

## **NOTICE OF MEETING**

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# **Executive**

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TUESDAY, 20TH MARCH, 2007 at 19:00 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

**MEMBERS:** Councillors Meehan (Chair), Reith (Vice-Chair), Canver, Diakides, Amin, Basu, Haley, B. Harris, Mallett and Santry

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### **AGENDA**

#### **1. APOLOGIES FOR ABSENCE**

(if any)

#### **2. URGENT BUSINESS**

The Chair will consider the admission of any late items of urgent business. (Late items will be considered under the agenda item where they appear. New items will be dealt with at item 28 below. New items of exempt business will be dealt with at item 30 below).

#### **3. DECLARATIONS OF INTEREST**

A member with a personal interest in a matter who attends a meeting of the authority at which the matter is considered must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.

A member with a personal interest in a matter also has a prejudicial interest in that matter if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgement of the public interest.

#### **4. MINUTES**

To confirm and sign the minutes of the meeting of the Executive held on 20 February 2007.

#### **5. DEPUTATIONS/PETITIONS/QUESTIONS**

To consider any requests received in accordance with Standing Orders.

#### **6. MATTERS, IF ANY, REFERRED TO THE EXECUTIVE FOR CONSIDERATION BY THE OVERVIEW AND SCRUTINY COMMITTEE**

#### **7. BOUNDS GREEN CPZ - RESULTS OF STATUTORY CONSULTATION**

(Report of the Director of Urban Environment – To be introduced by the Executive Member for Environment): To inform Members of the results of the Statutory Consultation undertaken for the proposed Bounds Green CPZ; to set out the officer response made by interested parties for consideration before making a decision on the scheme.

#### **8. PROPOSED FINSBURY PARK CPZ (ZONE A) - REPORT OF STATUTORY CONSULTATION**

(Report of the Director of Urban Environment – To be introduced by the Executive Member for Environment): To inform Members of the results of the Statutory Consultation process; to set out officers' responses to the results made by interested parties for consideration before making a decision on the scheme.

#### **9. FORTIS GREEN CPZ - REPORT ON STATUTORY CONSULTATION**

(Report of the Director of Urban Environment – To be introduced by the Executive Member for Environment): To inform Members of the results of the Statutory Consultation undertaken for the proposed Fortis Green CPZ scheme; to set out officer responses to the results made by interested parties before making a decision on the scheme.

#### **10. CROUCH END AND MUSWELL STOP AND SHOP SCHEMES - RESULTS OF STATUTORY CONSULTATION**

(Report of the Interim Director of Urban Environment – To be introduced by the Executive Member for Environment and Conservation): To inform Members of the results of the statutory consultation undertaken and to set out officer responses to the objections made for the Executive to consider before making a decision on these schemes

**11. PROGRAMME HIGHLIGHT REPORT - JANUARY 2007**

(Report of the Chief Executive – To be introduced by the Executive Member for Organisational Development and Performance) To provide highlight reports for all the Council's corporately significant projects, covering the period up to the end of January 2007.

**12. THE COUNCIL'S PERFORMANCE - JANUARY 2007**

(Joint Report of the Chief Executive and the Acting Director of Finance – To be introduced by the Executive Members for Organisational Development and Performance and for Finance): To set out an exception report on the finance and performance monitoring for January 2007 using the balanced scorecard format.

**13. EXECUTIVE RESPONSE TO SCRUTINY REVIEW OF THE COMMUNITY SAFETY ROLE OF CCTV**

(Report of the Assistant Chief Executive Policy, Performance, Partnerships and Communications – To be introduced by the Executive Member for Crime and Community Safety) To propose an Executive response to the Scrutiny Review of the Community Safety aspects of CCTV.

**14. CORPORATE ROLL OUT OF THE WOW! AWARDS**

(Report of the Assistant Chief Executive (Policy, Performance, Partnerships and Communications) – To be introduced by the Executive Member for Community Involvement): To report on the success of the pilot participation in this Awards scheme and to recommend corporate roll out in 2007.

**15. REVIEW OF THE LOCAL DEVELOPMENT SCHEME**

(Report of the Director of Urban Environment – To be introduced by the Executive Member for Regeneration and Enterprise): To approve a review of the Local Development Scheme for submission to the Government for London.

**16. HIGHWAYS WORKS PLAN**

(Report of the Interim Director of Urban Environment – To be introduced by the Executive Member for Environment and Conservation): To set out the Council's planned expenditure on investing in the repair, upgrading and improvement of highway infrastructure. **FAILED TO MEET DESPATCH DATE**

**17. OUTSOURCING DISABLED FREEDOM PASS ISSUE TO THE POST OFFICE**

(Report of the Director of Urban Environment – To be introduced by the Executive Member for Environment and Conservation): To seek agreement to transfer the issue of Disabled Freedom Passes to the Post Office Ltd.

**18. HOMES FOR HARINGEY (QUARTERLY REPORT)**

(Report of the Director of Urban Environment – To be introduced by the Executive Member for Housing): To provide an update of the progress made in relation to key targets and objectives.

**19. HOMELESSNESS STRATEGY**

(Report of the Director of Urban Environment – To be introduced by the Executive Member for Housing): To seek to provide information on the priority areas for action in relation to homelessness for 2007/08 and to provide information on how it is intended to prepare for the development of a new Homelessness Strategy for 2008-12.

**20. UPDATE ON THE INTEGRATED HOUSING BOARD AND RELATED ISSUES**

(Report of the Director of Urban Environment – To be introduced by the Executive Member for Housing): To report on the progress in establishing the Integrated Housing Board, the proposed role of Area Assemblies with respect to Housing Services and to recommend that the Area Housing Forums no longer operate.

**21. RSL PREFERRED PARTNERING**

(Report of the Director of Urban Environment – To be introduced by the Executive Member for Housing) To report on protocols proposed in relation to the RSL Preferred Partnership arrangements. **FAILED TO MEET DESPATCH DATE**

**22. DEVELOPING SUSTAINABLE CHILDCARE**

(Report of the Director of the Children and Young People's Service – To be introduced by the Executive Member for Children and Young People): To seek agreement for changes to fees charged for childcare up to 14 years together with a more transparent, evidence based approach for funding voluntary sector early years services.

**23. HARINGEY CATERING SERVICE**

(Report of the Director of the Children's and Young People's Service – To be introduced by the Executive Member for Children and Young People): To advise Members of the in-house school meals service and to set out the direction for the coming year, 2007/08; to review the potential impact of the upcoming equal pay settlement on the service and to propose the delegation of decisions on the 2007/08 pricing to enable the service to respond; and to outline principles for the use of Targeted Schools Meal Grant. **FAILED TO MEET DESPATCH DATE**

**24. ADMISSIONS TO SCHOOLS- RECOMMENDATIONS FOR DETERMINATION OF ARRANGEMENTS**

(Report of the Director of the Children and Young People's Service – To be introduced by the Executive Member for Children and Young People): To report on the outcome of the consultation exercise for the 2008/09 school year and to recommend the determination of the Council's admission arrangements for community and voluntary controlled schools. **FAILED TO MEET DESPATCH DATE**

**25. URGENT ACTIONS IN CONSULTATION WITH THE LEADER OR EXECUTIVE MEMBERS**

(Report of the Chief Executive): To inform the Executive of urgent actions taken by Directors in consultation with the Leader or Executive Members.

**26. DELEGATED DECISIONS AND SIGNIFICANT ACTIONS**

(Report of the Chief Executive): To inform the Executive of delegated decisions and significant actions taken.

**27. MINUTES OF SUB-BODIES**

Procurement Committee – 13 February 2007

**28. NEW ITEMS OF URGENT BUSINESS**

To consider any items admitted at item 2 above.

**29. EXCLUSION OF PRESS AND PUBLIC**

**30. NEW ITEMS OF EXEMPT URGENT BUSINESS**

To consider any items admitted at 2 above.

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225 High Road  
Wood Green  
London N22 8HQ

12 March 2007

**MINUTES OF THE EXECUTIVE  
TUESDAY, 20 FEBRUARY 2007**

Councillors \*Meehan (Chair), \*Reith (Vice Chair), \*Amin, \*Basu, \*Canver,  
\*Diakides, \*Haley, \*B.Harris, \*Mallett and \*Santry.

\* Present

Also Present: Councillors Bevan, Davies, Engert, Newton and Williams.

MINUTE NO.	SUBJECT/DECISION	ACTION BY
TEX159.	<p><b>DECLARATIONS OF INTEREST</b> (Agenda Item 3)</p> <p>Councillors Diakides and Harris in respect of item 14 – The Bridge NDC Draft Delivery Plan 2007/08.</p> <p>Councillor Reith in respect of item 15 – Rent and Tenants Service Charge Increase 2007/08.</p>	
TEX160.	<p><b>MINUTES</b> (Agenda Item 4)</p> <p><b>RESOLVED:</b></p> <p>That the minutes of the Executive held on 23 January 2007 be approved and signed.</p>	HMS
TEX161.	<p><b>DEPUTATIONS/PETITIONS/QUESTIONS</b> (Agenda Item 5)</p> <p><u>Review Of Policy And Technical Guidance For Vehicle Crossovers</u></p> <p>We received a presentation the spokesperson of whom, Mr Colin Marr addressed our meeting and spoke in support of the proposals contained in the report of the Interim Director of Urban Environment entitled 'Review Of Policy And Technical Guidance For Vehicle Crossovers' which appeared later on the agenda for our meeting. While generally welcoming the proposals contained in the report, he expressed concern that the number of agreements to crossovers would continue at an anticipated rate of 100 or more per year which would result in further loss of green space, damage to conservation areas as well as the loss of the exclusive use of footways to pedestrians and the loss of kerbside parking. Clarification was sought of why the hard standing controls did not specify the maximum percentage of front gardens which could be covered for this purpose; why there was still no requirement to consult with neighbours; and whether the white lines indicating the presence of a cross over were enforceable. He also expressed disappointment that there was no specific reference in the report to conservation areas that the maximum weight limit for a 'light duty domestic crossover' of 3,500 Kgs. might be sufficient to enable smaller trade vehicles to use them and that the policy needed to be more stringent.</p> <p>Having answered questions which we put to them, our Chair thanked Mr Marr and the other members of the deputation for their attendance and</p>	

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	indicated that their representations would be considered as part of our deliberations on the Review. (See Minute TEX.168 below).	
<b>TEX162.</b>	<p><b>MATTERS, IF ANY, REFERRED TO THE EXECUTIVE FOR CONSIDERATION BY THE OVERVIEW AND SCRUTINY COMMITTEE</b> (Agenda Item 6)</p> <p><u>Scrutiny Review of the Community Safety Role of CCTV</u></p> <p>We received a presentation from Councillor Davies who had chaired the Review Panel into the Community Safety Role of CCTV.</p> <p>Arising from our consideration of Recommendation 2 of the Review we indicated that we would expect the option of merging the traffic enforcement and community safety functions to be promoted as part of any management review of the CCTV function. Having answered questions which we put to him, our Chair thanked Councillor Davis and other members of the Scrutiny Panel for the Review and we</p> <p><b>RESOLVED:</b></p> <p style="padding-left: 40px;">That the report be noted and, in accordance with the requirements of the Constitution, officers be requested to submit an Executive response to our meeting on 20 March 2007 including a detailed tabulated implementation action plan.</p>	ACE - PPPC/ DUE
<b>TEX163.</b>	<p><b>PROGRAMME HIGHLIGHT REPORT - DECEMBER 2006</b> (Report of the Chief Executive - Agenda Item 7)</p> <p><b>RESOLVED:</b></p> <p style="padding-left: 40px;">That the report be noted.</p>	
<b>TEX164.</b>	<p><b>THE COUNCIL'S PERFORMANCE - DECEMBER 2006</b> (Joint Report of the Chief Executive and the Acting Director of Finance - Agenda Item 8)</p> <p>We noted that there had been a dip in performance in relation to a number of targets in the first quarter of the current financial year and we stressed that this must not be repeated as the ground lost had proved difficult to make up. We also noted that the Council's budget for 2007/08 had now been set and that because of the settlement reached it was important that there should be no overspendings.</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That the report be noted.</li> <li>2. That approval be granted to the virements as set out in section 14 of the interleaved report.</li> </ol>	DF
<b>TEX165.</b>	<b>THE BIG LOTTERY FUND (BLF) CHILDREN'S PROGRAMME - PORTFOLIO OF PROJECTS FOR THE HARINGEY BID</b> (Report of the	



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	<p>Director of the Children and Young People's - Agenda Item 9)</p> <p>Our Chair agreed to accept the report as urgent business. The report was late because of the need to complete necessary consultations. The report was too urgent to await the next meeting because the deadline for the submission of bids to the Department for Culture, Media and Sport for the Big Lottery Fund Children's Play Programme was 12 March 2007.</p> <p>In response to a question about the absence of play areas in both Crouch End and Fortis Green Wards, we noted that the distribution of play areas was such that while the two Wards in question were shown as having none, there was provision on their boundaries in adjoining Wards. However, the point raised could be considered in the context of the Open Space Strategy.</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That, in accordance with Contract Standing Orders 8 – 11 (Tender Procedures), approval be granted to the submission of a bid to the Department for Culture, Media and Sport for consideration for funding from the Big Lottery Fund based on the short-listed providers shown in Appendix 3 to the interleaved report.</li> <li>2. That it be noted that taken together these providers met the full range of outcomes within the Haringey Play Strategy as expected by the Big Lottery Fund.</li> </ol>	DCYP
<b>TEX166.</b>	<p><b>POST COMPULSORY DISCRETIONARY AWARDS</b> (Report of the Director of the Children and Young People's - Agenda Item 10)</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That approval be granted to the Council's determination not to take up the power to grant Post Compulsory Discretionary Awards in the 2007/08 financial year, to the publication of the Notice to this effect set out at Appendix 1 to the interleaved report and to the College of North East London, Haringey Adult Learning Service and the Sixth Form Centre being advised accordingly.</li> <li>2. That approval be granted to the Council's Post Compulsory Discretionary Awards Statement for 2007/08 financial year as set out at Appendix 1.</li> <li>3. That authority to agree the Council's Post Compulsory Discretionary Awards Statement in future years be delegated to the Director of the Children and Young People's Service in consultation with the Executive Member for Children and Young People.</li> </ol>	<p>DCYP</p> <p>DCYP</p> <p>DCYP</p>
<b>TEX167.</b>	<b>RSL PREFERRED PARTNERING</b> (Report of the Interim Director of	

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	<p>Adult, Culture and Community Services - Agenda Item 11)</p> <p>In response to a question about whether RSL's new developments programmes would take account of Environmental Protection Law in relation to refuse arrangements and car parking spaces and whether Strategic Partnership initiatives on tackling anti-social behaviour would be addressed, we noted that such issues were to be the subject of a series of protocols to be agreed through an advisory group comprising the Council and the successful partners.</p> <p>Clarification was sought of whether it would be possible to carry out a mapping exercise and if a rationalisation exercise would be carried out following the selection of Partners. Clarification was also sought of whether the proposed partnership arrangements with the RSL's would provide for monitoring arrangements or for a probationary period. We were advised that a mapping exercise was in hand and that a rationalisation process would be the subject of discussion with successful partners although it might not cover smaller or specialist associations. The questions of monitoring arrangements and of a probationary period would be addressed as part of the proposed protocols. We indicated that we would expect the protocols to include provision for an annual report to be made to the Council by successful partners and for those partners to agree to be scrutinised as well as their agreement to recognise the planning policies of the Council.</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That approval be granted to the following six named Registered Social Landlords as the Council's preferred partners - <ul style="list-style-type: none"> <li>• Circle Anglia;</li> <li>• London and Quadrant;</li> <li>• Metropolitan Housing Group;</li> <li>• Presentation;</li> <li>• Servite Houses; and</li> <li>• Family Mosaic Group.</li> </ul> </li> <li>2. That a further report be submitted to the next meeting of the Executive on the protocol to be agreed with the successful partners identified in 1 above.</li> </ol>	<p>DACC</p> <p>DACC</p>
<p><b>TEX168.</b></p>	<p><b>REVIEW OF POLICY AND TECHNICAL GUIDANCE FOR VEHICLE CROSSOVERS</b> (Report of the Interim Director of Urban Environment Agenda Item 12)</p> <p>Having regard to the representations made to us earlier by the deputation we noted that the revised technical guidance for footway vehicular crossovers was intended to reflect a greater emphasis on sustaining the street scene environment. It was not possible to blanket cover all conservation areas with a single decision and the Council was required to take a balanced view of applications received. Crossovers</p>	

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	<p>constituted permitted development but the criteria proposed were more stringent than the current conditions. The white lines to which reference had been made were not enforceable in the same way as yellow lines which indicated parking regulations but the Council could be asked to take action in certain circumstances in relation to obstruction. It was proposed that the policy in relation to crossovers should be reviewed again in six months time and the Executive Member for Environment indicated that he would be prepared to meet with members of the deputation in the meantime to discuss their representations further.</p> <p><b>RESOLVED:</b></p> <p>1. That approval be granted to the technical standards set out in Appendix A1 to the interleaved report in order to determine future applications for crossovers.</p> <p>2. That approval be granted to the new charging mechanism as set out below -</p> <table><tr><th>Ref No.</th><th>Item</th><th>Current Charge (£)</th><th>Proposed Charge (£)</th></tr><tr><td>1.</td><td>Crossover application and estimate</td><td>50</td><td>100</td></tr><tr><td>2.</td><td>Light duty crossovers (construction and supervision),</td><td>500</td><td>530*</td></tr><tr><td>3.</td><td>Medium duty crossovers (construction and supervision),</td><td>750</td><td>800*</td></tr><tr><td>4.</td><td>Heavy duty crossover (construction and supervision)</td><td>1200</td><td>1270*</td></tr><tr><td>5.</td><td>Painting of Access Bars (white lines in front of crossovers)</td><td>60</td><td>60</td></tr><tr><td>6.</td><td>Traffic Management Order amendments</td><td>0</td><td>1300</td></tr></table> <p>* denotes annual price increase to rates in the term contract to cover price increase in materials and labour.</p> <p>3. That a further report be submitted to the Executive in October 2007.</p>	Ref No.	Item	Current Charge (£)	Proposed Charge (£)	1.	Crossover application and estimate	50	100	2.	Light duty crossovers (construction and supervision),	500	530*	3.	Medium duty crossovers (construction and supervision),	750	800*	4.	Heavy duty crossover (construction and supervision)	1200	1270*	5.	Painting of Access Bars (white lines in front of crossovers)	60	60	6.	Traffic Management Order amendments	0	1300	DUP   <
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	<p>interest in this item by virtue of being a Council representative on the Bridge NDC Board.</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That it be noted that the Bridge New Deal for Communities draft Delivery Plan Programme for 2007/08 and that it was subject to approval by the Government Office for London.</li> <li>2. That it also be noted that the Delivery Plan was subject to formal agreement by the Government Office for London.</li> <li>3. That the Council's critical role as Accountable Body both in supporting and delivering the Bridge New Deal for Communities programme be noted.</li> <li>4. That the Bridge New Deal for Communities draft Delivery Plan Programme for 2007/08 as set out in the Appendix to the interleaved report be endorsed.</li> </ol>	ACE-PPPC
TEX171.	<p><b>RENT AND TENANTS SERVICE CHARGE INCREASE 2007/08</b> (Joint Report of the Director of Adult, Culture and Community Services and the Acting Director of Finance - Agenda Item 15)</p> <p>Councillor Reith declared a personal interest in this item by virtue of being a leaseholder.</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That approval be granted to an average rent increase of 5% with a maximum increase per property of £3.60.</li> <li>2. That approval be granted to the tenant service charge increases as set out in paragraphs 10.1, 10.2 and 10.3 of the interleaved report.</li> </ol>	<p>DACC /DF</p> <p>DACC /DF</p>
TEX172.	<p><b>URGENT ACTIONS IN CONSULTATION WITH THE LEADER OR EXECUTIVE MEMBERS</b> (Report of the Chief Executive - Agenda Item 16)</p> <p><b>RESOLVED:</b></p> <p>That the report be noted and any necessary action approved.</p>	
TEX173.	<p><b>DELEGATED DECISIONS AND SIGNIFICANT ACTIONS</b> (Joint Report of the Chief Executive and the Acting Director of Finance - Agenda Item 17)</p> <p><b>RESOLVED:</b></p> <p>That the report be noted and any necessary action approved.</p>	

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<p><b>TEX174.</b></p>	<p><b>NEW ITEMS OF URGENT BUSINESS – REVIEW OF PARKING FEES AND CHARGES</b> (Reference from the Overview and Scrutiny - Agenda Item 18)</p> <p>Our Chair agreed to accept the report as urgent business. The report was late because the matter had not been considered by the Overview and Scrutiny Committee until 13 February. The report was too urgent to await the next meeting because the Constitution required that decisions referred back by the Overview and Scrutiny Committee had to be reconsidered within 5 working days.</p> <p>With our consent the circulated paper 18f – Consultation Strategy – Residents Permits was amended by the deletion of ‘To include a map of the borough showing CPZs’ from No.12 – Publicise in Haringey People – Distribution across the Borough and of ‘tabled’ from No.16 Report to be presented to the Executive.</p> <p>In response to questions, we were advised that a leaflet setting out the aims and objectives of the review of parking fees and parking charges policy would be circulated in all existing CPZ’s as well as in areas covered by proposed extensions to existing CPZ’s and newly proposed CPZ’s where consultation had already taken place. We were also advised that responses to the statutory consultation would be analysed as they were received rather than all being left to the end of the consultation period on 11 April.</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That approval be granted to the proposed consultation period for the Parking Fees and Charges being increased from three to six weeks.</li> <li>2. That, having regard to the concerns voiced about the consultation process, approval be granted to the revised consultation strategy as set out at Agenda Item 18f.</li> </ol>	<p>DUE</p> <p>DUE</p>
<p><b>TEX175.</b></p>	<p><b>WARDS CORNER</b> (Joint Report of the Chief Executive and the Acting Director of Finance - Agenda Item 20)</p> <p>The report was the subject of a motion to exclude the press and public from the meeting as it contained exempt information relation to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That the challenges in developing the Wards Corner site, in particular the complex, predominantly private sector ownership and the structural constraints and high development costs caused by the shallow lying tube and three adjacent tunnels and proximity of neighbouring properties be noted.</li> </ol>	

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	<p>2. That the significant regeneration benefits, for the Seven Sisters New Deal for Communities community and that of Tottenham Green from a development at this key gateway to Haringey be welcomed and the proposed contribution of the NDC be noted.</p> <p>3. That approval be granted to the comprehensive redevelopment of the Wards Corner site together with the Apex House site being progressed with separate delivery agents.</p> <p>4. That approval be granted to the timetable as set out in paragraphs 11.4 and 11.5 of the report to enable the pre-conditions for comprehensive redevelopment to be satisfied.</p>	<p>ACE – PPPC</p> <p>ACE - PPPC</p>
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GEORGE MEEHAN  
Chair

Report Title: **Bounds Green CPZ – Results of Statutory Consultation**

Forward Plan reference number (if applicable):

Report of: **Niall Bolger, Director of Urban Environment**

Wards(s) affected: **Bounds Green**

Report for: **Key Decision**

### **1.0 Purpose**

- 1.1 The purpose of this report is to inform members of the results of the Statutory Consultation undertaken for the proposed Bounds Green CPZ, which was carried out in January / February 2007.
- 1.2 The report sets out officer's responses to the results of Statutory Consultation made by interested parties for members to consider before making a decision on the scheme.

### **2.0 Introduction of Executive Member**

- 2.1 This report is brought to the Executive to outline feedback from Statutory Consultation and to seek approval to carryout the proposed proceedings in order to continue to create a cleaner and greener environment. The measures will assist local residents and businesses by eradicating all day commuter parking.

### **3.0 Recommendations**

- 3.1 That the Council's Executive, after duly considering the objections as set out in this report, decide whether or not to proceed with implementation of the proposed Bounds Green CPZ subject to:
- (i) formal withdrawal of the objection from the London Borough of Enfield, or
  - (ii) consent to the TMO proposal from the Greater London Authority under section 121B (d) of the Road Traffic Regulation Act 1984.
- 3.2 If recommendation 3.1 is agreed, the Executive further agree to remove the pay and display element of the proposed bays along Durnsford Road.

3.3	If recommendation 3.1 is agreed, the Executive agree not to include Thorold Road and Manor Road.
3.4	If recommendation 3.1 is agreed the Executive approves additional Statutory Consultation for the possible inclusion of Richmond Road and Eleanor Road.
3.5	The charges for parking places being those set out in the consultation material at least until the Borough Review of Parking Charges in May 2008.
Report Authorised by: <b>Niall Bolger, Director of Urban Environment</b>	
Contact Officer: <b>Alex Constantinides, Head of Highways</b>	
<b>4.0</b>	<b>Director of Finance Comments</b>
4.1	The Council has received an allocation of £75k for Bounds Green CPZ works as part of the overall LIP allocation for 2007/08, which is included in the Urban Environment capital budget for 2007/08. The cost of the works will be met from this budget provision.
4.2	The revenues generated from this scheme will contribute towards the parking income budget. If the scheme does not go ahead, equivalent compensatory savings will have to be identified within the parking budget or within Urban Environment Directorate as a whole to ensure a balanced revenue budget position for 2007/08.
<b>5.0</b>	<b>Head of Legal Services Comments</b>
5.1	The legal implications are set out in section 9 below
<b>6.0</b>	<b>Local Government (Access to Information) Act 1985</b>
6.1	Representations received during the Statutory Consultation period conducted in January / February 2007.
6.2	The Council's Draft Local Implementation Plan and Parking Enforcement Plan.
6.3	Delegated Authority – Report of Consultation, Bounds Green CPZ



## 7.0 Strategic Implications

- 7.1 The proposals considered in this report are in accordance with the objectives of the Mayor's Transport Strategy, which are reflected within the Council's Final Local Implementation Plan, submitted to TfL yet to be adopted. This plan contains the policy framework for both parking and road safety and is summarised below.

### 7.2 Local Implementation Plan (LIP)

- **Parking:** Section 7.0 of the Parking and Enforcement Plan (the 'PEP'), which forms part of the LIP reiterates the Council's intentions to improve parking conditions in the borough. The overall aim of the PEP is to support a better and safer environment in the borough.

Key PEP policies include:

- The Council will assess the need for parking controls at junctions.
- The Council will allocate on-street kerb space in accordance with the Council's defined hierarchy of parking need.
- The Council will monitor, manage and review on-street pay and display parking to help manage long-stay commuter parking and promote short stay and visitor parking.
- The Council will undertake a review of new CPZs one year after implementation.
- The Council will maximise road safety throughout the Borough through the fair and consistent enforcement of parking regulations.
- The Council recognises the need for a robust, systematic framework for future CPZ implementation in the Borough.

**Road Safety:** Section 6.0 of the LIP contains the Council's Road Safety Strategy which details initiatives to make borough roads safer for all road users. The Council's UDP also contains strategic transport policies for the benefit of road safety. The key policies include:

- To tackle congestion by reducing the level and impact of traffic in town centres and residential areas.
- To make the borough's streets safer and more secure, particularly for pedestrians and other vulnerable road users through traffic management measures.
- To manage better use of street spaces for people, goods and services, ensuring that priority is allocated to meet the objectives of the strategy.
- To improve the attractiveness and amenity of the borough's streets, particularly in town centres and residential areas.
- Encourage the use of more sustainable modes of transport.

## **8.0 Financial Implications**

- 8.1 If approved, the scheme will be financed by the £75,000 approved funding from Transport for London, as part of the Council's 2007/08 LIP allocation.

## **9.0 Legal Implications**

- 9.1 If the Executive resolves to implement the Bounds Green CPZ scheme, then the Council must make or amend several orders under the *Road Traffic Regulation Act 1984*. The *Local Authorities' Traffic Orders (Procedure) Regulations 1996* (the regulations) lays down the procedure to be followed before making or amending an order. The regulations impose a legal obligation on the Council to conduct a process of consultation to inform the public and other statutory consultees of its intentions. The process carried out by the Council, in compliance with the regulations, is set out in paragraph 11 and Appendix I of this report. The Council must then consider any objections made as a result of the consultation before making an order.
- 9.2 In deciding to designate parking places Members must consider both the interests of traffic and those of the owners and occupiers of adjoining property. In particular Members must have regard to:
- (i) the need for maintaining the free movement of traffic,
  - (ii) the need for maintaining reasonable access to premises, and
  - (iii) the extent to which off-street parking accommodation is available or likely to be available in the neighbourhood.
- 9.3 Members must also consider the factors set out in paragraph 13.1 below. While the views expressed by local residents must be considered, Members are not bound to decide in accordance with the majority view and must take the other legally relevant factors into account.

## **10.0 Equalities Implications**

- 10.1 The statutory consultation documents were distributed to all households / businesses within the agreed consultation area.
- 10.2 The statutory consultation documents included a section offering translation into minority languages and affords any interested party the opportunity to make a representation regarding the scheme.
- 10.3 Statutory Consultation is open to any interested party to make comment on the Council's proposals.
- 10.4 Control parking mechanisms reinforce the need to keep obtrusive parking clear of junctions. This will assist people with disabilities particularly wheelchair users to cross roads with greater sightlines and clear of obstructions at drop kerb locations. Blue badges are valid for use in resident parking bays.

## 11.0 Consultation

- 11.1 The Council has conducted an extensive consultation process, which included two formal phases of consultation carried out between 30 June and 30 October 2006 and Statutory Consultation carried out between the 11 January and 1 February 2007.
- 11.2 The first phase of formal consultation covered a large area to enable the wider community to provide their views on parking issues for the area and to assess what impact there could be in the event of their road not being included. When analysed on a road by road basis it was clear that there were areas of support that enabled the Council to enter into a second phase of formal consultation.
- 11.3 The second phase covered a smaller modified zone where a majority of responses from the phase one consultation area were in favour of parking controls. The feedback from phase two was again analysed road to road and broken down as follows:
- **In Support:** Eastern Road, Durnsford Road Gordon Road Passmore Gardens and Northbrook Road.
  - **No clear view either way:** Imperial Road, Trinity Road, Maidstone Road, Herbert Road, Whittington Road, Ireland Place, Rhys Avenue and Corbett Grove.
  - **Opposed:** Bounds Green Road, Woodfield Way, Brownlow Road, Queens Road, Fletton Road, Myddleton Road, Manor Road and Thorold Road.
- 11.4 All roads that had expressed support or showed no clear view either way were recommended to proceed to Statutory Consultation. Of those roads that had opposed parking controls it was recommended that the Executive Member agree, through delegated authority, the way forward as detailed below. (See appendix IV for a copy of the delegated report without the appendices. For a full version of the report, with all appendices, please contact the Traffic and Road Safety Group).
- **Woodfield Way** be excluded due to the high response opposing the scheme and its location on the boundary of the modified area.
  - **Myddleton Road** be excluded from the scheme due to the high response opposing the scheme (most responses from traders). It was however recommended that consideration for the introduction of a stop and shop scheme be investigated for Myddleton Road to design out the inherent parking and environmental issues. Consultation will be conducted in the first three months of 2007/8
  - **Bounds Green Road** be included in the Statutory Consultation process. There are existing parking controls along Bound Green Road that prohibit parking throughout the day. Therefore a number of residents of Bounds Green Road have historically parked in neighbouring roads and would invariably experience difficulties if omitted from the proposed zone.
  - **Brownlow Road** be included in the Statutory Consultation process. The response was low and predominately from traders or properties above the shops, all of whom have off-street parking facilities behind the parades of

shops on Brownlow Road. As Brownlow Road is the closest road to Bounds Green Station it was advised that it should be included in any proposed scheme.

- **Queens Road and Fletton Road** be included in the Statutory Consultation process. These roads are located between Bounds Green and Bowes Park Stations and will suffer from displacement parking should a scheme be implemented without them.

11.5 During the two phases of formal consultation for **Thorold Road and Manor Road** there was strong opposition to the scheme; Manor Road 1 in favour and 10 opposed and, Thorold Road 11 in favour and 21 opposed. It is envisaged that these roads will suffer from displacement parking should the scheme progress without them. In view of this they were sent a leaflet explaining that they had been included in the statutory consultation process and provided with a tear-off slip and pre-paid envelope to confirm that, in view of the other roads being included, they do/do not wish to be included. It was further stated that if they did not respond at this stage the Council will take the view that they do not wish to be included in the proposed Bounds Green CPZ.

## 11.6 Statutory Consultation

11.7 Statutory Consultation is the legal part of the process required before implementing parking controls. In summary, before making an order to implement parking controls, the Council must notify its intentions in the London Gazette, local press and on site where the measures are proposed. A more detailed outline of the consultation process is given in Appendix I.

11.8 Responses to the Statutory Consultation is divided into three sections, consisting of:

- a) Analysis of representations received during Statutory Consultation.
- b) Highlighting responses from Statutory Bodies and local resident associations with the Council's considered response.
- c) Highlighting a summary of the key objections received together with the Council's considered response. Each objection with appropriate response is considered in turn.

11.9 Before making the relevant Traffic Management Orders the Council must consider all duly made objections submitted in response to the consultation. A full list of all the objections received with the Council's response is contained in Appendix II.

## SUMMARY OF REPRESENTATIONS RECEIVED

11.10 A total of 31 representations and 1 petition were received during the Statutory Consultation period consisting of:

- 9 individual representations supporting the proposals
- 1 petition from residents of Richmond Road requesting inclusion in the zone.
- 11 individual representations requesting consideration of modifications to the proposals.

- 1 representation from a local resident association querying aspects of the proposal.
- 1 representation from the local allotment association requesting concessions for allotment leaseholder should the scheme progress.
- An objection from LB Enfield
- 7 individual representations objecting to the proposals on various grounds

A full list of all the representation received is contained in Appendix II of this report.

## **VIEWS FROM STATUTORY BODIES AND OBJECTIONS RECEIVED FROM ASSOCIATIONS & LOCAL AUTHORITIES.**

**11.11 Statutory Bodies** - As part of both the Statutory Consultation process, the views of the following bodies were sought: AA, London Transport, Police (local), Fire Brigade, London Ambulance Service, Freight Transport Association, Road Haulage Association, RAC, Metropolitan Police (traffic), Haringey Cycling Campaign, LB Enfield and Haringey Accord. None of the parties listed, with the exception of LB Enfield (see paragraph 11.12), made any representations.

**11.12 London Borough of Enfield** has objected on the grounds of the impact the proposals may have on Enfield's residents in terms of displacement parking. They have requested that parking beat surveys are undertaken in roads within Enfield that could be affected by the CPZ proposals. This will enable an evaluation of any displacement onto Enfield's Roads should the scheme be implemented. A copy of Enfield's objection letter can be found in Appendix II.

**Council response:** In discussions with LB Enfield, it has been agreed that the Council will arrange for parking beat surveys to be carried out in roads within LB Enfield. The cost of the surveys estimated to be £8,000 will be met by Haringey. Please see Appendix III for a plan of the roads to be surveyed.

**11.13 Passmore Edwards Neighbourhood Watch** are in favour of a CPZ, but they:

- want to extend the hours to throughout the working day;
- want to extend the days to include Saturday;
- want to include Arsenal match days;
- are concerned about the extent of the shared use residents / pay & display parking in Durnsford Road between Woodfield Way and the railway bridge;
- want to include the section of Woodfield Way between Durnsford Road and Gordon Road in the CPZ, and
- are concerned about the misuse by commuters of Passmore Edwards House car park.

### **Council's Response:**

- Based on an analysis of the returned phase two formal consultation documents 2 hours was the preferred option.
- Based on an analysis of the returned consultation documents Monday to Friday was the preferred option.

- If implemented, it is recommended that a review is conducted twelve months after implementation. If supported during the review, consideration could be given to include match days facilities.
- In light of the concerns raised during Statutory Consultation it will be recommended to remove the pay and display element of the proposals along Durnsford Road.
- The vast majority of respondents from Woodfield Way were opposed to a CPZ and therefore this road has been excluded.
- Passmore Edwards House access road and car park is classified as private highway and is not under the control of Haringey. This issue will therefore need to be addressed directly with the landlords for preventative measures to be considered.

11.14 **Richmond Road Residents** – There are 40 households along Richmond Road. A petition, signed by 27 households, was submitted to the Council requesting inclusion should a CPZ be implemented. During phase one consultation of the sixteen responses received, thirteen were opposed and therefore Richmond Road was omitted from phase two. They are however of the opinion that should a scheme progress they will suffer displacement and therefore should be included. See Appendix II for a copy of the petition.

**Council's response:** Richmond Road and Eleanor Road, which is beside Richmond Road, have not been included in the Statutory Consultation process in view of their original response during phase one consultation. In light of the petition, the Council will however consider them for inclusion. This will require further Statutory Consultation for these two roads when residents will have the opportunity to confirm if they do indeed wish to be included.

This should not however delay the roll out of the existing proposed CPZ area, if approved for implementation, as it has already been subject to Statutory Consultation.

## **OBJECTIONS RECEIVED WITH COUNCIL RESPONSE**

11.15 Full details of all objections and officers responses are given in Appendix II. There were 6 key areas of objection and these are summarised in the following paragraphs.

11.16 **Objection:** The scheme is not required and is just an additional parking tax.

