current draft iteration of the Committee's work plan for 2025-26 is provided as **APPENDIX A**.
- 4.2 The current Overview & Scrutiny Work Programme specifies that the meeting scheduled to be held on 27th November 2025 will include:
- Budget Scrutiny 2026/27 – Strategy & Engagement

- 4.3 The Committee should give consideration to the items for the next meeting and any amendments that it wishes to make to the Work Programme for the meetings scheduled in 2025/26.
- 4.4 Given the Council's challenging financial situation, the terms of reference for Overview and Scrutiny has been updated to allow more prominent focus on budget monitoring and performance. This includes in-year finance and performance monitoring items on a quarterly basis which are scheduled to take place on:
- 22nd July 2025 – Provisional Financial Outturn report (Q4)
 - 18th September 2025 – Q1
 - 10th December 2025 – Q2
 - 11th March 2026 – Q3
- 4.5 The Committee retains a focus on an overall strategic focus and a number of policy areas including oversight of customer focus and worklessness which is in response to community views expressed at the Scrutiny Café in September 2024. There are two meetings in the schedule specifically set aside to consider policy issues not directly related to finance. These are scheduled to take place on:
- 20th October 2025
 - 12th February 2026
- 4.6 The latest version of the Council's Forward Plan, which provides notice of key decisions expected to be made by the Council over the next 3 months is attached as **APPENDIX B**. This may assist Committee Members in determining if there are any upcoming issues that require further scrutiny.

5. Effective Scrutiny Work Programmes

- 5.1 An effective scrutiny work programme should reflect a balance of activities:
- Holding the Executive to account;
 - Policy review and development – reviews to assess the effectiveness of existing policies or to inform the development of new strategies;
 - Performance management – identifying under-performing services, investigating and making recommendations for improvement;
 - External scrutiny – scrutinising and holding to account partners and other local agencies providing key services to the public;
 - Public and community engagement – engaging and involving local communities in scrutiny activities and scrutinising those issues which are of concern to the local community.
- 5.2 Key features of an effective work programme:
- A member led process, short listing and prioritising topics – with support from officers – that;
 - reflects local needs and priorities – issues of community concern as well as Borough Plan and Medium Term Financial Strategy priorities
 - prioritises topics for scrutiny that have most impact or benefit

- involves local stakeholders
- is flexible enough to respond to new or urgent issues

5.3 Depending on the selected topic and planned outcomes, scrutiny work will be carried out in a variety of ways, using various formats. This will include a variety of one-off reports. In accordance with the scrutiny protocol, the OSC and Scrutiny Panels will draw from the following to inform their work:

- Performance Reports;
- One off reports on matters of national or local interest or concern;
- Issues arising out of internal and external assessment (e.g. Ofsted, Care Quality Commission);
- Reports on strategies and policies under development or other issues on which the Cabinet or officers would like scrutiny views or support;
- Progress reports on implementing previous scrutiny recommendations accepted by the Cabinet or appropriate Executive body.

5.4 In addition, in-depth scrutiny work, including task and finish projects, are an important aspect of Overview and Scrutiny and provide opportunities to thoroughly investigate topics and to make improvements. Through the gathering and consideration of evidence from a wider range of sources, this type of work enables more robust and effective challenge as well as an increased likelihood of delivering positive outcomes. In depth reviews should also help engage the public and provide greater transparency and accountability.

5.5 It is nevertheless important that there is a balance between depth and breadth of work undertaken so that resources can be used to their greatest effect.

6. Contribution to strategic outcomes

6.1 The contribution of scrutiny to the corporate priorities will be considered routinely as part of the OSC's work.

7. Statutory Officers comments

Finance and Procurement

7.1 There are no financial implications arising from the recommendations set out in this report. Should any of the work undertaken by Overview and Scrutiny generate recommendations with financial implications these will be highlighted at that time.

Legal

7.2 There are no immediate legal implications arising from the report.

7.3 In accordance with the Council's Constitution, the approval of the future scrutiny work programme falls within the remit of the OSC.

- 7.4 Under Section 21 (6) of the Local Government Act 2000, an OSC has the power to appoint one or more sub-committees to discharge any of its functions. In accordance with the Constitution, the appointment of Scrutiny Panels (to assist the scrutiny function) falls within the remit of the OSC.
- 7.5 Scrutiny Panels are non-decision making bodies and the work programme and any subsequent reports and recommendations that each scrutiny panel produces must be approved by the Overview and Scrutiny Committee. Such reports can then be referred to Cabinet or Council under agreed protocols.

