

NOTICE OF MEETING

Cabinet

TUESDAY, 16TH SEPTEMBER, 2008 at 19:30 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

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

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If you have any queries regarding this, please contact the Cabinet Committees Manager (Committee Clerk) at the meeting.

AGENDA

1. APOLOGIES FOR ABSENCE

(if any)

2. URGENT BUSINESS

The Chair will consider the admission of any late items of urgent business. (Late items will be considered under the agenda item where they appear. New items will be dealt with at item 21 below. New items of exempt business will be dealt with at item 25 below).

3. DECLARATIONS OF INTEREST

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

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

4. MINUTES

To confirm and sign the minutes of the meeting of the Cabinet held on 15 and 28 July 2008.

5. DEPUTATIONS/PETITIONS/QUESTIONS

To consider any requests received in accordance with Standing Orders.

6. MATTERS, IF ANY, REFERRED FOR CONSIDERATION BY THE OVERVIEW AND SCRUTINY COMMITTEE

7. THE COUNCIL'S PERFORMANCE QUARTER1 - APRIL - JUNE AND JULY 2008

(Joint Report of the Chief Executive and the Chief Financial Officer – To be introduced by the Leader and the Cabinet Member for Resources): To report on an exception basis financial and performance information for the first quarter and July 2008, on an exception basis the quarterly progress of the Council's Better Haringey and Regeneration Corporate Programmes and to provide an overview of their status as at the end of July 2008, to report on an exception basis the quarterly progress against the Council's Business Plans as at the end of the quarter, June 2008, and to agree the budget virements in accordance with financial regulations.

8. BULL LANE AND /PASTEUR GARDENS N18

(Report of the Director of Corporate Resources - To be introduced by the Cabinet Member for Resources): To seek a decision from the Cabinet on alternative proposal from Community Action Sport to acquire the Bull Lane site from the Council for development of the whole site for sporting use.

9. CONTROLLED PARKING IN CROUCH END - CONSULTATION RESULTS AND PROPOSALS

(Report of the Director of Urban Environment – To be introduced by the Cabinet Member for Environment and Conservation): To report feedback from the local community consultation carried out in May/June 2008 and recommends a possible way forward.

10. HOUSING SUPPLEMENTARY PLANNING DOCUMENT

(Report of the Director of Urban Environment – To be introduced by the Cabinet Member for Regeneration and Enterprise) To report on the public consultation that took place between 17 April and 29 May 2008 on the draft Haringey Housing Supplementary Planning Document (SPD) focusing on an objection raised by the Greater London Authority (GLA) on the proposed affordable housing tenure split.

11. TREE POLICY AND PLANTING PROGRAMME

(Report of the Director of Adult, Culture and Community Services – To be introduced by the Cabinet Member for Leisure, Culture and Lifelong Learning): To propose the adoption of a Tree Strategy and Planting Programme that supports existing policies that help to improve the environment and the visual amenity of the Borough.

12. SPORTS AND PHYSICAL ACTIVITY PARTICIPATION IMPROVEMENT PLAN - HARIACTIVE

(Report of the Director of Adult, Culture and Community Services – To be introduced by the Cabinet Member for Leisure, Culture and Lifelong Learning): To provide an update on work being undertaken to increase levels of participation in sport and physical activity and reduce inactivity.

13. DRAFT CHILD POVERTY STRATEGY FOR CONSULTATION

(Report of the Director of the Children and the Young People's Service – To be introduced by the Cabinet Member for Children and Young People): The strategy and draft action plan set out the Council's approach to combating child poverty.

14. ADMISSIONS TO SCHOOLS - APPROVAL TO CONSULT

(Report of the Director of the Children and the Young People's Service – To be introduced by the Cabinet Member for Children and Young People): To request approval to consult on the arrangements for admission to community primary and secondary schools and to St. Aidan's Voluntary Controlled School for the 2010/11 school year.

15. CHILDREN ACT COMPLAINTS ANNUAL REPORT

(Report of the Director of the Children and the Young People's Service – To be introduced by the Cabinet Member for Children and Young People): To inform Members about complaints made under the Children Act procedures between April 2007 to March 2008.

16. ANNUAL REPORT FOR 2006-07 ON THE COUNCIL'S HANDLING OF CUSTOMER FEEDBACK - COMPLAINTS, COMPLIMENTS, SUGGESTIONS AND MEMBERS ENQUIRES

(Report of the Assistant Chief Executive for Policy, Performance, Partnerships and Communications - To be introduced by the Leader): To receive the annual report on the operation of the Council's handling of complaints, compliments and suggestions and Members' Enquiries.

17. 2ND DOMESTIC VIOLENCE AND GENDER VIOLENCE STRATEGY

(Report of the Assistant Chief Executive for Policy, Performance, Partnerships and Communications - To be introduced by the Cabinet Member for Enforcement and Community Safety): To approve the 2nd Haringey Domestic Violence Strategy.

18. URGENT ACTIONS TAKEN IN CONSULTATION WITH CABINET MEMBERS

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

19. DELEGATED DECISIONS AND SIGNIFICANT ACTIONS

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

20. MINUTES OF OTHER BODIES

- a. Haringey Strategic Partnership Board – 3 July 2008
- b. Procurement Committee – 17 July 2008
- c. Procurement Committee – 29 July 2008

21. NEW ITEMS OF URGENT BUSINESS

To consider any items admitted at item 2 above.

22. EXCLUSION OF THE PRESS AND PUBLIC

The following items are likely to be the subject of a motion to exclude the press and public as they contain exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).

Note by the Head of Local Democracy and Member Services

Item 23 allows for the consideration of exempt information (if required) in relation to items 8 and 19 which appear earlier on the agenda.

23. BULL LANE AND PASTEUR GARDENS

(Report of the Director of Corporate Resources - To be introduced by the Cabinet Member for Resources): To seek a decision from the Cabinet on alternative proposal from Community Action Sport to acquire the Bull Lane site from the Council for development of the whole site for sporting use.

24. DELEGATED DECISIONS AND SIGNIFICANT ACTIONS

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

25. NEW ITEMS OF EXEMPT URGENT BUSINESS

To consider any items admitted at 2 above.

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and Member Services
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8 September 2008

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**MINUTES OF THE CABINET
TUESDAY, 15 JULY 2008**

Councillors Meehan (Chair), *Reith (Vice-Chair), *Adje, *Amin, *Basu, *Canver, *Haley, *B. Harris and *Santry.

*Present

Also Present: Councillor Allison, Engert, Jones, Newton and Wilson.

MINUTE NO.	SUBJECT/DECISION	ACTION BY
CAB24.	<p>APOLOGIES FOR ABSENCE (Agenda Item 1):</p> <p>An apology for absence was submitted by Councillor Meehan. In the absence of the Chair, the Vice Chair took the Chair.</p> <p>(Councillor Reith in the Chair)</p>	
CAB25.	<p>DECLARATIONS OF INTEREST (Agenda Item 3):</p> <p>Councillor Haley – Items 8 Financial Planning and 20 Adoption of Revised North London Joint Waste Strategy (see below)</p> <p>Councillor Reith – Item 15 Service Improvement Initiatives for Leaseholders (see below)</p> <p>Councillor Santry – Item 19 New Approach to Consultation for the Extension of Controlled Parking Zones (see below)</p>	HLDMS
CAB26.	<p>MINUTES (Agenda Item 4):</p> <p>RESOLVED:</p> <p>That the minutes of the meeting of the Cabinet held on 17 June 2008 be confirmed and signed.</p>	HLDMS
CAB27.	<p>THE COUNCIL'S PERFORMANCE - APRIL/MAY 2008 (Joint Report of the Chief Executive and the Chief Financial Officer – Agenda Item 7):</p> <p>Arising from consideration of paragraph 18.4 concern was expressed about the further deterioration of the fabric of the Muswell Hill Library building which might occur if the refurbishment there was delayed. We noted that the works were to be funded from a capital receipt which was not now expected in 2008/09 as a result of which the expenditure profile would have to be re-phased to 2009/10.</p> <p>Reference was made to the proportion of 16-18 year olds not in education, employment and training (NEETS) and in particular to the increased level of 'Not Knowns'. We were informed that in overall terms the number of NEETS had reduced significantly and that because of the high levels of mobility of some Haringey residents the level of 'Not</p>	

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	<p>Knowns' always tended to be high. Difficulties remained with regard to NEETS generally but a number of measures were being implemented by Connexions.</p> <p>Disquiet having been voiced about the rate of issue of Special Educational Needs statements we were advised that the basis of the target had changed and now involved much consultation between officers and parents. However the Service was now moving towards a new target.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That the report and the progress against Council priorities as shown in Appendix 1 to the interleaved report be noted. 2. That approval be granted to the virements as set out in Appendix 2 to the interleaved report. 	CFO
CAB28.	<p>FINANCIAL PLANNING 2009/10 – 2011/12 (Joint Report of the Chief Financial Officer and the Director of Corporate Resources – Agenda Item 8):</p> <p>Arising from paragraph 10.4.3, Councillor Haley declared a personal interest in the report by virtue of being a member of the North London Waste Authority.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the financial position for planning purposes as outlined in the interleaved report. 2. That the budget changes and variations as set out in the interleaved report be approved. 3. That approval be granted to the proposed business planning process as detailed in the interleaved report. 	DCS/ CFO DCS/ CFO DCS/ CFO
CAB29.	<p>LOCAL AREA AGREEMENT (Report of the Assistant Chief Executive (Policy, Performance, Partnerships and Communications) – Agenda Item 9):</p> <p>Clarification was sought of the status of the figures shown against Indicator No. 154 – Net Additional Homes Provided and we were advised that the target figure of 680 units (with 340 of social housing) was a London Plan target which the Integrated Housing Board would monitor while the other figures shown of Haringey's projected additional units were local targets only and might be subject to change.</p> <p>RESOLVED:</p> <p>That approval be granted to the report, including the changes made to the final selection of national indicators within the</p>	ACE- PPPC

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	2008/08-2010/11 Local Area Agreement and the negotiated targets for the three year period, as set out in Appendix A thereto.	
CAB30.	<p>EQUALITY IMPACT ASSESSMENT: END YEAR 2007/08 (Report of the Assistant Chief Executive (Policy, Performance, Partnerships and Communications) – Agenda Item 10):</p> <p>RESOLVED:</p> <p>That the schedule of impact assessments carried out in 2007/8 be noted and approval granted to the areas identified for impact assessment in 2008/9.</p>	ACE-PPPC
CAB31.	<p>ANNUAL SCHOOL PLACE PLANNING REPORT (Report of the Director of the Children and Young People’s Service – Agenda Item 11):</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the following working priorities as set out below with the recommendations arising from this work being presented to the Cabinet in July 2009 – <ul style="list-style-type: none"> • to develop plans and demographic data during the autumn of 2008 to ensure the potential PAN reinstatements are still required by 2010 and plans are in place to allow this to happen if necessary. • consultation on increased capacity at Rhodes Avenue primary school for September 2011 • an update on the proposed additional provision around Tottenham Hale • monitoring the demand for school places in the Wood Green area • continue to work with colleagues on SEN data and projections • continue to work with colleagues on post 16 projections 2. That the consultation on the possible expansion of Rhodes Avenue primary school in the west children’s network to create an additional form of entry be endorsed and that a further report to Cabinet in January 2009 on the outcome of the consultation and to determine whether statutory notices are published. 3. That approval be granted to the consultation on additional school capacity around Tottenham Hale be carried out from September 2009. 4. That approval be granted to an additional school place planning principle arising from the recent Primary Strategy consultation. 5. That a further report on school places be presented in July 	<p>DCYPS</p> <p>DCYPS</p> <p>DCYPS</p> <p>DCYPS</p> <p>DCYPS</p>

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	2009.	
CAB32.	<p>ADULT, CULTURE AND COMMUNITY SERVICES ANNUAL COMPLAINTS REPORT 2007/08 (Report of the Adult, Culture and Community Services – Agenda Item 12):</p> <p>In response to a question about the low number of suggestions received, we were informed that ways to address this issue were being considered and that suggestions also came via other routes including some ‘complaints’ received which were, in fact, suggestions.</p> <p>RESOLVED:</p> <p>That the Adult Social Care Annual Complaints Report, the performance for 2007/08 and the proposed initiatives for performance improvements be noted.</p>	DACCS
CAB33.	<p>RESPONSE TO SCRUTINY REVIEW OF ACCESS TO SERVICES FOR OLDER PEOPLE (Report of the Adult, Culture and Community Services – Agenda Item 13):</p> <p>Clarification was sought of whether action would be taken on Recommendations 2 and 5b of the Scrutiny Review that representations be made to the Department of Health to encourage more funding to allow the Council to support the low and moderate bandings of Fair Access to Care Services in line with the well being agenda, and also for Direct Payments to be extended to health care services.</p> <p>Confirmation was also sought that Recommendations 11 and 14 which had been referred to the Primary Care Trust would be followed up.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the response to the Scrutiny Review of Access to Services for Older People as set out in the interleaved report and the Appendices thereto. 2. That representations be made to the Department of Health on the matters detailed above subject to the Direct Payments for health care services proposed not including disability benefits. 3. That the Cabinet Member for Adult Social Care and Well Being pursue with the Haringey Teaching Primary Care Trust the Scrutiny Review’s recommendations 11 and 14 concerning the GP referral scheme and proposals for improving foot health in Haringey respectively. 	DACCS DACCS DACCS
CAB34.	<p>HARINGEY REGENERATION STRATEGY - DRAFT DELIVERY PAN (Report of the Director of Urban Environment – Agenda Item 14):</p> <p>Our Chair agreed to admit the report as urgent business. The report was late because of the need to complete consultations. The report was too</p>	

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	<p>urgent to await the next meeting because the report was on the Forward Plan and to defer consideration would delay acting on the matter.</p> <p>RESOLVED:</p> <p>That approval be granted to the draft Delivery Plan for Haringey's Regeneration Strategy as set out in the interleaved report and the Appendix thereto.</p>	DUE
CAB35.	<p>SERVICE IMPROVEMENT INITIATIVES FOR LEASEHOLDERS (Report of the Director of Urban Environment – Agenda Item 15):</p> <p>Councillor Reith declared an interest in this item by virtue of being a leaseholder.</p> <p>In response to a question about billing in advance for major works and also about ensuring the quality of work, it was confirmed that there had been a positive response from leaseholders about the concept of advance payment and that work carried out as part of the Decent Homes programme would be carried out to a high standard and would be subject to inspection.</p> <p>In response to a further question about conditions for granting leaseholders permission to install windows and doors we noted that one of the conditions was that those installed would have to meet design requirements. Concern having been expressed about how this requirement would be enforced, the Cabinet Member for Housing agreed to take this matter back to the Homes for Haringey Board.</p> <p>RESOLVED:</p> <p>That approval be granted to:</p> <ol style="list-style-type: none"> 1. The commencement of billing in advance for major works in order to improve the cash flow to the Council by bringing forward the start date for the receipt of payments by up to 18 months; 2. The provision to leaseholders of a higher discount (5%) for payment in full in order to provide an incentive to pay in full at the start of work, since they were only obliged to pay in instalments; 3. The provision of instalment periods of up to 3 years (including the 18 month advance billing period referred to above) on an interest-free basis; 4. Proposals to allow Interest only loans and a voluntary charge against the property; 5. Leaseholders being allowed to install and maintain their own windows and external doors in agreed circumstances and on a case by case basis; and 6. Leaseholders being enabled to benefit from the volume discounts available from the Decent Homes Programme (DHP) supply 	DUE

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	chains in respect of kitchen and bathroom units.	
CAB36.	<p>HARINGEY'S HOMELESSNESS STRATEGY 2008 – 11 (Report of the Director of Urban Environment – Agenda Item 16):</p> <p>Our Chair agreed to admit as urgent business. The report was late because of the amount of time and work involved in consulting on, and writing, this important multi agency Strategy. A key element of the Homelessness Strategy was the Action Plan which had taken longer than expected to complete. The report is too urgent to await the next meeting because the Homelessness Act 2002 placed a statutory obligation on all local authorities to undertake a review of homelessness and produce a homelessness strategy at least once every five years. Haringey's last Homelessness Strategy was published in July 2003. Therefore the new Homelessness Strategy had to be approved and published by 31 July 2008. Failure to do so would affect the reputation of the Council and leave it extremely vulnerable to Judicial Review.</p> <p>We noted that the Action plan to which reference was made in the report was now available and would be circulated to Members.</p> <p>Our attention was drawn to the over-representation of ethnic minority and black households in temporary accommodation and clarification was sought that targets for reduction suggested in the report were achievable.</p> <p>We noted that the Homelessness Strategy proposed would demand a fresh approach to the way in which everyone in Haringey tackled and prevented homelessness. With its emphasis on multi agency working, implementation of the Strategy would ensure that all of the key issues were discussed and addressed. In order to make a meaningful impact on the number of homeless people who were not in education, employment or training, homelessness services would be aligned with Jobcentre Plus, the employment advisers and the Haringey Guarantee.</p> <p>The creation of a homeless households support service would ensure that service users received consistent messages and were kept fully informed about services, initiatives and their move-on options. More than ever before, service users would be actively consulted and involved in designing, monitoring and improving the services provided for people who are homeless or at risk of becoming homeless.</p> <p>The Action Plan had the potential to completely transform Haringey's housing and homelessness services and, given the impact that homelessness was having on the health, educational attainment, life chances and well-being of Haringey's residents, it was essential that everyone in the Borough contributed to assist its implementation.</p> <p>Concern was expressed about a perceived lack of clarity in the strategy report around links to worklessness and the way in which the benefits system operated. Also, with regard to the rebate system, about the number of households in receipt of benefit and whether there would be</p>	

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	<p>officers who engaged with them. We noted that these matters would require changes over the next two years to the way in which the service currently operated.</p> <p>Clarification was then sought of the position with regard to victims of domestic violence and, more specifically, whether they would have the right to return to the homes they had been obliged to leave. We were informed that the Strategy would actively promote the take up of the sanctuary scheme as a housing option and amend the Lettings Policy to enable Council tenants and housing association tenants to obtain emergency transfers rather than be placed in temporary accommodation and wait for a lengthy period until they were offered somewhere settled. However, this would involve giving up the right to a secure tenancy where such an entitlement had previously existed.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to Haringey's Homelessness Strategy 2008-11 as set out in the Appendix to the interleaved report. 2. That authority to approve any minor amendments to the Strategy considered reasonable in the light of feedback received during consultation with stakeholders be delegated to the Director of Urban Environment in consultation with the Cabinet Member for Housing. 	<p>DUE</p> <p>DUE</p>
<p>CAB37.</p>	<p>TEMPORARY ACCOMMODATION REDUCTION PLAN 2008/2010 (Report of the Director of Urban Environment – Agenda Item 17):</p> <p>Clarification was sought of whether any assessment of the planned actions had been carried out in the light of the present state of the housing market and the current economic climate. We noted that while no detailed work had been done, the Housing Corporation had made a sum available to housing associations to purchase some private sector housing. We asked that a briefing be provided to us on the implications for housing of the present credit crunch and that consideration also be given to any policy changes consequent on the election of a new Mayor of London.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to a target of no more than 4,000 households in Temporary Accommodation by 31 March 2009 as set out in Appendix 1 to the interleaved report and no more than 2,600 by 31 March 2010. 2. That approval be granted to the following the key objectives - <ul style="list-style-type: none"> • Objective 1 - Controlling the gateway for households entering Temporary Accommodation. • Objective 2 - Managing the Temporary Accommodation client base. 	<p>DUE</p> <p>DUE</p> <p>DUE</p>

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	<ul style="list-style-type: none"> • Objective 3 - Improving the supply of permanent accommodation to reduce numbers of households in Temporary Accommodation <p>3. That approval be granted to the funding for the additional costs of providing assured short hold tenancy properties in 2008/09 as set out in paragraph 4.3 of the interleaved report.</p>	DUE
CAB38.	<p>PUBLIC REALM COMMISSIONING STRATEGY - OPTION APPRAISAL (Report of the Director of Urban Environment – Agenda Item 18):</p> <p>We noted that a revised version of the report had been circulated because amendments to the layout of the original version had been found to be necessary.</p> <p>The Appendices to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information in relation to which a claim to legal professional privilege could be maintained in legal proceedings.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the Specialised Contracts option as set out at Option 2 in the interleaved report. 2. That approval be granted to the use of a Competitive Dialogue procurement process. 3. That approval be granted to the extension of the Integrated Waste Management and Transport contract with Haringey Enterprise Ltd as proposed in the interleaved report. 4. That approval be granted to the extension of the proposed Highways/Street Lighting contract period as detailed in the interleaved report. 5. That approval be granted to the extension of the current Highways and Street Lighting contracts with John Crowley (Maidstone) Ltd and EDF Energy Contracting respectively as proposed in the interleaved report. 6. That approval be granted to a Cross Party Member Steering Group being established to oversee and steer the development of the ongoing waste and highways procurement projects, the constitution including the membership of the Group to be determined by Cabinet Member for Environment and Conservation. 	<p>DUE</p> <p>DUE</p> <p>DUE</p> <p>DUE</p> <p>DUE</p> <p>DUE</p>

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	<p>7. That approval be granted agree to a formal public consultation on future waste management services being undertake with Haringey Sustainable Community Partners, residents, traders and visitors.</p>	DUE
CAB39.	<p>NEW APPROACH TO CONSULTATION FOR THE EXTENSION OF CONTROLLED PARKING ZONES (Report of the Director of Urban Environment – Agenda Item 19):</p> <p>Councillor Santry declared a personal interest in the report by virtue of being resident in one of the roads affected by the proposals.</p> <p>In response to concern expressed it was confirmed that the approach proposed would relate only to the extension of existing controlled parking zones where evidence of a majority of support had been provided by residents.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the adoption of the new approach to consultation for the introduction of extensions to existing controlled parking zones as set out in Section 11 of the interleaved report. 2. That in the light of 1 above, funding be identified and secured to enable the new Controlled Parking Zone (CPZ) schemes to be implemented. 3. That approval be granted to the proposed programme of extensions as set out in Appendix 2 to the interleaved report. 	<p>DUE</p> <p>DUE</p> <p>DUE</p>
CAB40.	<p>ADOPTION OF REVISED NORTH LONDON JOINT WASTE STRATEGY (Report of the Director of Urban Environment – Agenda Item 20):</p> <p>Councillor Haley declared a personal interest in the report by virtue of being a member of the North London Waste Authority.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the North London Joint Waste Strategy (NLJWS) 2008 and to it's formal adoption. 2. That, subject to any amendments remaining broadly in line with the content of the existing version of the NLJWS, authority to agree any amendments to the Strategy that become necessary following consideration of the draft by each partner Borough's formal approval process be delegated to the Director of Urban Environment in consultation with the Cabinet Member for Environment and Conservation. 	<p>DUE</p> <p>DUE</p>

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CAB41.	<p>RESPONSE TO SCRUTINY REVIEW OF WASTE RECYCLING COLLECTION AND DISPOSAL (Report of the Director of Urban Environment – Agenda Item 21):</p> <p>With regard to recommendations 3 and 4 of the Scrutiny Review in relation to a policy of compulsory recycling in Haringey which the response proposed be not agreed, we noted that should the Chair of the Review Panel so choose she could ask for these recommendations to be discussed further with her Member colleagues on the Council.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the response to the Scrutiny Review of Waste Recycling Collection and Disposal as set out in the interleaved report and the Appendix thereto. 2. That the agreed recommendations be incorporated within the Front Line Services business plan and that any recommendations requiring additional funding be dealt with as part of the Council's budget setting process in 2009/10 and beyond as appropriate. 	<p>DUE</p> <p>DUE</p>
CAB42.	<p>DELEGATED DECISIONS AND SIGNIFICANT ACTIONS (Report of the Chief Executive – Agenda Item 22):</p> <p>RESOLVED:</p> <p>That the report be noted and any necessary action approved.</p>	
CAB43.	<p>MINUTES OF OTHER BODIES (Agenda Item 23):</p> <p>RESOLVED:</p> <p>That the report be noted and any necessary action approved.</p>	
CAB44.	<p>RELOCATION OF HORNSEY RE-USE AND-RE-CYCLING CENTRE (Joint Report of the Director of Corporate Services and the Director of Urban Environment – Agenda Item 26):</p> <p>The interleaved report was the subject of a motion to exclude the press and public from the meeting as it contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That the Head of Corporate Property Services be authorised in consultation with the Cabinet Member for Resources to acquire the site referred to in paragraph 3.1 of the interleaved report. 2. That approval be granted to an additional capital budget 	<p>HP</p> <p>DCS</p>

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	<p>provision in the sum set out in paragraph 3.2 of the interleaved report for the purpose of acquisition of the site.</p> <p>3. That approval be granted to an additional capital budget provision in the sum specified in paragraph 5.3 of the interleaved report for the redevelopment and fit-out of the replacement site.</p>	DCS
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LORNA REITH
In the Chair

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**MINUTES OF THE CABINET
MONDAY, 28 JULY 2008**

Councillors Meehan* (Chair), Reith (Vice-Chair), Adje* Amin, Basu*, Bevan*, Canver*, Haley*, B. Harris*, and Santry*

*Present

Also Present: Councillor Gorrie, Councillor Whyte

MINUTE NO.	SUBJECT/DECISION	ACTION BY
CAB45.	<p>APOLOGIES FOR ABSENCE (Agenda Item 1)</p> <p>Apologies for absence were submitted by Councillor Amin.</p>	
CAB46.	<p>DECLARATIONS OF INTEREST (Agenda Item 2)</p> <p>There were no declarations of interests.</p> <p>NOTED</p>	
CAB47.	<p>FUTURE ACCOMMODATION FOR CIVIC AND CEREMONIAL FUNCTIONS (Report of the Director of Corporate Resources – Agenda Item 4)</p> <p>The Appendices to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person.</p> <p>We received an introduction to the report by the Cabinet Member for resources and we acknowledged the wonderful opportunity there was to revitalise Woodside House by relocating the existing Civic Ceremonial functions and registrars service into the heart of the Park. With regard to the proposed refurbishment we were advised that investment in a heritage building would provide a modern state of the art council chamber, meeting rooms and civic space, a sustainable civic building, and provide attractive facilities for the registrar service.</p> <p>We acknowledged that consideration would need to be made as to when the best time to sell the current civic centre site would be.</p> <p>We noted that this proposal was in line with the accommodation strategy and provided value for money. Alternative options to Woodside House have been explored and had been rejected.</p> <p>We noted that all the existing users of Woodside House, including the drop in provision would be found alternative accommodation in the area and their services re-provided. There were a number of options being</p>	

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considered and current users would be kept fully informed. The concerns regarding consultation and provision of information to the users of Woodside House were noted, together with those of a leaseholder of a building in the park. Contact had been made with relevant groups and individuals by officers, further contact would be made. There would be opportunity for all stakeholders to engage and express views on the proposals during the pre-planning consultation planned for end August and beginning of September.