**Council's response:** The scheme was brought forward by the Council to consider measures to address parking conflicts including commuter parking issues, identified through parking beat surveys and extensive consultation. The feedback has indicated that there is support for the introduction of parking controls. If implemented, the scheme will prioritise parking for residents and short term visitors and eradicate long-term commuter parking.

11.17 **Objection:** The formal consultation process was flawed and the figures have been distorted to suggest there is support for a Bounds Green CPZ.

**Council's response:** There has not been an abuse of the process. Prior to entering into Statutory Consultation in January / February 2007, the Council conducted 2 phases of consultation within specified consultation areas. Phase 1 consultation was conducted between 30 June and 30 September over a wide area. Following the feedback received during phase 1 the area was modified and phase two consultation was conducted between 5 – 20 October 2006.

The responses received are available on the Council's web site for public inspection and interested parties can also make arrangements with the Traffic and Road Safety Group to view the returned responses. A number of roads that were opposed to the scheme have been included in the Statutory Consultation process due to displacement impact they would experience if omitted. See paragraph 11.5 for the recommended reasons for the inclusion of roads that were opposed.

- 11.18 **Objection:** The scheme will have a detrimental impact on local businesses. Staff will no longer be able to drive to work.

**Council's response:** The proposed CPZ initiative is in line with the Mayor's Transport Strategy and the Council's Local Implementation Plan, which encourages the use of sustainable modes of transport, such as public transport, to and from work. There are good transport links in the area with Bounds Green Tube Station and Bowes Park Train Station within walking distance.

Business bays and stop and shop bays are contained within the proposals that would provide parking availability for businesses during the operational hours of the proposed CPZ.

- 11.19 **Objection:** Parking in the Enfield roads close to Bounds Green Tube Station is already difficult; the scheme will further increase parking pressures in these roads.

**Council's response:** Following discussions with LB Enfield it has been agreed that Haringey will arrange for parking beat surveys to be conducted in specified roads in Enfield to measure any displacement impact to Enfield residents resulting from the scheme.

- 11.20 **Objection:** The proposed two hour scheme is insufficient and controls should be throughout the day.

**Council's response:** Based on an analysis of the returned consultation documents 2 hours was the preferred option. If introduced, the Council will conduct a review of the scheme 12 months post implementation which could result in an extension of the hours, if supported by residents / traders.

- 11.21 **Objection:** The feedback received from the additional consultation conducted with Thorold Road and Manor Road is as follows:

Road Name	No. of properties	Yes	No	No Reply
Thorold Road	55	14	7	34
Manor Road	29	2	5	22

- 11.22 **Council's response:** The feedback indicates that although a number of respondents from Thorold Road supported inclusion in the scheme, the majority either did not respond or voted no. The feedback from Manor Road suggests that residents do not wish to be included in the proposed zone. This consultation was undertaken on the basis residents needed to respond positively if they wished to be included in the proposed CPZ and that non-responses would be treated as indicating no wish to be included. (See paragraph 11.5). Based on this feedback both roads should not be considered for inclusion in the proposed CPZ.

## 12.1 **Background**

- 12.2 The Council carried out two phases of consultation for the possible introduction of a Bounds Green CPZ. The feedback indicated that there was support for the introduction of parking measures to prioritise parking for residents and short term visitors to the area.
- 12.3 A report based on the findings of these two phases of consultation was submitted to the Executive Member for Urban Environment and the Interim Director for Urban Environment. Approval was given to proceed to Statutory Consultation.
- 12.4 In line with good consultation practice the Council will provide residents / businesses with both feedback from the consultation process and on the Executive's decision. This will be done by distributing an information letter to all residents and business within the proposed CPZ area. A copy of the Executive report and minutes will also be available on the Council's web site.
- 12.5 If the decision is taken to proceed with this CPZ and subject to any resolution of the objection from Enfield, a 5 week implementation period will be needed to introduce the zone.
- 12.6 The scheme will be introduced at the charges consulted upon. The charges will remain at least until the Borough Review of Parking Charges in May 2008.

## 13. **Conclusion**

- 13.1 When introducing parking controls the Council must, under its legal obligations give due regard to various factors including traffic issues and the interests of the owners and occupiers of properties on the affected roads.

The factors which need to be considered include:

- the need to maintain free movement of traffic;
- the need to maintain reasonable access to premises;
- road safety;
- impact on local amenities;
- air quality; and
- the passage of public service vehicles

- 13.2 The proposals are in line with the Haringey's Parking Enforcement Plan and Road Safety Strategy as contained within the Draft Local Implementation Plan. It is the



officers' view that the proposed scheme will provide a net benefit the local residents and businesses. The Executive is requested to decide whether or not to proceed to the implementation of the scheme after duly considering the responses to Statutory Consultation outlined in this report.

#### **14.0 Use of Appendices / Tables / Photographs**

**Appendix I** - Copy of Statutory Consultation document and detailed consultation process.

**Appendix II** –Full list representations received with Council's response.

**Appendix III** – Plans

- Proposed Bounds Green CPZ detailing areas for further consideration.
- Plan of Parking Beat Survey area in Enfield.

**Appendix IV** – Delegated Report of formal Consultation Bounds Green CPZ

## **Appendix I**

**Copy of Statutory Consultation document and detailed consultation process.**

### **Statutory Consultation Procedure.**

Statutory Consultation is the legal part of the process and takes the form of a notice informing of the Council's intentions to introduce traffic management measures along the public highway. The notice provides for a 21-day statutory consultation period to enable any interested party the opportunity to make representation regarding the Council's intentions. As part of this procedure the Council must:

- Consult with the relevant statutory undertakers and service operators;
- Publish a notice in at least one local paper published in the area and in the London Gazette;
- Take any such other steps considered appropriate for ensuring that adequate publicity about the order is given to persons likely to be affected by its provisions.
- Making the proposed orders available for public inspection.

The Council carried out statutory consultation for the Bounds Green / Bowes Park area. The Statutory Consultation commenced in 11<sup>th</sup> January 2007 and a public notice was published in The London Gazette and Muswell Hill and Crouch End Journal, Hornsey Journal, Islington Gazette, Tottenham & Wood Green Gazette and the Camden Gazette on the 11<sup>th</sup> January 2007. The proposal was also published on the Council's website.

A total of 70 statutory consultation documents were posted on posts and lamp columns within the proposed Bounds Green / Bowes Park area.

Interested parties also had the opportunity to view the plans and discuss the proposals in person by making an appointment with Council Officers. There were 2 requests to view the plans at River Park House.

## **Appendix II**

### **Full list of representations received with Council's response**

Support				
No	Name	Date Received	Address	Grounds for Support
1	Dorothy Rynhold	24-Jan-07	3 Rhys Avenue, London N11 2EG	I am delighted something is done at last, unfortunately its not only bad on weekdays
2	Mr & Mrs Davidson	17-Jan-07	20 Eastern Road, London N22 7DD	We welcome the proposed Bounds Green CPZ, and think the restrictions should apply to Saturday.
3	Catharine Perry	31-Jan-07	12 Manor Road, N22 8YJ	Yes, I would like Manor Road to be included in the proposed CPZ
4	Stanley & Judy Price	21-Jan-07	10 Eastern Road, N2 9LD	We have considered the extension to Eastern Road and we are in favour of it
5	Catherine Herman	20-Jan-07	Whittington Road	I support the proposal as part of the strategy to reduce the chaos and aggravation of traffic.
6	David & Penny Godman	12-Jan-07	58 Queens Road, London N11 2QU	We are fully in support of your proposal as the congestion in our street causes parking problems
7	V. Norton-Taylor	22-Jan-07	Whittington Road	The CPZ is essential to stop the constant commuter parking that blights our lives everyday.
8	Caroline Simpson	19-Jan-07	9 Whittington Road	I much welcome your proposal for CPZ in this area, especially in Whittington Road.

Additional Comments					
No Name		Date Received	Address	Additional Comments	Response /comments
1	Shirish Sheth	15-Jan-07	121-131 Bounds Green Road, N11 2PP	We have carried out our own survey and it shows its not commuter problems we have here, it's the residents from opposite street that park here, so the CPZ is not the answer.	Council offers have met with representatives from the parade of shops and have come up with an agreed parking layout which will benefit the traders, residents.
2	James Dean	30-Jan-07	Lewisham Homes, 1a Eddystone Tower, London Se8 3QU	Firstly, the 2hrs CPZ is not adequate because we are affected by all day shoppers, secondly it makes no sense to exclude the small section of Woodfield Way junction of Gordon and Durnford Road	The feedback from initial consultations have indicated majority of the residents and traders prefer a CPZ operational Mon -Fri, for 2hrs. The stretch of road was excluded as it is part of Woodfield Way that had a majority of opposition to the scheme.
3	Rod MacArthur & Lara Ford	31-Jan-07	48 Durnsford Road, N11 2EJ	We believe the parking controls should run through the day, should also operate on Saturdays and importantly on Arsenal match days	The feedback from initial consultations have indicated a majority of the residents and traders prefer a CPZ operational Mon -Fri, for 2hrs. It is important to note however, that the CPZ will be reviewed after 12 months post implementation.

4	Jessica Mckoen	11-Jan-07		The plan for CPZ to only cover Durnsford, Gordon and Passmore Gardens will push traffic to my road in Woodfield Way. Are there plans to reconsider?	The CPZ will be reviewed after 12 months post implementation to determine how the CPZ as assisted the residents and traders and if necessary improve the operational hours and days.
5	Ian Cooper	25-Jan-07	51 Eleanor Road, N11 2QS	I understand that during the initial consultation in Eleanor and Richmond Road, have opposed to the CPZ. If these roads had realised the feedback was on street by street basis they would have voted for the scheme. Please reconsider the inclusion of these roads in the CPZ	These two roads have been recommended for inclusion in this report to the Executive. If these roads are excluded they will suffer from parking displacement from neighbouring roads.
6	Marcus Stephan	19-Jan-07	10 Gordon Road, N11 2PN	The proposed hours for the CPZ are inadequate and will make no difference to the commuter parking. I would propose to extend the operational hours to Saturday.	The feedback from initial consultations have indicated a majority of the residents and traders prefer a CPZ operational Mon -Fri, for 2hrs. The CPZ will be reviewed after 12 months post implementation to ascertain the views of the residents and traders on how effective the CPZ has worked
7	Anna Phoebe Davidson	31-Jan-07	26 Gordon Road, London N11 2PZ	The 2hrs operational time is inadequate and would suggest it runs for longer hours. The selection of the little stretch of road between junction with Gordon Road and Durnsford Road should be included in the CPZ.	The feedback from initial consultations have indicated a majority of the residents and traders prefer a CPZ operational Mon -Fri, for 2hrs. The stretch of road was excluded as it is part of Woodfield Way that had a majority of opposition to the scheme.
8	John Wood	11-Jan-07	Parkdale Estate	Please be aware that Parkdale Estate is not shown on the map and am concerned it may be left out during the implementation of the CPZ which will cause push commuter parking onto our road	The Council will consider all roads within the proposed CPZ area and introduce parking measures as appropriate.
9	Jane & Frank	25-Jan-07	Gordon Road	I live in Gordon Road which is included in the CPZ but my garage entrance is on Woodfield Way which is now excluded from the CPZ. Please reconsider including Woodfield way between junction of Gordon Road and Durnford Road to ease commuter parking	
10	Mr Andreas Vaccans	31-Jan-07	9 Gordon Road, London N22	The stretch of road between junction of Gordon Road and Durnford Road have now been excluded. This junction is dangerous and have seen accidents occur here, because the vehicles park on junctions thereby causing existing vehicles not able to see approaching ones.	The stretch of road was excluded as it is part of Woodfield Way that had a majority of opposition to the scheme. During implementation of the CPZ, yellow lines will be introduced around junctions to prevent illegal parking and also prevent obstruction at junctions.

11	Passmore Edwards Neighbourhood Watch	24-Jan-07	<a href="mailto:suefreeman@blueyonder.co.uk">suefreeman@blueyonder.co.uk</a>	They would like to extend the hours of operation to throughout the working day, and also extend the days to include Saturday. We are also concerned about the extent of the shared use bays and want Woodfield Way between Durnford Road and Gordon Road in the CPZ.	The consultation feedback has indicated that the majority of respondents favour a 2-hour, Monday – Friday scheme. If implemented, the Council would monitor its operation and review the scheme 12 months after it has been operational. The proposed provision of shared use bays will be reviewed in view of the comments received. The vast majority of respondents from Woodfield Way were opposed to a CPZ and therefore this road has been excluded.
12	Lydia Navarro: Myddleton Road Allotment Association.	25-Jan-07	24 marlborough Road, London N22 8NB	The allotment has been in existence for over 100 years and have parked on neighbouring roads for parking by members when visiting the allotment. If the CPZ is implemented we will require 35 free parking permits for our members because members will still need to park along Marlborough Road and Thorold Road.	The operational hours of Mon - Fri between 10.00am and 12 noon will not hinder the use of the allotment. Members can still park their vehicles on Marlborough Road which is excluded from the CPZ and on Thorold road (outside the operational hours of the CPZ)

## Petition

No	Name	Date Received	Address	Additional Comments	Response /comments
	Mrs Croxall	26-Jan-07	17 Richmond Road, N11 2QR	We are resubmitting the petition previously sent to the Council during the phase 2 consultation requesting for Richmond Road inclusion to the proposed CPZ	

## Objections

No	Name	Date Received	Address	Grounds of Objections	Response /comments
1	Rachel Cpley & Mark Barlow	29-Jan-07	5 Fletton road, bounds Green N11 2QL	The scheme is not required and is just an additional parking tax.	The measures have been proposed following extensive consultation with local residents and businesses of the area. The feedback has indicated that there is support for the introduction of parking controls. Parking beat surveys have also indicated that there is a level of commuter vehicles in the area that reduces parking availability for local residents and short term visitors top the area.
2	Sean	31.1.07	30 Queens Road, Bounds Green, N11	The formal consultation process was flawed and the figures have been distorted to suggest there is support for a Bounds Green CPZ.	There has not been an abuse of the process. The Council conducted 2 phases of formal consultation prior to proceeding to Statutory Consultation.

3	Kristine Johnson : Forrester Ketley & Co	31-Jan-07	52 Bounds Green road, London N11 2EY	The scheme will have a detrimental impact on local businesses. Staff will no longer be able to drive to work.	The proposed CPZ initiative is in line with the Mayor's Transport Strategy which encourages the use of sustainable modes of transport, such as public transport, to and from work. The proposed operating hours of the scheme is between 10.00am and 12noon only. Outside of these hours the CPZ will not exist.
4	Medhurst, Mike	31-Jan-07	84 Brownlow Road	Parking in the Enfield roads close to Bounds Green Station is already difficult; the scheme will further increase parking pressures in this road.	Following discussions with LB Enfield it has been agreed that Haringey will arrange for parking beat surveys to be conducted in specified roads in Enfield to gauge any knock-on impact to Enfield residents resulting from the scheme.
5	Mrs G Osman	31-Jan-07	14 The Drive, London N11 2DX	There are no parking problems in The Drive and a CPZ is not required	The responses received from The Drive during phase 1 consultation indicated residents were opposed to the scheme. The Drive was therefore omitted from further consideration apart from the short section outside Warwick Court as residents of the court indicated support.
6	Roger Lovegrove	22-Jan-07	11 Marlborough Road, N22 8NB	Feels unfairly treated and this road was not included in to the scheme. Also that the results were flawed.	The Feedback from previous consultations indicated opposition to the proposed CPZ in Marlborough Road. The Council has not received any petition to suggest the residents and traders have a change in opinion.
7	Marvin Severin	31-Jan	13 Russle Road N13	I am against the CPZ in Whittington Road and surrounding streets due to parking displacement on our road once the Haringey CPZ becomes operational.	LB Enfield it has been agreed that Haringey will arrange for parking beat surveys to be conducted in specified roads in Enfield to gauge any knock-on impact to Enfield residents resulting from the scheme.
8	LB Enfield	27-Jan-07	Traffic & Transport Services, P. O. Box 52 Civic Centre	Enfield objected on the grounds of the impact the proposals may have onto Enfield's residents in terms of displacement parking. The have requested that parking beat surveys are undertaken in roads within Enfield that could be affected by the CPZ proposals	In discussions with LB Enfield, officers have agreed roads within Enfield for the parking beat surveys. The cost of the surveys will be met by the Council. In view of this it is anticipated that LB Enfield will provisionally withdraw their objection. We are awaiting official confirmation.

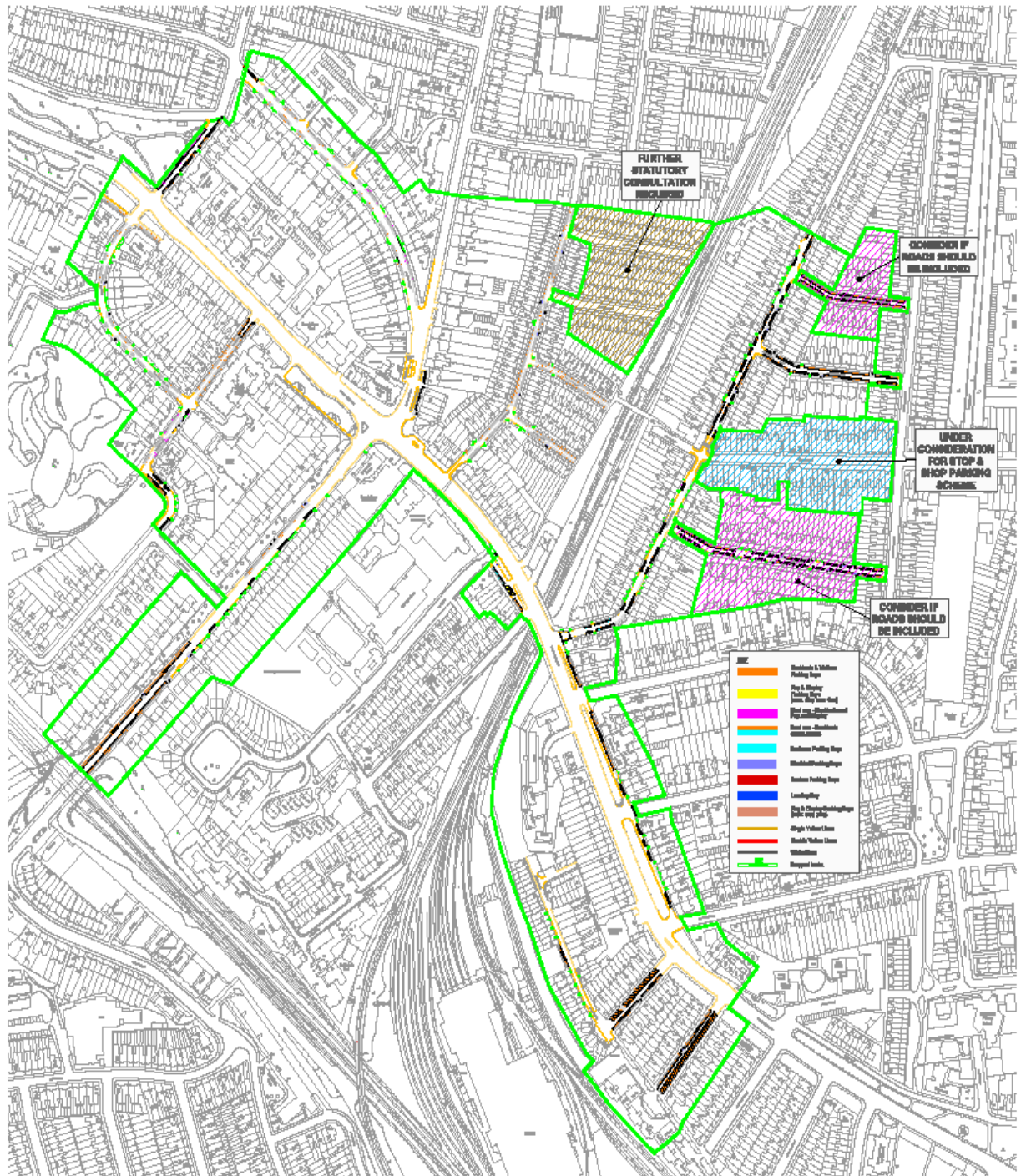
## Appendix III



### **Plans**

- Proposed Bounds Green CPZ detailing areas for further consideration.
- Plan of Parking Beat Survey area in Enfield.





## **Appendix IV**

Delegated Report of formal Consultation Bounds Green CPZ

Report Title: **Proposed Finsbury Park CPZ (Zone A) – Report of Statutory Consultation**

Forward Plan reference number (if applicable):

Report of: **Niall Bolger – Director of Urban Environment**

Wards(s) affected: **Stroud Green**

Report for: **Key Decision**

### **1. Purpose**

- 1.1 The purpose of this report is to inform members of the results of the Statutory Consultation process undertaken for the proposed Finsbury Park CPZ (Zone A), which was carried out in January / February 2007.
- 1.2 This report sets out officers' responses to the results of Statutory Consultation made by interested parties for members to consider before making a decision on the scheme.

### **2. Introduction by Executive Member**

- 2.1 This report is brought to the Executive to outline feedback from Statutory Consultation and to seek approval to carryout the proposed proceedings in order to continue to create a cleaner and greener environment. The measures will assist local residents and businesses by eradicating all day commuter parking.

### **3. Recommendations**

- 3.1 That the Council's Executive, after duly considering the objections as set out in this report, decide whether or not to proceed with the implementation of the Finsbury Park CPZ (Zone A), as shown in Appendix III of this report.
- 3.2 As part of the statutory process, there was support for the consideration of customer parking facilities and loading bays to be provided outside the commercial premises along Ferme Park Road. Should members decide to proceed with the implementation of the Finsbury Park CPZ (Zone A), members are asked to

<p>consider including this as part of the overall implementation.</p> <p>3.3 If it is agreed to proceed with the implementation of the scheme, that the Executive further agree to conduct a review of the Finsbury Park CPZ 12 months after implementation.</p> <p>3.4 That the charges for parking places be those set out in the consultation material at least until the Borough Review of Parking Charges in May 2008</p>
<p><b>Report Authorised by: Niall Bolger – Director of Urban Environment</b></p>
<p><b>Contact Officer:</b> Alex Constantinides, Head of Highways</p>
<p><b>4. Director of Finance Comments</b></p> <p>4.1 The Urban Environment capital budget for 2007/08 contains a provision of £289k for the review and implementation of the CPZ programme. If the proposals in this report are approved the works required to introduce Finsbury Park – Zone A, estimated cost £25k, will be undertaken in 2007/08 against the aforementioned budget provision. A balance of £264k will be available for other schemes.</p> <p>4.2 Any net income generated from this scheme will contribute towards achieving the parking budget income target for 2007/08.</p>
<p><b>5. Head of Legal Services Comments</b></p> <p>5.1 The legal implications are set out in section 9 below</p>
<p><b>6. Local Government (Access to Information) Act 1985</b></p> <p>6.1 Representations received during the statutory consultation period conducted in January / February 2007.</p> <p>6.2 The Council's Draft Local Implementation Plan and Parking Enforcement Plan.</p> <p>6.3 Delegated Authority - Report of Consultation, Harringay Station</p>

## 7. Strategic Implications

7.1 The proposals considered in this report are in accordance with the objectives of the Mayor's Transport Strategy, which are reflected within the Council's Draft Local Implementation Plan. This plan contains the policy framework for both parking and road safety and is summarised below.

### 7.2 Local Implementation Plan (LIP)

**Parking:** Section 7.0 of the Parking and Enforcement Plan (the 'PEP'), which forms part of the LIP reiterates the Council's intentions to improve parking conditions in the borough. The overall aim of the PEP is to support a better and safer environment in the borough.

Key PEP policies include:

- The Council will assess the need for parking controls at junctions.
- The Council will allocate on-street kerb space in accordance with the Council's defined hierarchy of parking need.
- The Council will monitor, manage and review on-street pay and display parking to help manage long-stay commuter parking and promote short stay and visitor parking.
- The Council will undertake a review of new CPZs one year after their implementation.
- The Council will maximise road safety throughout the Borough through the fair and consistent enforcement of parking regulations.
- The Council recognises the need for a robust, systematic framework for future CPZ implementation in the Borough.

**Road Safety:** Section 6.0 of the LIP contains the Council's Road Safety Strategy which details initiatives to make borough roads safer for all road users. The Council's UDP also contains strategic transport policies for the benefit of road safety. The key policies include:

- To tackle congestion by reducing the level and impact of traffic in town centres and residential areas.
- To make the borough's streets safer and more secure, particularly for pedestrians and other vulnerable road users through traffic management measures
- To manage better use of street spaces for people, goods and services, ensuring that priority is allocated to meet the objectives of the strategy.
- To improve the attractiveness and amenity of the borough's streets, particularly in town centres and residential areas.
- To encourage the use of more sustainable modes of transport.

## **8. Financial Implications**

- 8.1 The Environmental Services capital budget for 2007/08 contains the provision of £289k for its Parking Programme. If approved, the scheme will be financed through this budget. It is estimated that the introduction of the Finsbury Park (Zone A) will be £25k.

## **9. Legal Implications**

- 9.1 If the Executive resolves to implement the Finsbury Park CPZ (Zone A) then the Council must make several orders under the Road Traffic Regulation Act 1984. The Local Authorities' Traffic Orders (Procedure) Regulations 1996 (the regulations) lays down the procedure to be followed before making or amending an order. The regulations impose a legal obligation on the Council to conduct a process of consultation to inform the public and other statutory consultees of its intentions. The process carried out by the Council, in compliance with the regulations, is set out in section 11 and Appendix I of this report. The Council must then consider any objections made as a result of the consultation before making an order.
- 9.2 In deciding to designate parking places Members must consider both the interests of traffic and those of the owners and occupiers of adjoining property. In particular Members must have regard to:
- (i) the need for maintaining the free movement of traffic,
  - (ii) the need for maintaining reasonable access to premises, and
  - (iii) the extent to which off-street parking accommodation is available or likely to be available in the neighbourhood.
- 9.3 Members must also consider the factors set out in paragraph 13.1 below. While the views expressed by local residents must be considered, Members are not bound to decide in accordance with the majority view and must take the other legally relevant factors into account.

## **10. Equalities Implications**

- 10.1 The statutory consultation documents were distributed to all households/businesses within the agreed consultation area.
- 10.2 The statutory consultation document included a section offering translation into minority languages and affords any interested parties the opportunity to make representations regarding the scheme.
- 10.3 Statutory Consultation is open to any interested party to make comment on the Council's proposals.
- 10.4 Control parking mechanisms reinforce the need to keep obtrusive parking clear of junctions. This will assist people with disabilities particularly wheelchair users to cross roads with greater sightlines and clear of obstructions at drop kerb locations. Blue badges are valid for use in resident parking bays.



## 11. Consultation

- 11.1 The Council has conducted an extensive consultation process, which included two formal phases of consultation carried out between 30 June and 30 October 2006 and Statutory Consultation carried out between the 11 January and 1 February 2007.
- 11.2 The first phase of formal consultation covered a large area to enable the wider community to provide their views on parking issues for the area and to assess what impact there could be in the event of their road not being included. When analysed on a road by road basis it was clear that there were areas of support that enabled the Council to enter into a second phase of formal consultation.
- 11.3 The second phase covered a smaller modified zone where a majority of responses from the phase one consultation area were in favour of parking controls. The feedback from phase two was again analysed road by road and broken down as follows:
- **In support:** Mount Pleasant Villas, Ossian Road, Quernmore Road, Oakfield Road
  - **No clear view either way:** Blythwood Road
  - **Opposed:** The Grove, Stapleton Hall Road, Darren Close, Ferme Park Road
- 11.4 All roads that were in support or had no clear majority either way, with the exception of Quernmore Road and Oakfield Road were recommended to proceed to Statutory Consultation.
- 11.5 Of those roads that had opposed parking controls it was recommended that the Executive Member agree, through delegated authority, the way forward as detailed below. (See appendix IV for a copy of the delegated report without the appendices. For a full version of the report, with all appendices, please contact the Traffic and Road Safety Group).
- **The Grove** be included for Statutory Consultation. As this road would be in the middle of the existing Finsbury Park CPZ and Finsbury Park Zone A if omitted.
  - **Stapleton Hall Road** the section from Ferme Park Road to Oakfield Road be included. On analysis of this section it was confirmed that there was support for inclusion.
  - **Darren Close** be included for Statutory Consultation. This road is in the middle of the proposed zone and would experience displacement.
  - **Ferme Park Road** be included for Statutory Consultation. The section of Ferme Park Road from the junction with Ossian Road to the junction with Stapleton Hall Road is required for inclusion as it runs down the middle of the proposed zone. We will be considering pay and display measures to facilitate the commercial properties located here.

## 11.6 Statutory Consultation

- 11.7 Statutory consultation is the legal part of the process required before parking controls can be implemented. In summary, before making an order to implement parking controls, the Council must notify the public of its intentions in the London Gazette, local press and on site where the measures are proposed. A more detailed outline of the consultation process is given in Appendix I of this report.
- 11.8 Responses to the Statutory Consultation is divided into three sections, consisting of:
- a) Analysis of representations received during Statutory Consultation.
  - b) Highlighting responses from Statutory Bodies and local resident associations with the Council's considered response.
  - c) Highlighting a summary of the key objections received together with the Council's considered response. Each objection with the appropriate response is considered in turn.
- 11.9 Before making the relevant Traffic Management Orders the Council must consider all duly made objections submitted in response to the consultation. A full list of all the objections received with responses is contained in Appendix II of this report.

## SUMMARY OF REPRESENTATIONS RECEIVED

- 11.10 A total of 95 representations were received during the statutory consultation period consisting of:
- 4 individual representations in favour of the proposals.
  - 24 representations were a product of a standard template, predominately from residents of Mount Pleasant Villas, objecting to the proposals on various grounds.
  - 32 representations were also based on another standard template requesting the proposed hours be extended to 8.30am - 6.30pm, to mirror the existing Finsbury Park CPZ.
  - 16 individual representations also requested the operating hours be extended for more than the proposed 2 hours a day.
  - 11 individual representations objected to the proposed CPZ on various grounds.
  - 7 representations expressed a wide range of views from wanting parking spaces provided for allotment holders at The Grove to wanting an overnight ban on large vehicles along Quernmore Road.
  - A representation was received from a local residents' association requesting a review of the existing Finsbury Park CPZ before any further measures are introduced.

A full list of all the representations received is contained in Appendix II of this report.

## VIEWS FROM STATUTORY BODIES AND OBJECTIONS RECEIVED FROM RESIDENT ASSOCIATIONS

- 11.11 **Statutory Bodies** – As part of the Statutory Consultation period the views of the following bodies were sought: AA, London Transport, Police (local), Fire Brigade,

London Ambulance Service, Freight Transport Association, Road Haulage Association, RAC, Metropolitan Police (traffic), Haringey Cycling Campaign, LB Islington and Haringey Accord. None of the parties listed made any representations during the Statutory Consultation period.

11.12 **The Stroud Green Residents' Association (SGRA)** would like a review of the existing Finsbury Park CPZ to be conducted before any further restrictions are implemented in the new proposed CPZ. Their particular concerns are centred around a request for the non residential area of Oakfield Road to be removed from the CPZ to ease pressures on surrounding roads from the presence of commercial vehicles and, a possible increase in tariffs based on CO<sub>2</sub> emissions. A copy of the letter received from the Association can be found in Appendix II.

11.13 **Council's response:** Given only six roads are under consideration for parking controls following the Harringay Station CPZ consultation, it has been decided that if the proposals are to be taken forward they should be included as a sub-zone of the Finsbury Park CPZ. Should the scheme progress it is recommended that a review of the Finsbury Park CPZ, including the Finsbury Park (Zone A), is conducted 12 months after any implementation.

The Executive has recently approved a report regarding a review of parking fees and parking charges policy to reflect the Council's commitment to reduce greenhouse gases. The revised charges involve a small increase in the current charge for those smaller or alternative fuel vehicles with lower CO<sub>2</sub> emissions. The revised charges are still lower than neighbouring boroughs.

## OBJECTIONS RECEIVED WITH COUNCIL RESPONSE

11.14 Full details of all objections and officers responses are given in Appendix II. There were 9 key areas of objection and these are summarised in the following paragraphs.

11.15 **Objection:** CPZs encourage people to concrete over their front gardens.

**Council's response:** Whilst the council cannot prevent residents turning their front gardens into hardstanding areas (except areas designated under Article 4 which gives the council special powers under the 1995 General Development Order to restrict permitted development rights for households), the council does impose controls over the design and construction of crossovers. Residents must seek approval from the council and each application is assessed individually to ensure it meets all the council's preconditions before consent is given. These preconditions have recently been revised to encourage the retention of green frontages and, in addition, the new technical guidance for vehicle crossovers will also consider the impact of loss of kerb side road space for parking within CPZs.

11.16 **Objection:** The proposals will discourage people from using the local shops.

11.17 **Council's response:** As part of the statutory process, there was support for the consideration of customer parking facilities to be provide outside the commercial

premises along Ferme Park Road. The Council will consider the introduction of Pay and Display bays and a loading bay along the parade of shops on Ferme Park Road between its junctions with Stapleton Hall Road and Ossian Road for the benefit of local traders. This will be subject to statutory consultation.

**11.18 Objection:** The cost of permits will rise as other zones have much higher charges.

**Council's response:** The charges for permits are the same throughout the borough and are some of the lowest in London. A review of parking fees and parking charges policy, based on the CO<sub>2</sub> emission of vehicles, is currently being considered by the Executive. The revised charges relate to CO<sub>2</sub> emissions of vehicles registered on or after the 23 March 2001 and the engine size of vehicles registered before 23 March 2001. The revised charges will depend on vehicle engines but will still be low compared to neighbouring boroughs.

**11.19 Objection:** It is only a money making exercise for the Council.

**Council's response:** The scheme was brought forward by the Council to consider measures to address parking conflicts including commuter parking issues, identified through parking beat surveys and extensive consultation, around Harringay Station. Through consultation with residents and businesses it was identified that the main area of concern was the roads on the periphery of the existing Haringey and Islington Finsbury Park CPZs. This area has subsequently been the subject of Statutory Consultation.

The measures are designed to prioritize on-street kerb side space for residents and patrons to the local amenities as opposed to all day commuter parking. They will also have an impact on road safety by eradicating indiscriminate parking at junctions.

All the borough's CPZs are designed to be self-financing. Any surplus generated will be reinvested in the public highway, with particular attention to road safety.

**11.20 Objection:** The scheme should be longer than the proposed two hours and should mirror the existing Finsbury Park CPZ to discourage displacement from the existing zone.

**Council's response:** Based on an analysis of the returned consultation documents 2 hours was the preferred option. The single greatest response (41%) for both phases of consultation indicated that a 2 hour CPZ was preferred while 24% preferred an all day (8.30am – 6.30pm) scheme. If the scheme is introduced, the Council will conduct a review of the scheme 12 months post implementation, which could result in an extension of the hours, if supported by residents / traders.

**11.21 Objection:** The formal consultation process carried out prior to the Statutory Consultation process has not followed the guidelines, as drop-in sessions and consultation periods took place during holiday periods.

**Council's response:** Prior to entering into Statutory Consultation in January / February 2007 the Council conducted two phases of formal consultation. Phase one

consultation, conducted over a wide area, commenced on 30 June 2006 with the original closing date being extended from 8 August to the 30 September. A drop-in session was held on the 10 July 2006. Phase 2 consultation, on a revised area, was conducted between the 5 and 30 October 2006. During this consultation two drop-in sessions were held on the 20 and 21 October. .

It is the Council's view that this provided local residents with sufficient opportunity to provide their views. Contact details of the Traffic and Road Safety Group were also made available for residents to discuss any issues they may have or arrange a convenient time/date to view the proposals.

- 11.22 **Objection:** The current proposals for a 2 hour a day CPZ will do nothing to address the parking problems experienced on Arsenal match days.

**Council's response:** If implemented, it is recommended to conduct a review of the scheme 12 months after implementation. This will confirm if parking conflicts are actually occurring on Arsenal match days that need to be addressed.

- 11.23 **Objection:** A CPZ will reduce the number of available parking spaces.

**Council's response:** In designing the proposed scheme we have maximised all available spaces for residents' parking. However, for road safety reasons we have restricted parking at junctions where cars previously parked illegally thus making it easier for pedestrians and the disabled to cross the road safely.

- 11.24 **Objection:** The existing CPZ in the section of Oakfield Road by the railway bridge is never utilised and should be removed. There are no frontages that would be affected by this measure and it would relieve some parking pressures.

**Council's response:** The Council will consider amending the boundary of the existing CPZ to south of the railway bridge as part of a future review of the Finsbury Park CPZ.

## 12. Background

- 12.1 The Council carried out two phases of consultation for the possible introduction of a Harringay Station CPZ. The feedback indicated that although there was not support around Harringay Station there was support from the roads on the outskirts of the Finsbury Park CPZ.
- 12.2 A report based on the findings of these two phases was submitted to the Executive Member for Urban Environment and the Interim Director for Urban Environment. Approval was given to proceed to Statutory Consultation.
- 12.3 In line with good consultation practice the Council will provide residents / businesses with both feedback from the consultation process and on the Executive's decision. This will be done by distributing an information letter to all residents and businesses within the proposed CPZ area. A copy of the Executive report and minutes will also be available on the Council's web site.