Equality

- 7.6 The Council has a public sector equality duty under the Equalities Act (2010) to have due regard to:
- Tackle discrimination and victimisation of persons that share the characteristics protected under S4 of the Act. These include the characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (formerly gender) and sexual orientation;
 - Advance equality of opportunity between people who share those protected characteristics and people who do not;
 - Foster good relations between people who share those characteristics and people who do not.
- 7.7 The Committee should ensure that it addresses these duties by considering them within its work plan and those of its panels, as well as individual pieces of work. This should include considering and clearly stating;
- How policy issues impact on different groups within the community, particularly those that share the nine protected characteristics;
 - Whether the impact on particular groups is fair and proportionate;
 - Whether there is equality of access to services and fair representation of all groups within Haringey;
 - Whether any positive opportunities to advance equality of opportunity and/or good relations between people, are being realised.
- 7.8 The Committee should ensure that equalities comments are based on evidence. Wherever possible this should include demographic and service level data and evidence of residents/service-users views gathered through consultation.

8. Use of Appendices

APPENDIX A – OSC Workplan 2025-26

APPENDIX B – Statutory Forward Plan (Version 155)

Overview and Scrutiny Committee

Draft Work Plan 2025-26

Date	Potential Items	Lead Officer/Witnesses
19 June 2025	Terms of Reference & Panel Portfolios	Principal Scrutiny Officer
	Overview and Scrutiny Work Plan	Principal Scrutiny Officer
22 July 2025	2024/25 Provisional Financial Outturn report	Cabinet Member for Finance & Corporate Services, Director of Finance
	Update report on preparation for 2026/27 Budget and 2026/31 MTFS	Cabinet Member for Finance & Corporate Services, Director of Finance
18 Sep 2025	Cabinet Member Questions - Leader of the Council	Leader and Chief Executive
	Finance and Performance update – Q1	Cabinet Member for Finance & Corporate Services, Director of Finance

20 Oct 2025	Annual Feedback & Resolutions report Customer Services & Experience of Residents in contacting the Council	Corporate Director of Culture, Strategy & Communities Cabinet Member for Resident Services & Tackling Inequality
27 Nov 2025	Budget Scrutiny – Strategy & Engagement	Cabinet Member and Officers Deputy Chair (in the Chair)
10 Dec 2025	Finance and Performance update – Q2	Cabinet Member for Finance & Corporate Services Director of Finance
19 January 2026 (Budget)	Budget Scrutiny - Panel feedback and recommendations. To consider panel's draft recommendations and agree input into Cabinet's final budget proposal discussions	Cabinet Member and Officers Deputy Chair (in the Chair)
	Treasury Management Strategy Statement	Assistant Director - Finance
12 February 2026	Non-finance items (TBD) Worklessness	
11 March 2026	Finance and Performance update – Q3	Cabinet Member for Finance & Corporate Services Director of Finance

Scrutiny Reviews	Expected submission to OSC
Hospital Discharge	Nov 2025
Violence Against Women & Girls	Nov 2025
Cycling & Walking Action Plan	Nov 2025
Under 1s Borough Provision and Delivery of Outcomes	Jan 2026

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PUBLICATION OF THE INTENTION TO MAKE A KEY DECISION¹

Notice of Key Decisions being made by your Council over the next 3 months

AND

NOTICE OF A PRIVATE MEETING OF A DECISION MAKING BODY²

Occasions over the next 3 months when the public may be excluded from meetings due to the likelihood that if members of the public were present during an item of business confidential or exempt information would be disclosed to them

¹ In accordance with Regulation 9(2) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

² In accordance with Regulation 5(2) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

Publicity in connection with Key Decisions.

Where the Leader of the Council, the Cabinet, an individual Cabinet Member or a Cabinet Committee intend to make a key decision, the Council is required to give a minimum of 28 clear days public notice. This notice exceeds the statutory minimum by giving notice of key decisions which are intended to be taken over the next 3 months. New notices for the ensuing 3 month periods will be given at monthly intervals.

A Key Decision is defined in legislation as an executive decision, which is likely:

- to result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates; or
- to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority.

The Cabinet

In Haringey, the Cabinet is made up of ten councillors including the Leader and is responsible for taking most of the Council's Key Decisions. Like government ministers in the cabinet, each councillor is in charge of a specific portfolio. The Cabinet currently comprises the following portfolio holders –

Leader of the Council (Chair) – Cllr Peray Ahmet
 Cabinet Member for Housing and Planning (Deputy Leader) – Cllr Sarah Williams
 Cabinet Member for Climate Action, Environment, and Transport – Cllr Mike Hakata
 Cabinet Member for Children, Schools & Families – Cllr Zena Brabazon
 Cabinet Member for Culture and Leisure – Cllr Emily Arkell
 Cabinet Member for Placemaking and Local Economy– Cllr Ruth Gordon
 Cabinet Member for Communities– Cllr Ajda Ovat

Cabinet Member for Finance and Corporate Services – Cllr Dana Carlin
Cabinet Member for Health, Social Care & Wellbeing – Cllr Lucia das Neves
Cabinet Member for Resident Services and Tackling Inequality – Cllr Seema Chandwani

- The Cabinet meets monthly to make key decisions as set out in this notice.
- The Cabinet makes decisions on how Council services are delivered.
- The Cabinet meets in public except when considering exempt or confidential information.