We received a number of comments from Councillor Gorrie in respect of the proposals and in particular that whilst there was acceptance in terms of the proposals, was Woodside House the best alternative location; given the current economic climate was this the best time to embark on this course of action; whether the proposed expenditure could be more usefully spent across the Borough and whether there was a need for a static Council meeting place; what had been the level of consultation in respect the existing users of Woodside House.

In response to a number of the points raised we were advised by cabinet member Councillor Adje that there would be opportunity for engaging with the public and users during the late August and September period. Organisations either using or operating at Woodside House had already been contacted. The proposed refurbishment would offer value for money and would provide a new civic amenity with facilities and a suitable ambience for meetings and excellent registrar facilities. The proposals had also been embedded in the Council's accommodation strategy for a considerable period.

We commented on the need to ensure, in respect of relocating existing users of Woodside House, that the alternative accommodation be suitable to users and near to good transport links. In response to clarification we were informed by Councillor Gorrie that he was aware of one Local Authority who was considering the idea of a non static meeting arrangement concept, which in his view, was novel, and that perhaps consideration should be given to the possibility.

Our Chair stressed that there would be provision of alternative accommodation for all existing users of Woodside House. It was the case that in terms of currently unused council buildings in the Borough the Council was looking at bringing these back into use as it was a fact that the Council could not afford to have them remaining unutilised. The Chair also reiterated earlier comments that officers would continue to have dialogue and meetings with existing users.

The Chair then MOVED and it was:

RESOLVED:

1. That, having considered the options for the future provision of democratic and civic functions as outlined in the interleaved report together with the Feasibility Report prepared by Capita Symonds, approval be granted to the

DCR

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	engagement in the design process and carry out enabling works.	
CAB48.	<p>CIVIC CENTRE SITE DISPOSAL (Report of the Director of Corporate Resources - Agenda Item 7)</p> <p>The interleaved report was the subject of a motion to exclude the press and public from the meeting as it contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p>We noted that this disposal would contribute towards the council's accommodation strategy, giving both regeneration benefits and generating capital receipts that would be used for the re-provision of the Civic Centre. The Cabinet member for Resources - Councillor Adje advised that in respect of concerns in relation to the fact that the Civic Centre was located in a conservation area there would be a requirement at a later stage as part of the necessary planning consents to ensure a proper process to be followed for the necessary conservation consent.</p> <p>We were advised that the BSF team would be relocated and the Children and Young People's Service were aware of this.</p> <p>In noting the position regarding site 3, the implications of alternative locations would need to be examined by officers.</p> <p>In response to further comments the Chair advised that the sites would be marketed at an appropriate time .</p> <p>The Chair MOVED and it was:</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the disposal of sites 1 and 2 of the Civic Centre site as detailed in the interleaved report and shown on Drawing No. BVES A4 misc. on the open market; 2. That the position regarding site 3 as described in the interleaved report be noted; 3. That the Head of Corporate Property be authorised to prepare a development brief to market the site and negotiate and agree Heads of Terms for the subsequent disposal of the Civic Centre site to the preferred purchaser; and 4. That in respect of the report to be submitted to Cabinet in October 2008 officers be asked to detail both revenue and capital costs of the accommodation strategy and the overall savings that the strategy would bring. 	<p>DCR</p> <p>HP</p> <p>DCR</p>

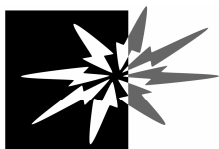
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The meeting ended at 18.58hrs.

GEORGE MEEHAN
Chair

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Haringey Council
Agenda item:

Cabinet

On 16/09/08

Report Title: **The Council's Performance –Quarter 1 April – June and July 2008**

Report of: **The Chief Executive and Chief Financial Officer**

Wards(s) affected: **All**

Report for: **Key Decision**

1. Purpose

- 1.1 To report on an exception basis financial and performance information for the first quarter and July 2008.
- 1.2 To report on an exception basis the quarterly progress of the Council's Better Haringey and Regeneration Corporate Programmes and to provide an overview of their status (Appendix 4) as at the end of July 2008.
- 1.3 To report on an exception basis the quarterly progress against the Council's Business Plans as at the end of the quarter, June 2008.
- 1.4 To agree the budget virements in accordance with financial regulations.

2. Introduction by Cabinet Member for Performance Management (Cllr George Meehan)

- 2.1 This report outlines the significant progress made by Council services in the first quarter and the month of July of this financial year. I am particularly pleased with the improved recycling and composting levels which have reached 28%, the achievement of the 9th Green Flag (Chestnuts Park) and reductions in serious acquisitive crime, robbery and serious knife crime. Further improvements have been seen for social care clients receiving self directed support and visitors to customer service centres being seen in 15 minutes.
- 2.2 I expect the areas identified for focus to be addressed in the coming months. In particular domestic burglaries, the performance on the number of households in temporary accommodation, recovery of housing benefit overpayments and the average re-let times for local authority housing.

3. Introduction by Cabinet Member for Resources (Cllr Charles Adje)

3.1 I note the cost pressures being reported in some service areas and continue to encourage Cabinet Members in their efforts to ensure that this is contained.

4. Recommendations

4.1 To note the report and progress against council priorities.

4.2 To agree the virements set out in Appendix 3.

Report Authorised by: **Dr Ita O'Donovan – Chief Executive**

Contact Officers: **Eve Pelekanos – Head of Policy & Performance**
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Christine Piscina, Policy and Performance
Tel: 020 8489 2516

5. Head of Legal Services Comments

5.1 There are no specific legal implications in this report, but there is likely to be a need for legal advice in future on certain of the specific projects mentioned.

6. Local Government (Access to Information) Act 1985

- 6.1 Budget management papers
- 6.2 Service PI returns including unit cost data
- 6.3 Project Management Framework
- 6.4 Project Highlight Reports
- 6.5 Programme Board Reports
- 6.6 Council Plan
- 6.7 Business Plans

7. Performance Summary

- 7.1 Overall good progress has been made in the first four months of 2008/09. Out of the 94 indicators reported in this period, 84 (89%) are shown to be achieving green or amber status.
- 7.2 The majority of projects in the Better Haringey & Regeneration Corporate Programmes are on schedule to deliver the agreed benefits.
- 7.3 Good progress has been made against the business plan milestones across the Council with the majority being achieved.
- 7.4 This report highlights areas for focussed monitoring and sets out the agreed actions to bring performance in line with targets.

8. Strategic Implications

- 8.1 This report gives an indication of the level and quality of services delivered on the ground. It monitors Haringey's position in relation to a number of indicators that will be used to assess the Council in the Comprehensive Area Assessment (CAA) and the Local Area Agreement (LAA).
- 8.2 The Corporate Programmes deliver the corporately significant projects. They underpin the Council's corporate planning process, ensuring that the projects we undertake reflect and help to deliver the Community Strategy and corporate priorities.
- 8.3 This report provides an opportunity to monitor, challenge and support the Council's key projects to ensure that they finish on time, to budget and deliver the outcomes for the community.

9. Financial Implications

- 9.1 The overall revenue budget monitoring, based on the July position, shows that the general fund is forecast to overspend by £0.8m as shown in Appendix 3. This projected overspend is within Adults, Culture & Community and Children & Young People. The reasons for this projected overspend are detailed in the report. There are also some budget pressures outlined in the report that services are seeking to contain within the budget.
- 9.2 The dedicated schools budget (DSB) element of the overall Children & Young People's budget is projected to spend at budget.
- 9.3 In relation to the housing revenue account (HRA), the net revenue projection is to underspend by £1m following savings arising from the letting of the new gas boiler maintenance contracts.

9.4 The aggregate capital projected position in 2008/09 is projected to underspend by £1.6m. This projected underspend is within Adults, Culture & Community and the reasons for this are detailed in the report.

10. Legal Implications

10.1 There are no specific legal implications in this report, but there is likely to be a need for legal advice in future on certain of the specific projects mentioned.

11. Equalities Implications

11.1 Equalities are a central thread throughout the council's performance.

11.2 This report deals with the way that we manage projects many of which have an impact on different sections of our community. Successful delivery of these projects will therefore improve the services we provide to all sections of our community.

12. Consultation

12.1 Throughout the year the report will show the results of consultation with residents, service users and staff.

13. Background

13.1 This is the first quarterly report of 2008/09 detailing the Council's performance against agreed targets, the business plans and the Better Haringey and Regeneration Corporate Programmes. Financial and Performance information is based on the financial monitoring reports prepared for the budget and performance management review meetings for periods 3 and 4. The financial information is shown in Appendix 3.

13.2 Appendix 1 details performance against 22 indicators reported quarterly and 72 monthly reported, all linked to the Council's priorities:

- Making Haringey one of London's greenest boroughs
- Creating a better Haringey: Cleaner, Greener and Safer
- Encouraging lifetime well-being
- Promoting independent living
- Delivering excellent services

13.3 The Comprehensive Area Assessment (CAA) will take account of our performance against all National Indicators (NIs), however a significant number of the new national indicators lend themselves to quarterly or annual monitoring rather than monthly. Some others have timescales that are yet to be finalised. Appendix 2 lists those indicators for which performance information is not available at this time. They are shown to ensure that Members and senior officers are aware of the full list

of indicators which will be used to judge the Council and the Strategic Partnership at the end of the year.

- 13.4 Appendix 4 shows the status of the Council's Better Haringey and Regeneration Corporate Programmes, with summary objectives for each project noted in Appendix 5. This report forms part of Haringey's Project Management Governance and Quality Assurance arrangements, which include monthly reporting to the Programme Boards.
- 13.5 This report gives details of the key achievements against the Council Priorities as set out in the Council Plan 2007 – 2010. As part of the performance management and business planning framework, progress in the delivery of the priorities is reported quarterly. The information has been taken from the first quarterly updates of the business plans produced by services.

14. Use of Traffic Lights

- 14.1 Progress on indicators continues to be tracked on a monthly and year to date position against the 2008/09 target using a traffic light annotation where:
- Green: Target achieved / performance better than planned
 - Amber: Just below target (typically a 5% tolerance)
 - Red: Target not achieved / below expectation
- 14.2 Trend arrows depict progress since the last financial year, so whilst an indicator may receive a red traffic light for not achieving target, it will show an upward trend arrow if performance has improved on the previous year's outturn. Between them, the lights and arrows indicate current progress and predict the likely annual position.
- 14.3 Where appropriate Appendix 1 shows the latest all England top quartile data (for 2006/07) with an indication of our quartile position in 2006/07. In some cases comparisons with nearest neighbours are shown as a more appropriate guide to top level performance.
- 14.4 The traffic light annotation for the projects (Appendix 4) is used as follows:
- Green Overall Status: The project is on schedule to deliver the agreed benefits in line with the Project Plan.
 - Amber Overall Status: The project has encountered some issues which could affect the delivery of overall benefits within agreed time, cost or resources. Recovery action is underway, but has either not yet been approved or tested.
 - Red Overall Status: Delivery of overall benefits within agreed time, cost or resources is not presently possible.

15. Achievements

Priority 1: Making Haringey one of London's greenest boroughs

- 15.1 The Greenest Borough Strategy was adopted by the Council on 14 July 2008. This sets out how the council and its partners will deliver against the our green priorities.
- 15.2 The Better Haringey Green Fair was held at Tottenham Town Hall on 07 June 2008, with a schools' day on Friday, 06 June and the Better Haringey Awards ceremony on Thursday, 05 June.
- 15.3 The completed 2007/8 outdoor campaign 'Love your Borough' has been short listed in the environment category for the Local Government Association; Government Communications Reputation Campaign Awards 2008.
- 15.4 Recycling and composting levels have increased with 28% of household waste recycled or composted in the year to July compared to last year's outturn of 26% (NI 192 and LAA target).
- 15.5 The purchase of the Marsh Lane site for use as a 'Green Industry' Site is now complete and contracts have been exchanged. This project will be monitored through the Regeneration Corporate Programme.
- 15.6 Further progress has been made in the implementation of the council's staff travel plan. Actions carried out in the first quarter include the implementation of the cycle to work scheme, purchase of electric cars and pool bikes which are regularly used, completion of revisions to essential service permit scheme and a travel allowance scheme for essential car users.

Priority 2: Creating a better Haringey: Cleaner, Greener and Safer

- 15.7 In-house monitoring shows that the proportion of streets with unacceptable levels of litter has reduced from 21% in 2007/08 to below 9% for the year to July. The target for this year is 12% (NI 195a and LAA target). The score for unacceptable levels of detritus has also improved from 34% in 2007/08 to 21 % for the year to July, against a target of 24%.
- 15.8 A Clean Sweep took place in the Muswell Hill neighbourhood between 12 and 16 May 2008, completing the programme of delivering a Clean Sweep to each of Haringey's seven neighbourhoods. The Clean Sweep in Muswell Hill included the removal of rubbish and graffiti, the installation of new cigarette bins and deep cleaning in Alexandra, Muswell Hill, Fortis Green and Highgate wards. A special information stall was located on Palace Gates Triangle on Friday 16 May from 8am – 10am enabling commuters to find out more about the Council's services or to report a problem.

- 15.9 A dedicated 24-hour hotline has been set up for residents to report potholes. More than 100 calls were received in the first two months of operation. The results of last year's highly successful 'Road to Improvement' consultation identified residents' priorities with regards to pothole repairs. This is used to proactively identify and fix potholes ward-by-ward.
- 15.10 The major restoration programme at Chestnuts Park in Tottenham, funded by the council, New Deal for Communities and the Lottery has been completed and the park won its Green Flag quality award, making this the 9th Green Flag for Haringey's parks.
- 15.11 The Tree Wardens Scheme was revamped and re-launched in April with 34 new volunteer tree wardens trained and registered.
- 15.12 The café, playground and Old Moselle Brook drainage improvement works at Markfield Park have all been completed. Significant improvement in the water quality in both the Old Moselle and Stonebridge Brooks has been achieved through extensive partnership working giving massive benefit to the park and its environment.
- 15.13 Serious acquisitive crime (includes burglary, aggravated burglary, robbery and theft of or from a vehicle including aggravated vehicle taking) rates in the year to June show a reduction of 3.4% compared with last year (NI 16 and LAA target). Serious knife crime rate has also reduced from 2 per 1000 population to 1.6 in June 2008. Robbery rates have decreased from 1,503 in 2007/08 to an equivalent of 1,180 in the year to June 2008. A range of work has contributed to these reductions, including: Operation Blunt and Operation Butler (progressing with good results), Q-Cars, CCTV and surveillance equipment. The dedicated video identification suite has enabled a positive identification rate of 55%.

Priority 3: Encouraging lifetime well-being

- 15.14 The proportion of 16 – 18 year olds not in education, employment or training (NEET) in July was 9%, compared to 13.2% last July. The NEET level continues the trend of being under 10% since January and is below the 2010 NEET target and the 2009 NEET stretch target (both 10.4%). However, we need to ensure that the number of 'not knowns' currently at 9.4% does not exceed the target of 9.9%.
- 15.15 In the year to July, 99% of looked after children cases were reviewed within timescales – bettering the 97% 2007/08 performance and 91% statistical neighbour top quartile performance.
- 15.16 A year long programme of events was launched during the Literary Festival in April 2008 as part of the National Year of Reading, including monthly author events in the children's libraries organised in partnership with local publishers, Catnip.
- 15.17 The council was successful in bidding for £190k Community Investment Fund (Sport England). This will support a Sports Hub development at White Hart Lane

Community Sports Centre and Finsbury Park Track and Gym, together with borough-wide walking, cycling and jogging activities.

Priority 4: Promoting independent living

- 15.18 The percentage of carers receiving an assessment or review remains high at 21% compared with a target of 14.2% (NI 135 and LAA target). The number of adult social care clients receiving self directed support per 100,000 (direct payments) has increased from 186 in May to 194 in June exceeding the monthly target of 170 and is well on course to exceed the end of year target of 213 (NI 130). 90% of adult social care clients received their assessments within the recommended timescales; the target for 2008/09 is 80% (NI 132).
- 15.19 The strong focus on outcomes for children in care has resulted in 68% of care leavers (over 18 year olds) being in education, training or employment (ETE). We are on track to achieve the end-year target of 75%. All young people in this category are allocated a Personal Adviser to facilitate access to ETE and a monthly performance review is held to ensure contact is maintained.
- 15.20 The council's Primary Strategy for Change, including our initial 7-year investment strategy, was submitted to the Department for Children, Schools and Families on 16 June 2008, achieving the specified deadline.
- 15.21 We are on course to meet the target for extended schools with 23 primary, 4 special and 9 secondary schools currently delivering the core offer and all schools on course to meet the 2010 national target.
- 15.22 The service level agreement for the building and running of a Children's Centre at the Lubavitch school premises was signed between the Council and Hackney 'The Learning Trust'. This will provide day care places at the Children's Centre premises in the school for the sole use of the Orthodox Jewish community, whilst providing family support services for all sections of the community.
- 15.23 Economic Regeneration has been awarded funding from English Heritage to continue the historic building improvement work along Tottenham High Road around Bruce Grove.
- 15.24 The Spine Road project has reduced the anticipated costs increase by identifying savings of approximately £175K through negotiations with the contractor. Provisional allocations of s.106 has been identified, subject to any further consideration of the negotiations with National Grid which are ongoing, the outcomes of which will potentially negate the requirement to use s.106. The results of negotiations with National Grid will be reported to Members in due course and appropriate and necessary authorities will be sought."
- 15.25 There has been particular progress on the re-location of voluntary sector groups from Tottenham Town Hall with solutions now agreed in principle with Tottenham Citizens Advice Bureau, Age Concern and the Pensioners' Action Group. Work is in hand with re-locations expected during the autumn.

Priority 5: Delivering excellent services

- 15.26 88% of children social care core assessments were carried out within 35 days (NI 60). This compares well with both the target of 86% and statistical neighbours top quartile of 79%.
- 15.27 The time taken to process benefit changes in circumstances at 15 days is 3 days better than target.
- 15.28 84% of calls to the council's Customer Contact Centre were answered in 30 seconds against a target of 70%. Visitors to Customer Service Centres – 79% were seen with in 15 minutes against a target of 70%.
- 15.29 460 Making the Difference bids were received for 2008/09 and the short listed bids were presented to five Area Assemblies for community prioritisation.
- 15.30 The Community Cohesion Forum has been launched. A conference on intergenerational matters is planned for late autumn.

16. Areas for focus and actions taken to address these

Priority 2: Creating a better Haringey: Cleaner, Greener and Safer

- 16.1 The number of **domestic burglaries** for the year to date is 2776, which although lower than the 2007/08 figure, is above the target for 2008/09. Progress is being made in this area and a significant reduction has been seen in May and June. Actions to ensure targets are met are:
- Met Care & Repair and Victim Support have expanded their services to vulnerable and repeat victims of burglary (including security surveys and target hardening)
 - Crime Prevention Design Advisors and the Community Safety Team will provide intelligence-led targeted crime prevention advice, specifically focusing on peak burglary periods during July and October
 - Embedding the use of Crime Prevention Design Advice principles, including ongoing training of Planning Officers in Crime Prevention Environmental Design standards
 - A pilot scheme will be set up in Harringay ward for non-licensable HMO's providing improved domestic security and target hardening
- 16.2 The budget estimate for **Markfield Park** is currently £72k over budget against a total project budget of £3.6m. This is due to poor performance by the previous contractor, an increase in costs on some of the landscaping elements and expected higher tender returns for the remaining building projects. The building works is

expected to complete in May 2009, pushing the project closure date out by one month. Siltation of the Moselle Brook remains a key project risk.

- 16.3 Value engineering will take place to ensure that project spend remains in budget. This has been approved by the Heritage Lottery Fund (HLF). The revised project closure date of May 2009 was approved by the Better Haringey Programme Board. The project team is working closely with the council's Enforcement team to identify appropriate risk mitigation with regards to siltation of the Moselle Brook.

Priority 3: Encouraging lifetime well-being

- 16.4 First tranche results from the Active People Survey shows the percentage of **people participating in exercise** i.e. 30 minutes 3 or more times per week as 16.9%, a reduction against the previous survey result of 20.8%. The second tranche of this survey is carried out between April – September 2008. (NI 8 and CPA & LAA target). Although the results of the first tranche were disappointing, the second tranche in December is expected to show an improvement in line with the previous survey.

Priority 4: Promoting independent living

- 16.5 The target for **delayed transfers of care** is ambitious i.e. 30 delays per 100,000 population. Whilst the service has vastly improved in the last 2 years there were 35.5 delays in the first three months of 2008/09. The current figures are for acute hospitals only, non-acute data will be added once it becomes available and the target amended accordingly. There is a nation wide issue with availability of non acute data. This indicator is very closely monitored and called over weekly.
- 16.6 Following extensive value engineering, December 2007 Procurement Committee authorised the main construction work (phase 2) for the new Haringey Public **Mortuary** works at £2,492,898 subject to potential increased costs on risk items identified and contingencies. The recent Anticipated Final Account valuation recommends that the Council make a provision for an amount up to £2,917,672, including a contingency of £72,941. This is the original Agreed Maximum Price prior to the value engineering and cost saving exercise. The recommended increase is due to some identified savings being unfeasible upon further investigation, whilst others could not be implemented within the agreed timescales. Funding options currently being investigated include funds from the Ministry of Justice for the forensic facilities at the new mortuary and the bid for Growth Area Fund III funding towards landscaping of the bereavement garden.
- 16.7 We have been advised by the Department of Traffic Signal (DTS) of delays in the completion of the traffic signal at the Hornsey Park Road / Clarendon Road junction. This traffic signal is a Health and Safety requirement and has therefore resulted in a delay in the opening of the **Spine Road**. The project team has already secured a reduction in the time required to complete the traffic signal work and remain in contact with the DTS to mitigate any further delays.

- 16.8 Despite the timetable for resolving outstanding issues in July and intensive discussions with respective partners, it has not been possible to complete the Development Agreements on Tottenham Town Hall and Hornsey Depot in respect of the **Council-Owned Land** project. The impact of this on the milestones and overall delivery of this project is being assessed. The outstanding matters are being escalated to key decision makers with the respective partners. Further meetings have been arranged to consider all options for resolving outstanding matters.
- 16.9 The GLA (Greater London Authority) stage 1 report received on 18 July in respect of the proposed **Wards Corner** development, strongly recommended the re-provision of the Seven Sisters Market within the new development, in addition to temporary provision for the duration of the redevelopment. The report warned that refusal would be the reaction to approval of the application by the council's Planning Committee. The GLA Stage 1 report also recommended further work on design and energy before the issue of the GLA stage 2 report, which is issued 14 days after the planning decision.
- 16.10 The Mayor of London, the Leader of the Council, the Chief Executive, the Director of Urban Environment and representatives from the developer met on 25 July to consider possible resolution in respect of the proposed Wards Corner development. The project team is now implementing an agreed action plan to address the issues of the market, as well as design and energy, raised by the Mayor.
- 16.11 **Priority 5: Delivering excellent services**
- 16.12 75% of **Special Educational Needs (SEN) statements** (excluding exemptions) were issued within 26 weeks against a target of 82% in the year to July. This new national indicator was only introduced from April. Early issues in developing systems to monitor these new timescales resulted in below target performance in April and May. Systems are now embedded and June and July performance has been above target. The end of year target will be achieved if monthly outturns remain high.
- 16.13 Council-wide **sickness absence** in the rolling year to July decreased to 9.18 days. The reported figures in the year to date as at July 2008 show a much lower figure of 7.23 days against a 8.8 day target. Further actions taken to improve sickness include:
- New detailed reports showing sickness actions and trends from business unit down to team and individual provided to management teams in directorates at beginning of the year
 - Regular discussions including HR Business Partners held at Directorate Management teams on actions to improve sickness management
 - HR training / support given to key service managers
 - Monthly Performance Challenge meetings for each Director undertaken by the Chief Executive, Chief Financial Officer and Assistant Chief Executives held

including challenges on sickness management and other people management performance

- 16.14 **Recovery of Housing Benefit over payments** at 54% is currently below the 68% target. The amount of money recovered at this stage remains consistent with expected levels, but we have seen an increase in the amount of identified overpayments due to our greater proactive approach in identifying incorrectly claimed benefit and our work to educate claimants to report changes in their circumstances.
- 16.15 Performance is expected to increase in the latter stages of the year as we continue with focussed recovery work and continue to work in partnership with the DWP Performance Improvement Team in this area. **Rent collection** at 96.9% is below 97.6% target. Action taken by Homes for Haringey to improve rent collection includes weekly and monthly monitoring of arrears cases, increasing the number of notices served and targeting lower levels of debt. Homes for Haringey expects demonstrable improvements in the second quarter and through to the end of the financial year.
- 16.16 Average **re-let times** for local authority housing at 54.6 days is above the 31 day target. Indicative London top and bottom quartiles for last year are 24 and 34 days respectively. The success in bringing long-term voids (especially in sheltered housing) back into use is a contributing factor to this increase. Actions to improve performance against this indicator include:
- Homes for Haringey have set a target of 16 days repairs turnaround. Current performance is at 19 days and there is a commitment to meet the 16 day target by the end of September 2008
 - The Council has set a target of 15 days lettings turnaround to be reached by the end of September 2008
 - There has been a drive to reduce the overall number of voids in general needs housing stock with a particular focus on bringing back to use properties that have been void for over 100 days
- 16.17 The proportion on Local Authority non-**Decent Homes** was 41.6% in the year to June. This is 0.3% above the 2007/08 figure and 5.6% above the 2008/09 target. The council has secured £198m central government funding to bring Haringey's housing stock up to the Decent Homes standard. This project will be monitored through the Regeneration Corporate Programme.
- 16.18 The number of households in **temporary accommodation** at 5,094 shows a reduction of 88 households between June and July. Although this has reduced broadly in line with target, it remains an area for close monitoring. The trajectory for this indicator shows that the target is increasingly challenging (NI 156 and LAA target). A Temporary Accommodation Reduction Plan is in place and it focuses on three major objectives:
- controlling the gateway for households accessing temporary accommodation

- managing the temporary accommodation client base
- improving the supply of permanent accommodation to reduce numbers of households in temporary accommodation

Progress against all areas of this activity is monitored on a fortnightly basis by the Temporary Accommodation Service Improvement Group.