- 12.4 If the decision is taken to proceed with this CPZ a 6 week implementation period will be needed to introduce the zone. This will allow for notification process and issuing of permits prior to enforcement.
- 12.5 The scheme will be introduced at the charges consulted upon. The charges will remain at least until the Borough Review of Parking Charges in May 2008.

### **13. Conclusion**

- 13.1 When introducing parking controls the Council must, under its legal obligations give due regard to various factors including traffic issues and the interests of the owners and occupiers of properties on the affected roads.

The factors which need to be considered include:

- the need to maintain free movement of traffic
- the need to maintain reasonable access to premises
- the extent to which off-street parking is available in the neighbourhood
- road safety
- impact on local amenities
- air quality and
- the passage of public service vehicles

- 13.2 The proposals are in line with Haringey's Parking Enforcement Plan and Road Safety Strategy as contained within the Draft Local Implementation Plan. It is the officers' view that the proposed scheme will provide a net benefit for the local residents and businesses. The Executive is requested to decide whether or not to proceed to the implementation of the scheme after duly considering the comments and objections set out in this report.

### **14. Use of Appendices / Tables / Photographs**

- 14.1 **Appendix I** - Copy of Statutory Consultation document and detailed consultation process.
- 14.2 **Appendix II** – Full list of representations received with Council's response.
- 14.3 **Appendix III** – Plan of proposed Finsbury Park CPZ (Zone A)
- 14.4 **Appendix IV** – Delegated Report – Haringay Station CPZ



## **Appendix I**

**Copy of Statutory Consultation document and detailed consultation process.**



### **Statutory Consultation Procedure.**

Statutory Consultation is the legal part of the process and takes the form of a Public Notice informing of the Council's intentions to introduce traffic management measures along the public highway. The notice provides for a 21-day statutory consultation period to enable any interested party the opportunity to make representation regarding the Council's intentions. As part of this procedure the Council must:

- Consult with the relevant statutory undertakers and service operators;
- Publish a notice in at least one local paper published in the area and in the London Gazette;
- Take any such other steps considered appropriate for ensuring that adequate publicity about the order is given to persons likely to be affected by its provisions.
- Making the proposed orders available for public inspection.

Statutory Consultation for the Finsbury Park (Zone A) CPZ commenced on 11 January 2007 and a public notice was published in The London Gazette, The Muswell Hill Journal, The Crouch End and Hornsey Journal, Tottenham, Wood Green and Edmonton Journal, Islington Gazette and Camden Gazette.

The proposals were also published on the Council's website.

A total of 500 Statutory Consultation documents were hand delivered to all addresses within the proposed zone.

Interested parties also had the opportunity to view the plans and discuss the proposals in person by making an appointment with Council Officers. There was 1 request to view the plans at River Park House

## **Appendix II**

### **Full list of representations received with Council's response**

- Support
- Objections
- Additional issues
- Resident Association letter

<b>SUPPORT</b>			
<b>Name</b>	<b>Address</b>	<b>Comment</b>	
Mr Murrell	8a, The Grove, N4	I am 100% behind the scheme	
Ms Clayton	Flat 3, Stapleton Hall Road, N4	I believe a CPZ operating Monday to Friday 10 -12 is the best solution	
Ms Lloyd-Davies	Ossian Road	We are pleased to note the proposed plan for controlled parking on our road	
Nigel & Alice Kadel	Mount Pleasant Villas	I confirm our interest in the setting up of a CPZ in our street with the proposed operating hours	
<b>QUALIFIED SUPPORT</b>			
<b>Name</b>	<b>Address</b>	<b>Comment</b>	<b>Council's response</b>
Pam Radford	46 Blythwood Road	We support the scheme but would prefer same operational hours as existing Finsbury Park CPZ	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review
Susan Lumb	81 Stapleton Hall Road	I have always supported the CPZ ... I would prefer a CPZ for a whole day	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review
Stephen Bull	80 Stapleton Hall Road	I am happy with the proposed 2 hr limit but would like it to include Saturday	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review
Colin Leys	5a Mount Pleasant Villas	Is it possible to see how the scheme works and then extend the hours? If not, I would strongly urge that the hours be extended from the beginning	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review
Kamila Zahno	94 Stapleton Hall Road	I am very much in favour of a CPZ in this area ...Is there a height restriction within a CPZ as large vans block my light	The council will seek to introduce a ban that prevents lorries over 5 tonnes parking overnight
Jackie Cook	4 Mount Pleasant Villas	I am strongly in favour of parking controls however there need to be match day controls	Please refer to paragraph 11.14
Janet High	76 Stapleton Hall Road	I am pleased you have listened to the problems we have explained. We still suffer significantly on match days	Please refer to paragraph 11.14
Susie Barson	29 Mount Pleasant Villas	We believe the CPZ in this area should operate all day.	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review
Brownwen Roberts	106d Stapleton Hall Road	In addition to the proposed 2 hours I suggest there is an additional period during the day (say between 4 and 6.30pm	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review

Cathy Drysdale	22 Ossian Road	We are delighted the council have agreed that this should now go ahead but propose operational hours of 8.30 - 12.30 and 16.30 - 18.30 Monday to Saturday and on match days	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review
Karen Lutomierski	2 The Grove	We should have operational hours of 8.30 - 6.30 in line with the existing CPZ	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review
Sandy Plummer	7 Ossian Road	I urge you to introduce a CPZ in my street to operate from 8.30 - 6.30	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review
Tessa Wolfe	12b Ferme Park Road	I propose the hours of operation are 8.30am - 6.30pm	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review
Valerie Given	11 Ossian Road	I propose the hours of operation are 8.30am - 6.30pm	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review
Mrs F Dornelly	27 Ossian Road	I propose the hours of operation are 8.30am - 6.30pm Monday to Sunday	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review
Harvey Griffiths	10 Mount Pleasant Villas	We are in favour of a CPZ but think its hours should mirror Finsbury Park CPZ	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review
Catherine Dolphin	74 Stapleton Hall Road	We want a CPZ scheme from 8.30am - 6.30pm	We do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review
<b>REPRESENTATIONS (GENERAL)</b>			
<b>Name</b>	<b>Address</b>	<b>Comment</b>	<b>Council's response</b>
M Lycett	3 Darren Close	The residents of Darren Close will be inconvenienced by the CPZ	The residents of Darren Close live on private property. The CPZ will only apply on the adopted part of the road which has no frontages.
Ms M Tunbridge	Mount Pleasant Villas	I object to the CPZ being called Finsbury Park CPZ as all the roads are in Stroud Green	It was felt the CPZ was too small to be classified as independent CPZ and should therefore be an extension to the existing CPZ
Ms L McKeand	81 Mount View Road	There should be a space reserved for allotment holders	Logged and included in the report
Mr K Beck	2 Siddons Court, Tavistock Street, WC2	Allotment holders should be provided with freedom pass parking permits or visitors vouchers	Logged and included in the report
Mr D Evans	85 Stapleton Hall Road	Please remove the CPZ from Oakfield Road bridge	Please refer to paragraph 11.16 for council's response.
Ms T McGonagle	4 Elyne Road	The council should review the original Finsbury Park CPZ.	Please refer to paragraph 11.6 for council's response.

Ms S Webb	Quernmore Road	Introduce an overnight ban on commercial vehicles and remove parking restriction on Oakfield Road	The council will erect signs that prevent vehicles over 5 tonnes parking overnight in certain streets. Please refer to paragraph 11.16 for council's response.
<b>STANDARD TEMPLATE</b>			
A standard template was sent in by the following residents in support of the scheme but proposing the operational hours of the scheme mirror Finsbury Park CPZ. The other main points are provided in the 'Comment' column			
<b>Name</b>	<b>Address</b>	<b>Comment</b>	<b>Council's response</b>
Mrs M Rattigan	87 Stapleton Hall Road	Anyone will be able to park from 12 noon on our roads	The single greatest number of responses received indicated they preferred a 2 hour CPZ. However, we do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review.
Jan Fage	12 Mount Pleasant Villas	There will be no spaces available when we get home	See response above
Nicola Wilson	130 Stapleton Hall Road	Arsenal supporters will still be able to park - matches start at 3pm	Please refer to paragraph 11.14 of the main report
F Scibetta	7 Mount Pleasant Villas		
M de L Coutinho	7 Darren Close		
Gary Owen	122 Stapleton Hall Road		
John Plummer	7 Ossian Road		
S Monnington	30f Ossian Road		
Neil Barton	29 Mount Pleasant Villas		
Mr A Ainapore	101 Stapleton Hall Road		
Catherine Dolphin	74 Stapleton Hall Road		
Simon Butt	Flat 2, Blythwood Road		
Deborah Eddlestone	33 Mount Pleasant Villas		
Derek Eddlestone	33 Mount Pleasant Villas		
A Kuhrt	16 Ossian Road		
Matthew Leys	43 Mount Pleasant		

	Villas		
Rowena Kime	30b Ossian Road		
B Martin	49 Ossian Road		
Aileen Coull	25 Mount Pleasant Villas		
David Courtley	25 Mount Pleasant Villas		
Colin Leys	5a Mount Pleasant Villas		
Kelsang Wangmo	2 Astra House, Mount Pleasant Villas		
Mr A Calder	128b Stapleton hall Road		
Mrs S Calder	128b Stapleton hall Road		
M Ryan	80 Stapleton Hall Road		
David Hedges	5 The Grove		
Jenny Gray	4 The Grove		
Sandra Craine	43 Ossian Road		
Nigel & Alice Kadel	8 Mount Pleasant Villas		
Diana Coole	24 Ossian Road		
Ms K.M. Kun	23 Ossian Road		
Gillian Stone	5 The Grove		
<b>OBJECTIONS</b>			
<b>Name</b>	<b>Address</b>	<b>Comment</b>	<b>Council's response</b>
V. Ware	3 The Grove	The residents of the Grove park diagonally	The design of the scheme has taken this fact into account
Ms M Barton	151 Mount View Road	It has been proposed that permit charges be increased since the end of the consultation process	Please refer to paragraph 11.10 for council's response
Ms H Riley	64 Mount View Road	Finsbury Park CPZ should be reviewed first.	Please refer to paragraph 11.6 for council's response.
Mr J Pennington	110 Mount View Road	Finsbury Park CPZ should be reviewed first.	Please refer to paragraph 11.6 for council's response.
Mr T Alexander		I would be hostile to a CPZ even if it was entirely free	Logged and included in analysis
D Napal/N Napal	13 Ossian Road	I say NO to the proposed CPZ	Logged and included in analysis
Mr P Aggett	3 Ossian Road	I object to the proposal to introduce a CPZ to Ossian Road	Logged and included in analysis

S E Pecha	7 The Grove	No Harringay Station CPZ	Logged and included in analysis
Ms M Nicholls	Stapleton Hall Road	Oakfield Road is empty and pushes traffic into non CPZ areas	Please refer to paragraph 11.16 for council's response.
Mr T Horne	Flat 2 Stapleton Hall Road	The only time parking is a problem is on Arsenal match days	Please refer to paragraph 11.14 for council's response.
Mr C Gutch	Ferne Park Road	There was never a problem in the original Finsbury Park CPZ	Logged and included in analysis
The following residents sent in a standard template with a variety of reasons objecting to the scheme. The main disadvantages as listed on the template are summarised in the 'Comments' column			
<b>Name</b>	<b>Address</b>	<b>Comment</b>	<b>Council's response</b>
Mrs S L E Monnington	30F Ossian Road	Traffic wardens will patrol our street	The council does not this as a disadvantage
Dennis Bransky	53 Mount Pleasant Villas	Fewer overall parking spaces	Please refer to paragraph 11.15
Alison Gardiner	49C Mount Pleasant Villas	The worst parking time is after 6.30	The responses to the 2 formal phases of consultation have indicated there is a commuter parking problem. However, we do monitor all our schemes to assess their impact and changes might be made in the future if highlighted in a review.
T P Coles	39 Mount Pleasant Villas	CPZs encourage people to concrete over their front gardens	Please refer to paragraph 11.8
Linda Coles	39 Mount Pleasant Villas	CPZs discourage people from shopping locally	Please refer to paragraph 11.9
Caroline Chatwin	6 Astra House, Mount Pleasant Villas	The price will rise .. Other zones have much higher charges	Please refer to paragraph 11.10
Tamsin Louse	35B Mount Pleasant Villas	It's a money making exercise	Please refer to paragraph 11.11
Alice Timms	41 Mount Pleasant Villas		
Liam Norris	41A Mount Pleasant Villas		
A Dawson	47 Mount Pleasant Villas		
Ben Taylor	41C Mount Pleasant Villas		
Nadia Dawson	47 Mount Pleasant Villas		
Ed Packer	14 Mount View Road		
Leo Barnard	14 Mount View Road		
Des Fox	35 Mount		

	Pleasant Villas		
Valerie Fox	35A Mount Pleasant Villas		
Jason Skelton	51 Mount Pleasant Villas		
Chris Clarke	4 Astra House, Mount Pleasant Villas		
G J MacKenzie	51 Mount Pleasant Villas		
Mrs A C Timms	41A Mount Pleasant Villas		
Jessica Taylor	41C Mount Pleasant Villas		
Mr D Napal	13 Ossian Road		
Stefano Ferrari	41b Mount Pleasant Villas		
Dominic Madden	Flat 5, 14 Mount View Road		
Tessa Bull	49 Mount Pleasant Villas		



**STROUD GREEN RESIDENTS' ASSOCIATION  
(SGRA)**

as from: 190A+B Stapleton Hall Road  
London N4 4QL  
Tel: 020 8340 0557

Brian Haley  
Executive Member for the Environment  
Haringey Council

31<sup>st</sup> January 2007

Dear Brian,

Re: **STATUTORY CONSULTATION  
PROPOSED CONTROLLED PARKING ZONE (CPZ) - HARRINGAY STATION**

Thank you for giving up your time to come and listen further to CPZ comments from members of the above residents' association as you promised at our meeting in October.

As tomorrow is the last day in the final stage of "consulting" with Haringey residents regarding the impending CPZ in this area, I thought I should immediately put down the general opinion of the meeting and would ask this to be considered as SGRA's response to the current statutory consultation.

Although you pointed out that Stapleton Hall Road is being considered in two parts as a direct result of residents' responses to the last consultation and that the position of St. Aidan's out-of-area teachers has been given consideration, I think it is fair to say that, as before, SGRA members were unanimous in their condemnation of the inability of the Council Executive to understand or acknowledge that residents, regardless of whether they have answered for or against the implementation of a CPZ, **would first require a review** of the existing Finsbury Park CPZ. This is particularly in the streets bordering the proposed CPZ extension and in Oakfield Road where the current restrictions include a section of highway spanning a bridge where there are no residences and, as such, is nearly always deserted! You agreed in October that this is very stupid and should most definitely be reviewed (my letter to you dated 25<sup>th</sup> November 2006). We would urge you to reconsider your schedule and make this a top priority before authorising any further restrictions.

It was again felt that removing the CPZ restrictions from this part of Oakfield Road would greatly improve any problems experienced by residents in the surrounding streets from commercial vehicles whose owners are by and large not resident in the area, which are often unroadworthy and parked up for many weeks at a time without being removed. Since our last meeting, this situation has seen no improvement whatsoever.

There was some concern over the possible increase in the CPZ tariff based on CO2 emissions. Residents had previously been assured that the at present reasonable

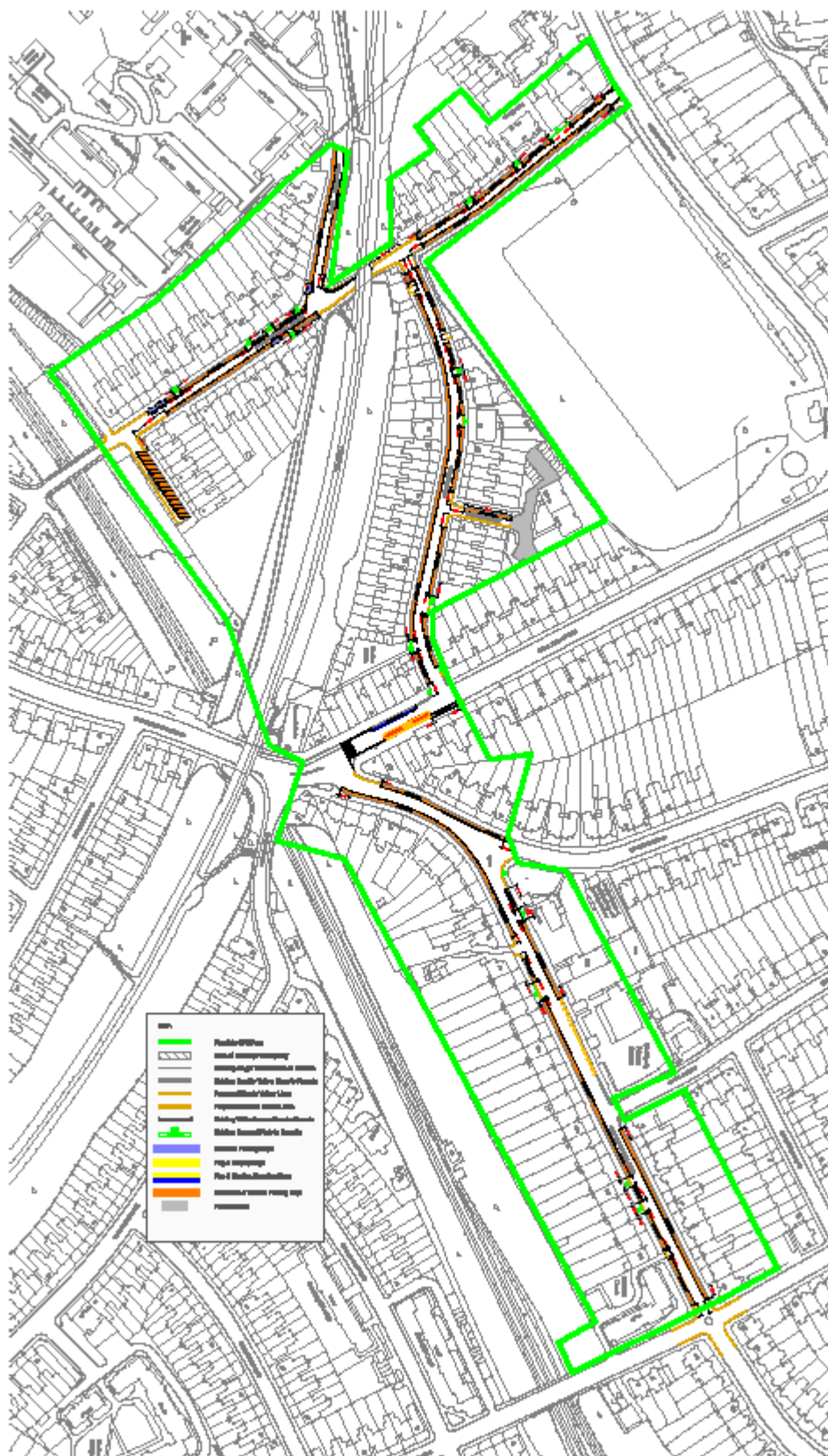
annual tariff (in comparison with other local councils) would in no way be increased and yet this assurance is already seeming an empty promise. Small wonder that residents feel a degree of cynicism and a total lack of confidence in the decision-making arm of the council and that the general opinion is that CPZ implementation has little to do with traffic management but is an excellent way of increasing funds for (as someone commented) the council's coffers! It would surely make far more economic sense to review the existing parking measures before implementing any further restrictions, as the result of this might save the council a huge amount of money and effort, should the outcome prove that extending the CPZ is unnecessary.

Yours sincerely,

Kit Greveson (Acting Chair)

## **Appendix III**

### **Plan of proposed Finsbury Park CPZ (Zone A)**



## **Appendix IV**

### **Delegated Report – Harringay Station CPZ**

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Report Title: **Fortis Green CPZ – Report of Statutory Consultation**

Forward Plan reference number (if applicable):

Report of: **Niall Bolger, Director of Urban Environment**

Wards(s) affected: **Fortis Green**

Report for: **Key Decision**

### **1.0 Purpose**

- 1.1 The purpose of this report is to inform members of the results of the Statutory Consultation undertaken for the proposed Fortis Green CPZ scheme, which was carried out in January / February 2007.
- 1.2 The report sets out officer's responses to the results of Statutory Consultation made by interested parties for members to consider before making a decision on the scheme.

### **2.0 Introduction by Executive Member**

- 2.1 This report is brought to the Executive to outline feedback from Statutory Consultation and to seek approval to carryout the proposed proceedings in order to continue to create a cleaner and greener environment. The measures will assist local residents and businesses by eradicating all day commuter parking.

### **3.0 Recommendations**

- 3.1 That the Council's Executive, after duly considering the objections as set out in this report, decide whether or not to proceed with implementation of the proposed Fortis Green CPZ subject to:
- (i) Formal withdrawal of the objection from the London Borough of Barnet, or
  - (ii) Consent to the TMO proposal from the Greater London Authority under section 121B (d) of the Road Traffic Regulation Act 1984.

3.2 That the charges for parking places be those set out in the consultation material at least until the Borough Review of Parking Charges in May 2008.

Report Authorised by: **Niall Bolger, Director of Urban Environment**

Contact Officer: **Alex Constantinides, Head of Highways**

#### **4.0 Director of Finance Comments**

4.1 The Urban Environment capital budget for 2007/08 contains a provision of £289k for the review and implementation of the CPZ programme. If the proposals in this report are approved the works required to introduce Finsbury Park – Zone A, estimated cost £25k, will be undertaken in 2007/08 against the aforementioned budget provision. A balance of £269k will be available for other schemes.

4.2 Any net income generated from this scheme will contribute towards achieving the parking budget income target for 2007/08.

#### **5.0 Head of Legal Services Comments**

The legal implications are set out in section 9 below.

#### **6.0 Local Government (Access to Information) Act 1985**

6.1 Representations received from statutory consultation conducted in January / February 2007.

6.2 The Council's Draft Local Implementation Plan and Parking Enforcement Plan.

6.3 Delegated Authority – Report of Consultation, Fortis Green CPZ

#### **7.0 Strategic Implications**

7.1 The proposals considered in this report are in accordance with the objectives of the Mayor's Transport Strategy, which are reflected within the Council's Draft Local Implementation Plan. This plan contains the policy framework for both parking and road safety and is summarised below.

#### **7.2 Local Implementation Plan (LIP)**

**Parking:** Section 7.0 of the Parking and Enforcement Plan (the 'PEP'), which forms part of the LIP reiterates the Council's intentions to improve parking conditions in



the borough. The overall aim of the PEP is to support a better and safer environment in the borough.

Key PEP policies include:

- The Council will assess the need for parking controls at junctions.
- The Council will allocate on-street kerb space in accordance with the Council's defined hierarchy of parking need.
- The Council will monitor, manage and review on-street pay and display parking to help manage long-stay commuter parking and promote short stay and visitor parking.
- The Council will undertake a review of new CPZs one year after implementation.
- The Council will maximise road safety throughout the Borough through the fair and consistent enforcement of parking restrictions.
- The Council recognises the need for a robust, systematic framework for future CPZ implementation in the Borough.

**Road Safety:** Section 6.0 of the LIP contains the Council's Road Safety Strategy which details initiatives to make borough roads safer for all road users. The Council's UDP also contains strategic transport policies for the benefit of road safety. The key policies include:

- To tackle congestion by reducing the level and impact of traffic in town centres and residential areas.
- To make the borough's streets safer and more secure, particularly for pedestrians and other vulnerable road users through traffic management measures
- To manage better use of street spaces for people, goods and services, ensuring that priority is allocated to meet the objectives of the strategy.
- To improve the attractiveness and amenity of the borough's streets, particularly in town centres and residential areas.
- Encourage the use of more sustainable modes of transport.

## **8.0 Financial Implications**

- 8.1 The Environmental Services capital budget for 2007/08 contains the provision of £289k for its Parking Programme. If approved, the scheme will be financed through this budget. It is estimated that the introduction of the Fortis Green CPZ will be £25k.

## **9.0 Legal Implications**

- 9.1 If the Executive resolves to implement the Fortis Green CPZ scheme, then the Council must make or amend several orders under the Road Traffic Regulation Act 1984. The Local Authorities' Traffic Orders (Procedure) Regulations 1996 (the regulations) lays down the procedure to be followed before making or amending an order. The regulations impose a legal obligation on the Council to conduct a process of consultation to inform the public and other statutory consultees of its intentions. The process carried out by the Council, in compliance with the

regulations, is set out in paragraph 11 and Appendix I of this report. The Council must then consider any objections made as a result of the consultation before making an order.

9.2 In deciding to designate parking places Members must consider both the interests of traffic and those of the owners and occupiers of adjoining property. In particular Members must have regard to:

- (i) the need for maintaining the free movement of traffic,
- (ii) the need for maintaining reasonable access to premises, and
- (iii) the extent to which off-street parking accommodation is available or likely to be available in the neighbourhood.

9.3 Members must also consider the factors set out in paragraph 13.1 below. While the views expressed by local residents must be considered, Members are not bound to decide in accordance with the majority view and must take the other legally relevant factors into account.

## **10.0 Equalities Implications**

10.1 The statutory consultation documents were distributed to all households / businesses within the agreed consultation area.

10.2 The statutory consultation document included a section offering translation into minority languages and affords any interested party the opportunity to make a representation regarding the scheme.

10.3 Statutory consultation is open to any interested party to make comment on the Council's proposals.

## **11.0 Consultation**

11.1 The Council has conducted an extensive consultation process, which included two formal phases of consultation carried out between 30 June and 30 October 2006 and Statutory Consultation carried out between the 11 January and 1 February 2007.

11.2 The first phase of formal consultation covered a large area to enable the wider community to provide their views on parking issues for the area and to assess what impact there could be in the event of their road not being included. When analysed on a road by road basis it was clear that there were areas of support that enabled the Council to enter into a second phase of formal consultation.

11.3 The second phase covered a smaller modified zone where a majority of responses from the phase one consultation area were in favour of parking controls. The feedback from phase two was again analysed road by road and broken down as follows:

- **In support:** Springcroft Avenue, Shakespeare Gardens, Bancroft Avenue, Southern Road, Twyford Avenue, Western Road.
- **Opposed:** Eastern Road and Fortis Green Road

11.4 All roads that had expressed support were recommended to proceed to Statutory Consultation. Of those roads that had opposed parking controls, it was recommended that the Executive Member agree through delegated authority, the way forward as detailed below. (See appendix IV for a copy of the delegated report without appendices. For a full version of the report, with all appendices, please contact the Traffic and Road Safety Group).

- **Eastern Road** be excluded due to the response opposing the scheme and its location on the boundary of the proposed zone.
- **Fortis Green** be included in Statutory Consultation. The majority of properties along Fortis Green are flats with their own off-street parking facilities. Other properties without off-street parking do however experience parking difficulties. Due to the narrow width of this section of Fortis Green (too narrow to accommodate parking), residents of these properties would experience difficulties if excluded from the proposed zone.

## 11.5 Statutory Consultation

11.6 Statutory Consultation is the legal part of the process required before parking controls can be implemented. In summary, before making an order to implement parking controls, the Council must notify the public of its intentions in the London Gazette, local press and on site where the measures are proposed. A more detailed outline of the consultation process is given in Appendix I of this report.

11.7 Responses to the Statutory Consultation is divided into three sections, consisting of:

- a) Analysis of representations received from the Statutory Consultation.
- b) Highlighting responses from Statutory Bodies and an objection received from LB Barnet, with the Council's considered response.
- c) Highlighting a summary of the key objections received together with the Council's considered response. Each objection, with the appropriate response is considered in turn

11.3 Before making the relevant Traffic Management Orders the Council must consider all duly made objections submitted in response to the consultation. A full list of all the objections received with responses is contained in Appendix II of this report.

## SUMMARY OF REPRESENTATIONS RECEIVED

11.4 A total of 49 representations were received during the statutory consultation period consisting of:

- 16 representations either in support of a CPZ or giving additional comments.
- A petition in favour of a CPZ in Church Vale with signatures received from 26 out of 42 households.

- 5 representations from residents of Church Vale wishing to be included in the CPZ
- 4 representations from residents of Eastern Road wishing to be included in the CPZ
- 1 representation from LB Barnet objecting to the proposal.
- 22 representations objecting on various grounds.

A full list of all the representations received is contained in Appendix II of this report.

## **VIEWS FROM STATUTORY BODIES AND OBJECTION RECEIVED FROM LB BARNET.**

- 11.5 **Statutory Bodies** - As part of both the statutory consultation, the views of the following bodies were sought: AA, London Transport, Police (local), Fire Brigade, London Ambulance Service, Freight Transport Association, Road Haulage Association, RAC, Metropolitan Police (traffic), Haringey Cycling Campaign, Haringey Accord and LB Barnet. None of the parties listed, with the exception of LB Barnet (see paragraph 11.6) made any representations.
- 11.6 **London Borough of Barnet** has objected on the following grounds:
- Barnet wishes to have a detailed explanation as to why Haringey feel it is appropriate to introduce a CPZ.
  - Barnet wishes to have further information such as a study of the potential impact on neighbouring roads in Barnet.

**Council's response:** Officers have made contact with LB Barnet to arrange a meeting to discuss their issues. As LB Barnet already have a CPZ on their side of the Borough Boundary around East Finchley Station it is unlikely that their objection will progress further and delay any possible implementation. A copy of the letter received from LB Barnet can be found in Appendix II.

## **SUMMARY OF KEY OBJECTIONS RECEIVED WITH COUNCIL RESPONSE**

- 11.7 Full details of all objections and officers responses are given in Appendix II. There were 12 key areas of objection and these are summarised in the following paragraphs.
- 11.8 **Objection:** There are few parking problems in the area and therefore a CPZ is not necessary
- Council's response:** Haringey believes that the L B Barnet CPZ has impacted on parking in Haringey's roads and a CPZ in Fortis Green will alleviate additional parking pressure from the Barnet CPZ. Respondents have shown support for a CPZ in the area and in seeking to introduce a CPZ, the Council is reflecting this support.
- 11.9 **Objections:** A CPZ will reduce the number of parking spaces available  
A CPZ will not improve access for emergency vehicles

**Council's response:** In designing the scheme, we have maximised all available spaces for residents parking. However, for road safety reasons we have restricted parking at junctions where cars previously parked illegally, thus making it easier for pedestrians and the disabled to cross the road safely and for refuse vehicles and emergency service vehicles to gain access to the area.

- 11.10 **Objection:** It is not justified to include lengths of road where a majority of respondents was against a CPZ

**Council's response:** Analysis of consultation results has been carried out on a road by road basis and in designing the scheme it has been found necessary to include the entire road lengths to maintain the integrity of the scheme and for operational reasons

- 11.11 **Objection:** The published results of phase 1 consultation were inaccurate, affecting the balance in favour/against a CPZ

**Council's response:** The Council believes that the published results of the consultations are accurate. The published results are on the Haringey website and if required, a more detailed examination of the results can be made by arrangement in the offices at River Park House

- 11.12 **Objection:** Object to paying for parking in own road

**Council's response:** The scheme has been proposed following extensive consultation with residents. The results of the consultation showed that there was support from residents for the introduction of a CPZ. Any scheme that goes ahead must be self financing and allow for the cost of enforcement to be met from the fees charged.

- 11.13 **Objection:** Analysis of consultation results incorrect – households that did not respond cannot be ignored

**Council's response:** Every effort was made to ensure that residents and businesses were made aware of the Council's proposals. A consultation leaflet was distributed to every household / business in the consultation area. Other forums where the Council publicised the proposals include:

- local libraries where plans of the scheme were available for inspection;
- the Council's website;
- at exhibitions held locally;
- local press releases and articles, and
- on notices erected locally.

Analysis can only be carried out on those questionnaires that have been returned to the Council. It is not possible to analyse views of those that did not reply.

- 11.14 **Objection:** The main aim of a CPZ and the Green Tax is revenue generation

**Council's response:** The scheme has been proposed following extensive consultation with residents. The results of the consultation showed that there was support from residents for the introduction of a CPZ. Any scheme that goes ahead must be self financing and allow for the cost of enforcement to be met from the fees charged.

- 11.15 **Objection:** CPZ will cause environmental damage by causing the paving over of front gardens

**Council's response:** There are statutory mechanisms the council can use to consider the paving over forecourts for vehicle use including areas in conservation and where there are listed buildings, if these are breached the council can take the appropriate enforcement action. Residents must seek approval from the council and each application is assessed individually to ensure it meets all the council's preconditions before consent is given. These preconditions have recently been revised to encourage the retention of green frontages and, in addition, the new technical guidance for vehicle crossovers will also consider the impact of loss of kerb side road space for parking.

- 11.16 **Objection:** Parking problems are caused by Barnet CPZ and instead of introducing a CPZ, Haringey should talk to Barnet about changing their CPZ.

**Council's response:** By introducing a CPZ in Fortis Green adjacent to the Barnet CPZ, we believe that additional parking pressure currently experienced by Haringey residents from the Barnet CPZ will be alleviated

- 11.17 **Objection:** CPZ is too harsh on commuters

**Council's response:** In line with the Mayor's Transport Strategy and the Council's own Local Implementation Plan, one of the main objectives of a CPZ is to prioritize parking for residents and businesses in the vicinity of stations and town centres, where pressure for parking space is exacerbated by long term commuter parking. The Mayor's Strategy also encourages the use of public transport.

- 11.18 **Objection:** CPZ will cause loss of mobility and increase inconvenience for residents and visitors

**Council's response:** The proposed CPZ will only operate for two hours a day. Outside of the operating times when the CPZ will be uncontrolled, we believe that the CPZ will have a positive impact on removing all-day commuter parking, freeing up parking space for residents and visitors

- 11.19 **Objection:** Extra parking pressure will be caused in Eastern Road by implementing the proposed adjoining CPZ

**Council's response:** The Council conducted 2 previous consultations in July, September and October 2006 to determine if the residents within the consultation area were experiencing any parking difficulty. The feedback from the consultations in Eastern Road has indicated an increase in opposition to a CPZ from 67% to 81%

in the 2 phases of consultation. Based on this, the road has been excluded from further consultation.

**12.0 Background**

- 12.1 The Council carried out two phases of consultation for the possible introduction of a Fortis Green CPZ. The feedback indicated that there was support for the introduction of parking measures to prioritise parking for residents and short term visitors to the area.
- 12.2 A report based on the findings of these two phases of consultation was submitted to the Executive Member for Urban Environment and the Interim Director for Urban Environment. Approval was given to proceed to statutory consultation.
- 12.3 In line with good consultation practice the Council will provide residents / businesses with both feedback from the consultation process and on the Executives decision. This will be done by distributing an information letter to all residents and businesses within the proposed CPZ area. A copy of the Executive report and minutes will also be available on the Council's website.
- 12.4 If the decision is taken to proceed with this CPZ and subject to any resolution of the objection from Barnet, a 5 week implementation period will be required to introduce the zone.
- 12.5 The scheme will be introduced at the charges consulted upon. The charges will remain at least until the Borough Review of Parking Charges in May 2008.

**13.0 Conclusion**

- 13.1 When introducing parking controls the Council must, under its legal obligations give due regard to various factors including traffic issues and the interests of the owners and occupiers of properties on the affected roads.

The factors which need to be considered include:

- the need to maintain free movement of traffic;
- the need to maintain reasonable access to premises;
- road safety;
- impact on local amenities;
- air quality; and
- the passage of public service vehicles.

- 13.2 The proposals are in line with Haringey's Parking Enforcement Plan and Road Safety Strategy as contained within the Draft Local Implementation Plan. It is the officers' view that the proposed scheme will provide a net benefit for local residents and businesses. The Executive is requested to decide whether or not to proceed to the implementation of the scheme after duly considering the comments and objections outlined in this report.

**14.0 Use of Appendices / Tables / Photographs**

**Appendix I** - Copy of Statutory Consultation document and detailed consultation process.

**Appendix II** –Full list of representation received with the Council's consider response.

**Appendix III** – Proposed Fortis Green CPZ

**Appendix IV** – Delegated Report of Formal Consultation Fortis Green CPZ



## **Appendix I**

Copy of Statutory Consultation document and detailed consultation process.

### **Statutory Consultation Procedure.**

Statutory Consultation is the legal part of the process and takes the form of a notice informing of the Council's intentions to introduce traffic management measures along the public highway. The notice provides for a 21-day statutory consultation period to enable any interested party the opportunity to make representation regarding the Council's intentions. As part of this procedure the Council must:

- Consult with the relevant statutory undertakers and service operators;
- Publish a notice in at least one local paper published in the area and in the London Gazette;
- Take any such other steps considered appropriate for ensuring that adequate publicity about the order is given to persons likely to be affected by its provisions.
- Making the proposed orders available for public inspection.

The Council carried out statutory consultation for the Fortis Green area. The Statutory Consultation commenced in 11<sup>th</sup> January 2007 and a public notice was published in The London Gazette and Muswell Hill and Crouch End Journal, Hornsey Journal, Islington Gazette, Tottenham & Wood Green Gazette and the Camden Gazette on the 11<sup>th</sup> January 2007. The proposal was also published on the Council's website.