Procedures prior to private meetings

A decision making body may only hold a meeting in private if a minimum of 28 clear days public notice has been given.

This notice is available for inspection at Alexandra House, 10 Station Road, Wood Green, N22 7TR and on the Council's website. This notice exceeds the statutory minimum period by giving notice of the occasions over the next 3 months when currently it is anticipated that the public and press may be excluded from all or part of a meeting due to the likelihood that if members of the public were present during an item of business confidential or exempt information would be disclosed to them.

A statement of reasons for the meeting to be held in private is given in each case with reference to the definitions of confidential and exempt information below. A further notice will be published at least 5 clear days before a private meeting and available for inspection at Alexandra House and on the Council's website.

A 'private meeting' means a meeting or part of a meeting of a decision making body which is open to the public except to the extent that the public are excluded due to the confidential or exempt business to be transacted.

'Confidential information' means information provided to the Council by a Government Department on terms (however expressed) which forbid the disclosure of the information to the public or information the disclosure of which to the public is prohibited by or under any enactment or by the order of a court.

'Exempt information' comprises the descriptions of information specified in Paragraphs 1-7 of Part 1 of Schedule 12A to the Local Government Act 1972 as follows:

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information)
4. Information relating to any consultations or negotiations or contemplated consultations or negotiations in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes – (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Information falling within the above categories is exempt information if and so long as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

If you wish to make any representations as to why the proposed private meeting should be held in public please write to contact Ayshe Simsek, Democratic Services and Scrutiny Manager : ayshe.simsek@haringey.gov.uk or George Meehan House, 294 High Road, Wood Green, London, N22 8JZ.

Date of Decision or period within which the decision is to be made	Matter in respect of which the decision is to be made	Short Description	Key or Non-Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Documents to be submitted to decision maker	Public or Private Meeting
Between 01-Oct-2024 and 31-Dec-2025	Approval of Welbourne Land of Appropriation	The Freehold is held in general fund (Argent) development had long lease agreement - LBH to take back HRA land we will hold the freehold separate portfolio. Agreement for appropriation for the freehold to the HRA.	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3, 5 Information relating to the financial or business affairs of any particular person (including the authority holding that information). Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

Date of Decision or period within which the decision is to be made	Matter in respect of which the decision is to be made	Short Description	Key or Non-Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Documents to be submitted to decision maker	Public or Private Meeting
Between 07-Oct-2024 and 31-Dec-2025	Outcome of the public engagement on bus priority proposals and creation of a Red Route along A504 West Green Road	This report seeks approval on the outcome of the public engagement on the proposed introduction of bus priority measures and Red Route controls. The proposals include removal of parking at pinch points along the road and creation of a Red Route for the corridor which allows enforcement by cameras. These measures will result in more room being available for buses to pass and help reduce congestion on this busy corridor.	KEY	Cabinet Member Signing	Cabinet Member for Climate Action, Environment & Transport Corporate Director of Environment and Resident Experience	Report of the Corporate Director of Environment and Resident Experience	Part exempt Paragraph 3, 5 Information relating to the financial or business affairs of any particular person (including the authority holding that information). Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

Date of Decision or period within which the decision is to be made	Matter in respect of which the decision is to be made	Short Description	Key or Non-Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Documents to be submitted to decision maker	Public or Private Meeting
Between 03-Mar-2025 and 31-Dec-2025	Approval of Homes for Haringey Management Agreement	Following the closure of the London Borough of Haringey's ("the Councils") ALMO partner on 31 May 2022 this report seeks approval to a new management agreement between the Council and Homes for Haringey Limited (HfH). The management agreement sets the framework between the two parties for the provision of services, funding agreement, performance standards and other legal frameworks around which the two parties shall work.	KEY	Leader of the Council	Leader of the Council Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3, 5 Information relating to the financial or business affairs of any particular person (including the authority holding that information). Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
Between 03-Mar-2025 and 31-Dec-2025	Homes for Haringey - approval of new Auditors	In accordance with the requirements of the Members Agreement of Homes for Haringey ("HfH") this reports seeks consent from the Council (as owner of the company) for Homes for Haringey to appoint new auditors .	KEY	Leader of the Council	Leader of the Council Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3, 5 Information relating to the financial or business affairs of any particular person (including the authority holding that information). Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