17. Finance

- 17.1 The overall revenue budget monitoring, based on the July position, shows that the general fund is forecast to overspend by £0.8m as shown in Appendix 3. There are also some budget pressures detailed below that services are seeking to contain within the approved budget limit.
- 17.2 In Adults, Culture and Community Services (ACC) the commissioning budget for adult social care has a budget pressure of £0.8m. There are significant upward pressures that relate to commissioning prices and volumes. The Directorate has commissioning strategies in place to mitigate these additional pressures and is seeking to contain costs within the overall budget. £0.5m of the £0.8m budget pressure is to be contained by tighter management of ACC supplies and services budgets; resulting in a net projected overspend at this time for the Directorate of £0.3m.
- 17.3 In respect of the asylum element above there are 116 clients as at 1 August that have no recourse to public funds who are supported by the authority, a reduction of 14 clients since the start of April. It has been agreed that a more robust approach be taken to clients with no recourse to public funds. Following planned reviews of clients' eligibility for services, the Asylum Team are looking to move clients out of the service. An officer from the Borders and Immigration Authority is working in Haringey alongside council officers to progress case resolution.
- 17.4 The Children and Young People's Service has a budget pressure of £0.5m overall in the general fund which mainly relates to the commissioning budget for looked after children (LAC). This reflects significant increases in the number of Looked After Children offset by the achievement of more favourable unit costs particularly in respect of lower rates arising from longer term contracts. Work is currently being undertaken by the Directorate to contain these additional costs within available resources.
- 17.5 The Dedicated Schools Budget (DSB) element of the overall Children & Young People's budget is projected to spend at budget.
- 17.6 In Urban Environment, as previously reported, a significant budget pressure has been identified within the Parking Service where achieving the approved income estimate will be the main challenge. Reasons for the income shortfall include non-enforcement of yellow box junctions, reduction in operational hours in some CPZs, changes in clamping policy and defective lines and signs. Proposals to achieve potential costs savings and additional income have been developed to eliminate this gap in income and will be closely monitored. A review of the parking service has been commissioned and is now underway and will include an assessment of the

financial and debt management aspects of the service. The directorate is currently projecting to remain within their approved budget.

- 17.7 In relation to the HRA, the net revenue projection is to underspend by £1m due to initial estimates of the savings that will accrue from the letting of the new gas boiler maintenance contracts.
- 17.8 Corporate Resources has a budget pressure of £0.2m in respect of meeting commercial property rental income and an emerging pressure of £0.3m regarding Local Land Charges income due to current housing market conditions. These are being carefully monitored and the Directorate will be considering how best these can be contained.
- 17.9 There is a Council wide issue that has emerged arising from the renewal of energy contracts from October 2008 where a significant additional cost is forecast this year. More details will be reported as part of the August budget management process once costs have been fully assessed.
- 17.10 Other directorates and non-service revenue are projected to spend at budget.
- 17.11 The RAG status of savings and investments is also shown in Appendix 3. Planned savings classified as red are in respect of the commissioning budget for looked after children; paragraph 17.4 refers.
- 17.12 The aggregate capital projected position in 2008/09 is as shown in Appendix 3 and is projected to underspend by £1.6m. There is some slippage in two projects in Adults, Culture and Community Services; namely Burial Village at Cemeteries (£0.8m) and Refurbishment of Leisure Centres (£0.8m). Slippage for both projects is requested to be carried forward to next year. The Burial Village project is delayed as the outcome of a feasibility study at a pilot site to test the viability of this project is not yet known. The Park Road Pool and Hall refurbishment has been rephrased to the summer of 2009.
- 17.13 The 2008/09 C&YP Service Capital Programme has been adjusted to take into account the following issues:
- The funding of projects which overspent in 2007/08 requiring a corresponding reduction in 2008/09 project resources;
 - A review of project proposed under the Access Initiative Scheme to reflect their inclusion in the wider Primary Capital Programme proposals which are now scheduled to be undertaken in the 2009/10 academic year; and
 - A rephrasing within the overall project resources of the two major school projects in the C&YP Programme across the 2008/09 and later financial years.
- 17.14 Proposed budget changes (virements) are set out in Appendix 3 for approval in accordance with financial regulations.

18. Use of Appendices

Appendix 1. June/July performance scorecard

Appendix 2. National indicators not included in appendix 1

Appendix 3. Financial tables

Appendix 4. Programme Highlight Report

Appendix 5. Summary Project Objectives

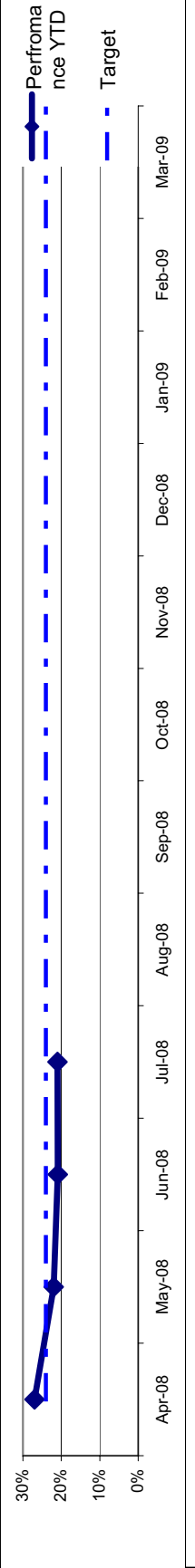
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Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09																																		
Make Haringey one of London's greenest boroughs																																																		
Urban Environment																																																		
Make Haringey one of London's greenest boroughs	LAA, NI 192	% of household waste recycled or composted														London top quartile 2006/07 26.05%																																		
		<p>These figures are provisional - a review of the new household/ non-household split introduced by NLWA and investigation of seasonal variation may impact on this PI. New investments will have an additional impact on this PI's performance. July's data is a provisional estimate based on information to date.</p> <table border="1"> <tr> <td>Green</td><td>Green</td><td>Green</td><td>Green</td><td>Green</td><td>Green</td><td>Green</td><td>Green</td><td>Green</td><td>Green</td><td>Green</td><td>Green</td><td>Green</td><td>Green</td><td>Green</td><td>Green</td><td>Green</td> </tr> <tr> <td>26.0%</td><td>27.0%</td><td>27.0%</td><td>27.0%</td><td>28.0%</td><td>28.0%</td><td>28.0%</td><td>28.0%</td><td>28.0%</td><td>28.0%</td><td>28.0%</td><td>28.0%</td><td>28.0%</td><td>28.0%</td><td>28.0%</td><td>28.1%</td><td>28%</td> </tr> </table>														Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	26.0%	27.0%	27.0%	27.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.1%	28%	<p>Green</p> <p>28.1%</p>
Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green																																		
26.0%	27.0%	27.0%	27.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.0%	28.1%	28%																																		
Make Haringey one of London's greenest boroughs	NI 191	<p>Cost of household waste collection per tonne</p> <p>For this indicator a high cost is 'better'. With collection costs fixed, cost per tonne rises as waste tonnage goes down</p> <p>Annual target £104 - July target £95.63</p> <table border="1"> <tr> <td>Green</td><td>Red</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td> </tr> <tr> <td>£87</td><td>£86</td><td>£80</td><td>£84</td><td>£94.5</td><td>£94.5</td><td>£94.5</td><td>£94.5</td><td>£94.5</td><td>£94.5</td><td>£94.5</td><td>£94.5</td><td>£94.5</td><td>£94.5</td><td>£94.5</td><td>£99</td><td>£104</td> </tr> </table>														Green	Red	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	£87	£86	£80	£84	£94.5	£94.5	£94.5	£94.5	£94.5	£94.5	£94.5	£94.5	£94.5	£94.5	£94.5	£99	£104	<p>Green</p> <p>£99</p>
		Green	Red	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber																																
£87	£86	£80	£84	£94.5	£94.5	£94.5	£94.5	£94.5	£94.5	£94.5	£94.5	£94.5	£94.5	£94.5	£99	£104																																		
Make Haringey one of London's greenest boroughs	NI 191	<p>Residual household waste per household (kg)_ annual Equivalent - actual in brackets</p> <p>New indicator, if applied to 07/08 waste disposal figures would give a figure of 629kg</p> <p>These figures are provisional - a review of the new household/ non-household split introduced by NLWA and investigation of seasonal variation may impact on this PI. New investments will have an additional impact on this PI's performance. Performance reported is monthly performance scaled up to show an annual equivalent.</p> <table border="1"> <tr> <td>Red</td><td>Red</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td><td>Amber</td> </tr> <tr> <td>629</td><td>804 (67)</td><td>744 (62)</td><td>624 (52.1)</td><td>612</td><td>612</td><td>612</td><td>612</td><td>612</td><td>612</td><td>612</td><td>612</td><td>612</td><td>612</td><td>612</td><td>600</td><td>604</td> </tr> </table>														Red	Red	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	629	804 (67)	744 (62)	624 (52.1)	612	612	612	612	612	612	612	612	612	612	612	600	604	<p>Green</p> <p>600</p>
		Red	Red	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber																																
629	804 (67)	744 (62)	624 (52.1)	612	612	612	612	612	612	612	612	612	612	612	600	604																																		

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09	
	Create a better Haringey: cleaner, greener and safer																
	Policy, Performance, Partnerships & Communication																
Create a better Haringey: Create a better cleaner,	NI 15 LAA	Serious violent crime rate per 1000 population <i>Shown as annual equivalent</i> April to June performance															
		11.5			11.8										11.8		
Create a better Haringey: Create a better cleaner,	NI 16 LAA	Serious acquisitive crime rate per 1000 population <i>Shown as annual equivalent</i> July return not yet available. YTD figure based on April - June performance															
		39.8			Green 36.4										Green 36.4	37.6	
Create a better Haringey: Create a better cleaner,	NI 20 LAA	Assault with injury crime rate per 1000 population <i>Shown as annual equivalent</i> July return not yet available.															
		10.9															
Create a better Haringey: Create a better cleaner,	NI 28 LAA	Serious knife crime rate per 1000 population <i>Shown as annual equivalent</i> July return not yet available. YTD figure based on April - June performance															
		2.0			Green 1.6										Green 1.6	1.8	
Create a better Haringey: Create a better cleaner,	NI 33 LAA	Arson incidents (number of deliberate fires per 10000 population) <i>Shown as annual equivalent</i> July return not yet available. YTD figure based on April - June performance															
		375	Red 384		Green 312										Green 312	360	

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09
Create a better Haringey: cleaner, greener and safer	<p>Domestic burglaries (Total) <i>Shown as annual equivalent</i> July return not yet available. YTD figure based on April - June performance. Domestic burglary is the only area of concern against target despite month on month reductions and favourable comparisons within our most similar borough group and London as a whole – where the trend for Q1 has been increasing. This issue is being given the highest priority by police and partners. Some of the key actions currently being undertaken;</p> <ul style="list-style-type: none"> Met Care & Repair and Victim Support have expanded their services to vulnerable and repeat victims of burglary (including security surveys and target hardening) - ongoing Harringay ward Safer Neighbourhood Team (in partnership with local Registered Social Landlords and the Council) started a target hardening initiative on 27th June. This pilot project focuses on one hotspot area of the ward and involves the fitting of high specification deadlocks to properties. This initiative is being carried out in conjunction with increased patrols. There have not been any burglaries in the target area since the initiative began. 	2,877	Red 3,096	Amber 2,868	Green 2,532										Red 2,776	-8.3% 2,683
Create a better Haringey: cleaner, greener	<p>Robberies (Total) <i>Shown as annual equivalent</i> July return not yet available. YTD figure based on April - June performance</p>	1,503	Green 1,092	Green 996	Green 1,092										Green 1,180	-1% 1,488
Create a better Haringey: cleaner, greener	<p>Theft of Motor Vehicle (Total) <i>Shown as annual equivalent</i> July return not yet available. YTD figure based on April - June performance</p>	1,234	Green 1,080	Green 996	Green 1,200										Green 1,176	-2.7% 1,201
Create a better Haringey: cleaner, greener	<p>Theft from Motor Vehicle (Total) <i>Shown as annual equivalent</i> July return not yet available. YTD figure based on April - June performance</p>	3,358	Red 3,852	Green 2,568	Green 2,844										Green 3,088	-6.1% 3,153

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09	
Create a better Haringe; cleaner, greener and safer	NI 47	Serious Youth Violence (Total) <i>Shown as annual equivalent</i> July return not yet available. YTD figure based on April - June performance			Amber 708										Green 708	667%	
Urban Environment																	
Create a better Haringe; cleaner, greener and safer	NI 47	Number of casualties - People killed or seriously injured (KSI) <i>Figures available for 2008 to March</i>	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08			
			Green	Green	Green	Green											
		78 (2007)	3	6	5										14	102 (2008)	
Create a better Haringe; cleaner, greener and safer	NI 48	Number of casualties - Children killed or seriously injured (KSI) Figures available for period January to March 2008	Jan-08	Feb-08	Mar-08												
			Green														
		8 (2007)													2	11 (2008)	
Create a better Haringe; cleaner, greener and safer	(LAA, NI 195a)	Local street and environment cleanliness - Litter <i>low score is good - % of unacceptable sites</i> Provisional score for April to July based on independent survey by Encams for tranche 1 2008/09 is 9% which is better than the target. A robust BVPI 199 action plan is in place.													Green		
			21%	8%	8%	7.5%	9.0%									Green	9.0%
Create a better Haringe; cleaner, greener and safer	(LAA, NI 195b)	Local street and environment cleanliness - detritus <i>low score is good - % of unacceptable sites</i> Provisional score for April to July based on independent survey by Encams for tranche 1 2008/09 is 21% which is better than the target. A robust BVPI 199 action plan is in place.													Green		
			34%	27%	22%	20.9%	21.0%									Green	21.0%



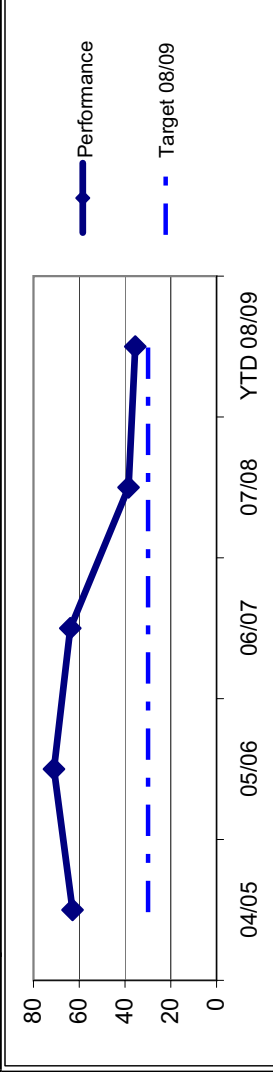
Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09	
Create a better Haringey: cleaner, greener	(LAA, NI 195c) <i>In house monitoring</i>	Local street and environment cleanliness - graffiti <i>low score is good - % of unacceptable sites</i> Provisional score for April to July based on independent survey by Encams for tranche 1 2008/09 is 2% which is better than the target. A robust BVPI 199 action plan is in place.	Amber	Red	Green	Amber	Green									Green 2.0%	3%
			6%	7%	2%	3.7%	2.0%										
Create a better Haringey: cleaner, greener and safer	(LAA, NI 195d) <i>In house monitoring</i>	Local street and environment cleanliness - fly posting <i>low score is good - % of unacceptable sites</i> Monthly performance reported below is based on in-house surveys. Low is good, so July performance is below target. Provisional score from independent survey by Encams for tranche 1 (April to July) is 0% which is on target. A robust BVPI 199 action plan is in place.	Red	Amber	Green	Green	Green									Green 0%	2%
			3%	5%	3%	1%	0%										
Create a better Haringey: cleaner, greener and safer	NI 196	Local street and environment cleanliness - fly tipping <i>low score is good - graded 1 - 4 on a combination of decreasing incidents and increasing actions</i> This indicator is designed to assess effectiveness at dealing with fly tipping based on two factors. 1. Numbers of dumps which ideally should be falling and 2. numbers of enforcements actions which ideally should be rising. The indicator is normally reported annually but as a guide to performance through the year, numbers will be reported quarterly. Based on the weighting applied we have a 15% reduction in incidents, and an 8% reduction in enforcement score for Q1.	2		Amber	2										Amber 2	1
			Adults Culture & Community														
Create a better Haringey: cleaner, greener	LAA	Number of Green Flag parks														Green 9	9
			8			9											
Create a better Haringey: cleaner, greener	LAA	Number of Green Pennants														Green 3	9
			2			3											

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09																		
Corporate Resources																																		
Create a better Haringey: cleaner, greener and safer	NI 195a	Local street and environment cleanliness - (Litter) - Industrial land - property services																																
		n/a	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	7%	22%																
Create a better Haringey: cleaner, greener and safer	NI 195b	Local street and environment cleanliness - (detritus) Industrial land - Property services <i>Low score is good - % unacceptable</i>																																
		n/a	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	20%	35%															
<table border="1"> <caption>Performance YTD vs Target Data</caption> <thead> <tr> <th>Month</th> <th>Performance YTD (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr-08</td><td>27%</td><td>20%</td></tr> <tr><td>May-08</td><td>22%</td><td>20%</td></tr> <tr><td>Jun-08</td><td>21.0%</td><td>20%</td></tr> <tr><td>Jul-08</td><td>11.0%</td><td>20%</td></tr> <tr><td>Mar-09</td><td>7%</td><td>20%</td></tr> </tbody> </table>																	Month	Performance YTD (%)	Target (%)	Apr-08	27%	20%	May-08	22%	20%	Jun-08	21.0%	20%	Jul-08	11.0%	20%	Mar-09	7%	20%
Month	Performance YTD (%)	Target (%)																																
Apr-08	27%	20%																																
May-08	22%	20%																																
Jun-08	21.0%	20%																																
Jul-08	11.0%	20%																																
Mar-09	7%	20%																																
Encourage lifetime well-being	NI 185	CO2 reduction from Local Authority operations PI data not collected until at least October 2008.																																
Encourage lifetime well-being																																		
Children's and Young Peoples Service																																		
Encourage lifetime well-being	NI 67	Children subject to a child protection plan																																
		232	247	245	236	216										216	215																	
Encourage lifetime well-being	2006/07 Top Quartile	Child protection cases which were reviewed within required timescales Excellent Performance continues to be sustained in this area.																																
		Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	100%	100%														
2006/07 Statistical neighbours top Quartile 99.8%																																		

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09
Encourage lifetime well being	NI 66 2006/07 Top Quartile	Looked after children cases which were reviewed within required timescales This figure is calculated a month in arrears so reflects performance for June Excellent Performance continues to be sustained in this area	Green	Green	Green	Green	Green	Green	Green						Green	2006/07 Statistical neighbours top quartile 91%
			97%	97%	99%	99%	99%	99%	99%							99%
Encourage lifetime well being	NI 62	Stability of placements of looked after children: % with 3 or more placements <i>Rolling Year</i> The year to date position is based on the 12 months to the end of July. 20 children have moved 3 or more times since April 08 (4.5%)	Red	Amber	Amber	Amber	Green	Green	Green						Green	2006/07 Statistical neighbours top quartile 12%
			14.8%	13.8%	13.4%	13.0%	12.0%									12.0%
Encourage lifetime well being	NI 117	Percentage of 16-18 year olds not in education, employment or training (NEETS) <i>End of year return based on Average of November to January</i> July 2008 NEET was 9.0%, which compares with 8.8% last month and 13.2% last July. The NEET level continues the trend of being under 10% since January, and is below the 2010 NEET target and the 2009 NEET stretch target (both 10.4%).	Green	Green	Green	Green	Green	Green	Green						Green	National Target 11%
			10.4%	9.2%	8.4%	8.8%	9.0%									9.0%
Encourage lifetime well being	LAA Local	Number of schools achieving Healthy School Status <i>Cumulative indicator. Target for December 2008</i> July year to date equates to 55 schools including the PRU The assessment process for Healthy School status is undertaken in December so change will not be reflected until then.	Green	Amber	Amber	Amber	Amber	Amber	Amber						Amber	75%
			66%	68%	68%	68%	68%	68%	68%	68%						
Adults Culture & Community																
Encourage lifetime well being	(NI 9 CPP1)	Use of public libraries <i>Total number of visits per 1,000 population - annual equivalent, actual in brackets</i>	Green	Green	Green	Green	Green	Green	Green						Green	
			9,138	10,099	10,255	9,053	9,367									9,690
			(842)	(854)	(754)											

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09	
Encourage lifetime well being	xBV 170a CPPI (NI 10)	Visits to museums and galleries Total number of visits per 1000 population. Shown as annual equivalent Monthly and YTD is projected.	Green 193	Amber 184	Green 194	Green 322	Green 201								Green 204	194	
Encourage lifetime well being	Local	Sport and leisure usage	July target 109,678		Green 113,191	Green 120,904									Green 458,079	June YTD Target 340,620	
Encourage lifetime well being	Local	Active card membership	9,376		Green 10,381	Green 10,821									Green 10,821	10,524	
Promote independent living																	
Children and Young People's Service																	
Promote independent living	NI 148	Care leavers in employment, education or training	5 young people turned 19 in July, 2 were in ETE on or around their 19th birthday. This figure will fluctuate throughout the year although monthly performance enables tracking of performance for the month, it is dependent on those turning 19 in the month and not a good reflection of overall performance.														London top quartile 72% 2005/06
			Amber 68.0%	Red 63.0%	Green 77.8%	Green 83%	Red 40.0%								Amber 68%	75%	
Promote independent living	NI 111	First time entrants to the Youth Justice System aged 10-17 (COUNCIL TOP 35)	Targets not yet agreed														Target to be set in Dec 08
			373														

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09	
Promote independent living	LAA CPPI	Number of older people permanently admitted into residential and nursing care (2007-2010 stretch target) <i>Low figure is good. YTD is Cumulative - Actual number in brackets</i>	Green	Green	Green	Amber	Green									Green	
			137	84 (7)	108 (9)	156 (13)	108 (36)										108 (36)
Promote independent living	LAA CPPI	Number of adults permanently admitted into residential and nursing care (2007-2010 stretch target) <i>Low figure is good. YTD is Cumulative - Actual number in brackets</i>	Green	Green	Green	Green	Green									Green	
			18	0	0	0	1									3 (1)	28
Promote independent living	NI 130	Self Directed Support (Direct Payments)														Green	London top quartile 122 2005/06
			Monthly target		165	170	175										Green
Promote independent living	NI 131	Delayed transfer of care from hospitals <i>Low figure is good. Non-acute data will be added when available and the target adjusted accordingly. 73% due to Health delays.</i>	38.55			Red	Amber									Amber	213
						37.6	35.5										200



Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09		
Promote independent living	NI 132	Timeliness of social assessments (all adults)													←	London top quartile 73.2% 2005/06		
			Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	80%
			86.7%	82.8%	90%	92%												
Promote independent living	NI 133	Timeliness of social care packages 65+.	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	London top quartile 91.66% 2005/06	
			93%	95%	96%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%
			<p>Carers receiving needs assessment or review and a specific carer's service, or advice and information.</p> <p>Projection based on 1st 4 months. This indicator now includes carers receiving information & advice.</p>															
Promote independent living	NI 135 LAA CPPI	Carers receiving needs assessment or review and a specific carer's service, or advice and information.	n/a	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	London top quartile 18.9% 2005/06	
				26%	28%	21%	23%											14.2%
Promote independent living	NI 136	People supported to live independently by social services - all adults Proxy measure awaiting final definition from DoH													←			
			Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	23.58	
			21	23.58	23.58	23.58	23.58	23.58	23.58	23.58	23.58	23.58	23.58	23.58	23.58	23.58	23.58	22.68

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09
Deliver excellent services																
People and OD																
Deliver excellent services	BV 11a	% of top 5% of earners that are women														
	2006/07															
	Top Quartile	Green														
Deliver excellent services	BV 11b	% of top 5% of earners from ethnic minority communities														
	2006/07															
	Top Quartile	Red														
Deliver excellent services	BV 11c	% of top 5% of earners declaring they meet the Disability Discrimination Act disability definition														
	2006/07															
	2nd Worst Quartile	Amber														
Deliver excellent services	BV 12	The no. of working days/shifts lost due to sickness absence per FTE employee - Year to date annual equivalent. Only counting days lost since April - scaled to show annual equivalent. The monthly figures are often lower than the YTD as inevitability they exclude late reporting included in the year to date figures.														
	2007/08															
	3rd Best Quartile	Red	9.67	5.59	6.06	6.75										
Deliver excellent services		The no. of working days/shifts lost due to sickness absence per FTE employee in the rolling year. Rolling Year Counting days lost in last 12 months														
		Red	9.67	9.5	9.4	9.18	9									
Deliver excellent services	BV 16a	% of staff declaring they meet the Disability Discrimination Act disability definition														
	2006/07															
	2nd Best Quartile	Green	6.58%													

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09		
Deliver excellent services	BV 17a	Percentage of staff from minority ethnic communities															2006/07 Top Quartile 5.1%	
	2006/07 Top Quartile	Green	45.7%		Green	45.8%									Green	45.8%	39.9%	
Policy, Performance, Partnerships & Communication																		
Deliver excellent services	Local	Stage 1 public complaints dealt within target (10 day) timescale																
		07/08 Target was 80% Monthly performance dipped due in part to Strategic Housing clearing their all of their outstanding cases, this reduced UE to only 68% in July	Green	88%	Amber	85%	Amber	88%	Red	82%							Amber	86%
Deliver excellent services	Local	Stage 2 public complaints dealt within target (20 day) timescale																
		07/08 Target was 80%	Green	84%	Green	90%	Red	78%	Red	73%	Green	91%					Amber	84%
Deliver excellent services	Local	Stage 3 public complaints dealt within target (20 day) timescale																
			Amber	85%		Green	Q1: 92%									Green	92%	90%
Deliver excellent services	Local	LGO first enquiry. Average days to respond																
			Amber	18.5		Amber	Q1 18.6 days									Amber	18.6	LGO target 18 days