A total of 30 statutory consultation documents were posted on posts and lamp columns within the proposed Fortis Green area.

Interested parties also had the opportunity to view the plans and discuss the proposals in person by making an appointment with Council Officers. There were no requests to view the plans at River Park House.

## **Appendix II**

Full list of representation received with the Council's consider response.

## Support

No	Name	Date Received	Address	Grounds for Support
1	Robin, Kay & Rebecca Dunn	17-Jan-07	29 Springcroft Avenue, Fortis Green, London N2 9JH	Sensible scheme which caused displacement of commuter (E.Finchley u/g) car parking into our streets. Alleviating resident parking problem and reducing traffic and thus improving road safety and pollution.
2	Dr S Prasad	18-Jan-07	42 Bancroft Avenue, East Finchley, London N2 0AS	Give a lot of relief to the residents because all the road side parking are blocked by commuters.
3	Shimon Cohen	18-Jan-07	25 Bancroft Avenue, London N2	Half of Bancroft Avenue is in Barnet and already controlled by CPZ, thus pushing all parking up towards the uncontrolled half of the street.
4	Egli & Richard Parker	22-Jan-07	31 Springcroft Avenue, London N2 9JH	The proposed two hour period will prevent daily commuters and the incidents when holiday travellers have left their cars outside our property for up to six weeks on end.
5	Margaret Pacey	22-Jan-07	Flat 5, 12 Western Road, East Finchley, London N2 9HX	A welcome deterrent to commuter parking all day on our patch
6	Brian Salinger	15-Jan-07	H Salinger & Co Ltd, 32 The Ridgeway, Friern Barnet, N11 3LJ	1 hour is long enough to deter the commuter parking and also to stop people hopping from one area to the other

## Objections

No	Name	Date Received	Address	Grounds of Objections	Response /comments
1	Ines Schlenker & Michael Schaich	02-Feb-07	19 Shakespeare Gardens, N2 9LJ	The main problem with our road is the narrowness of the street which prevents emergency vehicles and rubbish collection access. There is no need for a CPZ	The feedback from initial consultations indicated most respondents favour the CPZ. Parking beat surveys also carried out prior to the consultations have indicated increase in parking level.
2	Wendy & Harold Allis	29.1.07	16 Bancroft Avenue, N2 0AS	This proposal will make people change their front gardens to drives and thereby having a huge detrimental effect.	Previous experiences have proven that the introduction of CPZ free up parking spaces within the CPZ area.
3	M Laitner	29-Jan-07	17 Bancroft Av, London N2 0AR	Parking is not a problem in our road and implementation of the proposal will cause detrimental effect on the environment.	The feedback from previous consultation has indicated support for the CPZ. The introduction of a CPZ usually free up parking spaces.

4	Ana Garanito	12-Jan-07	Western Road	The introduction of a CPZ will reduce parking spaces within the street.	The implementation of a CPZ will prevent illegal and obstructive parking and in this respect will reduce parking space.
5	Alan & Julie Murphy	18-Jan-07	Tivoli, southern road, London N2 9LN	We don't see any practical consideration to justify the need for a CPZ on our street. Most of the residents who favour the CPZ are to the west of the Southern Road and not the whole street.	The Council carried out parking beat surveys which indicated an increase in parking levels; also the decision to include the whole length of Southern Road is due to displacement of vehicles on the other half.
6	Anotonia Dietmann	16-Jan-07	Flat 9 Beverly Court, 12 Western Road	There are already increasing cost for running a car, I think paying for the privilege to park my car is too much.	The CPZ is aimed to be self financing and therefore there are cost implications involved.
7	R. J White	26-Jan	1 Beverly Ct, 12 Western Way N2 9HX	Except for Shakespear gardens and Springcroft Avenue, there is no case for CPZ	The feedback from initial consultations indicated most respondents favour the CPZ. Parking beat surveys also carried out prior to the consultations have indicated increase in parking level.
8	Susan & Bill Richardson	22-Jan	23 Western Road, N2 9JB	The green environment will suffer if the CPZ was imposed	Previous experiences have proven that the introduction of CPZ free up parking spaces within the CPZ area.
9	Mr M J Benjamin	29-Jan	6 Bancroft Av, N2 0AS	The operational hours should be just for 1hour if it is just to hinder commuter parking	The result from initial consultations have indicated support for 2hrs operational zone.
10	Jeffrey & Carmen Gould	12-Jan	40 Bancroft Avenue	Over parking in Bancroft Av is due to Barnet enforcement of CPZ not that there is any problem	Prior to the initial consultation, we received several representations from the area requesting for a controlled parking. Also because the other half of the road is in CPZ controlled by Barnet causes displacement onto the Haringey part.
11	Alison Ritchie	22-Jan	16 Chessing Ct, N2 9ER	I do not want to inconvenience my friends when they come over.	The Council have several parking permits that can be bought for friends and family. Also the CPZ operation for 2Hrs will not hinder friends and family visiting.
12	A. Robinson	18-Jan	9 Southern Rd, N2 9LH	It is just another way of raising money.	The CPZ is aimed to be self financing and therefore there are cost implications involved.
13	John Mcknight	29-Jan	Albion Lodge, London, N2 9EP	The introduction of a CPZ reduces space.	Previous experiences have proven that the introduction of CPZ free up parking spaces within the CPZ area.
14	Petra Herzig	14-Jan-07	15a Southern Road N2 9LH	We do not think CPZ will solve our problem; All we want is to be able to park outside our property	I will investigate further
15	John Del' Nero	18-Jan-07	16 Chessing Ct, N2 9ER	Why should my friends and family worry about trades people parking problem	The CPZ is only operational for 2hrs, this will not prevent friends and family visiting
16	M.B Vaze	23-Jan	13 Beechwood Close	This is a revenue raising scheme.	The CPZ is aimed to be self financing and therefore the is cost implications involved.
17	Lucy Zanetti	30-Jan	64 Fortis Green N2 9EN	This will be seen as a money making initiative.	The CPZ is aimed to be self financing and therefore the is cost implications involved.

18	Helen Davidson	30 Jan 07	9 Shakespreare Gardens N2 9LJ	The CPZ and green tax are seen as a cynical way of getting more money out of residents	The CPZ is aimed to be self financing and therefore the is cost implications involved.
19	Mr Adeleb	31-Jan	12 Southern Road, N2 9LE	We have carried out our survey and it is different from the survey to produced. The eastern end of Southern Road does not require a CPZ	The Council carried out parking beat surveys prior to the start of the consultations and it indicated an increase in parking level. The feedback from the consultations also indicated support for the scheme
20	Carol & Rober Andrews	02-Feb		The CPZ will reduce parking & money making scheme	The implementation of a CPZ will prevent illegal and obstructive parking and in this respect will reduce parking space.
21	C.G Lazou	31-Jan-07	10 Western Road, N2 9HX	This will reduce parking space and it is an extra money making scheme.	The implementation of a CPZ will prevent illegal and obstructive parking and in this respect will reduce parking space.
22	Gavin Allen	01-Feb-07	Barnet Council	<b>It is not clear from your notice the proposal extent and why the CPZ is necessary.</b>	

## Additional Comments

N o	Name	Date Received	Address	Additional Comments	Response /comments
1	Andrew Ciopp	22-Jan-07	21 Lynmouth Road, N2 9LR	Will I be able to purchase a parking permit as I live in Francis Road.	The parking permit is only for roads within the CPZ as they are the affected by the CPZ
2	Helen Lewis	30-Jan-07	48 Eastern Road, N2 9LA	Eastern Road will be the nearest road which commuters can park once the CPZ becomes operational. Can you reconsider.	The feedback from the initial consultations have indicated great opposition to the proposed CPZ which resulted to the exclusion of the road from further consultation.
3	Ann wax	30-Jan-07	2 Eastern Road N2 9LD	Our house is outside the CPZ but the entrance to our garage is within the CPZ; will I be able to buy a permit?	Consideration has been given to the resident and parking department will be informed accordingly
4	Mrs Beenn	24-Jan-07	7 Church Vale N2 9PB	We would like our road to be part of the CPZ	The feedback from the initial consultations have indicated great opposition to the proposed CPZ which resulted to the exclusion of the road from further consultation. However a petition received from Church Vale has been included in a report to the Executive, to decide on the way forward.
5	Father Christopher Hardy	30-Jan-07	All Saints Church	I ask we are reconsidered for the CPZ	The feedback from the initial consultations have indicated great opposition to the proposed CPZ which resulted to the exclusion of the road from further consultation. However a petition received from Church Vale has been included in a report to the Executive, to decide on the way forward.

6	Penny & Barry Cross	22-Jan-07	Church Vale	please reconsider this road. Church Vale	The feedback from the initial consultations have indicated great opposition to the proposed CPZ which resulted to the exclusion of the road from further consultation. However a petition received from Church Vale has been included in a report to the Executive, to decide on the way forward.
7	Brian Salinger	24-Jan-07	32 The Ridgeway Friern Barnet N11 3LJ	I suggest 1hr per day should be sufficient in the CPZ	The feedback received have indicated support for 2hr operational zone.
8	Kyra Marks	24-Jan-07	24 Church Vale N2 9PA	Church Vale is a very short road and commuters will park here if the CPZ becomes operational	The feedback from the initial consultations have indicated great opposition to the proposed CPZ which resulted to the exclusion of the road from further consultation. However a petition received from Church Vale has been included in a report to the Executive, to decide on the way forward.
9	N Vosper	17-Jan-07	85 Fortis Green, N2 9Hu	Will there be a double line along Fortis Green between the junctions with Eastern Road and Springfield Avenue	Once the CPZ is implemented double yellow lines will be marked along junctions to prevent illegal and obstructive parking.
10	D J Santry	22-Jan-07	40 Eastern Road	Support Eastern Road to be included in the Fortis Green CPZ because of combined loss of space in the Road, allied to some parking by commuters to East Finchley	The feedback from the initial consultations have indicated great opposition to the proposed CPZ which resulted to the exclusion of the road from further consultation
11	Judy Price	31-Jan-07	10 Eastern Road, N2 9LD	We are in favour of the CPZ for Eastern Road	The feedback from the initial consultations have indicated great opposition to the proposed CPZ which resulted to the exclusion of the road from further consultation
12	Debra Shelemy	31-Jan-07	9 Church Vale, London N2 9PB	The CPZ be extended to Church Vale.	A petition received from Church Vale has been included into a report to Executive to decide.
13	Dr Siobhan Leary & Mr Gary Inwards	31-Jan-07	33 Church Vale, London N2 9PB	To introduce an effective CPZ for all residents of East Finchley, Church Vale should be included	A petition received from Church Vale has been included into a report to Executive to decide.
14	Steve	21-Jan-07		Support for CPZ in Church Vale	A petition received from Church Vale has been included into a report to Executive to decide.
16	S Hutton	31-Jan-07	34 Church Vale N2 9PA	The East Finchley end of Fortis Green on Barnet Boundary, where people can park- Twyford Avenue not to be included in the CPZ because if this section is included, then the cars parked there will move to Church Vale, causing inconvenience to residents.	

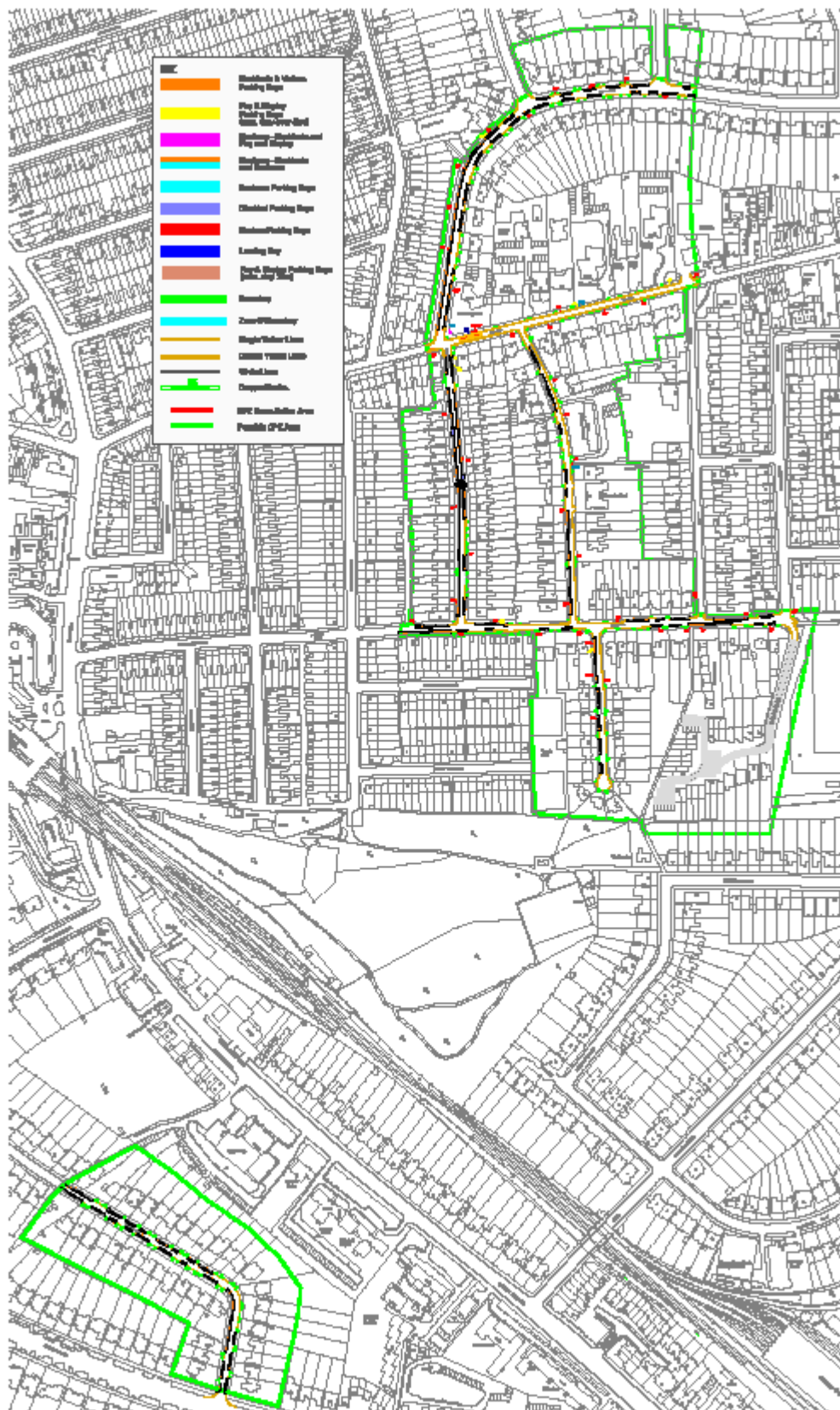
17	Mary Smith	24-Jan-07	54 Eastern Road , N2 9LA	Unfair that commuters will be given priority to park their cars in Eastern Road as against residents who wont be allowed to park in either Western Road or Southern Road without a permit	The feedback from the initial consultations have indicated great opposition to the proposed CPZ which resulted to the exclusion of the road from further consultation
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Petition					
No	Name	Date Received	Address	Additional Comments	Response /comments
1	Sally Barrett	30-Jan-07	26 Church Vale, N2 9PA	There are 42 houses in the premises awith 26 signatories.	



## Appendix III

## Plan of Proposed Fortis Green CPZ



## **Appendix IV**

Delegated Report of Formal Consultation Fortis Green CPZ

Report Title: **Crouch End and Muswell Hill Stop & Shop Schemes – Results of Statutory Consultation**

Forward Plan reference number (if applicable):

Report of: **Niall Bolger, Director of Urban Environment**



Wards(s) affected: **Muswell Hill, Fortis Green and Crouch End**

Report for: **Key Decision**

### **1.0 Purpose**

- 1.1 The purpose of this report is to inform members of the results of the Statutory Consultation undertaken for the Muswell Hill and Crouch End Stop and Shop schemes, which was carried out in July /September and November/December 2006.
- 1.2 The report sets out officer's responses to the objections made by both residents and traders for members to consider before making a decision on the schemes.

### **2.0 Introduction of Executive Member**

- 2.1 This report is brought to the Executive to outline feedback from Statutory Consultation and to seek approval to carryout the proposed proceedings in order to continue to create a cleaner and greener environment. The measures will assist to provide additional shopper visitor turnover in these two town centres and alleviate parking pressures in adjoining residential roads.

### **3.0 Recommendations**

- 3.1 That the Council's Executive, after duly considering the objections as set out in this report, decide whether or not to proceed with implementation of the Stop and Shop (Pay and Display) parking schemes at Muswell Hill and Crouch End: and
- 3.2 If recommendation 3.1 is agreed, the Executive further agree to conduct a review of the two schemes 12 months after implementation.

Report Authorised by: **Niall Bolger, Director of Urban Environment**

Contact Officer: **Alex Constantinides, Head of Highways**

### **4.0 Director of Finance Comments**

- 4.1 The Environmental Services capital budget for 2006/07 contains provisions of £42k and £55k for the implementation of stop and shop measures in Crouch End and Muswell Hill respectively. The cost of the schemes will not exceed the budget provision.

### **5.0 Head of Legal Services Comments**

- 5.1 Legal implications are set out in the body of the report at paragraph 9. These summarise the statutory procedures that apply.

### **6.0 Local Government (Access to Information) Act 1985**

- 6.1 Representation received from Statutory Consultation conducted in June-Sept and Nov-Dec 2006.
- 6.2 Council's Draft Local Implementation Plan and Parking Enforcement Plan.

### **7.0 Strategic Implications**

- 7.1 The proposals considered in this report are in accordance with the objectives of the Mayor's Transport Strategy, which are reflected within the Council's Final Draft Local Implementation Plan, which is currently with TfL as part of the approval process. This plan contains the policy framework for both parking and road safety and is summarised below.

## Local Implementation Plan (LIP)

**Parking:** Section 7.0 of the Parking and Enforcement Plan (the 'PEP'), which forms part of the LIP reiterates the Council's intentions to improve parking conditions in the Borough. The overall aim of the PEP is to support a better and safer environment for the borough.

Key PEP policies include:

- The Council will assess the need for parking controls at junctions.
- The Council will allocate on-street kerb space in accordance with the Council's defined hierarchy of parking need.
- The Council will monitor, manage and review on-street pay and display parking to help manage long-stay commuter parking and promote short stay and visitor parking.

**Road Safety:** Section 6.0 of the LIP contains the Council's Road Safety Strategy which details initiatives to make borough roads safer for all road users. The Council's UDP also contains strategic transport policies for the benefit of road safety. The key policies include:

- To tackle congestion by reducing the level and impact of traffic in town centres and residential areas.
- To make the borough's streets safer and more secure, particularly for pedestrians and other vulnerable street users through traffic management measures.
- To manage better use of street spaces for people, goods and services, ensuring that priority is allocated to meet the objectives of the strategy.
- To improve the attractiveness and amenity of the borough's streets, particularly in town centres and residential areas.
- Encourage the use of more sustainable modes of transport.

## 8.0 Financial Implications

- 8.1 The Environmental Services capital budget for 2006/07 contains provisions of £42k and £55k for the implementation of stop and shop measures in Crouch End and Muswell Hill respectively.
- 8.2 The proposed charges for the pay and display bays were reduced following feedback received during phase one Statutory Consultation and workshop discussions. The original proposed and reduced charges are as follows:

### Original Proposed Charges (both schemes)

15 mins	£0.30
30mins	£0.60
45mins	£0.90
1hr	£1.20
1hr 15mins	£1.50
1hr 30mins	£1.80
1hr 45mins	£2.10
2hr	£2.40

**Revised charges****Muswell Hill**

20mins	£0.20
45mins	£0.50
1hr	£1.00
2hr	£2.50

**Crouch End****Short Stay Bays**

20mins	£0.20
45mins	£0.50
1hr	£1.00
2hr	£2.50

**Long Stay Bays**

1hr	£1.00
2hr	£2.50
3hrs	£4.00

- 8.3 Should the schemes be implemented it is forecasted that the yearly income generated from the Muswell Hill and Crouch End schemes will be £100,000. The income received will be used to cover the cost of enforcing, monitoring and maintaining the scheme. Any surplus income received will be reinvested in the public highway, with particular attention to road safety.

**9.0 Legal Implications**

- 9.1 If the Executive resolves to implement both the Crouch End and Muswell Hill pay and display schemes then the Council must make or amend several orders under the *Road Traffic Regulation Act 1984*. The *Local Authorities' Traffic Orders (Procedure) Regulations 1996* (the regulations) lays down the procedure to be followed before making or amending an order. The regulations impose a legal obligation on the Council to conduct a process of consultation to inform the public and other Statutory Consultees of its intentions. The process carried out by the Council, in compliance with the regulations, is set out in paragraph 11 and Appendix I of this report. The Council must then consider any objections made as a result of the consultation before making an order.

**10.0 Equalities Implications**

- 10.1 The Statutory Consultation documents were distributed to all households / businesses within the agreed consultation area.
- 10.2 The statutory document included a section offering translation into minority languages and affords any interested party the opportunity to make a representation regarding the scheme.
- 10.3 The proposals provide for the introduction of an additional 5 disabled bays in both the Muswell Hill and Crouch End areas. Blue Badge holders are also permitted to utilise the proposed pay and display bays free of charge for an unlimited period.

**11.0 Statutory Consultation**

- 11.1 Statutory Consultation is the legal part of the process required before implementing parking controls. In summary, before making an Order to implement parking controls, the Council must notify its intentions in the London Gazette, local press and on site where the measures are proposed. A more detailed outline of the consultation process is given in Appendix I.
- 11.2 This section of the report is divided into three sections, consisting of:
- a) Analysis of the representations received from the statutory consultations (phase one and two) for both Muswell Hill and Crouch End pay & display proposals.
  - b) Highlighting responses from Statutory Bodies and the objections received from local resident associations with the Council's considered response.
  - c) Highlighting a summary of the key objections received together with the Council's considered response. Each objection with the appropriate response is considered in turn.
- 11.3 Before making the relevant Traffic Management Orders the Council must consider all duly made objections submitted in response to the consultation. A full list of all the objections received with responses is contained in Appendix IV.

## ANALYSIS

- 11.4 **Muswell Hill (phase 1):** 771 representations were received.
- 7 were individual representations supporting the scheme
  - 371 of the representations were a product of a standard template distributed by local groups objecting categorically to the proposals.
  - 124 were also based on a standard template but objecting on the grounds of the reduction of resident's parking spaces without introducing a provision for residents parking.
  - 269 were individual objections on various grounds.
- 11.5 **Muswell Hill (phase 2):** 92 representations and three petitions were received.
- 5 were individual representations supporting the scheme
  - 87 representations were made from individuals objecting on various grounds.
  - A petition signed by 86 traders objecting to charges for parking.
  - A petition was received with close to four thousand signatories requesting extra parking be created on Muswell Hill Broadway outside 219 - 500 Muswell Hill Broadway. The wording used for the petition was as follows:
- I support the petition to amend parking restrictions outside 219-500 Muswell Hill Broadway, N10.*
1. *To allow parking from 9.30am to 4.30pm, Monday to Saturday, for 2 Hours (no return for 2 hours) on single yellow lines.*
  2. *For 4 Large signs clearly displaying camera enforcement from 7am to 9.30am and from 4.30p. to 6.30pm, Monday to Saturday.*
  3. *I have not signed this petition in any other shop.*

- A petition of 28 signatories from the residents of Woodberry Crescent who were against the Council converting unrestricted parking spaces to pay and display parking bays. They also requested consideration of a CPZ for their road.
- 11.6 The number of individual representations received in phase 2 is lower than the amount received in phase 1. This is possibly due to the fact that the Council received three petitions during phase 2, one of which contained close to four thousand signatories and therefore objectors did not feel the need to make an individual representation. Although it cannot be substantiated, it is possible that the changes made after the phase 1 process has had a positive impact on the views of the local community.
- 11.7 **Crouch End (phase 1)** 128 representations were received.
- 4 were individual representations supporting the scheme
  - 54 of the representations were a product of a standard template distributed by local groups objecting categorically to the proposals.
  - 2 were individual representations requesting further information
  - 15 were also based on a standard template objecting on various grounds.
  - 53 were individual objections on various grounds.
- 11.8 **Crouch End (phase 2)** 44 representations and one report were received.
- 1 representation supporting the scheme
  - 43 representations were received from individuals objecting on various grounds.
  - A report from a group of local residents (attached as Appendix V) was submitted to the Executive Member for Environment & Conservation referring to the Council's parking policy for Crouch End and requesting the public use of Hornsey Town Hall car park.
- 11.9 Again it should be noted that the number of representations received in phase 2 is less than in phase 1. Again, although it cannot be substantiated, it is possible that the changes made after the phase 1 process has had a positive impact on the views of the local community. It should also be noted that a number of the recommendations made within the report submitted by local residents were addressed within the revised scheme that has been subject to the second phase of statutory consultation.

## **VIEWS FROM STATUTORY BODIES AND OBJECTIONS RECEIVED FROM RESIDENT ASSOCIATIONS**

- 11.10 **Statutory Bodies** - As part of both the Statutory Consultation periods the views of the following bodies were sought: AA, London Transport, Police (local), Fire Brigade, London Ambulance Service, Freight Transport Association, Road Haulage Association, RAC, Metropolitan Police (traffic), Haringey Cycling Campaign, and Haringey Accord. None of the parties listed made any representations during either phase of consultation.
- 11.11 **The Muswell Hill and Fortis Green Association** would like to see the scheme postponed until the government release new parking guidelines. The MHFGA are



unhappy with the way consultation was conducted and are concerned about the impact the proposals will have on residents and workers in the area.

**Council's response:** The legal framework to deal with the consideration of Pay & Display proposals is set out under the Road Traffic Regulations Act 1984 and the procedure is prescribed under the Local Authorities' Traffic Orders (Procedure) Regulations 1996. Until the law is changed with respect to this matter the Council will continue with its current consultation strategy.

The Council has fulfilled its statutory requirements by publishing a Notice in the London Gazette, Ham and High and The Journal series and by erecting copies of the notice on site on 30.11.06. Also, a copy of the Notice and the draft Order was sent to statutory bodies.

- 11.12 **The Alexandra Residents' Association** want to keep the existing free 1 hour parking bays that are located within the Muswell Hill Broadway area and provide additional free 1 hour parking bays in Fortis Green Road and at the top of Dukes Avenue. ARA also noted that existing pay and display car parks should be clearly signposted throughout the Muswell Hill area. Finally ARA suggested that the existing restrictions and bus lanes in Colney Hatch Lane/ Muswell Hill (leading to Muswell Hill Roundabout) should remain.

**Council's response:** Adopting a scheme where the bays are free makes enforcement laborious and expensive. The Council's neighbouring boroughs (Camden, Islington and Hackney) do not offer this facility. Any scheme that does go ahead must be self financing and allow for the cost of enforcement to be met from the fees charged. Any surplus may be spent on highways improvements, highways maintenance and on concessionary travel.

The Council is currently reviewing signing posting to the car parks in Muswell Hill with a view to implementing more visible and helpful signage.

The existing bus lane restrictions will remain. The Council does however feel that parking provision can be provided, during off-peak hours, along existing sections of waiting restrictions that would not impact on the free flow of traffic.

- 11.13 **The Hillfield Park Neighbourhood Watch** raised several points specifically regarding the parking on the Broadway where it was acknowledged that the current arrangement is not working well and that Pay and Display might be an improvement. The HPNW also felt that the proposed operational start times of 8am were too early and suggested the parking bays if proposed on Hillfield Park should start later.

**Council's response:** The revised scheme, as consulted upon in phase 2, proposes a start time of 9.30am rather than 8.00am as originally proposed.

- 11.14 **Queens Mansion Residents' Association** raised several issues with the scheme, which included the location of the proposed parking bays, charging mechanism, fears of possible displacement, use of CCTV, consultation processes and the use of the existing car park within the Muswell Hill area.

**Council's Response:** Following the feedback received in during phase 1 of the consultation process, revisions have been made to the proposals, which address the concerns of the location of parking bays and charging mechanism.

If the scheme is implemented it is proposed to conduct a review twelve months post implementation to assess any displacement issues.

CCTV enforcement will be used where possible and additional signage will be erected to advise of this type of enforcement. Improved signage is also being considered to direct people to local car parks.

The Council has fulfilled its statutory requirements by publishing a Notice in the London Gazette, Ham and High and The Journal series and by erecting copies of the notice on site on 30.11.06. Also, a copy of the Notice and the draft Order was sent to statutory bodies.

- 11.15 A copy of the all the letters received from Resident Associations can be found in Appendix VI.

#### **OBJECTIONS RECEIVED WITH COUNCIL RESPONSE**

- 11.16 Full details of all objections and offices responses are given in Appendix IV. There were 14 key areas of objection and these are summarised in the following paragraphs.

- 11.17 **Objection:** There was found to be 98% against the proposals during the first phase, why go ahead?

**Council's response:** The majority of objections were based on tariffs and the proposed layout of bays.

On balance these proposals are in line with the Council's Local Implementation Plan and will free up the existing kerb space for the benefit of shoppers to the area providing facilities that will generate a greater turnover of visitors thereby reducing retail parking pressures in adjacent residential streets.

- 11.18 **Objection:** The Statutory Consultation process is flawed.

**Council's response:** The Council has fulfilled its statutory requirements by publishing a Notice in the London Gazette, Ham and High and The Journal series and by erecting copies of the notice on site on 30.11.06. Also, a copy of the Notice and the draft Order was sent to statutory bodies.

It is Regulation 8 of The London Authorities Traffic Order (procedures) (England & Wales) Regulations 1996 that enables any person to object to the making of the order by the date specified in the notice of proposals or, if later, the end of the period of 21 days beginning with the date on which the authority has complied with the requirements of regulations (published the notice in a local paper and in the London Gazette and taken any other such steps as considered appropriate).

The Notice published in connection with the schemes, specifies that objections can be made within 21 days of the date on which this Notice is published. Objections were received by the Council until 29 December, which equates to 28 days, 7 days beyond the minimum statutory requirement. The regulations have therefore been complied with.

- 11.19 **Objection:** The Council had decided to make the Orders regardless of the outcome of Statutory Consultation

**Council's response:** Following phase one of the statutory consultation the council did take into account the outcome and modified the schemes accordingly and reduced the proposed charges.

No Traffic Management Orders have been made. As outlined in this report the Council has conducted a second phase of statutory consultation by publishing a legal Notice of its intentions. This Notice has been advertised appropriately (see 11.16 response) inviting any interested party to make comment on the proposals. It is for the Executive to consider both the representations and the Council's responses before deciding whether or not the schemes should proceed. Traffic Management Orders will be only made if the Executive agrees to implement the schemes.

- 11.20 **Objection:** The Statutory Notice fails to state that the Council proposes to create Pay and Display parking bays.

**Council's response:** The Notices published as part of Statutory Consultation, clearly state that the general effect of the Orders will be to designate pay and display parking places at certain locations and at certain times. The Statutory Consultation document further illustrates the proposed tariffs of the proposed parking bays.

- 11.21 **Objection:** There has been an abuse of process - Statutory Consultation was carried out when objectors were least able to respond and the proposals were introduced a very short time after earlier attempts had been rejected by residents, traders etc.

**Council's response:** There has not been an abuse of process. The Council has carried out two stages of Statutory Consultation. The first stage was conducted between 22 June 2006 and 30 September 2006 (100 days). This enabled 79 days above the standard statutory requirement for interested parties to comment. The Council thought it appropriate to take more than the standard requirement for informing the public of its intentions by distributing leaflets to local traders and residents. During this first phase the response rate was excellent with the Council receiving 771 and 128 representations from Muswell Hill and Crouch End respectively.

Prior to publishing the Notice of Intention to commence the second phase of statutory consultation the Council met with local traders and residents representatives (the list of invitees is attached as Appendix VII) to discuss the

feedback from Stage One. From these discussions and general feedback the Council varied its proposals to: -

- a) revise the proposed pricing mechanism;
- b) revise the location of parking bays, where identified as an issue; and
- c) revise the proposed maximum duration of stay in Crouch End.

Statutory consultation for the new revised scheme was conducted two months after phase one starting from 30 November 2006 and ending on 28 December 2006, providing a total of 28 days for consultation. The Council again thought it appropriate to take more than the standard requirements for informing the public of its intentions by redistributing leaflets to local traders and residents.

The objections received from representations made for both statutory consultation phases have been highlighted within this report for the Executive to duly consider before making a decision about whether or not to progress with these schemes.

- 11.22 **Objection:** Councillors should be surcharged. The matter referred to the District Auditor and the Ombudsman.

**Council's response:** It is not considered that there is any basis for a complaint to the District Auditor or the Ombudsman, although this is a matter for decision for those dissatisfied with the manner in which the Council has dealt with these proposals.

- 11.23 **Objection:** The time scale and format of consultation is inadequate.

**Council's response:** As set out in the Council's response in 11.21, the Council exceeded the standard statutory requirements for consultation in both timescales and format for the proposed schemes.

- 11.24 **Objection:** Proposals do not consider impact or suggest the implementation together with a CPZ and will reduce the amount of space available to residents.

**Council's response:** From officer visual inspections, where there are no existing controls, kerbside space outside shop frontages and in adjoining residential roads are already at saturation point in both Muswell Hill and Crouch End town centres. It is the view of officers that if the Executive agree to implement these proposals the anticipated increase in turnover in the number of vehicles parking outside shop frontages together with the relaxation of existing parking controls will reduce the parking demand on adjoining residential streets. However, it is proposed to review the schemes after twelve months to assess if they have achieved the policy objectives as set out in Council's Draft LIP.

- 11.25 **Objection:** The Council should wait for new government consultation guidelines before consulting.

**Council's response:** The legal framework to deal with the consideration of Pay & Display proposals is set out under the Road Traffic Regulations Act 1984 and the procedure is prescribed under the Local Authorities' Traffic Orders (Procedure)

Regulations 1996. Until the law is changed with respect to this matter the Council will continue with its current consultation strategy.

- 11.26 **Objection:** Parking pressures in the area leading to an excessive amount of driveways being constructed and this scheme will just make matters worse.

**Council's response:** It is envisaged that the proposals will reduce the parking pressure in adjoining residential roads (see council response 11.24). Whilst the council cannot prevent residents turning their front gardens into hardstanding areas (except areas designated under Article 4 which gives the council special powers under the 1995 General Development Order to restrict permitted development rights for households). The council does impose controls over the design and construction of crossovers. Residents must seek approval for a crossover from the council; each application is assessed individually to ensure it meets all the council's pre-conditions before consent is given. These pre-conditions may change as a result of a review to council policy which has resulted in a revision to the current technical guidance for vehicle crossovers. The proposed changes are set out in a report which will be presented to the Executive on 20 February 2007.

- 11.26 **Objection:** - The schemes should be implemented at the same time as a CPZ.

**Council's response:** These proposals are based on the increase of town centre parking provision, to better manage and prioritise the existing kerb space for the benefit of the shoppers to the area and to alleviate parking pressures in adjoining residential roads. If the Executive agree to the implementation of the schemes it is proposed that the twelve month review will assess the need for a local CPZ in the surrounding residential roads.

- 11.27 **Objection:** Why were residents living in the area not made aware of the Councils proposals?

**Council's response:** The Council has outlined in paragraph 11.18, 11.21 and Appendix I details of the statutory consultation process which clearly demonstrates that the Council exceeded the standard statutory requirements for consultation in both timescales and format for the proposed schemes. Other forums where the council publicised the proposals include:

- Local libraries where plans of the schemes were available for inspection.
- The council's web site.
- At local area assembly meetings in both Muswell Hill and Crouch End.
- Local press releases and articles.

- 11.28 **Objection:** There should not be any charges for the proposed scheme. The first half an hour should be free. It is just a money making scheme.

**Council's response:-** As a result of resident feedback from phase one of the consultation charges were amended and are now amongst the lowest within the borough. The revised proposed reduction in charges will not be subject to any increase during 2007/08.

Adopting a scheme where the first 30/60 minutes are free makes enforcement laborious and expensive. The council's neighbouring boroughs (Camden, Islington and Hackney) do not offer this facility

Any scheme that does go ahead must be self financing and allow for the cost of enforcement to be met from the fees charged. Any surplus may be spent on highways improvements, highways maintenance and on concessionary travel.

- 11.29 **Objection:** Hornsey Town Hall car park should be converted to public use.

**Council's response:** The car park forms an integral part of the Hornsey Town Hall redevelopment scheme that is due to commence in 2008/09. An Interim User Group has been set up to consider the short term use of the car park however the cost implications of fencing and security measures together with essential resurfacing has not made the short term use of this car park economically viable.

- 11.30 **Objection:** The Library car park behind Hornsey Library should be available for the public to use

**Council's response:** The Hornsey Library Car Park is open to the public on Saturdays. It is the Libraries and Learning Groups view that if the car park was open to the public throughout the week they would have concerns due to:

- Safety of the public and risk of damage to vehicles caused by mobile library vehicles
- Obstruction of access for mobile library vehicles
- Premium of available parking space as a number of spaces are released to a third party

- 11.31 Representations supporting the proposals together with any other additional comments are listed in Appendix II.