Date of Decision or period within which the decision is to be made	Matter in respect of which the decision is to be made	Short Description	Key or Non-Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Documents to be submitted to decision maker	Public or Private Meeting
Between 31-Mar-2025 and 31-Dec-2025	Approval of Haringey Community Benefit Society Management Agreement	Following the closure of the London Borough of Haringey's ("the Council") ALMO partner on 1 June 2022 this report seeks approval of a new management agreement between the Council and Haringey Community Benefit Society ("HCBS"). The management agreement sets the framework between the two parties for the provision of services, funding agreement, performance standards and other legal frameworks around which the two parties shall work.	KEY	Leader of the Council	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 05-Jun-2025 and 31-Dec-2025	Cabinet paper correction - Crawley Road	To update the Cabinet Paper, published on 9th November 2021, with correct developer name	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Date of Decision or period within which the decision is to be made	Matter in respect of which the decision is to be made	Short Description	Key or Non-Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Documents to be submitted to decision maker	Public or Private Meeting
Between 07-Jul-2025 and 31-Dec-2025	Adopting a new Clear Communal Areas Policy	Considering a new policy for adoption across the Council's landlord services.	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Public
Between 07-Jul-2025 and 31-Dec-2025	Adopting a new Garage Allocations Policy	Considering a new policy for adoption across the Council's landlord services.	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Public
Between 07-Jul-2025 and 31-Dec-2025	Approval for an Application for Secretary of State consent to enable leases of over 7 years to the Haringey Community Benefit Society	Approval for an application for Secretary of State consent to dispose of land or property under section 32 or 43 of the Housing Act 1985 or Section 25 Local Government Act 1988. This is to enable the council to issue leases over 7 years to the HCBS.	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Date of Decision or period within which the decision is to be made	Matter in respect of which the decision is to be made	Short Description	Key or Non-Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Documents to be submitted to decision maker	Public or Private Meeting
Between 07-Jul-2025 and 31-Dec-2025	Award of framework agreements for the provision of short breaks afterschool, holiday and weekend services for disabled children and young people	This report seeks approval from cabinet to establish an open framework for the provision of short breaks afterschool, holiday and weekend services for children and young people with disabilities, and award framework agreements to short breaks providers	KEY	Cabinet Member Signing	Cabinet Member for Children, Schools & Families Corporate Director of Children's Services (Statutory DCS)	Report of the Corporate Director of Children's Services (Statutory DCS)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 07-Jul-2025 and 31-Dec-2025	Contract for the Planned Maintenance/Repair and Replacement of Communal Cold Water Pumps	The appointment of a contractor to deliver the housing planned maintenance, repairs and installations of the communal water booster / pumps in Haringey	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 01-Aug-2025 and 31-Dec-2025	Hamilton Close - Major Works	This report seeks approval to award a contract for the replacement of cladding to external areas of the low-rise blocks on Hamilton Close. Works are driven by Building Safety and also include installation of curtain walling to main entrances and communal decorations and the fire upgrade works.	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Date of Decision or period within which the decision is to be made	Matter in respect of which the decision is to be made	Short Description	Key or Non-Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Documents to be submitted to decision maker	Public or Private Meeting
Between 01-Aug-2025 and 31-Dec-2025	Hostels Refurbishment Programme	To seek approval for the appointment of the successful contractor to undertake structural/refurbishment, roofs, windows/doors, kitchen and bathrooms, fire safety, environmental, and associated works.	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 01-Aug-2025 and 31-Dec-2025	Phase 1 - Extensive Voids Programme	This report seeks approval to award a contract for the PH1 - Extensive Voids Programme. Works include structural repairs and other essential works to bring the void properties back into use.	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 01-Aug-2025 and 31-Dec-2025	Phase 2 - Extensive Voids Programme	This report seeks approval to award a contract for the PH2 - Extensive Voids Programme. Works include structural repairs and other essential works to bring the void properties back into use.	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Date of Decision or period within which the decision is to be made	Matter in respect of which the decision is to be made	Short Description	Key or Non-Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Documents to be submitted to decision maker	Public or Private Meeting
Between 01-Aug-2025 and 31-Dec-2025	Structural Works - Chettle, Edgecote and Cordell	This report seeks approval to award a contract for external structural repairs at Chettle, Edgecote and Cordell. Works are driven by Building Safety.	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 04-Sep-2025 and 31-Dec-2025	Contract uplift for voids work programme to Haringey Community Benefit Society and Private Sector Lease Properties	Proposed uplift to previously agreed contract to deliver voids work to Haringey Community Benefit Society and Private Sector Lease Properties	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 04-Sep-2025 and 31-Dec-2025	Housing Asset Management Partnering Contracts Amendment	Amendment to contract award report and change in award of Lot 1	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Date of Decision or period within which the decision is to be made	Matter in respect of which the decision is to be made	Short Description	Key or Non-Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Documents to be submitted to decision maker	Public or Private Meeting
Between 04-Sep-2025 and 31-Dec-2025	Kenneth Robbins House - Contract Variation	Request approval to vary the contract sum and programme for major works to Kenneth Robbins House	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 04-Sep-2025 and 31-Dec-2025	Security Contract	Report is to seek approval to go to procurement to tender a new security contract as the current contract is coming to a end.	KEY	Cabinet Member Signing	Cabinet Member for Finance & Corporate Services Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 04-Sep-2025 and 31-Dec-2025	Stellar House - Contract Variation	Request approval to vary the contract sum and programme for major works to Stellar House	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Date of Decision or period within which the decision is to be made	Matter in respect of which the decision is to be made	Short Description	Key or Non-Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Documents to be submitted to decision maker	Public or Private Meeting
Between 04-Sep-2025 and 31-Dec-2025	The revision of annual parking permit fees for the Car Club Scheme in Haringey, following feedback from the primary operator (ZipCar) and a reassessment of benchmarking data used to inform the January 2025 Cabinet decision.	This decision revises the annual parking permit fees for Haringey's Car Club Scheme following statutory consultation and operator feedback. The updated fee structure aims to ensure financial sustainability, maintain service coverage, and align with market conditions, supporting the Council's transport and environmental objectives.	KEY	Cabinet Member Signing	Cabinet Member for Climate Action, Environment & Transport Corporate Director of Environment and Resident Experience	Report of the Corporate Director of Environment and Resident Experience	Public
Between 04-Sep-2025 and 31-Dec-2025	To extend existing contracts for the delivery of fire safety works resulting from fire risk assessments.	Extension of contracts for the delivery of fire safety works.	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 04-Sep-2025 and 31-Dec-2025	Turner Avenue Estate Completion of External Major Works	This report seeks approval to award a contract for external major works at Turner Avenue. Works required to upgrade units to decent homes standard.	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