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09	
Deliver excellent services	Local	Members' Enquiries. Percentage of replies sent in 10 days If current levels of performance are maintained the target will be met	Amber	Red	Red	Green									Red Arrow		
			88%	83%	82%	85%	93%									Amber	90%
Children and Young People's Service																	
Deliver excellent services	NI 59	Initial assessments for children's social care carried out within 7 working days of referral <i>SN Top Quartile is the top quartile of our statistical neighbours in 2006/07</i>	Dip in performance in July due to issues with monitoring system for assessments. Issue resolved and now on track to achieving target.														
			Green	Amber	Amber	Red	Red										Amber
			88.0%	87.3%	86.5%	81.0%	81.0%	73.0%								82.0%	88%
Deliver excellent services	NI 60	Core assessments for children's social care that were carried out within 35 working days of their commencement	Dip in performance in July due to issues with monitoring system for assessments. Issue resolved and now on track to achieving target.														
			Green	Green	Green	Green	Amber										Green
			84.0%	88.1%	89.7%	85.0%	81.0%	81.0%								86.0%	86%
Deliver excellent services	NI 103 a	Special Educational Needs – statements issued within 26 weeks - excluding exemptions Performance for July is above target for this indicator. This new national indicator was only introduced from April. Early issues in developing systems to monitor these new timescales resulted in below target performance in April and May. Systems are now embedded and June and July performance has been above target, overall target will be achieved if monthly outturns are above target for the remainder of the year.	Special Educational Needs – statements issued within 26 weeks - excluding exemptions														
			Red	Green	Green	Green	Green	Amber									Red
			75%	75%	90%	86%	86%								75%	82%	

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09
Deliver excellent services	NI 103 b	Special Educational Needs – statements issued within 26 weeks - including exemptions														
		Performance for July is above target for this indicator. This new national indicator was only introduced from April. Early issues in developing systems to monitor these new timescales resulted in below target performance in April and May. Systems are now embedded and June and July performance has been above target, overall target will be achieved if monthly outturns are above target for the remainder of the year.														
			Amber	Green	Green	Green									Amber	70%
				67%	82%	79%									66%	
Deliver excellent services		Unit cost Independent Schools SEN Placements - Residential														
					Amber	Amber									Amber	
		£67,766		£71,401	£71,366										£71,336	£69,325
Deliver excellent services		Unit cost Independent Schs SEN Placements - Day														
					Amber	Amber									Amber	
		£38,236		£38,486	£38,942										£38,942	£38,454
Deliver excellent services		Cost of service per looked after child														
		<i>Shown as annual equivalent</i>														
			Green	Amber	Amber	Amber									Amber	
		£772	£758	£792	£808	£783									£783	£777
		Corporate Resources														
Deliver excellent services	NI 180	Changes in Housing Benefit/Council Tax Benefit entitlements within the year														
		Data is being extracted from a bespoke system report. This data will need to be validated by DWP at a later date														
			Amber	Amber	Green	Amber									Green	
		new	3534	3400	4,128	3,684									14,746	40,000
Deliver excellent services	NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events														
		Data is being extracted from a bespoke system report. This data will need to be validated by DWP at a later date														
			Green	Amber	Green	Green									Green	
		new	17	19	17	16									15	18

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09								
Deliver excellent services	BV 8	%age of invoices for commercial goods and services that were paid by the authority within 30 days paid on time														London prov top quartile 94.74% 2007/08								
		<table border="1"> <tr> <td>Amber</td> <td>Amber</td> <td>Amber</td> <td>Amber</td> <td>Green</td> </tr> <tr> <td>87%</td> <td>89.35%</td> <td>91.88%</td> <td>91.18%</td> <td>92.17%</td> </tr> </table>	Amber	Amber	Amber	Amber	Green	87%	89.35%	91.88%	91.18%	92.17%												
Amber	Amber	Amber	Amber	Green																				
87%	89.35%	91.88%	91.18%	92.17%																				
Deliver excellent services	BV 76d	no. of prosecutions & sanctions per 1,000 caseload																						
		Target is likely to be achieved as prosecutions and sanctions tend to happen later in the year														Amber 3.40	Amber 2.58	3.40						
Deliver excellent services	BV78a	Speed of processing: a) Average time for processing new benefit claims (calendar days) Monthly until NI180/181 ready than delete														London prov top quartile 24 days 2007/08								
		Performance at the beginning of the year was affected by system down time. System is now functioning normally.														Amber 36	Red 34.18	Red 35.22	Amber 33	Amber 34	32			
Deliver excellent services	BV78b	TEMP MEASURE a) Average time taken to processing benefit changes in circumstances (calendar days) Monthly until NI180/181 ready than delete														London prov top quartile 10.1days 2007/08								
																Green 13	Green 9.65	Green 9.80	Green 12.0	Green 9.4	9.5	13.00		

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09
Deliver excellent services	BV79b	Amount of HB overpayments recovered during the period as a % of total amount of HB overpayments identified during the period														
		Performance for Quarter 1 is poor when compared with last year. Collection has proven to be more difficult this quarter. A recovery improvement plan and an upgrade to the IT system is now coming into place to significantly improve reporting on this indicator and this in turn should see an improvement in the collection of overpaid benefit.														
		68%			Red 54%										Red 54%	68%
Deliver excellent services	BV79a	Accuracy of processing: a) % of cases for which the calculation of the amount of benefit due was correct as the basis of the information available to the determination, for a sample of cases checked post-determination														
		98%			Green 99%										Green 99%	99%
Deliver excellent services	BV156	% of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people														
		Green 39%			Amber 40%										Amber 40%	45%
Deliver excellent services	Fin 10a	Treasury Management - average interest rate return on investments (above bank base rate)														
		Treasury investment income for the month of June is red (although YTD is still green) as shorter term investments were largely made in June based upon the Council's cash flow.														
		Green 0.93%			Green 0.93%										Green 0.93%	0.50%
Deliver excellent services	Fin 10b	Treasury Management - average interest paid on borrowings (above bank base rate)														
					Green 0.00%										Green 0.08%	0.30%
Deliver excellent services	Fin 10c	Pension Fund - performance for the whole fund compared to benchmark. Target is to achieve (composite) benchmark returns.														
		We are below benchmark. The stock markets are very volatile due to issues including the credit crunch.														
					Red -1%										Red -2.41	Benchmark

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09				
Deliver excellent services	xBV 9	% of council taxes due for the financial year which were received in year by the authority																		
		2007/08															London prov top quartile 96.4% 2007/08			
		Worst Quartile	Green	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	93.4%	93.92%	
Deliver excellent services	BV 10	% of non-domestic rates due for the financial year which were received in year by the authority.																		
		2007/08															London prov top quartile 99.2% 2007/08			
		Green	Red	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	98.3%	99%	
Deliver excellent services	Local	Customer Service Centres - Waiting times - personal callers seen in 15 mins																		
		2007/08	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	80%	70%	
		71%	75%	78%	83%	83%	83%	83%	83%	83%	83%	83%	83%	83%	83%	83%	83%	80%	70%	
Deliver excellent services	Local	Contact Centre - Telephone answering in 30 seconds - of all calls presented																		
		2007/08	Red	Green	Green	Green	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	80%	70%
		57%	82%	87%	84%	84%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	80%	70%	
Deliver excellent services	Local	Contact Centre - Telephone answering Calls answered as percentage of all calls presented																		
		2007/08	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	94%	90%
		87%	95%	96%	96%	96%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	94%	90%	

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09	
Deliver excellent services		Council-Wide Debt recovery - Overall Sundry debt.															
		Profilled Target	£4.67m	£4.59m	£4.51m	£4.43m	£4.35m	£4.26m	£4.18m	£4.10m	£4.02m	£3.94m	£3.86m				
		Green £4.16m	Green £4.33m	Green £4.17m	Green £4.30m											Green	£3.86m
Urban Environment																	
Deliver excellent services	Local	Cost of recycling per tonne															
		Figures are provisional - a review of the new household/ non-household split introduced by NLWA may impact on this PI. Monthly profile is the expected % of total annual waste collected each month based on 2007/08.															
		Profilled Target	£169	£149	£159	£167	£176	£178	£171	£163	£198	£165	£190	£177			
	£146			Red £187	Amber £168										Amber £167	£172	
Deliver excellent services	NI 157a	Processing of planning applications as measured against targets for 'major' application types															
		2 out of 2 applications determined on target in July.															
		Amber 79%	Green 100%	Amber 75%	Green 100%											Green 89%	England Top quartile 2006/07 82%
Deliver excellent services	NI 157b	Processing of planning applications as measured against targets for 'minor' application types															
		34 out of 44 applications determined on target in July. The service is confident the target will be reached by September 2008.															
		Red 78%	Green 83%	Red 78%	Green 85%	Red 77%										Amber 81%	England Top quartile 2006/07 83% 85%

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09		
Deliver excellent services	NI 157c	Processing of planning applications as measured against targets for 'other' application types	126 out of 138 applications determined on target in July.													England Top quartile 2006/07 92%		
		88%	91%	95%	90%	91%											Green	92%
		Amber	Green	Green	Green	Green												
Deliver excellent services	Local xBV66a	Rent collection - including arrears	"Homes for Haringey ALMO: Actions to improve performance include weekly and monthly monitoring of arrears cases, increasing the number of notices served, and targeted rent exercises focusing on specific categories of debt/recovery action. This PI has been measured to rent week 16. June's outturn figure has been revised with data received from Homes for Haringey." and shows an improvement over the same period last year.													London prov top quartile 98.13% 2007/08		
		98.2%	94.6%	94.6%	97.8%	96.9%											Amber	96.9%
		Green	Red	Red	Green	Amber												
Deliver excellent services	Local IC 01	Rent collection -% of rent due excluding arrears														100%		
					98.7%	N/A											Red	98.7%
					Red													

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09
Deliver excellent services	Local LAA NI 158	Proportion of LA non decent homes														
		41.3%			41.6%	N/A									Red 41.6%	36%
Deliver excellent services	Local (xBV 212)	Average relet time Days Homes for Haringey ALMO: Improvement activity in the last few months concentrated in reducing the number of sheltered voids which has been successful. Process redesign around pre-verification of properties is expected to deliver improvement in relet time.														
		Red 50.3 days	Red 60.9	Red 63.91	Red 55.72	Red 40.84									Red 54.6	31 days
Deliver excellent services	LAA, NI 156	Number of households living in Temporary Accommodation Progress has been made this month through the on-going range of TA reduction activities.														
		Target	5336	5271	5207										Green	4000
		5389	5275	5224	5182	5094									Green	
	Adults Culture & Community															
Deliver excellent services	Local	Cost per visit to a leisure centre Period 4 monthly target £3.76. Period 5, £0.95 Period 6, £0.56, P7, £1.74, P8, £0.92, P9, £2.04, P10, £1.04, P11, £0.90, P12, £6.17. YTD, £1.77														
		£2.03			Green £2.27	Green £3.30									Green £1.67	£1.77
Deliver excellent services	Local	Cost per visit to a library														
		£2.53			Green £2.59	Green £2.56									Green £2.56	£2.78
Deliver excellent services	Local	Unit cost of Homecare														
		£17.52			Green £16.23	Green £16.23									Green £16.23	£17.51

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Appendix ii

Other National Indicators

LAA	Ref	Indicator	Comment/ Update
	ACCS		
	NI 9	Use of public libraries - Number of library users per 1000 of the population	
	NI 10	Visits to museums and galleries - Number of museum or gallery users per 1000 of the population	
	NI 11	Engagement in the arts. Percentage of adults participating.	
	NI 13	Migrants English language skills and knowledge	
LAA	NI 39	Rate of Hospital Admissions per 100,000 for Alcohol Related Harm	
LAA	NI 113	Prevalence of Chlamydia in under 25 year olds	
LAA Local	NI 119	Self-reported measure of people's overall health and wellbeing	
	NI 120	All-age all cause mortality rate	
LAA	NI 121	Mortality rate from all circulatory diseases at ages under 75 (per 100,000)	
	NI 122	Mortality from all cancers at ages under 75	
LAA	NI 123	Stopping smoking - Number of self reporting 4 week smoking quitters per 100,000 of the 16+ population	
	NI 124	People with a long-term condition supported to be independent and in control of their condition	
LAA	NI 125	Achieving independence for older people through rehabilitation/intermediate care	
LAA Local	NI 127	Self reported experience of social care users	
	NI 128	User reported measure of respect and dignity in their	
	NI 129	End of life access to palliative care enabling people to choose to die at home	
	NI 130	Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets) per 100,000 population	
	NI 131	Delayed transfers of care from hospitals	
	NI 132	Timeliness of social care assessment (all adults)	
	NI 133	Timeliness of social care packages following assessment	
	NI 134	The number of emergency bed days per head of weighted population	
LAA	NI 135	Carers receiving needs assessment or review and a specific carer's service, or advice and information	
	NI 136	People supported to live independently through social services (all adults)	
	NI 137	Healthy life expectancy at age 65	
	NI 138	Satisfaction of people over 65 with both home and neighbourhood	
	NI 139	People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently	
LAA	NI 141	Percentage of vulnerable people achieving independent living	
	NI 142	Percentage of vulnerable people who are supported to maintain independent living	
	NI 145	Adults with learning disabilities in settled accommodation	
	NI 146	Adults with learning disabilities in employment	
LAA	NI 149	Adults receiving secondary mental health services in settled accommodation	

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LAA	Ref	Indicator	Comment/ Update
	NI 150	Adults in contact with secondary mental health services in employment	
	NI 161	Learners achieving a Level 1 qualification in literacy (including ESOL)	
	NI 162	Learners achieving an Entry Level 3 qualification in numeracy	
	NI 163	Proportion of population aged 19 - 64 for males and 19 - 59 for females qualified to at least Level 2 or higher	
	NI 164	Proportion of population aged 19 - 64 for males and 19 - 59 for females qualified to at least Level 3 or higher	
	NI 165	Proportion of population aged 19 - 64 for males and 19 - 59 for females qualified to at least Level 4 or higher	
LAA	NI 8	Adult participation in sport	
	NI 197	Improved local biodiversity – active management of local sites	
	NI199	Satisfaction with playgrounds	
	CYPS		
	NI 58	Emotional and behavioural health of children in care	
	NI 61	Stability of looked after children adopted following an agency decision that the child should be placed for adoption	
	NI 63	Stability of placements of looked after children: percentage in same placement for 2 years.	
	NI 64	Child protection plans lasting 2 years or more	
	NI 65	Children becoming the subject of a Child Protection Plan for a second or subsequent time	
	NI 68	Referrals to children's social care going on to initial assessment	
	NI 70	Hospital admissions caused by unintentional and deliberate injuries to children and young people	
	NI 71	Children who have run away from home/care overnight	
	NI 147	Care leavers in suitable accommodation	
	NI 50	Emotional health of children	
	NI 52	Take up of school lunches	
	NI 57	Children and young people's participation in high-quality PE and sport	
	NI 69	Children who have experienced bullying	
IAA	NI 73	Achievement at level 4 or above in both English and Maths at KS2 (Floor)	Annual collection.
	NI 76	Achievement at level 4 or above in both English and Maths at KS2 (Floor)	
	NI 77	Achievement at level 5 or above in both English and Maths at KS3 (Floor)	
	NI 78	Achievement of 5 or more A*-C grades at GCSE and equivalent including GCSEs in English and Maths (Floor)	
	NI 80	Achievement of a Level 3 qualification by the age of 19	
	NI 81	Inequality gap in the achievement of a Level 3 qualification by the age of 19	
	NI 82	Inequality gap in the achievement of a Level 2 qualification by the age of 19	
	NI 84	Achievement of 2 or more A*-C grades in Science GCSEs or equivalent	
	NI 85	Post-16 participation in physical sciences (A Level Physics, Chemistry and Maths)	
	NI 86	Secondary schools judged as having good or outstanding standards of behaviour	

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LAA	Ref	Indicator	Comment/ Update
	NI 88	Number of Extended Schools	
	NI 89	Number of schools in special measures	
	NI 90	Take up of 14-19 learning diplomas	
	NI 91	Participation of 17 year-olds in education or training	
	NI 102	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 2 and 4	
	NI 104	The Special Educational Needs (SEN)/non-SEN gap – achieving Key Stage 2 English and Maths threshold	
	NI 105	The Special Educational Needs (SEN)/non-SEN gap – achieving 5 A*-C GCSE inc. English and Maths	
	NI 106	Young people from low income backgrounds progressing to higher education	
	NI 107	Key Stage 2 attainment for Black and minority ethnic groups	
	NI 108	Key Stage 4 attainment for Black and minority ethnic groups	
	NI 109	Number of Sure Start Children Centres	
	NI 110	Young people's participation in positive activities	
	NI 114	Rate of permanent exclusions from school	
	NI 115	Substance misuse by young people	
	NI 118	Take up of formal childcare by low-income working families	
	Corporate Resources		
	NI 14	Reducing avoidable contact: minimising the proportion of customer contact that is of low or no value to the customer	
	PPP&C		
	NI 17	Perceptions of anti-social behaviour	
	NI 18	Adult re-offending rates for those under probation supervision	
	NI 19	Rate of proven re-offending by young offenders	
LAA	NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police	
LAA	LAA pro	Proxy measure: % who feel well informed about what the local Council is doing to tackle ABS police	
	NI 22	Perceptions of parents taking responsibility for the behaviour of their children in their area	
	NI 23	Perceptions that people in the area treat one another with respect and dignity	
	NI 24	Satisfaction with the way the police and local council dealt with anti-social behaviour	
	NI 25	Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour	
	NI 26	Specialist support to victims of a serious sexual offence	
	NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police	
	NI 29	Gun crime rate	
	NI 30	Re-offending rate of prolific and priority offenders	
	NI 32	Repeat incidents of domestic violence	LAA uses different defini
	NI 34	Domestic violence – murder	
LAA	NI 35	Building resilience to violent extremism	
	NI 36	Protection against terrorist attack	
	NI 37	Awareness of civil protection arrangements in the local area	
	NI 38	Drug-related (class A) offending rate	
LAA	NI 40	Drug users in effective treatment	
	NI 41	Perceptions of drunk or rowdy behaviour as a problem	
	NI 42	Perceptions of drug use or drug dealing as a problem	

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LAA	Ref	Indicator	Comment/ Update
	NI 43	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody	
	NI 44	Ethnic composition of offenders on Youth Justice System disposals	
	NI 45	Young offenders engagement in suitable education, employment or training	
	NI 46	Young offenders access to suitable accommodation	
	NI 49	Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks	
LAA	NI 140	Fair treatment by local services	
	NI 143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence	
	NI 144	Offenders under probation supervision in employment at the end of their order or licence	
LAA	NI 1	% of people who believe people from different backgrounds get on well together in their local area	
	NI 2	% of people who feel that they belong in their neighbourhood	
	NI 3	Civic participation in the local area	
LAA	NI 4	% of people who feel they can influence decisions in their locality	
	NI 5	Overall/general satisfaction with local area	
LAA	NI 6	Participation in regular volunteering	
LAA Local	NI 7	Environment for a thriving third sector	
	Urban Environment		
	NI 151	Overall employment rate	
	NI 152	Working age people on out of work benefits	
	NI 172	VAT registered businesses in the area showing growth	
	NI 173	People falling out of work and on to incapacity benefits	
	NI 174	Skills gaps in the current workforce reported by employers	
	NI 159	Supply of ready to develop housing sites	
	NI 166	Average earnings of employees in the area (£ per week)	
	NI 170	Previously developed land that has been vacant or derelict for more than 5 years	
	NI 188	Adapting to climate change	
	NI 189	Flood and coastal erosion risk management	
	NI 167	Congestion – average journey time per mile during the morning peak	
	NI 168	Principal roads where maintenance should be considered	
	NI 169	Non-principal roads where maintenance should be considered	
LAA Local	NI 175	Access to services and facilities by public transport, walking and cycling	
	NI 176	Working age people with access to employment by public transport (and other specified modes)	
	NI 177	Local bus passenger journeys originating in the authority area	
	NI 178	Bus services running on time	
	NI 182	Satisfaction of businesses with local authority regulation services	
	NI 183	Impact of local authority regulatory services on the fair trading environment	
	NI 190	Achievement in meeting standards for the control system for animal health	
LAA	NI 192	Household waste recycled and composted	
	NI 193	Municipal waste land filled	

03/09/2008

LAA	Ref	Indicator	Comment/ Update
	NI 194	Level of air quality – reduction in NOx and primary PM10 emissions through local authority's estate and operations.	
	NI 12	Refused and deferred houses in multiple occupation (HMO) license applications leading to immigration enforcement activity	
LAA	NI 156	Number of households living in Temporary Accommodation	

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Table 1: **Revenue 2008/09** - The aggregate revenue projected position in 2008/09 is shown in the following table.

	Approved Budget	Projected variation	Variations
	£m	£m	
Children and Young People	68.5	0.5	Mainly relates to the commissioning budget for looked after children. See paragraph 17.4 of the report.
Adults, Culture & Community	74.0	0.3	Mainly relates to the commissioning budget for adults social care. See paragraph 17.2 of the report.
Corporate Resources	7.4	0.0	
Urban Environment	48.1	0.0	
Policy, Performance, Partnerships & Communications	8.9	0.0	
People, Organisation & Development	(0.1)	0.0	
Chief Executive	0.8	0.0	
Non-service revenue	31.3	0.0	
Total - General Fund	238.9	0.8	
Children and Young People (DSG) - Non-Schools	18.6	0.0	
Children and Young People (DSG) - ISB	142.0	0.0	
Total - Dedicated Schools Grant	160.6	0.0	
Total - Housing Revenue Account	(0.5)	(1.0)	Relates to letting of the new gas boiler maintenace contracts. See paragraph 17.7 of the report.

Table 2: **Capital 2008/09** - The aggregate capital projected position in 2008/09 is as shown in the following table.

Capital	Approved Budget	Spend to date	Projected variation	Variations
	£m	£m	£m	
Children & Young People				
BSF Schools Capital Programme	47.9	2.1	0.0	
New Pupil Places - Expansion	6.3	3.1	0.0	
Children's Centres	3.8	0.2	0.0	
Devolved Capital	2.2	0.0	0.0	
Other schemes/projects under £1m	4.4	0.9	0.0	
Total - Children & Young People	64.6	6.3	0.0	
New Recreation Projects	1.8	0.2	(0.8)	This is in respect of the Refurbishment of Leisure Centres project. See paragraph 17.11 of the report.
Refurbishment Leisure Centres	1.6	0.0	(0.8)	This is in respect of the Burial Village at Cemeteries project. See paragraph 17.11 of the report.
Markfield Recreation Ground	1.4	0.3	0.0	
Disabled Facilities Grant (DFG)	1.2	0.0	0.0	
Other schemes/projects under £1m	2.4	0.0	0.0	
Total - Adults, Culture & Community	8.4	0.5	(1.6)	
Corporate Resources				
Information Technology	2.4	0.2	0.0	
Accommodation Strategy Phase 2	2.0	0.3	0.0	
Corporate Management of Property	1.2	0.2	0.0	
Other schemes/projects under £1m	1.0	0.4	0.0	
Total - Corporate Resources	6.6	1.1	0.0	
Urban Environment – General Fund				
Marsh Lane - Growth Area Fund	6.1	0.5	0.0	
New Deal Communities	2.2	0.8	0.0	
Borough Roads and Footways	1.7	0.0	0.0	
Hornsey Public Mortuary	1.6	0.0	0.0	
Town Centres	1.0	0.1	0.0	
Bridget Works	1.0	0.0	0.0	
Street Lighting	1.0	0.2	0.0	
Other schemes/projects under £1m	9.6	1.1	0.0	
Total - Urban Environment – General Fund	24.2	2.7	0.0	
Urban Environment - HRA				
Decent Homes	27.5	1.0	0.0	
Planned Preventative Maintenance	4.7	0.0	0.0	
Capitalised Repairs	4.4	1.5	0.0	
Mechanical and Electrical Works	4.4	0.3	0.0	
Housing Aids and Adaptations	2.1	0.1	0.0	
Boiler Replacement	1.7	0.6	0.0	
Estate Remodelling and Communal Works	1.6	0.0	0.0	
Housing Extensive Void Works	1.4	0.5	0.0	
Professional Fees	1.2	0.4	0.0	
Saltram Close Regeneration	1.1	0.0	0.0	
Other schemes/projects under £1m	4.1	0.1	0.0	
Total - Urban Environment - HRA	54.2	4.5	0.0	
Policy, Performance, Partnerships & Communications				
Other schemes/projects under £1m	0.2	0.0	0.0	
Total - Policy, Performance, Partnerships & Communications	0.2	0.0	0.0	
Total- Haringey Capital Programme	158.2	15.1	(1.6)	

Table 3: Proposed virements are set out in the following table.

Period	Service	Key	Amount current year (£'000)	Full year Amount (£'000)	
3	CYP	Rev	112		Integrated Children's Systems grant from the Department for Children, Schools and Families (DCSF) to fund ICS Phase 1B; to configure IT systems for national compliancy and to provide training.
3	CYP	Cap*	435		Life Cycle works to be undertaken on C&YP properties and be funded from PFI reserve.
3	ACCS	Cap	116		Increase in the Disabled Facilities grant allocation for 2008/09.
3	CYP	Rev	54		Some staff changes and a redistribution of resources from School Standards & Inclusion to Change for Children business unit.
3	UE	Rev*	1,691		New Deal for Communities revenue allocation for 2008/09 funded by the Department of Communities and Local Government (CLG).
3	CR/NSR	Rev*	350		Reduction of the Local Land Charges income budget funded from the contingency held for this purpose. Seaches have reduced partly due to the introduction of HIPS and the economy slowing down.
3	PPPC	Rev*	536		Drug and alcohol strategic partnership spend for 2008/09 funded from the Haringey PCT substance misuse pooled treatment budget.
3	PPPC	Rev*	1,262		Drug Interventions Programme (DIP) for 2008/09 funded by grant from the Home Office.
3	PPPC	Rev	53		Pump Priming year 2 allocation funded by the Treasury.
3	PPPC	Rev*	353		Healthy Alliance funding from Haringey NHS for 2008/09 and carry over of the underspend from 2007/08.
3	PPPC	Rev*	290		Youth Justice Board Youth Offending Team Grant for 2008/09.
3	PPPC	Rev	203		Youth Justice Board Prevention grant for 2008/09.
3	PPPC	Rev*	449		Youth Justice Board North London Intensive Supervision and Surveillance Scheme grant for 2008/09.
3	PPPC	Rev	233		Youth Justice Board funding for 2008/09 Resettlement and Aftercare.
3	PPPC	Rev	181		Age Concern - increased salary spend and recharge income.
3	UE	Cap*	800		Part of acquisition of 85 Marsh Lane funded from S106 monies.
3	UE	Cap*	720		Part of acquisition of 85 Marsh Lane funded from LABGi monies.
3	UE	Cap*	(4,996)		Decent Homes Programme 2008/14 - allocation of the Major Repairs Reserves. The capital programme is being amended to reflect the agreed level of funding allocated.
3	UE	Cap	239		TfL funding for the Bus Priority Network.
3	CYP	Rev	85		Some staff changes and a redistribution of resources from Change for Children to School Standards & Inclusion business unit.
4	ACCS	Cap*	(250)		Downhills Park bid for funding from the Big Lottery has been rejected.
4	UE	Cap	(224)		Reduction of School Travel Plans budget in line with TfL funding.
4	PPPC	Rev*	600		Achieving Excellence budget funded from the specific reserve for Achieving Excellence.
4	CE	Rev	234		Spend on the GLA Election held on 01/05/08 and funded by the GLA.
4	PPPC	Rev	100		Challenge & Support Project funded by grant from the Department for Children, Schools and Families (DCSF).
4	UE	Cap	225		TfL funded scheme for Cycling Greenways (Parkland Walk North, Parkland Walk South and Finsbury Park to Lee Valley).
4	UE	Cap	70		Waste Electrical & Electronic Equipment grant received to fund the Waste Contract shortfall.
4	UE	Cap*	400		Provisional allocations of s.106 has been identified, subject to any further consideration of the negotiations with National Grid which are ongoing, the outcomes of which will potentially negate the requirement to use s.106.