## 12.0 Background

- 12.1 The Borough Parking Plan included provision to investigate the possible implementation of pay and display parking in Muswell Hill and Crouch End.

- 12.2 The Council carried out two phases of Statutory Consultation for the Crouch End and Muswell Hill areas in June/September and November/December 2006. A detailed outline of the procedures undertaken is given in Appendix I.

## 13.0 Conclusion

- 13.1 When introducing parking controls the council must, under its legal obligations give due regard to various factors including traffic issues and the interests of the owners and occupiers of properties on the affected roads.

The factors which need to be considered include:

- the need to maintain the free movement of traffic;

- the need to maintain reasonable access to premises;
- the extent to which off-street parking is available in the neighbourhood;
- road safety;
- impact on local amenities;
- air quality; and
- the passage of public service vehicles.

- 13.2 In summary, the majority of objections received centre on fears of displacement into adjoining residential roads and the costs that would be levied on those parking within the Pay and Display schemes. In view of these concerns the council amended the original design and charging structure and entered into a second phase of statutory consultation.
- 13.3 The council has exceeded the necessary legal requirements for statutory consultation.
- 13.4 The proposals are in line with our Parking Enforcement Plan and Road Safety Strategy as contained within the Draft Local Implementation Plan. It is the officers view that the proposed schemes, as amended following initial statutory consultation will assist to provide additional shopper/visitor turnover in these two town centres and alleviate parking pressures in adjoining residential roads. The Executive is requested to decide whether or not to proceed to the implementation of the schemes after duly considering the objections outlined in this report.

#### **14.0 Use of Appendices / Tables / Photographs**

**Appendix I** - Copy of Statutory Consultation document and detailed consultation process.

**Appendix II** -Representations supporting the proposals and summary and response to additional comments received

**Appendix III** - Copies of petitions received

**Appendix IV** – Full list of all objections received with Council's response

**Appendix V** – Report from local residents of Crouch End

**Appendix VI** – Copies of all letters from Residents' Associations

**Appendix VII** – List of all invited attendees to workshop meetings

**Appendix I**

Copy of Statutory Consultation document and detailed consultation process.



### **Statutory Consultation Procedure.**

Statutory Consultation is the legal part of the process and takes the form of a notice informing of the Council's intentions to introduce traffic management measures along the public highway. The notice provides for a 21-day statutory consultation period to enable any interested party the opportunity to make representation regarding the Council's intentions. As part of this procedure the Council must:

- Consult with the relevant statutory undertakers and service operators;
- Publish a notice in at least one local paper published in the area and in the London Gazette;
- Take any such other steps considered appropriate for ensuring that adequate publicity about the order is given to persons likely to be affected by its provisions.
- Making the proposed orders available for public inspection.

The Council carried out two phases of Statutory Consultation for the Crouch End and Muswell Hill areas. The first phase of Statutory Consultation commenced in June and a public notice was published in The London Gazette and Muswell Hill and Crouch End Journal on the 22 June 2006. The period for representations was extended to the end of September. The proposals were also published on the Council's website.

A total of 1000 Statutory Consultation documents were hand delivered to shop frontages and the first ten properties in the adjoining side roads in both the Muswell Hill and Crouch End areas.

During the first phase of Statutory Consultation a large number of representations were received from both areas objecting to the proposals on various grounds. In view of the issues raised it was decided to enter into further consultation after workshop meetings with residents' and traders groups.

Further Statutory Consultation was conducted between the 30<sup>th</sup> November to the 28<sup>th</sup> December 2006. A part of this process further Statutory Consultation documents were distributed to the same properties as in the phase one process.

Interested parties also had the opportunity to view the plans and discuss the proposals in person by making an appointment with Council Officers. There were 3 requests to view the plans at River Park House 2 members of the public requested to view the Muswell Hill Plans and one requested to view the Crouch End Plans.

**Appendix II**

**Representations supporting the proposals and summary and response to additional comments received**

### **Representations in support**

- The stop and shop scheme parking bays you are proposing around the area is a great idea and should help more shoppers have access to Muswell Hill.
- I am in broad agreement with the scheme.
- We are in favour of this scheme which I believe will offer fairer parking in Muswell Hill. However the proposed parking charges are a bit steep, and we feel these should be reviewed and made a more realistic price.
- Would welcome a CPZ in Muswell Hill. In fact, I would welcome anything that reduced the volume of traffic in Muswell Hill. The current free parking in Muswell Hill - especially on Fortis Green Road - should be removed and replaced with pay and display bays. The additional revenue generated should be reinvested in a car club and a demand responsive transport system.
- Drivers won't mind paying a small sum for the privilege of parking near the shops rather than having nowhere at all to park, and they will be more inclined to use the local shops rather than the supermarkets.
- I'm in favour of more parking in Crouch End.

### **Additional comments received:**

#### **The signage for the Council's car parks needs to be improved:**

The signage for the car parks can be improved as part of any scheme that goes ahead. Consideration will be given to provide signage from the commercial areas.

#### **Businesses need loading facilities:**

A number of dedicated loading bays have been provided for within the new proposal. The loading bays are proposed to be operational between 9:30am and 5pm. Within the proposed parking bays, motorists are also permitted 20 minutes to load and unload.

#### **The proposed waiting restrictions for Princes Lane are unnecessary:**

The restrictions are required to remove obstructive parking and to enable the commercial premises along Fortis Green Road to load and unload at the back of their properties which are located on Princes Lane.

#### **The morning restriction on Saturday morning should be removed:**

It is a requirement of the Council to ensure the free flowing movement of traffic along its public highways, particularly during the peak periods. The restrictions are intended to remove obstructions from the public highway during the morning and evening peak periods.

**Double yellow lines should be introduced on corners:**

The Council when carrying out parking and traffic schemes will always consider the introduction of double yellow lines at junctions. It is appreciated that parking on junctions causes safety implications to all road users, particularly the more vulnerable road user such as elderly, children and disabled.

**Any additional Street Furniture will be detrimental to the conservation area and will spoil the character of Muswell Hill:-**

The Council would seek to minimise the impact of any additional street furniture by ensuring that existing posts and lamp columns are utilised as far as practicable. It would also undertake a wider review of street furniture in the town centre to reduce and minimise clutter

**Appendix III**

**Copies of petitions received**

**Appendix IV**

**Full list of all objections received with the Council's response.**

**Appendix V**

**Report from local residents of Crouch End**

**Appendix VI**

**Copies of all letters from Residents' Associations**



**Appendix VII**

**List of all invited attendees to workshop meetings**

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**Executive****On 20<sup>th</sup> March 2007**Report Title: **WOW! Awards – corporate roll-out**Forward Plan reference number (if applicable): **[add reference]**Report of: **Corporate Customer Focus Manager**

Wards(s) affected: All

Report for: non-key decision

**1. Purpose**

- 1.1 To report on the success of the pilot participation in this Awards scheme and to recommend corporate roll out in 2007.

**2. Introduction by Executive Member**

- 2.1 Our residents deserve good quality customer-focused services. A key way to develop good customer service is to encourage and motivate staff. The WOW! Awards pilot scheme has already shown its value in doing just that.
- 2.2 The Awards are for staff who have acted over and above the course of duty and I have been very impressed by the nominations so far. I've also seen just how much it means to staff to receive an Award.
- 2.3 The scheme also provides an opportunity for the public to show their appreciation of a professional and friendly service. Staff have been delighted to have their work recognised and this has been a real boost to morale. Residents also seem pleased that there is a channel through which they can compliment and thank staff.
- 2.4 Although the scheme has only been running in two services this hasn't stopped members of the public nominating staff from other services. Overall there is a strong case for rolling the scheme out across the Council.

**3. Recommendations**

- 3.1 That the WOW! Awards scheme be rolled out corporately across the organisation encompassing all services provided directly or on behalf of Haringey Council from 1<sup>st</sup> May 2007
- 3.2 That the Central Feedback Team be responsible for the overall implementation, organisation and control of the scheme with Directorate complaints teams taking on nomination administration, as detailed in this report.

- 3.3 That the Head of Communication and Consultation devise an effective launch and staff briefing campaign and refine the design of posters and leaflets to reflect lessons learned from the pilot.
- 3.4 That future reports from the Central Feedback Team incorporate the WOW! Awards scheme.
- 3.5 That the scheme be reviewed 12 months after implementation.
- 3.6 That the Head of Policy and Performance and the Head of OD&L consider how the WOW! Awards are best integrated into the overall reward and recognition framework for performance excellence.
- 3.7 That future consideration be given to extending the WOW! Awards to encompass staff who do not work on the front line.

Report Authorised by: **Assistant Chief Executive ( PPP&C) Justin Holliday**

Contact Officer: Chris McLean, Corporate Customer Focus Manager  
Tel: 020 8489 2636

#### **4. Executive Summary**

- 4.1 The WOW! Awards scheme is a unique reward system whereby staff and organisations can be nominated by customers for an Award – based on their experience of great customer service. The sole purpose is to help raise standards of customer service across the UK by encouraging and motivating staff and holding up examples of good practice.
- 4.2 A pilot scheme was launched in the Registrar's and Libraries, Arts and Museum services in June 2006. Its success has exceeded all expectations. Haringey is not only the first local authority to participate in this scheme but the first public sector organisation too.
- 4.3 This report seeks approval to roll out the WOW! Awards scheme corporately, subsuming the existing compliments scheme and puts forward draft procedures for consideration. It was endorsed by the Customer Focus Streamboard on 19<sup>th</sup> January.

#### **5. Reasons for any change in policy or for new policy development (if applicable)**

- 5.1 The importance and significance of customer perceptions of Haringey's services together with the ease and attractiveness of opportunities for feedback are key concerns for the council. The WOW! Awards scheme could provide a further channel for such feedback. Its positive nature will help to further promote and reward the customer-focussed thinking and behaviour that is integral to delivering excellent services.

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

- 6.1 None.

## 7. Background

- 7.1 The WOW! Awards, established in 1999, is a non-profit making organisation whose work has been provided completely free of charge to Haringey council. Its creator (and funder) is Derek Williams, whose own business has received many customer service and business awards. He is also Chief Executive of the Society of Consumer Affairs Professionals.
- 7.2 The WOW! Awards are based on 3 criteria:
- The scheme is only open to UK businesses
  - Businesses themselves cannot enter WOW! Awards. They can only receive the award based on a genuine 3<sup>rd</sup> party customer nomination
  - The nomination has to be one that makes the judging panel go WOW!
- 7.3 The concept is simple. After registering with the WOW! Awards, a business determines for itself how to publicize and market the scheme to its customers, encouraging those who have received exceptional service to nominate a staff member or team for a WOW! Award. Nominations can either be sent (on a card or via the web) to a central point in the business for onward transmission or directly to the WOW! Awards team. The team then decides whether the nomination merits an award; if yes, the member of staff receives a WOW! Award certificate.
- 7.4 The business is free to publicise receipt of such awards as it sees fit, bearing in mind the expected usual restrictions of using the WOW! Awards registered trademark. The WOW! Awards will also publicise winners themselves through its own press releases and via its electronic newsletter (subscribed to by over 3000 individuals and businesses). Successful organisations can purchase merchandise to further publicise their achievement (trophies, plaques, coasters and the like).
- 7.5 The WOW! Awards also have their own category within the high profile annual National Customer Service Awards. It is the only category where customers nominate entries; all others are on a self-entering basis, thereby affording great credence to winning this category.

## 8 Description

### Operation and success of the pilot

- 8.1 Members approved the concept of a pilot scheme (Customer Service Member Working Group, September 2005) and after undertaking risk assessment, the Executive Member for Community Involvement and CEMB approved the detail in March 2006. The scheme was launched in the Registrar's and the Libraries, Arts and Museum services on 21<sup>st</sup> June and is currently being administered by the Corporate Customer Focus team. Heads of Service were fully consulted and taken through the scheme; they in turn briefed their own staff.
- 8.2 Posters advertising the scheme are on display in the Registrar's office and all libraries and Bruce Castle Museum, along with supplies of nominations forms and suggestion boxes. If customers feel that they received exceptional service, they simply fill out a form and drop this into the suggestion box, return it to us post-free or do it on-line.
- 8.3 Nominations are collected together weekly and logged, classified, analysed and filed until the next scheduled meeting (initially every 6 weeks and now every two months) with the respective Heads of Service and a colleague from the Communications team. These meetings have been used to reflect on the pilot's operation, to identify the really exceptional nominations to be forwarded for the WOW! organisation's consideration and also to pass over all nomination forms to the Heads of Service so that (template) letters of congratulation can be sent out to

all staff nominated (whether or not passed upwards to the WOW! organisation). Within 2 weeks, the WOW! panel get back to us with their panel's decision as to whether our submissions have been successful.

- 8.4 Attached at **Appendix A** is a table showing the rate of return per service since the pilot's launch as well as the method of return. The initial high interest has dropped to a lower level – this fits with the experience of other participating organisations. There are also dips at holiday periods as would be expected. Most nominations (54%) have been returned using a freepost service – indicating perhaps that most customers prefer to fill the form in after the event. The on-line method has proved least popular (5%), coming a very poor third.
- 8.5 The Libraries and Registrar's services are quite different in both nature and size – and this is reflected in the volume of nominations made. Libraries have a number of well placed sites, have a regular customer base and provide feel-good services. The Registrar's on the other hand provide very specific and targeted services, have a single base and customer contact tends to be on one-off issues – some of which can be distressing.
- 8.6 However, analysis of nominations between Library service sites has shown marked differences in levels of interest. This is unlikely to be caused by differing levels of service and is more likely to be a factor of many things, such as how well placed the posters are, whether the leaflets are readily and easily seen – and the enthusiasm of staff for the scheme. The profile of the local customer base is also likely to be a significant issue.
- 8.7 In terms of the reasons given for nominating staff, it would be fair to say that although some do show where staff have acted over and above the course of duty, and some have received multiple nominations, the vast majority are general compliments where staff have been very helpful and demonstrated empathy. Nevertheless, all of these nominations are extremely valuable and welcome. Staff have been delighted to have had their personal service appreciated in this way and there is no doubt that this has raised morale and provided an impetus to others to aspire to nominations themselves.
- 8.8 So far, we have submitted nominations for nine staff (or groups of staff) to the WOW! panel – based on either evidence of staff doing something quite exceptional or attracting a high number of nominations - one member of staff got a staggering 26 nominations in the first six weeks. We have been delighted that all nine have been considered worthy of the national WOW! Awards. Presentation of the certificates to date has been made by the Leader or Deputy Leader and publicised in Haringey People and within the organisation via Smart Talk and the Customer Focus Network newsletter.
- 8.9 The overall success of the pilot has proved a positive experience all round and neither of the identified potential risks (failure to engage the public or it being used as another avenue to complain, thereby providing opportunities for negative press coverage) materialised.  
Customers have a new and quite different opportunity to give feedback on service received; staff feel better and more directly valued; remarkable front-line behaviour that would perhaps have not been brought to the attention of managers and the Heads of Service is now done so formally and last but not least, the scheme has provided very positive publicity for Haringey in both the local and trade press.

### **Corporate roll-out – considerations and implications**

- 8.10 The success of the pilot has exceeded all expectations. Within the first 3 months

225 nominations were received - this compares with 147 compliments received for the entire council in 2005/6 under the existing compliments scheme. Nominations were attracted not only for the two services in the pilot but others as well, including two for contracted staff. These have been submitted by a wide range of customers too – including those whose first language is not English, children and businesses. It is clear that the scheme has captured the public's imagination and that customers are increasingly sharing the council's confidence in front line services and the staff who deliver them.

- 8.11 It is proposed that the WOW! Awards scheme be rolled out corporately and apply to all council services regardless of who they are delivered by – a matter largely irrelevant to our customers anyway. Homes for Haringey are also interested but it is not appropriate for them to join with us at this point in time. They will reconsider later in the year and develop their own branding if they decide to go ahead.
- 8.12 The scheme should subsume the existing compliments provisions of the customer feedback scheme, so that any compliments received by any means are counted and included under the WOW! scheme.
- 8.13 The success of the pilot is a factor of its simplicity, ease of access and lack of bureaucracy and so we should look to run the corporate scheme along the same lines. The scheme should be publicised and enabled by putting posters up at all service delivery points (much as with publicity for the complaints scheme), along with leaflets and suggestion boxes. The posters and leaflets were designed for the pilot with a view to corporate applicability; apart from minor alterations, no work is required here. It makes sense for suggestion boxes to be corporately branded with a leaflet holder attached.
- 8.14 More needs to be done to encourage on-line nominations, a mixture of better publicity on the website and education through articles in Haringey People and local press.
- 8.15 As with the differences between the two services in the pilot, some services by their very nature are likely to attract greater volumes of nominations than others. Further, given that the scheme is about recognising great customer service, staff who have little or no (external) customer interaction are unlikely to receive recognition through this route. Both of these aspects will need to be thought about when considering workload implications, staff briefing and buy-in.
- 8.16 Experience in the private sector indicates that those that complain are also the most likely to make the effort to extend compliments. Using Haringey's complaints statistics for 2005/6 as one possible barometer of where the WOW! scheme may generate most public interest, the business units that generated the largest volume of complaints are listed in **Appendix B**. I also attach details from the just-released annual residents' survey showing details of rising perceptions of service delivery as well as where perception is poorest, at **Appendix C**. However, these must be treated with caution as they provide no indication of possible volumes, just possible relative interest.
- 8.17 It is proposed that the administration of the WOW! Awards is merged with that of compliments under the customer feedback scheme. The Central Feedback Team should take on the overall organisation and control of the scheme with directorate complaints teams taking on nomination administration. The existing Respond database can be used to log nominations and capture end results. Draft processes and procedures drawn up in collaboration with the Central Feedback Team Manager are attached at **Appendix D**.

- 8.18 There are already workload concerns within both these groups of staff regarding workload increases arising from the complaints scheme and Freedom of Information requests. Because of this, extra effort has gone into ensuring that the tasks involved in administering the WOW! Awards is kept to a bare minimum and only those that add any real value to the process have been included.
- 8.19 WOW! nominations have not been acknowledged during the course of the pilot (with the exception of on-line nominations which are automatically) and there has been no demonstration of an expectation to do this. However, this contrasts with the current established good practice of acknowledging compliments within 2 days of receipt and also the recommendations of the WOW! organisation. Whilst it is accepted that providing acknowledgments does provide value-added over and above good practice compliance, this needs to be balanced with potential workload implications, depending on the volume of nominations made. Initially, at least, nominations will not be acknowledged.
- 8.20 The Central Feedback Team already regularly report complaint and compliment statistics to directorates, CEMB and Members. Reports will in future include details and analysis of WOW! Award nominations received.
- 8.21 It is suggested that presentation of future Award certificates be made by respective Directors and Heads of Service every two months or as appropriate.
- 8.22 The Head of Communication and Consultation has been asked to develop an effective launch campaign; this needs to take into account the need to encourage nominations to be made on-line.
- 8.23 The set-up and ongoing costs of participating in this scheme – for posters, leaflets, suggestions boxes, postage and occasional other promotions are anticipated to be minimal. However, the Central Feedback Team at present has no budget provision for this. It is proposed that initial set-up costs up to a maximum of £10,000 be met from the Customer Focus budget and that Central Feedback seek adequate budget provision for 2008/9 and subsequent years via the usual planning process.

## **9. Consultation**

- 9.1 Public participation in the pilot has been used as evidence of the potential benefits to all stakeholders in rolling the WOW! Awards out corporately. Appropriate discussions have been held with the WOW! organisation, colleagues and input sought from staff in Central Feedback and Directorate complaints teams. The Customer Focus Streamboard endorsed this report on 19<sup>th</sup> January.

## **10. Summary and Conclusions**

- 10.1 Rolling out the WOW! Awards scheme will bring benefits to all stakeholders – a means of feedback to those who receive our services, personal recognition for those who deliver them well and aspiration for others to do so. It should also help build on the council's improving reputation both locally, in the field of local government as well as within the customer service industry.
- 10.2 In line with the experience of the pilot and other participating organisations, high initial interest in the scheme should be anticipated but this should soon level out as the scheme becomes embedded and the first flush of novelty wears off. To help accommodate this peak, the Corporate Customer Focus team have offered assistance for the first few weeks of operation.
- 10.3 The WOW! Awards scheme has been designed specifically to enable genuine 3<sup>rd</sup> parties – i.e. external customers - to nominate staff for awards. This will



necessarily exclude those who have no direct dealings with external customers and so raises the issue of the internal customer and how we all collaborate to provide excellent services for local people.

- 10.4 Whilst there are pockets of excellence amongst our support services, there is a general recognition that we need to improve the customer focus of support services too.
- 10.5 In tandem with this point, the organisation also needs to consider how the WOW! Awards integrate with the council's overall approach to recognising exceptional performance. In addition to the existing annual Xtra Mile and Achievers scheme, there are the Better Haringey Awards and other directorate- based staff recognition systems.
- 10.6 One of the larger organisations who participate in the WOW! Awards – Ladbrokes - has extended the scheme to enable internal customers to nominate colleagues who have proved especially helpful. This maybe something that Haringey wishes to consider once the corporate roll out has embedded.

## **11. Recommendations**

- 11.1 That the WOW! Awards scheme be rolled out corporately across the organisation encompassing all services provided directly or on behalf of Haringey Council from 1<sup>st</sup> May 2007.
- 11.2 That the Central Feedback Team be responsible for the overall implementation, organisation and control of the scheme with Directorate complaints teams taking on nomination administration, as detailed in this report.
- 11.3 That a decision is made as to whether nominations should be acknowledged.
- 11.4 That the Head of Communication and Consultation devise an effective launch and staff briefing campaign and refine the design of posters and leaflets to reflect lessons learned from the pilot.
- 11.5 That future reports from the Central Feedback Team incorporate the WOW! Awards Scheme.
- 11.6 That the scheme be reviewed 12 months after implementation.
- 11.7 That the Head of Policy and Performance and the Head of OD&L consider how the WOW! Awards are best integrated into the overall reward and recognition framework for performance excellence.
- 11.8 That future consideration be given to extending the WOW! Awards to encompass staff who do not work on the front line.

## **12. Comments of the Director of Finance**

- 12.1.1 The Director of Finance notes that set up costs incurred during 2007/08 will be met from the Customer Focus budget whilst the day to day administration will be undertaken by the Central Feedback Team and the Directorate complaints teams within existing budget resources.
- 12.1.2 Recommendation 3.6 is for a review after 12 months which will allow emerging issues over capacity and on-going budget requirements to be picked up.

## **13. Comments of the Head of Legal Services**

- 13.1.1 There are powers under the Local Government Acts to incur expenditure for purposes that facilitate the effective discharge of a Council's functions and this award scheme should come within these powers.

## **14. Equalities Implications**

- 14.1 Haringey has significant numbers of residents who are excluded and disadvantaged and for whom good quality, easy to get services are crucial to their quality of life. The entire thrust of Customer Focus is to ensure that Haringey puts its customers at the heart of service design and delivery. By placing the user experience at the centre of how we deliver services, we will contribute to reducing inequality through making services more accessible and responsive.

**15. Use of Appendices / Tables / Photographs**

- 15.1 Appendix A – WOW! nominations by service over time  
15.2 Appendix B – Complaints volume by Business Unit – top ten  
15.3 Appendix C – extract from annual residents' survey (conducted Nov 06)  
15.3 Appendix D - Draft procedures for scheme operation

## Appendix A

<b>WOW NOMINATIONS RECEIVED</b>	<b>Source</b>				<b>Service</b>		
<b>Date</b>	<b>Suggestion Box</b>	<b>Free Post</b>	<b>On- Line</b>	<b>Totals</b>	<b>Libraries</b>	<b>Registrars</b>	<b>Other Services</b>
30th June	7	14	2	23	20	3	0
7th July	3	17	0	20	19	1	0
14th July	4	13	1	18	16	2	0
21st July	23	0	0	23	23	0	0
28th July	8	10	2	20	16	0	4
4th Aug	1	5	0	6	6	0	0
11th Aug	6	10	0	16	16	0	0
18th Aug	5	9	1	15	10	5	0
25th Aug	5	11	1	17	16	0	1
1st Sept	3	9	0	12	11	1	0
8th Sept	18	5	0	23	22	1	0
15th Sept	5	6	0	11	9	1	1
22nd Sept	4	13	4	21	17	3	1
29th Sept	2	3	0	5	4	1	0
6th Oct	5	1	1	7	5	1	1
13th Oct	0	11	0	11	9	2	0
20th Oct	0	8	0	8	7	0	1
27th Oct	6	6	0	12	10	1	1
3rd Nov	0	1	1	2	1	1	0
10th Nov	0	3	0	3	1	2	0
17th Nov	0	0	0	0	0	0	0
24th Nov	2	0	0	2	0	2	0
1st Dec	3	0	0	3	1	2	0
8th Dec	0	0	1	1	1	0	0
15th Dec	5	0	1	6	5	1	0
22nd Dec	0	0	0	0	0	0	0
29th Dec	0	0	0	0	0	0	0
5th Jan 07	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>115</b>	<b>155</b>	<b>15</b>	<b>285</b>	<b>245</b>	<b>30</b>	<b>10</b>

## Appendix B

*(This appendix is included solely because it is a possible indicator of relative future interest in the WOW! awards scheme)*

### Business Units generating most complaints at stage 1 in 2005-06

#### Council Services

Access Services:	134
Adult Services	55 (22 corporate scheme, 33 NHS Act)
Benefits & Local Taxation	444
Children & Families	67 (34 corporate scheme, 33 Children Act)
Enforcement	148
Housing Strategy & Needs	153
Older People's Services	56 (26 Corporate, 30 NHS)
PEPP	35
Recreation	68
Streetscene	396

#### Homes for Haringey

Homes & Buildings	333
Housing Management	147

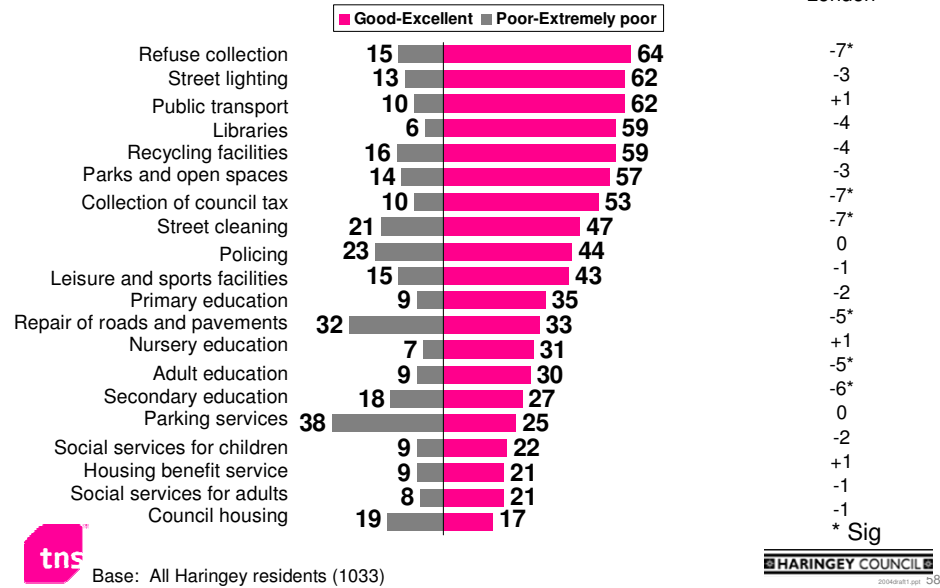
## Appendix C

*(This appendix is included solely because it is a possible indicator of relative future interest in the WOW! awards scheme)*

### Annual Residents' survey Field work conducted Nov 2006

#### Perceived service delivery

% Saying Good - Excellent



## **Appendix D**

### **Draft processes and procedures**

- WOW! nominations/compliments will be welcomed by any method, but we will concentrate publicity on freepost, suggestion boxes, on line forms and the customer feedback forms
- The freepost address will be the Central Feedback Team, but they will forward nominations they receive by this and other methods to the complaints teams. On line forms will be transmitted to the relevant complaints team, and other formats will be directed to complaints teams
- Complaints teams will record basic details of nominations on the corporate complaints database
- Central Feedback will send to complaints staff a bi-monthly report of nominations received.
- Directorate staff will arrange consideration of all nominations within their BUs/directorate approximately every two months - in the light of guidelines to be developed.
- Directorate staff will pass to Central Feedback the small number of exceptional nomination forms (retaining a copy for their records) to be considered for submission for a national award.
- Central Feedback will coordinate the corporate assessment process and refer chosen cases to the WOW! organisation, retaining copies of those posted on and returning those not chosen to directorates.
- The WOW! organisation will send all Award certificates to the Central Feedback team who will disseminate to the relevant service.
- It is proposed that these should be presented to staff by their Director and business unit head.

Report Title: Outsourcing Disabled Freedom Pass issue to the Post Office

Forward Plan reference number (if applicable):

Report of: **Director of Urban Environment**

Wards(s) affected: **All**

Report for: **Key**

### 1. Purpose

- 1.1 To seek Executive agreement to transfer the issue of the Disabled Freedom Passes to the Post Office Ltd.

### 2. Introduction by Executive Member (if necessary)

- 2.1 In April 2004 Haringey Council successfully outsourced the issuing of the Older Person's Freedom Pass to the Post Office. In light of this success this report recommends outsourcing the issuing of the Disabled Person's Freedom Pass to the Post Office in advance of the renewal in April 2008.

By outsourcing the Disabled Person's Freedom Pass we will provide residents with a consistent service delivery and also create an improved ease of access for residents.

Outsourcing this service to the Post Office will create cost savings for the council of £20,000 over a period of two years and also safeguard jobs at Post Offices.

I fully support the recommendations of this report.

### 3. Recommendations

- 3.1 That the Executive approve the outsourcing of the Disabled Freedom Passes to the Post Office

Report Authorised by: **Niall Bolger , Director of Urban Environment**

Contact Officer: **Ann Cunningham, Head of Parking**

**4. Director of Finance Comments**

4.1 The disabled persons freedom passes are renewed every two years. The normal issuing and the bi-annual renewals for about 7000 disabled freedom pass holders are currently undertaken in-house at a cost of approximately £35k. This report proposes to outsource the bi-annual renewals process for disabled freedom passes to the Post Office, which currently charges £1.42p for each renewal equating to a cost of about £10k, saving £20k over a two year period. Freedom passes for the elderly are already issued by the Post Office

**5. Head of Legal Services Comments**

5.1 The legal implications are stated in the body of this report. Legal should be consulted on any future contractual arrangement.

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

6.1 London Councils Contract with the Post Office Ltd

**7. Strategic Implications**

- 7.1 The Council has a responsibility for the issue of Freedom Passes to residents of the borough who meet relevant criteria.
- 7.2 The Council reviewed arrangements for the delivery of the Freedom Pass Service in 2003. This resulted in the issue of the Older Persons Freedom Pass being outsourced to the Post Office, from 1 April 2004.
- 7.3 It was decided at that time to retain the issue of the Disabled Freedom Pass in-house. The numbers in issue were relatively low when compared with the Older Persons Freedom Pass, and it was felt that the Customer Service Centres could cope with demand. It was also felt prudent at that time to evaluate the new arrangements with the Post Office , before recommending any further changes.
- 7.4 The outsourcing of the Older Persons Freedom Pass to the Post Office has proven extremely successful in terms of improving access and customer service, and has also represented significant costs savings to the Council.
- 7.5 In the interest of consistency in service delivery and also ensuring equitable access to the service, it is felt that the issue of the Disabled Freedom Passes should be outsourced to the Post Office, in advance of the renewal which is due in April 2008.
- 7.6 The transfer of this function to the Post Office Ltd would have no implications for permanent staff.



## **8. Financial Implications**

- 8.1 There are approximately 7,000 Disabled Freedom Passes currently in issue. The annual uptake varies, but is relatively manageable; however the two yearly renewals continue to place extreme pressure on resources. The Customer Service Centres cannot cope within their existing resources and additional staff are engaged for up to 3 months to cope with workloads. This places considerable financial burden on the service and involves levels of training and supervision that exceeds our current management capacity. The cost of the two yearly renewals is estimated at £35,000.
- 8.2 The Post Office Ltd charges a standard rate of £1.42 for the issue of each pass. This would represent an annual charge of approximately £1,500 and £10,000 for the two yearly renewals. This represents savings in the region of £20,000, over two years.
- 8.3 There are also non-cashable savings involved where responsibility for the resource intensive statistical returns will also transfer to the Post Office, freeing up resources to deliver new Concessionary Travel developments.

## **9 Legal Implications**

- 9.1 The outsourcing of the Disabled Freedom Passes to the Post Office, presents no specific legal issues.
- 9.2 The transfer will have no implications for permanent staff, provided that there is no organised group of staff whose principal purpose is to deliver this service. If such an organised grouping exists then the provisions of the Transfer of Undertakings (Protection of Employment) Regulations 2006 could apply concerning the potential transfer of staff.
- 9.3 The London Councils – Transport and Environment Committee is a joint committee of London Boroughs and City Councils under the Road Traffic Act 1991 and Local Government Act 1972. It has entered into an arrangement for the issue of Freedom Passes by the Post Office Limited, which may be taken up by any of its members.

## **10 Equalities Implications**

- 10.1 This proposal will improve access to the service, allowing those who qualify a more convenient way of obtaining their Freedom Pass.

## **11. Consultation**

- 11.1 The proposed changes will be widely publicised to residents by both the Council and the London Councils[formerly the Association of London Government].

## **12 Background**

- 12.1 Freedom Passes are issued for up to two years, with the current issue valid until March 2008. This involves the reassessment of all existing applications to ensure continued entitlement. The bulk issue of these passes continues to place

considerable pressure on the Customer Service Centres, and involves the recruitment of additional staff with a level of training and supervision that places additional pressure on existing management structures.

- 12.2 The recent changes involves the requirement for the individual to submit their existing pass for validation and this involves all applicants attending the Customer Service Centres, whereas in the past some could be handled by post.
- 12.2 Applications may be made for the Disabled Freedom Pass under two criteria, both which require a level of assessment. One criterion technically carries an automatic entitlement, but still requires supporting medical evidence. Applications received under the discretionary criteria are assessed by the Mental Health Team. Applications will still be made to the Council and residents who meet the criteria will be able to pick up their pass from a number of Post Offices across London.
- 12.3 This in practice involves the Council issuing of a letter authorising the Post Office to issue the permit as opposed to current practice which authorises the Customer Service Centres to issue the pass.

### **13 The Post Office Ltd**

- 13.1 The London Councils -TEC [Formally the ALG-TEC] established a contractual arrangement with the Post Office Ltd to issue Freedom Passes on behalf of the London Boroughs. Most London Boroughs now satisfactorily issue their Freedom Passes through the Post Office.
- 13.2 The technology used by the Post Office allows an individual to obtain their pass from around 1000 Post offices across London. From a customer service point of view this increases access and offers a very convenient service.
- 13.3 The London Councils continue to monitor and manage this arrangement on behalf of the Boroughs. They particularly welcome the transfer of this function, from a consistency point of view, but also from the user perspective as the two yearly renewal process is a more pleasant experience for all involved if handled through the Post Office Ltd.
- 13.4 The Post Office Ltd will provide all statistics and management information that we require and will also offer one central point of contact for any police enquiry.

### **14. Recommendations**

- 14.1 That the Executive approve the outsourcing of the issue of the Disabled Freedom Pass to the Post Office.

Report Title: **Homes for Haringey Quarterly Performance Report**

Report of: Niall Bolger, **Director of Urban Environment**

Wards(s) affected: **All**

Report for: **Information**

### **1. Purpose**

- 1.1 The report provides an update of the progress made in relation to key targets and objectives and summaries main issues discussed at the Quarterly Performance Monitoring Meeting of 13 February 2007
- 1.2 A full copy of the report is available in the Member's Room at the Civic Centre

### **2. Introduction by Executive Member (if necessary)**

- 2.1 This is a report from H4H in accordance with our agreement.
- 2.2 It provides to the council a summary of performance issues and a brief update on certain current matters.
- 2.3 It indicates that HfH has had a varied quarter with an improvement in a number of PIs that were previously failing. It also shows decline in performance on a small number of PIs however HfH has put in place recovery plans to address these issues.
- 2.4 The Council is also putting in place more robust monitoring arrangements in areas of concern especially Voids and Rent Arrears.
- 2.5 I would welcome Executive Members' comments and suggestions.

### **3. Recommendations**

- 3.1 The content of the report be noted.

Report Authorised by: **Niall Bolger, Director of Urban Environment**

Contact Officer: Carl Bradley, ALMO Liaison and Consultation Officer  
 Tel: (020) 8489 4454  
 e-mail: carl.bradley@haringey.gov.uk

#### **4. Director of Finance Comments**

4.1 The Director of Finance has been consulted on this report and is part of the regular monitoring process. The overall Housing Revenue Account position of an overspend of £0.5m is in line with the revised financial plans approved by Council in February. I am concerned that the reduced performance in rent income collection translates into arrears that becomes un-collectable and although in recent months performance has improved HfH are to put further focus on reducing the arrears position before the year end.

4.2 The projected capital position is in line with the approved budget.

4.3 The outcome of some of the value for money reviews will result in cost savings being required to be made by the Council, which is in addition to the savings proposals in the approved budget. These will need to be dealt with on an individual basis as and when they arise.

