

## NOTICE OF MEETING

# HOUSING, PLANNING AND DEVELOPMENT SCRUTINY PANEL

**Monday, 23rd June, 2025, 6.30 pm - George Meehan House, 294 High Road, Wood Green, N22 8JZ (watch the live meeting [here](#), watch the recording [here](#))**

**Councillors:** Dawn Barnes, Khaled Moyeed, Harrison-Mullane, John Bevan, Isidoros Diakides, Adam Small (Chair) and Lester Buxton

**Quorum:** 3

### 1. FILMING AT MEETINGS

Please note that this meeting may be filmed or recorded by the Council for live or subsequent broadcast via the Council's internet site or by anyone attending the meeting using any communication method. Although we ask members of the public recording, filming or reporting on the meeting not to include the public seating areas, members of the public attending the meeting should be aware that we cannot guarantee that they will not be filmed or recorded by others attending the meeting. Members of the public participating in the meeting (e.g. making deputations, asking questions, making oral protests) should be aware that they are likely to be filmed, recorded or reported on.

By entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings.

The chair of the meeting has the discretion to terminate or suspend filming or recording, if in his or her opinion continuation of the filming, recording or reporting would disrupt or prejudice the proceedings, infringe the rights of any individual or may lead to the breach of a legal obligation by the Council.

### 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 as noted 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 - 20)**

To approve the minutes of the previous meeting.

**7. TERMS OF REFERENCE (PAGES 21 - 48)**

**8. HOUSING ADAPTATIONS (PAGES 49 - 60)**

**9. HOUSING SERVICE PERFORMANCE SCRUTINY 2024/25 OUTTURN (PAGES 61 - 92)**

**10. HOUSING RESIDENT ENGAGEMENT IMPACT ASSESSMENT APRIL 2023 TO DECEMBER 2024 (PAGES 93 - 120)**

**11. CABINET MEMBER QUESTIONS WITH THE CABINET MEMBER FOR HOUSING & PLANNING**

Verbal Update

**12. WORK PROGRAMME UPDATE (PAGES 121 - 128)**

**13. NEW ITEMS OF URGENT BUSINESS**

To consider any items admitted at item 3 above.

**14. DATES OF FUTURE MEETINGS**

- 7<sup>th</sup> October
- 17 November
- 15 December
- 9 March 2026

Philip Slawther, Principal Scrutiny Officer, [philip.slawther2@haringey.gov.uk](mailto:philip.slawther2@haringey.gov.uk)

Tel – 020 8489 2957

Fax – 020 8881 5218

Email: [philip.slawther2@haringey.gov.uk](mailto:philip.slawther2@haringey.gov.uk)

Fiona Alderman

Assistant Director of Legal & Governance (Monitoring Officer)

George Meehan House, 294 High Road, Wood Green, N22 8JZ

Friday, 13 June 2025

This page is intentionally left blank



**MINUTES OF THE MEETING Housing, Planning and Development Scrutiny Panel HELD ON Thursday, 6th March, 2025, 6.30 pm**

**PRESENT:**

**Councillors: Alexandra Worrell (Chair), Dawn Barnes, John Bevan and Diakides**

**222. 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'.

**223. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr Moyeed and Cllr Harrison Mullane.

**224. URGENT BUSINESS**

There were no items of Urgent Business.

**225. DECLARATIONS OF INTEREST**

None.

**226. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS**

None.

**227. MINUTES**

Cllr Bevan advised that he had not been able to arrange a meeting with Clarion for an estate walkabout and requested help from officers to arrange this. **(Action: Hannah).**

In relation to the partnering contract, officers advised that a number of bids had been submitted as part of the tendering process and it was hoped that a contract would be awarded towards the end of 2025.

Officers were requested to provide a written update on the frequency that the £20 food voucher was paid. **(Action: Jahedur Rahman).**

**RESOLVED**

That the minutes of the meeting on 16<sup>th</sup> December 2024 were agreed as a correct record.

## **228. VERBAL UPDATE ON THE LOCAL PLAN**

The Panel received a verbal update along with a tabled presentation that provided an update on the timelines and development of the updated Local Plan. The presentation was given by Bryce Tudball, Head of Spatial Planning as set out in the tabled papers agenda pack. Cllr Williams, Cabinet Member for Housing & Planning was present for this agenda item. The following arose as part of the discussion:

- a. The Chair acknowledged the amount of work that had gone into the Local Plan to get it to this stage and welcomed a number of the positive changes that had been made. The Chair requested that officers provide some further comments about the reasons for the delays to date. In response, officers advised that the delays had been part of the feedback arising from the planning service peer challenge review and that the principal reason for this was around resources within the team. The Panel was advised that this had been acknowledged by senior management and the service now had a full complement of staff. Officers advised that the delays had allowed the service to respond to raft of changes put forward by the new government, and that the timescales for the Local Plan were now running in tandem with the London Plan.
- b. The Chair sought assurances around the extent to which the emerging Local Plan could be used as a consideration when determining planning applications. Officers advised that once it had been published as a draft Local Plan in the summer, a limited amount of weight could be given to the new Local Plan when considering planning applications.
- c. The Panel commented that the updated Local Plan had a lead-in time of seven years, and assurances were sought that it wouldn't be out of date by the time it was in place. In response, officers acknowledged the lead-in time but gave assurances that by the time it was finalised in 2027 it would be very up to date, a lot of work had gone into future proofing the Local Plan. A lot of emphasis was being given to placemaking within the plan, rather than it being reactive.
- d. The Panel sought assurances about whether there would be a greater emphasis on increasing the number of social housing units within the plan. Officers advised that they anticipated that the new plan would have stronger policies around having more properties for social rent, including more social rent properties in Tottenham and the east of the borough.
- e. The Panel raised concerns with the number of very tall buildings that had been permitted in Tottenham Hale under the current Local Plan, and sought assurances that something similar wouldn't happen in Wood Green under the new Local Plan. In response officers advised that the aim of consulting on a new Local Plan was to build up an evidence base from the consultation with which to base the borough's planning priorities on. It was identified that the new Local Plan would, unlike the previous iteration, have a dedicated section that identified areas that were appropriate for tall buildings, and that some of these may be in Wood Green. Officers gave assurances that they did not believe that Wood Green would look like Tottenham Hale in respect of the concentration of tall buildings.

- f. The Panel sought assurances around whether the new plan would enable environment goals, and specifically retro fitting. An example was given of a resident who was very keen to retrofit his home to improve its energy efficiency, but was unable to do so because he lived in a conservation area. In response, officers advised that one of the areas that would be substantially reinforced in the plan was the climate emergency and buildings sections. The vision was to have a leading retrofit policy within London. Officers acknowledged that there were some policy conflicts between retrofitting and conservation areas. It was suggested that solar PVs may be permitted in some circumstances. It was necessary to consider the specific character of a conservation area and how retrofitting would impact that area. For example, solar panels would not be suitable in a conservation area where one of its primary characteristics was the roofs of the buildings.
- g. The Panel sought clarification about protected views in the borough and whether this applied to Alexandra Palace. In response, officers advised that there was a range of protected views in the borough, some of these were protected at the local level and some at the London level through the London Plan. The GLA were looking at strategic views, of which Alexandra Palace was one, but these were unlikely to change.
- h. The Chair sought assurances around whether the new plan would include an enhanced focus on future proofing against extreme weather and flooding. In response, officers advised that there would be a specific chapter around climate resilience including flood risk and heat mitigation. It was commented that the current Local Plan did say much on these topics.

## **RESOLVED**

Noted

### **229. MOCK HOUSING INSPECTION - UPDATE**

The Panel received a report which provided an update on the mock housing inspection of housing services conducted against the Regulator of Social Housing's consumer standards, carried out by specialist housing consultants, Housing Quality Network (HQN) between September and October 2024. The report was introduced by Jahedur Rahman, Operational Director of Housing Services & Building Safety as set out in the agenda pack at pages 13 – 20. Cllr Sarah Williams, the Cabinet Member for Housing & Planning was also present for this item. The following arose as part of the discussion of this item:

- a. The Director of Housing advised that overall the outcome of the mock inspection was a C2 grade, which was the second highest of four possible grades (C1, C2, C3 & C4). Prior to the referral to the regulator, Haringey would have likely been a C4 authority. The Chair welcomed the overall positive outcome of the mock inspection and commented that a number of areas of improvement had been made. It was questioned how many inspections of the new consumer standards had been carried out to date and what sort of scores were being achieved. In response, officers advised that there had been 50 inspections and that most authorities were coming out at C3. Some achieved a C2 grade, and only one in authority in London had achieved a C1 grade – Westminster. Officers advised that HQN issued 48 recommendations that

- should bring the Council up to a C1 grade. Of those 48, there were a number of recommendations that had been identified internally as areas for improvement. Six of the 48 had been implemented. One of these was around reporting beyond the big six compliance areas, which was already happening internally. HQN commented on Haringey's extensive resident engagement structures. Resident engagement impact assessments would be carried out every year by the Council to drive forward the improvement agenda.
- b. The Panel expressed a degree of surprise around the overall score, given the gaps in stock condition surveys and the performance levels on voids. The Panel sought assurances that the C2 score was realistic. In response, officers advised that rating was given by an external company, rather than the regulator, so it was not a certainty. However, HQN used the criteria set out by the regulator and also reviewed all of the previous judgments made by the regulator when assigning a rating. The report set out that Haringey was able to meet the criteria for a C2 rating, but did not say that it definitely would achieve this score. In relation to stock condition surveys, officers advised that the authority had achieved a 75-80% compliance rate on stock condition surveys. The Director of Housing advised that he did not want to be complacent, but advised that the mock inspection gave the authority a critical view of whether it was on the right track and also set out what steps needed to be taken to achieve a C1 grade.
  - c. In response to a question, officers clarified that the 48 actions were what was considered necessary in order to achieve a C1 rating, rather than what was required for a C2 rating.
  - d. The Panel raised concerns about tenant walkabouts and that these needed to be reconfigured. It was commented that residents no longer attended these in Northumberland Park ward. Concerns were also raised around walkabouts on sheltered housing blocks and the need to ensure that a sheltered housing manager, or one of their staff, needed to be present when conducting these. It was suggested that this was something that the Cabinet Member may want to take forward. In response, the Cabinet Member advised that she would take these comments on board. The Director of Housing acknowledged the need to reconfigure tenant walkabouts of estates. It was commented that the resident advisory panels would be part of this process going forward. The Director of Housing acknowledged that the walkabouts needed to be meaningful, signed off by residents, and that the residents understood the grading and how it was applied.
  - e. A Member of the Panel raised concerns about a case where a resident had a water leak and had been charged for several thousand baths worth of water. Concerns were raised that, in many instances, the Council did not know where Thames Water had installed water meters. In response, officers acknowledged this individual case and advised that the Member had been working with the relevant Assistant Director to resolve it.
  - f. In relation to stock condition surveys, officers advised that 75% of internal surveys had been carried out and 80% of surveys in communal areas.
  - g. The Panel sought assurances around the comments in the report around housing fraud. In response, officers advised that tenancy audits took place which used a number of algorithms to identify possible cases of tenancy fraud. The Housing team worked with Corporate Fraud team to review these and take

- the necessary action. The report made a recommendation that a new policy document should be developed to formalise this working arrangement.
- h. The Panel queried the impact of asbestos on the Council being able to carry out works. In response, officers acknowledged that if work was required in an area with known asbestos, then the health and safety risk could make the works complicated. It was commented that in general, the policy was to try and not disturb the asbestos and work round it where possible. The Director of Housing agreed to provide written feedback on any specific cases, if a member of the Panel were to email him with the details.
  - i. The Panel raised concerns about the extent to which the Council would be reliant on its contractors in order to achieve a satisfactory rating in the event of a future inspection by the regulators. It was commented that as an organisation the Council was weak on contract management. In response, the Cabinet Members advised that the Council was ultimately responsible for checking the work undertaken by its contractors and it was acknowledged that there was a need to ensure effective contract management was carried out, particularly in the key areas of building safety and compliance standards.
  - j. In response to a question, the Panel was advised that the report and action plan was not for external consumption, and therefore not attached to the report, at the request of HQN.
  - k. The Panel sought clarification about the role of Scrutiny in the formal reporting structures around the consumer standards and a future inspection given that it was a public facing body. In response, officers acknowledged the role of Scrutiny, but set out that the Council also had a cross-party Housing Improvement Board, chaired by the Chief Executive and that there was a degree of overlap. Officers advised that HQN were aware of the role of Scrutiny and that 2 years' worth of papers to this panel were submitted as part of the evidence for the inspection.
  - l. In response to a question, officers clarified that a C2 rating reflected that that overall the organisation was delivering on the consumer standards, but that some areas of improvement were required.

## **RESOLVED**

That the update was noted.

### **230. ALLOCATIONS POLICY**

The Panel received a report which set out the background to the development of a new housing allocations policy, set out the requirements for, and process for, consultation and covered the main principles of Haringey's new draft housing allocations policy. It also included the draft housing allocations policy and the EQIA as appendices. The report was introduced by Hannah Adler, Head of Housing Policy and Strategy and Darren Fairclough, Head of Lettings & Rehousing - Housing Demand, as set out in the second agenda pack at pages 1-82. Cllr Sarah Williams, Cabinet Member for Housing & Planning was also present for this agenda item. The following arose as part of the discussion of this report:

- a. The Panel sought assurances around how the focus group was representative of the makeup of Haringey's housing register. In response, officers advised that

- the focus group proportionally represented the reasons that people were on the housing register, such as severe overcrowding, medical need, living in TA etcetera. It was also commented that the group was in itself also a diverse group that represented Haringey's residents.
- b. The Panel queried the process for how people were selected to sit on the focus group. In response, officers advised that the Council took a data driven approach and developed a shortlist that was representative of the categories of reasons why people required housing as listed on the housing register. From that shortlist, the Council then wrote to those people in order to make sure they would be willing to take part.
  - c. The Chair questioned the new approach that was being taken to prioritise families with dependent children over those with a mixture of dependant and non-dependent children (i.e. those over the age of 22). In response, officers advised that a number of different options were considered and that the reason that those with solely dependent children were proposed as having priority was that, whilst the wider housing challenges across London were recognised, it was considered that a child of 23 and above did not need to live at home and could live independently. The Council was seeking to prioritise those with the most need, and so it was felt that dependent children should be prioritised. Officers acknowledged that every model would result in some groups being prioritised at the expense of others. The Cabinet Member added that the aim was to give children the best chances to not have their life blighted by their housing situation. Officers advised that the age at which a child was considered non-dependant i.e. 22 was part of the consultation process.
  - d. The Chair asked for figures on what the impact would be on the housing register if we gave equal priority to those families with dependent and non-dependent children. Officers agreed to provide a response in writing. **(Action: Hannah Adler).**
  - e. The Panel sought further clarification about how the cut-off point for dependent children being 22 and under was reached. It was commented that in some cultures there was an expectation that adult children would live with the family until they were married. Concerns were also raised with the general feasibility of a 23 year old being able to afford to live in the private rented sector. The Panel asked whether a 23 year old child would then go on the housing register in their own right and potentially add to the length of the waiting list. In response, the Cabinet Member acknowledged that there were no perfect answers to the issue, given the scale of the housing crisis. However, it was commented that what the policy was trying to do was prioritise those most in need. It was also stated that the policy specifically referred to when a person of family was allocated a new home. The Council was not seeking to move people out of their existing homes. The Cabinet Member also commented that the service was also looking at the rightsizing policy in conjunction with allocations. Officers reiterated that the cut-off point of 22 was being consulted upon and was not final. Officers also acknowledged that a 23 year old child could join the housing register as they were no longer classed as a dependant, and that their status and banding would depend on their individual circumstances.
  - f. The Panel questioned how many homes were classed as being overcrowded and how many people were allowed to share a room. In response, officers

advised that severe overcrowding was classed as being overcrowded by two bedrooms and this was something like 400 homes. Severe overcrowding would place that family on Band B of the housing register. Overcrowding was classed as being overcrowded by one room and this would put the family at Band C of the register. Officers set out that the draft housing allocations policy did not prioritise two adult children sharing a room. The Panel was advised that under the proposed model, demand for significantly larger homes of 5 bedrooms and above would be halved. This would ensure those with the most need were able to get the larger homes.

- g. The Chair acknowledged that setting a cut-off age for dependent children was difficult but commented that she thought it may need to be higher than 22.
- h. The Panel commented that the key activity needed to alleviate housing crisis was to build more houses, and that the allocations policy had a role in this. The Panel queried whether the policy was, in effect, giving priority to those in TA over those with severe overcrowding. An example was given of a property that had 8 people sharing a two bed flat and that the average waiting time for the family would be something like 12 years. In response, officers acknowledged that there was a significant amount of severe overcrowding in Haringey's social housing stock, and the negative outcomes that this had on families. In relation to severe overcrowding and those in TA, both of these families were in Band B in the current policy and there were no plans to change this in the revised policy.
- i. In relation to increasing supply, officers acknowledged that this was one of the key things required to tackle the housing crisis. It was commented that under the Housing Delivery Programme, Haringey was building more than 3k new homes, of which around 700 had been delivered to date. Officers set out that there was a number of other activities that could be undertaken in order to increase the availability of larger family homes, such as having more people sharing bedrooms in certain circumstances and also through looking at our under-occupation offer. It was commented that one of the small levers within the housing allocation policy was to potentially increasing the priority for under-occupiers within their band, so that they had more choice.
- j. The Panel was advised that the Council had managed to secure 4 times as many under occupation moves in the current year, compared to 2023/24. They key support area that was needed in relation to rightsizing was to be able to offer the right level of flexible support to individuals. Officers provided assurances that there were other routes out of TA that were not just being put into social housing, it was commented that the Council needed to promote these routes.
- k. The Cabinet Member commented that there was a pilot programme underway to build extensions on existing homes and that there were four of these currently underway. The Cabinet Member also set out that Haringey had one of the highest allocations for its allocations programme, the properties from which would go into the HCBS and could be used for TA.
- l. In response to a question, officers advised that under the current policy there was scope to allow a family to move from an overcrowded property to a less overcrowded one, such as moving into a four bed when they needed a five bedroom home.

- m. The Panel queried whether there was any way the Council could restrict Right to Buy. In response, officers advised that Right to Buy applied to all council tenants and that unless the new government revised the existing policy position, such as giving local authorities more flexibility, then there was not much that could be done. It was commented that the building costs of the new homes would make tenants' ability to purchase them prohibitive, in many cases.
- n. The Panel commented that they would be interested in seeing whether anything could be done through the allocations policy to support split families or even families that have separated.
- o. The Panel sought clarification about the change in numbers for each priority band that would arise from the proposed changes. In response, officers advised that the main change was de-prioritising those with non-dependent children into a lower Band B. It was suggested that there wasn't much change to the other bands. The Panel was advised that there were around 500 households who would be impacted by this change.
- p. Officers advised that if the Panel wanted to comment on the draft allocations policy, they would invite them to respond as part of the wider consultation process.
- q. The Chair queried whether moving under-occupiers to the highest band and retaining the start date of their tenancy was enough of an incentive to get people to move. In response, officers advised that the policy used the main lever that was available to it, which was to prioritise under-occupiers and move them to Band A. It was suggested that there was not much more that could be done through an allocations policy. Officers acknowledged that Council needed to be able to offer a broad suite of incentives to those who were under-occupying, including cash incentives and tailoring support. It was suggested that the Neighbourhood Moves scheme was also available to them. Officers advised that the Council was able to make direct offers to individuals where there was an overriding interest in regaining a particular property and that the existing policy did not prohibit this.
- r. The Panel noted that there were a few instances where the Council would allow someone to under-occupy, usually if it meant they were under-occupying by less than their current home, and questioned whether they should just be given greater cash incentives instead. In response, officers advised that the incentives worked in such a way that you got a payment for downsizing and then an additional payment for each room you downsized to, so technically they were also getting additional cash incentives. It was noted that the level of incentives and the need for wrap-around care were something that needed to be developed as part of the incentives work.
- s. The Chair expressed concern about the proposed use of auto-bidding, suggesting that there may be a number of legitimate reasons why someone might be entitled to a second choice, before they were deemed to be intentionally homeless. In response, officers emphasised that it was an offer of a suitable home and that there was also an option to appeal. Officers commented that this was in-line with what was offered by other local authorities and that the properties went through an assessment process to determine their suitability. The Panel was advised that the auto-bidding was in addition to the



ability to express a choice on a particular property. It was commented that, in reality the auto-bidding would only affect those who were not bidding themselves. The Panel was advised that in some respects, those who received an offer of social housing were in a fortunate position, as many more of those on the housing register would never receive an offer. The Chair commented that she was mindful of the above but questioned what real impact it would have to give people two choices, given that property would be allocated to someone else.

- t. The Chair questioned what steps would be taken to make sure that people were aware that auto-bidding was in place and the rules around only getting one offer of a suitable placement. In response, the Cabinet Member set out that the changes to the policy were aimed at making people engage with the process and to make that process easier and more transparent. The Cabinet Member also emphasised that housing people in Temporary Accommodation was a comparatively very costly, and there was a financial need to people into alternative sources of housing.
- u. The Panel commented that the Neighbourhood Moves scheme seemed to have had a knock-on effect on the performance around voids and the that perhaps the scheme should be limited to just under-occupiers and those with housing need. In response, officers advised that as part of the consultation they were proposing to limit the scheme to those living in overcrowded accommodation and under occupiers, and would no longer be offered to those without housing need.
- v. The Chair raised concerns about the possible impact of the new supported housing regulations leading to some providers failing to get a licence and having to leave the sector. The Chair queried what support would be in place for supported housing residents who lost their accommodation because the provider left the sector. In response, officers acknowledged that this was a concern and set out that there had been some bad actors in the sector, who had disguised profits and used housing benefit to pay for care and support. It was acknowledged that it had created challenges to the market but that it was hoped it would result in improving standards across the sector. Officers advised that they were aware of the issue and that there was a project board in place that was coordinating a response to the consultation. Officers emphasised the need for regional and sub-regional provision across London to prevent bad actors from simply moving from one borough to another.
- w. Officers advised that the exact date of the consultation was not finalised, but that that it was likely to begin a couple of months.

## **RESOLVED**

That the Panel noted the report and the draft Housing Allocations Policy.

## **231. WORK PROGRAMME UPDATE**

## **RESOLVED**

- I. That the Panel considered its work programme, attached at Appendix A of the report.
- II. That the Panel agreed the scoping document for a proposed Review on TA Placements Policy and the PRS Discharge Policy, set out in Appendix B of the report.

**232. NEW ITEMS OF URGENT BUSINESS**

N/A

**233. DATES OF FUTURE MEETINGS**

It was noted that there were no further meetings of the Housing, Planning & Development Scrutiny Panel in 2024/25 municipal year.

CHAIR: Councillor Alexandra Worrell

Signed by Chair .....

Date .....

## Housing, Planning and Development Scrutiny Panel – Action Tracker 2024-25

**2023-24 - 13 March 2024**

No.	ITEM	STATUS	ACTION	RESPONSE
1	Minutes	ONGOING	The Panel requested that a further update be provide to a future meeting around the costs to the Council arising from legal disrepair claims	Noted. This will be added to the Work Programme. Members may wish to consider when they would like an update as part of a wider discussion on the work programme for year.
2	Voluntary Undertaking to the Social Housing Regulator	COMPLETED	The Panel requested some further data on the number of category one hazards minus cases of overcrowding	The service had a total 183 category one hazards reported through the stock condition surveys of which 143 has been closed or declassified. Of the 183, 14 were allocated to Tenancy Management. For overcrowding, as we cannot re-house families to larger homes due to the acute shortage of larger properties in Haringey and average wait times, we would provide information on applying for transfer/other move options.
3	Preparedness for the Regulator of Social Housing's new Consumer Standards	COMPLETED	The Panel requested a future update around the revised re-charging model/SLA between housing and housing enforcement, and what additional services residents would be available to residents.	The new recharging model and SLA are being finalised by the relevant services. An update on this to come back to the March 2025 panel meeting.
4	Under-Occupation in Council Housing	COMPLETED	The Panel requested that a further update be brought to the Panel in due course around the Neighbourhood Moves scheme and its implementation to date.	These will be incorporated in the 2024/25 work programme.

30<sup>th</sup> July 2024

No.	ITEM	STATUS	ACTION	RESPONSE
5	Fire Safety Action Plan	COMPLETED	Officers agreed to provide a written response about whether the allocations policy has specific stipulations about disabled residents to living above the third floor and whether we would seek to relocate them.	<p>The current housing allocations policy sets out that:</p> <p><i>Where the Council's specialist housing teams decides that medical priority should be awarded, they will also specify the type of housing that is suitable for an applicant. Although applicants will be able to bid for properties that do not meet this specification, offers will be subject to approval of an Occupational Therapist.</i></p> <p>It does not specifically set a threshold at the third floor.</p> <p>The new housing allocations policy will include broader wording to ensure that all applicants, whether they are on the housing register for a medical reason or not, are included in this. Draft wording is currently as follows:</p> <p><i>Although Applicants may be able to bid for properties that do not meet this specification, offers may be withheld and offers already made may be withdrawn if the new home is found to be unsuitable for the applicant and/or cannot feasibly be adapted to address the medical need for which priority was awarded. Adaptions will be considered feasible where they where it can be completed within a reasonable time and at reasonable cost.</i></p>
6	Housing Asset Management Plan	COMPLETED	The Chair requested that the table at paragraph 4.6 of the report be broken down to show the average investment per dwelling in a particular location. In response officers advised that they were not sure that it would be possible to present an average, but that they	A response was emailed to the Panel on 16 <sup>th</sup> September.

			could provide additional information of how that figure was arrived at based on the stock condition survey data.	
7	Housing Asset Management Plan	COMPLETED	Officers agreed to come back with an explanation of how an average of EPC-B was calculated and whether it was calculated as a mean or mode average. <b>(Alfie Peacock)</b>	A response was circulated on 14 <sup>th</sup> August
8	Housing Asset Management Plan	COMPLETED	Officers also agreed to come back with an explanation of how fuel poverty was calculated in England and what the definition was. <b>(Alfie Peacock)</b> .	A response was circulated on 14 <sup>th</sup> August
9	Homeownership Services Update	COMPLETED	The Panel asked officers if they were aware of case involving leaseholders at Brewery House taking the Council to the Ombudsman. In response, officers agreed to provide a written note to the Panel on this case.	A response was circulated on 4 <sup>th</sup> November. This was a Member Enquiry rather than an Ombudsman case. The Service has agreed to write to residents and see if they want their post boxes removed.
10	Deputation	COMPLETED	The Panel requested that the Cabinet Member be asked for a response to the 3 main asks set out in the presentation. Namely; the need for more transparency, the need to lobby government for additional funding; the need to carry out remedial works and to set out what remedial work had been done since Grenfell.	A response was provided to Members prior to the last Panel meeting.

