

---

## Overview and Scrutiny Committee

---

MONDAY, 16TH MARCH, 2009 at 19:00 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

MEMBERS: Councillors Bull (Chair), Adamou (Vice-Chair), Aitken, Alexander, Dodds, Winskill and Jones

Co-Optees: Ms. F. Kally plus 2 Vacancies (parent governors), L. Haward plus 1 Vacancy (church representatives)

### **AGENDA**

#### **1. WEBCASTING**

**Please note:** This meeting may be filmed for live or subsequent broadcast via the Council's internet site - at the start of the meeting the Chair will confirm if all or part of the meeting is being filmed. The images and sound recording may be used for training purposes within the Council.

Generally the public seating areas are not filmed. However, by entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.

If you have any queries regarding this, please contact the Committee Clerk at the meeting.

#### **2. APOLOGIES FOR ABSENCE**

#### **3. URGENT BUSINESS**

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

#### **4. 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 judgment of the public interest **and** if this interest affects their financial position or the financial position of a person or body as described in paragraph 8 of the Code of Conduct **and/or** if it relates to the determining of any approval, consent, licence, permission or registration in relation to them or any person or body described in paragraph 8 of the Code of Conduct.

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

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

#### **6. CABINET MEMBER QUESTIONS: CABINET MEMBER FOR COMMUNITY COHESION AND INVOLVEMENT (PAGES 1 - 10)**

Briefing and answers to questions from Councillor Matt Cooke, Cabinet Member for Community Cohesion and Involvement.

#### **7. BENEFITS TAKE UP (PAGES 11 - 18)**

(Report of the Acting Head of Benefits and Local Taxation) To inform Members of take-up activity undertaken.

#### **8. HARINGEY'S SUSTAINABLE COMMUNITY STRATEGY: PROGRESS REPORT (PAGES 19 - 46)**

(Report of the Assistant Chief Executive, Policy, Performance, Partnership and Communication) To inform Overview and Scrutiny of the production of a progress report on the priorities in Haringey's Sustainable Community Strategy.

#### **9. 2008/09 QUARTERS TWO AND THREE LAA PERFORMANCE REPORT (PAGES 47 - 56)**

(Report of the Assistant Chief Executive, Policy, Performance, Partnerships and Communication) To provide quarters two and three 2008/09 update against the Local Area Agreement targets under Haringey's Community Strategy priorities.

**10. CABINET MEMBER QUESTIONS: CABINET MEMBER FOR CHILDREN AND YOUNG PEOPLE (PAGES 57 - 60)**

Briefing and answers to questions from Councillor Lorna Reith, Cabinet Member for Children and Young People.

**11. OUT OF HOURS ENFORCEMENT (PAGES 61 - 74)**

(Report of the Chair of Overview and Scrutiny) To consider the feasibility of the Overview and Scrutiny Committee commissioning a full scrutiny review of out of hours enforcement in Haringey.

**12. MINUTES (PAGES 75 - 88)**

To confirm and sign the minutes of the meetings held on 16 and 17 February 2009.

**13. NEW ITEMS OF URGENT BUSINESS**

Yuniea Semambo  
Head of Local Democracy and Member  
Services  
River Park House  
225 High Road  
Wood Green  
London N22 8HQ

Helen Jones  
Principal Committee Co-Ordinator  
Tel: 020-8489 2615  
Fax: 020-8489 2660  
Email: [Helen.jones@haringey.gov.uk](mailto:Helen.jones@haringey.gov.uk)

This page is intentionally left blank

<p style="text-align: center;"><b>Cabinet Member for Community Cohesion and Involvement Overview and Scrutiny Briefing – 16 March 2009</b></p>
--

## **1. KEY ELEMENTS OF THE PORTFOLIO**

---

### **LDMS**

The LDMS business unit provides a range of support functions to all elected members in the context of their role as community leaders and representatives. The service supports the council's formal decision-making processes and supports the promotion of democracy and civic engagement in the borough. The service is a main contributor to strategic, corporate and cross-cutting policies and projects relating to learning & development, corporate governance, participation and engagement.

As part of the People and Organisational Development Directorate, LDMS is also contributing to the scoping, development and delivery of the Council's 'working at the political interface' programme.

### **Customer Focus**

Customer Focus is a small corporate resource to help improve the customer focus of the whole organisation through initiating and running pilot projects which are mainstreamed if successful.

- Oversight and promotion of the WOW! Awards, the council's corporate customer compliment scheme (administration is co-ordinated by the Feedback and Information team)
- Encouragement and support for entering the annual National Customer Service Awards
- The promotion, support and administration of the Institute of Customer Service qualification scheme for front line staff
- Promotion and support for National Customer Service Week

### **Customer Services**

- Corporate Contact Centre: Phone calls, email, fax and Web response forms.
- 4 Customer Service Centres – 48 Service Desks
- Council switchboard
- Responsible for handling 1 million contacts a year
- Customer relationship management and experience

### **Corporate Voluntary Sector Team**

The CVST work in partnership with voluntary/community organisations and statutory agencies to support groups who provide services that improve the quality of life for Haringey residents. The main work of the Team is to:

- Provides 3 year core funding to organisations who are best able to support the development and sustainability of the community and voluntary sector in

Haringey and are able to demonstrate a clear link of their organisational aims to the council's Community Strategy.

- Provide a central point of contact and support for the Council, the voluntary and community sector and partner agencies on issues and partnerships relating to the voluntary and community sector organisations.

### **Performance and Policy**

The key areas of responsibilities for the team are:

#### **Complaints and suggestions**

- providing advice, guidance and support on procedure and practice across the Council
- carrying out stage 3 reviews under the complaints procedure
- liaison with the Local Govt Ombudsman over all complaints to him about the Council
- administering stage 1 and 2 complaints about the Chief Executive's Service
- assisting services to learn from all feedback to improve services, and specifically administering process for service improvement from stage 3 and Ombudsman complaints

#### **Members' enquiries**

- providing effective support to members in the overall handling of their enquiries, including assisting with individual cases as required
- ensuring the effective operation of the members' enquiries arrangements, and procedures across the Council

#### **Data protection**

- ensuring the effective operation of the procedures for responding to information disclosure and subject access requests
- advising on compliance with data protection legislation
- ensuring members' data protection registrations are up to date
- liaison with the Information Commissioner's Office as required

#### **Freedom of information**

- ensuring the effective operation of the procedures for responding to information requests
- maintaining the Council's publication scheme
- administering information requests about the Chief Executive's Service
- liaison with the Information Commissioner's Office as required

#### **Equalities and Community Cohesion**

- Ensuring the delivery of the councils Equal Opportunities Policy and Equalities Public Duties Scheme
- Ensure that equality objectives are delivered via the Directorate Equality Forums
- Supporting services in conducting Equality Impact Assessments and ensuring these lead to improved service outcomes
- Giving advice in cases of discrimination and sharing best practice
- Supporting the work of the community cohesion forum

- Organising and running the annual equality events programme

### **Neighbourhood Management**

The team focuses on:

- Community empowerment and engaging residents
- Supporting Member's in the provision of Area Assemblies
- Delivery of the Making the Difference Grants
- Leading on area based working to co-ordinate activities and resolve problems at a local level.

## 2. RECENT KEY EVENTS

---

### LDMS

#### Local Government Legislation

Implementation of Local Government and Public Involvement in Health Act (LGPIH) 2007 and the Empowerment White paper 2008 is on target and work continues to ensure that the Council is well placed to respond to the Local Democracy Economic Development and Construction Bill (LDEDC Bill) and the Community Empowerment Bill which are currently progressing through parliament.

#### Working at the political Interface

In late 2008 the working at the political interface programme was launched with a half day workshop for the 150 top managers from across the Council; a series of interviews and workshops with members facilitated by SOLACE are planned in March / April 2009. These will inform the development and delivery of the programme to members and officers

#### Committees and constitutional support

Forward Plan and constitutional training to directorate management teams (DMTs) is ongoing; the revised report writing guidance and template which were completed in July 2008 have been rolled out to Services via Directorate briefings.

#### Member learning, development and support

The Ward Councillors Toolkit to assist Members in their casework, ward, surgery and community leadership role, and the Modern Councillor e-learning and information portal for Members were both launched in November 2008. The next round of personal development plans will commence in March 2009.

IDeA facilitators attended the Children and Young People's Consultative Committee on 13th January 2009 to outline the Corporate Parenting/Safeguarding Children training to be provided to all Members – this training was delivered in February 2009 and member attendance has been very high.

#### Civic Engagement and the Community Engagement Framework

A number of promotional events were held in the last quarter, including a highly successful Local Democracy Week (held in October 2008), which included a Young People's Question Time, Councillor Visits to Schools, School visits to the Mayor and Council Chamber and a stall in Wood Green Library to promote the 'Be a Councillor' Campaign. Other civic events have included Remembrance Sunday and a number of Mayoral Engagements including an older person's question time.

#### Youth Council

Following a review of the Youth Council Governance Handbook, which was formally agreed by Haringey Youth Council (HYC) in late 2008, a HYC Training programme is currently being developed in partnership with Children's Services. A live web-cast of the UK Youth Parliament Elections took place on the 4th February 2009.

### Customer Focus

- The success of the WOW Awards continues, averaging out at 98 customer nominations a month so far this year – up from 93 a month for 2007/8. To date we have won 225 national awards.

- Haringey was a finalist in two National Customer Service Award categories in 2008 and won the front-line customer service team of the year category
- The second programme of the ICS qualifications scheme is underway, covering 41 staff from a wide range of services

### **Customer Services**

- Customer Services has been nominated for the Professional Planning Forum's Call Centre Innovation award.
- Customer Services is achieving targets set for 2008/09
- To improve the quality of service provided to customers, the service has completed a major retraining programme for all Customer Service Officers.
- Improvements have been made to the handling of post items handed to Customer Services via the Customer Service Centres (CSC)

### **Communications**

- The launch of the new Localised Haringey People four times a year, this brings together information for each assembly area on neighbourhood news and events, assembly meetings, local safer neighbourhoods and making a difference stories. This responds to resident preferences for more localised information expressed in research undertaken last year.
- The completion of the work to set up a new design and print framework, this will help realise savings and improve quality and co-ordination.

### **Corporate Voluntary Sector Team**

- **Haringey Compact** - The CVST worked jointly with Haringey Association Community and Voluntary Organisations (HAVCO) in the development and implementation Haringey's Compact. In December 2008 Haringey's Compact received 2 national awards from the Commission for Compact for Compact Excellence and the special Commissioners award.
- **Compact Toolkit** - The Haringey Compact Toolkit was successfully piloted during the area based grant review leading to one of the two awards from the Commission for Compact.
- **LINks** - LINks is a statutory requirement for each local authority, after extensive consultation in July 2008 the Council commissioned the Shaw Trust to host the LINK and bring together voluntary organisations, community groups and individuals to inform partner agencies in health and social care of priorities and areas of concern
- **Funding Review of Infrastructure and Client Specific agencies**  
The current 3 year funding agreement for 21 voluntary agencies in receipt of core grant funding through the CVST ends on the 31<sup>st</sup> March 2009. A full review of their work over the last 3 years and their application for a further 3 years funding was undertaken during 2008 by an independent reviewer and new 3 year funding arrangements have been put in place.

### **Policy and Performance**

- To the end of December 2008 performance in responding to complaints improved as follows:
  - stage 1 - 89%, and over 90% every month since July (90% target; 88% in 2007-08)
  - stage 2 - 88% (85% target; 84% in 2007-08)
  - stage 3 - 97% (90% target; 85% in 2007-08)
- To end December performance in responding to member enquiries improved to 91% (90% target; 88% in 2007-08)
- To end December performance in responding to Ombudsman enquiries was 17.5 calendar days (18.0 day target; 18.4 days in 2007-08)

### **Implementation of updated publication scheme**

The Freedom of Information Act 2000 provides rights of public access to information held by public authorities, including provision of a publication scheme under which information is made available to the public as part of normal business activities. The Information Commissioner introduced a new model scheme from 1 January 2009, and the Council revised its scheme in December 2008 to meet this new guidance.

### **Equalities and Community Cohesion**

#### **Community Cohesion**

After the launch of the Community Cohesion Forum in March 08 and follow-up event we had a highly successful conference in October focusing on intergenerational initiatives and the signing of the community cohesion pledge by key stakeholders. Delegates signed on behalf of their organisations, committing them to join in working to promote and deepen community cohesion in Haringey.

#### **Preventing Violent Extremism Delivery Fund**

The Muslim women's project is in its second year and is funded by the Preventing Violent Extremism grant. The project continues to build on the work from last year by providing a programme of courses for Muslim women in Haringey, run by voluntary sector organisations. In June 2008 the minister for Communities and Local Government visited one of our PVE projects, the JAN Trust in Haringey which is considered an example of a successful project engaging with Muslim women.

#### **Equalities Events**

The Equalities Team run a comprehensive programme of events such as the Black History Month and World Mental Health Day in October, an International Day against Violence to Women in November and supported events around World Aids Day on 1<sup>st</sup> December and the Holocaust Memorial Day in January. We are planning to commemorate the Lesbian, Gay, Bisexual and Transgender History Month (February) and International Women's Day (March).

### **Neighbourhood Management**

**Access to Services.** Each event works closely with organisations and volunteers from target communities and service providers to deliver one day event providing information and workshops focusing on making better use of local services and to clarifying users' rights and responsibilities. Our programme for the 2008 – 2009, included Turkish, Somali, Orthodox Jewish, Polish, French speaking communities, and Greek speaking elders.

**Worklessness.** Neighbourhood Management continues to support Haringey's Employment Action Network and Haringey Guarantee in priority neighbourhoods and

working closely with the Families into work initiative in Northumberland Park, West Green & Bruce Grove Neighbourhood, Campsbourne Estate in the Crouch End Neighbourhood, Wood Green Neighbourhood, and Tottenham and Seven Sisters. This work is underpinned by our co-ordination of the council's targeted project "Reaping the Benefits" providing locally accessible benefit advice and debt counselling in the priority neighbourhoods.

**Community Capacity Building.** The Wood Green team has been developing and preparing free capacity building training workshops for Haringey residents and groups. Five of the six training sessions have been organised they are aimed at local individuals and groups to support resident engagement and capacity building and set up community/ voluntary groups in Haringey. The sessions will be delivered in January and February and are as follows:

Tuesday 20<sup>th</sup> January – morning – 'Involving Everyone', afternoon – 'Staying Alive'

Saturday 24<sup>th</sup> January – morning – 'Finding Funding'

Tuesday 27<sup>th</sup> January – morning – 'Moving Your Group Forward' – afternoon – 'Finding the Funds'.

Tuesday 17<sup>th</sup> February - morning - 'Committee Skills' - afternoon – 'Chairing Skills'

### **Young Advisors**

Muswell Hill and Crouch End Neighbourhoods working with the Youth Service have recruited young people to become Young Advisors (young people aged 15 and 21) who demonstrate community leadership. Young Advisors will be trained to facilitate consultation and engagement with local communities and residents.

**3. KEY ISSUES AND CHALLENGES FOR THE COMING YEAR 2009/10**

---

**LDMS**

**Councillors: (supporting and developing councillor capacity for effective leadership and delivery of outcomes)**

- refresh of Member Personal Development Plan (PDP) template, councillor role profiles and framework – to take account of legislative changes, CAA / UoR and local priorities regarding qualitative performance management and delivery of outcomes;
- evaluation of 2008/9 MLD programme (annual report);
- agree activities for 2009/10 MLD programme including training needs analysis (TNA) and development of cohort specific programmes e.g. Cabinet, Scrutiny, Audit & Risk, Quasi-Judicial, and theme based e.g. corporate parenting, ethical governance, performance, partnership working.
- develop member induction strategy and programme 2010 including review / refresh of MLD Strategy to ensure fit for purpose post 2010 local elections
- working towards member charter re-accreditation in 2010
- development of Haringey councillor support framework / service offer for the Local Democracy and Member Services Business Unit

**Council: (effective Governance)**

- continued development and delivery of working at the political interface programme;
- delivery of governance responsibilities:
  - CAA / use of resources (UoR)
  - ethical governance
  - council annual governance statement (AGS)
  - council code of corporate governance
  - HSP code of corporate Governance and AGS
- overseeing constitutional amendments and procedural changes to ensure statutory compliance with legislative changes (e.g. LGPIH Act 2007, Empowerment White Paper 2008, Local Democracy Bill, Community Empowerment Bill), including transitional arrangements, briefings and development activity;
- provision of member development activity, constitutional advice and support regarding the implementation of the revised governance structures relating to Children and Young People and corporate parenting;
- In partnership with PPC Directorate contribute / support TNA and development of HSP development programme to support councillors, officers and the HSP;
- review of Local Democracy Business Unit support structure (linked to service offer) to implement savings agreed in PBPR process.

**Community: (participation and engagement)**

- agree approach to implementing new statutory duty to promote democracy (including detailed action plan of activities);
- agree approach to implementing new statutory duty to respond to petitions (including mapping and review of all participatory formal processes, how these are promoted and accessed by Haringey's

communities and possible indicators to better assess effectiveness and accessibility).

- to continue to provide support in development and delivery of Haringey's community engagement framework
- to provide constitutional support as required in the implementation of Sustainable Communities Act 2007

### **Customer Services**

Haringey has led the way in the implementation of NI14 "Avoidable Contact" the new national indicator of unnecessary repeat calls, visits and correspondence. We map inefficiencies in processes from a customer's point of view and use this information to improve these processes. This approach is to be rolled out across the Council in the coming months.

### **Communications**

- Supporting the rebuilding of confidence in child protection and in the council more widely through improvements in the co-ordination and planning of council communications.
- Creating a translation & interpretation strategy for the council.
- Using communications to help effectively position the council for the upcoming comprehensive area assessment.
- Driving through the savings identified in the recent value for money review.

### **Corporate Voluntary Sector Team**

- Rather than individual contracts with local legal advice agencies in 2010 the Legal Service Commissions (LSC) will be changing contracting arrangements to one contract per borough (not necessarily held by a Borough based organisation).
- In partnership with HAVCO the CVST roll out the 'Stepping Stones Quality Assurance System' to smaller local Organisations and encourage the use Council wide. The Stepping Stones has been designed to help small and emerging voluntary and community organisations create and implement robust and effective policies and practices in the workplace for them to ultimately provide better quality of service to the residents of Haringey.
- Continue to raise the profile of the Haringey's Compact and further develop the Compact Toolkit across the Council and partner agencies.
- Continue to provide intensive monitoring and support to both organisations and the Council in respect of those organisations who are failing to meet the required standards for receiving grant funding.

### **Policy and Performance**

The key challenges for the next 12 months are to continue to learn from complaints and ensure service improvement. New actions are:

- Working with service managers to investigate areas of persistent complaint by identifying possible causes and developing plans to address them.
- Supporting services to implement the proposed changes.
- Administering the process for service improvement through action on learning from complaints, this involves:
  - Managers given details of the cases where fault has been found.
  - Managers must indicate what went wrong and what is being done to prevent recurrence/improve the service.
  - Directors must brief their Cabinet members.
  - Regular updates to the Chief Executive, the Leader and Deputy Leader.

### **Equalities and Community Cohesion**

- Ensuring that Equality Impact Assessments are challenging and that they lead to improved service outcomes.
- Further integrating equalities into the council's key strategies including the Local Area Agreement .

### **Neighbourhood Management**

- Agree Area Priority Plans as a framework to co-ordinate activities against key priorities in each Area Assembly. Area Priority Plans aim to:
- Provide evidence base to identify local priorities in each neighbourhood by using ward data, statistics and local intelligence;
- Provide a co-ordinated framework for achieving service improvements at a local level;
- Identify performance targets linked to priorities which contribute to meeting Community Strategy, Council Plan and Local Area Agreement outcomes;
- Develop local action plans to meet area performance targets;
- Review the role, operation and delivery of Haringey's Area Assemblies. To ensure that area assemblies form part of the Council's policy framework for community empowerment and engagement.
- Evaluate the performance of the Making the Difference Programme and build on lessons learnt to ensure that the programme is an example of best practice for Participatory Budget Making.



Haringey Council

Agenda item:

[No.]

Overview and Scrutiny Report

On 16<sup>th</sup> March 2009

Report Title: Benefits Take Up / Maximising income	
Report of Chief Financial Officer	
Signed <i>G. Ollerton</i>	Dated 6 March 2009
Contact Officer : Ian Biggadike Acting Head of Benefits and Local Taxation 020 8489 3854	
Wards(s) affected: All	Report for: Noting
<p><b>1. Purpose of the Report</b></p> <p>1.1 To inform Members of income maximisation and take-up activity undertaken in 2008/2009 in order that Members can contribute to future income maximisation strategies.</p>	
<p><b>2. Introduction by Cabinet Member</b></p> <p>I am very pleased that the BLT team, working with relevant business units and partners were able to co-ordinate and organise the Claim-It campaign – especially at this time. I commend the officers and partners for this work and ask Members to note the progress made in this regard.</p>	
<p><b>3 Introduction</b></p> <p>3.1 This report aims to update Members on progress following the ‘scrutiny review of Benefit Take-up undertaken’ in July 2005. It also aims to provide information regarding all of the income maximisation events that have taken place over the last year, including the “Claim It” strategy. The report gives feedback on the campaign at Wood Green Library and other events, in order that Members and Officers can be advised of the success of the events and be better informed regarding the planning of future events.</p>	
<p><b>4 Overview &amp; Scrutiny Recommendations</b></p> <p>4.1 In July 2005, the Overview and Scrutiny Committee produced a report entitled “Report of the Scrutiny Review of Benefit Take-Up”. Listed below are Haringey strategies where recommendations from the report have been included and addressed.</p>	

#### 4.2 Tackling Poverty

- Tackling Poverty is a key theme within the Haringey Sustainable Community Strategy 2007-2016.
- A Child Poverty Strategy has been developed with income maximisation as a key theme and led by Children and Young People Services. The Council has approved a further £100k in 2009/2010 to support this strategy.
- The Experience Counts Strategy for Older People has maximising income as a key theme

#### 4.3 Take up campaigns / Publicity

- Throughout 2008-09 publicity campaigns have been undertaken to encourage benefit take-up, including Haringey People, on JC Decaux advertising boards and street furniture. The campaigns have been targeted at encouraging people to attend events or make contact with the Council to seek advice on any welfare benefits to which they may be entitled.