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Between 04-Sep-2025 and 30-Nov-2025	Update to Haringey Council's Household Support Fund Policy	Report to agree a revised Household Support Fund policy, following the national changes to the Winter Fuel Payment.	KEY	Cabinet Member Signing	Cabinet Member for Resident Services & Tackling Inequality Corporate Director of Environment and Resident Experience	Report of the Corporate Director of Environment and Resident Experience	Public Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 05-Sep-2025 and 30-Nov-2025	School Street - SS50 Coldfall Primary (Everington Road entrance)	Following informal and statutory consultation, consider all feedback and objections, decide whether to make the associated traffic orders and implement the projects	KEY	Cabinet Member Signing	Cabinet Member for Climate Action, Environment & Transport Corporate Director of Environment and Resident Experience	Report of the Corporate Director of Environment and Resident Experience	Public
Between 06-Oct-2025 and 31-Dec-2025	Award of Construction Contract	Following complete tender - appoint contractor to delivery	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

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Between 06-Oct-2025 and 31-Dec-2025	Contract for the delivery of a voids work programme to Haringey Community Benefit Society (HCBS) and Private Sector Let (PSL) properties	Proposed contract to deliver a long term programme of works to HCBS and PSL properties	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 06-Oct-2025 and 31-Dec-2025	Extension of CCTV Equipment Maintenance Contract	This report seeks approval to extend the CCTV Equipment Maintenance Contract for one year.	KEY	Cabinet Member Signing	Cabinet Member for Communities Corporate Director of Environment and Resident Experience	Report of the Corporate Director of Environment and Resident Experience	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 06-Oct-2025 and 31-Dec-2025	To extend existing contract for provision of Mobile Workforce Management Technology	To extend existing contract for provision of Mobile Workforce Management Technology for Haringey Housing Repairs System	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Public

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21-Oct-2025	Adopting a new Tenancy Management Policy	Considering a new policy for adoption across the Council's landlord services.	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Public
21-Oct-2025	Adopting a new Tenancy Strategy	Considering a new strategy for adoption which sets out the matters Haringey Council, and other Registered Providers of social housing in the borough, are required to consider when developing or reviewing their own Tenancy Policies.	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Public
21-Oct-2025	Approval of contract for demolition of Northolt and the Stapleford wing block and approval for contract for Phase two of the Broadwater Farm new homes programme	This report seeks approval to award contracts for the demolition of the Northolt and Stapleford wing blocks. It also seeks approval of the award of contract for Phase two of the new homes programme.	KEY	Cabinet	Cabinet Member for Placemaking & Local Economy Corporate Director of Culture, Strategy and Communities	Report of the Corporate Director of Culture, Strategy and Communities	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

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21-Oct-2025	Approval to deliver Council homes and let construction contract within Sir Frederick Messer Estate boundary N15	Request Council approval to enter into works contract to deliver 66 Council homes on land at the junction of Seven Sisters and St. Ann's Road, Tottenham, N15 6NP within Sir Frederick Messer Estate	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
21-Oct-2025	Approval to Procure Print / Post Services	Approval sought to commence the procurement of a contract to provide print and postal services to support essential services including: Revenues and Benefits (Council tax, National Non Domestic Rates and Benefits correspondence) Housing (Rental notice, reminder notices and statements) Planning and Pensions correspondence The existing contract will end in February 2026 and this to-be contract will provide continuity of service for a further 24 months	KEY	Cabinet	Cabinet Member for Finance & Corporate Services Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Public