#### **5. Head of Legal Services Comments**

5.1 The Head of Legal Services has been consulted in the preparation of this report.

In relation to the performance report Legal Services attend monthly Client Liaison meetings with the HFH Income Collection Manager. Reports are provided by Legal Services which indicate whether the Service Level Agreement targets for acknowledging receipt of instructions (5 days) and issuing possession proceedings on the basis of rent arrears have been met.

In October and November 2006 both targets were met in 100% of cases. In December, 100% of cases were issued within the SLA target, although there was a slight reduction in the target for acknowledging receipt of instructions .

5.2 In relation to the Value for money report there are no legal implications from the report.

5.3 In relation to the Repairs procurement update, all TUPE issues are addressed.

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

6.1 Homes for Haringey Quarterly Performance Monitoring Meeting Reports

6.2 Housing Revenue Account Statement

6.3 Capital Account Statement

6.4 Homes for Haringey Improvement Plan

6.5 Homes for Haringey Delivery Plan

6.6 Management Agreement

6.7 Service Level Agreements

#### **7. Strategic Implications**

7.1 A key element of the Housing Strategy is the successful delivery of the decent homes standards, providing decent homes for all tenants and regenerating the borough.

## **8. Financial Implications**

- 8.1 Progress of key targets and objectives identified in the Improvement Plan is essential in order to secure 2 stars status in the May 2007 Audit Commission Inspection of HfH and succeed in obtaining the necessary funding to deliver the decent homes programme.

## **9. Legal Implications**

- 9.1 Legal implications in terms of repairs procurement are currently being addressed in terms Staff TUPE issues.

## **10. Equalities Implications**

- 10.1 Improvements to tenants' homes and environment will enhance living conditions of those who experience disadvantage because of their gender, race and ethnicity, disability, sexual orientation, age and faith.

## **11. Consultation**

- 11.1 Not applicable.

## **12. Background**

- 12.1 Homes for Haringey Arms Length Management Organisation (ALMO), was launched in April 2006. An ALMO is a company set up by the council to manage, maintain and improve its housing stock. Local authorities who have pursued this option can secure additional capital funding if the new arms-length body has received a 'good' rating i.e., 2 stars, from the Audit commission's Housing Inspectorate. The Audit Commission will carry out an inspection of the ALMO in May 2007.
- 12.2 The council retains the status of landlord and Council tenants remain secure tenants of the authority, therefore, they are required to closely monitor the activities of the ALMO to ensure contract compliance, adherence to regulations and guidance of good practice, and the delivery of services that when inspected will secure at least 2 stars rating.
- 12.3 Homes for Haringey's performance is formally monitored by way of monthly and quarterly meetings.

## **12.4 Performance Report for the 2<sup>nd</sup> Quarter**

### **12.4.1 Delivery Plan Progress - Improvements**

The third quarter has seen the launching of the interactive graphical repairs ordering (GRO) system for tenants. The GRO system is picture based, so tenants simply click on an image of the item that needs to be fixed. To make it even more convenient, residents can choose an appointment time convenient to them.

The Learning Log was also launched in this period. The learning log is a database for learning from suggestion from residents and staff and best practice from other organisations. The first edition of the best practice e-newsletter "The Best" was launched on 4<sup>th</sup> December and will be published fortnightly.

The Resident Involvement Agreement (Compact) and resident involvement strategy was approved by HfH board and CEMB in December 2006.

Following the implementation of a recovery plan Customer Services has improved during the quarter. Figures on telephone answering in December show an improvement on November figures, however there has been a slight downturn in the percentage of customers seen within 15 minutes at customer service centres 58% against a target of 70%.

Refurbishment of the South Tottenham Centre has been completed.

New software systems are being maximised to improve productivity and customer satisfaction through electronic appointment scheduling. Quality procedures have been documented and BSi accreditation achieved on 17.01.07 to reflect new systems.

The Homes for Haringey Letting standard was launched on 11 December 2006 to coincide with the implementation of Home Connections.

## Risks

Progress continues on customer feedback and responding to complaints and members enquiries. While there has been improvement in dealing with these issues, it is not likely that year end targets will be met. A recovery plan is now in place and updates are being provided to managers on a weekly and daily basis.

Figures for Income recovery show that it is unlikely that some targets for year-end will not be met. An area of concern is the increase in the number of tenants owing over 7 weeks 15.59% against a target of 10% and a reduction in the number of notices seeking possession served. Homes for Haringey expect to reach their year end target in terms of serving Notices. It has recently appointed a temporary manager to address income recovery performance. HfH has also carried out a Housing Benefit reconciliation exercise to determine the amount of rent arrears due to outstanding housing benefit. The results of this will be made available at the monthly monitoring meetings with the client side and reported on.

Update from Housing Improvement Partnership Board  
Invitations to tender for responsive repairs will be issued on 19.02.07.

Phase 2 Project Initiation Document for Aids and Adaptations will be presented to Housing Improvement Stream Board in the first quarter of 2007. The performance management system has not yet been fully implemented, but the reports needed to capture the necessary information have been agreed between Adaptations and E-care.

The turnaround time for voids increased in December to 33.25 days from 27.33 days in November – increase due mainly to the impact of the Christmas break and staff leave. However the overall year to date turnaround time has reduced to 36.72 days.

The total number of voids at repair stage has been reducing from a high of 173 in June to the current level of 95.

A new housing register has been produced and work is underway to assess non-responders to the exercise.

#### 12.4.2 Homes for Haringey performance report

There has been a varied performance over the quarter. The indicators for phone answering recorded their best performance for the year so far. Indicators showing an improvement over the quarter include the percentage of calls answered and the percentage answered within 15 seconds by Homes for Haringey staff.

BV72 the percentage of specified urgent repairs completed in government time limits year to date is 95.19% against a target of 97%. In the quarter 92.11% of repairs were completed on time, representing a decrease from the previous quarter figure of 96.21%. This is due to administrative errors in inputting repairs in October and November. While HfH state that service has not deteriorated in this period, they have to accept this under reporting of performance.

BV73 Average time taken to complete non urgent repairs (all), year to date is 12.92 days with a target of 14 days. Performance in December 2006 was 10.79 days.

The percentage of homes with a valid gas certificate year to date is 97.69% which is up slightly from the previous quarter figure of 97.17%. HfH are taking measures to gain access to the properties without a valid certificate.

Average relet time for local authority dwellings year to date is 36.72 days an improvement on the figure of 55.75 in quarter 2. The target for the year is 27 days.

The following areas have shown little or no improvement:

Answering stage 1 complaints within 10 days has fallen from 72% in quarter 2 to 60% in quarter 3. The target for the year is 80%.

Forecast of rent collected at year end is 96.53% against a target of 97.5%.

Stage 1 complaints escalating to stage 2 – year to date is 8.7% against a target of 10%.

Members enquiries 62% against a target of 80%. HfH have put in place a recovery plan as mentioned above.

#### 12.4.1 Finance report - Revenue

An overspend of £468,000 is currently forecast on the Housing Revenue Account. This overspend is in line with the medium term financial strategy for 2007/08. Savings measures of £324,000 were approved by HfH Finance and Audit committee on 31.01.07 and are being implemented and a further £150,000 of savings was agreed by the committee subject to council approval.

#### 12.4.2 Finance Report – Capital

The level of capital expenditure in the first 9 months of the financial year is still relatively low as three large schemes have recently commenced and the rate of expenditure is not significant. Currently there is an underspend of £4.8m. However, by the end of

month 10 the underspend to date has reduced to less than £1.1m so the current forecast of expenditure and resources shows a net break even.

#### 12.4.3 Value for Money Reviews

The Department for Communities and Local Government requires that HfH undertake value for money reviews of its support services in the first year of operations. In addition to the 6 reviews reported to Executive in December 2 additional reviews have been reported to HfH board in February 2007. These reviews are Estate Lighting and Noise.

HfH will continue to use the services provided by Street scene in relation to estate lighting. An action plan has been agreed and will be written into a new service level agreement for 2007/08. The borough wide contract is due to be retendered in 2007. HfH, Council tenants and leaseholders will participate in all stages of the retendering exercise.

The noise team will implement proposed service improvements with immediate effect in order that there is sufficient evidence of added value being provided by June 2007 when the review team will revisit the service. HfH will reassess the service provided in the period June to Sept 2007 prior to the September deadline for giving notice, in order to assess the success of the noise team providing the proposed service improvements.

#### 12.4.4 Repairs procurement

Invitations to tender to be issued on 19.02.07 to the eight top ranked external contractors and the DLO.

The TUPE list has been produced by HR. The only outstanding issue relates to Accord in respect of vehicles. The fleet list is agreed as accurate and repairs operations are splitting the vehicles between the east and west contracts. A number of Vehicle are remaining with HfH, and there is agreement with Streetscene that they will be opportunities over time for some vehicles no longer required by the repairs contractors to be re- allocated to other Council users as their own leases expire.

Streetscene have advised Homes for Haringey that the Company will still have to pay its proportion of the annual management fee even if it opts out of further involvement. Accord has also stated that there would be an early surrender penalty for the return of all vehicles at the commencement of the repairs contract. In addition, if any redundancies are necessary in the vehicle workshop the costs are rechargeable to the Council under the terms of Accord's contract and would need to be taken into account in the evaluation of alternative options.

This makes it unlikely that the option for the contractors to procure their own vehicles for the full duration of the contract would be economic, but they will still need to price from the point at which the Accord contract expires in Dec 2009.

Call Handling: the draft specification has been reviewed by Service Development, Customer Services and the Repairs Client. HfH is liaising with the Council on how the tenderers' submissions will be evaluated against the current service. This part of the evaluation will focus upon four aspects: cost, performance standards in call handling, method statements and service improvements.



#### 12.4.5 Decent Homes Procurement

There has been no response as yet from the DCLG with regard to the funding for Decent Homes. However, this funding is also dependent on HfH achieving a 2\* Good, with promising prospects for improvement in the May 2007 Audit commission inspection.

In the meantime work will continue on the current plan to ensure that Decent Homes will be delivered on schedule once the relevant approvals are obtained.

To this end HfH has sought approval to appoint four construction partners and four consultants to deliver the decent homes programme once funding is confirmed and available.

Two procurement streams have been developed to enable HfH to engage construction partners and consultants under framework agreements established with partnering forms of contract that will last for four year terms.

### 13. Conclusion

13.1.1 Homes for Haringey have seen some improvements and declines in performance the quarter. However recovery plans are in place to address the areas of decline.

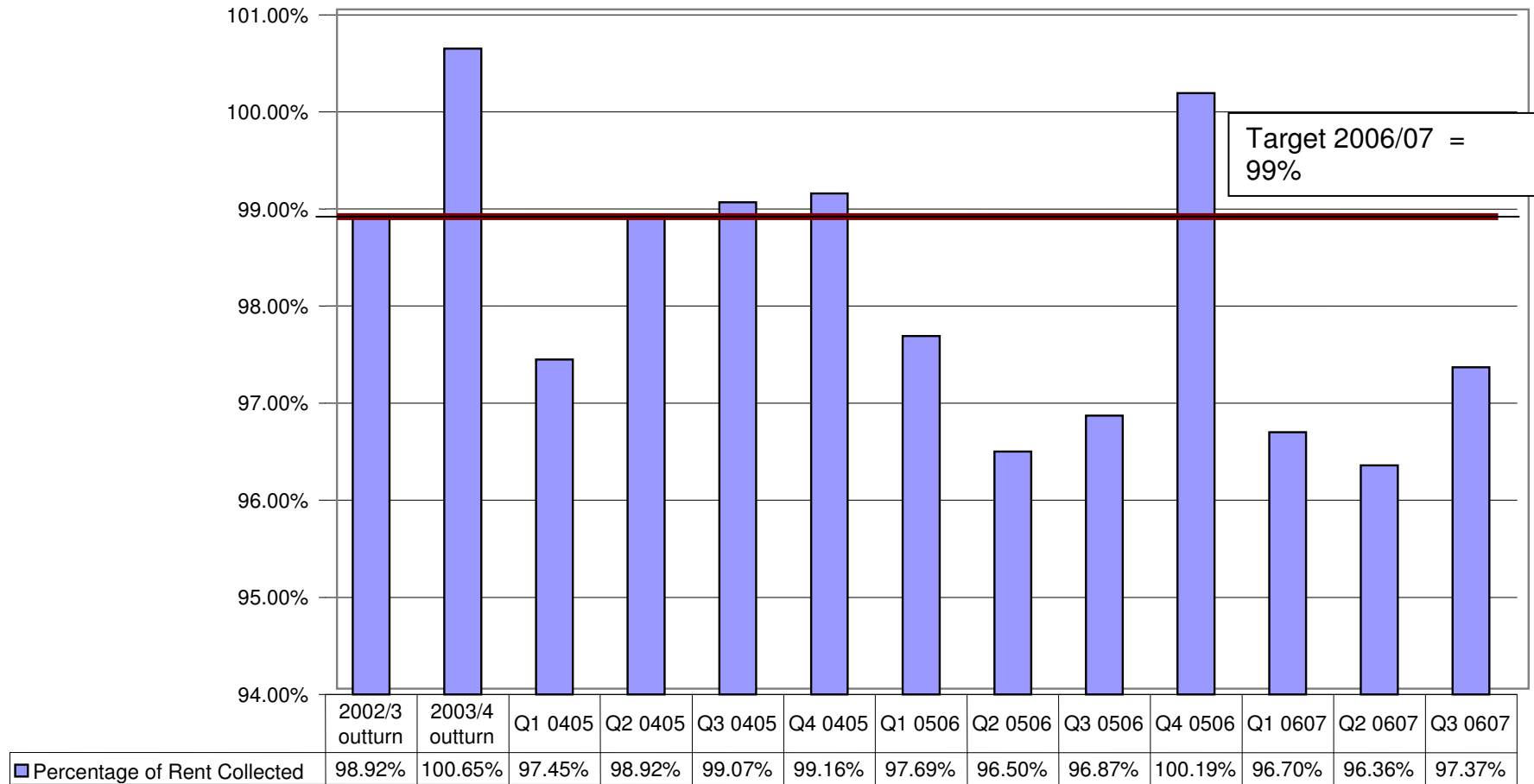
13.1.2 The Council will continue to monitor performance closely and the impact of the recovery plans through the monthly and quarterly performance meetings. The Leader of the Council and the Executive Member for Housing will be sent regular performance reports and areas of concerns fed back through the performance meetings. The quarterly meetings will be the forum to discuss any are of concern.

### 14. Use of Appendices / Tables / Photographs

14.1 Appendix A Trends in Key Performance Indicators

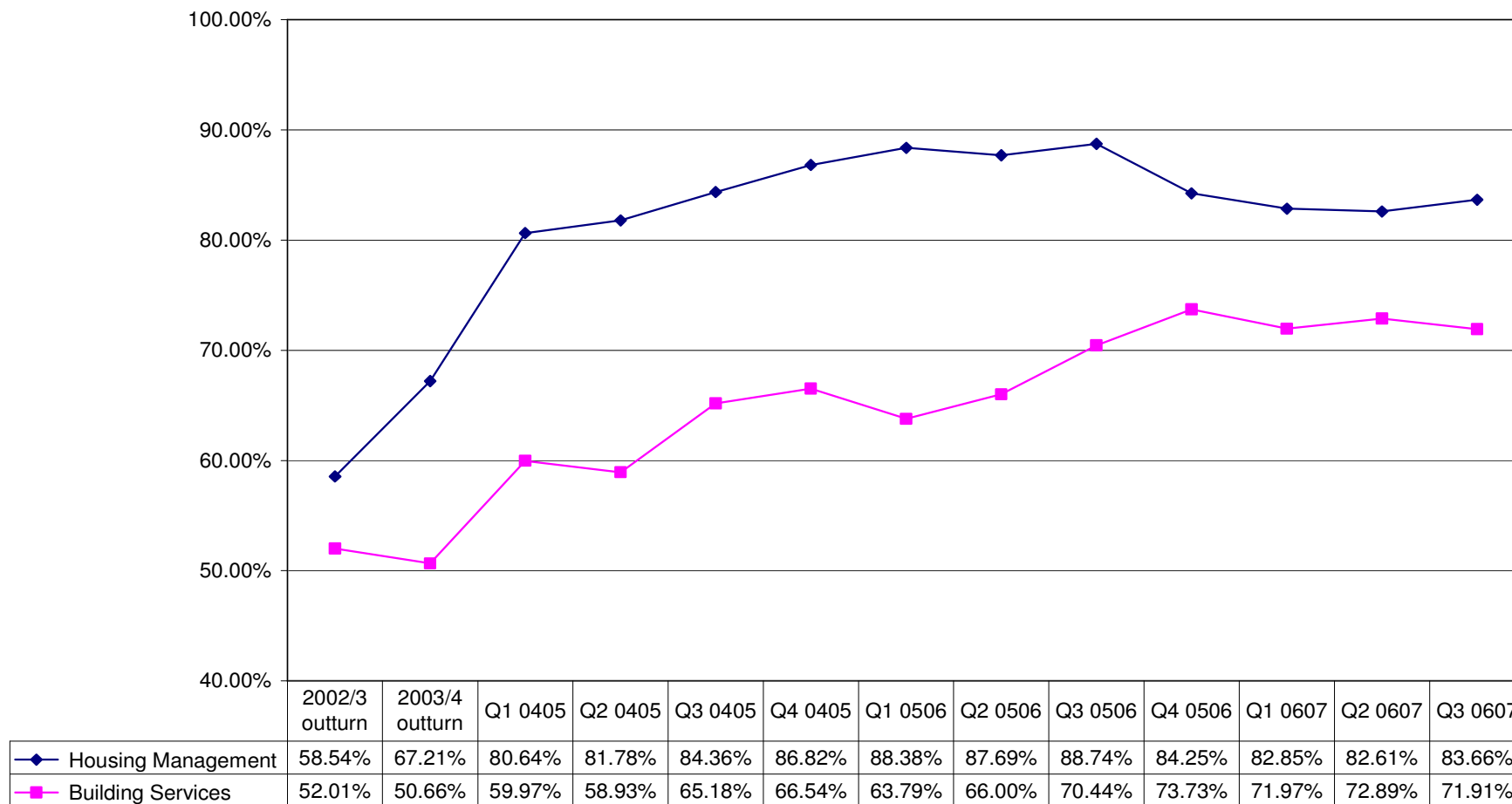
## Appendix A: Trends in Key Performance Indicators

### Rent – Simple Collection rate



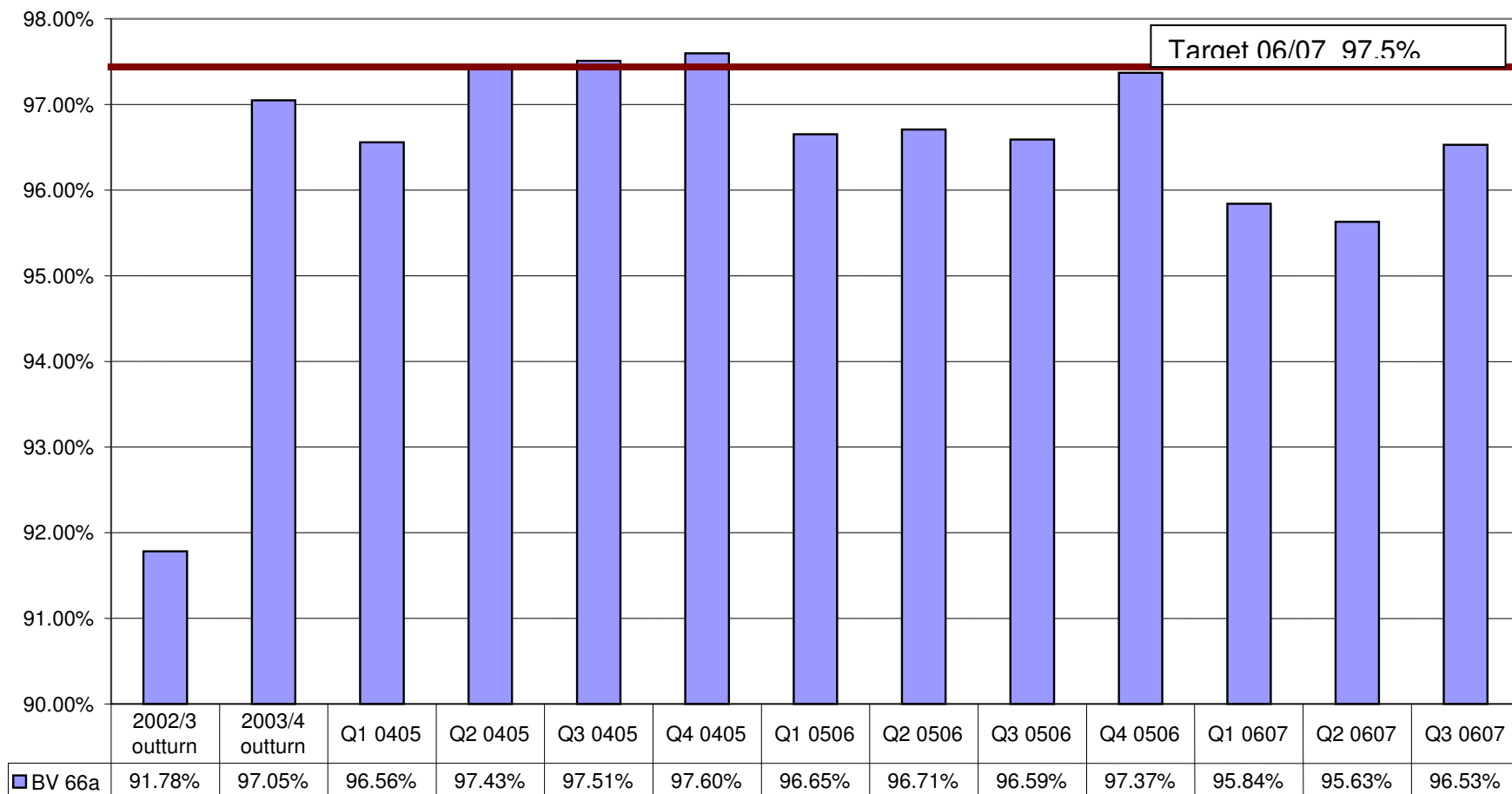
Source: Homes for Haringey

% of phone calls answered in 15 seconds



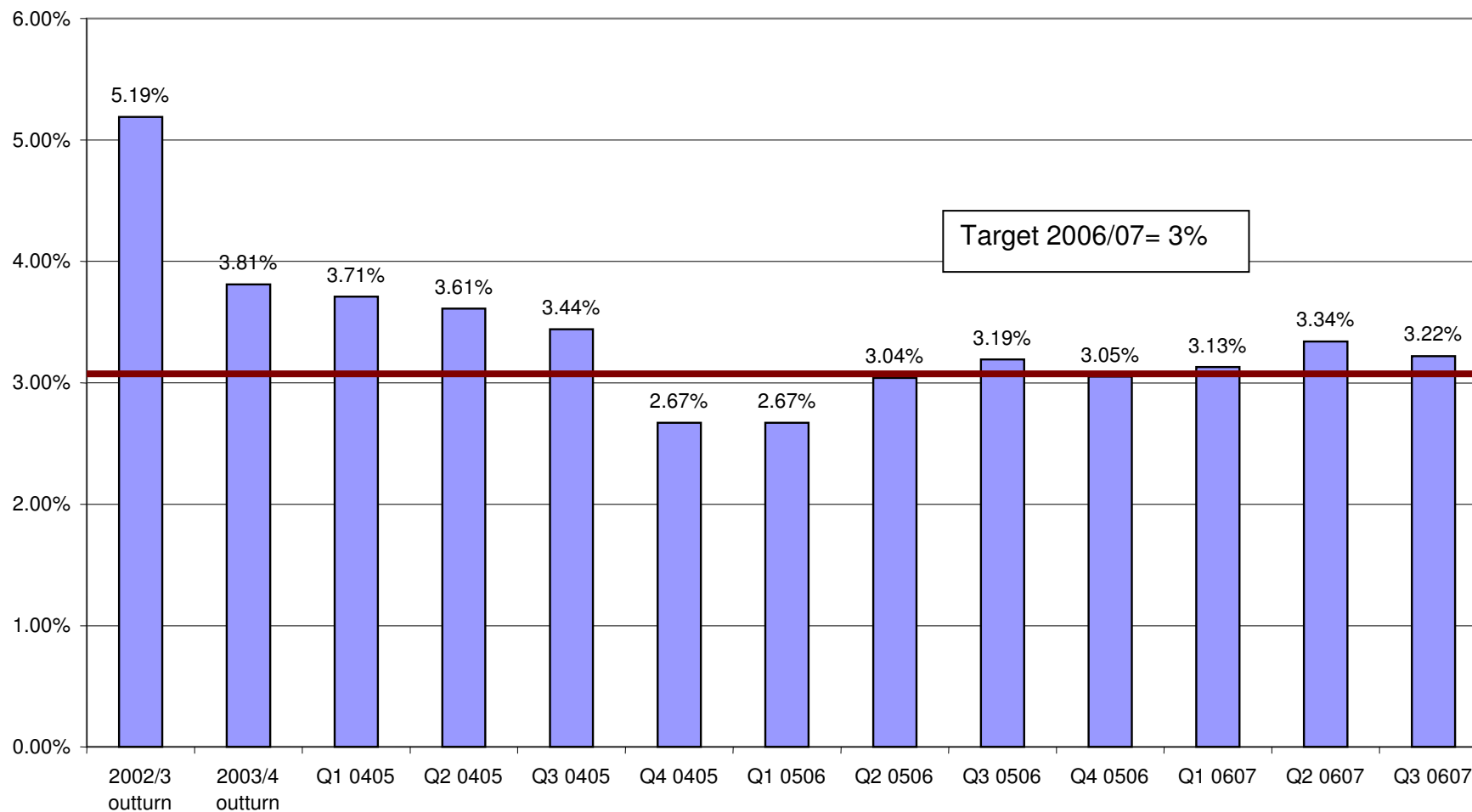
Source: Homes for Haringey

### BV 66a % of rent collected



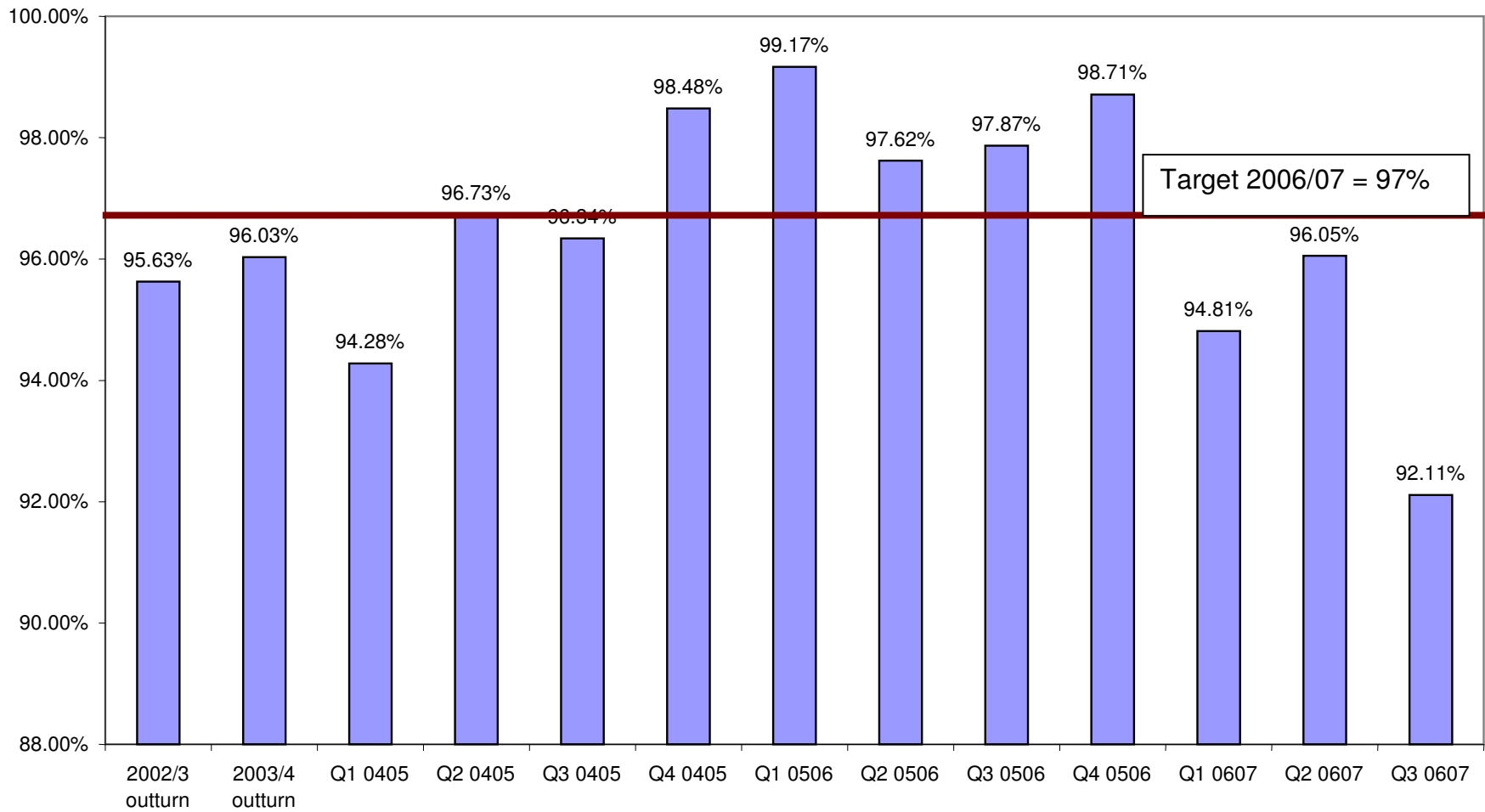
Source: Homes for Haringey

## Rent arrears of current tenants as % of rent roll



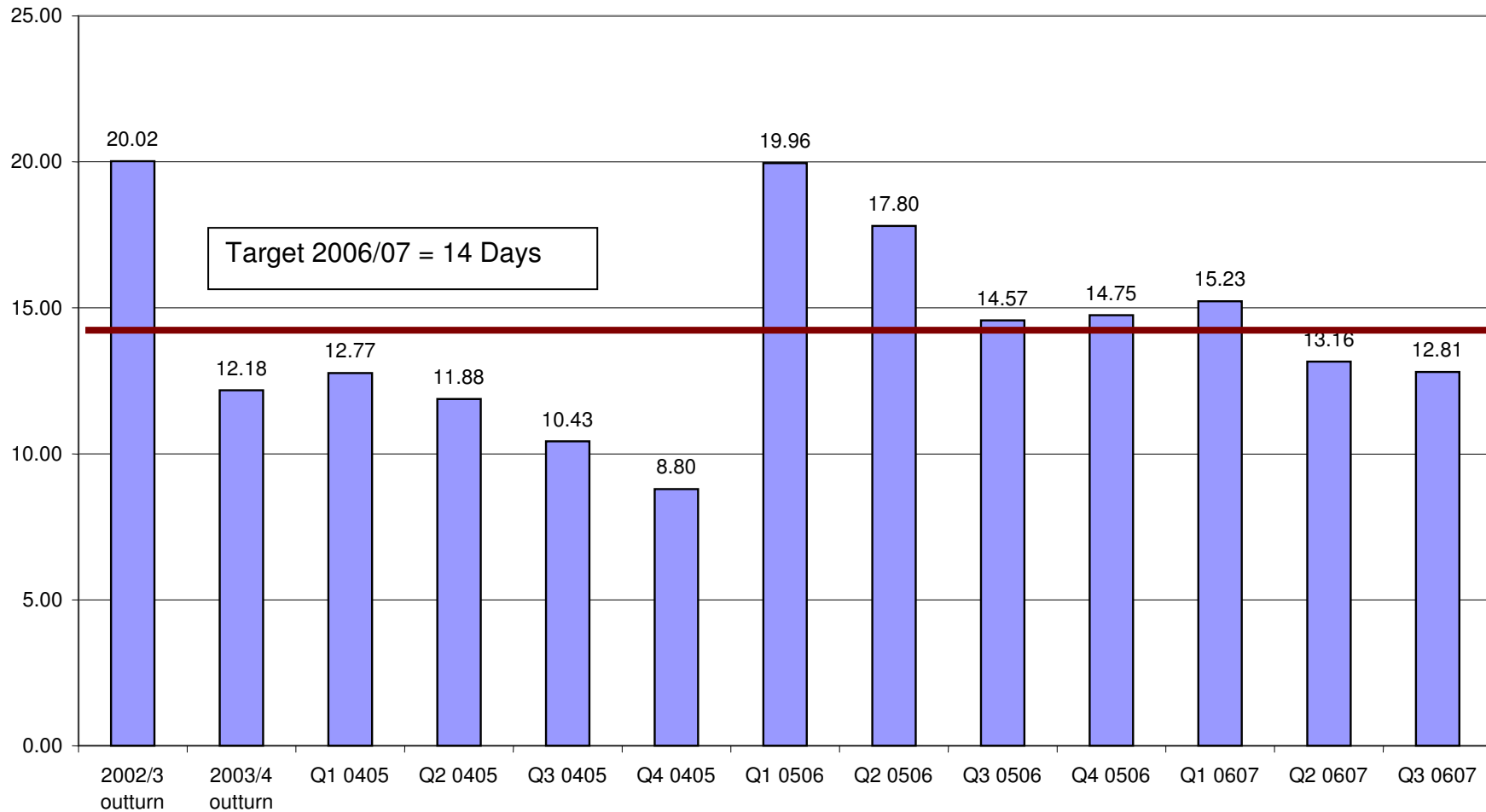
Source: Homes for Haringey

### BV 72% specified urgent repairs completed in Government time limits



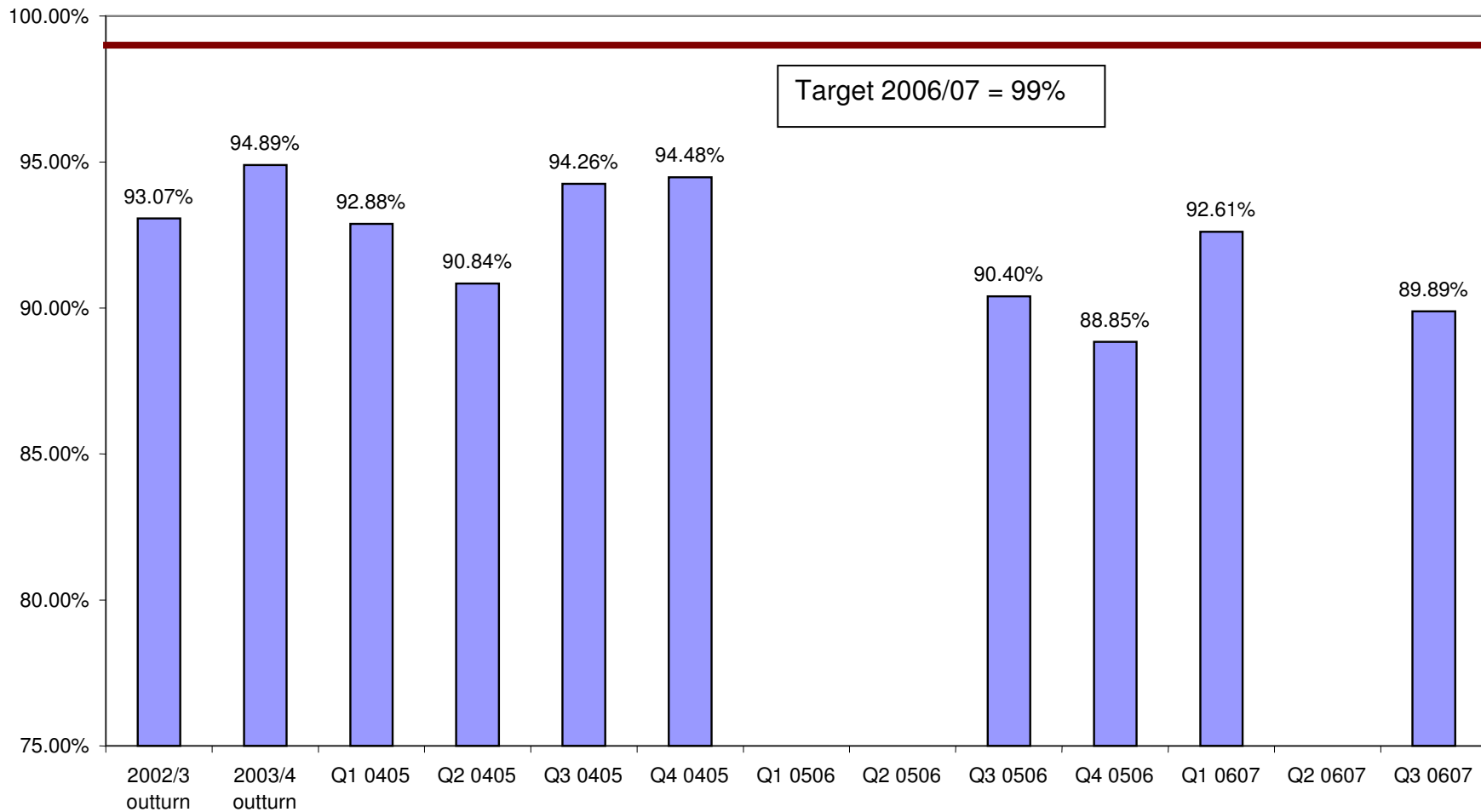
Source: Homes for Haringey

### BV 73 Average time taken to complete non-urgent repairs



Source: Homes for Haringey

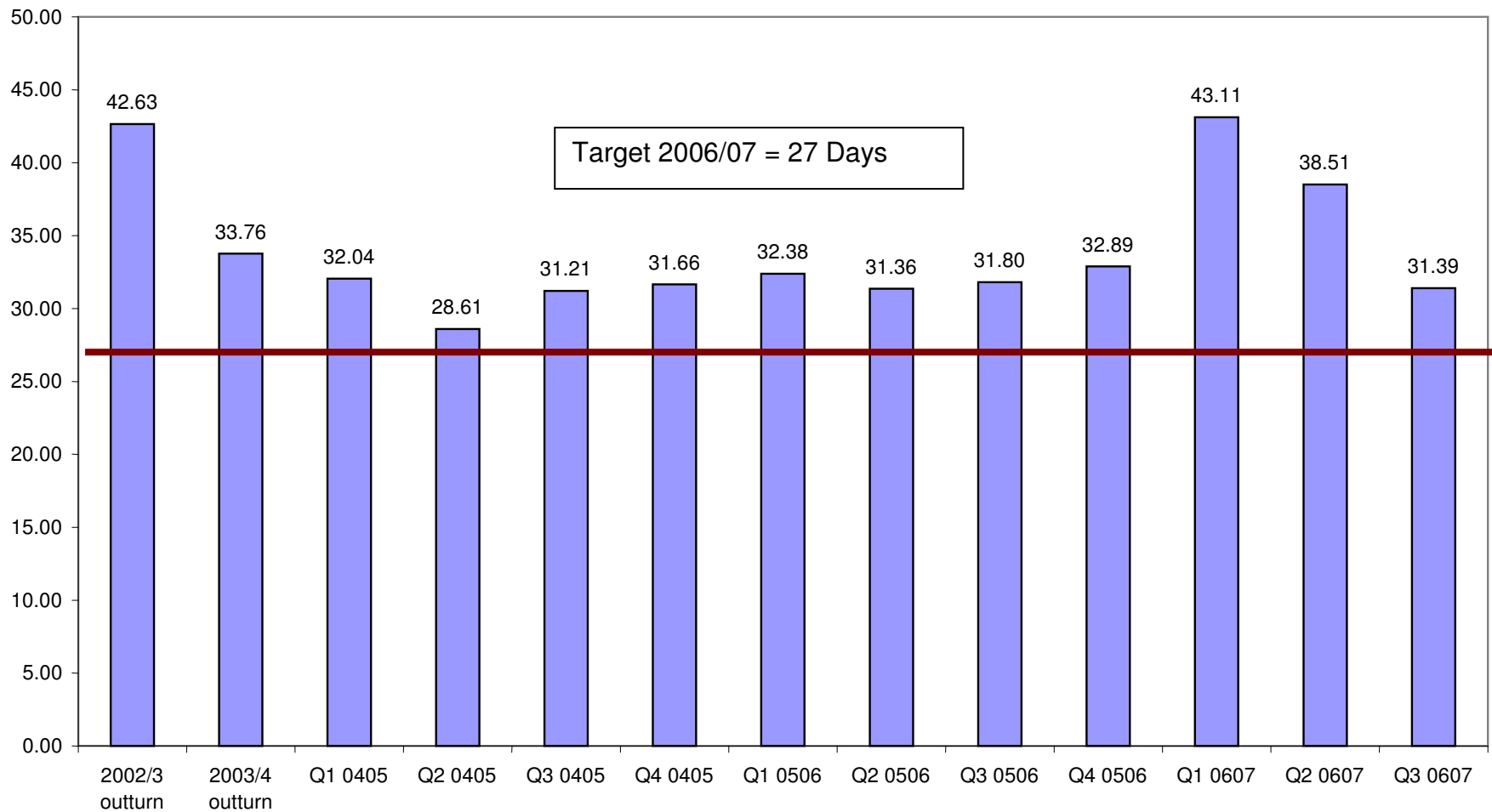
### BV 185 The % of responsive repair jobs for which an appointment was made and kept