**26<sup>th</sup> September 2024**

No.	ITEM	STATUS	ACTION	RESPONSE
11	Fire Safety Action Plan	COMPLETED	Officers agreed to provide a written response about whether the allocations policy has specific stipulations about disabled residents to living above the third floor and whether we would seek to relocate them.	<p>The current housing allocations policy sets out that:</p> <p><i>Where the Council's specialist housing teams decides that medical priority should be awarded, they will also specify the type of housing that is suitable for an applicant. Although applicants will be able to bid for properties that do not meet this specification, offers will be subject to approval of an Occupational Therapist.</i></p> <p>It does not specifically set a threshold at the third floor.</p> <p>The new housing allocations policy will include broader wording to ensure that all applicants, whether they are on the housing register for a medical reason or not, are included in this. Draft wording is currently as follows:</p> <p><i>Although Applicants may be able to bid for properties that do not meet this specification, offers may be withheld and offers already made may be withdrawn if the new home is found to be unsuitable for the applicant and/or cannot feasibly be adapted to address the medical need for which priority was awarded. Adaptions will be considered feasible where they where it can be completed within a reasonable time and at reasonable cost.</i></p>
12	Housing Asset Management Plan	COMPLETED	The Chair requested that the table at paragraph 4.6 of the report be broken down to show the average investment per dwelling in a particular location. In response officers advised that they	A response was emailed to the Panel on 16 <sup>th</sup> September.

			were not sure that it would be possible to present an average, but that they could provide additional information of how that figure was arrived at based on the stock condition survey data.	
13	Housing Strategy & Policies Programme	COMPLETED	Written update on action being taken around rough sleeping at Tottenham Hale Station	An update was provided to Members via email on 9 <sup>th</sup> October
14	Housing Strategy & Policies Programme	COMPLETED	The Panel wanted to make a formal recommendation to Cabinet on the need to write to everyone on the Housing register to see what their circumstances were and that engagement on an updated allocations policy should not be done as a solely online engagement exercise and that conducting face-to-face sessions in libraries.	Report agreed by OSC on 25 <sup>th</sup> November. This is scheduled for January Cabinet.
15	Housing Strategy & Policies Programme	COMPLETED	An agenda item on the Allocations Policy to come to a future panel meeting, when there was a draft policy to review.	Agreed. To be added to the Work Programme
16	HRA Capital Governance		Written explanation requested on the details behind the suggested £1.2b of costs identified in the stock condition survey.	An update was provided to Members via email on 9 <sup>th</sup> October

5<sup>th</sup> November 2024

No.	ITEM	STATUS	ACTION	RESPONSE																
17	Housing Associations	COMPLETED	The Operational Director for Housing was requested to provide a written response of comparative decency levels of Council managed stock compared to Housing Associations, and whether, these were being recorded differently.	.																
18	Housing Associations	COMPLETED	The Panel requested that an updated contact list for the housing associations in the borough be circulated to the Panel.	Officers are updating the contact list and it will be circulated shortly.																
19	Housing Associations	COMPLETED	The Chair requested some further details about what the Council’s approach to dealing with damp and mould was and whether they monitored cases on a dedicated system and carried out mandatory re-inspection visits																	
20	Housing Associations	COMPLETED	Peabody to provide a written response on the breakdown of the 60% social vs affordable rent at the St Ann’s site.	<div>The planned housing for St Anns is as follows:</div> <table><tr><th>Tenure</th><th>Total</th></tr><tr><td>London Affordable Rent/London Living Rent (LB Haringey-Bulk Sale)</td><td>155</td></tr><tr><td>London Living Rent – (Community Land Trust-Bulk sale)</td><td>58</td></tr><tr><td>London Living Rent (Peabody)</td><td>94</td></tr><tr><td>London Affordable Rent (Peabody)</td><td>160</td></tr><tr><td>Shared Ownership (Peabody)</td><td>117</td></tr><tr><td>Market Sale (Peabody/Hill)</td><td>392</td></tr><tr><td>Total</td><td>976</td></tr></table>	Tenure	Total	London Affordable Rent/London Living Rent (LB Haringey-Bulk Sale)	155	London Living Rent – (Community Land Trust-Bulk sale)	58	London Living Rent (Peabody)	94	London Affordable Rent (Peabody)	160	Shared Ownership (Peabody)	117	Market Sale (Peabody/Hill)	392	Total	976
Tenure	Total																			
London Affordable Rent/London Living Rent (LB Haringey-Bulk Sale)	155																			
London Living Rent – (Community Land Trust-Bulk sale)	58																			
London Living Rent (Peabody)	94																			
London Affordable Rent (Peabody)	160																			
Shared Ownership (Peabody)	117																			
Market Sale (Peabody/Hill)	392																			
Total	976																			



				In total this equates to 60% affordable by habitable room. At the time when the site was bought from the GLA, London Affordable Rent (rather than social rent) was the product in place for grant draw down so the tenure mix reflects this. The Mayor was keen to see a range of affordable housing on site, hence the mix between London Affordable Rent and London Living Rent.
21	Housing Associations	<b>COMPLETED</b>	The Panel requested an update on the number of void properties on any given date, that were held in both the HCBS and within the HRA housing stock.	

**16<sup>th</sup> December - HRA**

No.	ITEM	STATUS	ACTION	RESPONSE
22	Deputation	Completed	The Operational Director for Housing was requested to provide written clarification about the frequency that the £20 meal allowance was paid to tenants who were residing in hotels.	<p>The allowance is £20 per day for an adult and £10 for a child. The preference is for hotels where meals are provided such as a Travelodge. If in a hotel, we pay the hotel for the food as part of the hotel bill.</p> <p>It is important to stress that food allowance is only payable for those placed in hotels (decant repair cases) because there are no facilities for tenants to cook themselves. There are currently 6 such cases the services' intention is to take this to 0.</p>

**6<sup>th</sup> March 2025**

No.	ITEM	STATUS	ACTION	RESPONSE
23	Allocations Policy	Ongoing	The Chair requested figures for what the impact would be on the housing register if we gave equal priority to those families with dependent and non-dependent children.	Officers to provide a written response.

This page is intentionally left blank

**Report for:** Housing Planning & Development Scrutiny Panel – 23rd June 2025

**Title:** Overview & Scrutiny Committee and Scrutiny Panels - Membership and Terms of Reference

**Report**

**authorised by:** Ayshe Simsek, Democratic Services and Scrutiny Manager

**Lead Officer:** Philip Slawther, Principal Scrutiny Officer  
Tel: 020 8489 5691, E-mail: [philip.slawther2@haringey.gov.uk](mailto:philip.slawther2@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 sets out the terms of reference and membership for Overview and Scrutiny and its panels for 2023/24.

**2. Recommendations**

- 2.1 The Panel is asked to:
- (a) Note the terms of reference (Appendix A) and Protocol (Appendix B) for the Overview and Scrutiny Committee and its Panels.
  - (b) Note the policy areas/remits and membership for each Scrutiny Panel for 2023/24 (Appendix C).

**3. Reasons for decision**

- 3.1 The terms of reference and membership of the scrutiny panels above need to be confirmed at the first meeting of each municipal year.

**4. Overview and Scrutiny Committee**

- 4.1 As agreed by Annual Council on 19 May, the membership of the Overview and Scrutiny Committee for 2025/26 will be:
- Cllr Matt White (Chair);
  - Cllr Pippa Connor (Vice-Chair);
  - Cllr Makbule Gunes;
  - Cllr Anna Lawton;
  - Cllr Adam Small.

- 4.2 The Committee will also include statutory education representatives, who shall attend and have voting rights solely on education matters when being considered by the main committee.
- 4.3 The terms of reference and role of the OSC is set out in the Overview & Scrutiny Procedure Rules in Part Four (Section G) of the Council's Constitution. This specifies key responsibilities for the Committee. This information is provided in full at **Appendix A**.
- 4.4 There is also a Protocol, outside the Constitution and provided at **Appendix B**, that sets out how the OSC is to operate.

## 5. Scrutiny Panels

- 5.1 The Overview & Scrutiny Procedure Rules state that the OSC may establish a number of Scrutiny Review Panels to examine designated Council services.
- 5.2 The proposed 2025/26 membership for the four Scrutiny Panels is listed below.

Scrutiny Panel	Membership
Adults and Health	Cllr Pippa Connor (Chair), Cllr Cathy Brennan, Cllr Thayahlan Iyngkaran, Cllr Mary Mason, Cllr Sean O'Donovan, Cllr Felicia Opoku, Cllr Sheila Peacock.
Children and Young People	Cllr Anna Lawton (Chair), Cllr Anna Abela, Cllr Kaushika Amin, Cllr George Dunstall, Cllr Mark Grosskopf, Cllr Marsha Isilar-Gosling, Cllr Ruairidh Paton.
Culture, Community Safety & Environment	Cllr Makbule Gunes (Chair), Cllr Liam Carroll, Cllr Luke Cawley Harrison, Cllr Eldridge Culverwell, Cllr George Dunstall, Cllr Mark Grosskopf, Cllr Sue Jameson.
Housing, Planning & Development	Cllr Adam Small (Chair); Cllr Dawn Barnes, Cllr John Bevan, Cllr Isidoros Diakides, Cllr Holly Harrison-Mullane, Cllr Lester Buxton, Cllr Khaled Moyeed.
All Councillors (except Members of the Cabinet) may be members of the Overview and Scrutiny Committee and the Scrutiny Review Panels. However, no Member may be involved in scrutinising a decision in which he/she has been directly involved.	

- 5.3 The policy areas to be covered by the four existing Scrutiny Panels are attached at **Appendix C**, together with the relevant portfolio holders for each scrutiny body.

- 5.4 Given the Council's difficult financial situation, the terms of reference for Overview and Scrutiny has been updated to allow more prominent focus on budget monitoring and performance. The Committee will still keep its strategic focus as well as oversight of customer focus and worklessness which is in response to community views expressed at the Scrutiny Café in September 2024. However, culture and leisure has moved to the remit of the Culture, Community Safety and Environment Scrutiny Panel.

## **6. Contribution to strategic outcomes**

- 6.1 The contribution scrutiny can make to strategic outcomes will be considered as part of its routine work.

## **7. Statutory Officers Comments**

### **Finance and Procurement**

- 7.1 The Chief Finance Officer has confirmed the Haringey representatives on the JHOSC are not entitled to any remuneration. As a result, there are no direct financial implications arising from the recommendations set out in this report.
- 7.2 Should any of the work undertaken by Overview and Scrutiny generate recommendations with financial implications then these will be highlighted at that time.

### **Legal**

- 7.3 The Assistant Director for Corporate Governance has been consulted on the contents of this report.
- 7.4 Under Section 21 (6) of the Local Government Act 2000, an Overview and Scrutiny Committee has the power to appoint one or more sub-committee to discharge any of its functions. The establishment of Scrutiny Panels by the Committee falls within this power and is in accordance with the requirements of the Council's Constitution.
- 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 OSC. Such reports can then be referred to Cabinet or Council under agreed protocols.
- 7.6 The OSC can appoint two representatives to the North Central London Joint Health Overview and Scrutiny Committee. This is in accordance with the decision made by full Council on 22 March 2010 that the making of nominations to the Joint Health Committee be delegated to the Committee.

### **Equality**

7.7 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.

7.8 The proposals outlined in this report relate to the membership and terms of reference for the OSC and carry no direct implications for the Council's general equality duty. However, the Committee should ensure that it addresses these duties by considering them within its work programme 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.

7.9 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 - Part Four (Section G) of the Constitution of the London Borough of Haringey.

Appendix B - Scrutiny Protocol

Appendix C - Overview & Scrutiny Remits and Membership 2025/26

## **9. Local Government (Access to Information) Act 1985**



# **Part Four, Section G**

## **Overview and Scrutiny**

### **Procedure Rules**

---

#### **OVERVIEW AND SCRUTINY PROCEDURE RULES**

##### **1. The arrangements for Overview and Scrutiny**

- 1.1 The Council will have one Overview and Scrutiny Committee, which will have responsibility for all overview and scrutiny functions on behalf of the Council.
- 1.2 The terms of reference of the Overview and Scrutiny Committee will be:
  - (i) The performance of all overview and scrutiny functions on behalf of the Council.
  - (ii) The appointment of Scrutiny Review Panels, with membership that reflects the political balance of the Council.
  - (iii) To determine the terms of reference of all Scrutiny Review Panels.
  - (iv) To receive reports from local National Health Service bodies on the state of health services and public health in the borough area.
  - (v) To enter into or appoint such joint overview and scrutiny committees that include the London Borough of Haringey and other boroughs for the purpose of responding to consultation by NHS bodies on proposals for substantial variation or development in the provision of health services as required by The Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013.
  - (vi) To monitor the effectiveness of the Council's Forward Plan.
  - (vii) To receive all appropriate performance management and budget monitoring information.
  - (viii) To approve a programme of future overview and scrutiny work so as to ensure that the Overview and Scrutiny Committee's and Scrutiny Review Panels' time is effectively and efficiently utilised;

PART FOUR – RULES OF PROCEDURE

Section G – Overview & Scrutiny Procedure Rules

- (ix) To consider all requests for call-in and decide whether to call-in a key decision, how it should be considered and whether to refer the decision to the Cabinet or to Council.
- (x) To monitor the effectiveness of the Call-in procedure.
- (xi) To review and scrutinise action taken by partner authorities in discharge of crime and disorder functions and to make reports and recommendations to Cabinet and Council on these.
- (xii) To make arrangements which enable any Councillor who is not a Committee Member to refer any local government matter, or any crime and disorder matter, to the Committee under the Councillor Call for Action Procedure.
- (xiii) To ensure that referrals from Overview and Scrutiny Committee to the Cabinet either by way of report or call-in are managed efficiently, and
- (xiv) To ensure community and voluntary sector organisations, users of services and others are appropriately involved in giving evidence to the Overview and Scrutiny Committee or relevant Scrutiny Review Panel.

1.3 The Overview and Scrutiny Committee may establish a number of Scrutiny Review Panels:

- (i) Scrutiny Reviews Panels are appointed to examine designated Council services. Scrutiny Review Panels will refer their findings/ recommendations in the form of a written report, with the approval of the Overview and Scrutiny Committee, to the Cabinet and/or the Council as appropriate.
- (ii) Scrutiny Review Panels will analyse submissions, request and analyse any additional information, and question the Cabinet Member(s), relevant Council officers, local stakeholders, and where relevant officers and/or board members of local NHS bodies or NHS funded bodies.
- (iii) Subject to the approval of the Overview and Scrutiny Committee, Scrutiny Review Panels will be able to appoint external advisors and/or to commission specific pieces of research if this is deemed necessary.
- (iv) Scrutiny Review Panels should make every effort to work by consensus; however, in exceptional circumstances Members may submit minority reports.

PART FOUR – RULES OF PROCEDURE

Section G – Overview & Scrutiny Procedure Rules

- (v) Prior to publication, draft reports will be sent to the relevant chief officers or where relevant officers of the National Health Service for checking for inaccuracies and the presence of exempt and/or confidential information; Scrutiny Review Panel members will revisit any conclusions drawn from disputed information;
  - (vi) Following approval by the Overview and Scrutiny Committee, final reports and recommendations will be presented to the next available Cabinet meeting together with an officer report where appropriate. The Cabinet will consider the reports and formally agree their decisions.
  - (vii) Following approval by the Overview and Scrutiny Committee, reports on NHS, non-executive or regulatory matters will be copied to the Cabinet for information.
  - (viii) At the Cabinet meeting to receive the final report and recommendations, the Chair of the Overview and Scrutiny Committee or the Chair of the Scrutiny Review Panel may attend and speak.
  - (ix) After an appropriate period, post implementation, Overview and Scrutiny Committee will carry out a follow up review to determine if the recommendations had the intended outcomes and to measure any improvements.
- 1.4 When Scrutiny Review Panels report on non-executive or regulatory functions the above rules apply, except the references to The Cabinet shall be taken as reference to the relevant non-executive body.
- 1.5 The Overview and Scrutiny Committee shall undertake scrutiny of the Council's budget through a Budget Scrutiny process. The procedure by which this operates is detailed in the Protocol covering the Overview and Scrutiny Committee.
- 1.6 All Overview and Scrutiny meetings shall take place in public (except where exempt or confidential matters are considered).
- 1.7 The Overview and Scrutiny function should not be seen as an alternative to established disciplinary, audit or complaints mechanisms and should not interfere with or pre-empt their work.
- 2. Membership of the Overview and Scrutiny Committee and Scrutiny Review Panels**
- 2.1 All Councillors (except Members of the Cabinet) may be members of the Overview and Scrutiny Committee and the Scrutiny Review Panels. However, no Member may be involved in scrutinising a decision in which he/she has been directly involved.

PART FOUR – RULES OF PROCEDURE

Section G – Overview & Scrutiny Procedure Rules

- 2.2 The membership of the Overview and Scrutiny Committee and Scrutiny Review Panels shall, as far as is practicable, be in proportion to the representation of different political groups on the Council.

**3. Co-optees**

- 3.1 Each Scrutiny Review Panel shall be entitled to have up to three people as non-voting co-optees, who will be approved by the Overview and Scrutiny Committee on an annual basis.
- 3.2 Statutory voting non-Councillor members of Overview and Scrutiny Committee will be paid an allowance in accordance with the Members' Allowances Scheme in Part 6 of this Constitution.

**4. Education representatives**

- 4.1 The Overview and Scrutiny Committee and the Scrutiny Review Panel whose terms of reference relate to education functions that are the responsibility of the Cabinet, shall include in its membership the following representatives:

- (i) At least one Church of England diocesan representative (voting).
- (ii) At least one Roman Catholic diocesan representative (voting).
- (iii) 2 parent governor representatives (voting).

These voting representatives will be entitled to vote where the Overview and Scrutiny Committee or the Scrutiny Review Panel is considering matters that relate to relevant education functions. If the Overview and Scrutiny Committee or Scrutiny Review Panel is dealing with other matters, these representatives shall not vote on those matters though they may stay in the meeting and speak at the discretion of the Chair. The Overview and Scrutiny Committee and Scrutiny Review Panel will attempt to organise its meetings so that relevant education matters are grouped together.

**5. Meetings of the Overview and Scrutiny Committee and Scrutiny Review Panels**

- 5.1 In addition to ordinary meetings of the Overview and Scrutiny Committee, extraordinary meetings may be called from time to time as and when appropriate. An Overview and Scrutiny Committee meeting may be called by the Chair of the Overview and Scrutiny Committee after consultation with the Chief Executive, by any two Members of the Committee or by the proper officer if he/she considers it necessary or appropriate.

PART FOUR – RULES OF PROCEDURE

Section G – Overview & Scrutiny Procedure Rules

- 5.2 In addition to ordinary meetings of the Scrutiny Review Panels, extraordinary meetings may be called from time to time as and when appropriate. A Scrutiny Review Panel meeting may be called by the Chair of the Panel after consultation with the Chief Executive, by any two Members of the Committee or by the proper officer if he/she considers it necessary or appropriate.

**6. Quorum**

The quorum for the Overview Scrutiny Committee and for each Scrutiny Review Panel shall be at least one quarter of its membership and not less than 3 voting members.

**7. Chair of the Overview and Scrutiny Committee and Scrutiny Review Panels**

- 7.1 The Chair of the Overview and Scrutiny Committee will be appointed by the Council.
- 7.2 The Chair of the Overview and Scrutiny Committee shall resign with immediate effect if a vote of no confidence is passed by the Overview and Scrutiny Committee.
- 7.3 Chairs of Scrutiny Review Panels will be drawn from among the Councillors sitting on the Overview and Scrutiny Committee. Subject to this requirement, the Overview and Scrutiny Committee may appoint any person as it considers appropriate as Chair having regard to the objective of cross-party chairing in proportion to the political balance of the Council. The Scrutiny Review Panels shall not be able to change the appointed Chair unless there is a vote of no confidence as outlined in Article 6.5 in this Constitution.
- 7.4 The Chair of the Budget Scrutiny Review process will be drawn from among the opposition party Councillors sitting on the Overview and Scrutiny Committee. The Overview and Scrutiny Committee shall not be able to change the appointed Chair unless there is a vote of no confidence as outlined in Article 6.5 in this Constitution.

**8. Work programme**

Overview and Scrutiny Committee will determine the future scrutiny work programme and will establish Scrutiny Review Panels to assist it to perform its functions. The Committee will appoint a Chair for each Scrutiny Review Panel.

**9. Agenda items for the Overview and Scrutiny Committee**

- 9.1 Any member of the Overview and Scrutiny Committee shall be entitled to give notice to the proper officer that he/she wishes an item relevant to

PART FOUR – RULES OF PROCEDURE

Section G – Overview & Scrutiny Procedure Rules

the functions of the Committee to be included on the agenda for the next available meeting of the Committee. On receipt of such a request the proper officer will ensure that it is included on the next available agenda.

- 9.2 The Overview and Scrutiny Committee shall also respond, as soon as its work programme permits, to requests from the Council and, if it considers it appropriate, from the Cabinet to review particular areas of Council activity. Where they do so, the Overview and Scrutiny Committee shall report their findings and any recommendations back to the Cabinet within an agreed timescale.

**10. Policy review and development**

- 10.1 The role of the Overview and Scrutiny Committee in relation to the development of the Council's budget and policy framework is set out in the Budget and Policy Framework Procedure Rules in Part 4 of this constitution.

- 10.2 In relation to the development of the Council's approach to other matters not forming part of its policy and budget framework, the Overview and Scrutiny Committee and its Scrutiny Review Panels may make proposals to the Cabinet for developments insofar as they relate to matters within their terms of reference. The Scrutiny Review Panels must do so via the Overview and Scrutiny Committee.

**11. Reports from the Overview and Scrutiny Committee**

Following endorsement by the Overview and Scrutiny Committee, final reports and recommendations will be presented to the next available Cabinet meeting. The procedure to be followed is set out in paragraphs 1.3 or 1.4 above.

**12. Making sure that overview and scrutiny reports are considered by the Cabinet**

- 12.1 The agenda for Cabinet meetings shall include an item entitled 'Issues arising from Scrutiny'. Reports of the Overview and Scrutiny Committee referred to the Cabinet shall be included at this point in the agenda unless either they have been considered in the context of the Cabinet's deliberations on a substantive item on the agenda or the Cabinet gives reasons why they cannot be included and states when they will be considered.

- 12.2 Where the Overview and Scrutiny Committee prepares a report for consideration by the Cabinet in relation to a matter where decision making power has been delegated to an individual Cabinet Member, a Committee of the Cabinet or an Officer, or under Joint Arrangements, then the Overview and Scrutiny Committee will also submit a copy of their report to that body or individual for consideration, and a copy to the

PART FOUR – RULES OF PROCEDURE

Section G – Overview & Scrutiny Procedure Rules

proper officer. If the Member, committee, or officer with delegated decision making power does not accept the recommendations of the Overview and Scrutiny Committee, then the body/he/she must then refer the matter to the next appropriate meeting of the Cabinet for debate before making a decision.

**13. Rights and powers of Overview and Scrutiny Committee members**

**13.1 Rights to documents**

- (i) In addition to their rights as Councillors, members of the Overview and Scrutiny Committee and Scrutiny Review Panels have the additional right to documents, and to notice of meetings as set out in the Access to Information Procedure Rules in Part 4 of this Constitution.
- (ii) Nothing in this paragraph prevents more detailed liaison between the Cabinet and the Overview and Scrutiny Committee and Scrutiny Review Panels as appropriate depending on the particular matter under consideration.

**13.2 Powers to conduct enquiries**

The Overview and Scrutiny Committee and Scrutiny Review Panels may hold enquiries into past performance and investigate the available options for future direction in policy development and may appoint advisers and assessors to assist them in these processes. They may go on site visits, conduct public surveys, hold public meetings, commission research and do all other things that they reasonably consider necessary to inform their deliberations, within available resources. They may ask witnesses to attend to address them on any matter under consideration and may pay any advisers, assessors and witnesses a reasonable fee and expenses for doing so. Scrutiny Review Panels require the support of the Overview and Scrutiny Committee to do so.

**13.3 Power to require Members and officers to give account**

- (i) The Overview and Scrutiny Committee and Scrutiny Review Panels may scrutinise and review decisions made or actions taken in connection with the discharge of any Council functions (Scrutiny Review Panels will keep to issues that fall within their terms of reference). As well as reviewing documentation, in fulfilling the scrutiny role, it may require any Member of the Cabinet, the Head of Paid Service and/or any senior officer (at second or third tier), and chief officers of the local National Health Service to attend before it to explain in relation to matters within their remit:
  - (a) any particular decision or series of decisions;

PART FOUR – RULES OF PROCEDURE

Section G – Overview & Scrutiny Procedure Rules

- (b) the extent to which the actions taken implement Council policy (or NHS policy, where appropriate); and
- (c) their performance.

It is the duty of those persons to attend if so required. At the discretion of their Director, council officers below third tier may attend, usually accompanied by a senior manager. At the discretion of the relevant Chief Executive, other NHS officers may also attend overview and scrutiny meetings.

- (ii) Where any Member or officer is required to attend the Overview and Scrutiny Committee or Scrutiny Review Panel under this provision, the Chair of that body will inform the Member or proper officer. The proper officer shall inform the Member or officer in writing giving at least 10 working days notice of the meeting at which he/she is required to attend. The notice will state the nature of the item on which he/she is required to attend to give account and whether any papers are required to be produced for the Overview and Scrutiny Committee or Scrutiny Review Panel. Where the account to be given to Overview and Scrutiny Committee or Scrutiny Review Panel will require the production of a report, then the Member or officer concerned will be given sufficient notice to allow for preparation of that documentation.
- (iii) Where, in exceptional circumstances, the Member or officer is unable to attend on the required date, then the Overview and Scrutiny Committee or Scrutiny Review Panel shall in consultation with the Member or officer arrange an alternative date for attendance, to take place within a maximum of 10 days from the date of the original request.

**14. Attendance by others**

The Overview and Scrutiny Committee or Scrutiny Review Panel may invite people other than those people referred to in paragraph 13 above to address it, discuss issues of local concern and/or answer questions. It may for example wish to hear from residents, stakeholders and Members and officers in other parts of the public sector and may invite such people to attend. Attendance is optional.

**15. Call-in**

The call-in procedure is dealt with separately at Part 4 Section H of the Constitution, immediately following these Overview and Scrutiny Procedure Rules.

**16. Councillor Call for Action (CCfA)**



PART FOUR – RULES OF PROCEDURE

Section G – Overview & Scrutiny Procedure Rules

The Council has adopted a Protocol for handling requests by non-Committee Members that the Committee should consider any local government matter which is a matter of significant community concern. This procedure should only be a last resort once the other usual methods for resolving local concerns have failed. Certain matters such as individual complaints and planning or licensing decisions are excluded.

Requests for a CCfA referral should be made to the Democratic Services Manager who will check with the Monitoring Officer that the request falls within the Protocol. The Councillor making the referral will be able to attend the relevant meeting of the Committee to explain the matter. Among other actions, the Committee may: (i) make recommendations to the Cabinet, Directors or partner agencies, (ii) ask officers for a further report, (iii) ask for further evidence from the Councillor making the referral, or (iv) decide to take no further action on the referral.

The Protocol is not included within this Constitution but will be subject to regular review by the Committee.

**17. Procedure at Overview and Scrutiny Committee meetings and meetings of the Scrutiny Review Panels.**

- (a) The Overview and Scrutiny Committee shall consider the following business as appropriate:
  - (i) apologies for absence;
  - (ii) urgent business;
  - (iii) declarations of interest;
  - (iv) minutes of the last meeting;
  - (v) deputations and petitions;
  - (vi) consideration of any matter referred to the Committee for a decision in relation to call-in of a key decision;
  - (vii) responses of the Cabinet to reports of the Committee;
  - (viii) the business otherwise set out on the agenda for the meeting.
- (b) A Scrutiny Review Panel shall consider the following business as appropriate:
  - (i) minutes of the last meeting;

PART FOUR – RULES OF PROCEDURE

Section G – Overview & Scrutiny Procedure Rules

- (ii) declarations of interest;
  - (iii) the business otherwise set out on the agenda for the meeting.
- (c) Where the Overview and Scrutiny Committee or Scrutiny Review Panel has asked people to attend to give evidence at meetings, these are to be conducted in accordance with the following principles:
  - (i) that the investigation be conducted fairly and all members of the Overview and Scrutiny Committee and Scrutiny Review Panels be given the opportunity to ask questions of attendees, to contribute and to speak;
  - (ii) that those assisting the Overview and Scrutiny Committee or Scrutiny Review Panel by giving evidence be treated with respect and courtesy;
  - (iii) that the investigation be conducted so as to maximise the efficiency of the investigation or analysis; and
  - (iv) that reasonable effort be made to provide appropriate assistance with translation or alternative methods of communication to assist those giving evidence.
- (d) Following any investigation or review, the Overview and Scrutiny Committee or Scrutiny Review Panel shall prepare a report, for submission to the Cabinet and shall make its report and findings public.