#### 4.4 Strategy & Organisation

- In 2008-09, Haringey's approach to take-up and income maximisation is focussed and co-ordinated following the implementation of a Child Poverty Strategy. Directed by Children and Young People Services, a Member group and an Officer group (including external partners) are now in place, where issues relating to take-up are discussed and actions agreed. Targets are set for activities undertaken within the Child Poverty Strategy, and the Experience Counts strategy.

#### 4.5 Using NRF Funding

- The Urban Environment Economic Regeneration Team has been running the "Reaping the Benefits" campaign in three of the boroughs key deprivation wards using advice services from Haringey Citizens Advice Bureau, and working with partners to encourage take-up of work for jobless residents.

#### 4.6 Links with Partner Organisations

- The Child Poverty Strategy has created a working group of staff who each have responsibilities to reduce child poverty. Included in this is take-up activity. The group of staff includes external organisations such as Haringey Citizens Advice Bureau as well as staff with links to external organisations such as the Primary Care Trust and HAVCO.

#### 4.7 Older Persons

- Various services have contributed to the Council's Experience Counts Strategy (for older people), with focus on benefits take-up. The Adults, Culture and Community Service (ACCS) also participates in the Child Poverty Strategy Group and associated activities.

#### 4.8 Joint Working

#### 4.9 BLT has forged close links with the Department for Work and Pensions, and the Pension Service. The service has worked particularly closely with the Pension Service by providing lists of potential claims for Pension Credit. These customers have been targeted with mailed information and invitations to be visited by a Pension Service Officer.

#### 4.10 As of September 2008, 336 referrals had been made to the Pension Service. Of

receive it, 28 people were advised to claim Housing Benefit/Council Tax Benefit of which 82% went on to receive it. 90 people were advised to claim other benefits of which 43% had other benefits awarded. The Pension Service have estimated that almost £580,000 over a year in additional benefits have been identified and claimed through this partnership.

4.11 BLT has also worked with a company called Work Directions to find work for long-term unemployed people. The service has sent mailshots to lone parents on Income Support explaining the Work Directions facility. Whilst the number of successful conversions into work has been fairly small, Work Directions have been very positive about the partnership and wish to continue to work with Haringey in this area.

## 5 Wood Green 'Claim It' Event

5.1.1 Council Directorates have joined together to contribute to a number of activities within the Child Poverty Action strategy and have incorporated income maximisation activities into service business plans and taken steps to address take-up following a push from Members to tackle poverty and increase awareness of unclaimed benefits in the borough.

5.1.2 It is thought that all benefits are under claimed: Housing Benefit, Council Tax Benefit, Pension Credit, Disability Living Allowance, JobSeekers Allowance, Carers Allowance, Child Benefit, Attendance Allowance, Bereavement Allowance, Incapacity Benefit (Employment & Support Allowance), Child Tax Credit and Working Tax Credit.

5.1.3 A specific way in which contributions have been made to combat poverty was to arrange a major take-up and awareness event. The event was intended to raise awareness of all under-claimed benefits, provide basic benefits advice to customers, and to help individuals understand and claim the benefits that they are rightly entitled to.

5.1.4 The campaign was coordinated jointly by Adults Culture & Community Services and Benefits & Local Taxation, with assistance from the Press & Publicity Team. It ran from Monday September 22nd - Friday September 26th 2008 between 10am – 4pm each day.

5.1.5 Benefits advisors participating in the campaign were provided by staff from inside and outside the Council. Each day BLT provided 2 advisors and 2 advisors were provided by the Financial Assessment Team in ACCS

5.1.6 Haringey Citizens Advice Bureau provided 2 advisors each day and Haringey Age Concern provided 2 advisors each day. The Pension Service provided an advisor for 4 days and the Haringey Carers Service provided one officer for four half days.

5.1.7 A large trailer was hired and placed outside the Wood Green library containing banners, posters and leaflets promoting the "Claim It" theme.

5.1.8 BLT, ACCS and CYPS staff acted as Public Relations officers (PRs) outside the library each day, wearing high visibility orange "Claim It" vests encouraging people to come in and speak to the advisors. The PR staff handed out 'million pound note' leaflet flyers, which promoted the message that millions of pounds of benefit remain unclaimed each year. The leaflet also contained contact details for advice, should the customer not wish to see an advisor at that point in time. There were also "Claim It" pens given away.

5.1.9 Once a person expressed a wish to see an advisor, the PR escorted the person to the filter desk in the library for direction to the most appropriate advisor.

5.1.10 A full page advert for the event was placed in Septembers Haringey People, building on the awareness-raising advert in August's edition. There were also lamp post banners placed along Wood Green High Road and posters in many Council Buildings. There were also flyers on display in various venues in the preceding week. Bookmarks promoting the 'Claim it' theme are still available in the library, advertising welfare benefits help lines.

5.2 Results

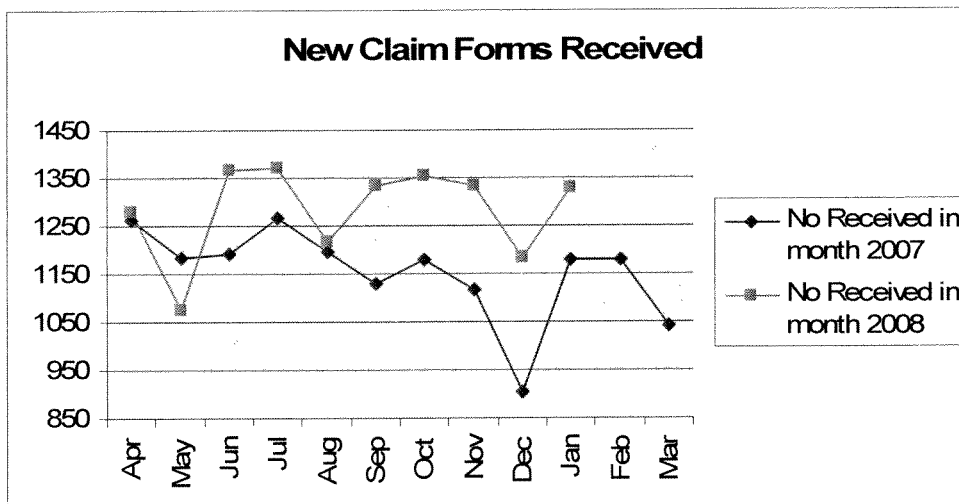
5.2.1 Detailed records of all customers seen were kept.

5.2.2 Altogether advice was provided to at least 500 customers. Of these, it is believed that 40% (200 customers) were advised that they were entitled to claim extra benefits.

5.2.3 It is not possible to provide specific figures as to exactly how much additional income this event generated for our customers as it cannot be guaranteed that every customer advised actually went on to claim the benefits that they were told that they were entitled to.

5.2.4 However, for illustrative purposes only, if each customer went on to receive just £5 in additional benefit per week, this would equate to £52,000 of additional benefits identified, however many customers were advised of potential benefits far in excess of this illustration.

5.2.5 An analysis of incoming benefit claims shows a marked increase in claims received in 2008/2009, when compared to 2007/2008. This could be attributed to the economic climate in general, but the 'Claim it' campaigns will have also contributed to this.



5.2.6 Our customers were recorded as being from the following areas:

- 31% No postcode recorded / address not given
- 24% N22
- 11% N8
- 10% N17
- 7% N15
- 5% N4

3%	<b>N11</b>
1%	<b>N10</b>
1%	<b>N6</b>
6%	<b>Other including Out of Borough</b>

5.2.7 Of the customers advised that they could claim extra money 22% are recorded as having children

### 5.3 Feedback

5.3.1 148 customers completed feedback cards. The results were extremely positive. Of the customers completing cards:

- ◆ 55% were encouraged in from the PR's outside the library, with a further 16% seeing the advert in Haringey People.
- ◆ 98% of respondents found the event very helpful or quite helpful.
- ◆ 98% expressed satisfaction with the advisor they saw
- ◆ 68% say they will claim extra benefit as a result of the advice they were given

## 6 Other Activity Undertaken

6.1 The Council have organised other events at which residents have been able to seek advice. These include Neighbourhood Forums, Access to Service Days and Area Assembly Meetings. Access to Service Days are targeted at particular communities in Haringey, and are aimed at raising awareness of local services and strengthening links between the local community and service providers.

6.2 Such events have been smaller than the main Claim-It event and have consequently seen less people. Take-up is not the sole focus of such events but they do provide a platform for people to seek advice, take leaflets and present an opportunity to raise awareness of state benefits.

6.3 Including the Wood Green event, advice has been provided to over 650 people, of which approximately 250 have been advised that they may be entitled to other benefits.

6.4 In a direct focus on Child Poverty, a pilot take up advice surgery was publicised and held in a school in Broadwater Farm, Tottenham, although this was poorly attended, so we will be rethinking the strategy for targeting schools in 2009/2010

6.5 In April 2008, targets were set for increasing take-up of Housing & Council Tax Benefit. The current projection is that by the end of the year, our caseloads will have increased as follows:

	2008-09 Target	Expected Year end Outcome	Target for Next Year
Council Tax Benefit for Pensioners	3%	1.6%	2%
Housing Benefit for Working Age claimants	5%	17.5%	20%
Council Tax Benefit for Working Age claimants	10%	11.6%	15%

## 7 Future Strategy

7.1 The Council will continue to pursue income maximisation and take-up activities as

a long-term strategy.

- 7.2 The Corporate Policy & Strategy Manager is coordinating project manager for the Child Poverty Strategy and spends on the allocated budget are authorised by the Children and Young People Service.
- 7.3 There was a child-poverty budget from which much take-up activity this year has been funded. The Council has once again committed to fund £100k for take up activities in 2009/2010.
- 7.4 The child-poverty budget has also funded an officer at Haringey Citizens Advice Bureaux to Project Manage take-up activity.
- 7.5 The Council will continue to run events under the 'Claim It' banner but the methodology for the campaigns will be slightly different this year. We will take advantage of intelligence available to us in order to target our campaigns to communities where benefits are under claimed and areas of the borough where benefits are under claimed.
- 7.6 Whilst it is recognised that general 'walk in' surgeries can be very successful, it has been agreed that activities undertaken in 2009/2010 will be more intelligence-led and focussed to those in greatest need, by using the information available to us from the Haringey Borough Profile, GIS data and Equalities data recorded on the BLT software application.

## **8 Recommendations**

- 8.1 That members note the approach taken and can contribute to future income maximisation strategies for 2009/2010.

## **9 Reason for Recommendations**

- 9.1 To ensure that Members are well informed of the activities undertaken in 2008/2009, be assured of the Council's continued commitment to income maximisation for all Haringey residents and contribute to future income maximisation strategies in the borough.

## **10 Summary**

- 10.1 This briefing report updates Members on progress following the scrutiny review of Benefit Take-Up undertaken in 2005.
- 10.2 The report explains how we have addressed the points raised in that report
- 10.3 The report details how the main event (the Wood Green "Claim It" event) was organised and evaluated
- 10.4 The report lists other activity undertaken by Benefits & Local Taxation in partnership with other services and outside bodies.
- 10.5 The report considers options for our future strategy, including intelligence based activity, utilising information available from the Borough Profile, GIS and other

systems.

### 11 Chief Financial Officer Comments

11.1 The Chief Financial Officer can confirm that the Council meeting on 9 February 2009 agreed a further £100k in 2009/10 to support the income maximisation activities within the Child Poverty Strategy. There are no additional financial implications arising from this report.

### 12 Head of Legal Services Comments

12.1 The use of resources for the purposes described in the report can be authorised under the Council's "well being" powers and the relevant link to the Sustainable Community Strategy is explained in paragraph 4.2 above

### 13 Equalities & Community Cohesion Comments

It is generally acknowledged that those receiving state benefits experience greater deprivation and disadvantage, and people from minority ethnic groups, women, lone parents and disabled people are disproportionately reliant on state benefits. Encouraging take-up and understanding of these benefits, increases the wealth and well being of these groups of people, and can also provide a stepping stone into work.

The Council are working with the other services to provide benefits advice to residents and to encourage take-up of all under claimed benefits.

We aim, through consultation and use of Geographical Information to target specific areas of the borough where under claiming of Housing Benefit/Council Tax Benefit is evident. We will focus on these areas to promote Housing Benefit, Council Tax Benefit and other Welfare Benefits.

Customer consultation and feedback will continue and records will be kept of any impact of such consultation on particular areas of the community. Should the need arise our policies or practices will change as a result of the findings of this consultation.

### 14 Service Financial Comments

14.1 The Council is committed to continue the good work undertaken and has funded a further £100k for income maximisation activities in 2009/2010

### 15 Local Government (Access to Information) Act 1985

- Haringey Sustainable Community Strategy 2007-2016.
- Child Poverty Strategy
- The Experience Counts Strategy for Older People

All strategies are available to view on the Haringey Website

This page is intentionally left blank



Haringey Council

Agenda item:

[No.]

Overview and Scrutiny

On 16 March 2009

Report Title: 2008/09 quarters two and three LAA performance report

Report of Assistant Chief Executive, Policy, Performance, Partnerships and Communications

Signed

Dated 6/03/09

Sharon Kemp Assistant Chief Executive, Policy, Performance, Partnerships and Communications

Contact Officer : Eve Pelekanos, Head of Policy and Performance 0208 489 2508

Wards(s) affected: All

Report for: Non Key Decision

1. Purpose of the Report (That is, the decision required)

1.1 To provide quarters two and three 2008/09 update against the Local Area Agreement targets under Haringey's Community Strategy priorities.

2. Introduction by Cabinet Member

3. Recommendations

3.1 To review Quarters 2 and 3 performance for the Local Area Agreement.

3.2 To consider remedial actions to be taken to address areas of risk.

4. Reason for Recommendations

4.1 This is the quarterly performance monitoring report, providing quarters two and three performance data for 2008/09. The information in this report supports continuous service improvements across our LAA targets under the Haringey's Community Strategy priorities.

5. Other options considered

5.1 None

## 6. Summary

- 6.1 In June 2008 Haringey signed a new Local Area Agreement replacing a previous agreement signed in April 2007.
- 6.2 This report provides the latest available performance information on the 80 indicators contained within our LAA under Haringey's Community Strategy priorities.
- 6.3 For a number of the LAA indicators data becomes available once a year, where information was not available the report shows the latest available data which gives an indication of where current performance is.
- 6.4 On 14 October the Secretary of State announced that he was ending schools' requirement to run National Curriculum tests at the end of Key Stage 3, therefore GOL confirmed deletion of the NIs 74, 83, 95, 96, 97 and 98.
- 6.5 Known risk areas at this point are:
- Under 18 conception rate
  - Prevalence of Chlamydia
  - Recycling
  - Number of people of incapacity benefit for more than 6 months helped into sustained employment.
- 6.6 In addition to ensuring that we manage the risk in relation to the above areas we need to be aiming to fill any gaps in the data as soon as it becomes available. Although non-availability of data may be a national issue in some areas, for some of the local indicators we should be able to collect the necessary information.
- 6.7 Good progress has been made in collecting baselines. 19 indicators which did not have baseline in Quarter 1 have now got data. Performance in Quarter 3 has been good in some areas and the performance against the thirteen stretch targets is strong.

## 7. Background

- 7.1 In June 2008 Haringey signed a new Local Area Agreement replacing a previous agreement signed in April 2007. The new LAA was developed within a new framework whereby 35 targets were chosen, selected from a list of 198 new national indicators. These 35 improvement targets encompass our key priority area for the next three years. In addition to the 35 there are 16 mandatory education and early years' targets. Where local priorities were not reflected within the potential 198 indicator list, 29 local indicators have been developed.
- 7.2 As part of the 2007 LAA 13 'stretch' targets were agreed, these cover the period 2007-2010 and upon achievement of set targets the partnership will receive approximately £9 million. Where these stretch indicators are not reflected in the 35 targets they have been included as local indicators until 2010.
- 7.3 The scorecard in Appendix 1 shows quarters two and three performance or the most recent available performance information for the 35 improvement targets, 16 education and early years' targets and the 29 local indicators including stretch targets.

7.4 On 4 March 2008, the Performance Management Group of the HSP agreed to monitor the performance of the Local Area Agreement and projects funded through the Area Based Grant (ABG) on a quarterly basis.

How traffic lights are allocated in Appendix 1:

- green: = target achieved / performance better than planned
- amber: = just below target (normally a 5% tolerance)
- red: = target not achieved / below expectation

## 8. Exception Report

8.1 This report reviews performance against 80 indicators. 27 are reported as green, 6 as amber, 15 as red and 32 data missing. A number of these are for educational attainment.

8.2 Areas for focused review by the partnership are:

- Under 18 conception rate
- Prevalence of Chlamydia
- Recycling
- Number of people of incapacity benefit for more than 6 months helped into sustained employment.

# HSP Quarters 2 and 3 Exception Report 2008/09

Generated on: 04 February 2009

## CY02\_P\_N0112 Under 18 conception rate

The change in the rate of under-18 conceptions per 1000 girls aged 15-17 as compared with the 1998 baseline rate (expressed as a percentage of the 1998 rate)

Outcome Lead Peter Lewis

Portfolio Children and Young People Portfolio

Sustainable Community Strategy Outcome

Healthier people with a better quality of life



ABG Funding: £ 272,037

Cosmic (£4,358); Substance Misuse Coordinator (£4454); Teenage Pregnancy Local Implementation Grant (£170,000); TP sexual health (£51,375); 4YP (Bus) (£32,125); Libraries for life (£9,725)

### Explanation of current performance

The graph shows that there is an increase in the first two quarters of 2007 in under 18 conception rates rather a decrease as per our target. Data is provided from ONS and relates to conceptions in a certain period but is not collated until the birth, so there is a time lag in excess of a year. The marked difference between Q1 and Q2 is attributed to seasonal variations. Haringey's performance is below the All England and London Averages.

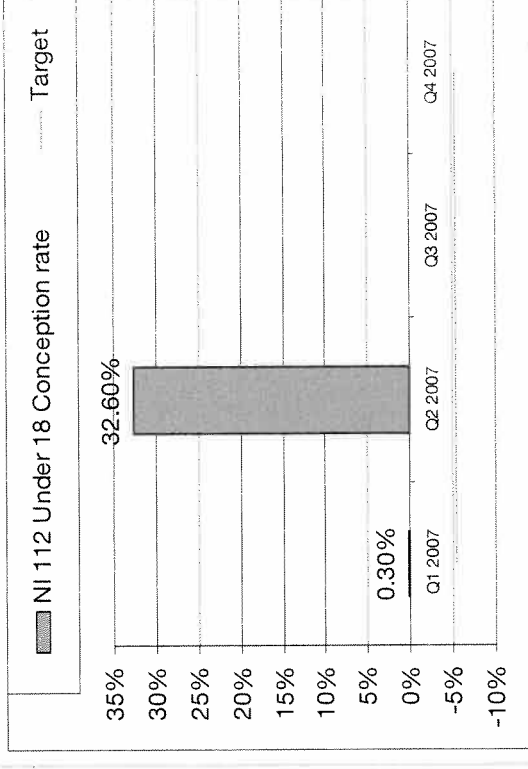
### Current Activities

The Teenage Pregnancy Strategic Partnership Board has fully engaged the support of the Teenage Pregnancy National Support Team and Regional Teenage Pregnancy Coordinator and Government Office for London in the following areas:

- an extension of the needs assessment being carried out and the implementation of Haringey's local monitoring data set;

	Value	Target
Q1 (2007)	0.3%	-5.3%
Q2 (2007)	32.6%	-5.3%
Q3 (2007)	6.4%	-5.3%
Q4		-5.3%

	Value	All England - Average	London Boroughs - Average
2006	2.2%	-13.3%	-11.1%



- the inclusion of Haringey as a pilot for the new Sex and Relationships Education Spiral Curriculum for 5 – 16 year olds;
- a mapping of all recommendations from the TPNST's visit against the Action Plan 08/09;
- support with two conferences and related workshops in order to revitalise and accelerate all our stake holder's involvement with the Strategy and Action Plan 08/09.

Quarter 2 progress against Area Based Grant funded projects is reported by the project manager as follows:

- to develop the capacity of Children's Centres to reach teenage parents - AMBER
- to ensure every teenage parent accessing the project has a support plan which includes education, employment & training and exit strategies - GREEN
- to ensure that referral routes into the service are universally understood and that the CAF procedures are used consistently - GREEN
- to support the PCT 4YP service to improve outreach targeted provision - AMBER
- to work with community and neighbourhood groups in areas identified as specific hotspots to address sexual health and conception / contraception issues - AMBER
- to develop work with young fathers and potential young fathers - AMBER

#### Best Practice

The following boroughs have achieved significant reductions between 1998-2006:

- Hammersmith & Fulham -36.5%
- Hackney -28%
- Tower Hamlets -24.2%
- Newham -20.5%

DCSF attribute success to engagement with delivery partners, a senior local champion, effective sexual health services, prioritisation of sex and relationship education, focus on targeted interventions, training on sex and relationships for partner organisation, a well resourced youth service and a good local communication strategy.