Period	Service	Key	Amount current year (£'000)	Full year Amount (£'000)	
4	UE	Rev*	600	910	LDA funding for the ULV North London Pledge project 2008/09.
4	UE	Rev	200		LDA funding for the Sub-regional engagement programme 2008/09
4	UE	Rev	125		LDA funding for the Lee Valley Festival 2008/09.
4	UE	Rev	225		LDA funding for the ULVP Coordinator of the ULVP Area 2008/09
4	CYP	Cap	105		Targeted Capital Fund (TCF) allocations to support building improvements to schools.
4	ACCS	Rev*	300		Additional resources to extend dampening to address the general pressures within Older People commissioning budgets.
4	CYP	Cap*	850		The 2008/09 C&YP Primary capital budgets have been re-phased and re-profiled to reflect changed spending patterns in some projects and to accommodate the 2007/08 overspend.

1. Financial regulations require proposed budget changes to be approved by Cabinet. These are shown in the above table. These changes fall into one of two categories:

- budget virements, where it is proposed that budget provision is to be transferred between one service budget and another. Explanations are provided where this is the case;

- Increases or decreases in budget, generally where notification has been received in-year of a change in the level of external funding such as grants or supplementary credit approval.

2. Under the Constitution, certain virements are key decisions. Key decisions are:

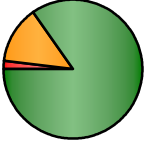
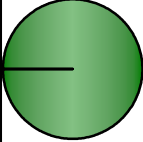
- for revenue, any virement which results in change in a directorate cash limit of more than £250,000; and
- for capital, any virement which results in the change of a programme area of more than £250,000.

3. Key decisions are highlighted by an asterisk in the table.

4. The above table sets out the proposed changes. Each entry in the table refers to a detailed entry in the appendices, which show the budgets that are proposed to change. There are two figures shown in each line of the table and the detailed sheets. The first amount column relates to changes in the current year's budgets and the second to changes in future years' budgets (full year). Differences between the two occur when, for example, the budget variation required relates to an immediate but not ongoing need or where the variation takes effect for a part of the current year but will be in effect for the whole of future years.

5. Proposed virements are set out in the above table.

Table 4: RAG status of pre agreed savings and investments

Council Wide Savings and Investments	2008/09 Target £'000	July 08 £'000		
Planned Savings - Red		234		This relates to the commissioning budget for looked after children. See paragraph 17.4 of the report.
Planned Savings - Amber		1,501		
Planned Savings - Green	11,371	9,636		
Planned Investments - Red				
Planned Investments - Amber				
Planned Investments - Green	6,037	6,037		

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Corporate Programme Highlight Report													Status of Projects as at: End of Jul-08				Appendix 4			
Project	Project Sponsor	Overall RAG Status	Timescale	Resources	Issues	Risks	Current Year Budget	Project Budget	Start Date	End Date	Current year budget	Year to date variance	Projected variance for year	Total project budget	Total project projected variance	Comments				
Regeneration Programme Board																				
RGN01	Haringey Heartlands	G →	G	G	G	G	N/A	N/A	Apr-07	Apr-08										
RGN02	Tottenham Hale Urban Centre	G →	G	G	G	G	N/A	N/A	Oct-06	Jul-08										
RGN03	Wood Green Town Centre	G →	G	G	G	G	G	G	Apr-06	Oct-08	0	0	0	71,800	0					
RGN05-2	Monruary	R ↓	G	R	R	G	G	G	Apr-06	Nov-08	1,634,000	(5,000)	0	3,149,000	0	Current estimates above budget; full impact will be known in August.				
RGN05-4	Spine Road	R →	R	R	R	G	G	G	Apr-06	Apr-08	400,000	53,000	0	5,400,000	0	Delay from DTS in completing traffic signal resulting in a delay in the opening of the road.				
RGN06	Council Owned Land	A →	A	R	R	A	G	G	2006	2012	387,000	(25,000)	0	1,052,000	0	Budget revised due to adjustment of scope and quarterly review of accommodation sinking fund.				
RGN07	Wards Corner	A ↓	G	R	R	R	G	G	Mar-07	2012	895,000	(32,000)	0	2,269,000	0	Key risk around planning approval.				
RGN08	Building Schools for the Future	A →	A	A	A	A	G	G	Apr-06	Mar-11	27,603,171	(5,050,000)	0	211,555,670	0	Revised Cash Limit Budget; underspend reflect uncertainty regarding spend profile.				
RGN09	Primary Capital Programme	G →	G	A	A	A	G	G	May-06	Apr-09	8,490,000	0	0	38,721,000	0	Budget increased to include additional funding provided by school and money from insurers.				
RGN10	Children's Centres: Phase II	G →	G	A	A	A	G	G	Apr-06	Sep-08	1,653,000	0	0	6,106,000	0					
											Regeneration Programme Board Total	(5,100,000)	0	275,416,270	0					
Better Haringey Programme Board																				
BH04-4	Parkforce Resource Review	G →	G	G	G	A	G	G	Jul-06	Mar-09							Estimates above budget; requiring value engineering.			
BH05-1	Markfield	G →	G	G	R	R	G	G	Apr-06	May-09	1,394,000	0	0	3,616,000	0	Siltation key project risk.				
											Better Haringey Programme Board Total	0	0	3,616,000	0					
Total											42,456,171	(5,100,000)	0	279,032,270	0					
Capital spend not included in the programme report but included in the performance report																				
Adults, Culture & Community																				
	Burial Village at Cemeteries																812,000			
	Refurbishment of Leisure Centres																762,000			
Total Variance from Performance Report																	(1,574,000)			

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Haringey Council

12. Appendix 5 – Summary Project Objectives

12.1 Regeneration Programme Board

12.1.1 Haringey Heartlands.

12.1.2 The Haringey Heartlands project aims to implement the objectives for the area, as outlined in the council's development framework which was adopted in 2005. The Haringey Heartlands will be a new mixed use urban quarter that draws its sense of place from its unique industrial heritage and its relationship with established neighbourhoods.

12.1.3 Tottenham Hale Urban Centre

12.1.4 The Adopted Master plan provides the development framework for the Tottenham Hale area. It includes six key sites and infrastructure projects that will deliver a significant number of new homes and jobs.

12.1.5 Wood Green Town Centre

12.1.6 Haringey Council has commissioned the consultants, Urban Practitioners, to write a draft Supplementary Planning Document (SPD) for Wood Green Town Centre. Their work also includes widespread consultation with key stakeholder groups and the drafting of a Sustainability Scoping Report.

12.1.7 Mortuary

12.1.8 This project is part funded to a level of £1.5m under the Growth Area Fund (GAF) initiative operated by the Department for Communities and Local Government (DCLG) and will see the construction of a new public mortuary at The Lodge, Church Lane, Tottenham, N17. This will release the present mortuary site adjacent to the closed Hornsey Central Depot and allow for the comprehensive and unaffected redevelopment of the area. Whilst not part of the GAF funding, the work also includes locating and refurbishing of alternative accommodation for HM Coroner and court, currently based on the first floor of the Hornsey Mortuary building.

12.1.9 Spine Road

12.1.10 This project will support regeneration in the Heartlands by delivering a new Spine Road, linking Western Road to Clarendon Road. This project includes improvements to Coburg Road and the pedestrian subway linking to the Penstock path, the realignment and

reconstruction of Western Road and Clarendon Road, as well as improvements to the junctions of Mayes Road/Western Road and Clarendon Road/Hornsey Park Road.

12.1.11 Council Owned Land

12.1.12 The project comprises disposal of the two Town Halls (securing the future of historic parts of the buildings), Hornsey Depot, Civic Centre, Welbourne Community Centre and out-borough land in Enfield, regenerating these sites and in particular providing additional housing, including affordable housing, whilst capital receipts generated will contribute to the funding of other Council projects. This project also includes the Muswell Hill Library refurbishment and improvement project and the Coombes Croft Library expansion and re-modelling project.

12.1.13 Wards Corner

12.1.14 This project aims to meet the outcomes of improving satisfaction with the area, increasing safety and feeling of security and enhancing the physical environment. The new development will be a catalyst for further regeneration on Seven Sisters Road and the new public realm will give the local community a vibrant shopping centre.

12.1.15 Building Schools for the Future (BSF)

12.1.16 The BSF project aims to realise our vision of having successful schools that: enjoy the confidence of local communities; maximise the life chances of local children and young people; contribute to the well-being and cohesion of the area; and work with the other education transformation policies and initiatives articulated in Bright Futures to raise standards. As part of this transformational process the BSF Programme will 1. Build two new schools and extensively rebuild, refurbish and/or remodel eleven others; 2. Deliver and embed exciting new 21st century compliant Information and Communications Technology (ICT) infrastructure and services into the classroom.

12.1.17 Primary Capital Programme

12.1.18 This project aims to ensure that all capital investment in the primary school estate is used effectively and that there is a clear and measurable plan to address school premises condition and suitability issues. The investment is used to assist in raising achievement of pupils in Key Stage 2, with a renewed emphasis on joining up all the funding streams to provide maximum benefit for all pupils and schools.

12.1.19 Children's Centres

12.1.20 The Children's Centres project's objective was to have in place a total of 18 Children's Centres by March 2008, delivering the full 'core' offer – with 10 already in place at the start of the project, this equates to the

delivery of an additional 8 Children's Centres.

12.2 Better Haringey Programme

12.2.1 Chestnuts

12.2.2 The Chestnuts project works include a new children's playground, multi use games area, café terrace and general landscape enhancements.

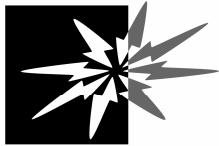
12.2.3 Markfield

12.2.4 This project will implement the full master plan for Markfield Park over two years. Works include a new children's playground, café, refurbished sports pavilion, drainage enhancements and a full complement of soft and hard landscaping.

12.2.5 Parkforce Resource Review

12.2.6 The Parkforce Resource Review project aims to provide a model to guide open space supervision through a more innovative partnership led approach. This model will aim to partner at differing levels across services, agencies and community groups and harness and enhance the variety of presence in the borough's parks.

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Haringey Council

Agenda item:

[No.]**Cabinet****On 16 September 2008**Report Title: **Crouch End CPZ – Consultation Results and Proposals**Forward Plan reference number (if applicable): **7**Report of: **Niall Bolger, Director of Urban Environment**Wards(s) affected: **Highgate/Crouch
End/ Hornsey**Report for: **Key decision****1. Purpose**

- 1.1 The purpose of this report is to inform the Cabinet of the feedback received from the local community consultation carried out in May/June 2008 and to put forward recommendations for a way forward.

2. Introduction by Cabinet Member

- 2.1 After lengthy consultation with local residents regarding parking issues in the Crouch End area it was agreed that we would conduct a formal consultation exercise with the local community to confirm if there was support for the introduction controlled parking in the area. This report details the feedback received and recommendations we have brought forward for consideration. This report will be discussed at a Focus Group meeting on the 4 September to discuss the duration of the proposed Crouch End zones and the recommendations may vary in view of the feedback received. I will report the outcome of this meeting verbally to the Cabinet.

3. Recommendations

- 3.1 It is recommended that the Cabinet:
- (i) Note the feedback from the consultation and additional comments set out in this report.

- 3.2 Authorise council officers to proceed to statutory consultation, subject to the outcome of the Focus Group meeting on 4 September for:
- (i) The extension of the **Highgate Station (Outer) CPZ** to include Claremont Road, Stanhope Gardens, Stanhope Road and Shepherds Hill (between Archway Road and Stanhope Road).
 - (ii) The extension of the **Finsbury Park (A) CPZ** to include Mount View Road (between the borough boundary and Ferme Park Road).
 - (iii) Introduction of a **Crouch End (A) CPZ** to include Christchurch Road, Waverley Road, Haslemere Road, Tregaron Avenue, Briston Grove, Dickenson Road, Elm Grove, Oakington Way, Wormersley Road and Crouch Hill (between Dickenson Road and Cecile Park).
 - (iv) Introduction of a **Crouch End (B) CPZ** to include Hurst Avenue and Avenue Road.
- 3.3 To agree the duration of the Crouch End (A) and (B) CPZs following the 4 September meeting of the Focus Group. This will be reported verbally to the Cabinet.
- 3.4 Authorise Council officers to proceed to statutory consultation for the introduction of double yellow lines to all uncontrolled junctions within the original consultation area.
- 3.5 Approves that residents/traders of the original consultation area be informed of the Council's decision.

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

Contact Officer: **Tony Kennedy, Group Manager, Transport Policy and Projects. 0208 489 1765**

4. Chief Financial Officer Comments

- 4.1 The 2008/9 budget allocation approved for the parking plan is currently £300k. The approved budget is currently allocated for the delivery of Crouch End CPZ (£198k), Bruce Grove CPZs (£30k), and Hornsey High Street (£72k).
- 4.2 The proposals in this report will include implementation for a number of schemes in and around the Crouch End CPZ. A budget of £198k was originally allocated for this scheme, however, the estimated cost of these schemes as indicated in this report is in the region of £100k, i.e. £98k below the current allocation. This underspend should be available to fund alternative parking plan initiatives that are deemed priority by the service.

5. Head of Legal Services Comments

- 5.1 This report presents an analysis of the responses to non-statutory consultation including the use of Focus Groups. This is an informal exercise to gauge the extent of support and opposition to the introduction of Traffic Management Orders before implementing statutory procedures. There is no legal impediment to proceeding with the recommendations.

6. Local Government (Access to Information) Act 1985

- 6.1 Returned consultation documents
6.2 Minutes of Focus Group meetings
6.3 The Council's Local Implementation Plan

7. Strategic Implications

- 7.1 The Council's Local Implementation Plan (LIP) sets out the Council's intention to improve parking conditions in the borough, which includes the allocation of on-street kerb space within the defined hierarchy of parking need. It also seeks to maximise road safety throughout the borough through the fair and consistent enforcement of parking restrictions. The plan contains the policy framework for both parking and road safety and is summarised below.

7.2 Local Implementation Plan (LIP)

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

Key PEP policies include:

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

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

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

8. Financial Implications

- 8.1 If finally approved, the costs arising from the recommendations as set out in Section 3 of this report including consultations undertaken in this financial year will be funded through the 2008/09 Parking Plan Capital Budget. It is estimated that the measures, including all processes conducted to date, will cost £100,000 to implement.
- 8.2 A full financial appraisal will be provided in the delegated report that will be agreed after statutory consultation. This will take into account the hours of operation which have yet to be finalised with the Focus Group.

9. Legal Implications

- 9.1 The proposals as recommended appear to be in accordance with the Local Implementation Plan and, subject to consideration of the objections received during statutory consultation, there does not appear to be any legal impediments to the implementation of the proposals.
- 9.2 If the Cabinet resolves to implement the measures recommended in Section three of this report, then the Council must make or amend several orders under the *Road Traffic Regulation Act 1984*. The *Local Authorities' Traffic Orders (Procedure) Regulations 1996* (the regulations) lays down the procedure to be followed before making or amending an order. The regulations impose a legal obligation on the Council to conduct a process of consultation to inform the public and other statutory consultees of its intentions. The Council must then consider any objections made as a result of the consultation before making an order and implementing any restrictions.

10. Equalities Implications

- 10.1 The consultation documents were distributed to all households / businesses within the agreed consultation area.
- 10.2 The document included a section offering translation into minority languages and affords residents/traders the opportunity to make a representation regarding the scheme.

11. Consultation

- 11.1 Prior to entering into consultation with the wider community the Council held two focus group meetings at Hornsey Town Hall on 10 October and 13 December 2007. The focus group meetings gave local resident/trader representatives, ward councillors and council officers an opportunity to discuss the issues, identify a consultation area and explore how we should consult the local community.
- 11.2 Consultation documents, consisting of background information, location plan, questionnaire, translation sheet and a pre-paid envelope were delivered by hand, to all properties within the agreed consultation area during the weekend of 17 May 2008. The deadline for responses was 16 June 2008. Late responses were however accepted until a cut off date of the 23 June 2008. See Appendix I for consultation document.
- 11.3 A problem occurred in the distribution process whereby around 2450 documents were distributed to properties outside of the consultation area. This did not however impact on the distribution of the documents to the agreed area and distribution was completed on 20 May 2008.
- 11.4 All responses / representations received from outside of the consultation area have not been included in the analysis of this report.
- 11.5 As a further check, an independent distribution company conducted an audit of the area on the 23 May 2008. The auditors contacted a sample number of households of each road to confirm if they had received the document. If the feedback suggested that the majority of households had not received the document they were instructed to carried out a re-distribution to the whole road.
- 11.6 An internal distribution audit was also conducted to all commercial premises in the Crouch End Broadway area whereby officers personally visited the shops and provided additional documents to any trader who reported not receiving one.
- 11.7 During the consultation period exhibitions were held at Hornsey Library on Saturday 31 May and at Coolhurst Tennis Club on Wednesday 4 June. The exhibitions gave local residents/traders the opportunity to speak to council officers prior to completing and returning their questionnaires. In total over 100 members of the public attended the exhibitions.

- 11.8 The document was made available to download from the council's website and documents were also available at the two exhibitions held as part of this process.

Consultation Feedback (whole area)

- 11.9 Approximately 5900 consultation documents were distributed to the consultation area with 1259 valid responses received by the 23 June 2008. This represents a 21% response.
- 11.10 To question 3a of the consultation document: ***Would you like to have a Controlled Parking Zone introduced into your road?*** The response for the whole of the consultation area was as follows:
- **37 % (462)** Yes
 - **60 % (756)** No
 - **3 % (41)** I don't know or didn't reply to this question.
- 11.11 To question 3b of the consultation document: ***If the answer to 3a is NO but your neighbouring roads are included in a zone, would you then agree that a Controlled Parking Zone in your road may be needed?*** Of those who responded to this question the feedback was as follows:
- **22 % (176)** Yes
 - **68.5 % (545)** No
 - **9.5 % (75)** I don't Know
- 11.12 When analysed as a whole area, the single preferred operating hours for a CPZ was for a 2 hour zone (45%) with the single preferred operating days from Monday to Friday (50%). A large number of respondents (25%) did not however responded to either question, as they had earlier indicated that they were opposed to parking controls.
- 11.13 Overall, the feedback indicates that the majority of those who responded are opposed to the introduction of parking controls and if a scheme were to go forward would prefer the minimum operational restrictions. This is often the case when consulting a large area as residents living in different areas will experience differing levels of parking pressure and respond accordingly.
- 11.14 The consultation document does however clearly state that the consultation is not a vote on whether the whole area should receive a controlled parking zone. The feedback received has been analysed on a road by road basis to help identify roads or areas that are in favour of measures and those roads or areas not in favour. The feedback has been used to identify a possible way forward regarding the introduction of a zone or zones to address identified parking problems.

Consultation Feedback (Road by Road)

- 11.15 A detailed road by road breakdown of the responses can be found in Appendix II of this report.
- 11.16 When analysed on a road by road basis it is clear that there is support for the introduction of parking controls in a number of roads. It is also evident that the majority of these roads are adjacent or in close proximity to existing CPZs and most likely experience parking pressures through displacement parking. Appendix III provides a list of roads who responded in favour of controlled parking.

Summary of Consultation Feedback (Outside the Consultation Area)

- 11.17 A total of 232 responses were received from properties outside of the consultation area. A large majority of the responses were opposed to the introduction of parking controls for their road. A number did however highlight concerns of displacement parking should a CPZ cover the area consulted.
- 11.18 It is anticipated that there would be limited displacement into this area from the draft proposals. However, it is likely that there would be displacement on the boundary of the Finsbury Park (A) CPZ, possibly between Ferme Park Road and Albany Road (South of Mount View Road). The council has received one petition from residents of Granville Road, which falls within this area. The petition requested inclusion in a CPZ. Further consideration will be given to this when considering our 2009/10 Parking Programme.
- 11.19 All returned consultation documents are available for public inspection by contacting the Council's Transport Policy and Projects Group.

12. Background

- 12.1 Since the introduction of parking controls in the Crouch End and Highgate areas in the last two years, including the introduction of two controlled parking zones by our neighbouring Borough of Islington, some parking displacement has occurred in roads on the periphery of these schemes.
- 12.2 Sustainable Transport and local councillors have received a number of representations requesting that we consider introducing parking controls to address the parking pressures experienced in the area. In the past parking controls have been opposed by the community and have therefore not been introduced. However due to the representations mentioned above, it was agreed to enter into consultation with the local community to consider whether parking controls would be of benefit.
- 12.3 The feedback from consultation was presented to the Focus Group at its meeting of 31 July 2008. It was agreed that a further Focus Group meeting would be held in September, prior to any decision by the Cabinet, to discuss/agree the recommendations of the report. This meeting has been scheduled for the 4 September and will be reported verbally to the Cabinet.

13. Proposed Way Forward on CPZ's

- 13.1 When analysed as a whole area the views are varied. Although, respondents were divided 50/50 to the question *do you think there is a parking problems in your road?*, 60% were opposed to the introduction of a CPZ.
- 13.2 When analysed on a road by road basis however it is evident that there is support for parking controls in roads that are in closest proximity to existing CPZs located in both Haringey and Islington.
- 13.3 The operating hours of any zones should take into account enforcement implications. There are a number of two hour zones currently operational between 10am-noon in the Highgate and Finsbury Park areas. Further zones with the same operating hours will place pressure on the Council's Enforcement Team to effectively enforce the zones. It is therefore advised that any new zones should not operate during these hours.
- 13.4 There is support for controlled parking in the roads adjacent to the existing Highgate Station (Outer) and Finsbury Park (A) CPZs. We therefore recommend that Claremont Road, Stanhope Gardens, Stanhope Road and Shepherds Hill (between Archway Road and Stanhope Road) are included in the Highgate Station (Outer) CPZ and that Mount View Road (between the borough boundary and Ferme Park Road) is included in the Finsbury Park (A) CPZ. See Appendix IV for a breakdown of roads where parking controls are recommended
- 13.5 There is also support for the introduction of parking controls in the Crouch End area. As the roads identified are located in two areas (see Appendix??), it is recommended that two zones are created i.e. a Crouch End (A) and Crouch End (B) CPZs. This will allow different operational hours to be considered for the two zones to reflect the feedback received from each area and also the views expressed by traders. Furthermore, it will address inter-zone commuter issues that may develop should the zones be extended in the future.
- 13.6 **The Crouch End (A) CPZ** would include Christchurch Road, Waverley Road, Haslemere Road, Tregaron Avenue, Briston Grove, Dickenson Road, Elm Grove, Oakington Way, Wormersley Road and Crouch Hill (between Dickenson Road and Cecile Park).
- 13.7 Although the greatest single response for operational hours from the roads listed in 13.5 above (Crouch End (A)) favoured a 2-hour zone, there is strong support for at least all day controls. The majority favoured Monday to Friday as operational days. However, because the Hillrise East CPZ in the LB Islington, which borders this area, is operational Monday to Friday 10am - 2pm consideration should be given to a similar level of operational hours. The hours could however be later in the day, for example, 1pm to 4pm. This would help to address issues associated with the school run to the recently expanded Coleridge School and also assist the Council's Parking Enforcement Team to enforce the zone effectively.

13.8 **The Crouch End (B) CPZ** would include Hurst Avenue and Avenue Road. The majority support from these two roads favoured a 2-hour zone operational between Monday to Friday. Taking into account enforcement as highlighted in 13.3 above it is recommended that this CPZ be operational between 12noon–2pm.

13.9 The conclusion and recommendations contained within this report will be discussed at the Focus Group meeting of 4 September. The feedback received will assist in deciding hours/days of operation. The proposed operating times will not therefore be provided in the recommendations set out in this report but will be reported verbally to the Cabinet by the Cabinet Member for Environment and Conservation.

14. Other Parking Proposals

14.1 When parking controls are introduced it is inevitable that displacement parking will occur and this often takes the form of indiscriminate parking at junctions. It is the Council's current approach only to introduce controlled parking to areas where evidence of support has been provided and not as a mitigation against displacement parking. However, we will consider the introduction of double yellow lines at junctions to mitigate any safety implications arising from indiscriminate parking. Other locations likely to experience congestion through indiscriminate parking should also be considered in consultation with ward councillors.

14.2 One of the frequent comments in the consultation was about lack of off street car parking and whether the Hornsey Library Car Park could be considered for public use. Officers will take this suggestion forward and investigate the feasibility for use for pay and display parking.

15. Implementation

15.1 If the recommendations of this report, including any changes resulting from the Focus Group meeting of 4 September are approved, the Key milestones for the introduction of the extensions and new schemes will be as follows:

- Finalise drawings and TMO 17 October 2008
- Advertise Notice of Intention 30 October 2008
- Consider comments and objections 1 – 28 November 2008
- Delegated Approval 5 January 2009
- Advertise Notice of Making 8 January 2009
- On street work 8 Jan – 20 February 2009
- Go Live (2 weeks warning notices) 23 February 2009
- Enforcement commences 9 March 2009

16. Conclusion

- 16.1 It is clear from the feedback received that there is support for parking controls in a number of roads in the area. It is also evident that the highest levels of support are from roads adjacent to existing CPZs.
- 16.2 Therefore it is recommended that four areas should be considered for controlled parking, consisting of two extensions and two new zones. See Appendix V for a location plan of proposed new and extended CPZ's based on the feedback received.
- 16.3 The introduction of extensions or new zones will inevitably have displacement implication to neighbouring roads and any further extensions should be considered on a fast track approach, subject to evidence of support from residents.