**17A. Declarations Of Interest Of Members**

- (a) If a member of the Overview and Scrutiny Committee or Scrutiny Review Panel has a disclosable pecuniary interest or a prejudicial interest as referred to in Members' Code of Conduct in any matter under consideration, then the member shall declare his or her interest at the start of the meeting or as soon as the interest becomes apparent. The member may not participate or participate further in any discussion of the matter or participate in any vote or further vote taken on the matter at the meeting and must withdraw from the meeting until discussion of the relevant matter is concluded unless that member has obtained a dispensation from the Council's Standards Committee.
- (b) If a member of the Overview and Scrutiny Committee or Scrutiny Review Panel has a personal interest which is not a disclosable pecuniary interest nor a prejudicial interest, the member is under

PART FOUR – RULES OF PROCEDURE

Section G – Overview & Scrutiny Procedure Rules

no obligation to make a disclosure at the meeting but may do so if he/she wishes.

**18. The Party Whip**

Scrutiny is intended to operate outside the party whip system. However, when considering any matter in respect of which a Member of scrutiny is subject to a party whip the Member must declare the existence of the whip and the nature of it before the commencement of the Committee/Panel's deliberations on the matter. The Declaration, and the detail of the whipping arrangements, shall be recorded in the minutes of the meeting.

The expression "party whip" can be taken to mean: "Any instruction given by or on behalf of a political group to any Councillor who is a Member of that group as to how that Councillor shall speak or vote on any matter before the Council or any committee or sub-committee, or the application or threat to apply any sanction by the group in respect of that Councillor should he/she speak or vote in any particular manner."

**19. Matters within the remit of more than one Scrutiny Review Panel**

Should there be any overlap between the business of any Scrutiny Review Panels, the Overview and Scrutiny Committee is empowered to resolve the issue.

This page is intentionally left blank

**OVERVIEW AND SCRUTINY COMMITTEE (OSC) PROTOCOL 2025****1 INTRODUCTION**

- 1.1 Overview and Scrutiny plays a fundamental role in the Council's governance arrangements through holding decision makers to account, policy review and development, acting as a community voice and ensuring the efficient delivery of public services. Effective scrutiny requires the commitment of the whole Council and partners, as well as creating the right culture, behaviours and attitude that sees scrutiny as a valuable contributor to the business of the Council.
- 1.2 This new protocol is a welcome opportunity for the whole Council to re-affirm its commitment to effective scrutiny, foster an effective and constructive working relationship with all stakeholders in the scrutiny process and refresh relevant policies and procedures so that they reflect best practice. It also takes into account learning from recent Haringey scrutiny work as well as the new Statutory Guidance on Overview and Scrutiny in Local and Combined Authorities that was published by the Ministry of Housing, Communities and Local Government (MHCLG) in May 2019.
- 1.3 The Protocol is intended to give effect to the provisions in the Constitution relating to Overview and Scrutiny. In the event of any apparent conflict that may arise between the provisions in the Protocol and the Constitution, the Constitution shall take precedence.

**2 ROLE OF OVERVIEW AND SCRUTINY COMMITTEE**

- 2.1 The Council is committed to creating an environment conducive to effective scrutiny. It is a statutory function and a requirement for all authorities operating executive arrangements. It is also an integral part of the Council's decision-making structure and provides essential checks and balances to the Council's Cabinet to ensure that its powers are used wisely. Whilst its legitimacy is beyond question, scrutiny should nonetheless be able to demonstrate clearly to the Council and its Cabinet, senior management team, partners and the public the value that it adds in its work and seek to make recommendations that improve the lives of local residents.
- 2.2 Effective Overview and Scrutiny should:
  - Provide constructive challenge;
  - Amplify the voices and concerns of the public;
  - Be led by independent minded Members who take responsibility for their role; and
  - Drive improvement in public services.

*Challenge*

- 2.3 For challenge to be effective, it needs to be sufficiently robust. It should nevertheless be constructive and focused on matters of timely relevance to the Council and the wider community. The role of scrutiny as a 'Critical Friend' should be undertaken in a courteous and professional manner, reflecting the Member's Code of Conduct. The aim of scrutiny should be to improve decision making and outcomes for residents, not scoring political points or providing a political opposition to those who make decisions.

*Public and Community Involvement*

- 2.4 Overview and Scrutiny has an important role in articulating the concerns of residents and community organisations. It will therefore strive to facilitate their involvement in its work and, in particular, the development of its work plan, providing evidence and asking questions.
- 2.5 Overview and scrutiny will seek to ensure that the feedback that it receives is representative of the local community. It will be proactive in seeking input and seek to involve individuals and groups within it that are best placed to inform specific pieces of work. It will use a range of methods and, where possible, locations in order to best to engage with diverse stakeholders and listen to their views and experience.

### *Independence*

- 2.6 Overview and scrutiny shall be independent in both outlook and operation. The Cabinet should not seek to direct the areas that it focusses upon, although suggestions can be made for the work programme. Overview and scrutiny shall not be subject to undue party political influence, such as whipping. Members on scrutiny bodies shall also undertake their work with an open mind and make recommendations that are based on the evidence that they receive rather than pre-conceived ideas or pressure from within the political group. It should seek to be strategic and focused on the Council and its communities of interest.

### *Driving Improvement*

- 2.7 It is important that scrutiny not only provides challenge but delivers outcomes. These should aim to make a difference to the lives of residents through improving public services. This should be achieved by the making of evidence-based recommendations to the Council's Cabinet and other organisations responsible for the commissioning and delivery of public services.

## **3 RESPONSIBILITIES**

- 3.1 Overview and scrutiny can scrutinise any matter which affects the authority's area or its residents' wellbeing. The powers of Overview and Scrutiny were contained in the Local Government Act 2000 and consolidated by the Localism Act 2011. It can:
- Review decisions taken by the Cabinet or the Council;
  - Investigate matters affecting the borough of Haringey and its residents;
  - Contribute to policy development for the Council;
  - Make reports and recommendations to the Cabinet or the Council;
  - Review decisions made by the Cabinet but not yet implemented ("call-in");
  - Appoint sub-committees and arrange for them to discharge any of its functions;
  - Review matters relating to the health service and crime and disorder and make reports and recommendations;
  - Require members of the Cabinet and officers to attend to provide information and answer questions;
  - Invite other persons to attend meetings as part of its evidence gathering;
  - Give notice in writing to a relevant partner authority requiring that it has regard to a report or recommendations relating to its functions; and
  - Request information from a relevant partner authority that is required for Overview and Scrutiny to discharge its functions.

## **4 STRUCTURE**

- 4.1 The Overview and Scrutiny Committee shall comprise five members and be politically proportionate as far as possible. The membership shall be appointed each year at the Annual Council Meeting. The chair of the Committee shall be a member of the majority group. The Vice-Chair shall be a member of the largest minority group. The Committee shall also comprise statutory education co-optees, who have voting rights on education matters.
- 4.2 The Overview and Scrutiny Committee shall establish four standing Scrutiny Panels to examine designated public services. The Committee shall determine the terms of reference of each Panel. If there is any overlap between the business of the Panels, it is the responsibility of the Overview and Scrutiny Committee to resolve the issue. Areas which are not covered by the four standing Panels shall be the responsibility of the Overview and Scrutiny Committee.
- 4.3 The chair of each standing Scrutiny Panel shall be a member of the Overview and Scrutiny Committee and shall be determined by the Committee at its first meeting of the year. It is intended that each Panel shall be comprised of between 3 and 7 members and be politically proportionate as far as possible. The membership of each Scrutiny Panel shall be appointed by the Overview and Scrutiny Committee. It is intended that, other than the Chair, the other members will be non-executive members who do not sit on the Overview and Scrutiny Committee.
- 4.4 Should one of the Panels be responsible for education issues, the membership shall include the statutory education co-optees. It is intended that the education co-optees will also attend the Overview and Scrutiny Committee when reports from a relevant Scrutiny Panel are considered.
- 4.5 Each Scrutiny Panel shall be entitled to have up to three non-voting co-optees, who will be approved by the Overview and Scrutiny Committee on an annual basis. Non-voting co-optees are expected to add value to scrutiny by performing the following roles:
- To bring a diverse spectrum of experience and adding a different perspective to any items;
  - To act as a non-party political voice for those who live and/or work in Haringey; and
  - To bring specialist knowledge and/or skills to the Overview and Scrutiny process and an element of external challenge by representing the public.
- 4.6 Nominations for non-voting co-optees will be sought primarily from established community groups that have a working relationship with the Council but consideration can be given to specific individuals where particular expertise/experience is required that would not be otherwise available<sup>1</sup>.
- 4.7 Overview and Scrutiny bodies shall seek to work by consensus. Votes should only take place when as a last resort and when all efforts to achieve a consensus have been unsuccessful.

## **5 MEETING FREQUENCY AND FORMAT**

- 5.1 The Committee shall hold six scheduled meetings each year. One meeting shall include agreement of the annual work programme for Overview and Scrutiny. One meeting, in January, shall consider the budget scrutiny recommendations from each Scrutiny Panel. In addition, the Committee may also hold evidence gathering meetings as part of in-depth scrutiny reviews on a specific issue as and when required. An extraordinary meeting of the OSC may be called in accordance with the Council's Constitution (Part 4 Section G).

---

<sup>1</sup> There is a separate and detailed Protocol regarding the process for appointment of non-voting co-optees.

- 5.2 Members of the Council may Call In a decision of the Cabinet, or any Key Decision made under delegated powers, within five working days of the decision being made. The full procedure is given in the Council's Constitution (Part 4 Section H).
- 5.3 Pre-decision scrutiny on forthcoming Cabinet decisions shall only be undertaken at scheduled Overview and Scrutiny Committee meetings, in adherence with the Council's Forward Plan.
- 5.4 It is intended that each Scrutiny Panel shall hold four scheduled meetings each year. An extraordinary meeting of a Panel may be called in accordance with the Council's Constitution (Part 4 Section G). In addition, Scrutiny Panels may also hold evidence gathering meetings as part of in-depth scrutiny reviews on a specific issue as and when required.
- 5.5 The choice of venue for meetings may have regard to the business to be transacted and the circumstances of the time. This may include meeting online for remote working or to improve access to those providing evidence to the Committee or a Panel.

## **6 ENGAGING WITH THE CABINET**

- 6.1 Legislation relating to local authority governance provides for the separation of the Executive and Non-executive Members of a Council in order to provide a check and balance on decision-making. The Overview and Scrutiny Committee therefore shall engage regularly with Cabinet, particularly regarding its future work programme and the Forward Plan. The first of such meetings should be arranged with Cabinet prior to the first meeting of the Committee. The Chairs of the Overview and Scrutiny Committee and the Scrutiny Panels shall seek to liaise on a regular basis with the relevant Cabinet Members covering relevant portfolios regarding the progress of the work programme, agenda setting and requests for reports, attendance and updates.
- 6.2 The Leader of the Council and Chief Executive shall be invited to the Overview and Scrutiny Committee as required, based upon the agenda of a meeting, but at least once a year at the meeting when the Overview and Scrutiny work programme is considered. This shall be an opportunity to discuss jointly, amongst other matters, the Council's priorities for the next year. Meetings between the Cabinet and scrutiny should focus on outcomes and be respectful and constructive, respecting the different but complementary nature of the roles and the value of scrutiny to the Council and its residents.
- 6.3 All Cabinet Members will be expected to attend either the Overview and Scrutiny Committee and/or Scrutiny Panels as required and with reasonable notice, based upon the agenda of a meeting, but at least twice a year. Cabinet Members will be expected to provide information specific to an agenda item, to provide updates on key areas within their portfolios and to answer questions.
- 6.4 The Leader and Cabinet Members attending an Overview and Scrutiny Committee or Scrutiny Panel meeting may be accompanied and assisted by any service officers they consider necessary. The Member may invite an officer attending to answer a question and provide information on their behalf.
- 6.5 Cabinet Members and senior officers attending formal meetings of scrutiny bodies shall strive to provide full answers to questions that are put to them. Where this is not possible due to the necessary information not being accessible at the meeting, a written answer will be provided within 7 working days of the date of the meeting. To better meet requests for information, members of the Committee



and its Panels will seek to provide advance notice of questions so that Cabinet Members and senior officers may prepare for their participation in the meeting.

## **7 RESPONDING TO SCRUTINY RECOMMENDATIONS**

- 7.1 Overview and Scrutiny may make recommendations to the Cabinet or any other public service providers. Recommendations to Cabinet shall be introduced by either the Chair of the Overview and Scrutiny Committee or the relevant Scrutiny Panel. They shall be responded to by the appropriate body within two months of their receipt. Responses shall be circulated to Members of the relevant scrutiny body before the Cabinet meeting to approve the response. Where recommendations from Overview and Scrutiny are not accepted by Cabinet, an explanation will be given of the reasons why. Where a response is requested from NHS funded bodies, the response shall be made within 28 days.

## **8 THE OVERVIEW AND SCRUTINY WORK PROGRAMME**

- 8.1 Overview and Scrutiny will agree its own annual work programme and keep it under review over the course of a municipal year. It will have regard to corporate and strategic priorities and consult widely to inform the focus for scrutiny activity.
- 8.2 The Council's Democratic Services Team shall coordinate the development of the work programme for Overview and Scrutiny, covering the work of the Committee and of the Scrutiny Panels. The development process for this should include engagement with Members, Cabinet, senior officers, partners, voluntary and community organisations and residents, with specific opportunities provided for each of them to submit suggestions. Whilst safeguarding the independence of the scrutiny process, the Committee shall have regard to all such suggestions when they decide their work programme.
- 8.3 Decision makers should seek to involve scrutiny in the development of new policy at an early stage when proposals are being developed so that account can be taken of it when developing its work plan.
- 8.4 As part of the development of the work programme, the Committee will determine how external partners and public service providers shall be scrutinised and engage with key personnel to build the necessary relationships and awareness for this purpose.
- 8.5 The scrutiny work programme should reflect a balance of activities, including:
- Holding the Executive to account;
  - Policy review and development;
  - Performance management;
  - External scrutiny; and
  - Public and community engagement.
- 8.6 The work programme should;
- Reflect local needs and priorities. Issues should be of community concern as well as Borough Plan and Medium Term Financial Strategy priorities;
  - Prioritise issues that have most impact or benefit to residents;
  - Involve local stakeholders; and
  - Be flexible enough to respond to new or urgent issues.
- 8.7 Scrutiny work will be carried out in a variety of ways and use whatever format that is best suited to the issue being considered. This can include a variety of "one-off" reports as well as in-depth scrutiny

review projects that provide opportunities to thoroughly investigate a topic and recommend improvements.

- 8.8 In deciding its work programme, the Committee shall be mindful of the need to achieve meaningful outcomes by ensuring that plans are deliverable within the timescale set and with the resources available.
- 8.9 A template shall be maintained and shared by the Democratic Services Team to provide criteria to assist with the preparation and updating of the work programme. The Team also will assist the Committee and its Panels in tracking their decisions and requesting updates on progress from time to time, following which the Chair and officer will consider whether such matters need to form an agenda item.
- 8.10 A template shall be maintained for the use of the Chairs and Officers of the OSC and Panels to assist the Cabinet and senior officers in understanding the purpose of scrutiny activity relating to specific topics and to justify requests for information or reports. Agenda planning meetings shall be arranged between Chairs and senior officers ahead of scheduled meetings to ensure clarity on any reports that are requested. A detailed scope, terms of reference and project plan shall also be prepared for each in-depth scrutiny review project prior to it starting. This shall include consideration of resources, timescale for completion and aspired outcomes.

## 9 BUDGET SCRUTINY

- 9.1 The Council's budget shall be scrutinised by both the Overview and Scrutiny Committee and each of the Scrutiny Panels. The role of the Committee shall be to scrutinise the overall budgetary position and direction of the Council and strategic issues relating to this, whilst each Scrutiny Panel will scrutinise areas that come within their terms of reference. Any individual areas of the budget that are not covered by the Panels shall be considered by the Committee.
- 9.2 A lead Committee member from the largest opposition group shall be responsible for the co-ordination of the Budget Scrutiny process and recommendations made by respective Scrutiny Panels and the Committee relating to the budget.
- 9.3 To allow effective scrutiny of the budget in advance of it formally being set, the following timescale is suggested:
- **Scrutiny Panel Meetings: May to November**  
The Overview and Scrutiny Committee will receive regular budget monitoring reports budget whilst each Scrutiny Panel shall monitor budgets within their respective areas. Between May and November, this shall involve scrutinising progress with the Medium Term Financial Strategy (MTFS) approved at the budget setting full Council meeting in February.
  - **Scrutiny Panel Meetings: December/January**  
Each Scrutiny Panel shall hold a meeting following the release of the December Cabinet report on the new MTFS. The Committee will also meet to consider proposals relating to any areas within the MTFS that are not covered by individual scrutiny panels. Each Panel and the Committee shall consider the proposals in this report for their respective areas, in addition to their budget scrutiny already carried out. Relevant Cabinet Members will be expected to attend these meetings to answer questions relating to proposals affecting their portfolios as well as senior service officers.

Scrutiny Panels and the Committee may also request that the Cabinet Member for Finance and/or senior officers attend these meetings to answer questions.

- **Overview and Scrutiny Committee Meeting: January**

The Committee will consider and make recommendations on the overall budgetary position and direction of the Council and the MTFs. Each Scrutiny Panel and the Committee shall also submit their final budget scrutiny report to the meeting for ratification, containing their recommendations/proposals in respect of the budget for the areas within their terms of reference.

- **Cabinet Meeting: February**

The recommendations from the Budget Scrutiny process that have been approved by the Committee shall be referred to the Cabinet. As part of the budget setting process, the Cabinet will clearly set out its response to the recommendations/proposals.

## 10 ACCESS TO INFORMATION

- 10.1 Legislation and the Council's own Standing Orders provide for all Members to have access to information based upon their membership of Committees and on a need to know basis.
- 10.2 For Overview and Scrutiny to be effective, it needs access to relevant information and in a timely manner. In particular, it is imperative that it has the information necessary to provide effective challenge about the provision, quality and resourcing of services. It has a legal right to information and this includes enhanced power to access exempt or confidential information. This is in addition to existing rights that Councillors have to access information.
- 10.3 Overview and Scrutiny Members need access to key information about the management of the Council, particularly on performance, management, funding and risk. Members should also be given the support necessary to ensure that they understand such information. In seeking this information, they should be mindful of the capacity of the Council to resource activity and the value and outcomes likely to be gained through it.
- 10.4 Overview and Scrutiny should not rely purely on those who are directly responsible for services for information and should seek to supplement the evidence at its disposal from within the Council from other sources, including service users, other residents and partners.
- 10.5 A template shall be maintained for the use of the Chairs and Officers of the OSC and Panels to explain the basis for the request for information and to detail the information that is required and the purpose to which it will be put. Requests will be responded to positively and in a timely manner. To ensure that the information provided is relevant, officers should ensure that they have a clear understanding of the reasons why information is needed by seeking clarification if necessary.
- 10.6 It is recognised that there may be rare occasions when it may be legitimate for information to be withheld and a written statement setting out the reasons for this will be provided to the OSC and its lead officer should this occur. Cabinet Members and senior officers will nevertheless seek to avoid refusing requests or limiting the information they provide. Before a decision exceptionally is made not to share information, serious consideration will be given to whether the information can instead be shared in closed session and the reason for this stated.
- 10.7 Where a Cabinet Member or senior officer determine that information requested by the OSC should be withheld, the OSC may refer the matter to the Monitoring Officer for adjudication if it wishes to

challenge the decision. In considering the matter, the Monitoring Officer should have regard to the legitimacy of Overview and Scrutiny, the reason(s) given for withholding the information and the value to the Council and residents of scrutiny activity on this matter.

### **11 TRANSPARENCY AND OPENNESS**

- 11.1 One of the key roles of Overview and Scrutiny is to promote transparency and openness. The presumption therefore will be that its meetings will take place in public and the need to hold closed sessions will be avoided. Meetings that take place as part of the evidence gathering process for in-depth scrutiny reviews will also take place in public.
- 11.2 However, it is accepted that there will be limited occasions when it will be appropriate to meet in closed session because of the nature of the business or the position of the witness giving evidence. Evidence gathering activities may therefore take place outside of formal meetings if necessary or appropriate.
- 11.3 The status of meetings in terms of public or closed sessions, recording and documentation should be made clear in advance to all individuals attending to provide evidence.

### **12 OFFICER ADVICE**

- 12.1 The Code of Conduct for Officers is clear that all Members are entitled to receive impartial advice and have access to information by virtue of their membership of committees and on a need-to-know basis.
- 12.2 There is therefore an expectation that all Senior Officers will provide impartial advice to scrutiny bodies as and when required. The Statutory Scrutiny Officer and the Monitoring Officer have particular roles in ensuring that timely, relevant and high quality advice is provided.
- 12.3 There is a specific statutory requirement for the Council to designate a Statutory Scrutiny Officer. The role of this officer is:
- To promote the role of the authority's overview and scrutiny committee(s);
  - To provide support to the authority's overview and scrutiny function and to local Councillors;
  - To provide guidance to members and officers of the council in relation to overview and scrutiny's functions.
- 12.4 The Statutory Scrutiny Officer cannot be the Council's Head of Paid Service, the Monitoring Officer or the Chief Finance Officer.
- 12.5 The Monitoring Officer has three principal responsibilities:
- To report on matters they believe are, or may be, illegal or amount of maladministration;
  - To be responsible for the conduct of councillors and officers; and
  - To be responsible for the operation, review and updating of the constitution.
- 12.6 Where there are disagreements about Overview and Scrutiny's powers, role and remit, the role of the Statutory Scrutiny Officer will be to advocate on behalf of it and protect its independence. The role of the Monitoring Officer will be to adjudicate on such matters and, if need be, report to Full Council on any issues that may need addressing.

## **APPENDIX C: Draft Overview & Scrutiny Remits and Membership 2025/26**

<b>Scrutiny Body</b>	<b>Areas of Responsibility</b>	<b>Cabinet Links</b>
<b>Overview &amp; Scrutiny Committee</b>  Cllr Matt White (Chair), Cllr Pippa Connor (Vice Chair), Cllr Makbule Gunes, Cllr Anna Lawton, Cllr Adam Small  The Committee shall also include statutory education representatives, at meetings on education matters	<ul style="list-style-type: none"> <li>• Haringey Deal: coproduction, codesign, participation and local democracy</li> <li>• Communications</li> <li>• Corporate governance, performance, policy and strategy</li> <li>• External partnerships</li> </ul>	Cllr Peray Ahmet Leader of the Council
	<ul style="list-style-type: none"> <li>• Council finances, budget and MTFS</li> <li>• Participatory budgeting</li> <li>• Community wealth-building:               <ul style="list-style-type: none"> <li>• Procurement policies, frameworks and systems</li> <li>• Insourcing policy and delivery</li> </ul> </li> <li>• Capital strategy</li> <li>• Council Tax policy</li> <li>• HR, staff wellbeing and corporate recruitment</li> <li>• Legal</li> <li>• IT and digital transformation</li> <li>• Data policy and reform</li> <li>• Information management</li> <li>• Elections</li> <li>• Emergency planning</li> </ul>	Cllr Dana Carlin Cabinet Member for Finance and Corporate Services
	<ul style="list-style-type: none"> <li>• Jobs and skills</li> <li>• Local business</li> <li>• Town centres and high streets</li> <li>• Local economic growth</li> </ul>	Cllr Ruth Gordon Cabinet Member for Placemaking and Local Economy

Scrutiny Body	Areas of Responsibility	Cabinet Links
	<ul style="list-style-type: none"> <li>Local welfare</li> <li>Resident Experience</li> </ul>	Cllr Seema Chandwani Cabinet Member for Resident Services and Tackling Inequality
	Cross cutting, significant or high profile issues; Matters outside the remit of individual panels	To be determined according to issue
<b>Adults &amp; Health Scrutiny Panel</b>  Cllrs Connor (Chair), Cllr Felicia Opoku; Cllr Sheila Peacock; Cllr Thay Iyngkaran; Cllr Cathy Brennan; Cllr Mary Mason; Cllr Sean O'Donovan	<ul style="list-style-type: none"> <li>Adult social care</li> <li>Violence Against Women and Girls (VAWG)</li> <li>Mental health and wellbeing</li> <li>Refugee and migrant wellbeing</li> <li>Public Health</li> <li>Safeguarding adults</li> <li>Transitions (Joint with Cabinet Member for Children, Schools &amp; Families).</li> </ul>	Cllr Lucia das Neves Cabinet Member for Health, Social Care and Well-Being
<b>Children &amp; Young People Scrutiny Panel</b>  Cllr Anna Lawton (Chair), Cllr Marsha Isilar-Gosling; Cllr Mark Grosskopf; Cllr George Dunstall; Cllr Kaushika Amin; Cllr Anna Abela; Cllr Ruairidh Paton	<ul style="list-style-type: none"> <li>Adoption and fostering</li> <li>Early help</li> <li>Early years and childcare</li> <li>Looked after children and care leavers</li> <li>Unaccompanied minors</li> <li>Safeguarding children</li> <li>Schools and education</li> <li>Services for children with disabilities and additional needs</li> <li>16-19 education</li> <li>Youth services</li> <li>Transitions</li> <li>Youth justice (Joint with Cabinet Member for Communities)</li> <li>breakfast clubs</li> <li>Free School Meals</li> </ul>	Cllr Zena Brabazon Cabinet Member for Children, Schools and Families

Scrutiny Body	Areas of Responsibility	Cabinet Links
<b>Culture, Community Safety &amp; Environment Scrutiny Panel.</b>  Cllr Makbule Gunes (Chair); Cllr Luke Cawley Harrison, Cllr Liam Carroll; Cllr Eldridge Culverwell; Cllr George Dunstall; Cllr Sue Jameson; Cllr Mark Grosskopf	<ul style="list-style-type: none"> <li>• Climate Action Unit</li> <li>• Strategic Transport</li> <li>• Air pollution</li> <li>• Liveable Neighbourhoods &amp; School and Play Streets</li> <li>• Urban Greening and biodiversity</li> <li>• Local renewable energy</li> <li>• Sustainability and decarbonisation</li> <li>• Circular Economy</li> <li>• Vision Zero (Joint with Cabinet Member for Resident Services &amp; Tackling Inequality)</li> </ul>	Cllr Mike Hakata Cabinet Member for Climate Action, Environment & Transport
	<ul style="list-style-type: none"> <li>• Waste management and Recycling</li> <li>• Fly-tipping and Waste Enforcement</li> <li>• Highways</li> <li>• Flooding</li> <li>• Parking</li> </ul>	Cllr Seema Chandwani Cabinet Member for Resident Services and Tackling Inequality
	<ul style="list-style-type: none"> <li>• Crime prevention and reduction</li> <li>• Anti-Social Behaviour</li> <li>• Community cohesion and inclusion</li> <li>• Licensing and regulatory services</li> <li>• Active citizenship and Voluntary &amp; Community Sector</li> <li>• Local food strategy</li> </ul>	Cllr Ajda Ovat Cabinet Member for Communities
	<ul style="list-style-type: none"> <li>• Arts &amp; Culture</li> <li>• Delivery of Borough of Culture</li> <li>• Libraries</li> <li>• Parks and Green Spaces</li> <li>• Sports and Leisure</li> </ul>	Cllr Emily Arkell Cabinet Member for Culture and Leisure

Scrutiny Body	Areas of Responsibility	Cabinet Links
<b>Housing, Planning &amp; Development Scrutiny Panel</b>  Cllr Adam Small (Chair); Cllr Dawn Barnes; Cllr John Bevan; Cllr Isidoros Diakides; Cllr Holly Harrison-Mullane; Cllr Lester Buxton; Cllr Khaled Moyeed	<ul style="list-style-type: none"> <li>• Housing Strategy and Development</li> <li>• Council housebuilding</li> <li>• Council housing services</li> <li>• Housing Major Works</li> <li>• Housing associations</li> <li>• Private sector housing</li> <li>• Housing needs</li> <li>• Homelessness and rough sleeping</li> <li>• Planning policy and enforcement (inc Local Plan)</li> <li>• Housing Improvement Board</li> </ul>	Cllr Sarah Williams Cabinet Member for Housing & Planning (Deputy Leader)
	<ul style="list-style-type: none"> <li>• Placemaking</li> <li>• Council assets</li> <li>• Estate Renewal</li> </ul>	Cllr Ruth Gordon Cabinet Member for Placemaking & Local Economy
If there is any overlap between the business of the Panels, it is the responsibility of the OSC to resolve the issue. Areas which are not covered by the 4 standing Scrutiny Panels shall be the responsibility of the main OSC.		