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21-Oct-2025	Approval to tender for the Mallard place (Chocolate Factory Phase 2) Works contract	Approval to tender works contract for the delivery of 150 homes plus commercial space	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
21-Oct-2025	Funding affordable housing through long-term institutional finance	Agreeing to proceed with a market exercise to secure the investment of long-term institutional funding into affordable housing for Haringey residents.	KEY	Cabinet	Cabinet Member for Placemaking & Local Economy Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 01-Nov-2025 and 31-Jan-2026	Haringey Council Feedback Policy(update to existing policy)	Approval to implement changes to Haringey's Feedback Policy in line with recommendations made by the Housing Ombudsman.	KEY	Cabinet Member Signing	Cabinet Member for Resident Services & Tackling Inequality Corporate Director of Culture, Strategy and Communities	Report of the Corporate Director of Culture, Strategy and Communities	Public

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Between 01-Nov-2025 and 31-Dec-2025	Park View Secondary School Block A Roof Replacement - Award of Contract for Construction Related Consultancy Services	In line with the updated procurement rules, this report seeks the stage two procurement approval to award a contract for RIBA 2-6 multi-disciplinary design services required to support a project at Park View School to replace the roof of block A and part of block B.	KEY	Cabinet Member Signing	Cabinet Member for Children, Schools & Families Corporate Director of Children's Services (Statutory DCS)	Report of the Corporate Director of Children's Services (Statutory DCS)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 06-Nov-2025 and 31-Dec-2025	Extension of current Gas Maintenance Contracts	The Employer (Client) wishes to extend the current Gas maintenance contracts for a further 6 months. This decision is being updated with additional information on the contract value and clarification of the contractor names.	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

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Between 06-Nov-2025 and 31-Dec-2025	Coleridge Primary School - Condition Works - Permission to initiate tender action for a Construction Works Contract.	In line with procurement rules, this report seeks a stage one approval to go out to tender for a construction works contractor to deliver works at Coleridge Primary School. A Feasibility Study identified that the roof covering on the west site (Juniors) is end of life with visible sign of water ingress. A further forward plan notice will be published for the construction contract award.	KEY	Cabinet Member Signing	Cabinet Member for Children, Schools & Families Corporate Director of Children's Services (Statutory DCS)	Report of the Corporate Director of Children's Services (Statutory DCS)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 06-Nov-2025 and 31-Jan-2026	Dawlish & Scales Road, N17 - Approval of housing construction contract	Appoint contractor to deliver two new home both for social housing including one adaptable. Dawlish and Scales Road N17	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

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Between 06-Nov-2025 and 31-Jan-2026	To award a new asbestos contract and appoint a UKAS accredited asbestos contractor for a period of 4 years	To seek the services of a UKAS accredited asbestos services contractor to undertake surveys, bulk sampling and air monitoring in accordance with the Control of Asbestos Regulations to residential buildings managed by the Council.	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
Between 06-Nov-2025 and 31-Jan-2026	Broadwater Farm Fire Risk Assessment Programme Variation	Cross corridor and front entrance fire door installation, Fire safety works & application of fire rated coatings (Additional works 2) .	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Culture, Strategy and Communities	Report of the Corporate Director of Culture, Strategy and Communities	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

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Between 06-Nov-2025 and 31-Jan-2026	Approval to commence Procurement: Hornsey Library Roof Condition Works	Report requesting permission to commence procurement for Hornsey Library Roof Condition Works project.	KEY	Cabinet Member Signing	Cabinet Member for Culture and Leisure Corporate Director of Culture, Strategy and Communities	Report of the Corporate Director of Culture, Strategy and Communities	Part exempt Paragraph 3, 5 Information relating to the financial or business affairs of any particular person (including the authority holding that information). Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
Between 06-Nov-2025 and 31-Dec-2025	Approval to sign S106 with the London Borough of Enfield for the Selby Urban Village development	Approval to sign a S106 Agreement with the London Borough of Enfield to facilitate the issue of the Planning Decision Notice for that part of the Selby Urban Village Scheme that falls within the London Borough of Enfield	KEY	Cabinet Member Signing	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

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11-Nov-2025	Admission to Schools – Proposed Admission Arrangements for 2027/28	To agree the proposed arrangements for admission to community nursery classes, primary, junior and secondary schools, and to St Aidan's Voluntary Controlled School, as well as for sixth form admission for the year 2027/28, including proposals to reduce the published admission number (PAN) for selected primary and secondary schools, can proceed to consultation.	KEY	Cabinet	Cabinet Member for Children, Schools, and Families Corporate Director of Children's Services (Statutory DCS)	Report of the Corporate Director of Children's Services (Statutory DCS)	Public
11-Nov-2025	Publication of Adult Carers Strategy	Refreshing of the current Carers Strategy that provides a plan for the next 3 years to support unpaid carers within the community	KEY	Cabinet	Cabinet Member for Health, Social Care, and Wellbeing Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Public
11-Nov-2025	Adult Social Care Improvement Plan	The ASC Improvement Plan sets out the Council's priorities for strengthening adult social care services, informed by feedback from care providers, resident experience and recent performance data.	KEY	Cabinet	Cabinet Member for Health, Social Care & Wellbeing Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Public