17. Use of Appendices / Tables / Photographs

- 17.1 Appendix I Consultation Document
- 17.2 Appendix II Road by Road Breakdown of Feedback
- 17.3 Appendix III Roads in Favour of Parking Controls
- 17.4 Appendix IV Responses from roads where Parking Controls are recommended
- 17.5 Appendix V Local Plan of Proposed New and Extended CPZs
- 17.6 Appendix VI Additional Comments

Appendix I – Consultation Document

Appendix II – Road by Road Breakdown of Feedback

Crouch End Proposed CPZ- Consultation Results					
Q2. Do you think there is a parking problem in your road?					
	Total responses	No reply	Yes	No	I dont Know
Overall total- Absolute	1259	21	593	628	17
Percentage		2%	47%	50%	1%
Abbots Terrace	-	-	-	-	-
Aubrey Road	6	-	3	3	-
		-	50%	50%	-
Avenue Road	56	-	44	12	-
		-	79%	21%	-
Back Lane	1	-	1	-	-
		-	100%	-	-
Bedford Road	6	-	4	2	-
		-	67%	33%	-
Berkeley Road	18	-	9	9	-
		-	50%	50%	-
Birchington Road	24	1	15	8	-
		4%	63%	33%	-
Bourne Road	14	-	5	8	1
		-	36%	57%	7%
Briston Grove	11	-	9	2	-
		-	82%	18%	-
Broughton Gardens	6	-	-	6	-
		-	-	100%	-
Bryanstone Road	14	1	7	6	-
		7%	50%	43%	-
Broadway Parade	3	1	-	2	-
		33%	-	67%	-
Cecile Park	45	1	21	22	1
		2%	47%	49%	2%
Claremont Road	65	1	62	2	-
		2%	95%	3%	-
Clifton Road	19	-	3	16	-
		-	16%	84%	-
Coleridge Lane	-	-	-	-	-
		-	-	-	-
Coleridge Road	23	-	13	9	1
		-	57%	39%	4%
Colwick Close	-	-	-	-	-

		-	-	-	-
Coolhurst Road	43	1	10	32	-
		2%	23%	74%	-
Courtside	-	-	-	-	-
		-	-	-	-
Crescent Road	36	-	20	16	-
		-	56%	44%	-
Christchurch Road	6	-	4	1	1
		-	67%	17%	17%
Crouch End Hill	12	-	4	8	-
		-	33%	67%	-
Crouch Hill	22	-	6	16	-
		-	27%	73%	-
Crouch Hall Road	35	-	12	22	1
		-	34%	63%	3%
Dashwood Road	7	-	2	5	-
		-	29%	71%	-
Dickenson Road	14	-	12	1	1
		-	86%	7%	7%
Drylands Road	16	-	2	14	-
		-	13%	88%	-
Edison Road	8	-	4	4	-
		-	50%	50%	-
Elder Avenue	19	-	13	6	-
		-	68%	32%	-
Elm Grove	15	-	11	4	-
		-	73%	27%	-
Elmfield Avenue	13	-	9	4	-
		-	69%	31%	-
Fairfield Gardens	3	-	2	1	-
		-	67%	33%	-
Fairfield Road	13	-	9	4	-
		-	69%	31%	-
Felix Avenue	7	-	4	3	-
		-	57%	43%	-
Ferme Park Road	67	2	13	51	1
		3%	19%	76%	1%
Gladwell Road	8	-	6	2	-
		-	75%	25%	-
Glasslyn Road	26	-	5	21	-
		-	19%	81%	-
Haslemere Road	23	1	18	4	-
		4%	78%	17%	-
Hannay Lane	1	-	-	1	-
		-	-	100%	-
Haringey Park	31	1	11	18	1
		3%	35%	58%	3%
Hatherley Gardens	4	-	2	1	1
		-	50%	25%	25%
Hornsey Lane	11	1	5	5	-

		9%	45%	45%	-
Hurst Avenue	10	-	7	2	1
		-	70%	20%	10%
Ivy Gardens	7	-	1	6	-
		-	14%	86%	-
Landrock Road	14	-	4	10	-
		-	29%	71%	-
Lynton Road	13	-	2	11	-
		-	15%	85%	-
Middle Lane	25	1	7	16	1
		4%	28%	64%	4%
Middle Lane Mews	1	-	1	-	-
		-	100%	-	-
Montenotte Road	3	-	-	3	-
		-	-	100%	-
Mount View Road	20	-	20	-	-
		-	100%	-	-
New Road	1	-	-	1	-
		-	-	100%	-
Oakington Way	1	-	1	-	-
		-	100%	-	-
Palace Road	10	-	3	7	-
		-	30%	70%	-
Park Road	13	-	2	10	1
		-	15%	77%	8%
Ridgeway Gardens	5	-	-	5	-
		-	-	100%	-
Roseberry Gardens	20	-	6	14	-
		-	30%	70%	-
Russell Road	8	-	5	3	-
		-	63%	38%	-
Sandringham Gardens	5	-	-	5	-
		-	-	100%	-
Shanklin Road	9	-	4	5	-
		-	44%	56%	-
Shepherds Close	11	1	6	4	-
		9%	55%	36%	-
Shepherds Hill	106	2	27	74	3
		2%	25%	70%	3%
Stanhope Gardens	31	1	26	4	-
		3%	84%	13%	-
Stanhope Road	49	1	38	10	-
		2%	78%	20%	-
The Grove	1	-	-	1	-
		-	-	100%	-
The Broadway	14	-	5	8	1
		-	36%	57%	7%
Tivoli Road	19	1	6	12	-
		5%	32%	63%	-
Topsfield Close	1	-	1	-	-

		-	100%	-	-
Topsfield Parade	9	-	3	6	-
		-	33%	67%	-
Topsfield Road	7	1	4	1	1
		14%	57%	14%	14%
Tottenham Lane	5	-	-	5	-
		-	-	100%	-
Tregaron Avenue	12	-	9	3	-
		-	75%	25%	-
Waverley Road	4	-	4	-	-
		-	100%	-	-
Weston Park	26	1	9	16	-
		4%	35%	62%	-
Wolseley Road	28	-	3	25	-
		-	11%	89%	-
Womersey Road	20	1	9	10	-
		5%	45%	50%	-
Other	-	-	-	-	-
		-	-	-	-

Crouch End Proposed CPZ- Consultation Results					
Q3a. Would you like to have a Controlled Parking Zone introduced into your road?					
	Total responses	No reply	Yes	No	I dont Know
Overall total- Absolute	1259	8	462	756	33
Percentage		1%	37%	60%	3%
Abbots Terrace	-	-	-	-	-
		-	-	-	-
Aubrey Road	6	-	3	3	-
		-	50%	50%	-
Avenue Road	56	1	34	20	1
		2%	61%	36%	2%
Back Lane	1	-	1	-	-
		-	100%	-	-
Bedford Road	6	-	3	3	-
		-	50%	50%	-
Berkeley Road	18	-	8	9	1
		-	44%	50%	6%
Birchington Road	24	1	12	11	-
		4%	50%	46%	-
Bourne Road	14	-	5	9	-

		-	36%	64%	-
Briston Grove	11	-	9	2	-
		-	82%	18%	-
Broughton Gardens	6	-	-	6	-
		-	-	100%	-
Bryanstone Road	14	-	7	7	-
		-	50%	50%	-
Broadway Parade	3	-	-	3	-
		-	-	100%	-
Cecile Park	45	-	12	33	-
		-	27%	73%	-
Claremont Road	65	-	53	10	2
		-	82%	15%	3%
Clifton Road	19	-	1	18	-
		-	5%	95%	-
Coleridge Lane	-	-	-	-	-
		-	-	-	-
Coleridge Road	23	-	11	12	-
		-	48%	52%	-
Colwick Close	-	-	-	-	-
		-	-	-	-
Coolhurst Road	43	1	9	33	-
		2%	21%	77%	-
Courtside	-	-	-	-	-
		-	-	-	-
Crescent Road	36	-	13	21	2
		-	36%	58%	6%
Christchurch Road	6	-	4	1	1
		-	67%	17%	17%
Crouch End Hill	12	-	3	9	-
		-	25%	75%	-
Crouch Hill	22	-	6	16	-
		-	27%	73%	-
Crouch Hall Road	35	-	9	24	2
		-	26%	69%	6%
Dashwood Road	7	-	1	6	-
		-	14%	86%	-
Dickenson Road	14	-	12	2	-
		-	86%	14%	-
Drylands Road	16	-	1	15	-
		-	6%	94%	-
Edison Road	8	-	-	7	1
		-	-	88%	13%
Elder Avenue	19	-	11	6	2
		-	58%	32%	11%
Elm Grove	15	-	9	4	2
		-	60%	27%	13%
Elmfield Avenue	13	-	5	7	1
		-	38%	54%	8%
Fairfield Gardens	3	-	1	2	-

		-	33%	67%	-
Fairfield Road	13	-	6	6	1
		-	46%	46%	8%
Felix Avenue	7	-	3	3	1
		-	43%	43%	14%
Ferme Park Road	67	1	10	53	3
		1%	15%	79%	4%
Gladwell Road	8	-	3	5	-
		-	38%	63%	-
Glasslyn Road	26	-	2	24	-
		-	8%	92%	-
Haslemere Road	23	1	16	6	-
		4%	70%	26%	-
Hannay Lane	1	-	-	1	-
		-	-	100%	-
Haringey Park	31	-	7	23	1
		-	23%	74%	3%
Hatherley Gardens	4	-	2	2	-
		-	50%	50%	-
Hornsey Lane	11	-	3	7	1
		-	27%	64%	9%
Hurst Avenue	10	-	8	2	-
		-	80%	20%	-
Ivy Gardens	7	-	1	6	-
		-	14%	86%	-
Landrock Road	14	-	2	12	-
		-	14%	86%	-
Lynton Road	13	-	2	11	-
		-	15%	85%	-
Middle Lane	25	-	3	21	1
		-	12%	84%	4%
Middle Lane Mews	1	-	1	-	-
		-	100%	-	-
Montenotte Road	3	-	-	3	-
		-	-	100%	-
Mount View Road	20	-	19	1	-
		-	95%	5%	-
New Road	1	-	-	1	-
		-	-	100%	-
Oakington Way	1	-	1	-	-
		-	100%	-	-
Palace Road	10	-	4	6	-
		-	40%	60%	-
Park Road	13	-	2	11	-
		-	15%	85%	-
Ridgeway Gardens	5	-	-	5	-
		-	-	100%	-
Roseberry Gardens	20	-	4	16	-
		-	20%	80%	-
Russell Road	8	-	3	5	-

		-	38%	63%	-
Sandringham Gardens	5	-	-	5	-
		-	-	100%	-
Shanklin Road	9	1	1	6	1
		11%	11%	67%	11%
Shepherds Close	11	-	2	8	1
		-	18%	73%	9%
Shepherds Hill	106	1	23	80	2
		1%	22%	75%	2%
Stanhope Gardens	31	-	23	8	-
		-	74%	26%	-
Stanhope Road	49	1	34	13	1
		2%	69%	27%	2%
The Grove	1	-	-	1	-
		-	-	100%	-
The Broadway	14	-	-	14	-
		-	-	100%	-
Tivoli Road	19	-	4	14	1
		-	21%	74%	5%
Topsfield Close	1	-	1	-	-
		-	100%	-	-
Topsfield Parade	9	-	-	9	-
		-	-	100%	-
Topsfield Road	7	-	3	3	1
		-	43%	43%	14%
Tottenham Lane	5	-	-	5	-
		-	-	100%	-
Tregaron Avenue	12	-	9	3	-
		-	75%	25%	-
Waverley Road	4	-	2	1	1
		-	50%	25%	25%
Weston Park	26	-	6	20	-
		-	23%	77%	-
Wolseley Road	28	-	1	26	1
		-	4%	93%	4%
Womersey Road	20	-	8	11	1
		-	40%	55%	5%
Other	-	-	-	-	-
		-	-	-	-

Crouch End Proposed CPZ- Consultation Results						
Q3b. If the answer to Q3a is NO But your neighbouring roads are included in zone, would you then agree that Controlled Parking Zone in your road may be needed?						
	Total responses	No reply	Yes	No	I dont Know	
Overall total- Absolute	1259	463	176	545	75	
Percentage		37%	14%	43%	6%	
Abbots Terrace	-	-	-	-	-	
		-	-	-	-	
Aubrey Road	6	2	3	1	-	
		33%	50%	17%	-	
Avenue Road	56	33	7	12	4	
		59%	13%	21%	7%	
Back Lane	1	1	-	-	-	
		100%	-	-	-	
Bedford Road	6	4	2	-	-	
		67%	33%	-	-	
Berkeley Road	18	9	2	7	-	
		50%	11%	39%	-	
Birchington Road	24	10	7	4	3	
		42%	29%	17%	13%	
Bourne Road	14	4	1	8	1	
		29%	7%	57%	7%	
Briston Grove	11	7	2	2	-	
		64%	18%	18%	-	
Broughton Gardens	6	-	1	4	1	
		-	17%	67%	17%	
Bryanstone Road	14	7	1	5	1	
		50%	7%	36%	7%	
Broadway Parade	3	-	-	3	-	
		-	-	100%	-	
Cecile Park	45	13	2	29	1	
		29%	4%	64%	2%	
Claremont Road	65	50	8	6	1	
		77%	12%	9%	2%	
Clifton Gardens	-	-	-	-	-	
		-	-	-	-	
Clifton Road	19	1	8	9	1	
		5%	42%	47%	5%	

Coleridge Lane	-	-	-	-	-		
		-	-	-	-		
Coleridge Road	23	11	4	8	-		
		48%	17%	35%	-		
Colwick Close	-	-	-	-	-		
		-	-	-	-		
Coolhurst Road	43	10	12	17	4		
		23%	28%	40%	9%		
Courtside	-	-	-	-	-		
		-	-	-	-		
Crescent Road	36	16	3	13	4		
		44%	8%	36%	11%		
Christchurch Road	6	4	-	1	1		
		67%	-	17%	17%		
Crouch End Hill	12	3	-	7	2		
		25%	-	58%	17%		
Crouch Hill	22	6	1	15	-		
		27%	5%	68%	-		
Crouch Hall Road	35	11	6	17	1		
		31%	17%	49%	3%		
Dashwood Road	7	1	1	4	1		
		14%	14%	57%	14%		
Dickenson Road	14	12	-	2	-		
		86%	-	14%	-		
Drylands Road	16	-	3	11	2		
		-	19%	69%	13%		
Edison Road	8	1	3	3	1		
		13%	38%	38%	13%		
Elder Avenue	19	12	2	4	1		
		63%	11%	21%	5%		
Elm Grove	15	8	3	2	2		
		53%	20%	13%	13%		
Elmfield Avenue	13	5	2	5	1		
		38%	15%	38%	8%		
Fairfield Gardens	3	1	1	1	-		
		33%	33%	33%	-		
Fairfield Road	13	6	3	3	1		
		46%	23%	23%	8%		
Felix Avenue	7	3	-	3	1		
		43%	-	43%	14%		
Ferme Park Road	67	12	8	42	5		
		18%	12%	63%	7%		
Gladwell Road	8	3	2	3	-		
		38%	25%	38%	-		
Glasslyn Road	26	2	7	16	1		
		8%	27%	62%	4%		
Haslemere Road	23	17	1	5	-		
		74%	4%	22%	-		
Hannay Lane	1	-	-	1	-		
		-	-	100%	-		

Haringey Park	31	6	3	18	4		
		19%	10%	58%	13%		
Hatherley Gardens	4	2	-	2	-		
		50%	-	50%	-		
Hornsey Lane	11	3	1	7	-		
		27%	9%	64%	-		
Hurst Avenue	10	7	3	-	-		
		70%	30%	-	-		
Ivy Gardens	7	1	1	5	-		
		14%	14%	71%	-		
Landrock Road	14	2	5	6	1		
		14%	36%	43%	7%		
Lynton Road	13	1	3	8	1		
		8%	23%	62%	8%		
Maybury Mews	-	-	-	-	-		
		-	-	-	-		
Middle Lane	25	4	3	17	1		
		16%	12%	68%	4%		
Middle Lane Mews	1	1	-	-	-		
		100%	-	-	-		
Montenotte Road	3	-	1	2	-		
		-	33%	67%	-		
Mount View Road	20	17	3	-	-		
		85%	15%	-	-		
New Road	1	-	-	1	-		
		-	-	100%	-		
Oakington Way	1	1	-	-	-		
		100%	-	-	-		
Palace Road	10	2	3	4	1		
		20%	30%	40%	10%		
Park Road	13	2	-	10	1		
		15%	-	77%	8%		
Ridgeway Gardens	5	-	1	3	1		
		-	20%	60%	20%		
Roseberry Gardens	20	4	-	15	1		
		20%	-	75%	5%		
Russell Road	8	3	1	4	-		
		38%	13%	50%	-		
Sandringham Gardens	5	-	-	4	1		
		-	-	80%	20%		
Shanklin Road	9	3	1	5	-		
		33%	11%	56%	-		
Shepherds Close	11	3	-	7	1		
		27%	-	64%	9%		
Shepherds Hill	106	25	11	63	7		
		24%	10%	59%	7%		
Stanhope Gardens	31	24	2	4	1		
		77%	6%	13%	3%		
Stanhope Road	49	34	3	11	1		
		69%	6%	22%	2%		

The Grove	1	-	-	-	1		
		-	-	-	100%		
The Broadway	14	-	2	12	-		
		-	14%	86%	-		
Tivoli Road	19	4	5	8	2		
		21%	26%	42%	11%		
Topsfield Close	1	-	1	-	-		
		-	100%	-	-		
Topsfield Parade	9	-	-	8	1		
		-	-	89%	11%		
Topsfield Road	7	2	3	1	1		
		29%	43%	14%	14%		
Tottenham Lane	5	-	-	5	-		
		-	-	100%	-		
Tregaron Avenue	12	8	1	2	1		
		67%	8%	17%	8%		
Waverley Road	4	2	1	1	-		
		50%	25%	25%	-		
Weston Park	26	6	4	13	3		
		23%	15%	50%	12%		
Wolseley Road	28	2	7	16	3		
		7%	25%	57%	11%		
Womersey Road	20	9	1	10	-		
		45%	5%	50%	-		
Other	-	-	-	-	-		
		-	-	-	-		

Crouch End Proposed CPZ- Consultation Results						
Q4. If a CPZ were introduced in your area, what do you think would be the most appropriate operating hours for parking controls?						
	Total responses	No reply	Two hours a day (eg. 12noon-2pm)	All day (eg. 8:30am-6:30pm)	All day and evening (eg. 8:30am- 10pm)	Other
Overall total- Absolute	1259	310	563	223	109	54
Percentage		25%	45%	18%	9%	4%
Abbots Terrace	-	-	-	-	-	-
		-	-	-	-	-
Aubrey Road	6	-	3	3	-	-
		-	50%	50%	-	-
Avenue Road	56	9	23	13	9	2
		16%	41%	23%	16%	4%

Back Lane	1	-	-	-	1	-
		-	-	-	100%	-
Bedford Road	6	2	3	1	-	-
		33%	50%	17%	-	-
Berkeley Road	18	4	6	6	2	-
		22%	33%	33%	11%	-
Birchington Road	24	3	13	6	2	-
		13%	54%	25%	8%	-
Bourne Road	14	2	7	4	1	-
		14%	50%	29%	7%	-
Briston Grove	11	1	8	-	1	1
		9%	73%	-	9%	9%
Broughton Gardens	6	1	5	-	-	-
		17%	83%	-	-	-
Bryanstone Road	14	1	5	4	3	1
		7%	36%	29%	21%	7%
Broadway Parade	3	1	2	-	-	-
		33%	67%	-	-	-
Cecile Park	45	18	13	8	3	3
		40%	29%	18%	7%	7%
Claremont Road	65	4	47	8	4	2
		6%	72%	12%	6%	3%
Clifton Road	19	2	11	3	-	3
		11%	58%	16%	-	16%
Coleridge Lane	-	-	-	-	-	-
		-	-	-	-	-
Coleridge Road	23	3	9	7	4	-
		13%	39%	30%	17%	-
Colwick Close	-	-	-	-	-	-
		-	-	-	-	-
Coolhurst Road	43	13	23	1	5	1
		30%	53%	2%	12%	2%
Courtside	-	-	-	-	-	-
		-	-	-	-	-
Crescent Road	36	9	13	9	4	1
		25%	36%	25%	11%	3%
Christchurch Road	6	1	1	3	1	-
		17%	17%	50%	17%	-
Crouch End Hill	12	1	6	5	-	-
		8%	50%	42%	-	-
Crouch Hill	22	9	9	2	1	1
		41%	41%	9%	5%	5%
Crouch Hall Road	35	7	20	6	1	1
		20%	57%	17%	3%	3%
Dashwood Road	7	2	4	-	-	1
		29%	57%	-	-	14%
Dickenson Road	14	3	5	5	1	-
		21%	36%	36%	7%	-
Drylands Road	16	7	5	1	3	-
		44%	31%	6%	19%	-

Edison Road	8	-	4	1	1	2
		-	50%	13%	13%	25%
Elder Avenue	19	1	6	7	5	-
		5%	32%	37%	26%	-
Elm Grove	15	1	7	4	3	-
		7%	47%	27%	20%	-
Elmfield Avenue	13	3	6	2	1	1
		23%	46%	15%	8%	8%
Fairfield Gardens	3	-	1	2	-	-
		-	33%	67%	-	-
Fairfield Road	13	1	6	4	1	1
		8%	46%	31%	8%	8%
Felix Avenue	7	3	1	1	2	-
		43%	14%	14%	29%	-
Ferme Park Road	67	28	19	5	8	7
		42%	28%	7%	12%	10%
Gladwell Road	8	2	2	-	3	1
		25%	25%	-	38%	13%
Glasslyn Road	26	6	14	5	1	-
		23%	54%	19%	4%	-
Haslemere Road	23	5	8	7	3	-
		22%	35%	30%	13%	-
Hannay Lane	1	-	1	-	-	-
		-	100%	-	-	-
Haringey Park	31	7	13	8	1	2
		23%	42%	26%	3%	6%
Hatherley Gardens	4	2	-	1	1	-
		50%	-	25%	25%	-
Hornsey Lane	11	2	4	2	2	1
		18%	36%	18%	18%	9%
Hurst Avenue	10	1	6	3	-	-
		10%	60%	30%	-	-
Ivy Gardens	7	3	4	-	-	-
		43%	57%	-	-	-
Landrock Road	14	4	5	5	-	-
		29%	36%	36%	-	-
Lynton Road	13	7	1	1	3	1
		54%	8%	8%	23%	8%
Middle Lane	25	11	6	5	1	2
		44%	24%	20%	4%	8%
Middle Lane Mews	1	-	-	1	-	-
		-	-	100%	-	-
Montenotte Road	3	2	1	-	-	-
		67%	33%	-	-	-
Mount View Road	20	2	13	2	1	2
		10%	65%	10%	5%	10%
New Road	1	-	1	-	-	-
		-	100%	-	-	-
Oakington Way	1	-	1	-	-	-
		-	100%	-	-	-

Palace Road	10	3	2	3	2	-
		30%	20%	30%	20%	-
Park Road	13	6	4	2	1	-
		46%	31%	15%	8%	-
Ridgeway Gardens	5	1	3	-	1	-
		20%	60%	-	20%	-
Roseberry Gardens	20	9	4	2	3	2
		45%	20%	10%	15%	10%
Russell Road	8	2	2	3	-	1
		25%	25%	38%	-	13%
Sandringham Gardens	5	1	3	-	-	1
		20%	60%	-	-	20%
Shanklin Road	9	3	3	1	2	-
		33%	33%	11%	22%	-
Shepherds Close	11	7	4	-	-	-
		64%	36%	-	-	-
Shepherds Hill	106	32	50	15	6	3
		30%	47%	14%	6%	3%
Stanhope Gardens	31	6	22	2	-	1
		19%	71%	6%	-	3%
Stanhope Road	49	3	31	12	1	2
		6%	63%	24%	2%	4%
The Grove	1	-	1	-	-	-
		-	100%	-	-	-
The Broadway	14	10	3	-	-	1
		71%	21%	-	-	7%
Tivoli Road	19	4	10	3	1	1
		21%	53%	16%	5%	5%
Topsfield Close	1	-	1	-	-	-
		-	100%	-	-	-
Topsfield Parade	9	5	4	-	-	-
		56%	44%	-	-	-
Topsfield Road	7	2	2	1	2	-
		29%	29%	14%	29%	-
Tottenham Lane	5	3	2	-	-	-
		60%	40%	-	-	-
Tregaron Avenue	12	-	4	7	1	-
		-	33%	58%	8%	-
Waverley Road	4	1	1	1	1	-
		25%	25%	25%	25%	-
Weston Park	26	7	10	5	2	2
		27%	38%	19%	8%	8%
Wolseley Road	28	6	16	1	2	3
		21%	57%	4%	7%	11%
Womersey Road	20	5	10	4	1	-
		25%	50%	20%	5%	-
Other	-	-	-	-	-	-
		-	-	-	-	-

Crouch End Proposed CPZ- Consultation Results						
Q5. If a CPZ were introduced in your area, which days of the week would you like there to be parking controls?						
	Total responses	No reply	Mon- Fri	Mon- Sat	Seven days a week	Other
Overall total- Absolute	1259	310	626	185	115	23
Percentage		25%	50%	15%	9%	2%
Abbots Terrace	-	-	-	-	-	-
Aubrey Road	6	1	1	4	-	-
Avenue Road	56	4	32	8	11	1
Back Lane	1	-	1	-	-	-
Bedford Road	6	1	1	4	-	-
Berkeley Road	18	4	4	8	2	-
Birchington Road	24	3	9	8	4	-
Bourne Road	14	3	3	6	-	2
Briston Grove	11	1	8	1	1	-
Broughton Gardens	6	1	5	-	-	-
Bryanstone Road	14	4	4	2	4	-
Broadway Parade	3	1	2	-	-	-
Cecile Park	45	19	18	4	4	-
Claremont Road	65	2	50	6	7	-
Clifton Road	19	4	10	3	2	-
Coleridge Lane	-	-	-	-	-	-
Coleridge Road	23	4	10	7	2	-
		17%	43%	30%	9%	-