Source: Homes for Haringey



### BV 212 Average re-let time for local authority dwellings (voids available for letting)



Source: Homes for Haringey

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**Report Title:** Homelessness Strategy

**Report of:** Interim Director of Adult, Culture and Community Services

**Wards(s) affected:** All

**Report for:** Key

## 1. Purpose

- 1.1 This report seeks to provide information on the Council's priority areas for action in relation to homelessness for 2007/08.
- 1.2 It also provides background information on how we intend to prepare for the development of a new Homelessness Strategy for 2008-2012

## 2. Introduction by Executive Member (if necessary)

- 2.1 The Executive of Haringey Council is very strongly committed to reducing homelessness and the number of households in temporary accommodation. It aims to both prevent homelessness, but where necessary provide for a short period high quality temporary accommodation.
- 2.2 The council adopted in 2003 a 5 year Homeless Strategy. Although there is no legal requirement for producing a new strategy until 2008, a number of developments since 2003 (in particular the establishment of the council's Prevention & Options mechanisms, the government's TA reduction targets and the significant increases in demand, amongst others) dictate the need for an interim revision of the current strategy, for the last of its 5 year span.
- 2.3 In parallel the magnitude of the challenge facing the borough in terms of housing stress dictates the need for a constant search for new mechanisms and initiatives in this field, in order to ensure that the next 5 year strategy is ambitious enough to meet this challenge. Some of these initiatives would require long lead-in timescales, in terms of research, lobbying, partnership working and feasibility studies. It is therefore intended that the proposed interim one year strategy, forms the starting point for a year-long development and consultation phase towards the next 5 year strategy of the authority.

### 3. Recommendations

- 3.1 That Executive endorses our approach to undertaking the homelessness review and developing a new strategy.
- 3.2 That Executive note the priority actions for 2007/08 and the continued need to develop the Action Plan in the light of consultation with the Team at the DCLG.

**Report Authorised by:** Jim Crook, Interim Director of Adult, Culture and Community Services

**Contact Officer:** Denise Gandy, Head of Housing Strategy and Performance  
Tel: 020 8489 4237  
email: denise.gandy@haringey.gov.uk

### 4. Director of Finance Comments

- 4.1 The Government has set all local authorities the target of reducing the numbers of households in temporary accommodation (TA) by 50% by March 2010. This is a particular challenge for Haringey as the Council currently has the highest number of households in TA in the country. The majority of these are placed in leased or licensed accommodation either as non-secure tenants of the Council or via housing associations as assured shorthold tenants (AST).
- 4.2 Plans are in place to extend services aimed at reducing the amount of people requiring TA in the first place and reducing the number of repeat homelessness applications through its Options and Prevention Service. There are cost implications associated with this proposal and additional resources are in place to support these extended initiatives.
- 4.3 The approved budget for 2007/08 and future years assumes a planned reduction in numbers in temporary accommodation.
- 4.4 The government have reduced the rent thresholds and caps by 5% for 2007/08 and hence the Council's income. This has been provided for within the approved budget. Further reductions in government subsidy will place at risk the Council's ability to meet the temporary accommodation reduction targets.

### 5. Head of Legal Services Comments

- 5.1 The Head of Legal Services has been consulted in the preparation of this report.
- 5.2 There are no legal implications arising from this report.

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

6.1 Haringey Homelessness Strategy, 2003 – 08

6.2 Homelessness Act, 2002

## **7. Strategic Implications**

- 7.1 The production of a Homelessness Strategy is a requirement for each local authority. Given the levels of housing need and homelessness in Haringey, it is one of our key strategic documents. Our progress in addressing homelessness and achieving the reduction in levels of temporary accommodation required by 2010 is critical for the Council and to the lives of many of the borough's residents.
- 7.2 It has been indicated that the Homelessness Strategy and delivery against the 2010 target will become more important in the CPA.
- 7.3 The reduction in levels of homelessness and its impacts are important for the achievement of broader Council objectives, particularly in relation to community stability and cohesion, education and aspects of regeneration.

## **8. Financial implications**

- 8.1 The delivery of some aspects of the proposed Homelessness Strategy Action Plan will require additional resources and these have been identified and put in place as part of the budget process. They are being used to fund priority areas including the provision of additional visiting resources and the establishment of a defined homelessness prevention budget.
- 8.2 Further future changes to the subsidy regime, in addition to the 5% reduction in 2007/08, in relation to temporary accommodation will have a significant impact on the Council and its ability to meet the TA reduction target.

## **9. Legal Implications**

- 9.1 There are none.

## **10. Equalities Implications**

- 10.1 Over 90% of the households, who approach the Council as homeless are from BME communities. Improvements to service delivery and an emphasis on prevention and options will mean that we avoid households entering temporary accommodation wherever possible. However, it is important to ensure that this approach is sensitive to the needs of all households and that all communities have equal access to the choices and options available. Robust monitoring systems are critical to ensure that no one is disadvantaged.

- 10.2 Many of the households, who approach us for assistance, have support needs. This may be a short term need to help them deal with the crisis that has led to homelessness or a longer term need, sometimes as a result of a physical disability, illness, mental health needs or age. The delivery of adequate support, either through the provision of supported housing or more often through floating support services is an important part of our action plan. Specific support is available to survivors of domestic violence through Hearthstone.

## **11. Consultation**

- 11.1 The current Homelessness Strategy, 2003 – 08 was subject to extensive consultation as detailed in the Strategy document.
- 11.2 Additional consultation was carried out when the Prevention and Options Service was being developed and there has been consultation on specific schemes that are being offered as housing options.
- 11.3 The proposed Action Plan for 2007 – 08 will be discussed with partners at the Homelessness Forum and there have been initial discussions on direction with the DCLG.
- 11.4 Section 12.8 details our approach to the development of the new Homelessness Strategy.

## **12. Background**

- 12.1 The Homelessness Act, 2002 placed a statutory duty on councils to carry out a homelessness review and develop a homelessness strategy. The first strategy had to be produced by July 2003 and a new one is required by July 2008.
- 12.2 Since we developed our current Homelessness Strategy, there have been a number of changes both internally and externally, which impact on our approach and as a result the required actions. Key changes include the reworking of our homelessness and advice services to deliver Preventions and Options Service and the introduction of the 2010 temporary accommodation reduction target.
- 12.3 At January 31 2007 there were 5,903 households living in temporary accommodation. This is a reduction of 6 households over the previous month. The key point however is that the upward trend has been stopped. The un-audited figures for February 2007 point to a larger drop in number. The Council has worked closely with the Homelessness Directorate at the DCLG, who are monitoring our progress closely. The upward trend has been reversed and the number of households in temporary accommodation has reduced. A challenging Temporary Accommodation target has been set for 2007/8.
- 12.4 The one year update to the Homelessness Strategy will include:
- a brief summary introduction on progress to date
  - key priorities for the coming year
  - an action plan, which concentrates on:
    - the setting of a targets to deliver temporary accommodation reduction

- actions that move us towards achieving the 2010 Temporary Accommodation Reduction target
- actions showing how we intend to prepare for and deliver a new Homelessness Strategy, 2008 – 2012 will be included in the Action Plan.

12.5 The DCLG visited Haringey on 4<sup>th</sup> December 2006 and have endorsed our approach and will work with us continuing to ensure that the strategy will be robust and the Action Plan with SMART (Specific, Measurable, Achievable, resource defined and time specific).

12.6 The DCLG have recently developed a 'tool kit', which they recommend that councils use to test whether their Homelessness Strategy and Temporary Accommodation Reduction Action plans are robust. We have completed this exercise and used it to produce a gaps analysis, which has informed our decisions on priority actions for the coming years.

### **Priorities for 2007/08**

12.7 Working to the delivery of the 2010 temporary accommodation target is the main priority and consists of 5 main areas of activity:

- (i) Prevention activity to reduce the numbers entering the system and temporary accommodation. We are working to ensure that our approach to prevention is robust and challenging and enables as many people as possible to remain in their current accommodation. Key actions in this area include:
  - Review of our mediation service and selection of a new partner organisation
  - Greater emphasis on visiting
  - Use of prevention fund - £100,000 agreed for 2007/08
  - Expansion of Hearthstone and further increase in number of Sanctuary schemes delivered
  - Delivery of the new Lettings Policy and the Allocations Quota in relation to homelessness
  - Work with Homes for Haringey to reduce the number of management transfers and with RSLs to avoid section 8 evictions
  - Development of a Moving on strategy
  - Strengthening of the Vulnerable Adults Team, with a particular emphasis on a partnership approach to prevention, including:
    - work on clear protocols with organisations including Probation, the PCT, the and Mental Health Trust
    - ensuring that maximum use is made of supported housing provision and that move on options are available
    - that floating support has a maximum impact on homelessness prevention
    - working with other services to ensure that we minimise the impact of homelessness on educational achievement, worklessness and health.
- (ii) Legal propriety and robust action on fraud. Key actions in this area include:
  - Delivery of a programme of temporary accommodation occupancy checks followed by strong action where a property is not occupied or is sub let.
  - Action on any applications found to be fraudulent
  - Further strengthening of internal processes and procedures

- (iii) Development of alternative housing options. Key actions in this area include:
- Delivery of existing schemes to secure assured shorthold tenancies:
    - Accredited Lettings Scheme will deliver 300 units in 2007/08 and subsequent years
    - Haringey Homes Direct will deliver a further 300 units per year.
  - New schemes are being developed as the market and negotiations allow, including a scheme with Notting Hill Housing Trust.(HHHT) (This is a partnership scheme with HNHT procuring Assured Shorthold Tenancies for homeless households. This pilot aims to secure 50 new homes. )
- (iv) Delivery of affordable and intermediate housing options and maximisation of existing stock. Key actions in this area include:
- Delivery of housing development programme
  - Work on overcrowding including the development of a strategy to address overcrowding
  - Review of under occupation incentives
  - Further encouragement of mobility options
  - Action on empty homes
- (v) Conversion of existing units of temporary accommodation into assured shorthold tenancies. Negotiations will take place with landlords at lease end in an attempt to secure assured shorthold tenancies rather than leases as TA. Our planned actions for delivering the TA target are contained in a project plan and delivery is monitored through the Well Being Partnership Board. Delivery of the key actions needed is dependent on the availability of additional resources and the action plan will need to be reviewed as resourcing arrangements are agreed.
- 12.8 Preparing for the development of a new Homelessness Strategy for 2008 – 2012, will involve the following actions:
- (i) Extending our Homelessness Forum arrangements to ensure it can act as an effective challenging consultative forum.
- (ii) Setting up a Homelessness Strategy steering group, which includes key stakeholders. This will start meeting in January 2007.
- (iii) Undertaking a comprehensive homelessness review, which will inform the Strategy. This is a statutory responsibility and needs to include the following areas:
- The levels and likely future levels of homelessness in Haringey
  - The needs of homeless people
  - The main routes into homelessness locally
  - Current provision for homeless people including temporary accommodation, permanent accommodation, support and preventative services
- (iv) Organising a Homelessness Event to consult on proposals for the way forward. The DCLG have stated their commitment to supporting us with such an event, including arranging a key note speaker.
- (v) Ensuring the opportunity for effective service user involvement in the development of the Strategy.

## 13. Conclusion



13.1 Addressing homelessness and achieving the 2010 Temporary Accommodation targets are key issues for the borough. Having an effective Homelessness Strategy Action Plan in place is critical to achieving success.

13.2 The priorities highlighted reflect those actions, which will take us forward in reducing temporary accommodation use and providing a firm strategic base for delivery.

#### **14. Use of Appendices / Tables / Photographs**

14.1 An Action Plan is attached at **Annex A**. This Action Plan will be amended further to reflect the outcome of the on-going liaison between the Council and Department of Communities and Local Government.

14.2 The Action Plan will be implemented in conjunction with the local Homelessness Forum and the DCLG.

# **HOMELESSNESS STRATEGY ACTION PLAN**

## **2007-2008**

### **Introduction**

This Action Plan sets out a programme of work that will continue the effective implementation of the final year of the Homelessness Strategy 2003-8. The Aims and Objectives of the Strategy remain relevant for this Action Plan –

- To deliver high quality services that meet the needs of those who are homeless or facing homelessness
- To ensure a comprehensive approach to homelessness prevention and support
- To develop a comprehensive temporary accommodation strategy that meets the needs of homeless households and the community
- To maximise affordable housing supply and develop alternative housing options
- To ensure that there is an integrated response to homelessness in Haringey and that agencies work together to provide services to promote the well being of individuals in the community
- To achieve a reliable and comprehensive knowledge and information system as a basis for delivering our homelessness strategy

There is a strong link to related strategies and initiatives such as the Equalities & Diversity Framework and the Private Sector Housing Strategy. The links to wider community issues such as sustainability, employment and training are acknowledged within the Action Plan.

However the Action Plan takes a pragmatic view of what can be achieved in the final year and pulls together initiatives and targets under 4 themes and priorities-

- Priority 1 Preventing Homelessness
- Priority 2 Maximising the supply of good quality affordable housing

- Priority 3 Reducing the numbers in Temporary Accommodation  
 Priority 4 Establishing robust partnership arrangements

This Action Plan takes an overview of the key targets and initiatives and is a key tool for monitoring progress. A range of performance monitoring at a team level underpin the ongoing review of progress. Many actions will be reviewed at SMT level on a monthly basis, but overall progress will be reviewed quarterly. It is acknowledged that the Action Plan will need to be developed and enhanced during its lifetime.

The Action Plan builds upon the significant initiatives and new approaches to tackling social housing in the Borough, in particular:

- The Prevention and Options Service (P&O)
- Home Connections

It takes forward the policy commitment to reduce the use of temporary accommodation. It builds upon discussions with DCLG, incorporates good practice from elsewhere and takes a pragmatic approach to recent trends and challenges. It builds upon the gaps analysis undertaken using the DCLG toolkit.

This Action Plan is very much a bridge between the current Homelessness Strategy and the creation of a new strategy. It also lays the ground for reviewing the approach to homelessness and a new strategy in 2008. The actions have been discussed with key stakeholders who will be involved in ongoing monitoring during the year. The Homelessness Forum will take an active part in shaping the consultation and involvement arrangements for a Homelessness Review and the creation of a new 5 year strategy in 2008.

## Who

<b>AT</b>	<b>Alev Theobald</b>	<b>Rehousing Manager</b>
<b>DG</b>	<b>Denise Gandy</b>	<b>Head of Strategy and Performance</b>
<b>HB</b>	<b>Hilda Bond</b>	<b>Prevention and Options Manager</b>
<b>MB</b>	<b>Mark Billings</b>	<b>Homelessness Manager</b>
<b>MC</b>	<b>Mel Cant</b>	<b>Housing Procedures Manager</b>
<b>RB</b>	<b>Rupert Brandon</b>	<b>Head of Housing Supply</b>

## Contact Officers

Nigel Long x 4597

Strategy and Partnerships Manager

[Nigel.long@haringey.gov.uk](mailto:Nigel.long@haringey.gov.uk)

**Priority One: Preventing homelessness arising wherever possible**

REF	OUTCOME	HOW PERFORMANCE WILL BE ASSESSED	RESOURCE IMPLICATIONS	LEAD	TARGET DATE	PROGRESS
1.1	Consolidate the performance and implementation of the Prevention & Options Service	SMT monthly review TA Reduction Project Group Corporate Wellbeing sub group	Officer time	DG	Q1	
1.2	Establish the role of the P&O Visiting Officers by visiting priority applicants and improve the decision making process. Target 1300 visits by the end of Q1, with all 16/17 years olds first	SMT monthly review TA Reduction Project Group Corporate Wellbeing sub group	Officers in post (4)	HB	Q1	
1.3	Make full use of Spend to Save TA reduction fund	SMT monthly review TA Reduction Project Group Corporate Wellbeing sub group	£250k from Corporate funds (+£100k Homelessness grant)	DG	Q1	

1.4	Employ 2 Housing Benefit Advisers to provide targeted advice to reduce the numbers of failed ASTs. Target of reviewing and supporting 150 cases with debt.	Appointment of officers	Funds for posts in budget	<b>HB</b>	<b>Q1</b>	
1.5	Promote the P&O approach through the new Lettings Policy and Choice Based Lettings scheme and provide good information about housing opportunities	Performance monitoring and Scrutiny & Overview	Officer time	<b>MB</b>	<b>Q2</b>	
1.6	Further refine the assessment of homelessness applications to ensure that decisions are robust	Selective testing of decisions	Officer time	<b>HB</b>	<b>Q1</b>	
1.7	Develop effective Mediation Scheme.	Target of 100 sessions a month Develop in house scheme and train key staff	Spend to save funds Officer time	<b>MB</b>	<b>Q2</b>	
1.8	Develop protocols with RSLs & HFH on early warning about rent arrears and evictions	Through Homelessness Forum, Strategy Steering Group and Housing Association Forum SLA with HFH	Officer time	<b>DG</b>	<b>Q2</b>	
1.9	Target Supporting People funding to prevent homelessness and meet LAA single homelessness targets	SMT and Supporting People contracts held by Social Services eg HARTs	Officer time	<b>DG</b>	<b>Q1</b>	

**Priority Two: To maximise the supply of good quality affordable housing available to the homeless**

REF	OUTCOME	HOW PERFORMANCE WILL BE ASSESSED	RESOURCE IMPLICATIONS	LEAD	TARGET DATE	PROGRESS
2.1	Procure additional private sector homes through the full range of AST schemes	Target of 675 properties	Funding in place Staff time crucial	RB	Q2	
2.2	Bring back into use private sector homes currently empty	Target of 100 properties	Funding in place Staff time crucial	RB	Q2	
2.3	Develop 969 no units of social housing	The new units being developed in partnership with RSLs will be delivered in accordance with the 2006/8 Social Housing Programme monitored by the Housing Corporation	Within existing resources	RB	Q4	
2.4	Extend Hearthstone	SMT	Need to clarify Capital requirements	DG	Q2	
2.5	Upgrade the Under-occupation incentive scheme	Proposals are due to be considered by SMT	Subject to bid for Corporate funding	AT	Q1	
2.6	Maximise the Moving out of London placements	SMT	None	AT	Q4	
2.7	Develop Move-on Strategy for Supported Housing	Multi-agency Panel SP Providers Group SP Partnership Board	Within existing resources	DG	Q1	





### **Priority Three: Reduce the numbers in Temporary Accommodation by 50% by 2010**

REF	OUTCOME	HOW PERFORMANCE WILL BE ASSESSED	RESOURCE IMPLICATIONS	LEAD	TARGET DATE	PROGRESS
3.1	Develop new supply of ASTs, including NHHT	TA Reduction Project Group Corporate Wellbeing sub group	Spend to save fund	RB	Q2	
3.2	Convert HALs, licences & PSLs to ASTs wherever possible	TA Reduction Project Group Corporate Wellbeing sub group	Spend to save fund	RB	Q1	
3.3	Promote the Accredited Landlord scheme	TA Reduction Project Group Corporate Wellbeing sub group	Spend to save fund	RB	Q1	
3.4	Undertake systematic resident checks and develop anti-fraud initiatives by employing TA Visiting Officers	Performance monitoring and sample testing	Officer supervision required	RB	Q1	
3.5	Develop targeted support to the vulnerable through Supporting People & Vulnerable Adults Team	TA Reduction Project Group Corporate Wellbeing sub group	Officer time	AT	Q1	

3.6	Introduce new 'finders fee' scheme for individual landlords AST scheme'	TA Reduction Project Group Corporate Wellbeing sub group	Spend to save fund	RB	Q2	
3.7	Maintain the DCLG target on use of B&B	Performance Monitoring Corporate Wellbeing sub group	Spend to Save fund DCLG grant Officer time	DG	Q1	
3.8	Target the rehousing of 16/17 year olds currently housed in B&B and make alternative accommodation available. Aim to achieve nil placements by end of 2008	TA Reduction Project Group	Officer time	DG	Q1	
3.9	Create additional 'Temporary to Permanent' schemes	TA reduction Project Group	Spend to save fund	RB	Q2	
3.10	Review all Council assets and identify properties that can provide permanent housing	TA reduction Project Group	Capital will be required as properties are evaluated HRA implications	RB	Q2	

**Priority Four : Establish robust partnership arrangements to create a joined up approach**

REF	OUTCOME	HOW PERFORMANCE WILL BE ASSESSED	RESOURCE IMPLICATIONS	LEAD	TARGET DATE	PROGRESS
4.1	Prepare arrangements for the full review of homelessness strategy to be undertaken in 2008. Map out process for undertaking homelessness review	SMT Monthly review Homelessness Forum regular item Homelessness Strategy Steering Group regular item Stakeholder consultation	Officer time	DG	Q1	
4.2	Extend the Homelessness Forum arrangements	SMT monthly review Feedback from stakeholders	Officer time	DG	Q1	
4.3	Set up a Homelessness Strategy Steering Group	SMT monthly review Feedback from stakeholders	Officer time	DG	Q1	
4.4	Organise Homelessness event	SMT monthly review	Officer time DCLG offer of keynote speaker	DG	Q2	

4.5	Involve RSLs & social housing providers in a strategic and co-ordinated approach to tackling homelessness	Housing Association Forum Single Homeless Forum Integrated Housing Board	Officer time	DG	Q3	
4.6	Strengthen support to vulnerable people	(linked to 3.5) Develop a full range of protocols as set out in DCLG toolkit	Officer time	HB	Q2	
4.7	Develop opportunities to involve service users and advocates and require services to adopt an inclusive approach	SMT Monthly review Homelessness Forum regular item Homelessness Strategy Steering Group regular item Stakeholder consultation	Officer time	DG	Q2	
4.8	Ensure that needs of BME communities and vulnerable people are met through partnership working and participation. Set up new involvement arrangements	Judge success of partnership with specialist organisations and ensure wide range of people participate in forums and other consultative bodies. Work with specialist partners eg Connexions, Children's Services, Probation Service	Officer Time	DG	Q1	

4.9	Present monitoring information to inform wider policy and strategy development	SMT Homelessness Forum				
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Report Title: **Update on the Integrated Housing Board and related issues.**

Report of: **Interim Director of Adult, Culture and Community Services.**

Wards(s) affected: **ALL**

Report for: **Key Decision**

### **1. Purpose**

This report asks the Executive to note the progress in establishing the Integrated Housing Board (IHB) and to note that the Haringey Strategic Partnership will be asked to endorse the proposal. It sets out the proposed terms of reference, membership and the strategies that will be the responsibility of the IHB.

### **2. Introduction by Executive Member**

The residents of Haringey face a wide range of severe housing challenges including homelessness, lack of housing, overcrowding, high house prices, high rents. Disrepair is a problem for some residents, the need for care and support is important for others.

The Executive Committee recognises that it has to work in partnership with a range of housing providers, including housing associations, developers and private landlords, as well as building upon the commitment to engaging residents in a wide range of ways.

The IHB will play a central strategic role in bringing together all the key bodies and partners that will help transform housing conditions in the borough. We aim to improve housing conditions, tackle homelessness and increase choices.

The IHB is a major project to place housing and housing services at the centre of the Council's commitment to its residents and to improve public services.

### **3. Recommendations**

3.1 That the Executive note:

- (i) the progress being made in establishing the IHB and that the Haringey Strategic Partnership be asked to endorse it.
- (ii) the proposed IHB consultative structure including sub committees
- (iii) that the old Area Housing Forums no longer operate and will not meet again.

3.2 That the Executive agree:

- (i) to ask the Head of Legal Services to amend the Council's constitution to reflect changes to consultative bodies.

Report Authorised by: **Jim Crook, Interim Director of Adult, Culture and Community Services.**

Contact Officer: **Nigel Long Strategy and Partnerships Manager**

#### **4. Director of Finance Comments**

4.1 The Service has identified that it can contain the additional resource requirements arising from this proposal within the existing housing budget. The financial implications from this proposal need to be clearly identified and monitored through the financial management process.

#### **5. Head of Legal Services Comments**

The Head of Legal Services has been consulted in the preparation of this report.

The current review of the Council's Constitution will consider issues relating to the inclusion of sub bodies in the main constitution.

There are no other legal implications.

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

Housing Strategy 2005-2008,  
Strong and Prosperous Communities,  
Executive Committee Report,

Haringey Council 2005.  
Department of Communities and Local  
Government (DCLG), 2006.  
Haringey Council, 2006.

#### **7. Strategic Implications**

The establishment of the IHB will enable all housing stakeholders to participate in the development of housing provision and services across all tenures.



The aim is to create a powerful, high status leadership body that can influence the Council, Haringey Strategic Partnership, and the Mayor of London. It will play a leading role in addressing the severe housing challenges facing the Borough.

This paper highlights the strong relationship that exists between housing association partners and the Council, but raises issues about the relationship of the IHB to the LSP and issues about how resident's views can be considered on strategic matters.

The Council is also committed to working closely with the private sector including reputable private landlords and developers. The Council recognises that many private landlords are drawn from the BME community and offer good quality accommodation.

Landlords and Developers will both be encouraged to work with the IHB and we are investigating ways to involve and consult with them.

## **8. Financial Implications**

The financial resources required to support the IHB and its forums will be contained within the existing Housing Service budget. It is also proposed to seek additional funding (or resources e.g. seconded officer support from housing providers)

## **9. Equalities Implications**

Tackling the Borough's severe housing problems means addressing the needs of diverse communities where it is often the residents from Black and Minority Ethnic Communities (BME) that are enduring poor housing standards and choices.

The Council also needs to be aware of the needs of vulnerable people and the issues that arise from an ageing population and from the high number of disabled residents. There are also significant equality issues around overcrowding, homelessness and disrepair. The IHB will be able to respond across all tenures in strategic terms to the diversity and equality challenges.

## **10. Consultation**

Officers met with some of the key locally based housing associations on the 31 January. The consultation brought together Metropolitan Housing Trust, Circle-Anglia, Family-Mosaic, and Hornsey Housing Trust. They met with housing staff from the Strategy and Performance team and from the Housing Supply team. The key points made were:

- The associations were strongly supportive of the IHB and the proposition that it should be the key leadership forum for housing in the Borough.
- That it should report directly into the LSP Board and not via the Well-being theme group
- That it needed to have responsibility for ensuring key strategies lead to practical measurable outcomes.
- The objectives should be strengthened to emphasise the importance of '*delivery*'.
- That its membership should not be too wide or its effectiveness would be dissipated
- That it would have a role wider than the borough seeking to influence the sub regional and regional decision making.

- That it would consider funding bids to the Mayor.
- That the Housing Association Forum (HA Forum) should be retained but expanded to involve Homes for Haringey, renamed and the terms of reference reviewed.
- The existing range of sub committees and forums should be retained but reviewed.
- That part of the reviews would be devoted to whether the sub committees reported direct to the IHB Board or to the HA Forum.
- The IHB would be responsible for overseeing major strategies
- That the Council needs to ensure that the IHB is adequately resourced, though the housing associations may also be able to contribute.
- That they favoured one borough wide resident's forum to ensure consultation on key matters. (This point on involvement will require further discussion)

A further area for consideration is how the IHB will relate to the local LSP and in particular how it influences both the Well-Being and the Better Places theme groups.

It is proposed that further consideration be given to the above at the Housing Association Forum on March 12th meeting. There will also be a written consultation with other stakeholders once the Executive has considered this report.

## **11. Background**

The Council has established its role as the strategic leader of the Borough. This reflects the move to a more European model of local government with the emphasis upon leadership and co-ordination as opposed to direct service provision.

This changing role is reflected in the importance the Council is giving to the Haringey Strategic Partnership, establishing a new Sustainable Community Strategy and ensuring that robust strategies are in place across all areas of responsibility.

Increasingly the Council works with private sector providers, especially in the provision of temporary accommodation and in creating long term settled accommodation. The Council will need to consider the opportunities to deliver a larger affordable housing programme through private developers as well as housing associations, following national changes allowing them to bid for public capital grants.

The Housing Service is currently establishing a high level strategic and performance core that will ensure strategic outcomes are met; service standards met through a developed Client role and will ensure effective partnership working with housing associations, private developers, and private landlords and internally with planning and social care.

Developing a strong strategic housing role and an effective performance orientated Client function starts to change the relationship between the Council and residents of the Borough. The Strategic and Performance core guided by clear Executive ownership of the policy agenda needs to focus upon its strategic relationship with the funders, providers and planners of housing services.

A further factor that Members need to take account of is the new powers of the London Mayor. In addition to the original spatial planning powers the Mayor will from July 2006 de facto direct housing investment previously allocated at Regional Housing Board level. This means that the Borough's relationship with the Mayor needs to become more intensive in order to influence allocation decisions.

The pending amalgamation of the Housing Corporation, English Partnerships and part of the DCLG may open up opportunities to secure regeneration monies and to enhance the Council's regulatory role. The above raises issues about the relationship of the Housing Service with residents. This report takes as its starting point that involvement of residents in policy and decision making processes improves outcomes.

## **12. Integrated Housing Board.**

The Executive, at its 31 October 2006 meeting, (minute TEX100) agreed to:

1. establish the IHB
2. strengthen the link between housing and Area Assemblies
3. consider a report on the relationship between the IHB and Area Assemblies.

Detailed discussions have taken place with the Executive Member for Housing and with Chief Executives/Directors of the four leading housing associations based in the Borough. The following is proposed:

- To establish a Board, chaired by the Executive Member for Housing, bringing together at Chief Executive/Senior Director level representatives of Housing Associations, and other key partners such as the Primary Care Trust. The proposed membership is set out at **Annex A**.
- To operate a small officer executive to support the work of the Board.
- To produce a work programme to guide the work of the IHB.
- To provide secretariat support from within the Housing Strategy and Performance team.
- That the Board will act as a strategic body overseeing key strategies and liaising with the Greater London Authority on future funding bids. A list of strategies is at **Annex B** and the draft terms of reference at **Annex C**. sitting under the IHB will be the existing Housing Association Forum. Reporting to The HA Forum would be the existing:
  - Housing Association Development sub committee
  - Housing Benefit Liaison sub committee
  - Lettings sub committee

The IHB would be the key strategic housing body in the Borough. It would require significant Member commitment and would have a powerful role:

- Overseeing all housing strategies
- Advising on housing investment
- Building relationships between public and private sector partners.
- Receiving feedback from various forums including the Residents Forum.
- Contributing to the spatial planning process.

## **13. Area Assemblies**

Area Assemblies currently exist to provide a forum for residents to discuss local issues. It will be for the Chairs of each Area Assembly to consider if they wish to discuss housing issues at their meetings. Officers are currently investigating whether Specific surgeries are needed alongside Area Assemblies where a need has been identified.

#### **14. Involving Residents**

This paper has proposed that Council tenants and leaseholders are primarily involved through Homes for Haringey participation structures and processes as is the case for other Social Housing providers in the Borough. The Area Assemblies offer residents, regardless of tenure, the opportunity to become involved on a locality basis. Proposals identified in the October Executive report for surgeries (Para 12.33) could be progressed with both Homes for Haringey staff and Council staff being available.

#### **15. Area Housing Forums**

These were tenant participation bodies under the old pre ALMO Housing structure. They are no longer part of the Homes for Haringey approach to consultation and they have declined to organise a final meeting. The Housing Service is not in a position to organise a final meeting and believes such an expensive series of 7 meetings would open the service to the charge of not using limited resources effectively.

Following discussion with the Legal services the Executive have to formally agree to recommend amendment of the Council's constitution. This is because Section H4 includes a sub section on Consultative bodies. It refers to both the Area Forums and to the Housing Management Board. Members are recommended to refer this matter to the Head of Legal Services who has commenced a review of the constitution.

#### **16. The role of Ward Councillors**

Ward Councillors often 'take-up' a large number of housing related cases. This report highlights the important role of councillors both as policy makers but also as advocates for their communities. The Government White Paper 'Strong and Prosperous Communities' (October, 2006) promotes a strong role for non-executive councillors in leading their communities and advocating for people. There is a need to ensure councillors can influence the organisations making decisions about housing services in a given area and that they can address housing service problems if and when they arise. As part of the further consultation on the establishment of the IHB and consideration of participation structures the role of ward councillors will be considered.

#### **17. Conclusion**

This report updates Members on the proposals for the IHB and the proposed structures to support it. It sets out the proposed remit and membership of the Board. It proposes that further consultation be undertaken with stakeholders.

The questions of the relationship between Area Assemblies and Housing Services and the link between the LSP and the IHB and how to involve Ward Members in housing advocacy will be considered in further reports. Subject to further consultation we expect the IHB to be launched in September.

## **Integrated Housing Board: Draft Terms of Reference**

1. The IHB will ensure that effective partnership working arrangements are put in place
2. That the IHB brings together partners across all housing tenures and meets at least 4 times a year.
3. That the IHB will be chaired by the Executive Committee Member for Housing and will bring together senior managers and representatives who operate at a senior and leadership level in their respective organisation.
4. The IBS will co-ordinate the LSP and Council work on key strategic matters including policy and strategy.
5. That the membership will include deputies from each organisation represented on the Board
6. That the IHB will operate a small executive of 5 members to co-ordinate the work of the Board.