#### Emerging Risk

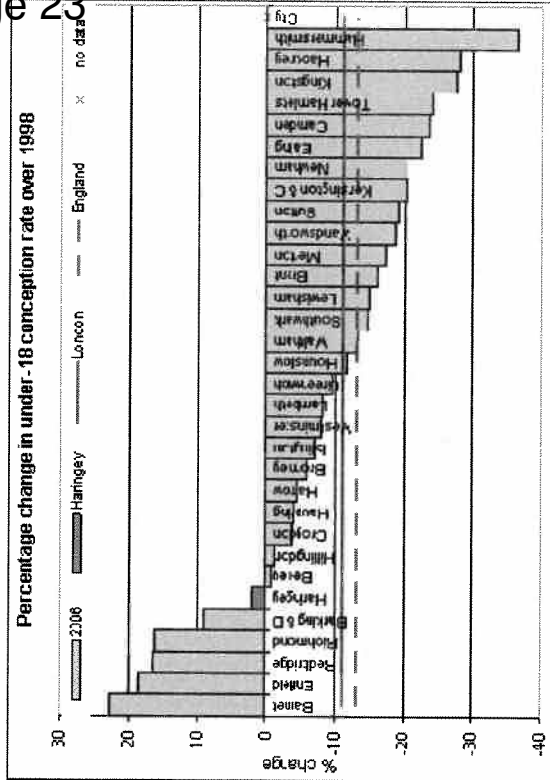
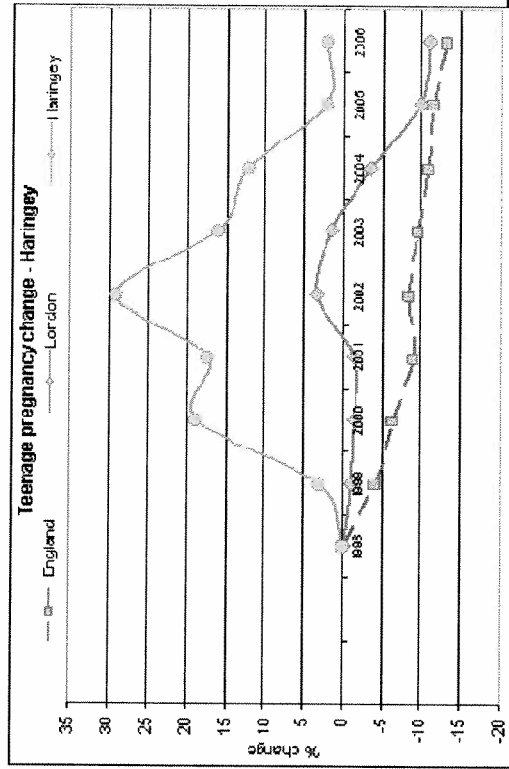
Impact on local public services and the well being of children and young people.

#### Performance discussion date:

Scrutiny Report March 2006  
Cabinet considered Scrutiny recommendations July 2006  
Scrutiny Update February 2008

#### Equality Impact

To be analysed.



**AC02\_P\_N0113a Prevalence of Chlamydia in under 25 year olds - Part 1 - Chlamydia screens/tests**

This indicator is measured in two parts:  
 - The percentage of population aged 15- 24 accepting a Chlamydia test (to be measured in Year 1, 2008/09, of the introduction of this indicator. This information will be used as a basis of performance for subsequent years)  
 - The number of positive diagnosis for Chlamydia in the resident population aged 15-24 (measured from 2009/10)

2008/09	Value	Target
Q1	3.5%	15.0%
Q2	4.1%	15.0%
Q3	7.8%	15.0%
Q4		

**Outcome Lead** Tracey Baldwin  
**Portfolio** Children and Young People Portfolio  
**Sustainable Community Strategy Outcome** Healthier people with a better quality of life

Value	All England - Average	London Boroughs - Average
2007/08	3.3%	



Red

**ABG Funding:** £ 93,225  
 TP sexual health (51,375); 4YP (32,125); Libraries for life (9,725)

**Explanation of current performance**

The target is to screen 15% of the population aged 15 to 24. The graph is showing that as at quarter 3 of 2008/09 7.8% of young people (15 to 24 years of age) have been screened

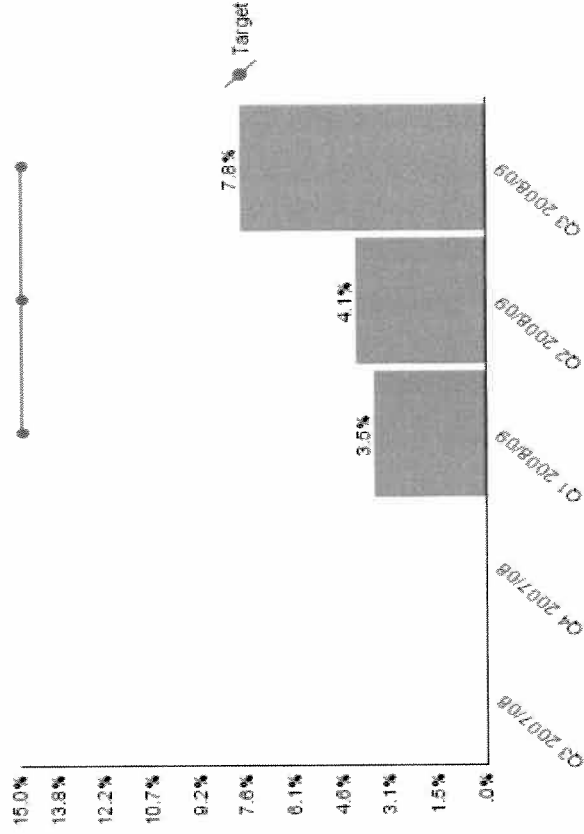
**Current Activities**

- Activities undertaken to increase levels of screening include:
  - Expansion of the number of sites offering Chlamydia screening, supported by a social marketing campaign developed by Exposure
  - Extended Local Enhanced Service for GPs which will increase the screening uptake of 15-24 year olds in primary care.
  - A pilot system to help GPs invite young people to use the postal screening service. A Turning the Curve exercise has taken place aimed at improving the uptake of Chlamydia screening.
  - Developing a screening service through pharmacies to make this service more accessible new investment in an outreach service to encourage young people at colleges to take up screening.

**Emerging Risk**

Increase in the prevalence of Chlamydia among this group of young people.

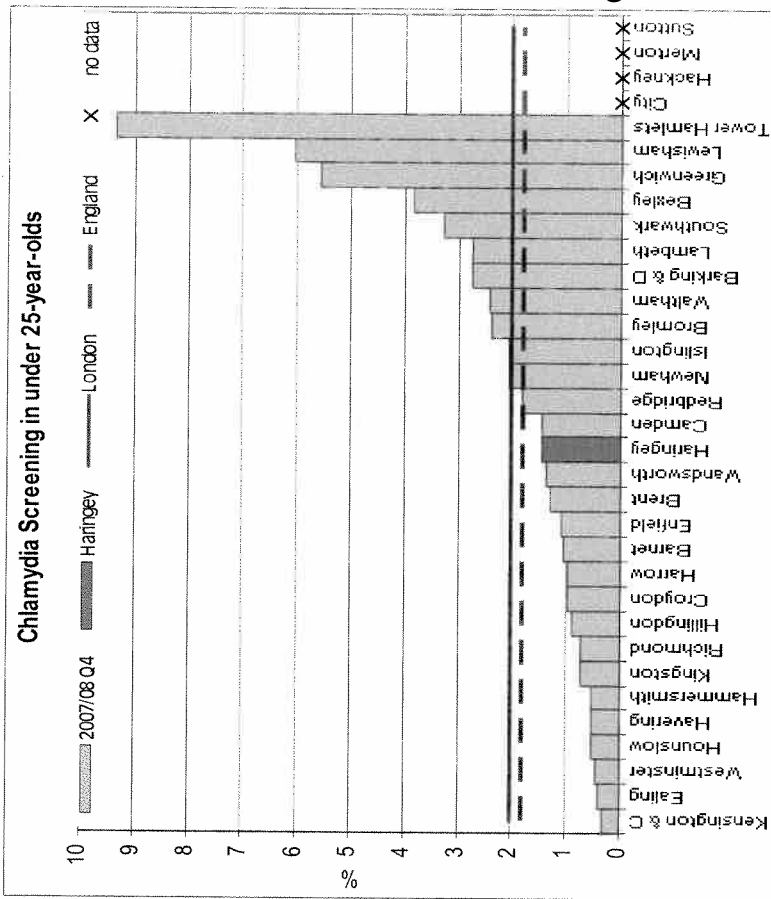
AC02\_P\_N0113a Prevalence of Chlamydia in under 25 year olds - Part 1 - Ch...



**Best Practice**  
 Comparative performance for 2007/08 is shown in the chart opposite.

**Performance discussion date**  
 HSP meeting 4 November 2008

**Equality Impact**  
 To be analysed



**UE08\_H\_N0192 Percentage of household waste sent for reuse, recycling and composting (2007-2010 stretch target)**

The percentage of household waste arising which have been sent for reuse, recycling, composting or anaerobic digestion.

**Outcome Lead** Niall Bolger  
**Portfolio** Environment and Conservation Portfolio

**Sustainable Community Strategy Outcome** An environmentally sustainable future

2008/09	Value	Target
Q1	24.2%	28%
Q2	24.4%	28%
Q3	24.5%	28%
Q4		

Value	All England - Average	London Boroughs - Average
2007/08	25.4%	34.5%
		25.5%



Red

**PRG Funding: £ 704,419**  
**ABG Funding: £ 215,000**

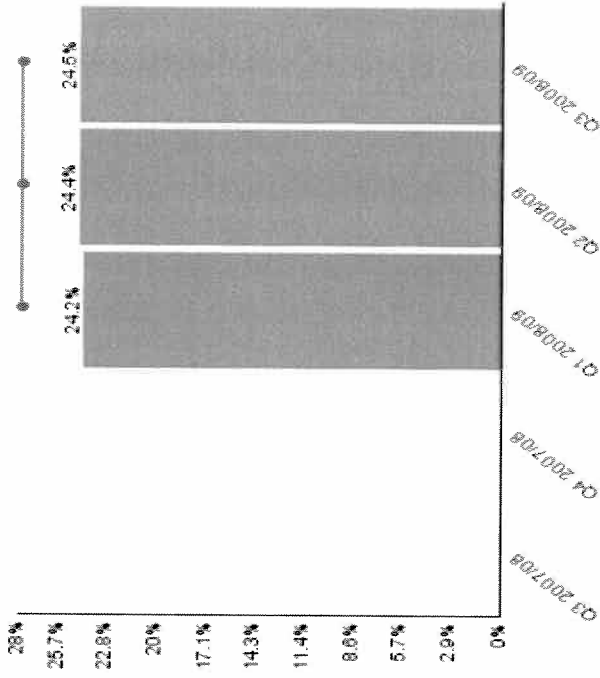
**Explanation of current performance**

The chart opposite shows that recycling rates have increased marginally over this financial year but are below the target of 28%.  
 Below target performance is due to the recycling rate and tonnages apportionment from North London Waste Authority being less than forecast, and changes in the method of apportioning household and non-household waste such that more waste is counted as household waste than previously.

**Current Activities**

- Action taken to increase recycling include:
- Trial project to supply compostable liners for free to residents to encourage participation in food waste recycling service.
  - Work with ReStore Community Projects to improve capture of recyclables or reusable items at interface with Haringey Enterprise.
  - Introducing a scheme to recycle proportion of street cleansing waste.
  - Investigating the quarterly apportionment process, reviewing all information provided by NLWA and checking NLWA tipping records to ensure all recyclable material is accounted for against the correct accounts.
  - Ensuring that Edmondton's bulk waste recycling process is fully utilised.

UE08\_H\_N0192 Percentage of household waste sent for reuse, recycling an...



**Emerging Risk**

Not achieving the target will result in the loss of all or part of the Performance Reward Grant.

**Best Practice**

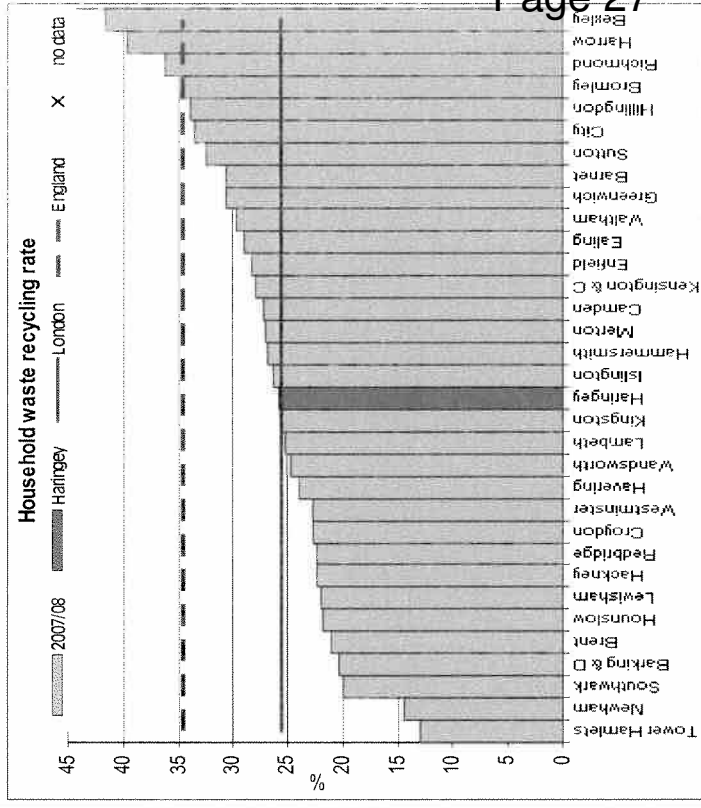
The charts opposite show comparative performance and the rates other London authorities are achieving.

**Performance discussion date**

Scrutiny Review : 28 April 2008

**Equality Impact**

TBC



UE03\_H\_L0046 Number of people on incapacity benefits helped into sustained work (2007 - 2010 stretch target)

The number of people who have been claiming Jobseekers Allowance for 6 months or more helped into sustained employment of at least 16 hours per week for 13 consecutive weeks or more, as measured by LB Haringey performance data.

Outcome Lead  
Niall Bolger

Portfolio  
Enterprise and Regeneration Portfolio

Sustainable Community Strategy Outcome  
Have economic vitality and prosperity shared by all



Red

PRG Funding: £704,419

Explanation of current performance

Achieving this stretch target remains a significant challenge. Other London Boroughs such as Islington and Bromley are also struggling with similar targets and are unlikely to meet them.

Current Activities

Haringey Guarantee project with PCT Working for Health linked to GP surgeries and health centres  
Condition Management Programme working with longer term sick and IB claimants

Emerging Risk

Negotiations are under way to remove this indicator from the LAA. However, alternatives need to be considered as local indicators. Haringey has a comparatively low employment rate. The Partnership needs to be playing a key role in addressing this.

Best Practice

Not aware of any particular examples of good practice on this. Reed's Pathways to Work contract is struggling with long term IB claimants and has not reported any sustained jobs with new claimants since their project began in April 2008.

Performance discussion date

TBC

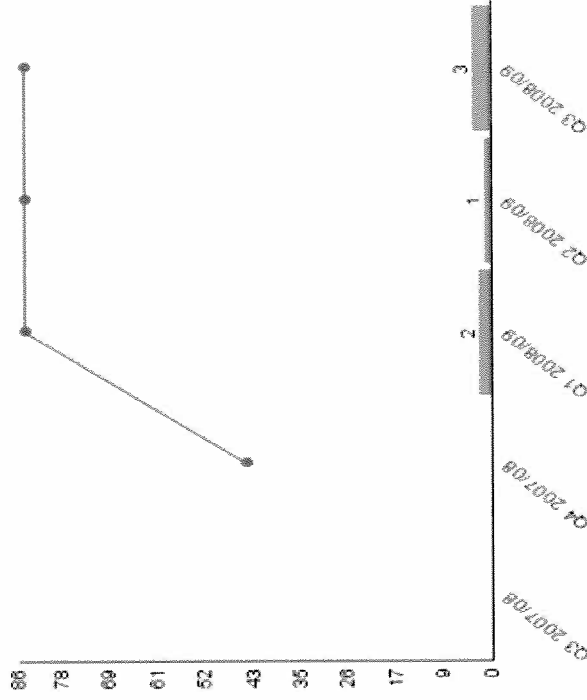
Equality Impact

To be analysed.

	Value	Target
Q1 2008/09	2	85
Q2 2008/09	1	85
Q3 2008/09	3	85
Q4 2008/09		

Value	All England - Average	London Boroughs - Average
2007/08	N/A	N/A

UE03\_H\_L0046 Number of people on incapacity benefits helped into sustain...



## 9. Area Based Grant

- 9.1 As advised in the Quarter 1 report, performance information on the 80 indicators contained within the LAA and ABG funded projects is now included in this report.
- 9.2 A number of projects within the ABG were in place before the introduction of the new National Indicators and the new LAA. As a result the link between project activity and LAA outcome targets was not explicitly made. This was recognised when the allocations to the Thematic Boards were agreed, with 2008/09 being a transitional year.
- 9.3 The project review process for quarter 2 was as follows:
- Each of the projects receiving funding from the ABG has completed a quarterly highlight report for the period July to September 2008.
  - The Thematic Boards used these reports to compile the tables shown in Appendix 1.
- 9.4 The review process for the ABG is new and developing incrementally. This is the first time project highlight reports have been used to report progress on ABG projects. The quality of the information being provided is variable but is expected to improve as the process matures and is embedded. The quarter 3 project highlight reports will be reviewed by the Partnership Team and quality assured with the Theme Leads to address issues raised in quarter 2 and provide an objective challenge to each project.
- 9.5 As recommended in the Area Based Grant Review report dated 4 November 2008 the number of projects funded by the ABG have been rationalised. Projects with common objectives have been merged in order to seek improvements in planning, a reduction in duplication and achieve value for money.
- 9.6 At the beginning of the financial year there were 144 projects within the ABG, there are now 119. Of the 119 projects, 96 (81%) are reported as having a GREEN overall status, 19 (16%) as AMBER and none as RED. 4 projects did not provide overall RAG status (3%).

Thematic Board	Amount (£m) *	No of projects	GREEN	AMBER	RED
Safer Communities	2,106	12	8	3	0
Better Places	1,922	9	7	2	0
Integrated Housing	222	2	2	0	0
Enterprise	1,200	3	3	0	0
Children & Young People	9,871	33	28	4	0
Wellbeing	5,143	52	43	7	0
Top slice	1,793	8	5	3	0
<b>Total</b>	<b>22,257</b>	<b>119</b>	<b>96</b>	<b>19</b>	<b>0</b>

The figures in the table above are as reported by Thematic Leads and are subject to review.

**10. Chief Financial Officer Comments**

10.1 The Chief Financial Officer has been consulted on the contents of this report and notes the progress made on the LAA targets, including the 13 stretch targets. Members should note that final assessment and payment of the performance reward grant (PRG) will not take place until the end of the final year i.e. 2009/10. It should also be borne in mind that the actual sum paid depends on the level of stretch attained.

**11. Head of Legal Services Comments**

11.1 The Council and all its Member bodies must have regard to every relevant local improvement target under the Local Area Agreement when exercising the Council's functions.

**12. Head of Procurement**

12.1 Not Applicable

**13. Equalities & Community Cohesion Comments**

13.1 The Local Area Agreement improvement targets will be of particular benefit to disadvantaged communities and population groups across the borough especially in those wards and super output areas that have higher levels of deprivation. An equalities impact assessment has been undertaken to ensure that there are no adverse impacts to any particular group and a number of the stretch targets are aimed at improvement in particular areas/ wards.

**14. Consultation**

14.1 The LAA is based upon the objectives and priorities contained within the Community Strategy which were developed through extensive involvement and consultation with resident, organisations and other stakeholders.

**15. Service Financial Comments**

15.1 There is just over £9 million of Performance Reward Grant (PRG) available to Haringey spread over 13 'stretch' targets. Positive progress has been made on the 13 stretch targets. Members should note that final assessment and payment of the performance reward grant (PRG) will not take place until the end of the final year i.e. 2009/10.

