

**DRAFT MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 24 JULY 2006**

Councillors Councillors Bull (Chair), Bevan, Davies, Winskill, Cooke, Jones and Newton

<b>MINUTE NO.</b>	<b>SUBJECT/DECISION</b>
<b>OSCO23.</b>	<b>WEBCASTING</b>  This meeting was filmed for broadcast via the Council's internet site.
<b>OSCO24.</b>	<b>APOLOGIES FOR ABSENCE</b>  Apologies for lateness were received from Councillor Cooke.
<b>OSCO25.</b>	<b>URGENT BUSINESS</b>  There was no such business.
<b>OSCO26.</b>	<b>DECLARATIONS OF INTEREST</b>  There were no such declarations.
<b>OSCO27.</b>	<b>MINUTES</b>  With regards the minutes of 3 July 2006, Members requested that more detail be provided as to the discussion at the meeting in item OSCO7.  <b>RESOLVED:</b>  1. That the minutes be amended to take account of the above request, and be resubmitted at the September meeting of the committee.
<b>OSCO28.</b>	<b>DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS</b>  There were no such items.
<b>OSCO29.</b>	<b>NORTH MIDDLESEX HOSPITAL TURNAROUND PLAN</b>  The committee received the Turnaround Plan for the North Middlesex Hospital from the Primary Care Trust.  Members noted that North Middlesex was required to save £9 million pounds this financial year and to do this, following support from the Department of Health, had split the programme into six key themes: <ul style="list-style-type: none"><li>• Service Efficiency/Change</li><li>• Procurement</li></ul>

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 24 JULY 2006**

- Income
- Estates and Facilities
- Workforce
- Demand Management

Through a process of reviewing everything that the hospital did, including changing clinical practice and using experience from inside the Trust as well as externally, the Trust had put together a plan to save the £9million which had been signed off by the Trust Board and Strategic Health Authority. Members were assured that the projected figure for redundancies was less than 30.

The committee welcomed the decision to continue the St Ann's X-Ray Service, noting the Trust's comments that this would operate in a different way.

Members enquired as to whether a reduction in length of stay would leave the Council having to provide financial support. Members were assured that there was no likely impact on Haringey Social Services, with the Hospital were working with physicians and social services monitoring the impact of the changes. Members were assured that the hospital had a good relationship with Haringey social services, meeting formally on a fortnightly basis, and forming good working relationships between staff from the two agencies.

It was noted that pressure was being applied nationally to reduce the length of stay at hospitals, and, on the surgical side, emphasis was being placed on pre-operation treatment, which reduced the patients length of stay. Emphasis was also being placed on the effective and efficient usage of operating theatres. Members were assured of the priority of providing good quality services in a financially responsible manner, and that none of the measures within the plan were compromising patient care.

In response to Member concerns over the Sexual Health services in the borough, the PCT stated that it was an ambition for a combined sexual health service with the London Borough of Enfield to be established at the North Middlesex hospital.

Members were informed that the process of discharge was to be made more efficient. Significant numbers of patients were failing to turn-up for appointments, and work needed to be done on reducing the number of appointments for patients who did need to be seen.

Members raised concerns over the image and perception issues at the North Middlesex hospital. Representatives agreed that this was an issue, but argued that it was being addressed through the new team in charge positively responding to the patient survey. The committee noted that although buildings were an issue, patients were generally happy with the service, the overall quality of care was good.

Members emphasised that it was useful and helpful if they were to be

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 24 JULY 2006**

kept informed by the North Middlesex in the long-term. After discussion among the Members of the committee, Members thanked the North Middlesex Representatives for their presentation, and they withdrew.

**RESOLVED:**

1. That Members thank the PCT for the presentation and ask them to keep the committee informed of future developments.
2. That the Primary Care Trust report back to the committee on the issue of crime at the hospital.
3. That we receive the report.

**OSCO30. EXECUTIVE MEMBER QUESTIONS**

**i) Councillor Bob Harris, Executive Member for Social Services & Health**

The committee noted that staff were trained in the administering of medicine by the guiding principle that they should provide assistance that a family member would otherwise provide. It was to be re-stated though that they were not medically administering medicine. The committee noted that staff were able to discuss any issue with GPs, who made regular visits to the homes.

Councillor Harris stated that the emphasis on individual choice led to the need for a re-thinking over Adult Social Care Services. The committee noted the further progress being made on the Community Care Strategy, and further noted that a detailed consultation on day care services was forthcoming.