## **IHB Executive: Draft Terms of Reference**

1. The IHB would elect a small executive of 5 people to meet as required.
2. The IHB Executive would plan the work of the IHB and oversee progress including the achievement of action plans, the organising of events and the agendas and running of meetings of the IHB.

## Integrated Housing Board: Objectives

The IBS will:

1. Work within the LSP Sustainable Community Strategy vision and aims.
2. Value the promote a diverse community and seek to create opportunities for all residents.
3. Help create strong effective partnerships that meet agreed strategic housing objectives
4. Ensure that housing and planning policies compliment and meet agreed strategic objectives.
5. Ensure that the following strategies are produced and supported by partners:
  - Housing Strategy
  - Housing Diversity and Equality Strategy
  - Homelessness Strategy
  - Private Sector Strategy
  - TA Reduction strategy
  - Housing Supply strategy
  - Sub regional housing
  - Energy efficiency and Fuel Poverty Strategy
6. To oversee the implementation of strategies and receive reports on Action Plans and progress against targets.

## **Integrated Housing Board: Membership**

Membership would bring together key Council leaders from the Executive with senior level managers (leaders) of key partners. These would include:

- Executive Member Housing
- Executive Member Enterprise and Regeneration
- Executive Member Environment and Conservation
- Housing Association lead Directors

(Consideration needs to be given to the number of representatives)

- Major Private Landlords
- Chamber or Business equivalent
- Other housing organisations
- Voluntary sector representative
- Director of Urban Environment
- Head of Housing
- Local Housing Organisation

Other Council officers would attend as required by the IHB.

### **Tenants and Residents.**

It is proposed to consider with the IHB members how to involve tenants and residents from across all partner organisations in the work of the IHB.

### **Occasional Members.**

It is proposed that some key council partners like the Police and Primary Care Trust will be invited to attend Board meetings as and when appropriate rather than to offer permanent membership.

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**Executive****On 20 March 2007**Report Title: **Developing Sustainable Childcare**Forward Plan reference number (if applicable): **n/a**Report of: **Director of the Children and Young People's Service**Wards(s) affected: **All**Report for: **Key Decision****1. Purpose**

- 1.1 To inform and advise the Executive about the new duties and requirements of Local Authorities as a result of the Childcare Act 2006 and the implications in particular for sustainable childcare. The paper seeks agreement for changes to fees charged for childcare in children's centres and for extended schools up to 14 years.
- 1.2 Additionally, it seeks agreement on a more transparent, evidenced based approach for the allocation of funding to the voluntary sector.

**2. Introduction by Executive Member**

- 2.1 This report sets out a recommended flat rate fee of £175 a week to commence in September 2007 for under fives childcare in our Children's Centres. This is alongside a recommendation for an hourly rate for wrap around care commensurate with this weekly rate, with a reduction for each sibling as part of shaping a childcare affordability and sustainability strategy for Haringey.
- 2.2 This recommendation has been through extensive consultation over the past year and has been found to be the best option available.
- 2.3 The report also recommends a new evidence based application process for the Voluntary Sector Early Years funding and to provide places for parents who work for Haringey Council at the same rate as for Haringey residents, in recognition for recruitment and retention and the economic benefits for Haringey.
- 2.4 I would ask my fellow members of the Executive to agree to these recommendations.

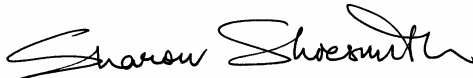
**3. Recommendations**

- 3.1 That the Executive agrees a Childcare fee as from September 2007 for under fives Childcare in Children's Centres. The recommended rate is £175 a week with an

hourly rate for wrap around care commensurate with this weekly rate, with a reduction for each sibling as part of shaping a childcare affordability and sustainability strategy for Haringey. It is further recommended that the hourly fee rate is recommended to governing bodies as part of their extended school services' policy.

- 3.2 That the Executive agree the new evidence based application process for the Voluntary Sector Early Years funding, to ensure better targeting of funding to ensure that the statutory duty to deliver funded Nursery Education places to all three and four year olds (and two years olds in the future) as set out in paragraphs 8.10-8.12 is achieved.
- 3.3 That the Executive agree to provide places to parents who work for Haringey Council at the same rate as for Haringey residents, in recognition of the benefits for recruitment and retention and economic benefits for Haringey.
- 3.4 That the Executive note that a review of the criteria and allocation of funding of places for vulnerable children under five years is underway as set out in 8.7. This is aimed at achieving coherence from different approaches in existence from different services predating the Children and Young People's Service
- 3.5 That the Executive note the new duties and implications of the Childcare Act 2006 as discussed in 7.1 and 7.2.

Report Authorised by:



Sharon Shoesmith  
Director  
Children and Young People's Service

Contact Officer: Robert Singh  
Interim Manager  
Tel. 020 8489 3206

#### 4. Executive Summary

- 4.1 It is recommended that a flat fee is introduced for 0-14s childcare in children's centres and for extended schools acknowledging that whilst the Core Offer in Children's Centres is focused on the under fives, Children's Centres are a key tool in helping to reduce poverty and social exclusion through providing a range of integrated flexible services providing prevention and intervention for children aged between 0-19 years. As Children's Centres and Extended Schools develop they will provide a broader range of services, including childcare for children aged between 5-14 years and therefore should be developed under the same set of

underpinning principles, aiming to improve the quality of life outcomes for children and reduce inequalities. This includes work with the voluntary sector.

## **5. Reasons for any change in policy or for new policy development (if applicable)**

5.1 The implications and expectations of the Childcare Act 2006.

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

6.1 Documents used in the preparation of this report:

- Delivering Early Childhood Services: Meeting the Challenge of the Childcare Act December 2006.

## **7. Background**

- 7.1 The Childcare Act (2006) (Appendix 1) provides new duties on Local Authorities to assess the level of childcare need and ensure services are provided to match parents' requirements. It puts high quality, affordable and sustainable childcare as part of the Children's Centres core offer as a priority, but with great potential for Children's Centres, Extended Schools, Play and Youth Services as deliverers of a seamless set of integrated 0-19s services which reflect and respond to the needs of children, young people, families and local communities, including health, information and advice, family support, play and youth activities.
- 7.2 Local Authorities are not required to be sole providers of childcare but now have a new strategic commissioning role as market managers. Haringey, as with all Local Authorities, is not seen to be the provider of choice, but increasingly the provider of last resort. A more strategic commissioning approach is being developed enabling childcare places to be developed on a more responsive and flexible basis and will be the subject of a subsequent report.
- 7.3 Children's Centres and Extended Schools are an essential part of the Government's strategy to reduce child poverty and support parents, particularly lone parents back into work. Living in a workless household is one of the most significant indicators of poor outcomes for children. Employment and access to high quality early years childcare and learning are seen as two of the key tools in helping to lift families out of poverty. Children's Centres have great potential, beyond the provision of childcare and early years education, to provide support to workless families and lone parents: information, advice, support and encouragement, networking parents into the complex array of agencies and benefits e.g. Zone Providers, Job Centre Plus, Welfare to Work and other local programmes – reaching out into communities to engage with families who have not been accessing services is a priority, which may require developing new service options and new ways of working.
- 7.4 In line with these developments a unified fee, admissions and commissioning criteria for childcare services are recommended. This report recommends a new fee level for

under fives childcare in Children's Centres; new funding criteria and process for the Voluntary Sector; advises a review of the allocation of under fives funding for vulnerable children and proposes that the Council recommends the same fee structure to governing bodies for fee levels for childcare up to 14 years within Extended Schools; that is the recommended hourly rate.

- 7.5 This new fee level would replace a number of different fee levels charged to parents across the range of providers, with different sets of admissions policies underpinned by different priorities. It aims to achieve affordability and sustainability of childcare places for children up to age 14.
- 7.6 Present revenue funding for Children's Centres is only guaranteed until 2008, which is the case nationally. For Haringey this is £4.7 million revenue for Children's Centres 2006-08 which includes all aspects of the 'core offer'- childcare, family support, health, information. In Haringey 14,759 children under five will be 'reached' by Children's Centres. The Government's Spending Review is under way, with childcare as part of the targets essential in reducing child poverty being a priority for funding, but no guarantees are in place. It is therefore essential that we put into place a thoroughly considered affordability and sustainability strategy, with work in progress to underpin this. Children's Centres are concerned about gaps growing between their income and expenditure.

## **8 Affordability and Sustainability**

- 8.1 Affordability of childcare is a major issue. The Government has identified the tax credit system as the tool of choice to support parents out of poverty and back to work through the Childcare Tax Credit system. This is a complex and confusing system, resulting in significant under claiming nationally and locally, but it does offer real financial help to parents in meeting the costs of their childcare. The Working Families Information Officer in Haringey is already working closely with existing Children's Centres advising and supporting them in working with lone parents to help get them back into work.

### **Recommended fee**

- 8.2 Existing fee structures across early years and over fives services vary. A flat fee of £175 per week is recommended as it provides a more coherent approach and is easier and more efficient to administer. It would encourage and enable the lowest income families to get the maximum level of support in paying for their childcare through the Childcare element of the Working Tax Credits. Eligible parents are entitled to financial help with up to 80% of their childcare fees, to a maximum of £175 a week for one child with a reduction of 25% per additional child for childcare services 0-14 years is proposed. Clearly only the lowest income families can claim the maximum entitlement. The rate also reflects the fact that the higher level of demand for childcare places is for 0-2s which off-sets the lower take-up of places for 3-5 year olds which are relatively less costly given lower levels of staffing. Centres need to be able to respond to meet greatest demand.
- 8.3 The addition of an hourly rate for wrap around care commensurate with the weekly rate with a reduction for each sibling will support a more flexible staffing structure to meet changing demand for more flexible hours as requested by parents due to changing working patterns.

- 8.4 Finally it is proposed that places are provided to parents who work for Haringey Council at the same rate as for Haringey residents, in recognition of the benefits for recruitment and retention and economic benefits for Haringey. This will need to be carefully factored into business planning.

### **Consultation**

- 8.5 Consultation was carried out in 2006 with both Children's Centres' staff and parents. On balance, given the financial support available to many parents in the lowest income groups through the Childcare Tax Credit and the support and subsidy provided to the most vulnerable children together with the introduction of an hourly rate to maximise flexibility to parents, a flat rate fee was preferred as opposed to a means tested policy. Consultation with parents has shown that flexibility is an important issue. The introduction of a hourly rate commensurate with the weekly rate will enable parents to purchase hours best suited to their needs and requirements and provide for financial stability in the centres. This will need to be reviewed and amended as is appropriate to the different market at individual centres.
- 8.6 Overall the various considerations led to the recommendation for a £175 flat fee which would provide for flexibility and sustainability as part of a package of affordability and sustainability measures. The recommended fee is also within the averages across London (appendix two).

### **Current fees**

- 0-2s: £150 - £190 per week for a full time place
- 2-3s: £145- £175 per week for a full time place
- 3-5s: £110 -£175 per week for a full time place
- Free part time (2.50 hours) available to all 3-4 year olds through DfES Minimum Free Entitlement.
- 70 free places for two year olds as part of DfES pilot 2006/2007.

### **Vulnerable children**

- 8.7 Funding is already in place to provide for some of Haringey's most vulnerable children in Early Years settings as follows and work is underway to review and consolidate the provision which has its origins in the previous Education and Social Services departments as shown below. The review will look at possible new models for targeting these free places, for example places made available for children of under 19 year olds who are actively seeking work or who are working.
- 500 funded full time places in maintained nursery settings for "children in need";
  - 160 full time places in 7 Children's Centres for Children with additional needs (disability, language, health, learning needs);
  - 20 full time places for "children at risk".

### **Timescales**

- 8.8 If approved, the new recommended fee would be introduced from September 2007 to allow maximum time for parents to claim their entitlements and to provide advice to all parents of the proposed increase. Implementation and take up will need careful monitoring to ensure that places are being filled with action being taken to address if not, including a further review of the fee level if it is found that the £175 is inhibiting take up of non subsidised places. More proactive work will be put in place to support and encourage parents to claim benefits they are entitled to, especially the Childcare Tax Credit.
- 8.9 A detailed Childcare Affordability and Sustainability strategy is being prepared analysing need, demand and solutions on a centre by centre basis. Each centre will have an improved detailed business plan, including active monitoring of the numbers of places being used, how they are being used, what length of day parents want to meet their childcare needs, pro-active consultation, marketing and reaching out into communities to identify unmet need. Maximising use of places and use of the buildings in partnership with a range of stakeholders is both necessary and desirable.

### **Voluntary Sector Grants**

- 8.10 A review of funding to the Voluntary Sector has been undertaken, acknowledging the important role it plays as part of a mixed economy approach and in meeting the needs of disadvantaged children and communities. Extensive consultation has been carried out with Voluntary Sector providers, Haringey Teaching and Primary Trust and all partners through the Children's Centre Strategy Group and the Early Years Childhood Forum, all of whom are keen to ensure that a more transparent, prioritised funding scheme is put into place, which reflects meeting the sustainability for high quality early years provision in areas of need.
- 8.11 The present grant funding programme (£350,000) is in need of updating in line with the new duties outlined in the Childcare Act (2006) and to achieve greater transparency on how funding allocations are made. It is recommended, following detailed work carried out last year, including consultation with the voluntary sector, that the present system be replaced with a new process focusing on achieving sustainability and meeting identified needs in local communities. It is therefore proposed that Sustainability Grants would be awarded in line with evidence based applications responding to the following criteria:
- Level of sufficiency of provision in the local area;
  - Occupancy rates within each setting;
  - Planned income targets and income generation plans;
  - Support offered to children and families with additional needs.
- 8.12 An applications panel will be appointed by the Childcare Commissioning Group and linked to its work (consisting of representatives from L.B. Haringey Early Childhood Forum and representatives from the voluntary and community sector). Unsuccessful applicants will be offered support/advice and feedback on why they were not successful, with the opportunity to apply in future years. This is a more strategic approach to funding in line with the new Strategic Commissioning role of the Local Authority ensuring that resources are targeted to develop and support areas in need of childcare places.

## **9. Summary and Conclusions**

- 9.1 This report has discussed the background to the development of Children's Centres and Extended Schools within the national context of Government's priorities to reduce child poverty, improve outcomes for children and reduce inequalities. Alongside Children's Centres and Extended Schools the Childcare Tax Credit with other tax credits is seen as one of the key tools to help support parents back to work and help subsidise the cost of Childcare.
- 9.2 It is recommended due to the changing childcare market, with higher demand for childcare places for children aged 0-2 years that a flat rate fee of £175 per week is introduced with an hourly rate commensurate with the weekly rate to encourage flexibility alongside a reduction for each sibling. At the same time a review is being undertaken of how places for vulnerable children are allocated in order to target them more accurately and maximise opportunities for families to get back to work.

## **10. Recommendations**

- 10.1 That the Executive agrees a Childcare fee as from September 2007 for under fives Childcare in Children's Centres. The recommended rate is £175 a week with an hourly rate for wrap around care commensurate with this weekly rate, with a reduction for each sibling as part of shaping a childcare affordability and sustainability strategy for Haringey. It is further recommended that the hourly fee rate is recommended to governing bodies as part of their extended school services' policy.
- 10.2 That the Executive agree the new evidence based application process for the Voluntary Sector Early Years funding, to ensure better targeting of funding to ensure that the statutory duty to deliver funded Nursery Education places to all three and four year olds (and two years olds in the future) as set out in paragraphs 8.10-8.12 is achieved.
- 10.3 That the Executive agree to provide places to parents who work for Haringey Council at the same rate as for Haringey residents, in recognition of the benefits for recruitment and retention and economic benefits for Haringey.
- 10.4 That the Executive note that a review of the criteria and allocation of funding of places for vulnerable children under five years is underway as set out in 8.7. This is aimed at achieving coherence from different approaches in existence from different services predating the Children and Young People's Service
- 10.5 That the Executive note the new duties and implications of the Childcare Act 2006 as discussed in 7.1 and 7.2.

## **11. Financial Implications**

- 11.1 The long term financial viability and sustainability of Children's Centres is a key area of risk. Each centre will need a robust business plan and the need to agree an affordable fee is key to each centre constructing their plan. This is the next piece of work to ensure that Children's Centres are sustainable. It is more productive to

approach this task with an agreed affordable fee than to audit each centre to arrive at a fee: most centres will have to tailor their work to enable this affordable fee to sustain the centre into the future. From April 2008 revenue costs are unclear. In addition the Childcare Act 2006 expects that local authorities will not be the provider of first preference. There is an expectation that other providers particularly in the voluntary sector will manage some centres, enabling the local authority to be the strategic planner of services. This will be the subject of a forthcoming paper.

## **12. Comments of the Director of Finance**

- 12.1 The Director of Finance was consulted in the preparation of this report, and supports the general thrust of policy, including the need to offer parents greater flexibility. The effect of the fixed weekly rate will be carefully monitored to establish evidence as to the overall impact on age mix, and income. (Younger children require higher adult: child ratios). It is recommended that the hourly rate, and the effect of reductions in rate charged for siblings, will be subject to further examination before an hourly rate is fixed, as the arrangements made need to be sustainable.
- 12.2 The Director of Finance will support work to establish clear criteria for decision making in respect of funding other providers.
- 12.3 Members will wish to note, as set out in paragraph 7.6, that there is considerable national uncertainty around the future funding of Children's Centres. The recommended price is based on an assessment of a reasonable price in the context of other local authorities and the ability of parents and carers to afford the provision. There is a significant risk that there are funding groups for some of the centres, as is flagged in the report, and the affordability and sustainability strategy for each centre is a key document in this regard. Members will wish to keep this risk under review.

## **13. Comments of the Head of Legal Services**

- 13.1 Section 6 of the Childcare Act 2006 gives local authorities a new duty to secure, so far as is reasonable practicable, that the provision of childcare (whether or not by them) is sufficient to meet the requirements of parents in their area in order to enable them to work or undertake education or training leading to work. This duty is currently expected to come into force in April 2008.
- 13.2 Section 7 gives them a related duty to secure free early years provision for preschool children of a prescribed age. This duty is expected to come into force in September 2008. It will replace the current duty under S.118 of the School Standards and Framework Act 1998 and S.153 of the Education Act 2002, to ensure that all parents of three and four year olds are able to access the minimum free entitlement for up to two years before their child reaches compulsory school age. Sections 8,9 and 10 are concerned with powers of the local authority in relation to the provision of childcare. S.13 gives them a duty to provide information, advice and training to childcare providers and practitioners.



13.3 Draft statutory DfES guidance for local authorities, "Securing Sufficient Childcare", on Sections 6,7,8, and 13 of the Act is currently out to formal consultation which will end on 2<sup>nd</sup> May 2007.

13.4 S.11 of the 2006 Act gives local authorities a related duty to undertake childcare sufficiency assessments, the first of which must be completed within one year of the coming into force of the duty coming into force in April 2007. The assessment is a necessary step towards securing sufficient provision, enabling local authorities to identify gaps and establish plans to meet the needs of parents. The Childcare Act 2006 (Childcare Assessments) Regulations 2007 will come into force on 1<sup>st</sup> April 2007 and set out the statutory framework for the completion by local authorities of an assessment of the sufficiency of childcare. There is statutory DfES guidance on assessment entitled "Childcare Sufficiency Assessments".

### **13. Equalities Implications**

13.1 Achieving affordable childcare as set out in this report is a key equalities objective, in particular the reallocation of places for vulnerable children ensuring that those with greatest need have access to the childcare that they require.

### **14. Use of Appendices / Tables / Photographs**

Appendix 1 - New Duties of the Childcare Act (2006)

Appendix 2 – A Comparison of Childcare Costs

## Appendix 1

The new duties of the Childcare Act 2006 include:

- duty to secure in partnership with private and voluntary sectors sufficient childcare for all parents who choose to work, study or train
- duty to provide information, advice and support to parents – requirement from 0-20 years, with the Local Authority being pro-active in reaching out to all, particularly those not traditionally accessing services
- the Act allows for the collection of information on children to inform funding and support
- duty to reduce inequalities and deliver better outcomes for children by providing better joined up and accessible early childhood services through children's centres
- duty to assess needs and demands – childcare only deemed sufficient if it meets the needs of the community in general and in particular families on lower incomes and needs of disabled children
- LAs not expected to be direct providers but strategic commissioners and market makers – new strategic commissioning and market managing role
- duty to secure minimum care and learning for all 3 and 4 year olds Early Years Foundation Stage integrated care and education curriculum birth to 5 years for daycare and childminders required in all settings.

## Appendix 2

Source: Daycare Trust January 2007

<b>Child care costs (£)</b>					
	Nursery (under two)	Nursery (Two and over)	Childminder (under two)	Childminder (Two and over)	Out of school club
Inner London	205	176	171	162	29
Outer London	182	158	177	179	37
South East	180	171	167	165	45
South West	154	141	149	148	36
East of England	152	132	151	137	32
West Midlands	127	126	116	116	44
East Midlands	127	124	122	122	36
Yorks & Humberside	132	126	117	117	37
North West	131	123	111	113	37
North East	131	125	129	129	43
England Average	152	140	141	139	38
Compiled from a survey of 122 out of 172 Children's Information Services in England and Wales, based on 50 hours a week in a nursery or with a childminder and 15 hours a week at an out of school club					

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**MINUTES OF THE EXECUTIVE PROCUREMENT COMMITTEE**  
**TUESDAY, 13 FEBRUARY 2007**

Councillors \*Mallett (Chair), \*Diakides, Haley and \*Meehan

\*Present

MINUTE NO.	SUBJECT/DECISION	ACTION BY
PROC26.	<b>ADJOURNMENT OF MEETING</b>  <b>RESOLVED:</b>  That the meeting be adjourned until 19.30 hours.	
PROC27.	<b>APOLOGIES FOR ABSENCE</b> (Agenda Item 1)  An apology for absence was submitted on behalf of Councillor Haley.	
PROC28.	<b>MINUTES</b> (Agenda Item 4)  <b>RESOLVED:</b>  That the minutes of the meetings held on 14 November and 7 December 2006 be approved and signed.	HMS
PROC29.	<b>SUPPORTING PEOPLE PROGRAMME - STEADY STATE CONTRACTS</b> (Report of the Interim Director of Adult, Culture and Community Services - Agenda Item 6)  Details of the contracts which were set out in the Appendix to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).  With our consent Recommendation 3.1 in the report was amended from Contract Standing Order '6.3' to '6.4'. The entry in the Appendix in relation to Hornsey Housing Trust – West Green Road was also amended.  We were informed that the Supporting People Programme had recently been the subject of an inspection by the Audit Commission which had resulted in a favourable report. We asked that a copy of that report be supplied to the Leader of the Council.  In response to a question about contracts covering supported housing services for older people, we were advised that the commissioning and procurement of services in this sector would take more than the life time of the Five Year Supporting People Strategy to complete and it was not possible at this stage to determine when the new short term contracts would expire. We noted that a senior project board had been set up with a membership that included senior managers from across Housing,	DACC

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	<p>Social Services and the NHS TPCT. The project board was drawing up a long term commissioning plan for the older persons supported housing sector, which once in place would inform the length of the new short term contracts for the sector. This would be the subject of a further report to our Committee.</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That, in accordance with Contract Standing Order 7.03, approval be granted to a waiver of Contract Standing Order 6.4 (Requirement to Tender) in respect of the award of the short term contracts for Supporting People services detailed in the Appendix to the interleaved report.</li> <li>2. That approval be granted to the award of new short term contracts to providers of existing Supporting People services, detailed in the Appendix to the interleaved report, who had met the Borough's quality, performance, cost and strategic thresholds and requirements, for a contract period commencing on 1 April 2007, and terminating on the respective expiry dates set out in the Appendix.</li> <li>3. That authority to approve inflation rises, in relation to Supporting People contracts and services be delegated to the Director of Adult, Culture and Community Services where the Director, on the recommendation of the Supporting People Partnership Board, was satisfied that the providers had fully met the Council's Value for Money criteria.</li> </ol>	<p>DACC</p> <p>DACC</p> <p>DACC</p>
<p><b>PROC30.</b></p>	<p><b>PASSENGER TRANSPORT SERVICES - AWARD OF CONTRACT</b>          (Report of the Director of the Children and Young People's Service - Agenda Item 7)</p> <p>Details of the contracts which were set out in the Appendix to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p>Our consent was sought to an amendment to paragraph 3.3 of the report to read 'That Members agree to delegate the allocation of routes to each provider to the Director of the Children and Young People's Service to enable provision to commence from 1 April 2007.' We agreed to the amendment subject to the words 'in consultation with the Executive Member for Children and Young People' being inserted between 'Service' and 'to'.</p> <p>We also consented to paragraph 20.1 of the report being amended to read 'The estimated value of the Contract is above the threshold for tendering in the EU under the Public Service Regulations 2006 (Regulations), the threshold for services is £144,459' and, subject to the amendment to paragraph 3.3 outlined above, to paragraph 20.4 being</p>	

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amended to read ‘ In accordance with the Regulations the selection of contractors to undertake individual transport contracts will be by call off, that is as and when the needs of the Council for a particular transport requirement arises, the Council will then request a contractor on the Framework to undertake the service via an individual agreement. Recommendation 3.3 of the report requests award of the individual call off contracts to be delegated to the Director of the Children and Young People’s Service in consultation with the Executive Member for Children and Young People. The Committee under the Council’s Constitution has power to delegate its powers to an officer; the power is derived from Section 15 of the Local Government Act’.

Concern having been expressed about the inclusion of one provider within the Framework Agreement which had not met the required minimum score, we were informed that the company had been selected to provide ad hoc coach services only to enable competitive quotations to be received. Officers would work with them to ensure improvements which fully met Council standards and requirements.

Disquiet was also voiced about the increased costs created by Social Services withdrawal from usage of the passenger transport service. In this respect we were advised that in line with national guidelines, Social Services would be delivering and managing their own service-based transport provision rather than the current centre based arrangement with the Joint Transport Planning Unit (JTPU). We were also advised that the Corporate overheads at the Ashley Road Depot were fixed and had to be met by the Council. If these were not met by the cost savings, then the remaining client department budgets would be under pressure and were likely to become overspent, as these extra costs would need to be recharged to them, based on their current percentage usage. Alternatively, Social Services would be expected to pay for the cost of their withdrawal. Having noted that the Children and Young People’s Service and Social Services Transport Project Boards and the Procurement Project Board had already debated this issue and had concluded that savings from this re-tendering exercise should be used to meet these costs and ensure that client departments (mainly SEN, Catering and Social Services) could remain within their PBPR targets, we asked that the business case for Social Services withdrawal and its corporate implications be reported to the Executive.

Reference was made to a recent accident in Boundary Road N22 involving one of the providers recommended in the report for inclusion within the Framework Agreement and we noted that this was the subject of an on-going police investigation. Reference was also made to officer use of taxis and clarification sought of the mechanism used to apportion the costs to Directorates. We noted that while much of the use made of taxis was ad hoc it was proposed to establish a central booking system to try to ensure that only the companies within the contract were used post 1 April 2007 and to apportion costs as appropriate to Directorates. We asked that the Leader of the Council be supplied with a breakdown of the use made of taxis by Directorates.

DCYP

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	<p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That, in accordance with Contract Standing Order 11, approval be granted to the award of contract Passenger Transport services to the 11 contractors shown shaded in the Appendix to the interleaved report for a period of 4 years.</li> <li>2. That the allocation of routes to each provider be delegated to the Director of the Children and Young People's Service in consultation with the Executive Member for Children and Young People to enable provision to commence from 1 April 2007.</li> <li>3. That a report be made to the Executive on the overall Transport Review including on the business case for Social Services withdrawal and its corporate implications.</li> </ol>	<p>DCYP</p> <p>DCYP</p> <p>DACC</p>
<b>PROC31.</b>	<p><b>CONSTRUCTION RELATED CONSULTANCY SERVICES - AWARD OF CONTRACT</b> (Report of the Acting Director of Finance - Agenda Item 8)</p> <p>Concern was expressed that consultants within the Framework Agreement might be issuing variations and agreeing additional costs in particular in relation to primary school projects without first obtaining the client services' agreement which made control of expenditure more difficult. We asked that officers ensure that all variations and extra costs be agreed first with clients before orders were issued.</p> <p>Arising from a question in relation to the level of expertise within the Council to administer the current number of consultants, Councillor Diakides asked to be supplied with details of the decision to transfer Construction Procurement Group to the Corporate Procurement Unit.</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That, in accordance with Contract Standing Order 13.02, approval be granted to an extension of the contract for Construction Related Consultancy Services for a further 1 year period.</li> <li>2. That in view of the risks involved in not having benchmarked the consultants' fees against the industry as it currently stood, a further report be made on the steps being taken to consider the market and propose the model for the next Framework Agreement.</li> </ol>	<p>HPr</p> <p>HMS</p> <p>HPr</p> <p>HPr</p>
<b>PROC32.</b>	<p><b>PROCUREMENT OF INTERNAL AUDIT SERVICES</b> (Report of the Acting Director of Finance – Agenda Item 9)</p> <p>Details of the contracts which were set out in the Appendix to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person (including the</p>	



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	<p>Authority holding that information).</p> <p><b>RESOLVED:</b></p> <p>That, in accordance with Contract Standing Order 11.03, approval be granted to the award of the contract for the provision of internal audit services to Deloitte and Touche Public Sector Internal Audit Services Ltd. with effect from 1 April 2007 for a period of 5 years with an option to extend for a further one year.</p>	DF
<b>PROC33.</b>	<p><b>EXTENSION OF CAPGEMINI AGREEMENT FOR DEVELOPMENT AND SUPPORT OF THE SIEBEL CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM</b> (Report of the Director of Corporate Services - Agenda Item 10)</p> <p>Details of the contracts which were set out in the Appendix to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p><b>RESOLVED:</b></p> <p>That, in accordance with Contract Standing Order 13.02, approval be granted to the extension of the Capgemini Agreement for development and support of the Siebel CRM system, in the sum named in the Appendix to the interleaved report for a further 6 month period from January 2008 to June 2008.</p>	DCS
<b>PROC34.</b>	<p><b>AWARD OF FRAMEWORK AGREEMENTS TO FOUR DECENT HOMES CONSTRUCTOR PARTNERS</b> (Report of the Interim Director of Adult, Culture and Community Services - Agenda Item 11)</p> <p>Details of the contracts which were set out in the Appendix to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information). With our consent revised comments of the Acting Director of Finance were tabled.</p> <p><b>RESOLVED:</b></p> <p>That, in accordance with Contract Standing Orders and as allowed under the European Union Directive on public procurement (the Consolidated Directive), as implemented in the UK by the Public Contracts Regulations 2006, approval be granted to the award of Framework Agreements for Decent Homes to the following Constructors for the contact areas noted –</p> <ul style="list-style-type: none"> <li>• South Tottenham – Apollo London</li> <li>• Wood Green – Mulalley &amp; Company Ltd.</li> <li>• North Tottenham – Lovell Partnership</li> <li>• Hornsey – Wates Construction</li> </ul>	DACC

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PROC35.	<p><b>APPOINTMENT OF CONTRACTOR PARTNERS TO BSF FRAMEWORK AGREEMENT</b> (Report of the Acting Director of Finance - Agenda Item 12)</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That approval be granted to the process undertaken to date in connection with procurement activity which would eventually lead to the appointment of contractor partners to a framework agreement.</li> <li>2. That it be noted that it was proposed that there should be regular reports about the procurement activity being undertaken through the Building Schools for the Future programme, and that the proposal be endorsed.</li> </ol>	<p>DCYP</p> <p>DCYP</p>
PROC36.	<p><b>AWARD OF FRAMEWORK AGREEMENTS TO FOUR COMPLIANCE TEAM (CONSULTANTS) PARTNERS</b> (Report of the Interim Director of Adult, Culture and Community Services - Agenda Item 13)</p> <p>Details of the contracts which were set out in the Appendix to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p>While we noted that the size and value of the Decent Homes programme was considered to warrant the appointment of professional consultants to undertake the management of contractors undertaking the work, we also noted the intention to establish an in-house compliance team and we asked that a further report be made to us on the proposed working relationship vis a vis the Homes for Haringey staff and the Consultant Partners.</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That, in accordance with the Council Standing Orders and as allowed under the European Union Directive on public procurement (the Consolidated Directive) as implemented in the UK by the Public Contracts Regulations 2006, approval be to the award of Framework Agreements for Decent Homes to the following four Consultants - <ul style="list-style-type: none"> <li>• South Tottenham – Potter Raper Partnership</li> <li>• Wood Green – Bucknall Austin</li> <li>• North Tottenham – John Rowan &amp; Partners</li> <li>• Hornsey – Ridge &amp; Partners</li> </ul> </li> <li>2. That it be noted that the award to the four consultants was based on the evaluation of the price/quality score and confirmation that the consultants would be able to deliver the Decent Homes Programme within the current forecasted</li> </ol>	<p>DACC</p> <p>DACC</p>

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	budget.	
<b>PROC37.</b>	<p><b>EXTENSION AND VARIATION OF THE CONTRACTS WITH PROSPECTS SERVICES LIMITED AND CAREERS ENTERPRISE (FUTURES) LIMITED FOR CONNEXIONS NORTH LONDON SERVCIES 2007- 08</b> (Report of the Director of the Children and Young People's Service - Agenda Item 14)</p> <p>Details of the contracts which were set out in the Appendix to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p><b>RESOLVED:</b></p> <p>That, in accordance with Contract Standing Order 13.02, approval be granted to the variation of the following contracts in the manner indicated -</p> <ol style="list-style-type: none"> <li>1. with Prospects by extending this contract by one year until 31 March 2008 for the additional contract value referred to in the appendix to the interleaved report and by making variations to the contract provisions relating to performance monitoring to be approved by the Head of Legal Services;</li> <li>2. with Careers by extending this contract by one year until 31 March 2008 for the additional contract value referred to in the Appendix to the interleaved report and by making variations to the contract provisions relating to performance monitoring to be approved by the Head of Legal Services.</li> </ol>	DCYP
<b>PROC38.</b>	<p><b>MENTAL HEALTH SERVICES FOR CHILDREN IN THE CARE OF HARINGEY COUNCIL - REQUEST FOR WAIVER OF REQUIREMENT TO TENDER</b> (Report of the Director of the Children and Young People's Service - Agenda Item 15)</p> <p>Details of the contracts which were set out in the Appendix to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p><b>RESOLVED:</b></p> <p>That, in accordance with Contract Standing Order 7.03, approval be granted to a waiver of Contract Standing Order 6.04 (Requirement to Tender), in connection with the provision of mental health services for children in the care of the Council.</p>	
<b>PROC39.</b>	<b>MENTAL HEALTH SERVICES FOR CHILDREN IN THE CARE OF</b>	

**MINUTES OF THE EXECUTIVE PROCUREMENT COMMITTEE**  
**TUESDAY, 13 FEBRUARY 2007**

	<p><b>HARINGEY COUNCIL - AWARD OF CONTRACT</b> (Report of the Director of the Children and Young People's Service - Agenda Item 16)</p> <p>Details of the contracts which were set out in the Appendix to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That, in accordance with Contract Standing Order 11 approval be granted to the award of the contract for mental health services for children in the care of Haringey Council to Tavistock and Portman Trust for a period of 1 year in the sum set out in the Appendix to the interleaved report.</li> <li>2. That the contract be awarded for a period of 1 year on the basis detailed in the interleaved report.</li> </ol>	<p>DCYP</p> <p>DCYP</p>
<b>PROC40.</b>	<p><b>CHILDREN'S CENTRES – PHASE TWO, EARLSMEAD &amp; WELBOURNE PRIMARY SCHOOLS: AWARD OF CONTRACT</b> (Report of the Director of the Children and Young People's Service - Agenda Item 17)</p> <p>Details of the contracts which were set out in the Appendix to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That, in accordance with Contract Standing Order 11.03, approval be granted to the award of the contract for the development and construction of a Children's Centre at both Earlsmead and Welbourne Primary School sites to Hutton Construction Ltd. in the sum specified in the Appendix to the interleaved report</li> <li>2. That it be noted that the contract awarded was for a period of 22 weeks.</li> </ol>	
<b>PROC41.</b>	<p><b>VARIATION TO THE SECONDARY SCHOOLS PFI AGREEMENT</b> (Report of the Director of Corporate Services - Agenda Item 18)</p> <p>The interleaved report was the subject of a motion to exclude the press and public from the meeting as it contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p>	

**MINUTES OF THE EXECUTIVE PROCUREMENT COMMITTEE**  
**TUESDAY, 13 FEBRUARY 2007**

	<p><b>RESOLVED:</b></p> <ol style="list-style-type: none"> <li>1. That, in accordance with Contract Standing Order 13.02, approval be granted to the variations to the existing Secondary Schools PFI contract as set out in paragraph 9 of the interleaved report and the appended draft Deed of Variation.</li> <li>2. That the Acting Director of Finance be authorised to finalise negotiations with Haringey Schools Services Limited in respect of the proposed variations.</li> <li>3. That it be noted that further reports on the implementation of the contract variation would be submitted in due course.</li> </ol>	<p>DCS</p> <p>DCS/ DF</p> <p>DCS</p>
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ANTONIA MALLETT  
Chair

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