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

16.1 Appendix 1. Quarters two and three Scorecard

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

17.1 Service submissions of performance data to support progress against LAA targets

Priority		Baseline 0607	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD Progress
P1	78%	<b>NI 1</b> % of people who believe people from different backgrounds get on well together in their local area Target 81% Comment Place Survey provisional result is 75.7% pending on confirmation from the Audit Commission.	Annual	Annual	Annual	Annual	
P6	41%	<b>NI 4</b> % of people who feel they can influence decisions in their locality Target 43% Comment Place Survey provisional result is 40.5% pending on confirmation from the Audit Commission.	Annual	Annual	Annual	Annual	
P1		<b>NI 6</b> Participation in regular volunteering Target The target and baseline deferred until 2009, when a statistically significant improvement will be agreed as part of year 1 refresh Comment Place Survey provisional result is 20.7% pending on confirmation from the Audit Commission. Target and baseline to be set.	Annual	Annual	Annual	Annual	
P1	18.9%	<b>NI 7 - Local</b> Environment for a thriving third sector Target Baseline is now available from the Cabinet Office national survey of third sector organisations. Target to be set. Comment					
P5	22.9% 05/06	<b>NI 8 - Stretch</b> Adult participation in sport Target 22.9% without and 26.9% with stretch Comment Annual survey, this indicator has missed target but Sport England have not reported a statistically significant drop. Cabinet received and approved the Sports & Physical Activity Improvement Plan 'Hariaactive' in September 2008, outlining a number of existing & planned improvement projects. The Whole 'Hariaactive' campaign will be launched in May/June 2009. The 2009/10 (October - September) Active People Survey will inform the LAA target performance assessment. Qtr 3 leisure attendance is at 973534 exceeding target, and Active Card Membership is at 12011, also exceeding target.	Annual	Annual	Red 20.2%	Annual	Red 20.2%

P4		<b>NI 15</b> Serious violent crime rate <i>Target</i> No target set. (National issue)				
		<i>Comment</i> Owing to observations and comments made by the Home Office earlier in the year, the Metropolitan Police is conducting a review of the crime types and level of injuries that make up the new group of offences under NI15. This review will be completed by March. Baseline data will be agreed at the end of this financial year. No data should be used at this time against NI15 as this year's data is likely to change once the review is completed and last year's data is not measured and counted in the same way.				
P4		<b>NI 16</b> Serious acquisitive crime rate <i>Target</i> 37.6 per 1000 population (8,479 offences)				
	39.8 per 1000	<i>Comment</i> Quarter 3 annual equivalent performance is 38.5 per 1000 population (2172 actual offences or a 3.9% increase in quarter 2). Slight year-on-year increases burglary and theft from motor vehicle crime have contributed to the amber flag, however both of these offences are showing recent falling trends.				↑
			Green	Green	Amber	Amber
			36.4 per 1000	36.7 per 1000	38.5 per 1000	38.5
P4		<b>NI 21</b> Dealing with local concerns about anti-social behaviour and crime by the local council and the police <i>Target</i> 24%				
	24%	<i>Comment</i> Baseline still to be confirmed by GOL. Place Survey provisional result is 27.9% pending on confirmation from the Audit Commission.				
			Annual	Annual	Annual	Annual
P4		<b>NI 35</b> Building resilience to violent extremism <i>Target</i> The 2008/09 target is level 2. This is an average of the following criteria; Understanding of, and engagement with, Muslim communities, Knowledge and understanding of the Preventing Violent Extremism agenda, Effective development of an action plan to build the resilience of communities and support vulnerable individuals and Effective oversight, delivery and evaluation of projects and actions				
		<i>Comment</i> Plans are on target. An officer's steering group is in place. Community organisations are commissioned to deliver engagement for women and youth and further education and capacity building. A consultation is planned for quarter 3 and the action plan will be in first draft early in quarter 4.				→
			Amber	Amber		Amber
	1		1	1		1
P5		<b>NI 39</b> Alcohol-harm related hospital admission rates <i>Target</i> 1579				
P4		<i>Comment</i> No data available for 2008/09 - awaiting to hear back from North West Public Health Observatory (NWPHO) on timetable for this. Still awaiting Analysis of Alcohol Attributable Hospital Episode statistics (HES) data to identify numbers and trends to commence, this is due to changes in calculations from the Department of Health. There is a delay in the 2007/08 HES final figures. This is due February 2009, with the alcohol related admissions published shortly afterwards.				
	1342					

P4		<b>NI 40</b> Drug users in effective treatment <i>Target</i> 8% increase on 2007/08 baseline					
		<i>Comment</i> In December 2008, the 2007/08 baseline figure was refreshed by GOL, putting it in line with the NHS vital signs target. The target itself did not change. The refresh revised the baseline from 883 to 933. That reset the number required to achieve an 8% growth to 1008. Current performance covering Sept 2007-Sept 2008 = 986. This is a 5.68% increase on 2007/08 baseline. Please note that due to the way this target is calculated, the performance level will always be 4 months behind.					↑
	933 (07/08)		<b>Green</b> 3.5% = 966 as of May 2008	<b>Green</b> 5.68% = 986 as of September 2008			<b>Green</b> 986 or 5.68%
P5		<b>NI 51</b> Effectiveness of child and adolescent mental health (CAMHS) services <i>Target</i> 13					
		<i>Comment</i> Four elements of CAMHS (learning difficulties, 24 hour cover urgent mental health, services for 16 and 17 year olds, early identification and intervention) are scored on a scale of 1-4, maximum overall score is 16.					→
	13		<b>Green</b> 13	<b>Annual</b>	<b>Annual</b>	<b>Annual</b>	<b>Green</b> 13
P5		<b>NI 53 Local</b> Prevalence of breastfeeding at 6-8 weeks from birth <i>Target</i> a) 50% of infants being breastfed at 6-8 weeks b) 85% of infants for whom breastfeeding is recorded					
		<i>Comment</i> New indicator. Government guidance suggests target will be measured by Q4 performance. Good progress has been made on the previous target (breast feeding at birth) and we expect this to be maintained. Until 6-9 week data is available, breast feeding initiation data is provided below as a proxy.					↑
	1, 40% (07/08) 2, 0% (07/08)		<b>Green</b> a. 50% b. 85.1%	<b>Green</b> a. 51% b. 92.7%			<b>Green</b> 92.70%
P5		<b>NI 56</b> Obesity among primary school age children in year 6 <i>Target</i> 24%					
		<i>Comment</i> Annual figure collected in June 2008.					↑
	23.80%		<b>Green</b> 24.0%	<b>Green</b> 23.0%			<b>Green</b> 23.0%
P4		<b>NI 60</b> Core assessments for children's social care that were carried out within 35 working days of their commencement <i>Target</i> 86%					
		<i>Comment</i> Performance data subject to validation.					
	84%						
P3		<b>NI 72</b> Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy PSA 10 <i>Target</i> 46.10%					
		<i>Comment</i> This is an improving trend.					↑
	41.20%		<b>Red</b> 43.0%				<b>Red</b> 43.0%

<p>67% 0708</p>	<p><b>NI 73</b> Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold) PSA 10  <i>Target</i> 70% (Target for 07/08 academic year)  <i>Comment</i> Annual collection.</p> <p style="text-align: right;">↓</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;"><b>Red</b></td> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;"><b>Red</b></td> </tr> <tr> <td></td> <td style="text-align: center;">65.0%</td> <td></td> <td style="text-align: center;">65.0%</td> </tr> </table>		<b>Red</b>		<b>Red</b>		65.0%		65.0%																
	<b>Red</b>		<b>Red</b>																						
	65.0%		65.0%																						
<p>58%</p>	<p><b>NI 74</b> Achievement at level 5 or above in both English and Maths at Key Stage 3 (Threshold) PSA 10  <i>Target</i> 61% (Target for 07/08 academic year)  <i>Comment</i> <b>On 14 October the Secretary of State announced that he was ending schools' requirement to run National Curriculum tests at the end of Key Stage 3, therefore GOL confirmed deletion of this indicator.</b></p> <p style="text-align: right;">↑</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;"><b>Green</b></td> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;"><b>Green</b></td> </tr> <tr> <td></td> <td style="text-align: center;">62.0%</td> <td></td> <td style="text-align: center;">62.0%</td> </tr> </table>		<b>Green</b>		<b>Green</b>		62.0%		62.0%																
	<b>Green</b>		<b>Green</b>																						
	62.0%		62.0%																						
<p>37.40%</p>	<p><b>NI 75</b> Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Threshold) PSA 10  <i>Target</i> 44% (Target for 07/08 academic year)  <i>Comment</i> This is a strong positive trend that is increasing at twice the national rate since 2002</p> <p style="text-align: right;">↑</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;"><b>Amber</b></td> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;"><b>Amber</b></td> </tr> <tr> <td></td> <td style="text-align: center;">42.0%</td> <td></td> <td style="text-align: center;">42.0%</td> </tr> </table>		<b>Amber</b>		<b>Amber</b>		42.0%		42.0%																
	<b>Amber</b>		<b>Amber</b>																						
	42.0%		42.0%																						
<p>66%</p>	<p><b>NI 79 - Stretch</b> Achievement of a Level 2 qualification by the age of 19  <i>Target</i> 65% (Target for 07/08 academic year)  <i>Comment</i> Annual collection. Data collected from number of different sources and published at national level by DSL statistica in late February. It is not available at local authority level until the LSC matches it. This is not usually available until mid April.</p> <div style="text-align: center;"> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <caption>NI 79 - Achievement of a Level 2 qualification by the age of 19 (%)</caption> <thead> <tr> <th>Year</th> <th>Haringey</th> <th>London</th> <th>England</th> </tr> </thead> <tbody> <tr> <td>2003/04</td> <td>~65</td> <td>~65</td> <td>~65</td> </tr> <tr> <td>2004/05</td> <td>~68</td> <td>~65</td> <td>~65</td> </tr> <tr> <td>2005/06</td> <td>~70</td> <td>~65</td> <td>~65</td> </tr> <tr> <td>2006/07</td> <td>~75</td> <td>~65</td> <td>~65</td> </tr> </tbody> </table> </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>	Year	Haringey	London	England	2003/04	~65	~65	~65	2004/05	~68	~65	~65	2005/06	~70	~65	~65	2006/07	~75	~65	~65				
Year	Haringey	London	England																						
2003/04	~65	~65	~65																						
2004/05	~68	~65	~65																						
2005/06	~70	~65	~65																						
2006/07	~75	~65	~65																						
<p>61%</p>	<p><b>NI 83</b> Achievement at level 5 or above in Science at Key Stage 3 DCSF DSO  <i>Target</i> 65% (Target for 07/08 academic year)  <i>Comment</i> <b>On 14 October the Secretary of State announced that he was ending schools' requirement to run National Curriculum tests at the end of Key Stage 3, therefore GOL confirmed deletion of this indicator.</b></p> <p style="text-align: right;">↓</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;"><b>Red</b></td> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;"><b>Red</b></td> </tr> <tr> <td></td> <td style="text-align: center;">60.0%</td> <td></td> <td style="text-align: center;">60.0%</td> </tr> </table>		<b>Red</b>		<b>Red</b>		60.0%		60.0%																
	<b>Red</b>		<b>Red</b>																						
	60.0%		60.0%																						

P3		<b>NI 87</b> Secondary school persistent absence rate DCSF DSO				
		<i>Target</i> 7.0% (Target for 07/08 academic year)				
		<i>Comment</i> This is provisional data from DCSF based on Autumn and Spring terms				↑
	7.20%		Green			Green
			6.4%			6.4%
P3		<b>NI 92</b> Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest PSA 11				
		<i>Target</i> 34.5% (Target for 07/08 academic year)				
		<i>Comment</i> Gap has been reduced by 0.8% from last year. This is a very challenging target.				↑
	38.90%		Red			Red
			38.1%			38.1%
P3		<b>NI 93</b> Progression by level 2's in English between Key Stage 1 and Key Stage 2				
		<i>Target</i> 85.5% (Target for 07/08 academic year)				
		<i>Comment</i> This figure is an estimate based on incomplete data. There have been national issues with the marking and checking process and the confirmed figure may not be available until March 2009.				↓
	84.80%		Red			Red
			81.0%			81.0%
P3		<b>NI 94</b> Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2				
		<i>Target</i> 78% (Target for 07/08 academic year)				
		<i>Comment</i> This figure is an estimate based on incomplete data. There have been national issues with the marking and checking process and the confirmed figure may not be available until March 2009.				↓
	75.40%		Red			Red
			73.0%			73.0%
P3		<b>NI 95</b> Progression by 2 levels in English between Key Stage 2 and Key Stage 3				
		<i>Target</i> 38% (Target for 07/08 academic year)				
		<i>Comment</i> <b>On 14 October the Secretary of State announced that he was ending schools' requirement to run National Curriculum tests at the end of Key Stage 3, therefore GOL confirmed deletion of this indicator.</b>				
	35.60%					
P3		<b>NI 96</b> Progression by 2 levels in Maths between Key Stage 2 and Key Stage 3				
		<i>Target</i> 57% (Target for 07/08 academic year)				
		<i>Comment</i> <b>On 14 October the Secretary of State announced that he was ending schools' requirement to run National Curriculum tests at the end of Key Stage 3, therefore GOL confirmed deletion of this indicator.</b>				
	54.70%					



P5		<p><b>NI 112</b> Rate of under-18 conceptions (per 1000 girls aged 15-17 as compared with the 1998 baseline rate)</p> <p><i>Target</i> -5%</p>				
	2.20%	<p><i>Comment</i> Data is provided from ONS and relates to conceptions in a certain period but is not collated until the birth therefore the 9 months + at least 3 months to analyse data time lag. Therefore we get conceptions for a certain time period over 1 year after the conception. The data includes those leading to abortion. Current data is for 2007 and is provisional. Q3 2007 provisional data was released end of November 2008.</p> <p>We are taking local action to develop a 'real time' data collection system, supported by the Government Office for London and Teenage Pregnancy National Support Team.</p>	Red	Red	Red	Red
			0.3%	32.6%	6.4%	6.4%
P5		<p><b>NI 113</b> Prevalence of Chlamydia in under 20 year olds</p> <p><i>Target</i> 15%</p>				
	3.3% (3rd quarter 07/08)	<p><i>Comment</i> Percentage of young people being screened. 1813 up to end of October. This data refers to coverage of screening and not prevalence.</p>	Red	Red	Red	Red
			3.5%	4.1%	7.8%	7.8%
P5		<p><b>NI 116</b> Proportion of children in poverty</p> <p><i>Target</i> 34.50%</p>				
	36.4% (06/07 provisional)	<p><i>Comment</i> New indicator monitored annually. Due May 2009. Data is sourced from DWP and is issued annually.</p>	Annual	Annual	Annual	Annual
P3		<p><b>NI 117 - Stretch</b> 16-18 year olds who are not in education, training or employment (NEETS)</p> <p><i>Target</i> 11% (10.9% in 2009/10)</p>				
	11.60%	<p><i>Comment</i> December 2008 is 6.7%.</p>	Green	Green	Green	Green
			8.4%	9.5%	6.7%	6.7%
P5		<p><b>NI 119 - Local</b> Self reported measure of peoples overall health and well-being</p> <p><i>Target</i> Baseline and targets to be set.</p>				
		<p><i>Comment</i> Place Survey provisional result is 80% pending on confirmation from the Audit Commission.</p>				

P5	98 per 100,000 (0708)	<b>NI 121</b> Mortality rate from all circulatory diseases at ages under 75 <i>Target</i> 94 per 100,000 <i>Comment</i> This is an annual return and requires data from Office of National Statistics. Life expectancy action plan feeds into this indicator. Figures are based on a 3 year rolling average. This data will not be updated again until January 2010.				
			Haringey	London Average	National Average	
		03/05	114.3	96.6	91.2	
		04/06	98	89	84.9	
		05/07	94	84	79.8	
P5	1872 4 week quitters 0607 (not per 100,000)	<b>NI 123</b> 16+ current smoking rate prevalence <i>Target</i> 1887 smoking quitters (Q1 50, Q2 302, Q3 591, Q4 944) <i>Comment</i> The target is profiled with 50% of quitters in expected in Q4.				↓
			Green	Green	Red	Red
			184	352	277	813
P5	78%	<b>NI 125</b> Achieving independence for older people through rehabilitation/intermediate care <i>Target</i> 79% <i>Comment</i> 77.4% 24/31 clients were living independently in their own homes 91 days after hospital discharge				→
				Amber		Amber
				77.4%		77.4%
P5	TBC	<b>NI 126</b> Early access for women to maternity services <i>Target</i> 50% <i>Comment</i> Discussions are taking place for collecting this data. Annual collection. Government proposes to use DH Local Delivery Plan return to collect data in first year. Figures shown here are approximate.				
			Green	Green		Green
			61.3%	67.0%		67.0%
P5		<b>NI 127 Local</b> Self reported measure of social care users (triennial survey) <i>Target</i> Baseline and Targets to be set as part of year 1 refresh <i>Comment</i> This indicator is measured by survey every 3 years, (next due in 2008/09). Annual survey due to take place in 09/10. The latest results from the service user questionnaire from Adults Services found that 89% of clients were satisfied with the services they were receiving.				
			Annual	Annual	Annual	Annual
P5	14.2%	<b>NI 135</b> Carers receiving needs assessment or review and a specific carers' service, or advice and information <i>Target</i> 14.22% <i>Comment</i> We are currently projected to comfortably exceed the 08/09 target.				↑
			Green	Green	Green	Green
			21.0%	23.0%	21.0%	21.0%

P5		<b>NI 140</b> Fair treatment by local services <i>Target</i> 71% <i>Comment</i> Place Survey provisional result is 60.4% pending on confirmation from the Audit Commission.	PMG LAA Lead			
	70%		Annual	Annual	Annual	Annual
P5	75%	<b>NI 141</b> Number of vulnerable people achieving independent living <i>Target</i> 75% <i>Comment</i>				
	65.0%		Green 85.2%	Amber 69.0%	Green 82.0%	Green 78.73%
P5		<b>NI 149</b> Adults in contact with secondary mental health services in settled accommodation <i>Target</i> 1% increase <i>Comment</i> This indicator has been delayed until 2009/10.				
P3		<b>NI 153</b> Working age people claiming out of work benefits in the worst performing neighbourhoods <i>Target</i> 27.60% <i>Comment</i> Data for NI 153 has been withdrawn pending clarification of the precise methodology. The data available before withdrawal showed:  Year to May 2007 (baseline): 28.5% Year to August 2007: 28.1% Year to November 2007: 27.5% Year to February 2008: 27.1% Year to May 2008: 26.8%  Although this performance is encouraging, in light of the current economic climate we expect these figures to rise once data from August 2008 onwards are published. Proxy data show that since May 2008 the number of JSA claimants in Haringey has increased by 17%. Further labour market deterioration is expected and this is reflected in the fact that we have submitted a revised target proposal to limit the increase in the out of work benefits claim rate to 3.9 percentage points over the three year LAA period. Updated January 2009.				
	28.50%					
P1		<b>NI 154</b> Net additional homes provided <i>Target</i> 680 units (London plan target); 1657 (Haringey's projected additional units) <i>Comment</i> This data is provided on an annual basis. Data to be available in May 2009.				
	1067					

P5		<b>NI 155</b> Number of affordable homes delivered (gross) <b>Local</b> <i>Target</i> 340 <i>Comment</i> This data is provided on an annual basis. Data to be available in May 2009.					
	250 (0708)						
P5		<b>NI 156</b> Number of households living in Temporary Accommodation <i>Target</i> 4000  <i>Comment</i> The delivery of the Temporary Accommodation Reduction target of no more than 4000 households living in temporary accommodation by 31/03/2009 was a very challenging target bearing in mind the service's performance over the previous 3 years. A mid year review has been undertaken of the progress to date since April 2008 and a new forecast of 4400 is now projected.					
	5206 (Dec 2004)	<i>Target</i>	5207	4940	4469	3999	
			Green	Amber	Red		Red
			5182	4952	4695		4695
P5		<b>NI 158</b> % non-decent council houses <b>Local</b> <i>Target</i> 42.00% <i>Comment</i> 6,819 units were non decent as at 1st April 2008. This is an Annual Performance Indicator recorded as at the 1st April.					
	42.0% (Q3 0708), 44.67% (06/07), 49.91% (05/06)		Green	Annual	Annual	Annual	Green
			41.6%				41.6%
P3		<b>NI 171</b> New business registration rate <i>Target</i> TBC  <i>Comment</i> Data is now available, and will be based on the number of new business registrations (VAT and PAYE) per 10,000 of the adult (16+ population). However the baseline and target for this indicator are being negotiated with GoL through the LAA Refresh process. Our intention is to improve our performance relative to the average for North London (comprising ourselves, LB Enfield and LB Barnet). The baseline included here is a three year average of Haringey's rate. Our proposed target for 2008/9 is an estimation based on trend analysis and our intention is to track the North London average.					
	N/A						
P2		<b>NI 175</b> Access to services and facilities by public transport (and other specified models) <b>Local</b> <i>Target</i> Baseline and Targets will be set as part of year 1 refresh  <i>Comment</i> TfL is developing a definition for this NI within Greater London, which will be finalised with the Department for Transport during 2008/09. DfT will inform Government Office London and boroughs individually when this definition has been agreed.					
	N/A						

P2		<b>NI 186</b> Per capita CO2 emissions in the LA area <i>Target</i> 3.6% reduction against baseline (0.18 tonnes per capita) <i>Comment</i> Baseline, 4.9 tonnes per capita (Defra 2005). 2007 figures will be available in September 2009.								
	5.0 per 1000 (2005)									
P5		<b>NI 187</b> Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating <i>Target</i> 1000 <i>Comment</i> A survey is being carried out for this indicator and data is due to be reported on 28 February. Communities and Local Government have extended the date for setting the baseline/target to 28 February 2009.								
	894									
P2		<b>NI 192</b> Household waste recycled and composted <i>Target</i> 28% <i>Comment</i> Below target performance is due to the recycling rate and tonnages apportionment from North London Waste Authority being less than forecast, and changes in the method of apportioning household and non-household waste such that more waste is counted as household waste than previously. Recycling action plan in place to address this.								
	26.0%		Red	Red	Red		Red	24.2%	24.4%	24.5%
P1		<b>NI 195a</b> Improved street and environmental cleanliness (levels of litter) <i>Target</i> 12% <i>Comment</i>								
	12.0%		Green	Green	Green		Green	7.8%	10.0%	10.0%
P1		<b>NI 195b</b> Improved street and environmental cleanliness (levels of detritus) <i>Target</i> 24% <i>Comment</i>								
	23.0%		Green	Green	Green		Green	23.3%	17.0%	17.0%
P1		<b>NI 195c</b> Improved street and environmental cleanliness (levels of graffiti) <i>Target</i> 3% <i>Comment</i>								
	6.0%		Red	Green	Green		Green	4.3%	3.0%	3.0%
P1		<b>NI 195d</b> Improved street and environmental cleanliness (levels of fly posting) <i>Target</i> 2% <i>Comment</i>								
	3.0%		Red	Green	Green		Green	3.0%	1.0%	1.0%