Councillor Harris stated what he saw as his personal objectives over the coming year. He stated that he wished to see a caring Social Services and to encourage the effective and efficient delivery of good practice. He also wished to investigate funding issues and was against the privatisation of any of the services provided.

In response to Member enquiries concerning there being two points of contact for people in residential care homes, the Director of Social Services explained that due the creation of the Arms Length Management Organisation for housing, Homes for Haringey were responsible for tenancy management, while support and care remained the responsibility of the Council. Scheme managers for the Council should assist in helping people contact Homes for Haringey, and we noted that the current system gave residents choice.

**RESOLVED:**

1. That we thank Councillor Harris and note his responses

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 24 JULY 2006**

2. That Councillor Harris report back to the committee on any issues which may arise regarding the Primary Care Trust

**ii) Councillor Nilgun Canver, Executive Member for Crime & Community Safety**

Councillor Canver discussed the briefing which she had provided to Members and highlighted key achievements over the last year, and priorities for the next.

The committee was informed that the Youth Offending Service was climbing up the performance ladder, and the Executive Member offered her congratulations to the team. The committee were informed about the upcoming Police & Justice Bill and its specific reference to the future rôle of Scrutiny committees in scrutinising police services. The committee noted that the annual Haringey Peace Week was due to occur from September 10<sup>th</sup> to the 17<sup>th</sup>.

The committee discussed the Enforcement service, enquiring over the use of voluntary overtime by it's staff, and the mechanism for feedback between themselves and the Planning Service. The Executive Member agreed to look into these issues and report back. The Executive Member assured the committee that she had asked Officers to look at ways of strengthening the service. She also agreed to pass on figures for Enforcement in the borough onto all Members who requested them.

**RESOLVED:**

1. That we receive an update from Enforcement on their feedback loop to the Planning Service
2. That the Executive Member look into the issue of voluntary overtime in the Enforcement Service
3. That the committee be updated on the new Youth Crime Prevention Steering Group.
4. That we thank Councillor Canver and note her responses.

**Please note, written responses to Executive Member questions are included in the Appendix (attached).**

**OSCO31. ANNUAL CRIME TRENDS IN HARINGEY (APRIL 2005 – MARCH 2006)**

The committee received this report to provide Members with an overview of trends of crime in Haringey during the last financial year.

Borough Commander Simon O'Brien was present for this item to answer questions from Members on figures contained within the report.

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 24 JULY 2006**

The committee noted that of the crime indicators stated in the report, approximately half had seen reductions in crime numbers of previous years. Although concern was raised over statistics for robberies, Members were assured that substantial investment was taking place in this area to attempt to remedy this. Members also noted that the mechanism for reporting violent crime, wounding and common assaults had changed, causing figures fluctuations.

The Borough Commander praised the work of the Safer Neighbourhoods Team, praise which was echoed by Members from various wards. Members in those wards with smaller teams, thanked the police for the excellent work they were doing, but re-iterated their desire for these teams to be expanded to their full size as soon as possible. Members were assured that the roll-out was due to take two years. This timeframe had been reduced and full Teams were expected to be in place in all wards by 31<sup>st</sup> December 2006.

It was also noted that the borough had the best overall detection rate in Greater London, for which the committee congratulated the police, although it was noted that the aforementioned changing government definitions was making it difficult for the borough to meet certain targets.

Members enquired over 'single patrols', and whether they were considered best practice for the police. The committee noted that clear instructions had been given for this technique to be used in Haringey, but the Borough Commander would welcome any evidence back as to situations where this was not occurring.

Members raised concerns over violence at the North Middlesex hospital. As the hospital was situated in the London Borough of Enfield, the Borough Commander agreed to liaise with his counterpart in that borough.

Members raised concerns over homophobic attacks, and that the data was not included in the report. The committee was assured that it would be included in future reports of this nature. The committee also noted that the police had re-recruited into the LGBT Officer role, and that a consultant had been commissioned to pick up on the hate crime and harassment strategy.

**RESOLVED:**

1. That the Chair of Scrutiny raise with the Borough Commander for Enfield concerns over violence at the North Middlesex Hospital.
2. That figures for homophobic hate crime be included in future versions of the Crime Trends report.
3. That we note the report.

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 24 JULY 2006**

**OSCO32. BUDGET SCRUTINY**

This report was received to set out the process for scrutiny of the budget within the Council's financial and business planning framework, and to consider the financial strategy issues for the four-year planning period.