**Report for:** Housing, Planning & Development Scrutiny Panel

**Title:** Housing Aids and Adaptations

**Report authorised by:** Jahedur Rahman, Director of Housing Services

**Lead Officer:** Christian Carlisle, Assistant Director for Asset Management  
Kim Christodoulou, Head of Integrated Care  
Alexandra Domingue, Commissioning Programme Manager

**Ward(s) affected:** All

**Report for Key/  
Non Key Decision:** For information.

## 1. Recommendations

- 1.1. That the report be noted.

## 2. Describe the issue under consideration.

- 2.1 This report sets out how the Occupational Therapy (OT) Aids and Adaptations service operates and interfaces with Housing. The report provides the Scrutiny Panel with an overview and service offer across Adults and Children's services, with a particular focus on Council housing stock, and the impact on Council tenants.

## 3. Background

### Definitions

- 3.1 OT Adaptations are physical alterations or improvements carried out to a resident's home, that make it easier for them to continue leading an independent life. Residents are able to access an OT Aids and Adaptation following an assessment under the Care Act 2014 to determine the resident's eligibility for the intervention.
- 3.2 There are typically 3 different kinds of aids (equipment) or adaptations that the Occupational Therapy teams and Adaptations team provide.
- 3.3 Equipment might include a shower chair, a raised toilet seat or grab rails in the bath. Such equipment can be prescribed remotely or in person, and the way it is prescribed will vary depending on a number of factors, such as resident case history, presentation, and risk.
- 3.4 Adaptations are generally split into two categories, those being minor and major.
- 3.5 Minor adaptations generally cost at or under £1,000, with typical examples of a minor adaptation being:

- Level taps
- Stair rails
- Other galvanised rails, usually external
- Temporary ramps

- 3.6 If a minor adaptation is meeting an assessed, eligible need, is practical to undertake, and under the £1,000 minor adaptations threshold, it is free of charge to the tenant.
- 3.7 Major adaptations are typically works that are estimated to cost more than £1,000, with typical examples being:
- Over bath shower
  - Bathroom conversion to a wet room
  - Extension for a bedroom and/or bathroom
  - Major internal reorganisation of accommodation
  - Stair-lift
  - Vertical through floor lift
- 3.8 Occupational Therapists (OTs) are degree qualified and help people with disabilities or extra support needs to choose and use special equipment, such as wheelchairs and aids for mobility, eating, dressing or any other activity. They also help to adapt people's homes to accommodate their individual needs. They also supervise Occupational Therapy Assistants (OTA's), who support residents with treatment plans, and provide assistance and advice to residents with activities of daily living.
- 3.9 Adaptations for Council tenants are typically funded through Haringey's Housing Revenue Account (HRA) funding stream within the Council's General Fund.
- 3.10 The Disabled Facilities Grant (DFG), which forms part of the wider Better Care Fund grant (BCF), also provides funding for OT Adaptations. These grants are available to residents in both public and private housing, but Haringey predominantly provides adaptations to residents in Council properties through the HRA.
- 3.11 Housing services provide aids and adaptations for Council tenants through the Housing Investment Programme, ensuring that work to make homes 'decent' in line with regulatory requirements is aligned with the needs of residents.

#### Legislation and Regulation

- 3.12 There is a variety of key legislation that the Council has a responsibility to enact, where these set some of the statutory requirements in the context of Aids and Adaptations. Some of these are:
- Human Rights Act 1998: Mandates all public bodies to respect and protect every individual's human rights, where Articles 3, 8 and 14 are especially relevant for Housing and Occupational Therapy.
  - Care Act 2014: Mandates local authorities to provide support for adults with care needs, and a duty of preventing people from coming into need or increasing need.
  - Equality Act 2010: Ensures non-discrimination and equal access to services.

- Mental Capacity Act 2005: Protects vulnerability people over the age of 16 around decision making, ensuring that every adult regardless of disability, is considered to have capacity unless assessment proves otherwise, and ensures that any decisions taken for someone who cannot make it themselves, is done in the person's best interests.
- Children and Families Act 2014: Provides for the welfare of children with disabilities.
- Housing Grants, Construction and Regeneration Act 1996: Governs Disabled Facilities Grants (DFGs)
- Building Regulations (Part M): Focuses on access and use of a building, ensuring it is adaptable, accessible, and suitable for individual with disabilities.

3.13 In addition to the overarching responsibilities for the Council as a whole, there are specific requirements in respect of registered social landlords. The Social Housing Regulation Act 2023 that was introduced allows the Regulator of Social Housing to take action against social landlords before people are at risk and holds landlords to account with regular inspections.

3.14 The regulator's proactive role is supported by new consumer standards and an inspection regime, of which there are four key areas:

- Safety and Quality
- Tenancy
- Neighbourhood and Community
- Transparency, Influence and Accountability

3.15 Within these standards, there are more specific requirements, of which some relate to aids and adaptations. These are:

- Registered providers must assist tenants seeking housing adaptations to access appropriate services.
- Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including allocating homes that are designed or adapted to meet specific needs appropriately.
- Registered providers must clearly communicate to tenants and relevant organisations as to how they will assist tenants seeking housing adaptations services.
- Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is available to tenants where appropriate.
- Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing.

## Structure and Processes

3.16 The OT Aids and Adaptations Team in Adult Social Care (ASC) is responsible for overseeing the assessment and provision of aids and adaptations for the Council, which includes Council tenants. There are three teams:

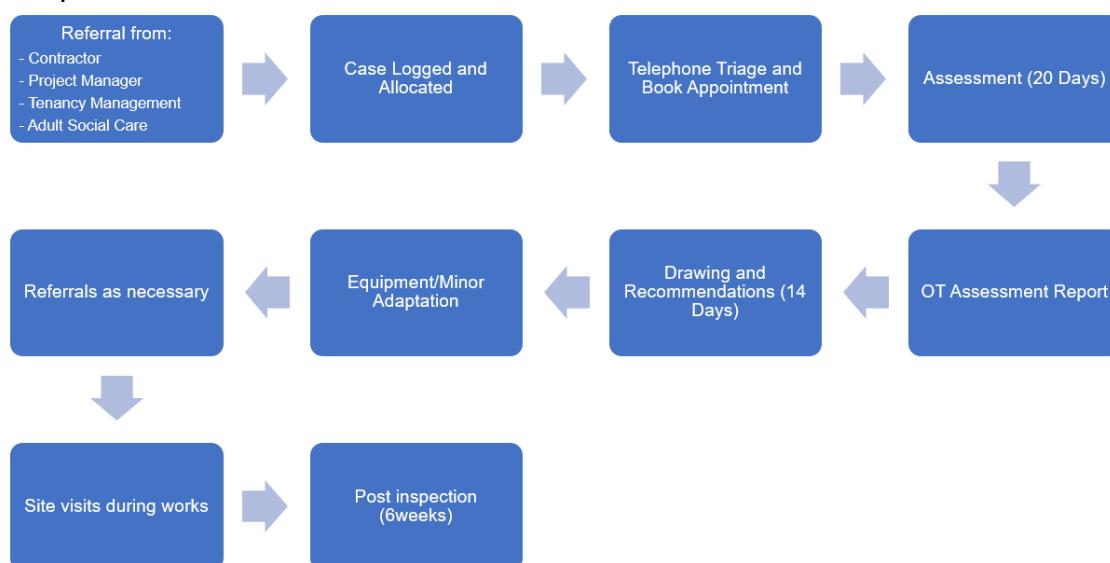
- OT Duty Team: Receive referrals and assess for short-term needs, before sending referrals for long-term needs to the OT and Sensory Team. They provide some equipment and OT support to residents with less complex needs.
- OT and Sensory Team: Assess residents for their long-term OT and sensory needs, including both Adults and Children. The Team provide equipment, minor and major adaptations, as well as manual handling and housing reports.
- Adaptations Team: They are responsible for surveying properties, providing drawings and schedule of works, procuring contractors to carry out works and managing the process through to completion of the adaptations.

3.17 Within Housing, there are three, reducing to two, Housing OTs within Asset Management, where clinical supervision is provided by Adult Social Care to ensure joined up working.

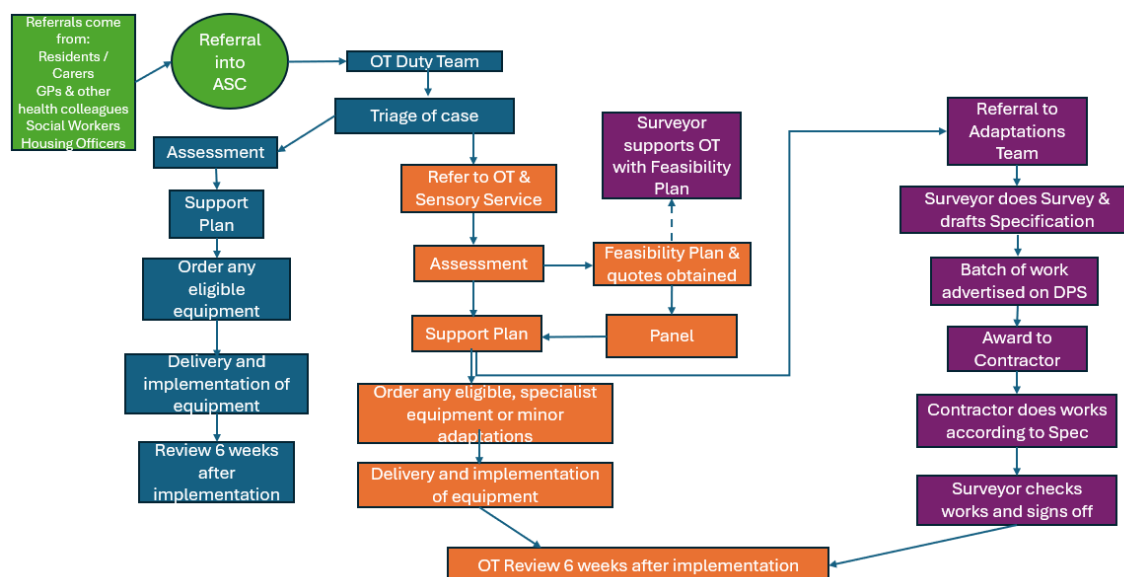
3.18 The Housing OTs services include:

- Individual resident assessments following referrals received by contractors as part of major works programmes.
- Specification of Adaptions such as bathroom and kitchen modifications, doors and windows, stair lifts and through floor lifts, ramps, and minor adaptations/equipment.
- Assisting with decanting residents due to the scope of works.
- Assessing void suitability checks for high profile cases.
- Staff and contractor training on the OT process.
- New build property design commentary.
- Referrals, maintaining a vulnerability tracker, and providing support to Adult Social Care.

3.19 The process map below indicates the overall process in Housing from referral to completion.



- 3.20 The current process within the Aids and Adaptations team itself from referrals to completion is outlined below. This process is the same for residents, regardless of type of housing (Council or private) the resident lives. This encourages equality of experience for residents.



## 4. Performance and Challenges

### Aids and Adaptations

- 4.1 Adaptations to Council properties account for approximately 50% of the OT Aids and Adaptations. The number of cases and cost for Major Adaptations over the last 5 years is outlined in the table below.

Major Adaptations		
Year	No. of Cases	Annual Cost
2020/21	139	£811,819
2021/22	160	£961,026
2022/23	173	£1,060,721
2023/24	114	£1,505,101
2024/25	127	£1,154,768

- 4.2 The various tasks carried out by the OT Aids and Adaptations Team in ASC, and the processes and indicative timescales for Council tenants is set out in the below table.

Task	Volume for 24/25	Target Timescale	% Completed within timescale
OT Assessment	OT Duty: 13	28 days	OT Duty: 100% (4.9 day average)
	OT & Sensory: 337		

			OT & Sensory: 79.2% (61.5 day average)
<b>Support Planning</b>	OT Duty: 4  OT & Sensory: 300	25-55 days	OT Duty: 100% (4.9 day average)  OT & Sensory: 92% (19.4 day average)
<b>Reviews</b>	OT Duty: 1  OT & Sensory: 252	6 weeks after implementation of recommendations	OT Duty: 100%  OT & Sensory: 75%
<b>Adaptations</b>	Referrals: 522  Work Ongoing: 349  Completed: 173	25-55 days for survey and specification  5-20 days to agree HRA funding (panel)  20-80 days from HRA funding to completion of works	88%  86%  78.7%

- 4.3 The work undertaken by the OT and Sensory Team and the Adaptations Team is more complex, which accounts for the differing percentages of tasks completed within the target timescale.

#### Asset Management

- 4.4 From a Housing perspective and the scope of works carried out, the below table indicates the type and number of adaptations completed.

<b>Asset Management Housing Occupational Therapist Adaptation by Scope</b>				
<b>Scope of works</b>	<b>2024/25</b>	<b>2023/24</b>	<b>2022/23</b>	<b>2015/16</b>
Disabled height toilet	21	69	1	No Records
Bathroom	13	30	0	0
Bathroom/WC	3	4	0	0
Bathroom and Kitchen	21	22	0	0
Kitchen modifications	3	5	10	5
Window openers	1	3	1	2
Front door modifications	2	2	5	9
Pods to bathroom/kitchens	0	0	61	0
Over bath showers	0	0	3	10

Level access shower	1	2	95	65
Clos-o-mat toilets	0	0	2	0
Ad-Hoc	13	9	16	0
Decant visits	0	0	7	N/A
Void	1	1	N/A	N/A
Social Services	4	23	N/A	N/A
New Build	7	10	N/A	N/A
Equipment	14	41	24	27
<b>Total</b>	<b>104</b>	<b>221</b>	<b>225</b>	<b>118</b>

- 4.5 When undertaking aids and adaptations as part of the Housing Investment Programme, these are generally related to Decent Homes works. The works do not require access to the aids and adaptations budget, the costs are included in the capital investment budget, enabling the budget to be maximised; the aids and adaptations can be carried out as part of the investment programme preventing works being delayed and the resident being disadvantaged; and avoids abortive works where aids and adaptations are installed retrospectively after the investment works have been completed.
- 4.6 There is also minimal cost variation for adaptation when the bathroom or kitchen is being replaced as part of the Decent Homes, meaning it is a case of what adaptations are needed rather than funding available.
- 4.7 Equipment costs remain with the Adult Social Care Aids and Adaptations budget.
- 4.8 With regards to the specification of new builds around adaptations and future proofing, the Council meets the requirements for GLA wheelchair accessible best practice guidance, Building Regulations Part M, Habinteg Wheelchair Housing Design Guide and Housing our Housing Population: Panel for Innovation standards.

This includes:

- Future hoist provision: Ceiling structure in the bedrooms should be strong enough to allow for the fitting of a ceiling track hoist capable of carrying a load of 200kg.
  - Flooring is designed as per the building regulation M4(3) guidance and ensures level access showers, usually in the form of a wet room.
  - Surfaces which do not impede wheelchair access.
- 4.9 During the development process, the Contractor works with the Council's Occupational Therapist to address any specific requirements for individual needs who have been assigned to the properties. The adapted properties within schemes can be adapted as required by a resident's needs.

- 4.10 Feedback from residents has been reinstated by the Adaptations Team. Of the 21 collected surveys thus far, there is a high degree of satisfaction, where there is a 90% satisfaction rate for how residents feel overall about the service provided.

	Very Dissatisfied	Not Satisfied	Quite Satisfied	Very Satisfied	Not Answered	No Opinion
How do you feel about the contractor timescales for the works?	2	3	6	10	0	0
How do you feel about your ability to communicate effectively with the workmen in your home?	1	4	8	7	1	0
How do you feel about the Contractor's efforts to minimise disruption and leave your home clean and tidy at the end of every day?	0	2	5	14	0	0
If you raised any concerns regarding the works, were they resolved to your satisfaction?	1	2	3	13	0	2
Overall how do you feel about the professionalism of the Contractor?	1	0	5	14	1	0
How do you feel about the quality of the adaptation?	1	0	3	17	0	0
How do you feel about the length of time it took for your adaptation to be completed?	2	5	7	7	0	0
Overall how do you feel about the service provided by the Adaptation Department?	1	1	9	10	0	0
<b>TOTALS</b>	<b>9</b>	<b>17</b>	<b>46</b>	<b>92</b>	<b>2</b>	<b>2</b>

- 4.11 Whilst there are still challenges that remain in providing an aids and adaptations service for residents, progress has been made to reduce waiting lists and waiting times. Implementation of the OT Duty Team in July 2024, and use of an external OT Assessment Service since October 2024 have helped the Team manage increasing demand for services owing to a growing and ageing population and coupled with a national shortage of OTs.
- 4.12 The variety of complex cases require expertise, and wider support or resourcing, such as working within the Mental Capacity Act where residents need to be able to give permission to access their property to do the works and we need to have lawful permission when a person lacks mental capacity to make this decision.
- 4.13 There are also timescale issues in completing works and delays to works. A purchasing solution for Specialist Equipment and Adaptation provision is being procured via the Dynamic Purchasing System (DPS) in the coming months, which will provide a choice of supplier for residents via the OT and Adaptations Services. We remain engaged in discussions with our NRS Consortium (equipment supplier) colleagues for the purchase of mainstream equipment. Our contract monitoring information and qualitative information suggests that the supplier's performance is improving.
- 4.14 OT and Housing colleagues recognise that sourcing alternative accommodation instead of adapting a property is another option to fully support the resident's needs, however it can take a long time to source a suitable alternative Council accommodation to meet a person's needs. Sometimes this means an adaptation needs to be undertaken in the absence of a suitable Council property. Moving residents to facilitate their adaptation taking place (referred to often as "decanting") can also contribute to delays, but Housing and OT colleagues are engaged in discussions to improve in this area.
- 4.15 While many other factors can complicate the process, such as the resident may not wish to move, the resident may request variations to the OT specification, contractors



may not follow fully the OT specifications, or residents and their families may not want their home adapted, the OT and Housing teams continue to work with residents and suppliers to ensure that Care Act eligible needs are met as quickly as possible.

## 5. Improvements

- 5.1. To address some of the challenges the Aids and Adaptations Team have across the Council, including Housing, a Programme Board has been initiated, and this is to monitor the following areas:
  - 5.1.1. An OT dashboard has been developed and is being refined to help teams improve against KPIs for timeliness and customer satisfaction
  - 5.1.2. The OT Duty function is being embedded, to take pressure off the long-term OT and Sensory Team, allowing them to work on more complex cases.
  - 5.1.3. We continue to improve coordination between departments, which will include embedding regular meetings between the Housing, OT and Sensory Team, and Adaptations Team, and having a contact person in each service to assist in resolving queries.
  - 5.1.4. Determining what future resources are needed to ensure a continued drop in waiting times for residents in both the OT Sensory Team and Adaptations teams.
  - 5.1.5. Procurement via mini competition to change how we use the DPS, developing a list of suppliers who provide specialist equipment and/or major adaptations, and engage contractors who are able to work well with vulnerable residents. This will ensure we are better able to quality assure and contract manage our suppliers of adaptations, with a limited number of suppliers who have had to undergo a rigorous competitive process.
  - 5.1.6. Development of accessible information for residents about their eligibility for Aids and Adaptations, and information about the process itself and options within it. This information will be provided in a number of formats to improve accessibility.
- 5.2. The training and development of OTs is also being increased, where there is a need for OTs with particular specialisms, e.g. children, learning disabilities etc.
- 5.3. In addition to ensuring accessible information of eligibility criteria, we will be creating awareness programs for tenants, by creating guides for adaptations to inform tenants and also ensuring these are available in other languages, particularly in the most spoken languages in the borough.
- 5.4. We continue to work on embedding the voice of the resident through a co-produced approach within our services. This includes ensuring we evidence the resident's voice throughout their journey with OT Aids and Adaptations and continuing to seek views, input and engagement with development of the service.
- 5.5. A new Council Housing Aids and Adaptations Policy is being developed jointly between the Aids and Adaptations service and Housing services, to ensure that our approach is aligned, meets statutory and legislative obligations, and reflects that the principles for agreeing an adaptation for a Council tenant are the same as those set out in the guidance for DFG, leading to a consistent approach across all tenures.

- 5.6. Work is also underway to ensure that Housing have the data from Aids and Adaptations of their Council tenants and their respective homes and what adaptations have been completed on the Housing Management system. This will enable services to be tailored where required, such as helping indicate that a resident may be vulnerable and may require additional or tailored support in accessing housing services, or that when a property is void where possible adaptations are preserved in the interest of moving a resident that needs the adaptations into a more suitable home and saving money on adapting another property.
- 5.7. In light of the CQC inspection in February 2025, a review of the OT Aids and Adaptations teams will be undertaken to ensure that we continue to develop and deliver assessed, eligible adaptations to Haringey residents that are high quality and delivered in a timely manner.
- 5.8. Services are improving how they work together to ensure an equitable experience for all residents in Haringey who need an adaptation. Our continued commitment to resourcing the teams, streamlining interventions and working across social care and housing resources, will continue to improve delivery of Housing Adaptations to residents.

**6. Statutory Officers comments (Director of Finance (procurement), Head of Legal and Governance, Equalities)**

Not required.

**7. Procurement**

Not required.

**8. Head of Legal & Governance**

Not required.

**9. Equality**

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

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- 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.

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 aids and adaptations service has a positive impact on equality, where residents with an aids or adaptations need can access support to enable them to continue leading an independent life, therefore removing some barriers that those with age or disability related protected characteristics may face in the absence of such a service.

- 8. Use of Appendices - none**
- 9. Background papers - none**

This page is intentionally left blank

# Housing Performance Overview: 2-Year Trend

Jahedur Rahman

Director of Housing Services

Adults, Housing & Health

## Introduction

This overview of Housing Service performance compares year-end results for 2024/25 and 2023/24. It includes the KPIs in our monthly reporting and covers all of the following areas:

- Repairs and Voids, Compliance, Asset Management, Tenancy Management, Estates & Neighbourhoods, Income Collection, Leaseholder Services, and Support & Wellbeing.

We have also included Housemark benchmarking figures showing top quartile performance where it is available to show how we compare against other housing providers.

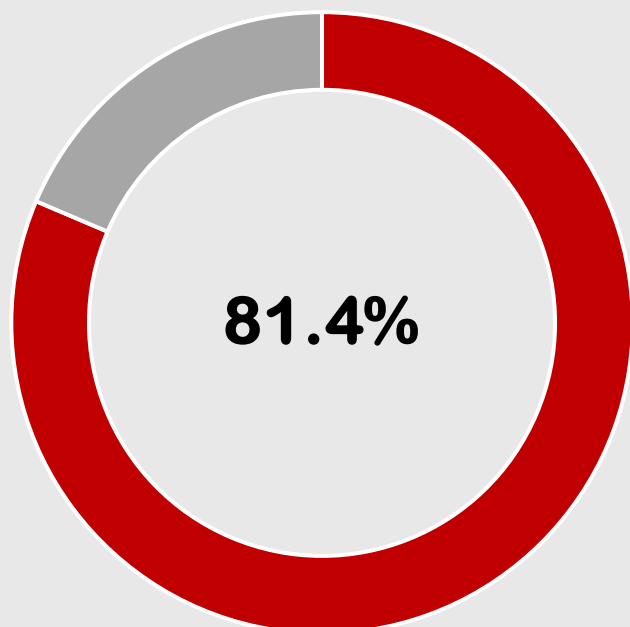
Heads of Service from all areas have also provided summaries setting out some of the key work they have delivered to improve performance.

(While the comparison figures shown compare 2024/25 and 2023/24 performance, for the Income and Leasehold slides we have also included the 2022/23 out-turn to provide additional context).