Colwick Close	-	-	-	-	-	-
		-	-	-	-	-
Coolhurst Road	43	13	24	5	1	-
		30%	56%	12%	2%	-
Courtside	-	-	-	-	-	-
		-	-	-	-	-
Crescent Road	36	8	15	10	3	-
		22%	42%	28%	8%	-
Christchurch Road	6	1	2	2	-	1
		17%	33%	33%	-	17%
Crouch End Hill	12	2	8	1	1	-
		17%	67%	8%	8%	-
Crouch Hill	22	9	11	1	1	-
		41%	50%	5%	5%	-
Crouch Hall Road	35	9	17	7	1	1
		26%	49%	20%	3%	3%
Dashwood Road	7	2	5	-	-	-
		29%	71%	-	-	-
Dickenson Road	14	2	9	2	1	-
		14%	64%	14%	7%	-
Drylands Road	16	8	6	1	1	-
		50%	38%	6%	6%	-
Edison Road	8	-	4	2	1	1
		-	50%	25%	13%	13%
Elder Avenue	19	1	4	8	6	-
		5%	21%	42%	32%	-
Elm Grove	15	1	11	1	2	-
		7%	73%	7%	13%	-
Elmfield Avenue	13	4	5	3	1	-
		31%	38%	23%	8%	-
Fairfield Gardens	3	-	-	2	-	1
		-	-	67%	-	33%
Fairfield Road	13	3	6	1	3	-
		23%	46%	8%	23%	-
Felix Avenue	7	3	1	1	2	-
		43%	14%	14%	29%	-
Ferme Park Road	67	30	25	4	5	3
		45%	37%	6%	7%	4%
Gladwell Road	8	3	2	-	3	-
		38%	25%	-	38%	-
Glasslyn Road	26	5	16	4	1	-
		19%	62%	15%	4%	-
Haslemere Road	23	4	12	4	2	1
		17%	52%	17%	9%	4%
Hannay Lane	1	-	1	-	-	-
		-	100%	-	-	-
Haringey Park	31	10	15	3	2	1
		32%	48%	10%	6%	3%
Hatherley Gardens	4	2	-	1	1	-
		50%	-	25%	25%	-

Hornsey Lane	11	2	4	1	4	-
		18%	36%	9%	36%	-
Hurst Avenue	10	1	6	3	-	-
		10%	60%	30%	-	-
Ivy Gardens	7	5	1	1	-	-
		71%	14%	14%	-	-
Landrock Road	14	4	8	2	-	-
		29%	57%	14%	-	-
Lynton Road	13	8	1	2	2	-
		62%	8%	15%	15%	-
Middle Lane	25	10	8	4	3	-
		40%	32%	16%	12%	-
Middle Lane Mews	1	-	-	1	-	-
		-	-	100%	-	-
Montenotte Road	3	2	1	-	-	-
		67%	33%	-	-	-
Mount View Road	20	-	15	5	-	-
		-	75%	25%	-	-
New Road	1	1	-	-	-	-
		100%	-	-	-	-
Oakington Way	1	-	1	-	-	-
		-	100%	-	-	-
Palace Road	10	5	3	1	1	-
		50%	30%	10%	10%	-
Park Road	13	6	5	1	1	-
		46%	38%	8%	8%	-
Ridgeway Gardens	5	2	2	-	1	-
		40%	40%	-	20%	-
Roseberry Gardens	20	10	5	2	2	1
		50%	25%	10%	10%	5%
Russell Road	8	1	3	2	2	-
		13%	38%	25%	25%	-
Sandringham Gardens	5	1	3	-	-	1
		20%	60%	-	-	20%
Shanklin Road	9	4	2	-	2	1
		44%	22%	-	22%	11%
Shepherds Close	11	5	6	-	-	-
		45%	55%	-	-	-
Shepherds Hill	106	28	60	10	6	2
		26%	57%	9%	6%	2%
Stanhope Gardens	31	3	26	1	1	-
		10%	84%	3%	3%	-
Stanhope Road	49	1	39	5	2	2
		2%	80%	10%	4%	4%
The Grove	1	-	1	-	-	-
		-	100%	-	-	-
The Broadway	14	6	5	2	-	1
		43%	36%	14%	-	7%
Tivoli Road	19	5	6	6	1	1
		26%	32%	32%	5%	5%

Topsfield Close	1	-	-	1	-	-
		-	-	100%	-	-
Topsfield Parade	9	4	4	-	1	-
		44%	44%	-	11%	-
Topsfield Road	7	1	3	1	2	-
		14%	43%	14%	29%	-
Tottenham Lane	5	4	1	-	-	-
		80%	20%	-	-	-
Tregaron Avenue	12	-	8	1	3	-
		-	67%	8%	25%	-
Waverley Road	4	-	3	-	1	-
		-	75%	-	25%	-
Weston Park	26	9	10	4	2	1
		35%	38%	15%	8%	4%
Wolseley Road	28	6	16	3	2	1
		21%	57%	11%	7%	4%
Womersey Road	20	4	13	2	1	-
		20%	65%	10%	5%	-
Other	-	-	-	-	-	-
		-	-	-	-	-

Appendix III - Roads in favour of Parking Controls

The following is a road-by-road breakdown to those roads responding in support to question 3A. ***Would you like to have a Controlled Parking Zone introduced into your road?***

	Base	Yes	No
1. Avenue Road	56	61%(34)	36%(20)
2. Back Lane	1	100%(1)	-
3. Birchington Road	24	50%(12)	46%(11)
4. Briston Grove	11	82%(9)	18%(2)
5. Claremont Road	65	82%(53)	15%(10)
6. Christchurch Road	6	67%(4)	17%(1)
7. Dickenson Road	14	86%(12)	14%(2)
8. Elder Avenue	19	58%(11)	32%(6)
9. Elm Grove	15	60%(9)	27%(4)
10. Haslemere Road	23	70%(16)	26%(6)
11. Hurst Avenue	10	80%(8)	20%(2)
12. Middle Lane Mews	1	100%(1)	-
13. Mount View Road	20	95%(19)	5%(1)
14. Oakington Way	1	100%(1)	-
15. Stanhope Gardens	31	74%(23)	26%(8)
16. Stanhope Road	49	69%(34)	27%(13)
17. Topsfield Close	1	100%(1)	-
18. Tregaron Avenue	12	75%(9)	25%(3)
19. Waverley Road	4	50%(2)	25%(1)

Note: The roads highlighted in bold i.e. Back Lane, Birchington Road, Elder Avenue, Middle Lane Mews and Topsfield Parade have not been considered for parking controls due to their isolation from other roads in support.

Appendix IV - Response from roads where Parking Controls are recommended

Response rates from the roads to be included in further proposals

	Number of properties	Total responses	Number responding Yes	Number responding No	But yes to Q3B	Response Rate
Proposed inclusion into the Highgate Station Outer CPZ						
Claremont Road	109	65	53	10	8	59.63%
Stanhope Gardens	77	31	23	8	2	40.26%
Stanhope Road	167	49	13	13	3	29.34%
Shepherds Hill (part of)	234	38	14	23	2	16.24%
<i>Overall response rate</i>	587	183	103	54	15	31.18%
			56.28%	29.51%		
Proposed formation of the Crouch End CPZ A						
Haslemere Road	163	23	16	6	1	14.11%
Waverely Road	65	4	2	1	1	6.15%
Christchurch Road	68	6	4	1	0	8.82%
Tregaron Avenue	36	12	9	3	1	33.33%
Elm Grove	56	15	9	4	3	26.79%
Briston Grove	23	11	9	2	2	47.83%
Oakington Way	2	1	1	1	0	50.00%
Dickenson Road	40	14	12	2	0	35.00%
Womersley Road	78	20	8	11	1	25.64%
Crouch Hill (part of)	42	6	4	2	0	14.29%
<i>Overall response rate</i>	573	112	74	33	9	19.55%
			66.07%	29.46%		
Proposed formation of the Crouch End CPZ B						
Hurst Avenue	23	10	8	2	3	43.48%
Avenue Road	327	56	34	20	7	17.13%
<i>Overall response rate</i>	350	66	42	22	10	18.86%
			63.64%	33.33%		
Proposed inclusion into the Finsbury Park A						
Mount View Road (Part of)	58	20	19	1	0	34.48%
<i>Overall response rate</i>	58	20	19	1	0	34.48%
			95.00%	5.00%		

Proposed Extension to the Highgate Station Outer CPZ

Roads included: Claremont Road, Stanhope Gardens, Stanhope Road and Shepherds Hill (between Archway Road and Stanhope Road).

Of the 183 responses received from the above roads:

Preferred hours:

- 117 (69%) were in favour of a two hour restriction.
- 27 (15%) were in favour of an all day restriction.
- 7 (4%) were in favour of an all day and evening restriction.
- 15 (8%) were in favour of a different restriction.
- 17 (9%) did not reply to the question.

Preferred days:

- 133 (73%) were in favour of Mon-Fri.
- 18 (8%) were in favour of a Mon-Sat.
- 13 (7%) were in favour of seven days a week.
- 7 (4%) were in of different operational days other then provided.
- 12 (6%) did not reply to the question.

Proposed Extension to the Finsbury Park A CPZ

Roads included: Mount View Road

Of the 20 responses received from Mount View Road:

Preferred hours:

- 13 (65%) were in favour of a two-hour restriction.
- 2 (10%) were in favour of an all day restriction.
- 1 (5%) was in favour of an all day and evening restriction
- 2 (10%) were in favour of a different restriction.
- 2 (10%) did not reply to the question.

Preferred days:

- 15 (75%) were in favour of Mon-Fri.
- 5 (25%) were in favour of a Mon-Sat.

Proposed Introduction of a Crouch End (A) CPZ

Roads included: Christchurch Road, Waverley Road, Haslemere Road, Tregaron Avenue, Briston Grove, Dickenson Road, Elm Grove, Oakington Way, Wormersley Road and Crouch Hill (between Dickenson Road and Tregaron Avenue).

Of the 112 responses received from the above roads:

Preferred hours:

- 42 (47%) were in favour of a two-hour restriction.
- 32 (29%) were in favour of an all day restriction.
- 13 (12%) was in favour of an all day and evening restriction
- 2 (2%) were in favour of a different restriction.
- 18 (16%) did not reply to the question.

Preferred days:

- 69 (62%) were in favour of Mon-Fri.
- 14 (13%) were in favour of a Mon-Sat.
- 12 (11%) were in favour of seven days a week
- 3 (3%) were in of different operational days other then provided
- 14 (13%) did not reply to the question.

Proposed introduction of a Crouch End (B) CPZ

Roads Included: Hurst Avenue and Avenue Road

Of the 66 responses received from the above roads:

Preferred hours:

- 29 (44%) were in favour of a two-hour restriction.
- 16 (24%) were in favour of an all day restriction.
- 9 (14%) was in favour of an all day and evening restriction
- 2 (3%) were in favour of a different restriction.
- 10 (15%) did not reply to the question.

Preferred days:

- 38 (57%) were in favour of Mon-Fri.
- 11 (17%) were in favour of a Mon-Sat.
- 11 (17%) were in favour of seven days a week
- 1 (2%) were in of different operational days other then provided
- 5 (7%) did not reply to the question.

Appendix V - Location Plan of Proposed New and Extended CPZs

Appendix VI – Additional Comments

List of Additional Comments Received

- The Council's car parks are underused and are not available to the public.
- You take no account of elderly or disabled residents, without cars who depend on visitors.
- You do not designate any quantity of parking space and therefore it is impossible to assess whether there would be adequate provision for residents and their visitors.
- The council should not consent to the construction of driveways within CPZs. These are bad for the environment but effectively reduce the amount of on street parking space available within a CPZ.
- The council should improve public transport.
- It is a money making scheme, residents should not have to pay for a permit; the permit charges are too high.
- I don't feel this consultation is fair but biased towards putting CPZ in place.
- There isn't a parking problem in this road. There isn't a surgery or station in this area so there is no need for parking controls.
- Your CPZ charges unfairly hit 'share' house like us where the occupant have two or more cars.
- CPZ will be detrimental to traders
- The CPZ will reduce the spaces available to residents.
- The CPZ will not help as there are too many residents' cars in this road
- We object to significant business parking
- A 24 hour visitor permit should be considered.
- The council should consider a car club. All the car club bays are in Islington.
- The speed humps recently introduced to Cecile Park are too high.
- Is there any evidence that CPZ actually achieves anything
- Claremont Road should be included in the existing Highgate Station Outer CPZ.
- Reduce the speed limit to 20mph in Claremont Road.
- The number of permits issued to residents should be limited
- We did not experience parking problems until a CPZ was introduced in a nearby road.

Local community Controlled Parking Zone consultation

Closing date 16 June 2008



Closing Date 16 June 2008

Dear Resident or Trader,

Following feedback from the local community regarding parking pressures in the area, we are asking you for your views on parking issues in your road and how you would like us to address your concerns.

Background

Since the introduction of parking controls in the area in the last two years, including the introduction of the two controlled parking zones by our neighbouring Borough of Islington, some parking displacement has occurred in roads within our borough.

We have received a number of representations requesting that we consider introducing parking controls to address the parking pressures experienced in the area. In the past parking controls have been opposed by the community and have therefore not been introduced. However, due to the feedback mentioned above, the council would again like to give you another opportunity to consider whether parking controls would be of benefit to you.

To help us understand the concerns of the local community, we held two focus group meetings about parking in Crouch End and surrounding wards in October and December 2007 at Hornsey Town Hall. The focus group meetings gave local resident representatives, ward councillors and council officers an opportunity to discuss the issues, identify a consultation area and explore how we should consult the local community.

The main issues raised during the meetings were:

- The need for solutions to parking problems to be applied to a wide geographical area.
- Hazards caused by obstructive parking particularly at junctions, corners and in narrow roads.
- Parking pressures caused by commuter parking near the stations.
- The need for gaps in over-parked roads to allow vehicles to pass.
- Nuisance caused by large number of commercial and abandoned vehicles.
- Increasing numbers of vehicles owned by residents creating parking pressures.
- Displacement parking from adjacent CPZ and Stop & Shop schemes, including CPZs in Islington, creating parking pressures.
- The need to accommodate the parking requirements of GP surgeries.
- The need to accommodate parking for local businesses.
- The possibility of displacement parking occurring in roads that are not included in any parking management scheme.

Addressing parking problems with a possible CPZ

One way that may alleviate parking problems in addition to the introduction of waiting restrictions is to introduce a Controlled Parking Zone (CPZ). The aim of a CPZ is to prioritise parking for residents by restricting non-resident and commuter parking.

Some of the improvements that could also be provided by a CPZ are:

- Better traffic management- by reducing illegal and disruptive parking
- Improving access for emergency vehicles and waste collection vehicles.
- Improving safety for all road users, including pedestrians and cyclists through improved visibility.

There are, however, some downsides to a CPZ, most notably displacement parking on roads just outside the zone. It is therefore important to give careful consideration to the effects- particularly the increases in parking pressure that may be experienced in your road if a CPZ is introduced in your neighbouring roads

If a CPZ is introduced, this means you will need to apply and purchase a parking permit. It also means that visitors would need to display a permit when visiting you during the hours of operation of the zone.

We have compiled a 'Useful information' section on page 9 which explains what a CPZ is and how it will work, the costs and types of parking permits available and how the CPZ would affect residents.

Have your say

This is your opportunity to provide us with comments on parking issues in your road or area. The consultation area is shown on the map at the back of this leaflet.

The consultation will run for four weeks, to give you time to consider the issues before completing the questionnaire.

Your feedback is very important to us as it provides us with guidance on what the local community wants and allows us to develop proposals that more closely reflect your wishes. Completing this questionnaire is the best way to give your views. **Please complete and return the questionnaire by 16 June 2008.**

You are invited to attend any of the two drop in sessions which will be held on Saturday 31 May 2008 at Hornsey Library, the Gallery, Haringey Park, N8 9JA between 10am-1pm and on Wednesday 4 June 2008 at Coolhurst Tennis Club, Coolhurst Road, N8 8EY between 3.30pm-7.30pm. The drop in session will give you an opportunity to speak to council officers before completing and returning your questionnaire.

It is important to note that this consultation is not a vote on whether the whole area should receive a controlled parking zone. The feedback received will be analysed on a road by road basis to help us identify roads or areas that are in favour of measures and those roads or areas that are not in favour. This feedback will also enable us to determine the way forward regarding the possible introduction of a zone or zones to address identified parking problems.

Please note that the council would not expect to carry out a review of any new measures for at least two years after their introduction.

What will happen next?

The feedback received from the consultation will be presented in a report to the September 2008 meeting of the Council's Cabinet, which will consider the consultation results, along with other factors such as safety implications and the need to ensure traffic flow is maintained, when making a decision on the way forward.

If the council approves the introduction of parking management measures, then the proposal would be subject to a further statutory notification. At this stage the council will provide detailed plans of our intended parking controls and provide a three week statutory period for any interested parties to provide their views.

You can find more information on our consultation policy at www.haringey.gov.uk

We expect that the consultation results will be available to view on the Haringey website by August 2008.

If you have any questions about the questionnaire or consultation process, please write to:

Haringey Council
Transport Policy and Projects
River Park House
1st Floor South
225 High Road
Wood Green N22 8HQ

Alternatively contact consultation officers, Charlene Santos or Francis Amo on 020 8489 1326 or the project engineer Vincent Valerio on 020 8489 1325 or email us at streetscene.consultation@haringey.gov.uk

Thank you for taking the time to read this leaflet and I hope you will give us your views.

Yours faithfully,



Councillor Brian Haley
Cabinet Member for Environment and Conservation

Useful information

What is a Controlled Parking Zone (CPZ)?

- A Controlled Parking Zone (CPZ) is an area where all on-street parking is controlled either by yellow lines or designated parking bays.
- CPZs ease congestion caused by illegal and obstructive parking by introducing waiting restrictions where parking is undesirable.
- CPZs give priority to residents and the local community, and their visitors, who must display permits or vouchers to show they are entitled to park.
- CPZs are usually located in town centres and areas surrounding underground and rail stations where parking pressure most affects local residents. Some roads further away from stations are included in the zone to prevent displaced motorists from parking in these roads.
- Outside the hours of operation parking remains unrestricted, unless otherwise stated.
- Double yellow lines prohibit parking at any time regardless of the CPZ.
- A permit for one CPZ does not allow the holder to park in any other CPZ.
- A CPZ does not guarantee you a space outside your house.
- Residents must purchase parking permits and must purchase visitor vouchers for their visitors, should they wish to park or enable their visitor to park during the hours of operation of the zone.

How do CPZs work?

CPZs work by ensuring that vehicles park in designated bays at certain times of the day. Outside of the operating hours of the CPZ, the parking bays do not apply and parking is unrestricted, except where yellow lines operate for longer periods.

CPZs operate at different times of the day depending on the parking demand, with each zone designed to deal with the specific problem in the area.

Different types of bays are provided for specific groups of motorists. In this instance, there are three main types of bay provided:

- Residential – for residents of the roads in the area and their visitors
- Business – for businesses that require a vehicle for business use
- Pay and display parking bays- these are parking bays where people can park after buying a pay and display ticket.
- There are also other types of bays that allow a combination of the above.

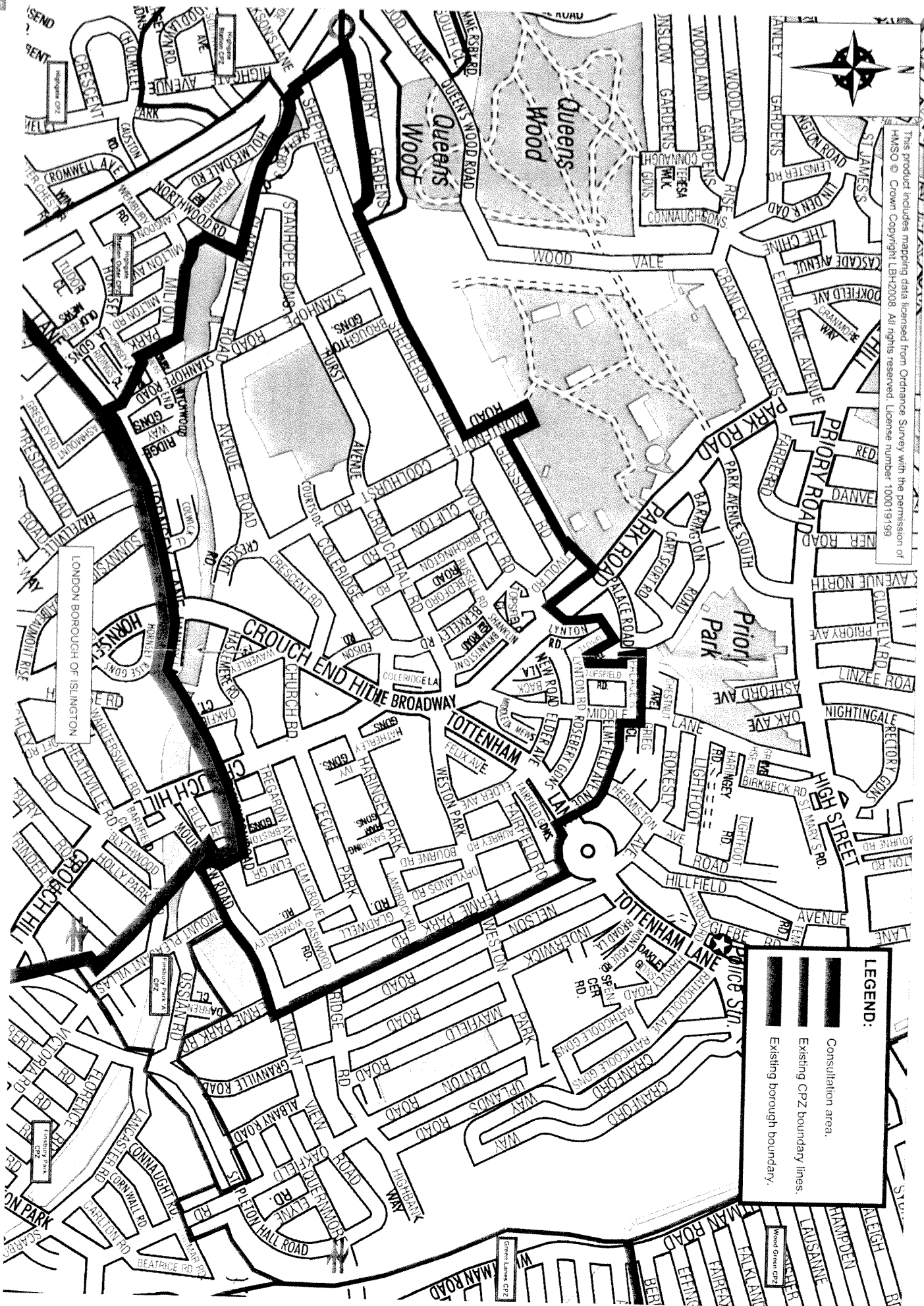
Any vehicles that are parked illegally are liable to receive a parking ticket, issued by uniformed parking attendants who would regularly patrol the area.

Operating hours of the CPZ

There are a number of issues that affect the hours and days when parking controls should operate, and these will be tailored to the needs of the area.

- **Short periods (eg two hours)** are often used around rail/tube stations to prevent commuters parking all day and continuing their journey by public transport. Outside these hours, parking will generally remain unrestricted. This would not deter all commuter parking and would provide little protection against non-commuter parking

continued page 7...



demand from outside the area. This would, however, provide greater flexibility for visitors, carers, workmen and customers of local shops. Schemes of this time period operate in areas within Highgate.

- **All day controls** are effective in removing all day commuter and shopper parking from residential roads, but would place greater restrictions on visitors and customers of local shops who come to the area by car. Scheme of the time period operate in Wood Green and Green Lanes Controlled Parking Zones.
- **Mixed operating hours.** It is possible for operating hours to differ within one zone. For example, the Wood Green CPZ is split into an inner and outer zone to reflect the differing parking pressures of the area. The inner zone, with its shops, restaurants, bars, cinemas and tube station, attracts high levels of commuter parking throughout the week, and therefore operates Monday to Sunday between 8am and 10pm. The outer zone, which has less parking pressure in the evening and at weekends, operates Monday to Saturday between 8am and 6.30pm.

Regardless of the hours of a CPZ, you are not guaranteed a space outside your home.

A parking permit is only required if your vehicle is parked in the zone during its hours of operation. Outside of these hours, no permit is required. However, you should note that the price of a residents' parking permit remains the same regardless of the operating hours of the zone.

Types and Costs of Parking Permits

You will only need to display a parking permit during the hours of operation of the CPZ.

A permit can be obtained by phone, post or in person at Council offices. We will send you further information about parking permits before any scheme is introduced.

Charges for parking permits are used to cover the costs of operating and enforcing the scheme. Any surplus money is 'ringfenced' for reinvestment in the public highway.

Residential permits – Those living within the CPZ area are entitled to apply for a residential permit. Residents who display a valid permit can park in residents' bays and some shared-use bays.

Short-stay visitor permits – Visitors to the area (eg friends, relatives, health visitors or trades people) can either:

- Park in a shared-use bay and purchase a pay and display ticket from a machine.
- Obtain a 1 or 2 hour visitors' permit from the person they are visiting and display it in their windscreen. (Visitors' permits must be purchased in advance by residents).

Costs: £8 for 20 cards

Weekend visitor permits (*only applicable if the scheme operates on weekends*) – Weekend permits can be purchased by residents in advance.

Costs: £5 from noon Friday to noon Monday

Long-stay visitor permits – those visiting for longer periods (including trades people) may use long-stay visitor permits, which allow parking for two weeks. These can also be used by residents who hire a car for a short period. (Long-stay visitor permits must be purchased in advance by residents)

Costs: £8 for two weeks

Business Permits – Specific parking bays will be provided for businesses within the area for vehicles used in the course of business

Costs: £225 for 12 months (Can be used in business bays only)

Residential permits

Permit charges are now based on the CO2 emissions of your vehicle as set out below:

CO2 Emission Band	First Permit (Annual)	Second & Subsequent Permit per Household
1 (up to 100 CO2 g/km)	£15	£15
2 (101-150 CO2 g/km)	£30	£60
3 (151-185 CO2 g/km)	£60	£100
4 (186 CO2 g/km and over)	£90	£150

Or for vehicles registered before 23/03/2001 the charging structure will be based on the vehicle's engine size.

Engine Size	First Permit (Annual)	Second & Subsequent Permit per Household
1549cc or less	£30	£60
1550cc to 3000cc	£60	£100
3001cc and above	£90	£150

Administration Fee: £10 payable for lost/damaged or transferred permits.

Please note there is no concessionary rate for residential permits.

Further Features of a CPZ

Parking for Businesses, Services and Community Users

One of the major objectives of CPZs is that the parking requirements of businesses, services and community users are also catered for.

Commercial businesses may apply for a business permit, which allows parking in business bays or shared-used permit holder bays.

There are strict eligibility criteria for business permits. You must demonstrate that you:

- Require regular and unavoidable use of a vehicle to run your business
- By necessity transport bulky and/or high value goods on a regular basis
- Require staff to work unsociable hours, when public transport is not readily available

Permits are not available solely for travelling to work by car, unless these journeys have to be made at unsociable hours.