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11-Nov-2025	Cabinet Response to Scrutiny Review on Temporary Accommodation (TA) Placements Policy and Private Rented Sector (PRS) Discharge Policy.	For Cabinet to consider the recommendations on the scrutiny Review on Temporary Accommodation (TA) Placements Policy and Private Rented Sector (PRS) Discharge Policy and provide a response in line with requirements of the Council Constitution.	NON-KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Public
11-Nov-2025	Approval of a draft Homelessness Strategy for consultation	Cabinet will be asked to approve the draft of a new Homelessness Strategy for formal consultation	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Public
11-Nov-2025	Approval to tender a JCT Design and Build Contract for the Kings Road Car Park site, N17	Approval to commence a tender process for the selection of a contractor to deliver a new-build housing development comprising nine Council homes.	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

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11-Nov-2025	Approval to tender for a works contractor to build 17 homes at Tiverton Estate	To support proposals to be build 17 homes, council requires cabinet approval to tender for works contractor to build homes.	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
11-Nov-2025	Draft 2026-27 Budget and 2026-2031 Medium Term Financial Strategy Report	The report sets out details of the draft revenue and capital proposals for balancing the budget and Capital Programme for 2026-27. The report will also include an overview of the longer term financial position to 2030-31, including budget pressures and proposed budget reductions that will be launched for consultation and engagement, including with Scrutiny Committees.	KEY	Cabinet	Cabinet Member for Finance & Corporate Services Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Public

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11-Nov-2025	Fire Doors Contracts	Award of 2 contractors for the supply and Installation for fire doors including associated and other specialist fire safety works.	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3, 5 Information relating to the financial or business affairs of any particular person (including the authority holding that information). Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
11-Nov-2025	Housing Annual Compliance Assurance Statement	To present for approval the annual assurance statement on the Housing Service's position against the 'big six' compliance areas (gas, electric, fire safety, asbestos, legionella and lifts)	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Public

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11-Nov-2025	Local Government & Social Care Ombudsman Public Report	To consider the findings of the LGSCO following its investigation into a complaint regarding Adult Social Care. While the Ombudsman identified areas of fault, the Council has accepted the recommendations in full and has already taken significant steps to address the issues.	NON-KEY	Cabinet	Cabinet Member for Health, Social Care & Wellbeing Monitoring Officer	Report of the Monitoring Officer	Public
11-Nov-2025	Procurement of client fit out items for the Haringey Civic Centre	This report will cover the procurement approach for buying the client fit out items for the Haringey Civic Centre including fixtures, fittings and equipment. It will also include a Cafe / Catering Operator Framework which will allow the council to select an operator for the Civic Centre Café and other locations as opportunities arise.	KEY	Cabinet	Cabinet Member for Placemaking & Local Economy Corporate Director of Culture, Strategy and Communities	Report of the Corporate Director of Culture, Strategy and Communities	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

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11-Nov-2025	Wards Corner Asset Management Plan	A strategic approach to managing, maintaining, and enhancing the Wards Corner property portfolio. It sets out the vision, objectives, and operational framework for ensuring the site delivers long-term value, supports community and commercial needs, and aligns with broader regeneration goals.	KEY	Cabinet	Cabinet Member for Placemaking & Local Economy Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
09-Dec-2025	2025/26 Finance Update Quarter 2	This report will provide an update on the Quarter 2 budget monitoring and Council's financial position. It will seek approval for any changes to the Council's revenue or capital budgets required to respond to the changing financial scenario and the delivery of the MTFS.	KEY	Cabinet	Cabinet Member for Finance and Local Investment Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Public
09-Dec-2025	Housing Revenue Account 2026/27	Cabinet to note the proposed Housing revenue account capital programme and revenue budgets, which includes proposed tenants rent & service charge increases for 2026/27.	KEY	Cabinet	Cabinet Member for Finance & Corporate Services Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Public

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09-Dec-2025	Fees & Charges 2026-27	The Council's income policy requires an annual review of the level of the fees and charges levied upon service users .This report considers the relevant factors affecting the review of fees and charges and identifies those services where an increase is being proposed	KEY	Cabinet	Cabinet Member for Finance & Corporate Services Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Public
09-Dec-2025	Tower Gardens - Major Works	This report seeks approval to award a contract for the external refurbishment of 77 properties within the Tower Gardens Conservation Area. Works include external fabric repairs, window and roof replacement and the application of a high-performance coating to all previously coated areas	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