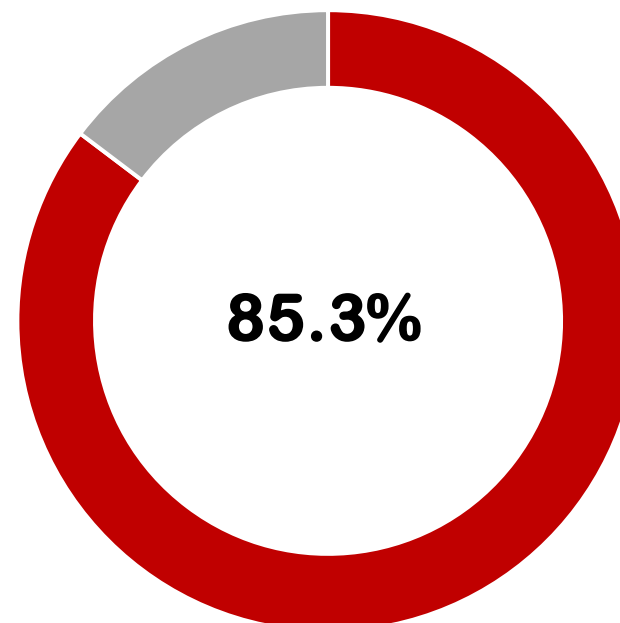
## REPAIRS

### Overall Satisfaction with last repair

No HouseMark Benchmarking



**23/24**



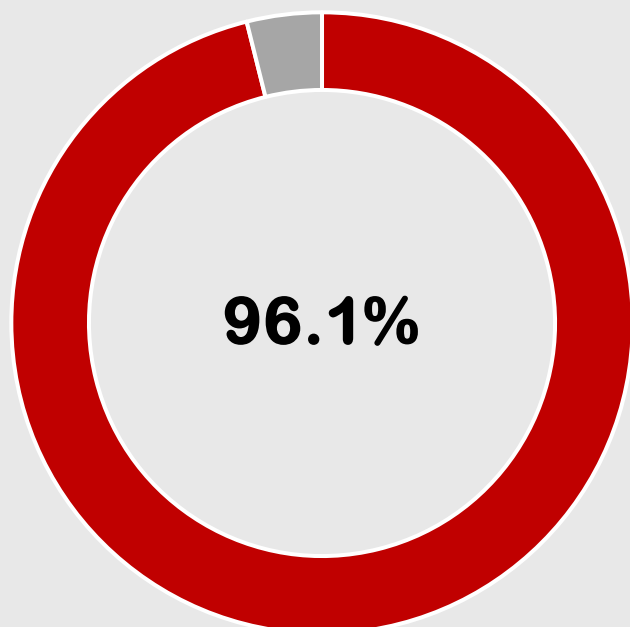
**24/25**



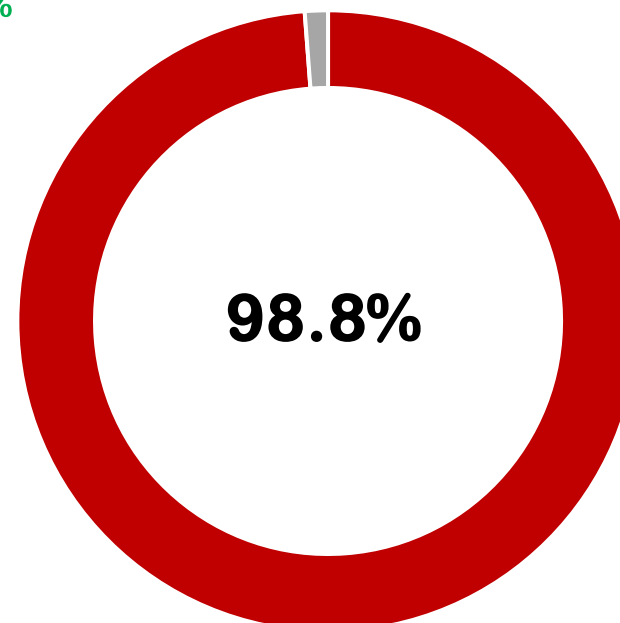
## REPAIRS

### Non-emergency repairs appointments made and kept

HouseMark Upper Quartile 96.1%



**23/24**



**24/25**

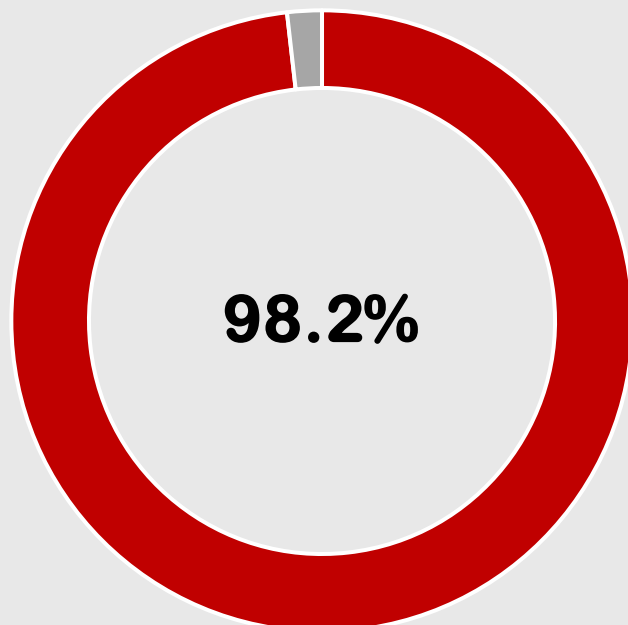




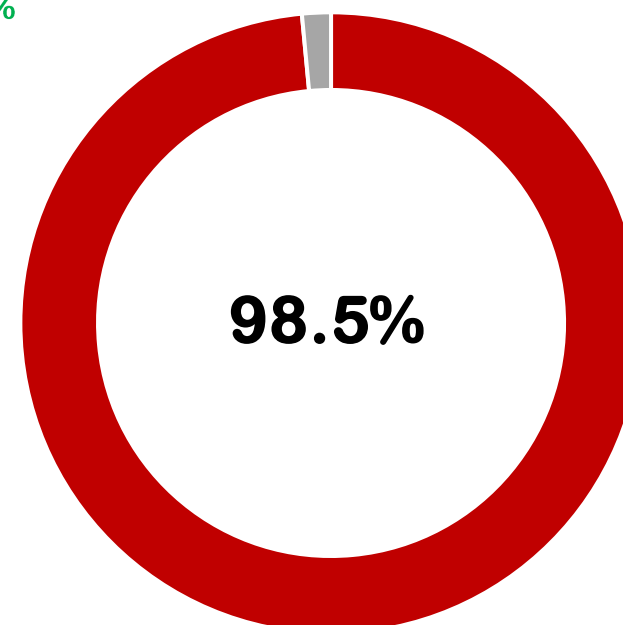
## REPAIRS

**% of Emergency (& OOH made safe) repairs completed within timescale**

HouseMark Upper Quartile 95.6%



**23/24**



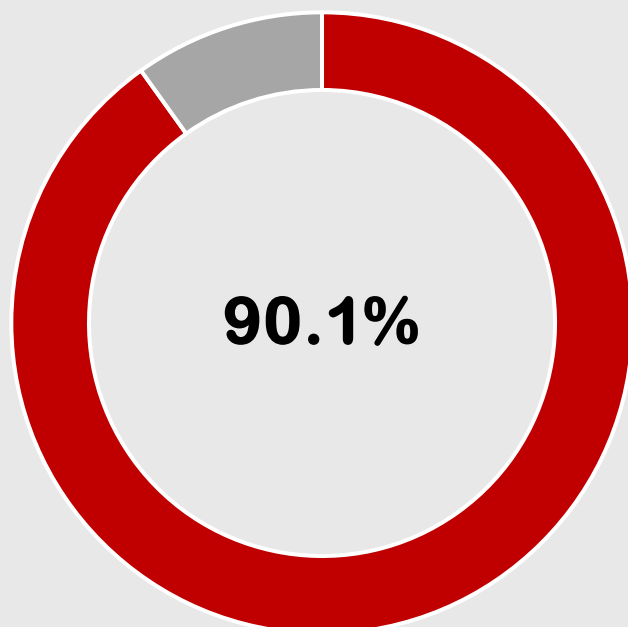
**24/25**



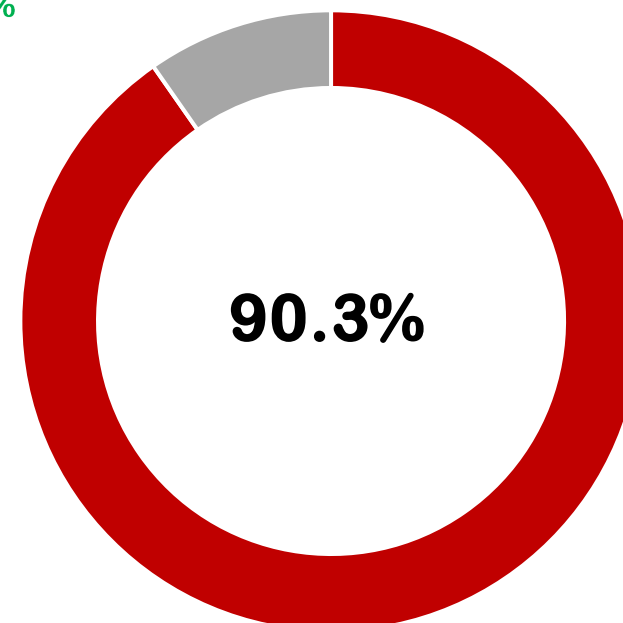
# REPAIRS

## % of all repairs first time fixed

HouseMark Upper Quartile 90.1%



**23/24**



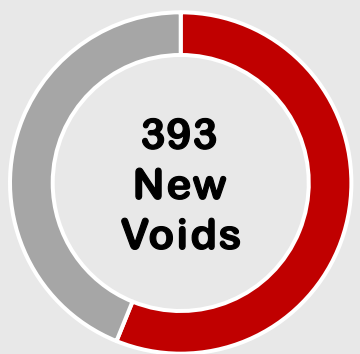
**24/25**



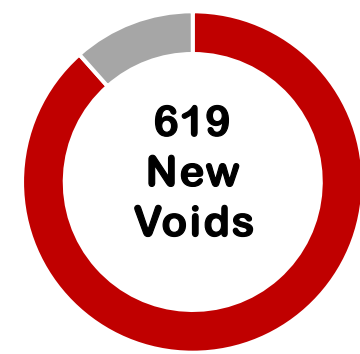


# VOIDS

No HouseMark Benchmarking



23/24

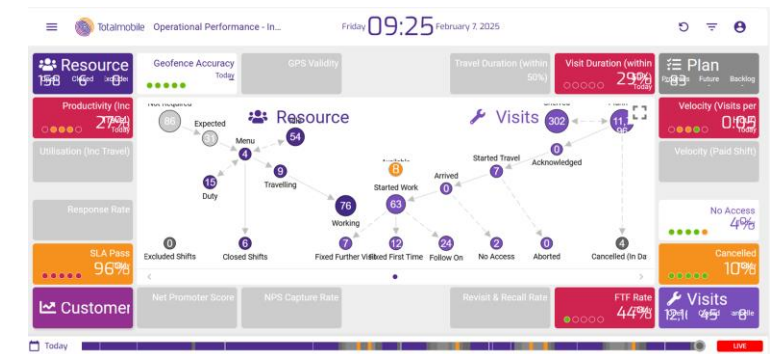
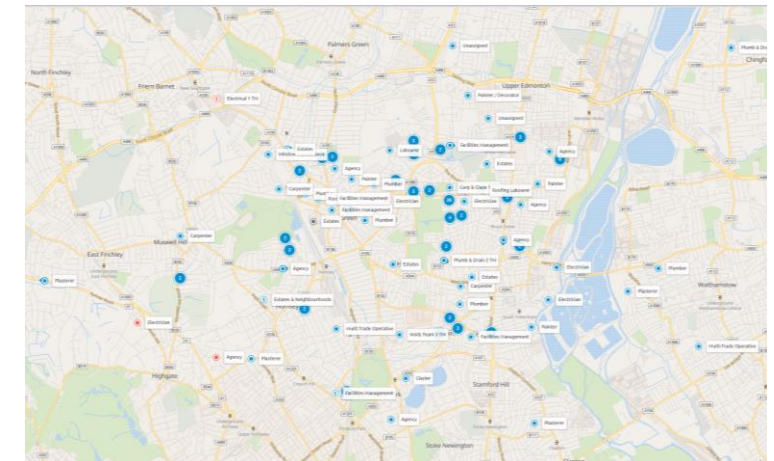


24/25

(48 decant RFL voids included in the total)

## Repairs

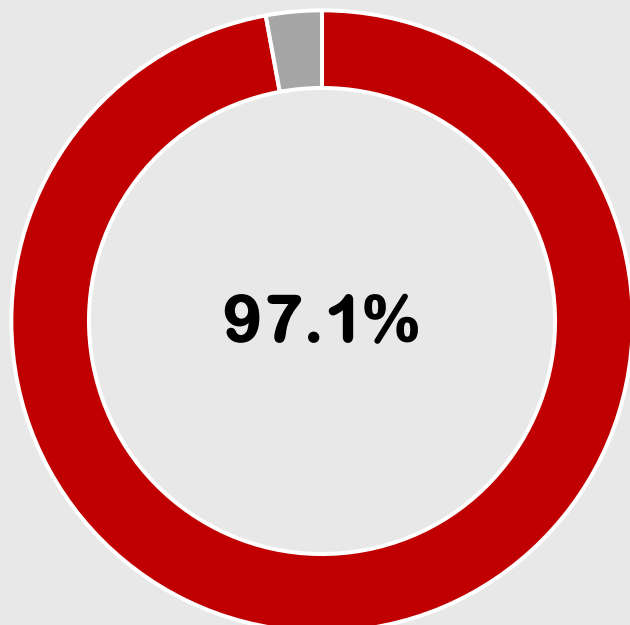
- 2024/2025 has been a challenging period with pressures across budgets and difficult conversations with the team regarding pay and conditions. During this period, we have employed contractors to manage our responsive repairs service for nearly two-months and changed the delivery model of the out of hours service.
- Despite these challenges, our performance has been consistent with signs of improvement across most of our performance indicators. This can be attributed to the hard work of the team and the strategic approach taken by the Repairs Improvement Plan and other initiatives that are designed to modernise the service and improve the Customer experience.
- We have agreed a budget which is supported by a new structure for 2025/26 which will help to continue progress across the different performance indicators.
- (Please note that there is an accompanying presentation to Housing Improvement Board looking at the voids service and voids performance).



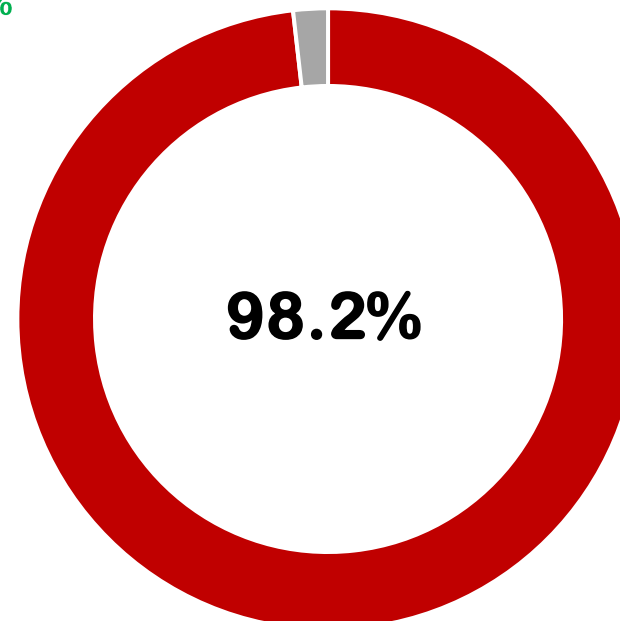
## COMPLIANCE

### Domestic Electrical Inspection Programme

HouseMark Upper Quartile 96.0%



**23/24**



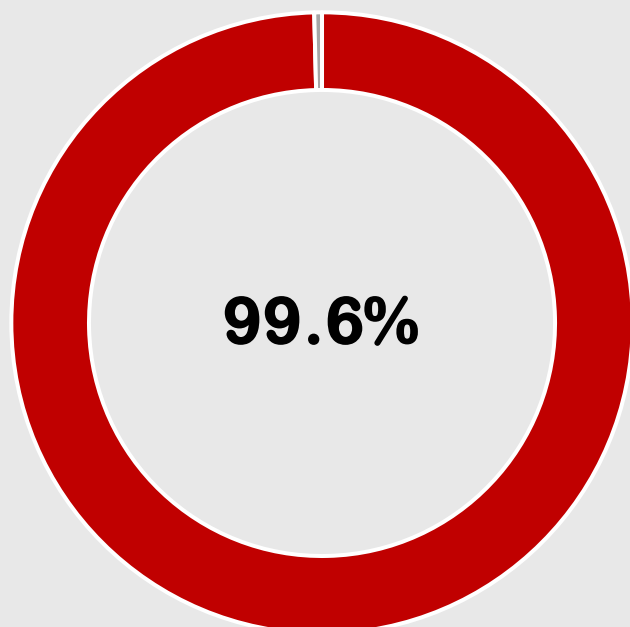
**24/25**



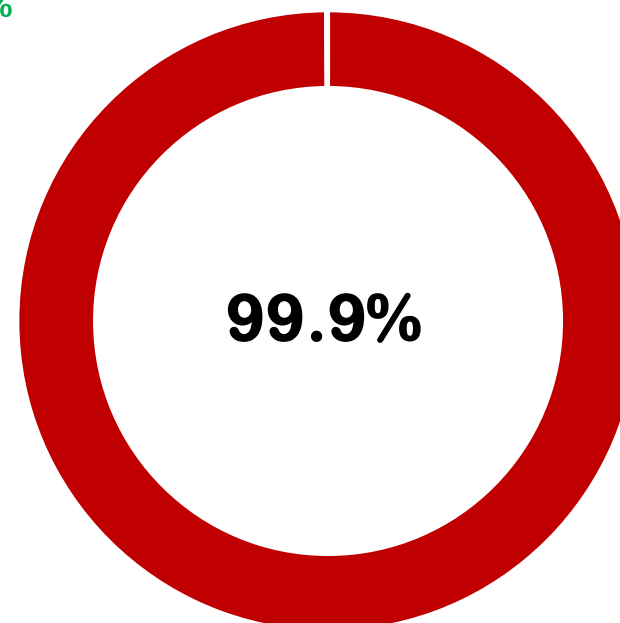
## COMPLIANCE

### % of properties with valid gas certificate (Council properties)

HouseMark Upper Quartile 99.9%



**23/24**



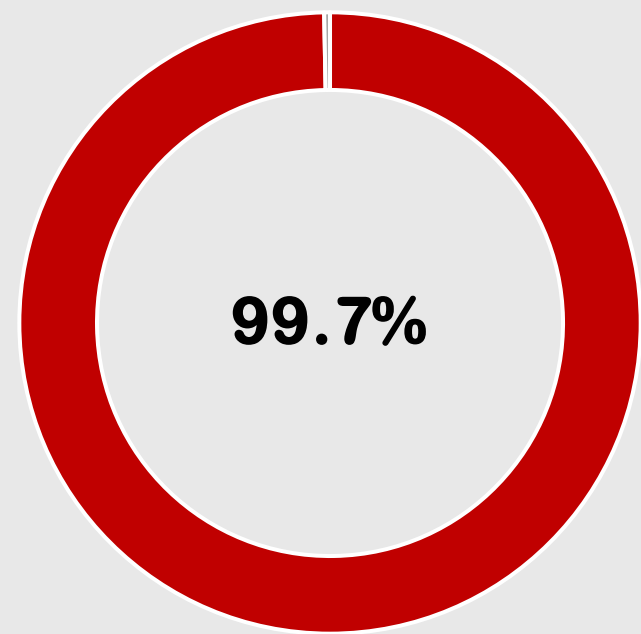
**24/25**



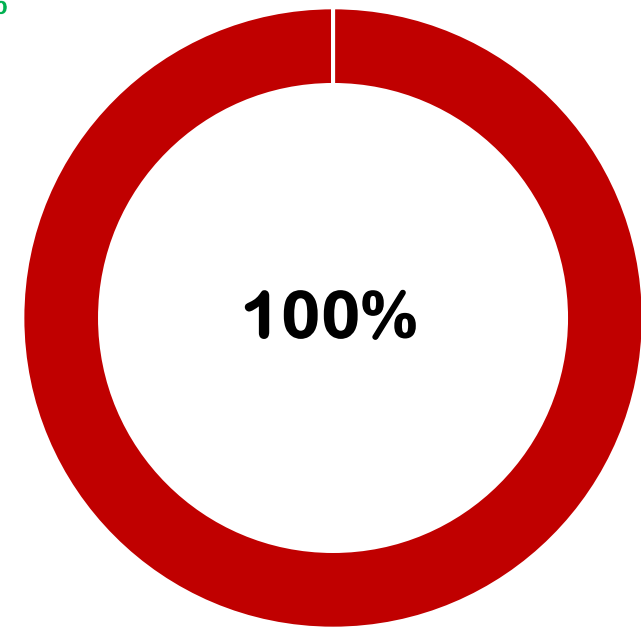
# COMPLIANCE

## Water Hygiene Risk Assessment

HouseMark Upper Quartile 100%



23/24



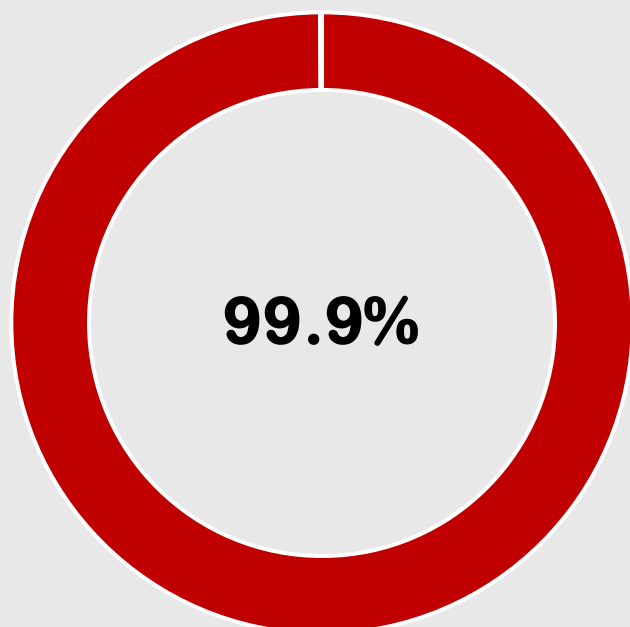
24/25



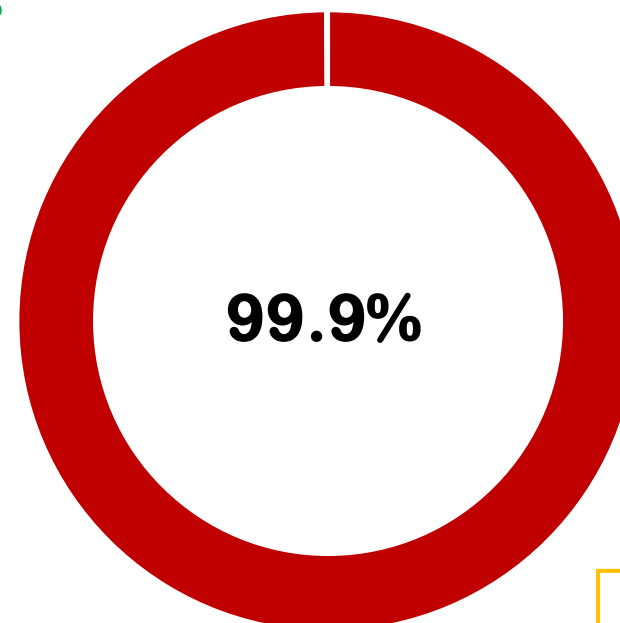
## COMPLIANCE

### Fire Risk Assessments

HouseMark Upper Quartile 100%



23/24



24/25

0.0%

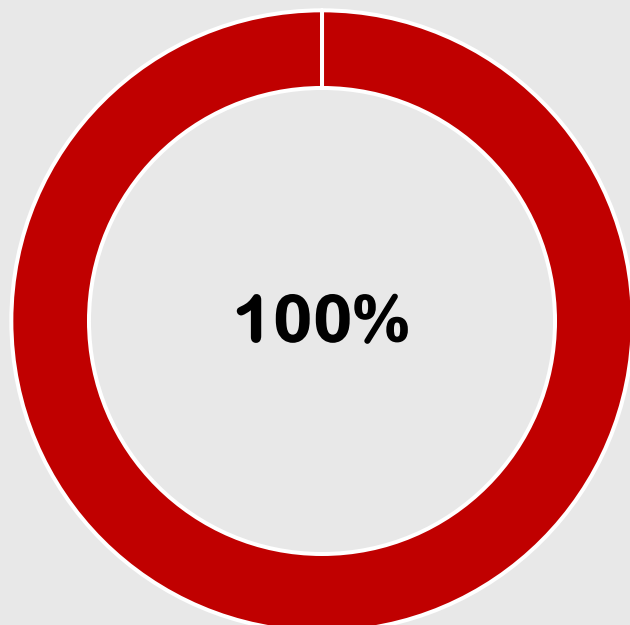
Same



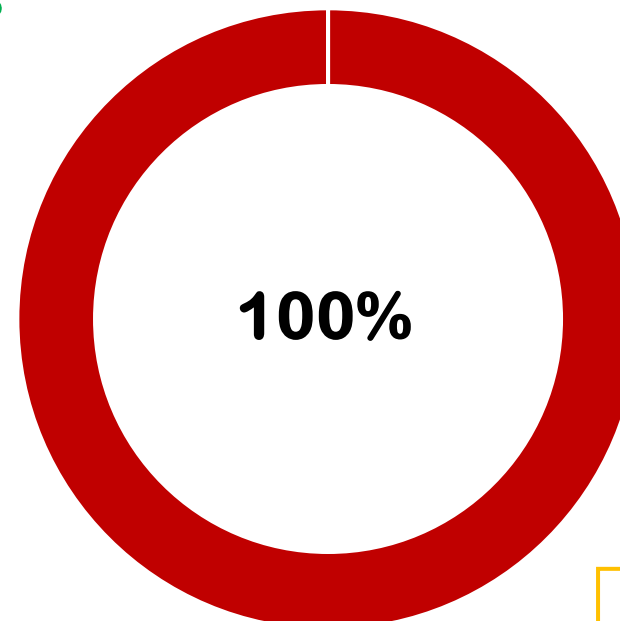
## COMPLIANCE

### Asbestos Survey Re-Inspections

HouseMark Upper Quartile 100%



23/24



24/25

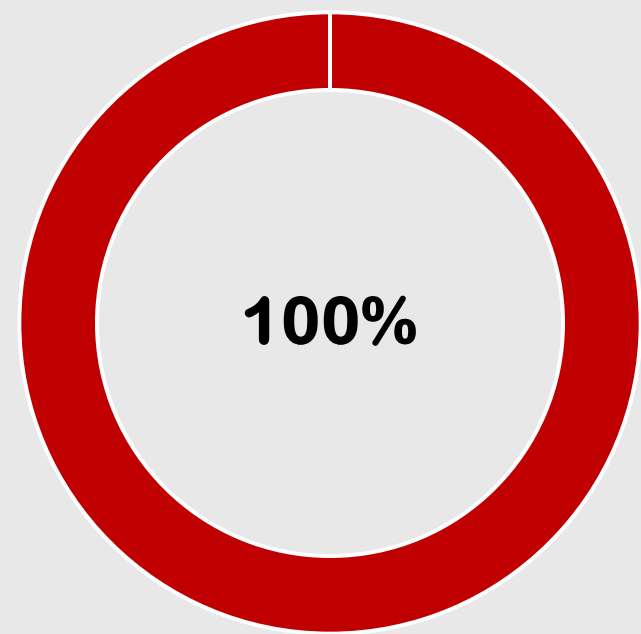
0.0%

Same

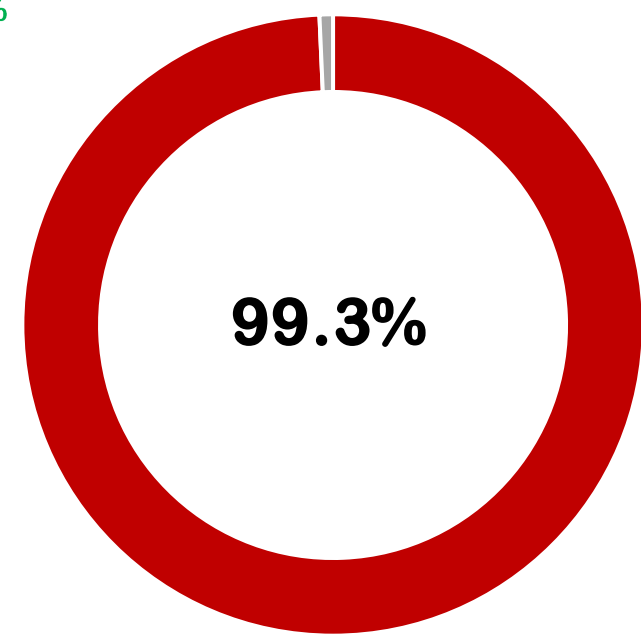
# COMPLIANCE

## Passenger lift inspections (LOLER)

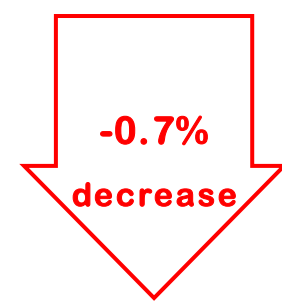
HouseMark Upper Quartile 100%



23/24



24/25



## Compliance

EICR: Since the M&E team took ownership of the EICR contract back in 2022, EICR compliance was only 20% for domestic dwellings. As of today, we are 98.2% compliant, which is a huge achievement by the M&E team.

### Building Safety Management

- Registration of all High Rise Buildings within Haringey (circa 49 blocks).
- Recruited a full team of 4 x Building Safety Managers.
- Delivered the Engagement Strategy to residents as per the Building Safety Act.
- Started to undertake the development of the building safety cases sent through to the Regulator and awaiting Building Safety certificates.
- Monthly Building Safety inspections, ensuring safety concern fixes.
- Full roof-top audit including buildings outside of scope.
- Started to QR code assets within the High Rise Buildings to support the development of the golden thread.

### Compliance

- Procurement of a Compliance Management System (C365).
- Implementation of 'Big 6' modules within the system – now mobilising to fully run compliance programmes within the system, moving away from spreadsheets.