P2		<p><b>NI 198</b> Children travelling to school - mode of transport usually used</p> <p><b>Local</b></p> <p><i>Target</i> Primary 19.5%, Secondary 4.8%</p> <p><i>Comment</i> The indicator is reported once a year using school census data, which should be available in March.</p>					
	Primary 20.8%, Secondary 4.85% (0708)						
P1		<p><b>Stretch</b> Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly-posting) for the worst 3 wards</p> <p><i>Target</i> 24% without and 20% with stretch</p> <p><i>Comment</i> Please note that under the data requirements for this indicator 900 surveys are required. To achieve this both the In-house and Encam information is used. Encam information is provided on a tri annual basis.</p>					↑
	24.40%		Green 23.0%	Green 8.7%	Green 13.6%		Green 13.6%
P5		<p>Number of smoking quitters in the N17 area</p> <p><i>Target</i> 08/09 300 (Q1 9, Q2 48, Q3 93, Q4 150)</p> <p><i>Comment</i> 50% of quitters are expected in quarter 4.</p>					↓
	352 (07/08)		Green 63	Green 53	Red 68		Red 184
P5		<p><b>Stretch</b> Carbon emissions from vulnerable private households</p> <p><i>Target</i> 324 tonnes without and 376 tonnes with stretch</p> <p><i>Comment</i> This figure is provided annually at the end of the financial year. Contractors British Gas should have completed the exercise in April 2008. The work was completed in September but the results have not been forthcoming. A request has been made to the sub regional co-ordinator to get the final values for 07-08 and for 08-09 to date.</p>					
P5		<p>Number of older people permanently admitted into residential and nursing care</p> <p><i>Target</i> 135 (stretch 131)</p> <p><i>Comment</i> Outturn is projected. We are confident of achieving target by the end of the year due to increased scrutiny.</p>					↑
	139		Green 116	Green 135	Green 131		Green 131
P5		<p>Number of adults permanently admitted into residential and nursing care</p> <p><i>Target</i> 28 (stretch 34)</p> <p><i>Comment</i> Outturn is projected.</p>					↑
	21		Green 12	Green 8	Green 12		Green 12

P5		Number of accidental dwelling fires				
	253	<p><i>Target</i> 230</p> <p><i>Comment</i></p>	Green	Green	Green	Green
			55	42	49	146
P5		<p><b>Stretch</b> Number of incidents of domestic violence that result in sanction detections</p> <p><i>Target</i> 2182 without and 2310 with stretch 07/08 target of 770 or 36%</p>				
	798 51.4%	<p><i>Comment</i></p>	Green	Green	Green	Green
P4			52%	49.0%	45.3%	45.30%
P5		<p><b>Stretch</b> Repeat victimisation of domestic violence</p> <p><i>Target</i> 176 repeats (Annual target based on a rolling 12-month figure)</p>				
	240	<p><i>Comment</i> Due to issues with the existing baseline a revised baseline has been submitted as part of the LAA refresh.</p> <p>Quarter 3 performance as of the end of December 2008 (covering the 12 month period January 2008 - December 2008) is 257 repeat DV reports. This is a rolling annual return and represents the number of repeat incidents in a 12 month period. There were 269 and 272 repeat reports for the previous months of October and November 2008.</p>	Red	Red	Red	Red
			217	267	257	257
P5		<p><b>Stretch</b> Number of schools achieving healthy school status</p> <p><i>Target</i> 75% without and 85% with stretch</p>				
	51 or 66%	<p><i>Comment</i> Current position equates to 55 schools including the PRU. Next round of schools undertaking self validation is mid first term.</p>	Amber	Amber	Green	Green
			68.0%	69.0%	76.0%	76.0%
P4		<p><b>Stretch</b> Reduction in personal robbery</p> <p><i>Target</i> 1343</p>				
	1356	<p><i>Comment</i> Quarter 3 annual equivalent performance is 916 a 14.6% reduction in quarter 2. currently personal robbery is showing 27.2% reduction compared to the same period last year (April - December).</p>	Green	Green	Green	Green
			1020	1072	916	1374
P1		<p><b>Stretch</b> Number of green flag parks</p> <p><i>Target</i> 8 without and 12 with stretch</p>				
	8	<p><i>Comment</i></p>	annual	Green	annual	annual
				12		12
P1		<p><b>Stretch</b> Number of parks achieving green pennant status</p> <p><i>Target</i> 2 without and 7 with stretch</p>				
	2	<p><i>Comment</i></p>	annual	Green	annual	annual
				3		3

P1	<p><b>Stretch</b> The % of people who report they are satisfied or fairly satisfied with local parks &amp; green spaces</p> <p><i>Target</i> 60% 2008-9, 77% by 2009/10</p>				
	<p><i>Comment</i> Annual survey, not yet completed for 08/09.</p>				
	72%				
P3	<p><b>Stretch</b> Number of people from the worst twelve wards helped into sustained work</p> <p><i>Target</i> 74 (40 JSA and 34 Lone Parents)</p>				
	<p><i>Comment</i> This is based on provisional Q3 data, which will be finalised by February 2009. The outputs can be broken down as follows: 5 lone parents and 6 long-term JSA claimants. We are on course to achieve this stretch target, which goes up to March 2010, and the 60% threshold upon which reward grant is payable has already been achieved in relation to the JSA component of the target. We are also now operating and taking referrals from Job Centre Plus, and have in total 40 outreach venues, which will help to further improve performance.</p>				
	104	Green 22	Green 7	Green 11	Green 40
P3	<p><b>Stretch</b> Number of people on incapacity benefit for more than 6 months helped into sustained employment</p> <p><i>Target</i> 85</p>				
	<p><i>Comment</i> This is based on provisional Q3 data, which will be available in February 2009. Achieving this stretch target remains a significant challenge and we are renegotiating this target as part of the LAA refresh, with a revised target submitted. We are also now operating and taking referrals from Job Centre Plus, as well as 7 GP surgeries, which will help to improve performance.</p> <p>It is important to note that the work in place to deliver this target is in addition to Pathways to Work, delivered in Haringey by Reed in Partnership. While Pathways, at present, focuses on shorter term IB claimants our work is additional and is to support longer term claimants who will have more significant barriers to employment. It will therefore take longer to support these people into employment. Moreover, other London boroughs with a similar target, including Bromley and Islington, are also facing these challenges.</p>				
	9	Red 2	Red 1	Red 3	Red 6
P3	<p><b>Local</b> Adults achieving a full level two qualification and entered employment and those gaining a qualification in the workplace - a. level 2 qualification, b. entered into jobs, c. workplace qualification</p> <p><i>Target</i> a. 740, b. tbc, c. 900</p>				
	<p><i>Comment</i> The LSC expect data for this indicator to be available in March 2009.</p>				
	a. 740, b. 0, c. 400				

P3		<p><b>Local</b> Adults achieving a Skills for Life qualification and entered employment and those gaining a qualification in the workplace - a. skills for life qualification, b. entered into jobs, c. workplace qualification</p> <p><i>Target</i> a. 350, b. 140, c. 600</p> <p><i>Comment</i> The LSC expect data for this indicator to be available in March 2009.</p>				
	a. 150, b. 0, c. 180					
P3		<p><b>Local</b> Number of registered Haringey Guarantee participants with a completed better off calculation</p> <p><i>Target</i> 400</p> <p><i>Comment</i> Q3 data is unverified and therefore subject to change. The final data will be available by February 2009. There have been issues with the installation of the better off calculation software which have now been resolved. To date over 600 people have been registered on the Haringey Guarantee so we are confident that there will be enough registrations in the next quarter to achieve significantly improved performance.</p>				
	0					
				Amber	Amber	Amber
			0	0	108	108
P4	1403 (07/08)	<p><b>Local</b> Victim support services for children and young people</p> <p><i>Target</i> This is being revised as part of the year one re-fresh.</p> <p><i>Comment</i> Measurement of this indicator will be developed over this year</p>				
P5	55% (07/08)	<p><b>Local</b> Increase in the % of children immunised by the second birthday (MMR)</p> <p><i>Target</i> 80.00%</p> <p><i>Comment</i> Low confidence in 07/08 figures due to child health information system issues. Whilst ongoing problems are being experienced with the CHIS, an audit of immunisation uptake has been carried out across all GP practices, and a catch up campaign is being implemented. Data is being cleaned and COVER data is expected by Q4.</p>				
						Data expected by Q4
P5	36% (04/05)	<p><b>Local</b> % of HIV infected patients with CD4 count &lt;200 cells per mm3 diagnosis</p> <p><i>Target</i> 42.10%</p> <p><i>Comment</i> This is an annual collection and will be available in Q4.</p>				
						Data expected by Q4

This page is intentionally left blank




Agenda item:

**[No.]**

Overview &amp; Scrutiny

On 16 March 2009

Report Title. Haringey's Sustainable Community Strategy: Progress Report	
Report of Sharon Kemp, Assistant Chief Executive, London Borough of Haringey	
Signed :  6 March 2009.	
Contact Officer : Helena Pugh, Head of Corporate Policy	
Wards(s) affected: All	Report for:[Key / Non-Key Decision] Non-key Decision
<p><b>1. Purpose of the report (That is, the decision required)</b></p> <p>1.1. To inform Overview and Scrutiny of the production of a progress report on the priorities in Haringey's Sustainable Community Strategy.</p>	
<p><b>2. Introduction by Cabinet Member (if necessary)</b></p> <p>2.1. I am pleased with the progress we have made in achieving the Community Strategy which is set out in this report. I am particularly pleased with the high level of engagement which the Council has had with Partners in outlining a vision and strategic priorities which resonate with local people. Together as a Council and Partnership we have achieved a lot since the Strategy was launched in June 2007. This strategy must continue to be a focus for our efforts to ensure that between 2009-2011 we realise the objectives and priorities across the Partnership as a whole.</p>	

**3. State link(s) with Council Plan Priorities and actions and /or other Strategies:**

3.1. The Sustainable Community Strategy Progress Report considers each of the six outcomes set out in Haringey's Community Strategy. It is supported by the council and partners' overarching plans and strategies shown in section 7.

**4. Recommendations**

4.1 Overview & Scrutiny is asked to note the report.

**5. Reason for recommendation(s)**

5.1 A core principle of Comprehensive Area Assessment (CAA) is that it should be rooted in the needs and aspirations of local people in each area. The CAA draft guidance specifically states that: *'the Sustainable Community Strategy and housing strategy, the Local Development Framework and Joint Strategic Needs Assessment will be key documents. CAA will look at whether the ambitions they set out are on course to be achieved.'*

5.2 Although the CAA will take the Local Area Agreement (LAA) as its starting point, it will look more widely at outcomes for local people as set out in the Sustainable Community Strategy and the area assessment in particular, will use all available evidence to evaluate the experience of residents with a focus on people in vulnerable circumstances.

5.3 The Progress Report will help us to demonstrate progress on our priorities over and above the work reported through the LAA. It uses qualitative examples of initiatives to complement our performance reports based on the Haringey Strategic Partnership (HSP) scorecard.

**6. Other options considered**

6.1. None

**7. Summary**

7.1 The Sustainable Community Strategy (SCS) covers the period from 2007-2016 and is the overarching strategy for Haringey. Its vision to 2016 is that the borough is *'a place for diverse communities that people are proud to belong to'*. The Strategy sets out six key outcomes:

- People at the heart of change
- An environmentally sustainable future
- Economic vitality and prosperity shared by all
- Safer for all

- Healthier people with a better quality of life
- People and customer focused

7.1.1 It aims to address the issues which cannot be resolved by one organisation alone. It is therefore linked to organisation plans and partnership strategies.

7.1.2 At Performance Management Group (PMG) on the 3<sup>rd</sup> December, it was agreed to develop a progress report on the priorities of the Sustainable Community Strategy. It was agreed that the report should be aimed at residents and would be developed with the Haringey Strategic Partnership (HSP) Co-ordinators' Group and taken to the HSP in February 2009 for sign off.

## 7.2 Developing the Progress Report

7.2.1 The summary progress report has been produced (appendix 1).

7.2.2 Contributions have been collated from the Haringey Strategic Partnership (HSP) Coordinators Group and officers from across the Council and the Partnership. The following criteria have been used to select examples:

- Partnership focus
- Representative of the diversity of the borough
- People focus
- Outcome focus

7.2.3 The report is structured around the Sustainable Community Strategy six outcomes and related priorities. It showcases key achievements against each priority and outlines our next steps towards meeting the priorities for 2009-2011. It also identifies some of our key targets from the Local Area Agreement (LAA); these will be updated to reflect the targets in the LAA refresh.

7.2.4 The draft summary progress report was submitted to CEMB and the PMG 20<sup>th</sup> January, Cabinet on the 24<sup>th</sup> February and to the HSP for final sign-off on 26<sup>th</sup> February. The report has been refined to incorporate feedback from CEMB and the PMG. This includes the addition of the following priority to reflect our strengthened commitment to provide support and protection to the most vulnerable people in our community: 'Safeguard children and adults from abuse and neglect wherever possible and deal with it appropriately and effectively if it does occur'. Cabinet has been asked to provide comments and the report will be updated to incorporate their feedback.

7.2.5 The report will be circulated with the April edition of Haringey People.

7.2.6 A fuller version of the progress report will be compiled which will be based on the following list of over-arching plans and strategies:

- Children and Young People's Plan (CYPP)

- Core Strategy
- Council Plan
- Fire Brigade’s Corporate Plan
- Greenest Borough Strategy
- Haringey Compact
- Haringey Policing Plan
- Homelessness Strategy
- Joint Strategic Needs Assessment (JSNA)
- Local Area Agreement
- NHS Haringey Strategic Plan
- Regeneration Strategy
- Safer For All Strategy
- Well-being Strategic Framework (WBSF)

**8. Chief Financial Officer Comments**

8.1 It is proposed that the summary report is circulated with Haringey People. All costs will be met from within existing budgets.

**9. Head of Legal Services Comments**

9.1. There are no legal implications attached to the summary progress report.

**10. Head of Procurement Comments – [ Required for Procurement Committee]**

10.1. N/A

**11. Equalities & Community Cohesion Comments**

11.1. Haringey’s Sustainable Community Strategy was developed through a thorough needs analysis of the borough. Extensive consultation was undertaken with a range of stakeholders, residents, businesses, service users, voluntary and community groups and other organisations. Each of the Thematic Partnerships undertook a range of consultation activities. The needs analysis and consultation was used to inform the development of the outcomes and priorities of the strategy which will help to reduce barriers to equality across the borough.

**12. Consultation**

12.1. The summary Sustainable Community Strategy Progress Report has been developed in conjunction with the HSP Coordinators group; officers from across the Council and Partnership have also contributed to the document.

12.2. The summary report was submitted to PMG and CEMB on 20<sup>th</sup> January and members from both groups have provided comments. The summary report was also submitted to Cabinet on 24<sup>th</sup> February and the report will be updated to incorporate

any feedback.

**13. Service Financial Comments**

13.1. The summary report will be distributed with Haringey People to every home in the borough. These costs will be met from within existing budgets.

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

14.1. Appendix 1: Sustainable Community Strategy Progress Report *Summary*, June 2007- Dec 2008

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

15.1. Haringey's Sustainable Community Strategy

15.2. [Also list reasons for exemption or confidentiality (if applicable)]



Haringey's Community Strategy  
2007-2016

“A place for diverse communities that people are proud to belong to”

Welcome to the first progress report on Haringey's Sustainable Community Strategy, which sets out the long-term vision for Haringey. It is based on the things you told us matter to you, such as: the environment in which you live, crime, improved services and economic prosperity, all of which influence the quality of life in the borough.

Since we published the Strategy 18 months ago, lots of exciting and innovative work has gone on to deliver the outcomes and the priorities we identified as steps along the way to help make the Borough a better place. This report highlights some of those excellent achievements. It also looks at the work the Haringey Strategic Partnership (HSP) will be undertaking during 2009-2011 to help us to further deliver what we said we would do.

We recognise that we are entering a challenging period with public confidence in our child protection services shaken as well as the current economic downturn. To reflect our strengthened commitment to provide support and protection to the most vulnerable people in our community we have added the following priority: 'Safeguard children and adults from abuse and neglect wherever possible and deal with it appropriately and effectively if it does occur'. In addition we are committed to doing all we can to help local people in the current financial climate while delivering quality services and providing value for money.

If you would like a copy of the full version of the Community Strategy Progress Report or Haringey's Community Strategy visit:  
[http://www.haringey.gov.uk/index/community\\_and\\_leisure/hsp/sustainablecommunitystrategy.htm](http://www.haringey.gov.uk/index/community_and_leisure/hsp/sustainablecommunitystrategy.htm)

Insert picture

February 2009


**haringey strategic partnership**
**Haringey's Community Strategy - Summary Progress Report.**

What you said matters to you	People at the heart of change	An environmentally sustainable future	Economic vitality and prosperity shared by all
<b>What we will do</b>	<ul style="list-style-type: none"> <li>Promote community cohesion</li> <li>Meet population growth and change</li> <li>Improve supporting facilities, services &amp; infrastructure</li> <li>Meet housing demand</li> <li>Improve transport</li> <li>Provide a better, cleaner public realm and built environment</li> <li>Provide award winning parks and open spaces</li> <li>Provide even better shopping and cultural and leisure opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Tackle climate change</li> <li>Manage our environmental resources more effectively</li> <li>Increase recycling and reduce waste</li> <li>Promote sustainable transport</li> <li>Encourage our future citizens to be our first 'green generation'</li> <li>Protect the natural environment</li> </ul>	<ul style="list-style-type: none"> <li>Reduce worklessness</li> <li>Increase skills and educational achievement</li> <li>Increase sustainable economic activity</li> <li>Maximise income</li> <li>Address child poverty</li> </ul>
<b>What we have achieved so far</b> <b>June 2007 - Dec 2008</b>	<ul style="list-style-type: none"> <li>We have established a Community Cohesion Forum bringing together representatives of different groups from across the borough. Over 40 representatives have signed up to the Community Cohesion Pledge.</li> <li>We now have <u>12 award-winning parks and open spaces.</u></li> <li>We have received £200m from Government to invest in the Decent Homes programme.</li> <li>We have invested £11.6m in improvements to highways infrastructure.</li> <li>We have been allocated £11m from Government to enable regeneration and housing development.</li> <li>We opened the <u>Bernie Grant Arts Centre.</u></li> </ul>	<ul style="list-style-type: none"> <li>We have produced a <u>Greening Your Home</u> guide.</li> <li>Now 48,000 households in Haringey can recycle papers, cans, glass, plastic bottles and cardboard from their green box.</li> <li>More than 50 households signed up for the Watch Your Waste Challenge.</li> <li>The Moselle Special Schools School Travel project has been named best public service transport project in the country.</li> <li>We have set up a Sustainable Investment Fund to promote environmentally sustainable schemes in schools.</li> </ul>	<ul style="list-style-type: none"> <li>Back to work advice and information to lone parents is now available.</li> <li>Haringey pupils have achieved outstanding exam results at GCSE level.</li> <li>A state-of-the-art sixth form centre has opened in White Hart Lane.</li> <li>A <u>Benefit Outreach Programme</u> has been providing advice and information on benefit take-up to residents.</li> </ul>
<b>What we plan to do next</b> <b>2009-2011</b>	<ul style="list-style-type: none"> <li>We will develop inter-generational activities.</li> <li>We will ensure that more of our green spaces are award-winning.</li> <li>We will explore ways of bringing empty properties back into use as social housing.</li> <li>We will provide on-going education to prevent littering, dumping, fly-posting and graffiti.</li> </ul>	<ul style="list-style-type: none"> <li>We will extend <u>mixed recycling services</u> to all kerbside households.</li> <li>We will work with <u>schools to promote sustainable food.</u></li> <li>We will plant 500 trees each year between now and 2011.</li> </ul>	<ul style="list-style-type: none"> <li>We will invest £212m in refurbishing and rebuilding all secondary schools in the borough as part of the <u>Building Schools for the Future</u> programme, and we will invest <u>£12m in primary schools.</u></li> <li>We will provide benefit advice to parents of primary school age children.</li> <li>We will launch the Employer Zone to support residents and open up increased employment opportunities to Haringey Guaranteee participants.</li> </ul>
<b>What we aim to do</b>	<ul style="list-style-type: none"> <li>By 2011 tbc% of people will believe people from different backgrounds get on well together in their local area.</li> <li>We will achieve 7 green pennant awards for our parks.</li> <li>By 2011 88% of our streets will have high standards of cleanliness.</li> </ul>	<ul style="list-style-type: none"> <li>By 2011 we will achieve an 11% reduction in CO2 levels.</li> <li>We will improve access to services and facilities through encouraging use of public transport, walking and cycling by x (tbc).</li> <li>By 2011 we will be recycling, composting or reusing 35% of household waste.</li> </ul>	<ul style="list-style-type: none"> <li>By 2011 the percentage of 16 to 18 year olds who are not in education, training or employment (NEET) will be reduced to 8.9%.</li> <li>By 2011 74.3% of young people aged 19 will achieve a level two qualification.</li> </ul>