We noted the rôle of Scrutiny Members in respect of the budget which was:

- i) to ensure the budget proposals supported the Council's priorities and the improvement of services
- ii) to ensure value for money was being achieved and that the Council was obtaining maximum benefit from the resources it was using

The committee noted to achieve this rôle it was suggested that:

- i) in respect of the annual budget process, the new savings and investments from the Pre-Business Plan Review be considered at meetings during November and December and that Chief Officers and/or business unit managers were to attend to present and answer questions
- ii) That when scrutinising value for money, the committee would ensure that wherever possible in scrutiny reviews the specific issue of value for money was investigated using the cost, performance and perception matrix; and,
- iii) That possibly the committee would consider adding to the work programme with specific thematic or cross-cutting reviews, or a review of previous years approved budget savings and investments to assess their impact

The committee noted Appendix 1 to the report, which set out the financial planning process in full, providing details of relevant national issues as well more local budgetary ones.

The committee noted the proposals with regards to efficiency savings. With Members having agreed to cap Council Tax rises at no more than 3% across the next four years, it was noted that these would likely be required. The committee also noted that Haringey had been at the bottom of the grant settlement floor for the last five years. However, Members agreed that efficiency savings could be made across the board through corporate projects, as well as those from individual business units.

Member requested that the budget take full account of the Gershon Review of public sector finance.

Members requested training on the budget scrutiny process, and agreed that the Training Officer should organise a conference for all Councillors to set out the process, allow a forum for a full debate and ensure that all had a good understanding of the process as it stood. Members also requested that measures be taken to ensure the accuracy of the

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 24 JULY 2006**

	<p>eventual document which was to be scrutinised.</p> <p>Members requested that an informal session of the committee meet in due course to decide a course of action in scrutinising the budget itself.</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"><li>1. That we receive the report.</li><li>2. That the training and other recommendations outlined above be implemented.</li></ol>	
<b>OSCO33.</b>	<p><b>FLY- TIPPING SCRUTINY REVIEW</b></p> <p>This report provided Members with information about fly-tipping, and to determine whether this was an area which they wished to review.</p> <p>The report set out information about fly-tipping, its causes, research into who fly tips and why, the scale of the problem in Haringey and the action taken. We also received information about the actions taken by agencies in relation to the problem and suggestions on potential areas for Scrutiny to examine.</p> <p>Members agreed the recommendations for setting up the review, and noted their wish to concentrate on removal and enforcement issues.</p> <p><b>RESOLVED:</b></p> <ol style="list-style-type: none"><li>1. That the scope and terms of reference as laid out in the report be approved.</li></ol>	
<b>OSCO34.</b>	<p><b>SCRUTINY REVIEW ON THE COMMUNITY SAFETY ROLE OF CCTV</b></p> <p>Members received this report to approve the scope and terms of reference for the Scrutiny Review on the Community Safety Role of CCTV.</p> <p>The committee noted that Members of the Overview &amp; Scrutiny committee had indicated their interest in undertaking a scrutiny review on the use of CCTV within the borough. The Executive Member for Crime and Community Safety and the Borough Commander have also requested that the Community Safety Team undertake a review on the effectiveness of CCTV within the Borough in order to inform decisions about the future use of resources and to develop appropriate options for partners to consider. The committee noted that these two processes were being developed so that they would work in tandem.</p> <p>The committee noted that the issue of CCTV on housing estates was to be considered at the first meeting of the Review group, and Members were encouraged to become involved in the review.</p>	

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 24 JULY 2006**

	<b>RESOLVED:</b>  1. That the scope and terms of reference for the review be approved.	
<b>OSCO35.</b>	<b>NEW ITEMS OF URGENT BUSINESS</b>  There was no such business.	

COUNCILLOR GIDEON BULL

Chair



## **APPENDIX**

### **Written Responses to Questions to Executive Members**

#### **i) Question to the Executive Member for Health & Social Services**

**Please can it be confirmed that in the care homes that are the responsibility of Haringey Council that the national minimum standards for the handling of drugs / giving of drugs prescribed to residents is achieved. Please list the minimum standards.**

#### **Answer**

In April 2006, following concerns that some care homes across the country were failing in their duty to administer medication appropriately, the Commission for Social Care Inspection issued the following regulations and national minimum standards for the administration of medicines:

- It is the responsibility of the registered person for each care home to make arrangements for the safe administration of medicines prescribed for residents.
- The care provider must support residents who are capable of self-administering their medicines, and are happy to do so, to do so safely. The provider should also provide care workers with robust procedures to administer medicines to those residents who rely on them for this aspect of care.
- All medicines, including controlled drugs, (except those for self-administration) are administered by designated and appropriately trained staff.
- In the case of nursing homes, medicines must be administered by a nurse or medical practitioner, though this guideline is not applicable to Haringey's directly-managed homes.