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09-Dec-2025	ERP (enterprise resource planning) System Replacement	Haringey is currently running an ERP system which is based on a 20 year old system (SAP ECC) that will no longer be supported by the Manufacturer, SAP. The published end of support date is December 31st 2027, although this may be extendable by negotiation. There are no guarantees and the offer of extension will be on a case by case basis. The paper details the options available to achieve a new fully supported system and the recommended decision with reasons.	KEY	Cabinet	Cabinet Member for Finance & Corporate Services Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
09-Dec-2025	Contract for the delivery of a voids work programme to Haringey Community Benefit Society (HCBS) and Private Sector Let (PSL) properties	Proposed contract to deliver a long term programme of works to HCBS and PSL properties.	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3, 5 Information relating to the financial or business affairs of any particular person (including the authority holding that information). Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

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09-Dec-2025	Adopting a new Good Neighbourhood Management Policy	Considering a new policy for adoption across the Council's landlord services.	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Public
09-Dec-2025	Haringey's Climate Change Adaptation & Resilience Action (CCARA) Plan	Haringey's CCARA Plan will set out the Council's committed actions to adapt, be better prepared for, and more resilient to the impacts of climate change, with a focused lens on how climate change impacts are currently, and will continue to, effect the health & wellbeing of our residents and communities.	KEY	Cabinet	Cabinet Member for Climate Action, Environment & Transport Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Public

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09-Dec-2025	Woodridings Court N22 - New Build - Award of construction contract	This report seeks approval to appoint the recommended winning contractor to complete a new build development comprising 33 council homes on the undercroft car park and podium to the rear of the existing building at Woodridings Court N22. Associated works include new lifts for existing and new, improvements to existing communal front entrance door and internal communal corridors as well as associated amenity. The works will also include the reconfiguration and enhancement of existing amenity.	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
09-Dec-2025	Adopting a new Anti - Social Behaviour Policy	Considering a new Council wide policy for adoption.	KEY	Cabinet	Cabinet Member for Communities Corporate Director of Environment and Resident Experience	Report of the Corporate Director of Environment and Resident Experience	Public

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09-Dec-2025	Selby Urban Village - procurement strategy for heat supply arrangements	Agreement of the procurement strategy for the contract for the supply of heat to residential and commercial premises at the Selby Urban Village, from a third party heat supplier.	KEY	Cabinet	Cabinet Member for Council Housebuilding, Placemaking, and Local Economy Corporate Director of Culture, Strategy and Communities	Report of the Corporate Director of Culture, Strategy and Communities	Part exempt Paragraph 3, 5 Information relating to the financial or business affairs of any particular person (including the authority holding that information). Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
09-Dec-2025	Housing Related Support Domestic Abuse and Violence Against Women and Girls (VAWG) Pathway	he proposal is to award contracts that fall under the Domestic Abuse and VAWG Pathway. This will include a combination of accommodation (19 unites of refuge accommodation), floating support (advice and advocacy), MARAC coordination, and children and young people support and intervention	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Adults, Housing and Health	Report of the Corporate Director of Adults, Housing and Health	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

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20-Jan-2026	100 Woodside Avenue, N10- Sales strategy and updated total scheme costs	To authorise the sales strategy for 9 private homes for sale on the open market, to approve the terms and conditions of sale and the updated total scheme costs	KEY	Cabinet	Cabinet Member for Housing & Planning (Deputy Leader) Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).
20-Jan-2026	Haringey Draft Library Strategy (2026-2030)	Agreement to adopt the 5 year Haringey Library Strategy, it's Vision and Priorities.	KEY	Cabinet	Cabinet Member for Culture and Leisure Corporate Director of Culture, Strategy and Communities	Report of the Corporate Director of Culture, Strategy and Communities	Public
Between 01-Feb-2026 and 30-Apr-2026	Coleridge Primary School - Condition Works - Award of Construction Works Contract.	The roof covering on the west site (Juniors) is end of life with visible sign of water ingress. Following stage one permission to go out to tender in November 2025, this seeks stage two approval to award a construction works contract.	KEY	Cabinet Member Signing	Cabinet Member for Children, Schools & Families Corporate Director of Children's Services (Statutory DCS)	Report of the Corporate Director of Children's Services (Statutory DCS)	Part exempt Paragraph 3 Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Date of Decision or period within which the decision is to be made	Matter in respect of which the decision is to be made	Short Description	Key or Non-Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Documents to be submitted to decision maker	Public or Private Meeting
10-Mar-2026	2025/26 Finance Update Quarter 3	This report will provide an update on the Quarter 3 budget monitoring and Council's financial position. It will seek approval for any changes to the Council's revenue or capital budgets required to respond to the changing financial scenario and the delivery of the MTFS.	KEY	Cabinet	Cabinet Member for Finance and Local Investment Corporate Director of Finance and Resources (S151 Officer)	Report of the Corporate Director of Finance and Resources (S151 Officer)	Public

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