What you said matters to you	Safer for all	Healthier people with a better quality of life	People and customer focused
<p><b>What we will do</b></p> <ul style="list-style-type: none"> <li>• Reduce the incidence and fear of crime</li> <li>• Address anti-social behaviour</li> <li>• Create safe and secure homes, and tackle domestic violence</li> <li>• Create a positive future for our children and young people</li> <li>• Safeguard children and adults from abuse and neglect wherever possible and deal with it appropriately and effectively if it does occur</li> </ul>	<ul style="list-style-type: none"> <li>• Tackle health inequalities</li> <li>• Improve life expectancy</li> <li>• Give greater opportunities to live a healthier lifestyle</li> <li>• Promote independence and provide high quality support and care for those in the greatest need</li> <li>• Give babies, children and young people the best possible start in life</li> <li>• Create more decent and energy efficient homes, focussing on the most vulnerable</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver high quality, needs based and customer focused services that offer value for money</li> <li>• Increase resident satisfaction with services and the area they live in</li> <li>• Deliver transparent and accountable local leadership</li> <li>• Provide greater opportunity for civic engagement and participation</li> <li>• Draw on the strength of the voluntary and community sector</li> <li>• Make our children and young people active citizens</li> </ul>	<ul style="list-style-type: none"> <li>• We have introduced <u>START</u>, the new single point of entry to community mental health services.</li> <li>• Over 2,700 young people voted to decide <u>Haringey's UK Youth Parliament</u> representatives.</li> <li>• The <u>Making the Difference</u> fund has been providing £350k a year to community projects.</li> <li>• The <u>Haringey Forum for Older People</u> has over 840 members.</li> <li>• The <u>Haringey Local Involvement Network (LINK)</u> was launched. It monitors and makes recommendations about health and social care services in the borough.</li> </ul>
<p><b>What we have achieved so far</b></p> <p>June 2007-Dec 2008</p> <ul style="list-style-type: none"> <li>• Operation Blunt 2 has already seen Haringey Police recover over 230 knives and other weapons across the borough.</li> <li>• 56 young people took part in the 'Say Yes Challenge' to come up with crime reduction ideas.</li> <li>• Free home fire safety checks are now available to all homes in the borough.</li> <li>• 197 older people who have been victims of burglary have been visited by our Care and Repair service and there have been no repeat burglaries.</li> <li>• The "Drive Out Domestic Violence Bus" which tours Haringey during Peace Week every November received an award from the Mayor of London.</li> </ul>	<ul style="list-style-type: none"> <li>• From June 2009 more than 700 people per year will be able to be referred to our <u>Active for Life</u> programme.</li> <li>• Residents aged 40-74 will be offered vascular risk assessments over the next 3 years.</li> <li>• We will develop personal budgets for social care users..</li> <li>• We will continue our work with schools as part of the <u>Healthy Schools</u> programme.</li> <li>• In 2011 there will be 1008 smoking quitters per 100,000 of the population.</li> <li>• By 2011 we will help 79% of vulnerable people to live independently.</li> <li>• By 2011 we will reduce obesity to 24% among primary school age children in year 6.</li> <li>• By 2011 90% of children will receive the MMR immunisation by their second birthday.</li> </ul>	<ul style="list-style-type: none"> <li>• 1,000 people visited our Diabetes 'Measure Up' road show and 330 people took a diabetes test.</li> <li>• More than 150 people a year have taken part in our <u>Expert Patient Programme</u> helping them to manage their long-term conditions more effectively</li> <li>• 76% of our schools achieved <u>Healthy School</u> status.</li> <li>• The <u>Triangle Children's Centre</u> was opened in <u>Seven Sisters</u> and is now one of 18 children's centres across the borough.</li> </ul>	<ul style="list-style-type: none"> <li>• We will develop a proactive <u>Reaching Out</u> programme to ensure excluded and vulnerable older people have their voices heard.</li> <li>• We will be trialling texting as another way for residents to give their opinions and ideas on future developments in the borough.</li> <li>• We will develop and build the capacity of <u>Parents' Forums</u>.</li> </ul>
<p><b>What we plan to do next</b></p> <p>2009-2011</p> <ul style="list-style-type: none"> <li>• Our <u>Youth At Risk</u> programme will work with 50 young people aged 16-18.</li> <li>• We will continue to provide specialist substance misuse support and advice to vulnerable young people and their parents or carers.</li> <li>• We will continue to support and monitor the <u>Community Justice Court</u> pilot to ensure that sentences reflect the concerns of the local community.</li> </ul>	<ul style="list-style-type: none"> <li>• By 2011 robbery, burglary and theft of or from a motor vehicle will be reduced to 35.4 per 1,000 residents.</li> <li>• By 2011 there will be a 20% increase in drug misusers in effective treatment.</li> <li>• By 2011 we will reduce the number of young people aged 10-17 entering the <u>Youth Justice System</u> for the first time by 14%.</li> </ul>	<ul style="list-style-type: none"> <li>• By 2011 tbc% of residents will agree that they have received fair treatment by local services.</li> <li>• By 2011 X (tbc) residents will participate in regular volunteering.</li> <li>• By 2011 tbc% of people will feel that they can influence decisions in their locality.</li> </ul>	<ul style="list-style-type: none"> <li>• By 2011 tbc% of residents will agree that they have received fair treatment by local services.</li> <li>• By 2011 X (tbc) residents will participate in regular volunteering.</li> <li>• By 2011 tbc% of people will feel that they can influence decisions in their locality.</li> </ul>
<p><b>What we aim to do</b></p>	<ul style="list-style-type: none"> <li>• By 2011 robbery, burglary and theft of or from a motor vehicle will be reduced to 35.4 per 1,000 residents.</li> <li>• By 2011 there will be a 20% increase in drug misusers in effective treatment.</li> <li>• By 2011 we will reduce the number of young people aged 10-17 entering the <u>Youth Justice System</u> for the first time by 14%.</li> </ul>	<ul style="list-style-type: none"> <li>• By 2011 tbc% of residents will agree that they have received fair treatment by local services.</li> <li>• By 2011 X (tbc) residents will participate in regular volunteering.</li> <li>• By 2011 tbc% of people will feel that they can influence decisions in their locality.</li> </ul>	<ul style="list-style-type: none"> <li>• By 2011 tbc% of residents will agree that they have received fair treatment by local services.</li> <li>• By 2011 X (tbc) residents will participate in regular volunteering.</li> <li>• By 2011 tbc% of people will feel that they can influence decisions in their locality.</li> </ul>



## haringey strategic partnership

### How you can help shape the future of Haringey

Haringey's Strategic Partnership (HSP) is committed to providing the services that Haringey people deserve. Listening to the people who live and work in Haringey is an essential part of making sure we are achieving our aims. We want to hear your views about local services and our future plans for Haringey.

We carry out consultations to get the views of as many residents as possible. You can find out about consultations through Haringey People magazine, Area Assembly meetings, Safer Neighbourhood Panel meetings, local newspapers, libraries, tenants and residents associations and HSP Partners' websites.

### Have your say



You can make a contribution to community planning through:

- Attending your local Area Assembly.
- Letting us know your views on consultations. Haringey Council has a specific part of the web site devoted to consultations: <http://www.haringey.gov.uk/haveyoursay>, and it is planned that most HSP Partners will have their consultations on this part of the web site in the near future.
- Becoming involved in local activities that contribute to the implementation of the Community Strategy. For example, you could become a volunteer, support local events, get involved in consultation exercises, speak to your local Councillor about local issues that are important to you, become a School Governor, or improve your own skills via an adult learning course.
- Becoming involved with Haringey Health and Social Care LINK (Local Involvement Network). LINK gives you the opportunity to influence your local health and care services. There are many ways you can get involved: you can take a few minutes to answer a survey or take longer to represent the community when a health or social care service is being discussed with service providers. Contact the LINK office by phone 020 8888 0579 or email [HaringeyLINK@shaw-trust.org.uk](mailto:HaringeyLINK@shaw-trust.org.uk).

### Contact Us

If you have any comments about this document or you would like to have a copy of the full version of Haringey's Community Strategy Progress Report visit [http://www.haringey.gov.uk/index/community\\_and\\_leisure/hsp/sustainablecommunitystrategy.htm](http://www.haringey.gov.uk/index/community_and_leisure/hsp/sustainablecommunitystrategy.htm) or contact:

 Policy Team.  
Haringey Council  
7<sup>th</sup> Floor, River Park House  
225 High Road  
London N22 8HQ

 Tel: 020 8489 4512  
 e-mail: [Policy@haringey.gov.uk](mailto:Policy@haringey.gov.uk)

This page is intentionally left blank

## **KEY ISSUES – CHILDREN’S & YOUNG PEOPLE’S SERVICE**

The Children’s & Young people’s Service covers all services to children and their families in the following areas:

- Children’s Social Care – including
  - Child Protection/Safeguarding
  - Children in Care (Looked After Children)
  - Fostering & Adoption
  - Children with Additional Needs (SEN, etc.)
  - Leaving Care and Asylum Services
  
- School Standards and Inclusion
  - Early Years
  - Primary & Secondary Standards
  - Attainment and Improvement of Learning
  - 14-19 Planning (and Delivery from 2010)
  
- Business Support & Development
  - Place Planning
  - Admissions
  - Building Schools for the Future (BSF)
  - Commissioning
  - Schools Personnel
  
- Children’s Networks
  - 3 x Children’s Networks (locality based working in Multi-disciplinary teams)
  - Educational Psychology Service
  - Partnerships and participation

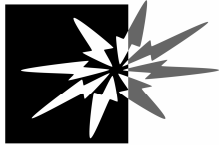
## Recent Key Events

- Production of the JAR Action Plan and submission to Secretary of State and OFSTED (delivered on 27<sup>th</sup> February 2009) – special thanks go to Overview & Scrutiny for its help in progressing the Plan with utmost speed through our local processes and to enable submission to Secretary of State on time
- Appointment of new senior staff to improve child protection work/safeguarding
- Agreement at the Children & Young People's Strategic Partnership Board (CYPSPB) to become a Children's trust by June 2009
- Appointment of a headteacher for the brand new Heartlands School (as part of the BSF programme)
- Changes to the Governor Support unit – including publication of an Improvement Plan and appointment of a new Interim Head of the Unit who is working on revised Procedures for the work
- Extended Schools rolling out across the Borough and developing their role, including a wider vision for community engagement and support
- A review of commissioning started to help improve both quality of provision and improve the value for money
- News that we have 43 care leavers at university
- 2<sup>nd</sup> March is National Offer Day, when children find out which secondary school they have been allocated. Hopefully, up-to-date information will be at hand for the meeting of the Committee.
- Appointment of an independent Chair for the Local Safeguarding Children Board (Graham Badman)

## **KEY ISSUES AND CHALLENGES FOR THE NEXT YEAR**

- Delivering the JAR Action Plan. This is an ambitious, but essential, programme of change that will improve our safeguarding/child protection services and act as a platform for the wider improvement of both the Children & Young People's Services Department and joint working across the borough
- A consequence of this improvement will be reconfiguration of the Children's & Young People's Services Department. Parts of the Children & Families group will need to be changed to allow for more effective and secure practice in our work to protect the most vulnerable children.
- Recruitment and retention of permanent social workers is one of our biggest – and arguably most complex – challenges. Much work is going into crafting an 'offer' that will make coming to Haringey the destination of choice for the best social workers in the country – and ambitious claim that will take enormous effort to pull it off.
- Delivering an adequate number of school places. Population growth means that we are likely to need between 6 and 8 additional forms of entry (between 180 and 240 additional places in each year group – the equivalent of 4 new primary schools) in the next 7 years.
- Continuing the improvements to children's learning and attainment. Building on last year's best ever results at GCSE, we are working hard with schools to try and make sure that 2009 is better still. Key Stage 2 results were less impressive and work has been going into primary schools to try and make sure that our children can do better again.
- Delivering the BSF programme will continue to challenge us – not least because of the credit crunch and some inevitable delays to financial closure on any PFI deals.
- Haringey has worked hard to celebrate its cultural diversity by connecting with those countries from which many of our families originate. As part of the North London Schools International Network, working with the British Council, we want to keep up the pace of that work – again, less secure in the current financial climate.

This page is intentionally left blank



Haringey Council

**[No.]**

Agenda item:

**Overview and Scrutiny Committee  
16<sup>th</sup> March 2009**

**Report Title: Out of Hours Enforcement – Feasibility Report for a Full Scrutiny Review**

**Report authorised by:**

Cllr Gideon Bull, Chair of the Overview and Scrutiny Committee

**Contact Officer:** Martin Bradford Scrutiny Research Officer

[Martin.bradford@haringey.gov.uk](mailto:Martin.bradford@haringey.gov.uk) 0208 489 6950

Wards(s) affected: **ALL**

Report for: **Non Key**

**1. Purpose of the report (That is, the decision required)**

- 1.1 In June 2008 the Overview and Scrutiny Committee asked for a one-off feasibility report on the practicality of undertaking an in-depth review on the issues surrounding out of hours enforcement in Haringey.
- 1.2 The aim of this report is to consider the feasibility of the Overview and Scrutiny Committee commissioning a full scrutiny review out of hours enforcement in Haringey.

**2. Introduction by Cabinet Member (if necessary) N/A**

**3. State link(s) with Council Plan Priorities and actions and /or other Strategies:**

- 3.1 This report on out of hours enforcement links to all the key priorities within the Sustainable Community Strategy (2007-2016): people at the heart of change, environmentally sustainable future, economic vitality and prosperity shared by all, safer for all and healthier people with a better quality of life.
- 3.2 Other key strategies to which this report is related: Neighborhood Renewal Strategy 2002–2012, Housing Strategy (2009-2019), Unitary Development Plan, Safer Communities Strategy and Antisocial Behaviour Strategy.

3.3 Relates to performance indicators within the LAA:

- NI – 21 Dealing with local concerns about ASB and crime issues by police
- NI - 39 Alcohol harm related hospital admission rate
- NI -195 Improved street and environmental cleanliness

**4. Recommendations**

4.1 That Overview & Scrutiny Committee commission a full scrutiny review of out of hours enforcement, in particular this review should focus on those services that regulate and support the night time economy in Haringey.

4.2 That the review should aim to assess:

- (a) how out of hours enforcement activities are coordinated within Haringey Council
- (b) how enforcement partners work together to regulate the night time economy
- (c) ways to further improve the scope, coordination and efficiency of the Councils out of hours service response services.

**5. Reason for recommendation(s)**

5.1 Recent legislative and policy changes has prompted a growth in the night time economy which in turn has precipitated a range of regulation and enforcement issues for the Council and its partners (e.g. licensing, planning, antisocial behaviour, noise, disorder and street cleaning).

5.2 The Council has acquired additional responsibilities for the regulation of the night time economy in which the Local Authority:

- has replaced the Magistrates Court as the licensing authority for premises wishing to serve alcohol or provide gambling facilities or other entertainment;
- has a duty to work with enforcement partners to reduce crime and disorder and enforce clear standards of behaviour;
- has new powers to deal with environmental crime and related antisocial behaviour.

5.3 Given the substantive changes outlined above, it is evident that there is a need to map out the needs of the night time economy in Haringey:

- to identify and prioritise enforcement issues,
- to detail the roles and responsibilities of the different enforcement agencies involved,
- to identify those structures and processes that support the coordination of enforcement activities across the borough.

5.4 The Council has recently made a substantial investment in the Enforcement Response Service to enable it to develop the nature, scope and responsiveness of its work: to respond to a more holistic range of enforcement issues, provide a 24/7 all year round response and respond to individual concerns more quickly. Therefore a scrutiny review will be able to:

- demonstrate how effective this investment has been in developing an enforcement response in Haringey
- identify ways to further improve the scope, coordination and efficiency of the Councils out of hours response services.

5.5 The scrutiny review process is known to be effective in assessing that way that multiple agencies work together and in helping to develop effective partnerships. Given the nature of services described, a scrutiny review may offer an effective and timely process to

address the issues outlined above.

5.6 Overview and Scrutiny has a role to play in policy development and strategy formulation therefore the review may be well placed to assist in developing a local vision and plan night time economy.

## **6. Other options considered**

6.1 Not undertaking a scrutiny review would not offer any solution to the issues outlined in 5 above.

6.2 Other options, such as the provision of reports to Overview & Scrutiny Committee, would not offer the process advantages that a full scrutiny review may bring (i.e. the participation and assessment of local partnerships).

## **7.1 Summary**

7.1.1 Recent legislative and policy changes have precipitated a growth in the evening and night time economies in town centres and metropolitan areas across the UK. Whilst this has evidently presented a number of opportunities for economic, social and cultural regeneration, the expansion of the night time economy has also been accompanied by a number of policy challenges particularly in respect of planning, licensing, noise control and antisocial behaviour.

7.1.2 Whilst it may be advantageous for the Local Authority to support the development the night time economy, it is practical to do this in a controlled way and in which it maintains an acceptable standard of amenity for local residents (e.g. safety, cleanliness & noise). The Local Authority role is therefore complex, for it seeks to balance the competing needs of those who provide, or are employed in or utilise the night time economy with those who must work or reside alongside it.

7.1.3. National and regional evidence would seem to agree that there are there a number of processes which are critical to the successful development of local night time economies:

- a clear local vision and strategy for the night time economy
- visible control and enforcement procedures to make night time economies safer and more attractive to a wider range of people
- effective local partnerships to ensure the integration of local services.<sup>1,2,3</sup>

7.1.4. Additional funding of the Out of Hours Enforcement in Haringey has enabled the service to expand the scope of its activities to include both planning and licensing (in addition to its previous role as a noise nuisance service) and is clearly a significant provider in the makeup of services which support and regulate the night time economy. This report considers the role of this service in the broader context of the development and regulation of the night time economy in Haringey.

## **7.2 Defining the night time economy**

7.2.1 Whilst there may be no universally accepted definition of the night time economy, it is

<sup>1</sup> Night Vision, Civic Trust (2007)

<sup>2</sup> Managing the night time economy, Office of the Deputy Prime Minister (2005)

<sup>3</sup> Managing the night time economy: best practice guide, Mayor of London (2007)

apparent that there are a number of characteristics and key activities which help to shape and define it. In its broadest sense, the night time economy can be considered to occur between the hours of 6pm and 6am and involve a wide range of leisure activities (e.g. pubs, clubs, cinemas, theatres, cafes or restaurants) and those public services which exist to support it (e.g. transport, policing, enforcement and street cleaning).

7.2.2 Some night time economies may be planned whilst others may have developed more organically this in part, gives localised night time economies their own individual character. The character of night time economies may also vary in respect of the time in which they operate (such as a defined bar culture) or the focus of particular activities (i.e. live music). Understandably, the character of individual night time economies will determine the nature and level of public services needed to support them.

7.2.3 The night time economy in large metropolitan areas such as London may have numerous 'centres' catering for the wide and varied range of interest of the large diverse population of the capital. Thus more localised centres in peripheral boroughs may exist alongside more renowned central London night time economies (e.g. West End, Camden).

7.2.4 A study of London's night time economy identified five 'centres' in Haringey: (it should be noted that the night time economy is not restricted to these centres however, as it may operate on a more diffuse geographical level):

- Crouch End
- Haringay Green Lanes
- Muswell Hill
- Tottenham
- Wood Green

### 7.3 National context

#### Growth of the night time economy

7.3.1 Broad societal changes in both work and leisure have undoubtedly provided the national backdrop to the growth of the night time economy. There has been a transformation in the way in which people work where the 9-5 routine is no longer the dominant pattern of employment. Further still, there are more leisure opportunities and more time in which to enjoy them. Deindustrialisation of city centres has also created the space for night time economy to develop creating room for new pubs, restaurants, residences and retail outlets.<sup>4</sup> These social trends have evidently produced the conditions for the growth of

<sup>4</sup> On the bounce: the Challenge of the night time economy Ed. Rowe & Bavinton, (2004)

<sup>5</sup> Managing the night time economy: best practice guide, Mayor of London (2007)

<sup>6</sup> Alcohol, Entertainment and Late Night Refreshment Licensing, Statistical Bulletin DCMS, 2008

<sup>7</sup> Alcohol and the night time economy, Alcohol Concern (2007)

<sup>8</sup> Managing the night time economy: best practice guide, Mayor of London (2007)

<sup>9</sup> Alcohol and the night time economy, Alcohol Concern (2007)

<sup>10</sup> Alcohol, Entertainment and Late Night Refreshment Licensing, Statistical Bulletin DCMS, 2008

<sup>11</sup> Alcohol, Entertainment and Late Night Refreshment Licensing, Statistical Bulletin DCMS, 2008

<sup>12</sup> Violence in the night time economy: key findings. Home Office (2004)

<sup>13</sup> Managing the night time economy, Office of the Deputy Prime Minister (2005)

<sup>14</sup> The night time economy in Bridgend, Overview & Scrutiny Report, Bridgend Council (2006)

<sup>15</sup> Managing the night time economy: best practice guide, Mayor of London (2007)

night time economy.

7.3.2 As well as broader societal changes, there have also been a number of policy initiatives and legislative changes which have provided further impetus for growth of the night time economy. Chronologically these can be summarised as thus:

- Licensing Act (1988) allowed the continuous day time opening for licensed venues
- Licensing Act (1995) allowed continuous day time opening on Sundays
- Planning Policy Guidance 6 (1996) encourages Local Authorities to create distinct zones for night time leisure activities
- Good Practice Guide to Licensing for Magistrates (1999) removed necessity to issue licenses on the basis of need (i.e. demand test removed).
- Planning Policy Statement 6 establishes sustainable development as the core principle underpinning planning for town centres.

7.3.3 Perhaps the most significant legislative change to have occurred in relation to the development of the night time economy is the Licensing Act (2003). This legislation repealed all previous licensing laws and established a new single integrated licensing scheme. The key provisions within this legislation are:

- Responsibility for licensing decisions moved from the Magistrates Court to the Local Authority
- More flexibility for licensing and opening hours of premises (24 hrs)
- Licensing Authority expressly required to balance the needs of businesses with those of communities
- Licensing Authority is required to be mindful of the thriving night time economies and their importance for investment and employment.

#### The scale of the night time economy

7.3.4 Given the range of locations, venues and activities involved, it is difficult to fully quantify or describe the scale of the night time economy. The following data however, provides some guidance as to the possible nature and scale of its activities:

- The night time economy in the West End alone involves approximately 240,00 people each weekend evening<sup>5</sup>
- In 2008, there were approximately 210,000 licenses in operation in England and Wales of which 156,000 were authorised to sell alcohol; 12,000 new licenses are issued each year.<sup>6</sup>
- The number of premises licenses has increased by over 30% in the past 25 years.<sup>7</sup>
- Although employment is difficult to ascertain, it has been estimated that the Camden night time economy alone employs over 1500 people in 2004<sup>8</sup>
- In 2004, the pub and club industry alone was estimated to have a turnover in excess of £24 billion, which was equivalent to 3% of UK GDP.<sup>9</sup>
- In 2008, there were 6,300 premises with 24-hour licences; 3,900 were hotel bars, 1,300 supermarkets, 640 pubs, bars and nightclubs and 580 other premises types. 24 hour licences are increasing by approximately 14% each year<sup>10</sup>
- In 2008, there were 66,500 premises licensed for late night refreshment.<sup>11</sup>

#### Benefits of the night time economy

7.3.5 As is suggested from the above, there is potential for local areas to derive tangible benefits from the operation of a successful night time economy. With appropriate planning and support it is apparent that the night time economy can provide a positive contribution in the following broad policy areas:

- Regeneration

- Employment
- Cultural development
- New housing

Challenges of the night time economy

7.3.6 There is now a wealth of data to suggest that the night time economy may not be a totally benign entity, but comes with a number of attendant challenges for Local Authorities and partner agencies. These challenges can be broadly characterised under three themes: alcohol related crime, disorder and antisocial behaviour; additional pressures on local public services and the potential exclusion of groups from areas where night time economy occurs.