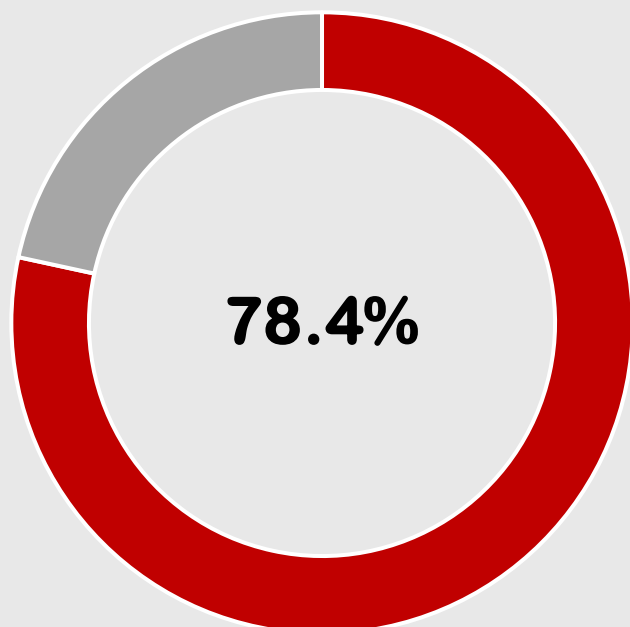
### Fire Safety

- Regulator Actions (Fire Risk Actions) were reported as 8,237 in January 2023. We have reduced these to 516.
- The backlog of Fire Risk Assessments has been completed, and there are no overdue Fire Risk Assessments.
- Fire Safety Actions team won the most 'Courageous team' in the 2024 staff awards.

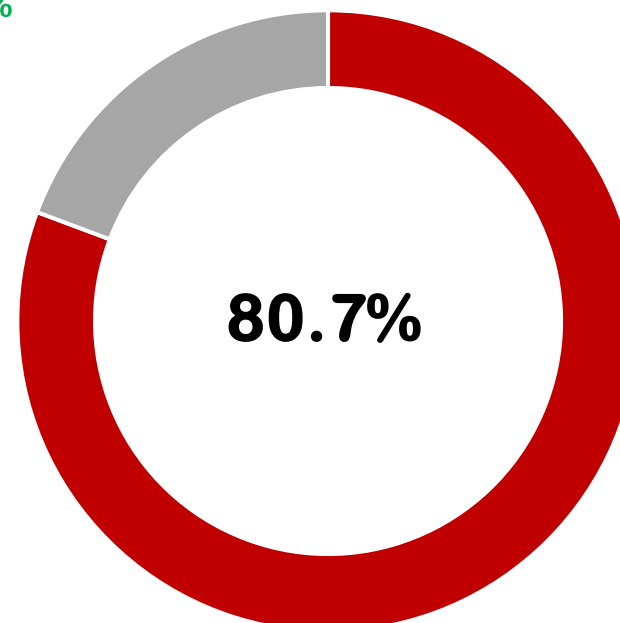
## ASSET MANAGEMENT

### % of Decent Homes

HouseMark Upper Quartile 96.7%



**23/24**



**24/25**



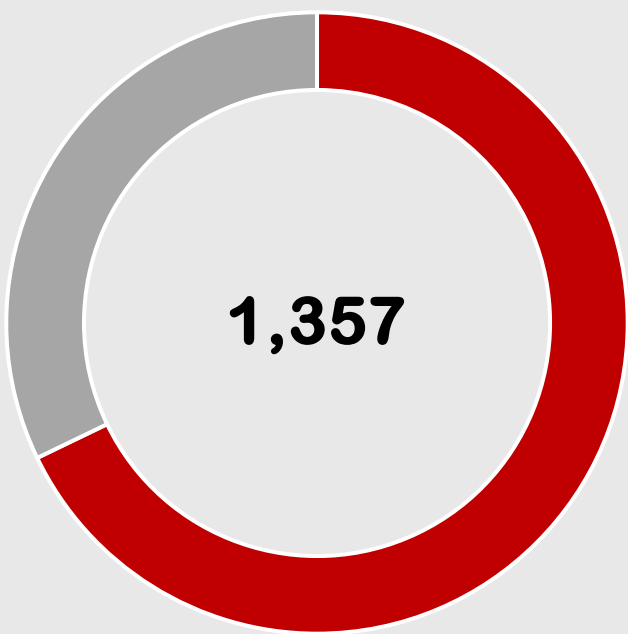
## Asset Management

- The Asset Management team have exceeded Decent Homes targets agreed with the Regulator in both 2023/24 (1,620 against target of 1,000) and 2024/25. (791 against target of 700) and seen a year-on-year increase in the percentage of homes meeting the Decent Homes Standard.
- It should also be noted, that in 2024/25 a further 447 homes became non-decent so the increase in non-decency level would have been higher if this wasn't the case.
- A tender for new Partnering Contracts to deliver £560m work over 10-years has been completed with the report due to go to Cabinet in June and expected mobilisation from September 2025.
- Our Housing Asset Management Strategy was updated and approved by Cabinet in December 2023.
- We completed our 3-year Stock Condition Survey in December 2024 with 75% of the stock surveyed.
- A new Asset Management system (NECH assets) has been procured, and implementation has been initiated.

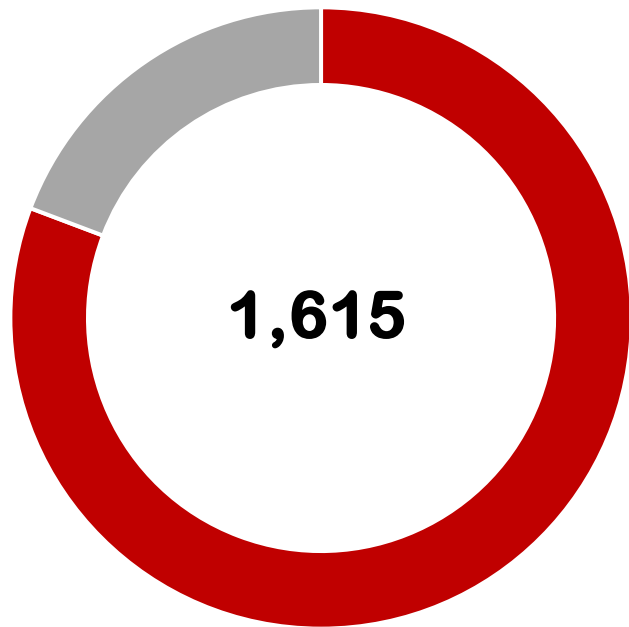
# TENANCY MANAGEMENT

## Tenancy Audits

No HouseMark Benchmarking



23/24



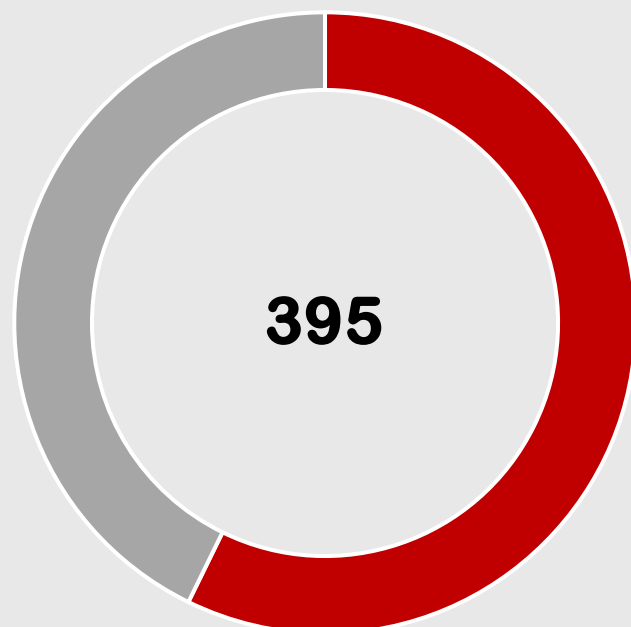
24/25



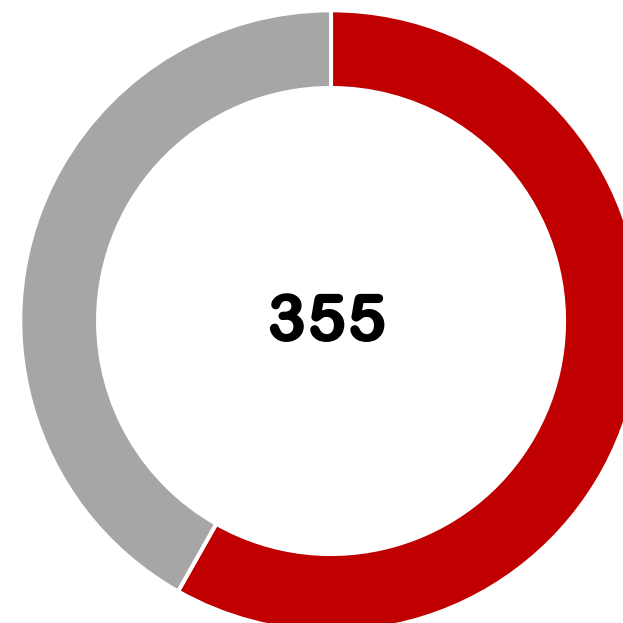
## ANTI SOCIAL BEHAVIOUR

### ASB cases allocated to Tenancy Management (currently open)

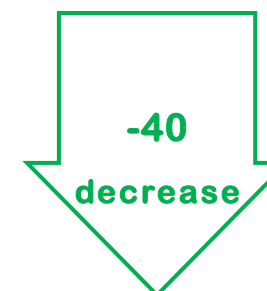
No HouseMark Benchmarking



**23/24**



**24/25**



## Tenancy Management

### Tenancy Audits

- Tenancy Audits are carried out by the Tenancy Management Team within General Needs stock to eliminate the risk of fraud. 20% of our stock are identified and scored prior to being uploaded on the system.
- There were some key challenges for the team due to delays in the data being uploaded and a number of patches being vacant.
- Better progress during the last six months has been made due to additional resources we have put in place.
- Introducing new handheld devices has had a huge impact in data entry, along with a reduction of follow-up admin.
- 13 x properties were identified as fraudulent and recovered.

### Anti-social behaviour

- We reviewed our Housing Anti-Social Behaviour (ASB) Service and the Corporate Enforcement Service offer provided by Haringey's Environment Directorate and have put a new SLA in place.
- We are meeting regularly with the Enforcement Service to discuss cases and resolve issues.
- We will be piloting a patrol service on our estates that offers reassurance for residents but also engagement and enforcement for those perpetrating ASB

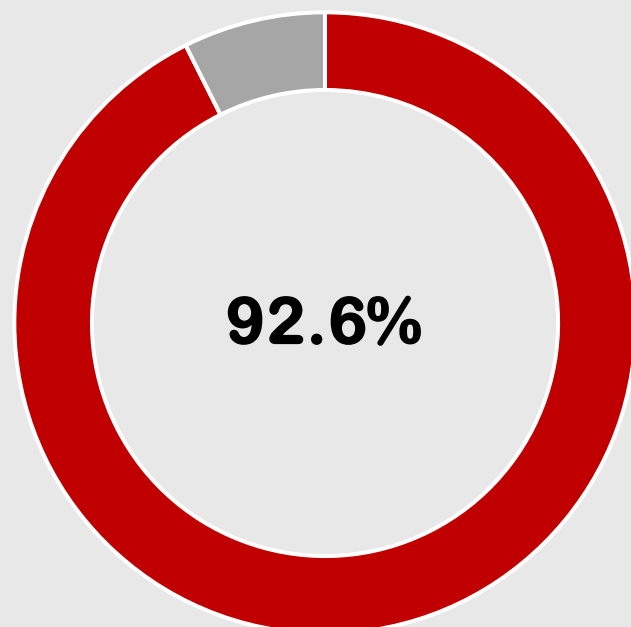




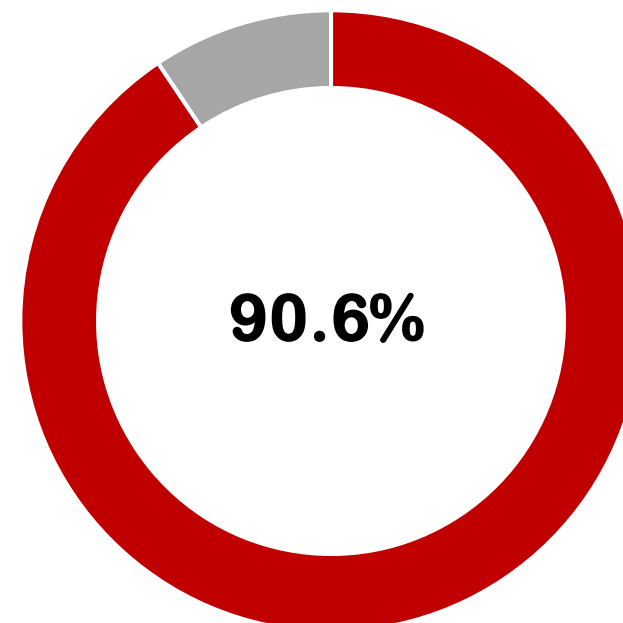
## ESTATES & NEIGHBOURHOODS

% of estates grades at Excellent or Pass (Overall Grade)

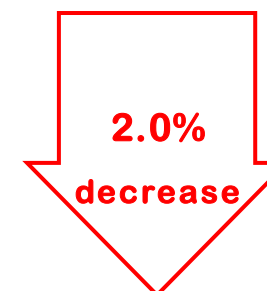
No HouseMark Benchmarking



**23/24**



**24/25**



### Estate Services

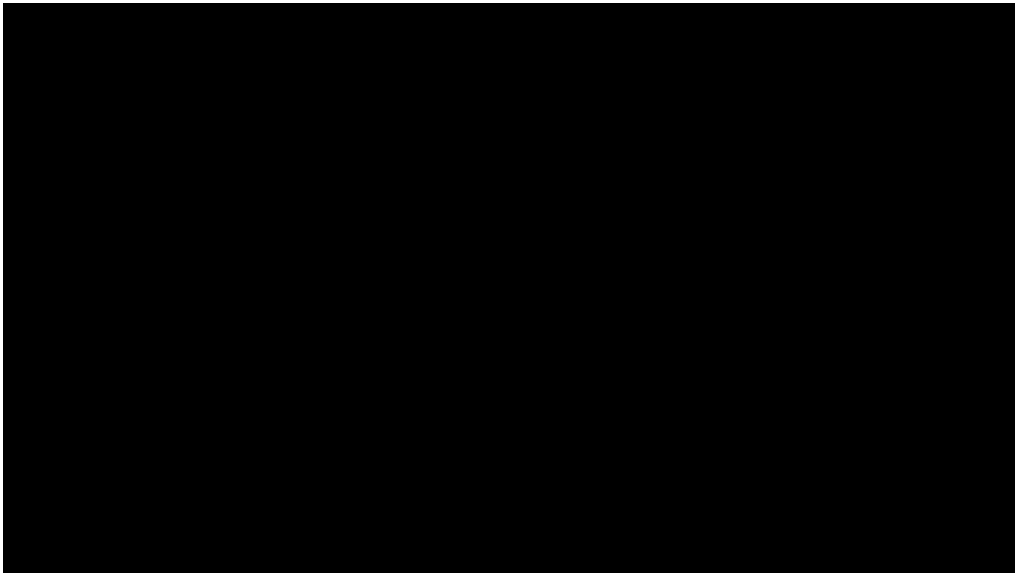
- Overall performance has dropped by 2% directly attributed to a drop in performance across our Grounds Maintenance service; Waste Management, (Veolia), and Estate Services have remained consistent.
- The Resident Advisory Panel (RAP) carried out its first review on Estate Services with positive feedback. A co-produced action plan has been developed to improve service delivery. 18 actions have been agreed, 10 completed, 5 in progress and 3 scheduled.
- Parks implemented an improvement plan including a significant capital investment to modernise their equipment and we are beginning to see the results in their overall performance.
- We have launched our Estate Parking project working in partnership with a resident task and finish group; with engagement on the first tranche of estates, over 2,600 households, completed & surveys commissioned to map out the carparks/spaces in preparation for the Traffic Management Order.
- To maintain our standards the service grew by 5 Estate Service Operatives in 2024/25; a further 10, plus 2 Estate Service Team Leader posts have been agreed for this financial year. The growth has been driven by the increase in demand, new builds, and the unprecedented rise in ASB within our estate.
- We have engaged with our Estates Services Operatives, sharing with them the findings from the RAP review on Estate Services and the mock inspection highlighting the importance of the work they do ensuring consistency and quality across the borough whilst taking pride in the work we do.





Estate Services

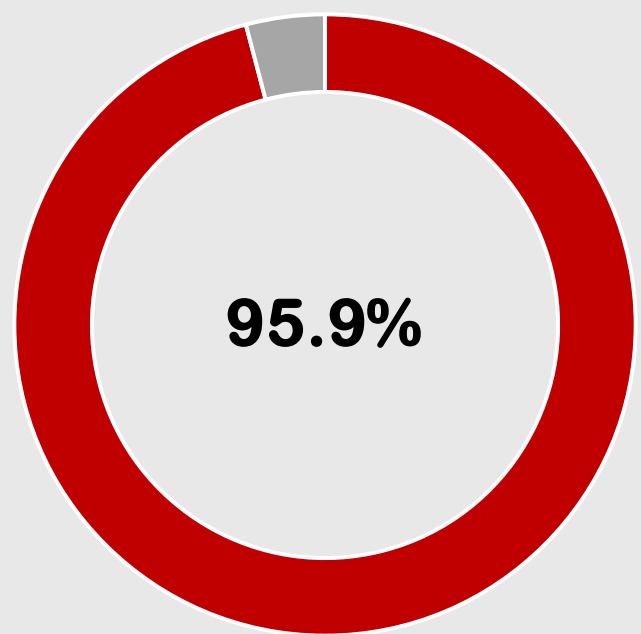
- We launched a 2-year deep cleaning programme - to date over 75 estates have received the service. 70% of respondents have rated the service as 3 stars or above and 72% have indicated they would accept an increase in service charge to maintain the programme.
- Based on resident and staff feedback we have reviewed our cleaning chemicals and materials and are now in the process of changing.
- Our Safer Estates network has grown by 13 new sites, (125 cameras) over the last two financial years, with plans for a further 5 sites (274 cameras) for this financial year.
- We were the first in the country to introduce AI technology to capture aerial flytipping and also obtained the Council’s first block closure order at Cordell House which resulted in a 98% reduction in recorded ASB.
- Our Neighbourhood Improvement Team have delivered over 200 resident led improvements on our estates over the last two years with a further £700k being invested this year. Improvements range from security improvements, secure cycle parking to play areas for our children.
- Our dedicated Estate Safety Team have closed 3,901 FRAs over the last two years.



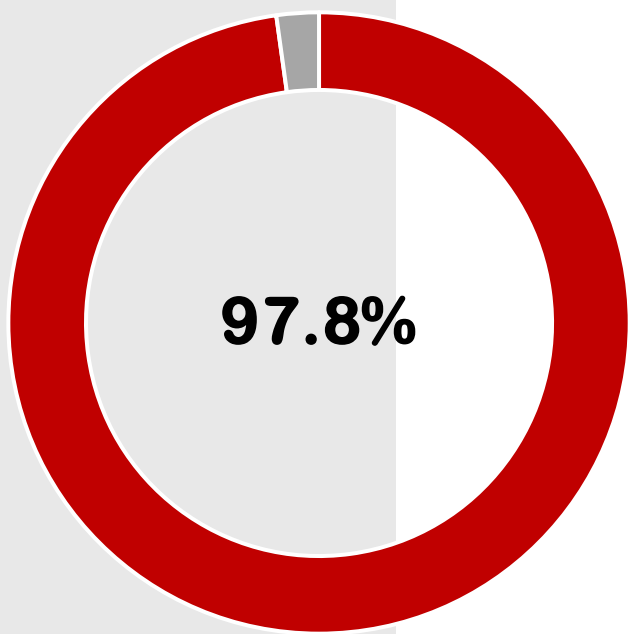
# INCOME COLLECTION

% of rent and service charges collected (GN & SH only)

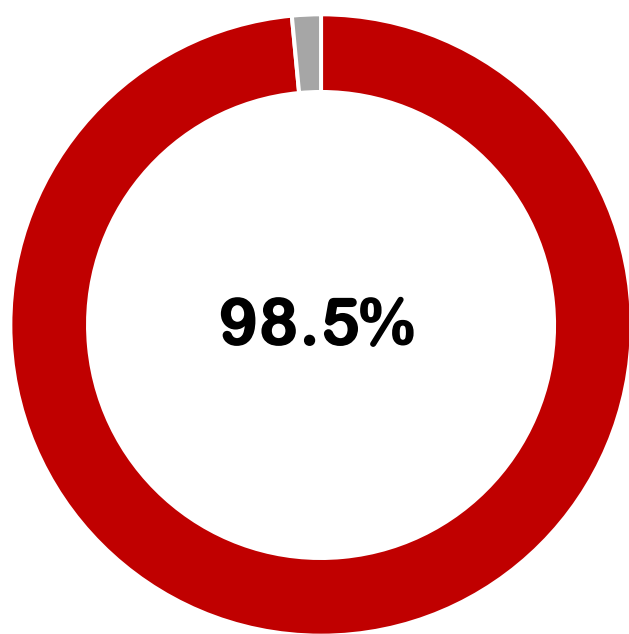
HouseMark Upper Quartile 97.0%



22/23



23/24



24/25

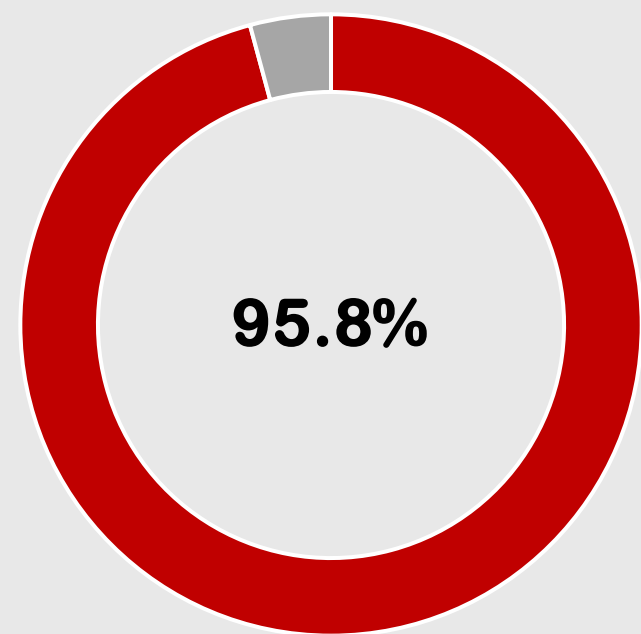


Variance from last year's position

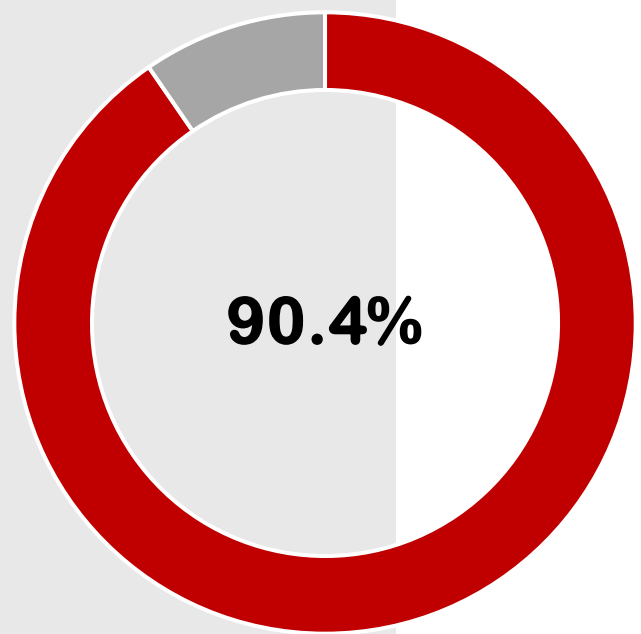
# INCOME COLLECTION

The proportion of rent collected for all temporary accommodation

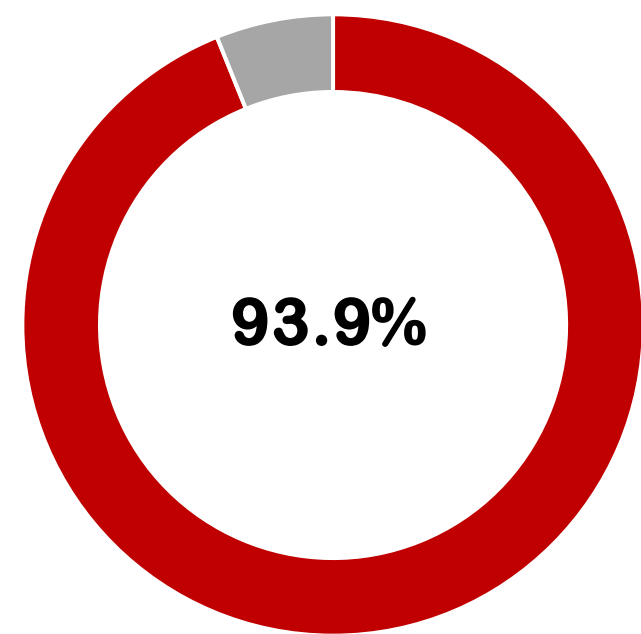
No HouseMark Benchmarking



22/23



23/24



24/25



Variance from last year's position

## Income Collection

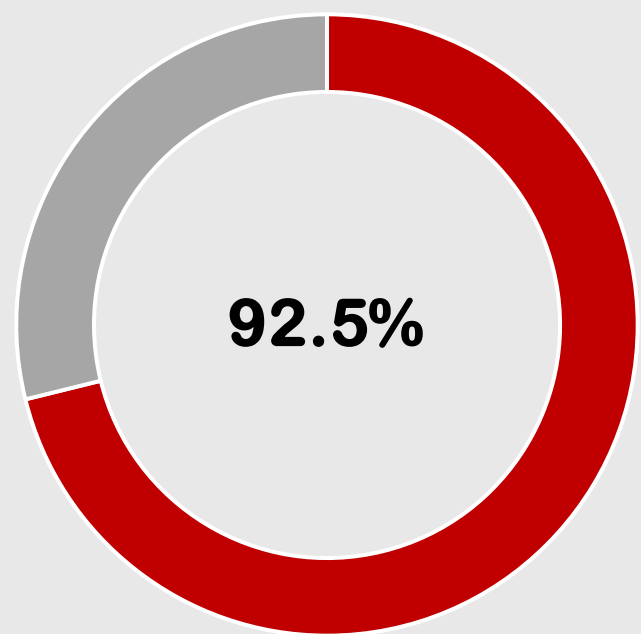
- Additional resources and systems combined increased capacity to become future proof and do more (Robotic Process Automation, Rent Sense, NECH).
- Exceeded year-on-year collection rate for General Needs, Sheltered Housing, HCBS and Garages.
- Better than expected outcome for TA collection and a clear plan for further improvements in collaboration with other internal teams.
- Embedded new collection and arrears policies through resident engagement.
- Substantial Assurance on Housing Rents internal audit for 2024/25.
- A more joined-up and collaborative income management service that is resident focussed.