Haringey's directly-managed homes adhere to all of these guidelines. A "Policy for the Control of Medicines in Residential Homes" is in place, and sets out standards and procedures for self-administration, prescribing, storage, documentation and disposal, as well as guidance on training and pharmaceutical services. In recent inspection of homes, CSCI agreed that Haringey's procedures for administration of medication were robust.

#### **ii) Questions to the Executive Member for Crime & Community Safety**

**I understand there have been recent changes to the noise enforcement service. Can a brief explanation be given as to the problems that caused these changes to be implemented? Please explain in greater detail how the changes will resolve the problems and provide a satisfactory and improved service to the residents of Haringey.**

#### **Answer**

The recently announced changes to the noise team reflect a response to experienced and predicted levels of demand for the service in the summer months. Previously the service has increased coverage during peak times and the most recent changes reflect a similar position.

Demand levels for the noise service are heavily affected by weather because in hotter weather, people are more likely to have use of their gardens for BBQs and parties. Festivals and other events can add to this effect and over the world cup period very high demand was found.

## **MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE MONDAY, 24 JULY 2006**

---

In addition in hot weather, people wish to keep windows open to improve ventilation and the combination of these issues will increase the potential for noise complaint.

We also found that there was a peak in complaints immediately after the schools summer break started.

Alongside these issues the service can also experience problems in providing cover when there is staff absence. The service relies upon a number of volunteer officers with relevant experience and from non-noise related services teams.

To achieve improved volunteer support we have replaced the previous arrangement of a standard overtime rate plus TOIL, with an enhanced rate of 2.5 times the normal but without TOIL, for weekend work.

Some additional mid week cover arrangements will require TOIL and a slightly lower rate of 2 times the normal overtime rate is now available. To avoid knock on effects to the service, where volunteer cover is used, shifts will end at 1pm.

To further increase the pool of volunteers we are offering overtime to a wider pool of officers with training and support. Many staff currently not involved have transferable skills.

On Friday and Saturday nights an increase in telephone support is now in place, this will improve customer care and coordination of field staff. This will take some pressure off the field officer and enable them to concentrate on effective visits. It will enable the telephone calls for noise to be separated from other Council Emergency calls during a very busy time in the Emergency Control team and avoiding unnecessary delays. Arrangements for additional Sunday cover are being kept under review.

Also on Friday and Saturday nights one additional field officer and security officer is being used to increase our ability to respond to noise complaints. This will additional help to ensure that we target visits where enforcement action is most necessary. Again here, arrangements for additional Sunday cover are being kept under review.

On the first weekend of operation under these new summer arrangements 23 visits were made from 32 complaints which compares with 6-10 visits typically made when just one officer is working.

**I understand that changes are proposed to the planning enforcement service. Can a brief explanation be given as to the problems that caused these proposed changes to be drawn up? Please explain in greater detail how the proposed changes will resolve all the problems and provide in the near future, when implemented, a satisfactory service to the residents of Haringey.**

### **Answer**

Officers have consulted with Executive Members on arrangements for restructuring Enforcement. Included within this will be proposals that will affect Planning Enforcement. These proposals proceed to General Purposes Committee and consultation with staff and Unions before implementation.

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE**  
**MONDAY, 24 JULY 2006**

---

Members will be aware that there has been a significant increase in case closures during 2005 and a reduction in backlog cases. These have been achieved through the temporary injection of resources from with Enforcement and an increase in Planning Development Grant for enforcement.

Alongside this have been significant improvements in tackling, social clubs public eyesores, fly posting, estate agent boards, and advertisement hoardings. These improvements have demonstrated the value of linking planning services to other enforcement work, such as street enforcement and Environmental Crime.

Also in the last year officers have piloted working to better joined up working with officers in HMO enforcement and in responses to late night opening.

It is intended that future restructuring should reflect these successes and the need to embed planning enforcement within a broader enforcement agenda. It will therefore propose that officers from across the business unit should undertake duties that secure planning enforcement evidence whether they are working in Environmental Crime, Housing or other response work. A focus for planning enforcement coordination will be retained as will be the strong links to Development Control.

In addition to structural changes a future strategy for establishing planning enforcement priorities will be presented to the Executive as part of an overall enforcement strategy.