7.3.7 There is considerable research evidence to suggest that there is a strong correlation between the operation of the night time economy and the incidence of violence, disorder and other criminal activity.<sup>12</sup> Such data would seem to infer that:

- Alcohol is a key contributor in violence and other criminal activity
- Peak offending occurs on weekend evenings (Friday through to Sunday)
- Peak offending is centred on locations around pubs and clubs.

7.3.8 Given the scale of the night time economy, it is clear that this can place additional pressures on local public services that support and regulate it. The impact on particular service can be far reaching; Accident & Emergency Services report that up to 70% of evening and weekend attendances may be alcohol related.<sup>13</sup> Similarly, alcohol related crime and disorder may require additional resources and present a significant challenge to that way in which night time economy is policed. Other ways in which the night time economy may impact on local services are illustrated below:

- Additional demands on transport services, particularly after venues close
- Street cleansing: depending on its size, the estimated annual cost of street cleansing the night economy varied from £80,000<sup>14</sup> (in Bridgend) to £300,000<sup>15</sup> (in Camden)
- Additional enforcement of licensing, planning and noise nuisance
- Provision of adequate public conveniences.

7.3.9 Another significant challenge of the night time economy is to diversify its appeal. At present, alcohol and drinking are the dominant cultures within the night time economy and consequently has a very narrow appeal: predominantly young people aged under 30. Furthermore, associations between the night time economy and antisocial behaviour and crime may deter other people who may wish to enjoy activities in the night time economy. Thus, there is a danger of the night time economy becoming a solely youth drinking culture which may exclude many other groups who may otherwise want to enjoy activities in town centres at night.

Managing the night time economy

7.3.10 Given the inherent challenges it evidently presents, it is apparent that there needs to be a clear strategy to support the management of the night time economy. There are a number of inspection, regulation and enforcement powers available to the Local Authority and partner agencies to ensure the effective management of the night time economy.

7.3.11 A brief summary of the legislation which provides a framework for managing and regulating the night time economy is presented in the table below.

Legislation	Provisions in relation to managing the night time
-------------	---

	<b>economy</b>
<b>Environmental Protection Act (1990)</b>	<ul style="list-style-type: none"> <li>▪ Requires LA to investigate and take appropriate action in events of statutory nuisance</li> </ul>
<b>Noise Act (1996)</b>	<ul style="list-style-type: none"> <li>▪ Enables noise to be dealt with from licensed premises</li> </ul>
<b>Clean Neighbourhoods and Environment Act (2005)</b>	<ul style="list-style-type: none"> <li>▪ Allows LA to issue fixed penalty notices to pubs/ clubs where noise exceeds permitted levels</li> <li>▪ Provides LA with more powers to deal with environmental quality and associated ASB: including nuisance, abandoned vehicles, litter, waste, noise</li> <li>▪ Enables LA to act swiftly to maintain safety and cleanliness of areas (i.e. spot fines for litter, fly tipping, abandoned vehicles)</li> </ul>
<b>Crime &amp; Disorder Act (1998)</b>	<ul style="list-style-type: none"> <li>▪ Requires LA, Police and PCT to work together to reduce crime and disorder.</li> </ul>
<b>Criminal Justice &amp; Police Act (2001)</b>	<ul style="list-style-type: none"> <li>▪ Allows fixed penalty notices to be give for disorder</li> </ul>
<b>Antisocial Behaviour Act (2003)</b>	<ul style="list-style-type: none"> <li>▪ Establishes Antisocial Behaviour Orders</li> <li>▪ LA and Police have a duty to enforce clear standards of behaviour</li> </ul>
<b>Violent Crime reduction Act (2006)</b>	<ul style="list-style-type: none"> <li>▪ New powers for LA and police to tackle alcohol related disorder</li> <li>▪ Drinking Banning Orders</li> <li>▪ Alcohol Disorder Zones</li> </ul>
<b>Criminal Justice &amp; Immigration Act (2008)</b>	<ul style="list-style-type: none"> <li>▪ Amends ASB Act to introduce premises closures where there is significant and persistent disorder or persistent or serious nuisance.</li> </ul>

### Partnerships

7.3.12 The breadth of the night time economy is such that no single agency can practically support, manage or regulate this alone. It is therefore imperative that the Local Authority work with key partner agencies to develop shared vision and responsibility for the night time economy. Underpinning the strong partnership a range of interconnecting strategies and interdisciplinary working will also be required for the development of a successful night time economy.

7.3.13 There will need to be strong internal coordination of services to support the night time economy (possible list in Appendix 13.2). Similarly, the LA will need to work with a wide range of partner agencies, a list of probable external partners is contained in Appendix 13.1

## **7.4 Night time economy and enforcement in Haringey**

7.4.1 The night time economy in Haringey is dispersed around a number of locations. Data from the Mayoral study of the London night time economy would suggest that these areas play different roles in Haringey's night time economy, with some locations having a particular emphasis on bars and pubs (i.e. Wood Green) whilst others on the provision of restaurants (i.e. Crouch End). In total, the Haringey night time economy is estimated to include venues with coverage of 48,000m<sup>2</sup>. A table depicting the main activities of 5 centres within the night time economy in Haringey is given below.

<b>Night time economy area</b>	<b>Cinemas/ Theatres (m<sup>2</sup>)</b>	<b>Bars/ Pubs (m<sup>2</sup>)</b>	<b>Cafés /Restaurants (m<sup>2</sup>)</b>	<b>Fast Food / take away (m<sup>2</sup>)</b>

<b>Crouch End</b>	-	2,900	4,600	450
<b>Harringay Green Lanes</b>	-	1,460	3,540	1,260
<b>Muswell Hill</b>	1,410	3,380	2,940	480
<b>Tottenham</b>	-	4,150	790	1,760
<b>Wood Green</b>	4,920	5,120	2,690	3,500
<b>Totals</b>	<b>6,330</b>	<b>17,010</b>	<b>14,560</b>	<b>7,450</b>

Source: *Managing the Night Time Economy: Mayor of London (2007)*

7.4.2 There is still little data which is collated on the night time economy in Haringey however, data from a range of local sources would suggest that there are significant challenges in the regulation of the night time economy in Haringey:

- There are 8,000 small businesses in Haringey, 92% of which employ less than 24 people.
- There are over 2,000 registered food businesses (including restaurants, cafes)
- In 2008, there were 8,000 contacts from residents each year about noise nuisance.

7.4.3 Whilst the Council does not have an explicit strategy for the night time economy, a wide range of interconnecting policies and strategies underpin its development and regulation in Haringey (e.g. regeneration, licensing, gambling, safer communities, antisocial behaviour). The Council also has an enforcement policy and enforcement strategy which provides further guidance as to how it may respond to challenges within the night time economy.

#### Local Enforcement Policy

7.4.4 Each Local Authority is required to produce an enforcement policy; a statement of the approach that it intends to adopt to bring about compliance with regulatory requirements. The enforcement policy provides a statement of enforcement principles that the Local Authority will aim to adhere to such as transparency, openness, proportionality and consistency. The enforcement service's primary function is to protect the public, environment and various groups, such as consumers and workers, and to be committed to a fair and consistent application of such protection.

#### Local Enforcement Strategy (2007-2011)

7.4.5 The Council also has a detailed Enforcement Strategy which details the main enforcement challenges the authority faces, its priorities for action and the nature of enforcement services. The Enforcement Strategy supports the key strategic priorities set out in the Community Strategy.

- Safer, cleaner and more sustainable environment
- Healthier communities
- Supporting business improvement
- Effective and valued enforcement

#### Makeup of Haringey enforcement services

7.4.6 There are four enforcement services in Haringey:

- Commercial Services: Environmental Health (pollution control, Health & Safety at work and Food Safety).
- Environmental Crime: Street wardens and street enforcement teams, uniformed officers, street trading, litter, highways, trade waste, fly posting and graffiti.
- Housing & Health: removing housing risks in the private sector i.e. managing risks in homes of multiple occupation
- Enforcement Response: this is twofold, there is an area based service which

maintains links with enforcement partners and the out of hours service which is a holistic rapid response service covering noise, licensing and planning.

7.4.7 In 2007/8 these services had a combined budget of £6.6million. The majority of this funding was received directly through the Council (£4.7million). The remainder income for the enforcement service was obtained through paid for services (i.e. licensing) and grants (i.e. Plan Delivery Grant) and enforcement penalties.

#### Out of Hours Enforcement

7.4.8 The Out of Hours enforcement service is a key front line service in that it has a high public profile and receives over 8000 contacts from residents each year. Up until 2007, this service was predominantly a noise nuisance service, providing a rapid response to residential and commercial noise nuisance across the borough. The predominant nature of complaints from residents was loud music where over 6,000 complaints were received in 2008 (Figure 13.3).

7.4.9 Analysis of the source of complaints to the Out of Hours Service suggest that almost  $\frac{3}{4}$  of complaints are domestic (Figure 13.4). In 2008 there were 1,641 commercial noise complaints, a rise of 21% for the previous year (Figure 13.4). Therefore, where the source of the complaint was known, approximately  $\frac{1}{3}$  of all noise nuisance complaints to the Out of Hours service were about commercial services (Figure 13.4).

7.4.10 Whilst the Council has a duty to respond and investigate complaints on a 24 hour basis though there is no specific requirement for a 24 hour service. However, given the requirements of enforcement in the night time economy (e.g. targeted inspections, gathering evidence, issuing of fixed penalty notices), the hours of operation enforcement services need to reflect that of local night time economies.

7.4.11 In 2007, additional funding of £200k was provided to Out of Hours to enable it to develop the scope and responsiveness of the enforcement services it provided. This additional funding has allowed the service to recruit additional staff to operate a 24/7 enforcement service, which is able to respond to licensing and planning issues as well as its established role of noise nuisance. With the exception of Westminster Council, there are few integrated 24 hour enforcement service in operation across other London boroughs.

7.4.12 Cursory analysis of the performance of this new service indicates that it continues to receive approximately 700 noise complaints per month (period April 08 to December 08) and is now actively engaged in planning enforcement and licensing enforcement issues. Furthermore, the response times of this service is very high with almost 9 in 10 calls responded to within 30 minutes and approximately  $\frac{2}{3}$  of site visits taking place within an hour (Figure 13.5).

7.4.13 Whilst the service would appear to be performing well in this enhanced role, the service has suggested that further service improvement and wider public benefit may be obtained through:

- More systematic assessment of the needs of the night time economy
- Improved coordination of other out of hours response services operated by the Council (i.e. highways, street cleansing)
- Improved partnership work across the borough to support the development of the night time economy.

Street Enforcement Service

7.4.14 The Council intends to restructure the Environmental Crime service to develop a new Street Enforcement Service (commence September 2009). The new Street Enforcement Service will develop new local area based teams to help assess local priorities, create action plans and improve responsiveness of environmental enforcement.

7.4.15 The anticipated benefits of this new environmental enforcement service include:

- Improved visibility and named officer contact for each ward
- Development of more effective local enforcement partnerships
- Closer working with local Members and residents
- Extension of rota patrols to 8am to 8pm.

**8. Chief Financial Officer Comments**

8.1 There are no financial implications directly arising from this report. Any recommendations from the proposed scrutiny review of out of hours enforcement which have financial implications for the Council will need to be clearly identified for consideration in the Council's budget planning processes.

**9. Head of Legal Services Comments**

9.1 The Head of Legal Services has been consulted in the preparation of this report, and makes the following comments.

9.2. The Head of Legal Services confirms the accuracy of the summary list of legislation which appears at paragraph 7.3.11 of the report.

9.3. The Head of Legal Services also supports the recommendations which appears at paragraph 4 of the report as a means to delivering on one of the Council's priorities.

**10. Head of Procurement Comments** N/A

**11. Consultation**

11.1 Representatives from the Enforcement team, including Enforcement Response were consulted in the development of this report and have approved the conclusions and recommendations made within it.

**12. Service Financial Comments**

12.1 The recommendations of this feasibility report will not give rise to any significant financial implications for the service.

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

13.1 A possible checklist of borough teams who may be needed in managing the night time economy

- 13.2 A possible checklist of external agencies / partners for the management of the night time economy
- 13.3 Nature of noise complaints received by Out of Hours enforcement service 2007 and 2008.
- 13.4 Source of noise complaint received by Out of Hours enforcement service 2007 and 2008.
- 13.5 Performance of Out of Hours enforcement service April 08 – December 08.

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

- Enforcement Policy, Haringey Council, 2002 (updated 2005)
- Enforcement Strategy, Haringey Council (2008)
- Managing the Night Time Economy: Best Practice Guide, Mayor of London (2007)
- Night Vision: Town Centres for All Civic Trust (2007)

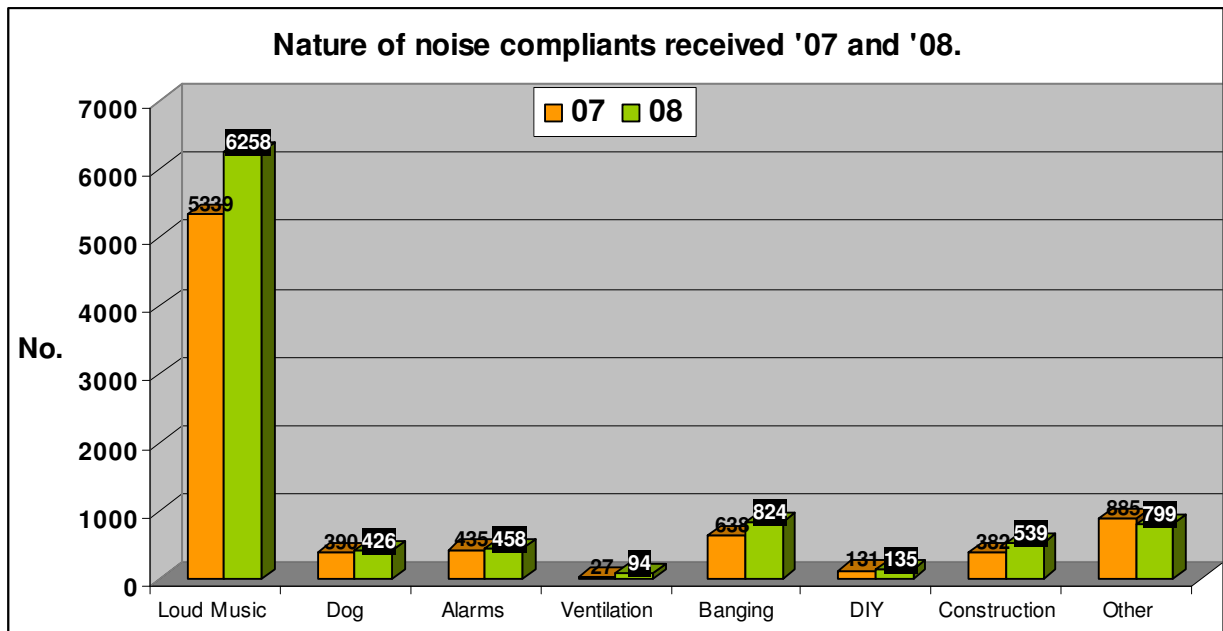
**13.1 A possible checklist of borough teams who may be needed in managing the night time economy**

- |  |   |   |
|--|---|---|
| <ul style="list-style-type: none"> <li>▪ Transport planning</li> <li>▪ Planning</li> <li>▪ Development/ building control</li> <li>▪ Environmental Health</li> <li>▪ Town centre management</li> <li>▪ Alcohol and entertainment licensing</li> </ul> | <ul style="list-style-type: none"> <li>▪ Street engineering</li> <li>▪ Parking management</li> <li>▪ Refuse collection</li> <li>▪ Street cleansing</li> <li>▪ Public conveniences</li> <li>▪ Community safety / crime disorder</li> </ul> | <ul style="list-style-type: none"> <li>▪ Drug &amp; Alcohol teams</li> <li>▪ Street wardens</li> <li>▪ Art/ culture</li> <li>▪ Trading Standards</li> <li>▪ CCTV</li> <li>▪ Regeneration/ economic development</li> </ul> |
|--|---|---|

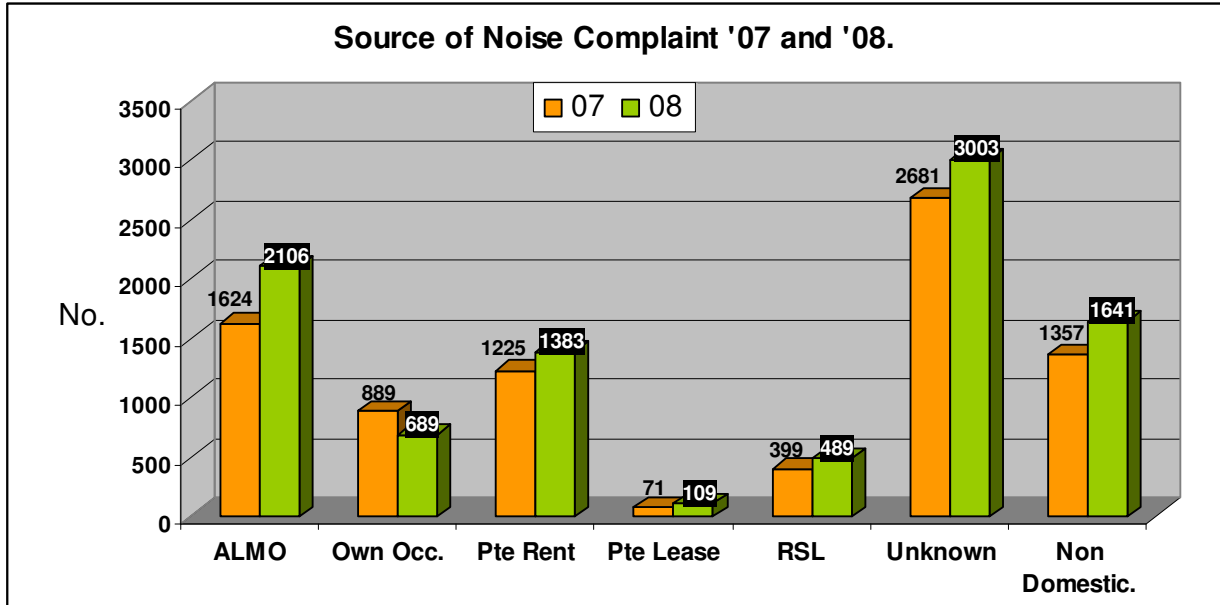
**13.2 A possible checklist of external agencies / partners for the management of the night time economy**

- |   |  |  |
|---|--|--|
| <ul style="list-style-type: none"> <li>▪ Police</li> <li>▪ Transport for London</li> <li>▪ Transport Police</li> <li>▪ Licensees</li> <li>▪ Night time economy users</li> </ul> | <ul style="list-style-type: none"> <li>▪ Primary Care Trust</li> <li>▪ Mental Health Trust</li> <li>▪ Acute Hospitals</li> <li>▪ Residents groups</li> <li>▪ Community and voluntary sector</li> </ul> | <ul style="list-style-type: none"> <li>▪ Fire Service</li> <li>▪ Ambulance Service</li> <li>▪ RSLs</li> <li>▪ ALMO</li> <li>▪</li> </ul> |
|---|--|--|

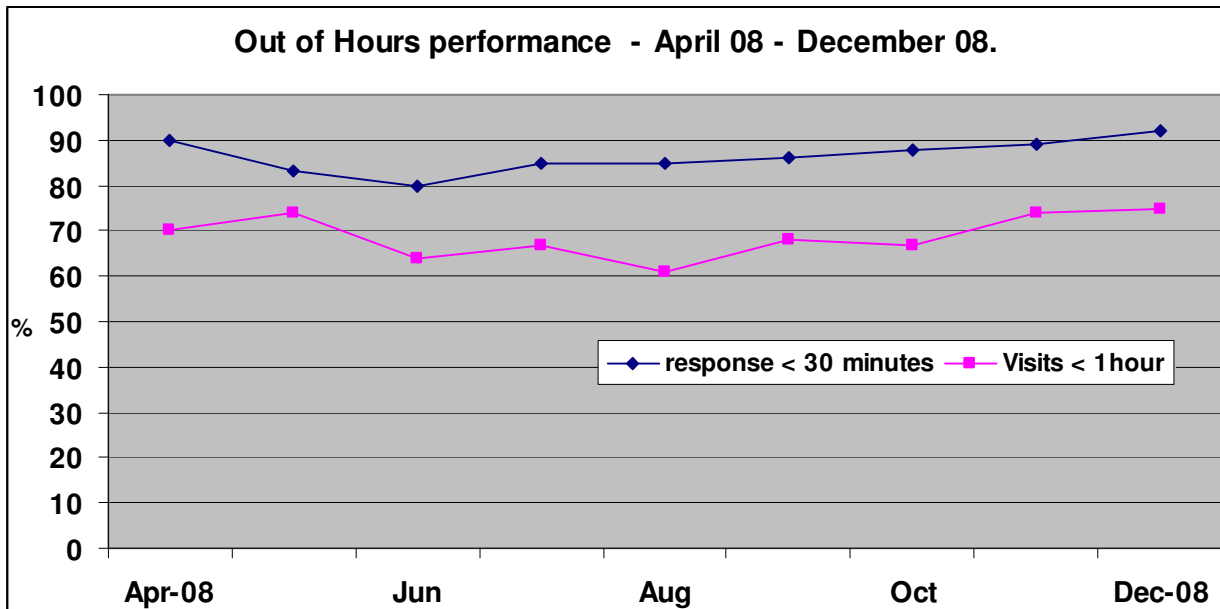
**13.3 Nature of noise complaints received by Out of Hours enforcement service 2007 and 2008.**