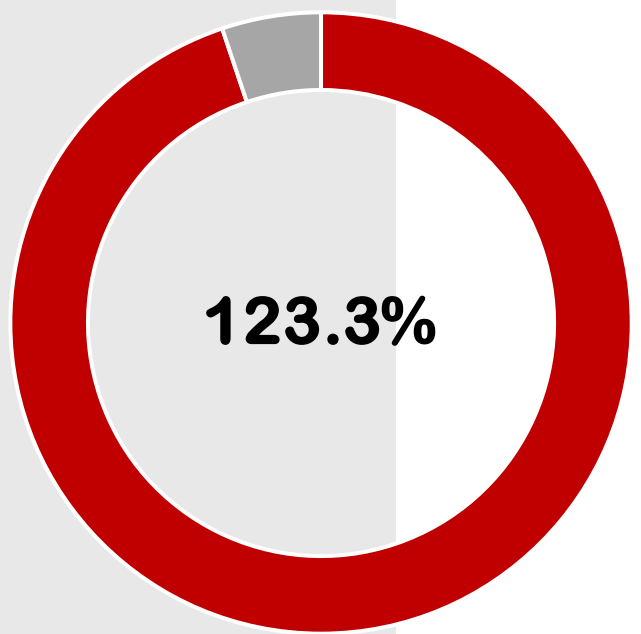
# LEASEHOLDER SERVICE

% of day to day Leasehold service charges collected

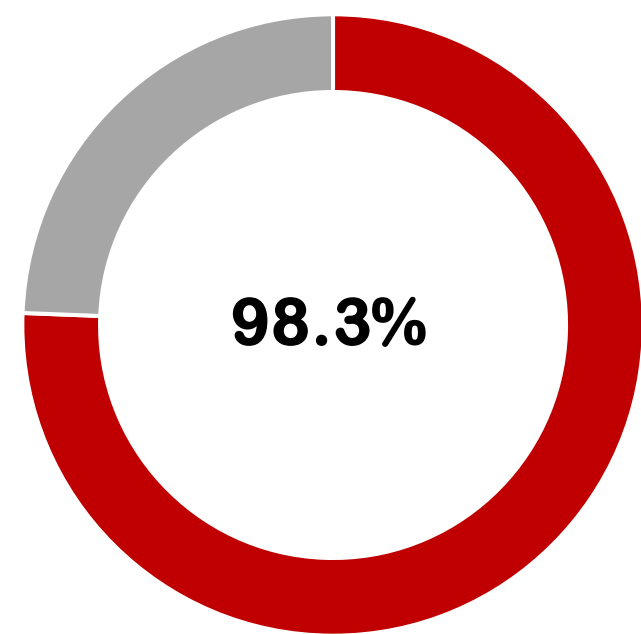
No HouseMark Benchmarking



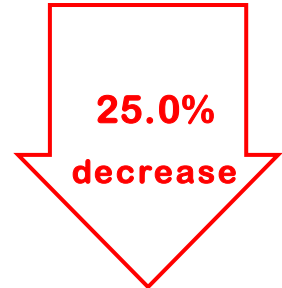
22/23



23/24



24/25



Variance from last year's position

---

## Home Ownership

### Right to Buy

- Reduction in discount led to a 'surge' of applications in November 2024.
- 707 applications received in one month (compared to 213 applications for 23/24 of which 54 completed).
- 707 RTB applications currently being progressed – 32 tenants have withdrawn.

### Income Collection

- Exceeded income collection target for 2024/2025.
- Year-end collection rate of 98.3% against a target of 95%.

### Capital Works

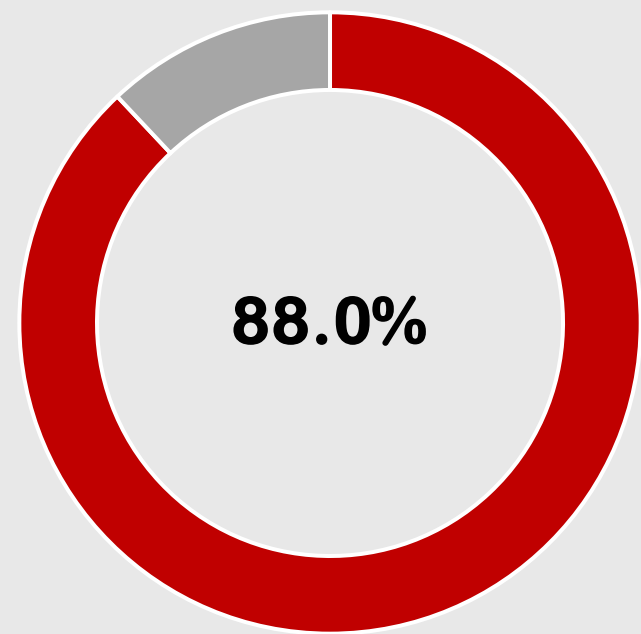
- Section 20 consultation.
- Payment plans <https://www.haringey.gov.uk/housing/leaseholders/service-charges/major-works-invoices>



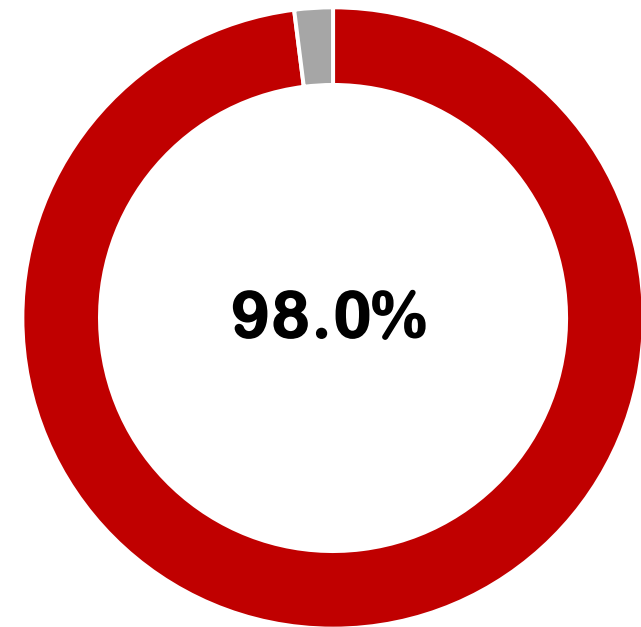
# SUPPORT & WELLBEING

## % of Support Plans in date

No HouseMark Benchmarking



23/24



24/25



## Support & Wellbeing

Support and Wellbeing Service Support Plan Completion:

- The service conducts yearly or as and when necessary individual Support Plans and Risk Assessments with our elderly and vulnerable people living in our Supported Housing Schemes.
- The quality and completion rate has improved month-on-month.
- Currently, the service is at 98% completion rate, and this is a better position than the year before where the top rate stood at 88%.

Service improvements:

- Introduced more resident engagement and activities.
- Health & Safety compliance (100% Compliant on Fire Safety Actions).
- Up-to-date resident information and analysis.
- Co-produced a welcome pack and Hub & Cluster profiles with residents.
- Involving residents with our recruitment process.
- Working towards an appropriate IT and mobile working solution.

---

# QUESTIONS?

This page is intentionally left blank

**Report for:** Housing, Planning & Development Scrutiny Panel

**Title:** Housing Services Resident Engagement Annual Review for 2023/24

**Report authorised by:** Jahedur Rahman, Director of Housing Services

**Lead Officer:** Reda Khelladi, Community and Resident Engagement Manager  
Neehara Wijeyesekera, Assistant Director for Housing Management

**Ward(s) affected:** All

**Report for Key/  
Non Key Decision:** For information.

## 1. Recommendations

That the report be noted.

## 2. Describe the issue under consideration.

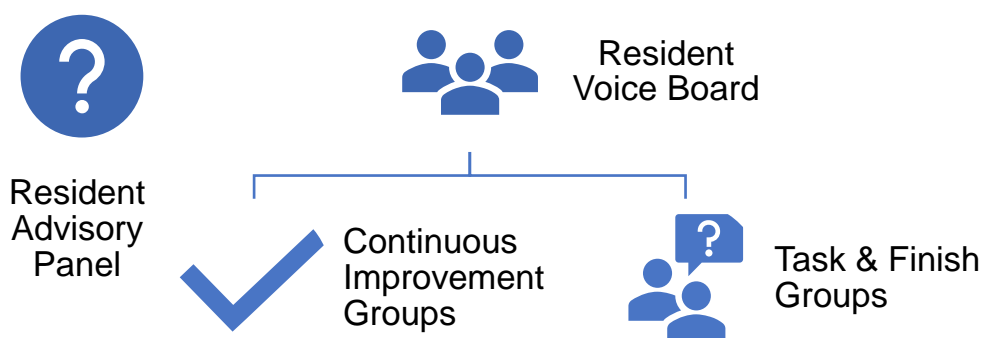
- 2.1 This report sets out a summary of the Resident Engagement Annual Review that covers the financial year 2023-24. The report also provides some background on resident engagement, why it is necessary, and high level outcomes.
- 2.2 A copy of the Resident Engagement Annual Review is provided in Appendix A which will provide the panel with more in depth information and data.

## 3. Background

- 3.1 The Resident Engagement Strategy was adopted by cabinet in July 2022 with 6 clear deliverables:
  - Amplify the voice of residents.
  - Develop a Training Academy for residents.
  - Evolve resident-led scrutiny to hold the leadership and managers to account.
  - Make best use of community spaces, achieved by us investing in the right facilities in the right locations so facilities are accessible to all our communities.
  - Review the role of engagement team to ensure they are recognised, and roles are revised in order to lead and support resident engagement.

- Use customer data to understand their needs and expectations and tailor our services accordingly.
- 3.2 In April 2023, Cabinet approved a Housing Improvement Plan, following the Council bringing the management of the Housing Service back in-house. The plan set out a number of key objectives and actions for improving service for tenants and leaseholders, with the aim to increase satisfaction.
- 3.3 For the Community and Resident Engagement service, this included a series of 17 actions that would support the aims of the Housing Improvement Plan. Objectives relevant to this report included:
- Regular reporting in impact assessment.
  - Amended governance arrangements as part of compliance.
  - Produce a clear and concise customer consultation strategy.
  - Council protocols reviewed to accommodate resident-led scrutiny feedback.
- 3.4 In addition to the Housing Improvement Plan, the Social Housing Regulation Act 2023 was introduced, allowing the Regulator of Social Housing (RSH) to take action against social landlords before people are at risk and holds landlords to account with regular inspections.
- 3.5 The regulator's proactive role is supported by new consumer standards and an inspection regime, of which there are four key areas:
- Safety and Quality
  - Tenancy
  - Neighbourhood and Community
  - Transparency, Influence and Accountability
- 3.6 Beneath these standards there are more specific requirements, of which some relate to how we engage with residents and the impact of their involvement on services. Under the Transparency, Influence and Accountability standard these are:
- Registered providers must take tenant's views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered.
  - Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.
  - Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivery landlord services.
- 3.7 These requirements mean that we must give tenants a wide range of meaningful opportunities to influence and scrutinise our services as a landlord and show how we have taken resident views into account to improve our services, information and communication.

- 3.8 Whilst the actions for Community and Resident Engagement under the Housing Improvement Plan are complete, the Regulator requires the service to continually review progress and change.
- 3.9 In October 2023, the Community and Resident Engagement service in Housing services introduced the newly established governance engagement structure which included a new recruitment process.
- 3.10 This recruitment process achieved a total of 60 recruits. Of these 60, 63% were newly involved in our resident engagement structures, with only 37% having been involved previously.
- 3.11 In terms of the demographic data of our governance involved residents, the below provides a high level summary:
- 75% females and 25% males
  - 73% BAME and 27% white
  - 83% of recruits were tenants and 17% leaseholders
  - 12% had a declared disability
  - 28% were resident association members, with 72% being non-members
  - 38% were 55 to 62 year olds, 25% were 45 to 54 year olds, 20% were 34 to 44 year olds, and 17% were 65 or over.
- 3.12 The governance structure in place consists of a series of Continuous Improvement Groups (CIGs) and Task and Finish Groups, which feed into the Resident Voice Board. In addition there is the Resident Advisory Panel (RAP) who provide scrutiny on specific functions and services. A diagram of this is below:



- 3.13 The CIGs and Task and Finish Groups are service specific. Through them, residents work directly with heads of service on improvements and their implementation. They are chaired by members of the Resident Voice Board and focus on improving customer experience through principles of co-production. Task and Finish groups are usually finite, working on specific initiatives or projects, where CIGs are ongoing and cover services more generally. The current list of groups are:
- Repairs
  - Resident Engagement

- Supported Housing
- Tenancy
- Leasehold
- Estate Parking Management Scheme
- Editorial Communications

#### **4. Summary of Outcomes**

- 4.1 Throughout all forms of engagement, there have been a multitude of outcomes which have impacted our services and residents positively.
- 4.2 It is important to note that these outcomes are only possible due to the dedication shown by our residents, where they have contributed 386 working days of their own time to help shape services with us.
- 4.3 This has led to significant increases in satisfaction with engagement and communication, with an 18% improvement in 'Satisfaction that the landlord keeps tenants informed about things that matter' to 66% for 2023/24 from the Tenant Satisfaction Measures (TSMs). In addition, from the annual STAR survey we have seen a 7% increase in 'Satisfaction that the landlord listens to tenant views and acts upon them' to 44% for 2023/24.

##### Resident Voice Board Outcomes

- 4.4 The Resident Voice Board (RVB) is a resident body that directly influences strategy, policy and processes, where co-production is an integral part of development. In total, the RVB has co-produced 15 policies, 3 strategies, and 1 process which is on average more than one a month.
- 4.5 The RVB have also influences the organisational culture to be more customer focused, with all Heads of Service having attended and presented at RVB, with direct feedback provided on their services.
- 4.6 Seven members of RVB achieved their Chartered Institute of Housing Level 1 qualification, in addition to completing seven training courses from Strategic Thinking and Participatory Budgeting to Value for Money and Scrutiny.
- 4.7 In addition to the above, below are some other achievements of the RVB:
- Commented and challenged performance of housing services quarterly.
  - Addressed housing staff at the annual conference and leadership forum.
  - Took part in the selection of three senior staff in the Council.
  - Review the Resident Engagement budget and strategy with six new deliverables.
  - Set up a procurement panel for contractor selection.



- Contributed to the VAWG (Violence Against Women and Girls) re-commissioning.
- Reviewed the Housing Improvement Plan and Inspection outcomes.
- Selected the independent mentor for the Resident Advisory Panel (RAP).
- Co-produced Social Value ideas for contractors.
- Contributed to the service review carried out by the RAP.
- Developed an action plan for the TSMs.

#### Resident Advisory Panel Outcomes

- 4.8 The RAP completed the first resident led deep dive review of Estate Cleaning and have scoped and planned their second deep dive review into the repairs customer journey.
- 4.9 As part of their review, the RAP have independently run satisfaction surveys, run focus groups with staff and residents, reviewed documents and shadowed staff, presenting their findings to Placemaking and Housing Board with all 21 recommendations included into the Service Improvement plan.
- 4.10 Four members of RAP have completed their Chartered Institute of Housing Level 1 qualification, with 7 courses also completed from Performance Management and Social Housing Act requirements to Conflict Management and Relationship Building.

#### Continuous Improvement Group and Task and Finish Outcomes

- 4.11 There have been a number of impacts across the CIG and T&F groups, impacting a range of functions across the whole of Housing Services. The CIG and T&F groups have:
- Co-designed the new repairs handbook
  - Researched best practice in engagement and co-produced the first draft of the engagement strategy.
  - Reviewed and re-wrote the Engagement Code of Conduct in consultation with Resident Associations.
  - Reviewed and updated the Resident Expenses Policy.
  - Analysed and advised on Void Management.
  - Reviewed the repairs raising process for leaseholders.
  - Co-produced the Disrepair policy and Responsive Repair Policy.
  - Designed and facilitated coffee morning in sheltered housing to gather feedback on the service to be included in final recommendations of a service review.
  - Started the co-design of the Tenancy Strategy.
  - Co-designed the new Leasehold Service Charge booklet.
  - Co-designed the Damp and Mould Policy.
  - Reviewed and commented on Repairs Key Performance Indicators monthly.

- Recommended implementation of call back protocol.
- Shaped HomesZone content.
- Co-designed the consultation for the Estate Parking Management Scheme.
- Reviewed and updated the Residents Association Recognition and Funding policy.
- Co-produced the new Supported Housing Welcome Pack.

## **5. Next Steps**

- 5.1 Some of the challenges initially faced was around trust from residents, accessing seldom heard communities, managing expectations, strengthening relationships, and working with community and voluntary organisations to build capacity for representation. However, since the engagement structure is truly starting to embed in how we operate as a landlord and with residents influencing our approach to address the challenges, we are starting to see the increase in satisfaction as outlined earlier in this report.
- 5.2 The next phase of the engagement journey is to measure the impact of the changes made for residents for 2024/25 in their neighbourhoods through:
- Annual impact of resident engagement evaluation report
  - STAR survey
  - Engaged Resident Survey
  - Targeted communications
- 5.3 We are also launching the new Resident Engagement Strategy for 2025 to 2028 with 6 deliverables that were co-produced with residents. The Strategy is scheduled to go to Cabinet in September for final approval before it is launched to residents. The strategy builds on the previous one as well as strongly linking to the Haringey Deal and the Cabinet approved participation framework.

## **6. Statutory Officers comments (Director of Finance (procurement), Head of Legal and Governance, Equalities)**

Not required.

## **7. Procurement**

Not required.

## **8. Head of Legal & Governance**

Not required.

## **9. Equality**

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

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- 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.

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 Regulator's new Consumer Standards, particularly the Transparency, Influence and Accountability standard are likely to have a positive impact on Haringey council tenants as there is a requirement for landlords to 'understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs' and 'assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services. Additionally, the standard requires that landlords must ensure that their services are accessible.

## **10. Use of Appendices**

Appendix A – Resident Engagement Annual Review 2023-24.

## **11. Background papers - none**

This page is intentionally left blank

# Your impact:

Annual review of Haringey's resident  
engagement

2023/24

## Contents

1.Introduction	2
2. Engagement strategy update	2
3. Outputs and achievements	5
4. Resident Voice Board impact	7
5. Resident Associations	9
6. Haringey Community Foodbox	10
7. Ermine Road Project	11
8. Northumberland Park project update	13
9. Moving forward	15
10.Quotes and case studies	15

## 1. Introduction

This report provides a summary of the achievements against the resident engagement strategy deliverables as well as an overview of the achievements for the financial year 23/24.

The resident engagement strategy was adopted by cabinet in July 2022 with 6 clear deliverables:

- amplify the voice of residents
- develop a Training Academy for residents
- evolve resident-led scrutiny to hold the leadership and managers to account
- make best use of community spaces, achieved by us investing in the right facilities in the right locations so facilities are accessible to all our communities
- review the role of engagement team to ensure they are recognised, and roles are revised in order to lead and support resident engagement
- use customer data to understand their needs and expectations and tailor our services accordingly.

## 2. Engagement strategy update

The table below provides a high-level overview on how we implemented the six deliverables outlined in 1b

Strategy objective	Update	Next steps
Amplify the voice of the residents	<p>We have worked with our residents and RAs to create a new engagement structure that ensures compliance and, more importantly, harnesses the rich diversity of views and opinions of our communities. It ensures that residents' voices are heard and considered in all aspects of service delivery, planning, and monitoring.</p> <p>We developed the Resident Voice Board in October 2023 following a co-production process with the Customer Core Group (CCG). Between April and August 23 a recruitment process and campaign was agreed with CCG.</p> <p>The co-production process highlighted the need for service specific engagement, to match the Housing Improvement Plan (HIP).</p>	We are reviewing the strategy with residents so we can refresh it, and the current focus is on expanding the engagement to include informal ways as well as digital options.

	<p>As a result, we developed a series of continuous improvement groups (CIG) to work directly with Heads of Service to ensure residents' views and opinions were part of the implementation process.</p> <p>A series of focus groups were held to check the priorities in the HIP with residents, prior to Cabinet approval.</p> <p>In addition to the CIG, we have brought all Resident Associations together as part of an RA network (RAN) to ensure that local issues and ideas are filtering through to the RVB (Resident Voice Board) and are considered as part of decision making.</p> <p>Appendix A shows the level of satisfaction of those involved in the engagement structure</p>	
Develop a Training Academy for residents	<p>We have worked with CCG to develop a training programme that is made up of:</p> <ul style="list-style-type: none"> <li>• accredited training</li> <li>• developmental training</li> </ul> <p>Between April 23 and March 24, we have delivered:</p> <ul style="list-style-type: none"> <li>• 22 courses which are run over half a day</li> <li>• Number of participants</li> <li>• 21 residents have completed the CIH (Chartered Institute of Housing) level 1 certificate.</li> <li>• 42 residents completed our non-accredited training courses</li> </ul>	<p>We are now evolving the training to provide additional accredited courses as well as develop a staff training that can be rolled out to Heads of Service and Manager and front-line staff to capacity build them to make best use of the engagement structure and opportunities</p>



	<ul style="list-style-type: none"> <li>We have captured satisfaction with our training programme in Appendix B</li> </ul>	
Evolve resident-led scrutiny to hold our leadership and managers to account	<p>We rebranded and recruited residents to the Resident Advisory Panel (RAP) and completed our first resident-led review of estate cleaning.</p> <p>We have also successfully recruited an independent mentor to support the panel</p>	Publicise outcomes to all residents and continue to ensure deep dive reviews support continuous improvement within housing services
Make best use of community spaces, by investing in the right facilities in the right locations, so facilities are accessible to all our communities	<p>We have worked with our Resident Associations in Commerce Road, Milton Road, Circular Road and Imperial Wharf to:</p> <ul style="list-style-type: none"> <li>fix the centres so they can be used again</li> <li>establish regular activities</li> <li>use the centres as a place to deliver estates surgeries.</li> </ul> <p>Between April 23 and March 24, we have run:</p> <ul style="list-style-type: none"> <li>40 coffee mornings</li> <li>6 keep fit classes</li> <li>30 community events</li> <li>15 Estate Surgeries</li> </ul>	Develop with RA's a series of weekly activities that meet the need of the community locally and evolve the neighbourhood plans to include management of community centres with associated resources.
Review the role of engagement team to ensure they are recognised, and roles are revised in order to lead and support resident engagement.	We have conducted a review of the engagement service and structure and presented the recommendations to HMIB. A new interim structure was put in place in July 23 and is currently being formalised.	Formalise the structure for the service
Use customer data to understand their needs and expectations and tailor our services accordingly	This data has allowed us to tailor our services accordingly by introducing more transparent communication tools, and improving the frequency and quality of safety inspections based on resident feedback. Building Safety Engagement Strategy - Basil Spence House	Engage residents more actively in decision-making processes, such as forming a Building Safety CIG, to ensure that residents voices continue to shape building safety strategies

### 3. Outputs and achievements

a. Our key achievement in the year 23/24 are:

- i. New Resident Engagement Framework that is fully recruited to
- ii. Focus on embedding Consumer standards
- iii. Increased consultations and involvement across all housing services
- iv. Increased funding for our resident groups
- v. All resident-facing policies require resident engagement
- vi. Completion of the building safety engagement strategies with engagement over 60%
- vii. Completion of accredited training by residents involved in the engagement structure
- viii. Significant increase in TSMs (Tenant Satisfaction Measures) related to engagement
- ix. Development of participation framework and consultation guidance
- x. High satisfaction with our training offer and with the engagement opportunities.

b. Below are tables showing the outputs of the engagement team between April 23 and March 24

Resident Group within engagement structures	Involved residents	Volunteer hours per month	Total hrs per person per month	Annual (based on 10 working months)
Resident Voice Board	15	4	60	600
Resident Advisory Panel	7	6	42	420
Tenancy CIG	8	0.5	4	40
Leasehold CIG	6	0.5	3	30
Supported Housing CIG	8	1	8	80
Repairs CIG	8	1.5	12	120
Resident Engagement CIG	6	0.5	3	30
Resident Associations	6	0.5	3	30
Based on average attendance				1350 (eq. 193 working days)

Short-term resident engagement activity	Engaged residents	Involvement hours	Total
Resident training sessions	383	2.7	1034.1
STAR focus groups	24	2	48
Resident recruitment drive - information workshops	183	1.5	274.5
Resident recruitment drive - assessment days	60	3	180
Resident recruitment drive - induction day	37	3	111
Resident recruitment drive - bus tour	37	5	185
Building safety engagement strategy	1077	0.25	269.25
Carroll Court community development meeting	17	1.5	25.5
Carroll Court Summer BBQ	5	3	15
Consumer standards consultation - online	11	1.5	16.5

Short-term resident engagement activity	Engaged residents	Involvement hours	Total
Ermine Road community development meeting	29	1.5	43.5
Ermine Road Xmas event	25	2	50
Ferry Lane green space consultation	132	0.25	33
Haringey in Bloom awards ceremony	50	2	100
Haringey Unsung Women's Awards ceremony	45	2	90
Love Lane Winterfest	80	1	80
Supported Housing improvement forum	100	2.5	250
Supported housing service review - feedback sessions	37	2.6	92.5
Housing Service estate drop-in	469	0.5	234.5
Sudanese housing surgery	10	1	10
Home Swap/Downsizing Events	70	0.5	35
Ermine Road housing surgery	37	0.5	18.5
Resident Association activity	2673	1	2673
<b>Total</b>			<b>5868.85</b>

<b>Total number of Resident Associations</b>	<b>27</b>
Number of active Associations	16
Number of Associations identified as potentially at risk	1
Number of Associations with support plans in place	3
Number of Associations recognised not funded	5

Regular community activity	No of groups	No of participants	Activity hours per week	Total engaged hours per week	Annual hours based on 10 working months
Gardening groups	2	6	3	18	180
Coffee mornings	3	18	2	36	360
<b>Total</b>					<b>540</b>

<b>Uniquely involved residents</b>	<b>Totals</b>
Engagement structure	40
Resident Associations	173
Advocates	5
	<b>218</b>

<b>Funding/Grants</b>	<b>Totals</b>
Internal	£10,097
External	£3,515
<b>Total</b>	<b>£13,612</b>

## 4. Resident Voice Board impact

The Resident Voice Board was established in October 2023 as the formal overarching resident board to work alongside the leadership of the organisation to monitor performance, bring a resident perspective to service planning and co-design with Heads of Service, changes and improvements to increase satisfaction.

Since its formation, the RVB has played an instrumental role in shaping and enhancing service delivery across various key areas within the housing and community sector. Through a series of focused discussions and collaborations with service leads, residents have provided valuable insights, contributing to the review, refinement and implementation of policies, strategies aimed at improving the experience of residents.

The most significant impact of the new engagement structure and RVB is the shift in the organisation's culture, whereby we now have regular and consistent engagement from all areas of the organisation as well as parts of the organisation that sit outside of housing services. This is particularly significant as it demonstrates the success of the team in embedding engagement and mainstreaming it whereby it is now part of the business language across the many oversight boards.

RVB have also been the first resident board to receive and comment. From a resident perspective, on the Key Performance Indicators that are shared with all internal boards and panels, and this has helped ensure residents understand the challenges we face and the plans we have in place which is helping strengthen our relationship with residents and build the required trust to ensure stronger collaborative relationships and support our commitment to be accountable and transparent.

In addition, we have also shared all findings from the resident surveys on the TSMs with RVB and we are working with them on plans to improve satisfaction. Again, this is very significant change in how we operate, demonstrating our commitment to co-production and continuous conversation with our residents.

The bulk of the work with RVB has been on working through the programme of policy and strategy update required. Below, is a detailed report on the areas covered and the outcomes achieved through this collaboration.

### 1. Violence against women and girls (VAWG) recommissioning

Residents on the board engaged with service leads to assess the current provision for supporting women and girls facing violence. They discussed areas for improvement, including the accessibility of support services, response times, and enhanced community awareness. Their feedback has informed the recommissioning process, ensuring that future services are more responsive to the needs of survivors and better integrated with other local services.

### 2. Former tenant arrears policy

- a. Board members worked with policy makers to review the approach to recovering former tenant arrears.
- b. Residents provided input on how arrears are communicated to ex-tenants, focusing on fairness and clarity. They also emphasised the need for supportive measures for tenants who may have struggled financially, leading to adjustments in how repayment plans are structured and communicated.

### **3. Estates and neighbourhoods strategy**

- a. In discussions around the Estates and Neighbourhoods Strategy, residents contributed ideas for improving the cleanliness, safety and overall maintenance of communal spaces. They advocated for enhanced communication regarding service schedules.
- b. Board members would welcome being involved in developing the engagement framework and process to support this important service.

### **4. Vulnerable residents policy**

- a. The board reviewed the policy designed to protect vulnerable residents, including those with physical or mental health challenges.
- b. Residents provided feedback on the need for stronger identification mechanisms and earlier interventions.