**13.4 Source of noise complaint received by Out of Hours enforcement service 2007 and 2008.**



**13.5 Performance of Out of Hours enforcement service April 08 – December 08.**



This page is intentionally left blank

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 16 FEBRUARY 2009**

Councillors Councillors Bull (Chair), Adamou (Vice-Chair), Aitken, Alexander, Dodds, Jones and Allison

Apologies Councillor Winskill and Felicity Kally

Also Present: Councillors Adje and Harris

<b>MINUTE NO.</b>	<b>SUBJECT/DECISION</b>
<b>OSCO27.</b>	<b>WEBCASTING</b>  The meeting was webcast on the Council's website.
<b>OSCO28.</b>	<b>APOLOGIES FOR ABSENCE</b>  Apologies for absence were received from Felicity Kally and from Cllr Winskill, for whom Cllr Allison was acting as substitute.  On behalf of the Committee, the Chair welcomed Cllr Jones back to Overview and Scrutiny and thanked Cllr Egan for all of his hard work during his time on the Committee.
<b>OSCO29.</b>	<b>URGENT BUSINESS</b>  There were no items of urgent business.
<b>OSCO30.</b>	<b>DECLARATIONS OF INTEREST</b>  Cllr Adamou declared a personal interest in respect of item 7, as her daughter is a social worker.
<b>OSCO31.</b>	<b>DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS</b>  There were no such items.
<b>OSCO32.</b>	<b>CABINET MEMBER QUESTIONS: CABINET MEMBER FOR ADULT SOCIAL CARE AND WELL BEING</b> The Committee received a briefing and answers to questions from Councillor Harris, Cabinet Member for Adult Social Care and Wellbeing.  The Committee welcomed the achievements reported for 2008, in particular Haringey being awarded a two star rating from the Commission for Social Care Inspection, and noted the priorities for 2009/10. In response to concerns raised by the Committee regarding reported proposals to top slice the budgets of financially solvent PCTs in London in order to assist Trusts with financial challenges, Cllr Harris

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 16 FEBRUARY 2009**

	<p>reported that he had not been formally notified of any such proposals, and would raise this issue at the next meeting with Haringey TPCT. Cllr Harris also agreed to send a letter to Haringey TPCT from himself and the Leader on this issue. The Committee suggested that a 12-monthly cycle of partnership meetings with the TPCT be established, and Cllr Harris agreed to look into this further. It was further suggested that an item on this issue be included on a future Overview and Scrutiny Committee agenda.</p> <p>The issue of partnership working was discussed and Cllr Harris acknowledged the examples raised by Committee members where partnership working could have been improved. Cllr Harris gave a commitment that, where issues had been identified, lessons would be learned in order for partnership working to improve in the future.</p> <p>The Committee asked about the number of vulnerable adults placed in the Borough by other local authorities, and the procedures that were in place for such cases. The Committee was assured by the Assistant Director, Adult Services, that robust protocols were in place and that figures for the number of such placements would be provided to the Committee outside the meeting.</p> <p>In response to concerns raised by the Committee relating to the increase in water and heating charges for residents of sheltered housing, Cllr Harris agreed to take this message back. Cllr Harris reported that the service was on target to deliver the savings identified in the budget, and that there were continuing budgetary pressures.</p> <p>The Committee suggested that the provision of information on proposed changes to GP services should be a priority for Adult Social Care and Wellbeing, and that it was important for work to continue on identifying tools to reduce the amount of time spent by social workers on paperwork.</p> <p><b>RESOLVED</b></p> <p>That the briefing and answers to questions be noted.</p>	
<p><b>OSCO33.</b></p>	<p><b>ANNUAL REVIEW FOR PERFORMANCE OF ADULT SOCIAL CARE 2007/08</b></p> <p>The Committee received a report on the outcome of the Commission for Social Care Inspection's (CSCI) annual Review of Social Care for 2007/08. It was reported that the Council's social care services for adults had received a two-star rating, and had been rated as 'good' against each of the seven outcomes for adult social care. While the positive outcome of the CSCI assessment was welcomed, it was reported that further work was needed on integration of performance indicators with outcomes, to improve the rating of the adult social care service from good to excellent.</p> <p>The Committee welcomed the CSCI assessment. Safeguarding adults, quality assurance, ensuring that care planning was followed up</p>	

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 16 FEBRUARY 2009**

	<p>and ensuring that the transformation programme targets were being met were identified as key areas in which Scrutiny involvement could help to ensure that standards were maintained.</p> <p>The Cabinet Member for Adult Social Care and Wellbeing emphasised the importance of adult social services working in close partnership with Homes for Haringey, and reported that there were regular meetings between officers and between the respective Cabinet Members. It was also reported that there was a good working relationship with Haringey TPCT.</p> <p>The Committee thanked officers for their hard work in achieving a positive CSCI assessment, and emphasised the importance of maintaining the level achieved.</p> <p><b>RESOLVED</b></p> <p>That the report be noted.</p>
<p><b>OSCO34.</b></p>	<p><b>CABINET MEMBER QUESTIONS: CABINET MEMBER FOR RESOURCES</b></p> <p>The Committee received a briefing and answers to questions from Councillor Adje, Cabinet Member for Resources.</p> <p>In response to a question on progress relating to Hornsey Town Hall, the Cabinet Member for Resources reported that the Hornsey Town Hall Community Partnership was leading on the project, with support from the Council. Cllr Adje asked that Members let him know of any areas of concern in relation to the project. The Committee asked about the Hornsey Central Depot development, and it was agreed that the Cabinet Member for Resources would meet with Hornsey Ward Councillors to discuss the specific impact of this development on the High Street.</p> <p>The Committee asked whether targets for reducing carbon emissions from council buildings should be more ambitious. The Cabinet Member reported that it was the intention that CO2 emission reduction activities be introduced across all council buildings and that, where reductions in excess of the target could be made, this would be implemented. The Chief Financial Officer reported that the Council had at present implemented a 3.2% reduction in carbon emissions against a statutory target of 2.5%.</p> <p>The role of the central procurement unit was discussed. The Committee asked about the difference between the cost of the central procurement unit as set out in the budget report and in the Cabinet member briefing provided, and it was agreed that the Committee would be provided with an explanation of the different figures outside the meeting. The Committee also requested that details of the cost of central procurement compared with the savings achieved be provided outside the meeting.</p>

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 16 FEBRUARY 2009**

	<p>The Committee asked whether the date by which 75% of undisputed invoices should be being paid within 10 days could be brought forward from December 2009. It was reported that the Council would aim to put this in place as soon as possible, but that December had been identified as a realistic timescale due to the number of issues to resolve.</p> <p>The Cabinet Member reported that the number of consultants engaged by the Council had significantly reduced to around 55, and that a system was now in place whereby any proposal to hire a consultant must be sanctioned by the relevant Cabinet Member.</p> <p>In response to a question about whether the feasibility of Community Land Trusts had been looked into, the Cabinet Member reported that this could be explored.</p> <p>It was agreed that the Committee be provided with information on where court costs awarded against the Council appeared in the budget.</p> <p>Following discussion of the activities carried out by the Council to encourage benefits take-up, it was reported that, compared with the previous year, there were over 1000 additional benefits recipients.</p> <p>The Committee raised the issue of the increase in heating and water rates, and the impact on sheltered housing residents with the Cabinet Member.</p> <p><b>RESOLVED</b></p> <p>That the briefing and answers to questions be noted.</p>
<p><b>OSCO35.</b></p>	<p><b>RESPONDING TO THE RECESSION IN HARINGEY</b></p> <p>The Committee received a report on the impact of the recession on the delivery of key services to residents and the borough, and mitigating actions being taken to ensure service delivery is not unduly interrupted.</p> <p>In response to a question from the Committee, it was agreed that Members be provided with information on whether Haringey would benefit from the £10m additional funding for Citizen's Advice Bureaux, announced in the press earlier in the week.</p> <p>The Committee welcomed the activities to encourage take up of benefits and free school meals, and noted that each Councillor had a role to play in promoting the range of support services available to residents.</p> <p>The Committee suggested that the key role of community centres in responding to the recession should be expanded further in the report and that the role of the Council in offering paid and unpaid work</p>

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 16 FEBRUARY 2009**

	<p>experience should be explored. It was also suggested that the report should address issues relating to crime and community safety. It was reported that the Chair had received feedback on the report from the Mental Health Trust, and this would be passed on to the report authors outside the meeting.</p> <p>The Committee welcomed the report, and thanked the Cabinet Member for Enterprise and Regeneration for speaking to the report.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>i) That, taking into account the comments and suggestions made by the Committee, the report be noted.</li> <li>ii) That the report be put forward for consideration by Cabinet.</li> </ul>
<p><b>OSCO36.</b></p>	<p><b>PEOPLE, PLACES AND PROSPERITY - HARINGEY'S REGENERATION STRATEGY</b></p> <p>The Committee received a report on the Regeneration Strategy.</p> <p>The Committee raised concerns about the development issues affecting the North Tottenham area, and the impact these were having on the local community and economy. The need for an appropriate balance of uses was emphasised, and it was agreed that policy should be reviewed to ensure that the issue of providing local facilities for local neighbourhoods was adequately addressed.</p> <p><b>RESOLVED</b></p> <p>That the report be noted.</p>
<p><b>OSCO37.</b></p>	<p><b>ANALYSES OF RESULTS AT THE END OF FOUNDATION STAGE, KEY STAGES 1, 2, 3, 4 AND POST 16 FOR 2008</b></p> <p>The Committee received a report on exam results at Foundation Stage, Key Stages 1, 2, 3, 4 and Post 16 for 2008. The Committee was advised that, due to a national delay in validating the results for Key Stages 2 and 3, the report included estimates for these results, and a final report would be brought to the Committee once validated results were available.</p> <p>The Committee welcomed the improvements seen within the exam results, and praised the pupils, teachers, staff and the former Director of the Children and Young People's Service for their achievement.</p> <p>In response to a question from the Committee on how long it would take for Haringey to reach the national average for pupils achieving 5 or more A*-C grades at GCSE, including English and Maths, it was reported that Haringey was on target to achieve this within 2 years but that it was hoped that it could in fact be achieved within a year.</p> <p>It was reported that work was ongoing to address the disparities in results for the different groups identified in the report. It was reported</p>

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 16 FEBRUARY 2009**

	<p>that there was an emphasis on developing language skills in Early Years, and that this would be of benefit to pupils for whom English was not their first language.</p> <p>The Committee requested that analysis of results for white, working-class males be included among the grouping of results in the final version of the report.</p> <p><b>RESOLVED</b></p> <p>That the analysis of the results set out in the summary report be noted.</p>
<p><b>OSCO38.</b></p>	<p><b>CO-ORDINATION OF SERVICES FOR 16-19 YEAR OLDS</b></p> <p>The Committee received a report on the feasibility of undertaking an in-depth review on the co-ordination of services for 16-19 year olds, and on areas where such a review might usefully be commissioned.</p> <p>The Committee considered the options set out in the report. Young people leaving care, and the transition from the Children's Service to Adult Social Care were identified as particular concerns by Members.</p> <p><b>RESOLVED</b></p> <ul style="list-style-type: none"> <li>i) That a review into the transition of young people looked after by the Council from the Children and Young People's Service to Adult social care be commissioned, looking at how people are identified and how planning takes place to support the transition to adult services or redirection to mainstream services where eligibility for adults is not met.</li> <li>ii) That the co-options as set out in the report be agreed in principle and that the review be undertaken in accordance with the principals set out in Paragraph 13 of the report.</li> </ul>
<p><b>OSCO39.</b></p>	<p><b>MINUTES</b></p> <p><b>RESOLVED</b></p> <p>That the minutes of the Overview and Scrutiny Committee meetings held on 12 January 2009 and 21 January 2009 be confirmed and signed by the Chair.</p>
<p><b>OSCO40.</b></p>	<p><b>NEW ITEMS OF URGENT BUSINESS</b></p> <p>There were no new items of urgent business.</p>

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 16 FEBRUARY 2009**

	The meeting closed at 22:00hrs.	
--	---------------------------------	--

COUNCILLOR GIDEON BULL

Chair

This page is intentionally left blank

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
TUESDAY, 17 FEBRUARY 2009**

Councillors Councillors Bull (Chair), Adamou (Vice-Chair), Aitken, Alexander, Dodds and Winskill

Apologies Felicity Kally

Also Present: Councillors Engert, Meehan, Newton and Weber

<b>MINUTE NO.</b>	<b>SUBJECT/DECISION</b>
<b>OSCO01.</b>	<b>WEBCASTING</b>  The meeting was webcast on the Council's website.
<b>OSCO02.</b>	<b>APOLOGIES FOR ABSENCE</b>  Apologies for absence were received from Felicity Kally.
<b>OSCO03.</b>	<b>URGENT BUSINESS</b>  There was no urgent business.
<b>OSCO04.</b>	<b>DECLARATIONS OF INTEREST</b>  Cllrs Dodds and Weber declared an interest by virtue of being panel members on the dismissal appeal of the former Director of the Children and Young People's Service.
<b>OSCO05.</b>	<b>DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS</b>  There were no such items.
<b>OSCO06.</b>	<b>ACTION PLAN IN RESPONSE TO THE JOINT AREA REVIEW OF SAFEGUARDING IN HARINGEY</b> The Chair of the Committee gave a brief introduction and outlined the scope of the meeting. The Cabinet Member for Children & Young People and the Director of the Children & Young People's Service introduced the Action Plan produced at the request of the Secretary of State in response to findings of the Joint Area Review into safeguarding services in Haringey. The deadline for the submission of the Action Plan to the Secretary of State was 27 February 2009.  The Action Plan would provide a framework within which progress could be made through partnership working to improve safeguarding services and was based around seven key themes, with the aspiration of ultimately becoming an exemplar for Children's Services. The Plan

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
TUESDAY, 17 FEBRUARY 2009**

had been developed by a cross partnership project group and would evolve over time to incorporate feedback from consultation exercises held with relevant stakeholders.

The Committee were advised that the financial plan to support the Action Plan had yet to be finalised. Initial costings anticipate additional funding demands in excess of £3 million, with the potential for further financial implications associated with any amendments requested by the Secretary of State prior to approval. Partner organisations expressed a clear commitment to prioritising child protection in organisational budget setting and allocation processes.

It was recognised that the Action Plan represented a high level, strategic document illustrating the involvement and commitment to change at senior level. The Committee raised concern that the success of the Action Plan relied fundamentally on implementation and delivery at a frontline, operational level. It was acknowledged that this would necessitate ensuring that appropriate support systems were in place for frontline staff and that staff were fully trained in order to encourage the shift in culture necessary to achieve and maintain improvements in safeguarding services. The importance of ongoing consultation with social work staff and facilitating a culture of openness to permit issues to be flagged up promptly was emphasised. Discussions were also held around the need to embed reflective practices and a greater focus on sceptical challenge and assertiveness in frontline delivery. This would also assist in collaboration with management supervision in ensuring the monitoring and maintenance of the quality of casework records.

The importance of the role of scrutiny both in the development and implementation of the Action Plan was emphasised, including the need to develop proposals to facilitate ongoing scrutiny by the Committee. Additional opportunities for scrutiny would include independent chairing of the Local Safeguarding Children's Board, encouraging more frequent external examination e.g. IDeA peer reviews and the opportunity for opposition Members to sit on the Children's Trust Board. It was reported that there would be a greater level of unplanned inspection, audit and external verification of processes and that this would be ongoing. It was confirmed that a condensed version of the Plan would be developed to clearly identify milestones and prioritisation for key themes to facilitate the scrutiny process. In addition, the scheduled refresh of the LAA would give priority to safeguarding indicators to allow scrutiny of performance.

In response to concerns raised relating to the limited extent of public involvement in the development of the Plan and the subsequent impact on perceived transparency, a clear commitment to ongoing public engagement was expressed outside of the time constraints imposed by the Secretary of State's deadlines. This would include partnership engagement with young people and the voluntary sector, with the objective of facilitating engagement with hard to reach groups.

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
TUESDAY, 17 FEBRUARY 2009**

Discussions were held around the issue of CRB checking being undertaken only for selected Members, given that all Members have responsibilities as corporate parents and potentially come into contact with vulnerable individuals while undertaking duties as Ward Councillors. Confirmation was provided that CRB checks are undertaken within the current legislative confines, which precludes blanket checks for all Members.

The Committee requested that further detail be provided in the Plan on the development of a 'whole council' approach to child protection and in particular the potential role of Strategic Housing.

Concerns were raised regarding the level of London weighting allocated to social worker salaries at Haringey Council and its possible impact on recruitment issues. The Committee were advised that the proposed 'Haringey Offer' recruitment package incorporated a range of issues identified during consultation with social work staff as being important considerations in addition to salary when deciding whether to work at an organisation. These included offering a high quality environment, incorporating good management and supervision systems. In addition, feedback was provided that a recent re-banding of health visitor salaries had not enhanced the recruitment of staff to the extent anticipated.

The training and structures being established in order to support the role of elected Members in safeguarding were outlined, and Members were encouraged to use the experience from their work as Ward Councillors to identify any issues that required addressing.

It was emphasised that the success of partnership working was entirely dependent on direct and comprehensive information exchange and a strong foundation of trust and openness at all levels, both between partner organisations and within individual organisations.

The Committee agreed that at a school level the Action Plan should incorporate measures for the monitoring of challenging behaviour and attendance issues as possible indicators of child protection issues. It was also suggested that the Plan include details regarding the role of pastoral teams in schools in child protection and closer monitoring of the educational achievement of children subject to Child Protection Plans and children educated at home. The Committee requested that the feasibility of the co-ordination and linkage of all relevant personal plans for a child, for example Child Protection Plans, Personal Education Plans, etc to form a single document be explored.

The Committee discussed the pivotal priority of improving communication both within the partnership at all levels to ensure necessary information sharing, and with the public and Members to raise the profile of safeguarding and the procedures for raising concerns. The Committee were advised that the lack of a central 'spine' to NHS records systems remained a national issue and presented a technical obstacle to information sharing between

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
TUESDAY, 17 FEBRUARY 2009**

departments and allied organisations including GP practices. Local arrangements would be developed to facilitate the sharing of child protection information within appropriate data protection safeguarding protocols and to encourage ownership of responsibility for this at an individual officer level.

The Chair expressed thanks to all partners and officers for their contribution to the meeting and demonstration of a partnership-wide commitment to safeguarding. The Committee considered its feedback on the Action Plan.

Overview and Scrutiny Committee feedback on the Action Plan in response to the Joint Area Review of Safeguarding in Haringey:

- i) That the lack of “joined-up” communication both within organisations and between partner organisations be emphasised as a key issue and addressed more explicitly in the action plan.
- ii) That the importance of publicity for raising awareness of the role of the public in safeguarding children and mechanisms for reporting concerns be reflected in the action plan, and that communication material be reviewed and enhanced as necessary.
- iii) That the action plan clearly identify systems for monitoring the mandatory safeguarding training for GPs, health workers and other professionals in regular and sustained contact with children and families.
- iv) That the Council continue to lobby central Government in relation to the grant settlement, to address the current funding disparity compared with inner London Boroughs, in particular identifying a need for our social workers to be paid Inner London Weighting in the same way that we choose to pay our teachers.
- v) That the Council continue to lobby central Government in relation to the issue of obtaining CRB checks for all elected Members being investigated further, considering the current legislative framework.
- vi) That the action plan include the development of a clear protocol on Members’ access to information in accordance with national legislation, specifically relating to the different roles within the Authority, such as the accountable Cabinet Member and Corporate Parenting roles of all Councillors, in order to facilitate the discharge of their statutory duties.
- vii) That the areas of the action plan relating to education be further developed, to explicitly include measures for the monitoring of challenging behaviour and attendance issues

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
TUESDAY, 17 FEBRUARY 2009**

as possible indicators of child protection issues. That the action plan also include the issue of ensuring pastoral teams are in place in all schools, that best practice in this area is shared, and that monitoring visits from the Local Authority place an emphasis on this and on Safeguarding in general. In addition, that the action plan includes closer monitoring of the educational achievement of children with Child Protection Plans and children educated at home, and that the feasibility of co-ordinating all relevant personal plans, for example Child Protection Plans, Personal Education Plans, etc, to form a single document for each child be explored.

- viii) That the role of Housing Services in safeguarding children be further developed in the action plan, and reflected in the development of the new Housing Strategy, and in particular that all Housing Officers are CRB-checked and provided with regular Safeguarding training due to their ongoing close contact with vulnerable children and families.
- ix) That the need for transparency relating to the resource contributions of all partners be emphasised.
- x) That the possibility of developing local performance indicators in respect of safeguarding children be explored.
- xi) The quality and comprehensiveness of information exchanged between partners and between council officers and Members be addressed more transparently in the action plan.
- xii) That details of the role of Scrutiny in child protection be further developed.
- xiii) That the action plan details more thoroughly how the views of all children with CPPs or who are Looked After will be listened to regularly, including the views of primary age children, children living in placements outside of the borough, children in short-term/interim fostering arrangements, and children in informal/family-based fostering arrangements.
- xiv) That good mental health and wellbeing of social workers is a priority, and that the Haringey Offer for social workers includes regular meetings with line managers and/or counsellors that focus on this.
- xv) That the Council ensures that every area of the Council's work and services regularly monitors the roles it can play in Safeguarding, and in particular that IT is used to minimise the written work necessary of frontline social work staff.

**RESOLVED**

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
TUESDAY, 17 FEBRUARY 2009**

	<p>That the report and action plan be noted and that the Overview and Scrutiny Committee feedback on the Action Plan in response to the Joint Area Review of Safeguarding in Haringey be put forward for consideration by Cabinet.</p>
--	--

COUNCILLOR GIDEON BULL

Chair