### **5. Safeguarding residents policy**

- a. Collaborating on the Safeguarding Residents Policy, board members discussed ways to strengthen protections for those at risk of abuse or neglect.
- b. Their input highlighted the need for clearer reporting processes and more frequent staff training.

### **6. Estate parking strategy**

- a. Residents worked closely with service leads to address issues related to estate parking, including the allocation of spaces and enforcement of parking rules.
- b. A task and finish group has been set up to work with the project manager on the consultation process for the Estate Management Parking Scheme (EMPS).

### **7. Anti-social behaviour (ASB) policy and procedures**

- a. The board reviewed the ASB policy and procedures, offering insights into how the current approach could be improved. They advocated for quicker response times and stronger support for victims of anti-social behaviour.
- b. Concerns were raised over the fragmented approach involving multiple agencies, emphasising the need for better collaboration.
- c. The board recommended that there should be an analysis of case studies to identify strategies that were ineffective in addressing ASB issues, in an aim to improve future approaches.

### **8. Housing decisions policy**

- a. Residents provided feedback on how housing decisions are made, particularly concerning allocations and exceptional circumstances, stressing the importance of transparency and fairness in decision-making processes.

### **9. Housing income collection policy**

- a. The board reviewed the policy ensuring it strikes a balance between efficient collection and support for tenants facing financial difficulties.
- b. The language used in the policies should be carefully crafted to demonstrate that the organisation is actively listening to and working with residents to help prevent debt.

### **10. Housing arrears policy**

- a. Board members worked with the service to refine the approach to managing housing arrears, advocating for clearer communication about arrears and greater support for tenants at risk of falling behind.
- b. Their feedback has contributed to a policy that is more focused on early intervention and provides tenants with the tools and support needed to avoid escalating arrears.

### **11. Tenancy strategy**

- a. The board provided input on the tenancy strategy, ensuring that it aligns with the needs of residents.
- b. They discussed areas such as tenancy length, support for maintaining properties, abandonment, and care leavers.

### **12. Review of key performance indicators (KPIs)**

- a. The board has received regular reviews of the KPIs used to measure service performance, providing feedback on the metrics that matter most to residents.

### **13. Review of generic correspondence (income management)**

- a. Residents were asked to review the language used in letters sent by the Income Management team to tenants regarding 53-week rents versus universal credit, rent collection and arrears.
- b. Their feedback focused on making the tone of the letters more empathetic and supportive, rather than punitive offering clear information about available support without causing undue stress or anxiety.

The collaboration between the Resident Voice Board and service leads has been highly productive, resulting in meaningful improvements to service delivery across multiple areas. By ensuring that residents' voices are central to policy and strategy development, we have been able to create more resident-focused services that better meet the needs of our community. This ongoing partnership will continue to be a vital part of our efforts to enhance service delivery and improve the living conditions for all residents.

## **5. Resident Associations**

- a. Over the past year, our team has been dedicated to supporting Resident Associations across our communities, helping them grow and thrive through a range of initiatives. We have focused on providing practical resources, financial support, and opportunities for engagement to ensure these groups can continue making a positive impact in their local areas.
- b. We have actively assisted RAs in securing funding to support their activities and initiatives. Through guidance on applying for grants and accessing local funding opportunities, several associations have been able to finance community projects, events and improvements to their neighbourhoods. So far, our team has supported 21 associations in securing a total of £13,600 in funding for events, youth programmes and resident engagement activities.
- c. Our team has been consistently attending Resident Association meetings to offer direct support and maintain strong relationships with residents. By participating in these meetings, we have gained a better understanding of local concerns and priorities, allowing us to tailor our services and interventions more effectively. This presence has also helped build trust and ensure residents feel heard and supported in their efforts to improve their communities.
- d. We have supported RAs in organising and participating in community events, fostering stronger connections within neighbourhoods. These events have not only increased community engagement but have also served as platforms to raise awareness of local services and initiatives.



- e. Recognising the importance of empowering Resident Associations with the right skills and knowledge, we have provided a series of training workshops. These sessions have focused on areas such as:
- Community engagement: equipping associations with strategies for building strong community relationships and increasing resident participation.
  - Governance and leadership: providing guidance on running effective meetings, managing funds and ensuring accountability within the association

By offering this training, we've helped Resident Association members enhance their knowledge and capabilities, enabling them to operate more effectively and achieve better outcomes for their communities.

Beyond formal training, our team has provided ongoing mentorship and one-to-one support to Resident Associations. We have been available to offer advice on navigating challenges, planning new initiatives and accessing further resources.

Through our efforts, we have significantly strengthened the capacity of our Resident Associations to serve their communities.

## 6. Haringey Community Foodbox

This initiative was set up in 2019 in response to the migration from legacy benefits to Universal Credit to assist those facing financial difficulty. Since then, the Community Foodbox has helped to support families through Covid-19 and the cost of living crisis.

Over the past year, the service has been operating without a budget, relying solely on the generosity of donations from individuals and local organisations. This support has allowed us to provide vital food supplies to those in need.

As we approached the end of the budget year, we faced increasing challenges in sustaining the service and, unfortunately, had to temporarily suspend service provision due to limited resources.

We remain committed to addressing food insecurity within our communities and are exploring sustainable funding options to relaunch and continue the Foodbox service in the future.

Outputs achieved by this service

- No. of referrals received – 230
- No. of beneficiaries - 442
- Household type
  - Single = 119
  - Couple/lone parent = 58
  - Small families (3/4) = 40
  - Large families (5+) = 13
- Approximate value of food parcels - £6,800

## 7. Ermine Road Project

- a. Prior to and following the building of Olive Morris Court, there was some opposition from some residents around this tenure. Residents had their concerns about the potential tenants and the potential for an increased level of Anti-Social behaviour (ASB) in the area. This was mitigated by a creation of a community steering group.
- b. There were residents' concerns relating to repairs, ASB, lack of local provision and the community not having a mechanism for their voice to be heard locally by the council. Residents were unsure of access routes and the reporting mechanisms or who their local officers were. Residents also expressed that there was a lack of visibility from council officers.
- c. Following these challenges Housing Related Support provided funding to the Community and Resident Engagement team in Housing Management to appoint a Community Engagement Officer on a one-year fixed term contracts as a pilot and to address some of the concerns raised by the community. The role was matched by a Neighbourhood Officer funded by HRA (Housing Revenue Account) and reported to the ASB team in tenancy management. The latter role was also funded for a one-year FTC.
- d. The purpose of these appointments was to actively engage with the communities of Olive Morris Court, Ermine Road and Plevna Crescent with the view to building a cohesive community, combat ASB and any other issues residents had raised and to work in conjunction with other stakeholders in the locality. In addition, the roles were to create new routes of engagement and communication between the council and the community.

### Challenges

Following the successful appointments, several challenges were mapped, and a plan put in place to address them. These challenges were:

- Engaging and developing a network of resident representatives
  - Co-ordinating stakeholders' engagement to address resident concerns
  - Building trust with the community due to previous experiences
  - Accessibility of local community spaces for residents.
  - Lack of funding to deliver community activities aimed at bringing community to provide a positive resident experience.
  - Engaging with all sections of the community, particularly those seldom heard
  - Delayed start of the neighbourhood officer role due to personal circumstances; so, the project operated with a 50% capacity for a few weeks.
- f. Despite this last challenge on capacity, we continued with the engagement work and the planning. We designed a newsletter that was hand delivered to each resident homes to introduce the new employees to the area and explain what the remit was and what the strategy for engagement was going forward.
  - g. In August 2024, we formed a Community Development forum building on the previous community steering group, to provide residents with a forum to voice their concerns on estate matters and to develop initiatives to tackle some of the concerns raised.
  - h. The forum was inclusive and involved Olive Morris court management and residents, stakeholders such as police, external partners such as Veolia (council's refuge and environment contractors) and local ward councillors. The forum provided an opportunity to update residents and members on the work being done, action updates as well as a positive space to shape the way the community wanted their services delivered, activities they wanted to see locally to support community health and wellbeing. To date we have hosted



Three meetings with an average 15 residents attending. A fourth meeting is scheduled for April 2024.

- i. As a result of these meetings Veolia have increased their checks in the locality regarding fly tipping and other environmental matters, they have also provided direct contact information for residents to raise concerns and address issues promptly.
- j. In addition, police and safer neighbourhood teams offered a forum for residents to raise any concerns regarding ASB and other issues of concern. As a result, the police and safer neighbourhood teams have increased patrols based on resident feedback. Police also are feeding back to residents on arrests and plans in line with Community safety plan and gathering feedback to enhance and evolve the offer
- k. The Resident Engagement team in collaboration with the Triangle family Hub and The Tottenham Hotspur foundation started a weekly adult exercise group to tackle health (mental and physical) inequalities in the area and support the council plan to keep residents active. This is attended by approximately 20 – 30 residents weekly and the sessions are still ongoing.
- l. The Resident Engagement team in collaboration with Thru life voluntary organisation and the Ermine rad centre organised a weekly multi sports session for young people. The resident engagement team secured funding from Sport England and the National lottery. Residents expressed they wanted more activities for their young people, aged between 8- 16. On average there are 12 young people attending, making use of the local community space. This was an initial 6-week pilot project, and a new funding bid has been submitted for this project to continue. The outcome of this is that there is a safe and secure space for young people to enjoy sports and supports young people being healthy. It is also a positive influence on local young people to help them make better and safer choices.
- m. The Resident Engagement team in in collaboration with Housing developers The Hill Group arranged food and supplies, over the Holiday period, for the residents of Olive Morris Court. This ensured that some vulnerable residents were able to have necessary meals and provide additional support and linkages with support services.
- n. Weekly resident surgeries for residents to meet housing services staff including repairs officers to discuss any issues and get updates. The outcome of this is that residents are aware of the council housing services officers. Thus, we were responding to residents' feedback by demonstrating responsiveness to residents needs and increasing visibility in the community. The surgeries included staff from ASB teams, financial inclusion and Employment and training. On average, we had circa 25 residents attend each surgery.
- o. The Resident Engagement team arranged a community festive event where residents were able to meet and develop new relationships with other members of the local community. Invites were extended to all. The aim of the event was to provide a safe space where residents develop new links and relationships with their neighbours and to benefit from mutual support. The outcome was that 20 residents attended, and new relationships were formed with residents, widening the pool of engaged residents.
- p. A continual relationship established with trusted Estate advocates, and we were able to link them with tenancy and estates team so that they could collaborate on issues and respond to community need quickly and easily.
- q. We established excellent relationship with members of the community that were seldom heard, and we provided updates and encouraged representation. We developed a newsletter that gave residents information on how to access services and where to get support.
- r. In addition to the above, we worked to provide 220 tickets for Alexandra Palace Fireworks. The outcome was that residents were able to access a premier event in the local borough; and we supported a scheme for residents to receive tablets (10) with sim cards (60) and data for those who were not digitally connected, so that they were able to access services online.

- s. Resident feedback: Residents have been positive about the engagement and ongoing work that has taken place in their community. There is a sense amongst the residents that the council are now listening to their concerns and putting tangible things into place to support them. Residents now feel they have someone in place that they can contact and get things addressed.

Meetings and events that are now held locally are attended well and the rapport and trust between the council and the residents have been restored. Residents have verbally shown appreciation and written to the council to express their gratitude. There has been emails and verbal feedback about the fitness sessions, which they have acknowledged have supported their mental and physical health.

Advocates in the area, who at first were a challenge to co-design with, have now seen the value of the work that the Community Engagement team have completed in the first nine months of this role.

The residents are also extremely pleased that the ASB in the area has now reduced due to the partnership and collaborative working with the safer neighbourhood teams. The attendance of Olive Morris Court staff at the Community Development meetings to provide updates has reassured the community that there is continual support and consideration of all the community needs. This has been a positive and the residents have remarked that they are happy with this approach.

## 8. Northumberland Park project update

- a. Since the establishment of the team in 2022, the Northumberland Park Engagement Team has made substantial progress in estate management, resident empowerment, and community safety.
- b. Key achievements

### Walkabouts

- number of walkabouts: 20
- stakeholders involved: various, including the Police, ASB and the Community Safety team.
- Purpose: Address estate issues, improve safety, and enhance community relations

### Repairs and maintenance

- Total repair queries handled: 160
- Monthly average: 20
- Completion: Full completion of repair queries
- Key contacts: Established useful contacts within the repairs department to expedite issues.

### Resident empowerment and capacity building

- Resident Empowerment: Residents now directly contact repairs and other services, using reference numbers to follow up if necessary.
- Resident Associations: Empowered three associations (Love Lane, SALB, Kenneth Robbins House Residents Association) to operate independently and hold committee meetings. Carried out Committee skills training and successfully set up bank accounts for KRH (Kenneth Robbins House) and Love Lane RA.

### Community and safety initiatives

- Anti-Social Behaviour (ASB): Handled over 50 ASB cases, replaced door entry systems at Moselle House to combat ASB and rough sleeping.
- Drug issues: Established strong relations with the police to address drug issues at Rothbury Walk and Waverly.
  - Pram Sheds ownership: worked with the Tenancy department to ascertain ownership of pram sheds.

### Estate surgeries

- Number of Surgeries: 2 with over 45 attendees
- Teams involved: Tenancy Management, Repairs, Estate Services Team, Neighbourhood Improvement, Financial Inclusion, Income Management, Project 2020, Haringey Works, and the ASB Team
- Purpose: To meet with residents' face to face and address various issues directly

### Regeneration and playgrounds

- Love Lane Playground Launch: Collaborated with the Regeneration Team to launch the new children's playground, with over 100 attendees.

### Council presence and visibility

- Increased presence: enhanced council visibility at the NRC, leading to improved issue resolution for residents.

### Summary of activities and impact

Activity	Description	Impact
Walkabouts	20 walkabouts with various stakeholders, including the police	Enhanced community relations and estate safety
Repair queries handled	160 repair queries, averaging 20 monthly	Improved repair response times and issue resolution
Resident empowerment	Residents handle queries directly, contacting us if necessary	Increased resident independence and reduced direct intervention
Resident associations	Empowered three associations to hold meetings	Strengthened resident leadership and community engagement
ASB cases	Addressed over 50 ASB cases, improved door entry systems	Reduced ASB incidents and rough sleeping, increased safety
Pram sheds ownership	Worked with Tenancy to identify shed owners	Better management and utilisation of pram sheds
Estate surgeries	Conducted two surgeries involving multiple teams	Direct engagement with residents to resolve various issues
Playground launch	Collaborated on the Love Lane playground launch	Provided recreational space for residents, enhancing community well-being
Council presence	Increased presence at the NRC	Improved responsiveness and resolution of resident issues

## Moving forward

The achievements outlined above have laid a solid foundation for ongoing and future initiatives. The established relationships, empowered resident associations, and improved processes are expected to continue fostering a positive and proactive community environment. Maintaining this momentum and building on these successes will further enhance the living conditions and community spirit at Northumberland Park.

## Quotes and case studies

“I joined the advisory group as I have been a Haringey resident all my life and I’ve seen the service provided to residents go down. This group will help improve the housing services and I am able to give my suggestions or help where I can. I would recommend anyone to join because if you want to see change, you have to be part of it.”

“Haringey, and the housing services especially are changing, turning a new leaf. In the session, we had Directors, an Assistant Director, and the Councillor. It is really good to meet them in person, to see how we can all co-design things to make Haringey a better place, because it is honestly the best place to live on Earth, as far as I’m concerned. These events are an access point for everybody, whoever you are, to participate in your community.”

“I’ve been a tenant since 1997, and I joined to learn more about these changes that the council is now making. Obviously, it’s time to bring people in and have them have their say. This induction session was very good, very interesting. It’s good to actually know who’s who and what’s, what.”

“We’ve had a lot of training, so we’re learning things about social housing, both legally and socially. We’ve had a tour around all the estates, and I had no idea they varied so much, both in location and in terms of types of property”

“As an ordinary citizen, I didn’t really realise how much the council had to deal with and how little resources it has from central government. It’s really interesting, looking at the whole system and how we can effect change bit by bit by looking at each different challenge. We can provide our point of view and can help shape the council’s policies and strategies going forward, so it’s very exciting.”

Quote from PC Theodore Robertson – South Tottenham Ward – Metropolitan Police

“We’ve been patrolling Ermine and Plevna regularly, mostly by foot. Plevna seems to have a decrease in ASB, we haven’t found anybody smoking weed or causing ASB for a while. The alleyway on the east end of the estate has what appears to be some rubbish and someone probably was using there to sleep but there isn’t anybody there sleeping now.

We’ve also been patrolling Ermine; the children’s play area hasn’t had people causing ASB when we have been and last time we went (this week) it appeared to be locked. We’ve also been dropping in to OMC, I’m planning on having a meeting with them sometime next week. There has also been plain clothes patrols by officers from the Territorial Support Group in the area in order to disrupt violence, we have liaised with them, and I mentioned Plevna and Ermine for them to pay attention to.”

## Case study: enhancing accessibility for a vulnerable resident

**Background:** A vulnerable resident who relies on a mobility scooter for transportation was facing significant challenges in accessing her flat. The entrance to her home was not equipped to accommodate her scooter, making it difficult for her to enter and exit her home independently. Concerned about her situation, the resident reached out to the Community Engagement Team for assistance.

**Problem:** The resident's inability to access her flat safely and comfortably was affecting her daily life, limiting her independence and mobility. Without proper access, she faced increasing frustration and anxiety about her living situation.

**Response:** Upon receiving her request for help, the Community Engagement Team promptly acted by signposting the resident to the Connected Communities service. Recognising the urgency of the situation, the team referred the resident to Occupational Health for a thorough assessment of her needs.

Occupational Health evaluated the resident's home and mobility requirements and determined that installing a ramp would be the best solution to improve accessibility. The necessary arrangements were made, and a new ramp was installed at the resident's flat entrance.

**Outcome:** With the installation of the new ramp, the resident can now easily access her flat using her mobility scooter. This improvement has greatly enhanced her independence, allowing her to enter and exit her home safely and without assistance. The intervention by the CET and the collaboration with Connected Communities and Occupational Health successfully addressed the resident's concerns and significantly improved her quality of life.

**Conclusion:** This case demonstrates the effectiveness of timely intervention and interdepartmental collaboration in addressing the needs of vulnerable residents. By working together, the Community Engagement Team, Connected Communities, and Occupational Health were able to provide a practical solution that restored the resident's independence and ensured her home was accessible and safe.

## Case study: supporting a local voluntary group “Women with a Voice”

This group supports women, girls and their families, in the Northumberland Park area, who have been affected by domestic abuse.

Sadly, the group was moved out from the Eric Allin Community Centre and had nowhere else to relocate to. This was when the Community Engagement team who were based at the NRC Neighbourhood Resource Centre linked them up with the centre and helped secure a permanent home for the group to run their weekly meetings. The group have been extremely grateful for this quick turnaround and as a result the group numbers have increased.

Ms P who helps runs the group was so thankful and appreciative that the CET has managed to secure a permanent space to meet.

A quote from a group member, “the women who attend the group will continue to feel empowered, all thanks to the Community Engagement team, thank you for sorting this out!”



## Case study: reclaiming property at Rothbury Walk from drug dealers

**Background:** For several months, a property at Rothbury Walk had been taken over by drug dealers, leading to significant disruption in the neighbourhood. The presence of these individuals not only caused an increase in anti-social behaviour but also instilled fear and discomfort among the residents within the community. The local community was deeply affected, with many neighbours feeling unsafe in their own homes.

**The problem:** The drug-related activities at Rothbury Walk led to frequent disturbances, including loud noises, suspicious individuals loitering around the area, and an overall decrease in the quality of life for residents. The situation was ongoing, and despite initial efforts, the problem persisted creating a sense of helplessness among the community members.

**Response and action:** Recognising the severity of the situation, the community, with the support of CET, the local police, decided to take decisive action. Collaborating closely with the anti-social behaviour team, a plan to monitor the property and gather the necessary evidence to address the issue effectively was put in place.

The police played an important role in the operation, working diligently to ensure that the drug dealers were removed from the property. Through a coordinated effort, the property was eventually cleared, and the individuals involved in the illegal activities were dealt with appropriately.

**Outcome:** With the property in Rothbury Walk finally being reclaimed, the community has seen a significant improvement in their neighbourhood. The removal of the drug dealers has led to a reduction in anti-social behaviour, and residents now feel a renewed sense of safety and peace in their surroundings. The successful resolution of this issue has restored confidence among the neighbours and reinforced the importance of community and police collaboration.

**Conclusion:** The situation at the property in Rothbury Walk serves as a powerful reminder of the impact that collective action can have in resolving serious issues. With the support of the police, the community was able to reclaim their neighbourhood and restore a sense of normality and safety. This case highlights the importance of vigilance and cooperation in addressing problems that affect the well-being of the local residents.

## Case study: supporting a resident after a tower block fire incident

**Background:** Over a weekend, a fire broke out on the 6th floor of a tower block in Northumberland Park. The fire caused extensive damage, completely gutting the affected apartment. Mrs. B, the resident of the apartment, was devastated by the incident. In addition to the loss of her home and items within the property, Mrs. B's neighbour was distressed as her goldfish died in its tank due to the fire.

**Response:** On the following Monday, the Community Engagement team promptly visited Mrs. B to check on her well-being and ensure she was safe. The team provided emotional support and reassured her that assistance was available to help her through this challenging time. Given the severity of the situation, the complaint was escalated to the Assistant Director level to address the resident's concerns effectively. The Community Engagement team worked closely with the Assistant Director to manage Mrs. B's expectations and provide her with the necessary support and information.

**Outcome:** Thanks to the efforts of the Community Engagement team and the Assistant Director, Mrs. B received the care and attention she needed during this difficult time. The prompt response and empathetic approach helped to alleviate some of her distress. Nimisha, the Assistant Director, was satisfied with the outcome and the way the situation was handled, ensuring that Mrs. B's concerns were addressed appropriately.

**Conclusion:** This case highlights the importance of swift and compassionate action in the aftermath of traumatic events. The Community Engagement team's timely intervention and the Assistant Director's involvement played a crucial role in supporting Mrs. B and managing her expectations during a very challenging time. She spoke to the team and expressed appreciation and support during this difficult time.

This page is intentionally left blank



**Report for:** Overview and Scrutiny Committee – 19<sup>th</sup> June 2025

**Title:** Housing Planning & Development Work Programme

**Report**

**authorised by:** Ayshe Simsek, Democratic Services and Scrutiny Manager

**Lead Officer:** Philip Slawther, Principal Scrutiny Officer

Tel: 020 8489 5896, E-mail: [philip.slawther2@haringey.gov.uk](mailto:philip.slawther2@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 Housing Planning & Development Scrutiny Panel

**2. Recommendations**

- 2.1 To note the current work programme for the Housing Planning & Development Scrutiny Panel and agree any amendments, as appropriate.
- 2.2 That the Panel give consideration to the agenda items and reports required for its meetings in 2025/26. The next meeting is scheduled to be held on 7<sup>th</sup> October 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 Panel will need to have regard to its capacity to deliver the programme and officers' capacity to support them in that task.

**4. Background**

- 4.1 The current draft iteration of the Panel's work plan for 2025-26 is provided as **APPENDIX A**.
- 4.2 The Panel 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.

## **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 they 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 work of the OSC and the scrutiny panels.

**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 – Housing Planning & Development Scrutiny Panel Work Programme 2025-26

## Housing, Planning & Development Scrutiny Panel

### Work Plan 2024 – 2026

<b>1. Scrutiny review projects;</b> These are dealt with through a combination of specific evidence gathering meetings that will be arranged as and when required and other activities, such as visits. Should there not be sufficient capacity to cover all these issues through in-depth pieces of work, they could instead be addressed through a “one-off” item at a scheduled meeting of the Panel. These issues will be subject to further development and scoping. It is proposed that the Committee consider issues that are “cross cutting” in nature for review by itself i.e., ones that cover the terms of reference of more than one of the panels.		
Project	Comments	Priority
TA Placements Policy & TA Discharge of Duty Policy	The Panel would like to do a short review to align with the development of these two strategies. The Panel would like to look at Temporary Accommodation and how the organisation decides who is placed in what type of property. The Panel is concerned about the use of expensive nightly paid accommodation and the use of Travelodges. The Panel would also like to look at the types of accommodation that we place people in to discharge out housing duty, particularly use of the private rented sector.	

<b>2. “One-off” Items;</b> These will be dealt with at scheduled meetings of the Panel. The following are suggestions for when particular items may be scheduled.	
Date	Potential Items
<b>2024/25</b>	

<b>30 July 24</b>	<ul style="list-style-type: none"> <li>• Terms of Reference</li> <li>• Housing Asset Management Plan</li> <li>• Leaseholders</li> <li>• Fire Safety Action Plan</li> </ul>
<b>26 September 2024</b>	<ul style="list-style-type: none"> <li>• Housing Strategy &amp; Policies Programme</li> <li>• HRA Capital Governance</li> <li>• Placemaking Programmes and Funding</li> <li>• Response to Ombudsman Complaint in relation to Planning Application HGY/2022/4537</li> </ul>
<b>05 November 2024</b>	<ul style="list-style-type: none"> <li>• Housing Associations</li> <li>• Work Programme</li> </ul>
<b>21 November 2024 (Budget Meeting)</b>	<ul style="list-style-type: none"> <li>• Budget scrutiny</li> </ul>
<b>16<sup>th</sup> December</b>	<ul style="list-style-type: none"> <li>• Budget Scrutiny (HRA)</li> </ul>
<b>06 March 2025</b>	<ul style="list-style-type: none"> <li>• Verbal Update on the Local Plan consultation timetable and process</li> <li>• Allocations Policy</li> <li>• Housing Mock Inspection</li> </ul>
<b>2025/26</b>	
<b>23 June 2025</b>	<ul style="list-style-type: none"> <li>• Terms of Reference</li> <li>• Housing Resident Engagement Impact Assessment April 2023 to December 2024</li> <li>• Housing Adaptations</li> <li>• Housing Service Performance Scrutiny 2024/25 Outturn</li> </ul>

	<ul style="list-style-type: none"> <li>• Cabinet Member questions (Cllr Williams)</li> </ul>
<b>7 October 2025</b>	<ul style="list-style-type: none"> <li>• <i>Standing Report – KPI Update</i></li> <li>• <i>Q1 Budget &amp; Performance Monitoring report (Finance)</i></li> <li>• Housing Improvement Programme and outstanding actions from the Social Housing regulator referral. <ul style="list-style-type: none"> <li>○ Damp &amp; Mould and preparedness for Social Housing Consumer Standards/Awaab’s Law</li> <li>○ Progress Against Decent Homes Standard</li> <li>○ Legal Disrepair Claims</li> <li>○ Update on Fire Safety Actions</li> </ul> </li> </ul>
<b>17 November 2025 (Budget)</b>	<ul style="list-style-type: none"> <li>• <i>Standing Report – KPI Update</i></li> <li>• 12-month update on the actions from the Review into PRS</li> <li>• Budget Scrutiny</li> </ul>
<b>15<sup>th</sup> December 2025</b>	<ul style="list-style-type: none"> <li>• <i>Standing Report – KPI Update</i></li> <li>• <i>Q2 Budget &amp; Performance Monitoring report (Finance)</i></li> <li>• HRA Budget Report</li> <li>• Estate Renewal</li> <li>• Cabinet Member questions (Cllr Gordon)</li> </ul>
<b>9<sup>th</sup> March 2026</b>	<ul style="list-style-type: none"> <li>• <i>Standing Report – KPI Update</i></li> <li>• Update on the Council’s Housebuilding Programme</li> <li>• Voids</li> <li>• Neighbourhood Moves Scheme (Update on its implementation, proposed changes &amp; progress to date)</li> <li>• Cabinet Member questions (Cllr Williams)</li> </ul>

Indicative future agenda items:

- Local Plan
- Older People’s Housing Strategy & Rightsizing Strategy

- Tenant Satisfaction Measures (survey results)
- Housing Officers: Caseload, expectation, performance management, KPIs etc, relationships with residents.