Non-commercial essential employers (eg local schools and health providers) may apply for essential user permits to park within the zone. However this is subject to strict criteria and assessed on individual circumstances.

Loading and Unloading

A vehicle may load and unload for a maximum period of 40 minutes in any part of the zone when delivering or collecting goods, unless loading /unloading restrictions are in place.

Loading/unloading must be continuous and must involve heavy/ bulky goods (not normally shopping).

An exception to this is for moving house, when vehicles may wait longer than 40 minutes while being loaded/ unloaded, provided they are not causing an obstruction.

Suspension of Parking Places

In certain circumstances the police or Council may suspend parking bays, eg to allow for building operations, domestic removals, weddings, funerals or special events.

Driveways and pedestrian crossings

Parking bays will not be placed in front of a driveway or at a pedestrian crossing point. These will be marked by a yellow line to enable the Council and the police to carry out enforcement during the operational hours of the CPZ.

Signs and Environmental Issues

Signs will be placed on existing lamp columns or on boundary walls of properties where possible. Additional sign posts will only be erected where absolutely necessary.

Special Parking Groups

Disabled Badge Holders (blue or orange badge holders) – Any vehicle displaying a valid Disabled Badge will be able to park without a permit:

- in any resident bay within the zone
- on yellow lines without loading restrictions for a maximum of three hours, provided they are not causing an obstruction
- in any disabled bay, for a maximum of three hours.

Doctors – Existing designated doctors' parking bays for exclusive use by doctors will remain and no additional charges will be made.

Motorcycles – These can park in any of the parking bays, free of charge, apart from designated disabled or doctor parking bays.

A possible Controlled Parking Zone (CPZ) Consultation questionnaire

Please note that due to provision of the Local Government (Access to Information) Act 1985, we cannot promise you confidentiality, as all replies will be available for public inspection. You do not need to put your name on this, but your address and postcode are essential.

Name (optional) _____

Address (essential) _____

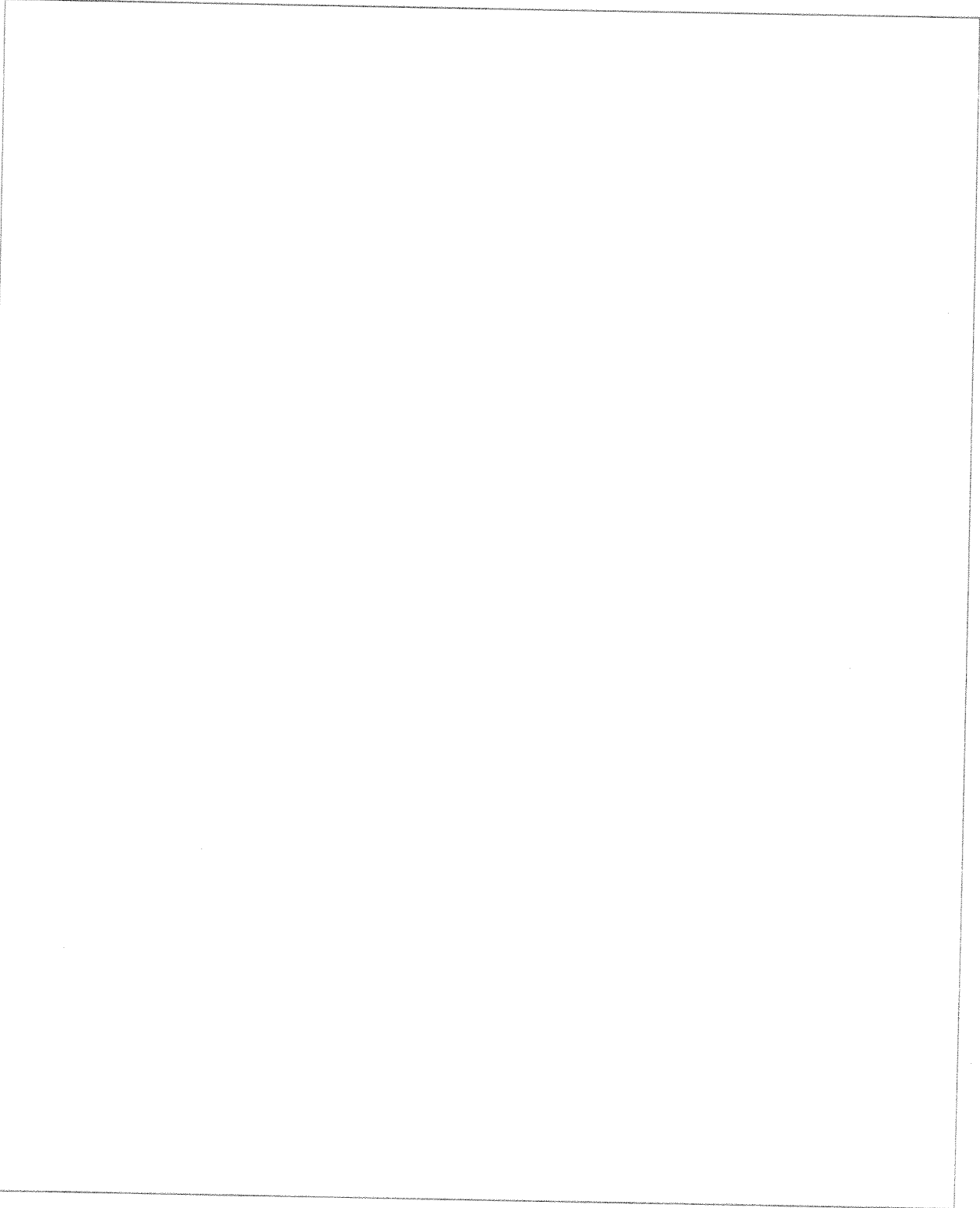
Postcode (essential) _____

Instructions: Please tick (✓) one response only unless otherwise stated

1. **Is the above address?**
 - Your home Retail premises Office
 - Other (please specify) _____
2. **Do you think there is a parking problem in your road?**
 - Yes No I don't know
- 3a. **Would you like to have a Controlled Parking Zone introduced into your road?**
 - Yes No I don't know
- 3b. **If the answer to 3a is NO but your neighbouring roads are included in a zone, would you then agree that a Controlled Parking Zone in your road may be needed?**
 - Yes No I don't know
4. **If a CPZ were introduced in your area, what do you think would be the most appropriate operating hours for parking controls?**
 - Two hours a day (for example 12noon- 2pm)
 - All day (for example 8:30am-6:30pm)
 - All day plus evening (for example 8:30am-10pm)
 - Other (please specify) _____
5. **If a CPZ were introduced in your area, which days of the week would you like there to be parking controls?**
 - Monday to Friday Monday to Saturday Seven days a week
 - Other (please specify) _____
6. **Do you have off-street parking?**
 - Yes No I don't know

If yes, number of off-street parking spaces (please write in)

7. Do you have any further comments? *(please use separate sheet if necessary)*



Please note that it will not be possible to reply individually to completed questionnaires but all comments will be considered.

To make sure that we are reaching all sectors of the community, please answer the following questions about yourself. This information will be used for analysis purposes only.

1. Are you? (please tick as applicable)

- A local resident Working in the Area Visiting the area
 Other (please specify) _____
 Male Female
 Under 18 18-34 35-50 51-65 Over 65

2. Do you have a disability you want to tell us about?

- Yes No

If 'Yes' what is it? _____

3. What is your ethnic origin?

White

- British Irish Greek/Cypriot Turkish/Cypriot
 Turkish Greek Kurdish
 Other (please specify) _____

Asian or Asian British

- Indian Bangladeshi Pakistani East African Asian
 Other (please specify) _____

Black or Black British

- Caribbean African
 Other (please specify) _____

Mixed

- White and Black Caribbean White and Black African White and Asian
 Other (please specify) _____

Other ethnic group

Please specify _____

Thank you for taking the time to complete this questionnaire. Please return this questionnaire to the council in the Freepost envelope provided no later than **16 June 2008**.

Pour obtenir un exemplaire de ce feuillet de consultation publique qui contient des informations sur les propositions d'une Zone de Stationnement Contrôlé dans votre langue, veuillez cocher la case, compléter le formulaire et le renvoyer à l'adresse au port payé ci-dessous.

Për një kopje të kësaj fletushke të konsultimit publik mbi propozimet për një Zonë të mundshme të Parkimit të Kontrolluar në gjuhën tuaj, ju lutem shënjoni ✓ kutinë, plotësoni formularin dhe kthejeni tek adresa e mëposhtme me postim falas.

Kurdî Kurmancî

Heke hun kopîyeke vê belavoka şêwirdarîya gelêrî ku tê de li ser pêşniyarên ji bo Hêremeke Parkkirina Kontrolkirî ya muhtemel agahî heye, bi zimanê xwe dixwazin, ji kerema xwe qutîkê îşaret bikin, formê tije bikin û ji navnîşana posta bêpere ya jêrîn re bişînin.

Soomaali

Nuqul ka mid ah macluumaad buugyare wadatashi ka kooban soo jeedinta la xiriirta xakayn baabuur meel dhigasho (Controlled Parking Zone) ku qoran luuqadaada, fadlan sax mari sanduukha, soo buuxi foomka, kuna soo dir ciwaanka hoose ee boosta diristu bilaash tahay.

Polski

Aby otrzymać kopię ulotki konsultacji publicznej zawierającej informacje dot. propozycji strzeżonej strefy parkingowej w swoim języku, należy zaznaczyć odpowiednie miejsce fajką, wypełnić formularz i odesłać go na bezpłatny adres pocztowy znajdujący się poniżej.

Türkçe

Olası bir Kontrollü Park Bölgesi önerisi ile ilgili bilgiler içeren bu kamu danışma broşürünün kendi dilinizde bir kopyası için kareyi işaretleyip formu doldurarak aşağıda verilen, posta ücreti gerektirmeyen adrese gönderiniz.

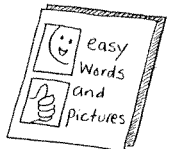
Please tell us if you would like a copy of this leaflet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

In large print

On audio tape

In Braille

In another language, please state:



Name:

Tel:

Address:

Email:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

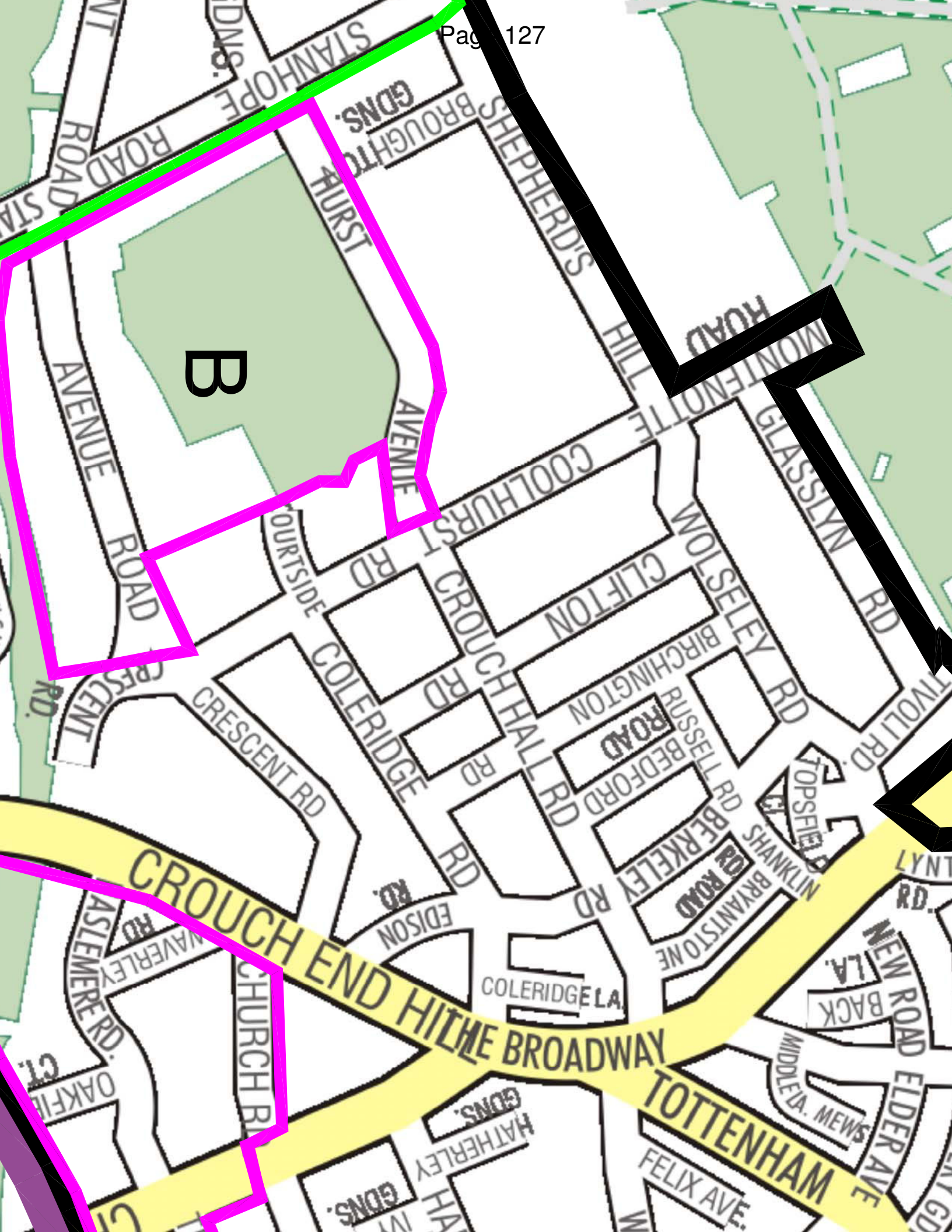
Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.

Local community Controlled Parking Zone consultation

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B

CROUCH END HILL BROADWAY

TOTTENHAM

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Agenda item:

[No.]**Cabinet****On 16 September 2008**

Report Title: **Housing Supplementary Planning Document – Report on Public Consultation**

Forward Plan reference number (if applicable): **[add reference]**

Report of: **Ransford Steward, Interim Director Planning Policy and Development**

Wards(s) affected: **All**

Report for: **key decision**

1. Purpose)

1.1 To report on the public consultation that took place between the 17th April and the 29th May 2008 on the Draft Haringey Housing Supplementary Planning Document (SPD) focusing on an objection raised by the Greater London Authority (GLA) on the proposed affordable housing tenure split.

2. Introduction by Cabinet Member (if necessary)

2.1 [\[click here to type\]](#)

3. Recommendations

3.1 That Members note the representations received to the Housing Supplementary Planning Document and agree an approach to deal with the GLA objection on affordable housing tenure split.

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

Contact Officer: **Ciara Whelehan, Team Leader Planning Policy (x5516)**

4. Chief Financial Officer comments

4.1 There are no significant financial implications arising from this report. The costs of

the consultation exercise are being met from within the approved budget for Planning, Policy and Development.

5. Head of Legal Services Comments

5.1 The Head of Legal Services has been consulted and comments that the proposed SPD consolidates existing policies. The SPD can only provide guidance on existing UDP policies and cannot introduce new policies. In addition, the tests of soundness contained within Planning Policy Statement 12 include the statutory procedural and conformity tests and the test of conformity with the London Plan is clearly an issue. In July the Mayor published a statement that an alteration will be made to the London Plan granting greater discretion to Local Planning Authorities for the amount of affordable housing in Borough planning documents and development schemes. In addition, if the outcome of Consultation on the Core Strategy Options gives rise to changes from the existing policy frameworks that will entail a separate exercise as the Core Strategy will take precedence. The Core Strategy process can be used to further develop affordable housing policy options.

6. Local Government (Access to Information) Act 1985

6.1 Background documents include:

- Haringey Unitary Development Plan, 2006
- The London Plan, 2008 (Consolidated with Alterations since 2004)
- The London Plan Supplementary Planning Guidance – Housing, 2005
- Planning Policy Statement 3 - Housing (PPS) 2006
- Haringey Housing Strategy 2003 – 2008
- Haringey Housing Needs Assessment, 2007.

7. Strategic Implications

7.1 The SPD covers the whole of the borough as it deals with all housing issues for the Haringey community in terms of ensuring an adequate standard and range of housing, especially affordable and accessible housing in order to meet current and future needs of the borough.

8. Financial Implications

8.1 The costs associated with the formulation and the adoption of the Housing SPD will need to be contained within the approved budget.

9. Legal Implications

These have been commented on in paragraph 5.1.

10. Equalities Implications

10.1 The proposed SPD set out in this report will be used to provide benefits for the Haringey community in terms of ensuring an adequate standard and range of housing, especially affordable and accessible housing in order to meet current and future needs of the borough.

11. Background

11.1 The UDP was adopted on 17 July 2006. Following the Full Council meeting the Council is committed to clarify the housing policies of the UDP, in particular the housing density policy. It was agreed, that before a full review of the UDP policies, through the Core Strategy process, a Supplementary Planning Document would be the most appropriate way to provide clarity to existing UDP housing policies.

11.2 A member / officer steering group was established to oversee the production of the Housing SPD. Terms of Reference were agreed at the first meeting in April 2007. Monthly meetings of the group commenced in June 2007 and continued until December 2007 when the final draft of the SPD was agreed.

11.3 The SPD will form part of the Council's LDF and will provide guidance to supplement the housing policies of the adopted UDP. The SPD is based on the following UDP objectives:

- To maximise new housing opportunities
- To ensure that an adequate standard and range of housing, especially affordable and accessible housing in order to meet the current and future needs in the borough
- To help create mixed and balanced communities.

12. Planning Context

12.1 The SPD has been prepared in accordance with national planning guidance and the policies in the Mayor of London's spatial development strategy, the London Plan. It replaces existing Supplementary Planning Guidance (SPG) on housing standards (SPG3a), privacy, sunlight and daylight (SPG3b) and affordable housing (SPG10b).

12.2 The SPD is intended for use in the determination of planning applications for housing development or for mixed use proposals involving housing. It provides detailed guidance on standards for new housing and conversions, on affordable housing provision and on housing density and design. It must be recognised that the SPD can only provide guidance on the existing UDP policies – it does not introduce new policy.

13. Consultation

- 13.1 The Draft Housing SPD was, along with an accompanying sustainability scoping report, issued for formal public consultation for a period of 6 weeks from the 17th April to the 29th May 2008. A Schedule of Responses to the consultation is attached at Appendix 1. We received a total of 14 written responses from individuals or organisations.
- 13.2 Overall the SPD was welcomed; however, the main area of concern was from the GLA relating to affordable housing. The proposal for a 50:50 housing tenure split between social rented and intermediate affordable housing provision as a starting point is not accepted by the GLA. It is not in general conformity with the London Plan which states that boroughs should take account of the London-wide 70:30 housing tenure split for social rented housing and intermediate housing provision in settling borough housing targets.
- 13.3 The GLA go on to comment that the proposed tenure split doesn't follow logically from the evidence presented in Haringey's Housing Needs Assessment (2007), which states that only half of households in the 'intermediate' band can afford the kind of intermediate housing that is likely to be built, and which recommends that intermediate provision be targeted at this higher income group. This together with the statement in paragraph 5.32 of the Housing SPD that "intermediate provision should be affordable to the majority of Haringey households in need" implies that social housing should meet the needs of the other half of households in the 'intermediate' band. This in turn suggests a split in the net housing requirement of just over 70:30, supporting the GLA's recommendation that the London Plan policy is adopted.
- 13.4 To bring the SPD into conformity with the London Plan (2008) the draft SPD will need to reflect the target split of 70% socially rented and 30% intermediate affordable housing.
- 13.5 It is recommended that Haringey accept the GLA's objection and revert to the 70:30 housing tenure split to ensure the SPD is in conformity with the London Plan. Any policy variations from a 70:30 housing tenure split needs to be locally justified. It is through the Core Strategy process that Haringey can introduce a 50:50 tenure split which will reflect local circumstances as well as being justified by robust housing evidence.
- 13.6 Following public consultation on the draft Sustainability Appraisal of the Housing SPD, the draft SPD will be amended if necessary and taken to the Cabinet in October for approval.

14. Conclusion

- 14.1 The Housing SPD will form part of the Council's Local Development Framework. The SPD can only provide guidance on the existing UDP policies – it does not introduce new policy.
- 14.2 To bring the SPD into conformity with the London Plan (2008) the draft SPD will need to reflect the target split of 70% socially rented and 30% intermediate affordable housing.
- 14.3 It is only as part of the Core Strategy process that Haringey can explore any policy variation from the London Plan 70:30 housing tenure split. Any future departure from the London Plan target will need to be based on clear evidence of local need and circumstances.

15 Recommendations

- 15.1 That members agree to amend the SPD in accordance with the GLA objection on affordable housing and revert to the 70:30 housing tenure split.

Appendix 1 – Draft Schedule of Responses to Housing SPD

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Appendix 1 - Draft Schedule of Responses to Housing SPD

Name	Paragraph Referred to	Summary of Comments	Response
GOL	Section 8 – Housing Standards	<p>a) Including standards for dwelling mix in affordable housing and conversions, floorspace standards, private/community space and children's play space may go beyond what is indicated by adopted UDP policy.</p> <p>b) Would the rigid use of minimum floorspace standards hinder the number of housing conversions so as to hinder the achievement of London Plan targets?</p>	<p>a - Standards included in the SPD are indicated as preferred rather than as requirements. Minimum standards, where adopted, continue policies as introduced by existing SPG. No change.</p> <p>b - Calculations of housing capacity and need within Haringey have taken place against a policy background in which the minimum floor space standards were adopted and as such were part of the consideration when housing targets were developed. Therefore, application of these minima should not restrict housing conversions in pursuance of the target. No change.</p>
GLA	2.4	References to the London Plan should read 'London Plan – consolidated with alterations since 2004 (February 2008)' in the first	Noted. Amendment will be made.

		<p>instance and then the London Plan (2008).</p>	
<p>2.6 – 2.7</p>	<p>Policies that were incorporated as part of the Further Alterations to the London Plan 2008 should be referenced here: 3A.7 'Large residential developments' 3A.6 'Quality of new housing provision' 3A.11 'Affordable housing thresholds' 4B.1 'Design principles for a compact city' Para 3.68 boroughs should undertake comprehensive assessments of need for extra care homes, residential care homes, nursing care homes or other appropriate specialist housing for older persons.</p>	<p>Noted. Reference to policies 3A.7, 3A.6 and 3A.11 will be made.</p>	
<p>4.1</p>	<p>a) Welcome reference to Haringey's annualised housing target but 10 year target should also be mentioned. b) The London Plan AMR</p>	<p>a – suggested amendment to paragraph 4.1 The assessment underpins the borough housing targets in the London Plan (2008) to provide an average of 680 units per annum and 6800 units during the plan period.</p>	

		(Feb 2008) notes that Haringey has averaged 38% of its affordable housing target over the last 3 years and this could be referenced in light of the need to continue social housing provision in the borough.	The Council believes that the level of affordable housing need within the borough adequately supports the need for further social housing provision without referring to past performance.
	4.3	Data for 2008, if available, could make this as up to date as possible	Agreed. March 2008 figures will be included in the adopted SPD.
	4.5	Targets for Haringey Heartlands and Tottenham Hale should be included in line with London Plan/OAP4.F	It is not felt that the inclusion of these targets will enhance the Housing SPD. The SPD does not focus on the delivery of specific schemes but rather on achievement of general principles set out for housing in the UDP and London Plan (2008). No change.
	4.6-4.7	The link between Growth Area Funding and additional funding required to meet cumulative impacts needs to be expanded on. Health contributions do not take into account cumulative impacts of smaller schemes in the way that education contributions do. This should be considered.	The Housing SPD is not considered to be a suitable vehicle in which to expand upon funding requirements for development. The Council has adopted SPG 10a Planning Obligations which refers to planning gain and funding in more detail. No change.
	5.1	Definition for affordable	Amend paragraph. 5.1 below UDP definition:

		housing should be in line with London Plan policy 3A.8. Introduction to the varieties of affordable housing types would be useful.	<p>The London Plan (2008) further defines Affordable Housing in Policy 3A.8 as 'housing designed to meet the needs of households whose incomes are not sufficient to allow them to access decent and appropriate housing in their borough'</p> <p>An introduction to the types of affordable housing is included in paragraphs 5.2-5.5 of the draft SPD.</p>
5.8		Needs requirements could be more clearly and quantifiably drawn out, perhaps as a table.	<p>In light of the changes envisaged as part of the development of the Haringey Core Strategy it is felt that an illustration of needs requirements rather than detail would be more appropriate in the Housing SPD. Findings of the North London Sub Regional SHMA will provide more guidance.</p>
5.17-5.18		It might be useful to divide this section or add a subtitle 'Thresholds for affordable housing'	Noted.
5.27-5.29		Argument for 50:50 split between social rented and intermediate affordable housing provision is not accepted. It is not in general conformity with the London Plan split of 70:30. The proposed tenure split does not follow logically from the evidence presented in LB Haringey's housing needs assessment.	<p>To bring the SPD into conformity with the London Plan (2008) the SPD will be amended to require a target split of 70% socially rented and 30% intermediate affordable housing across the borough. The need for a different proportional split will be explored during the development of the Core Strategy.</p>

		<p>Any policy variations from a 70:30 tenure split needs to be justified by local borough circumstances. Exception to an overall split that more closely meets the 70:30 split set may be identified with regard to specific areas in the borough where an existing very high proportion of current stock is social rented.</p>	
5.31		<p>Last sentence is ambiguous.</p>	<p>Suggest amendment paragraph 5.31.</p> <p>In order to address this polarisation the council will seek a more... This assessment will be used to determine the circumstances under which 100% social rented affordable housing will be acceptable</p>
5.32		<p>Using the needs assessment, this could be further clarified by setting out which proportion of intermediate housing units should be 3 and 4 bed.</p>	<p>Table 7.3 of the SPD sets out the affordable housing dwelling mix for both social rent and intermediate housing. It does not differentiate between the two. There may be scope to set out the proportion between social rent and intermediate housing as part of the Core Strategy.</p>
5.35		<p>Habitable room calculations of affordable housing are useful for assessing whether individual schemes are providing the maximum reasonable amount of</p>	<p>In line with current GLA guidance Haringey Council calculates the level of affordable housing in individual schemes based on the number of habitable rooms. A count of the number of affordable housing units will still be used to assess the level of provision across the borough.</p>

		affordable housing. Policy 3A.9 of the London Plan states that 50% of housing provision should be affordable. This should be based on the number of units across all developments.		
5.41		Clarify last sentence – does it imply that the cost of transfer to an RSL will be higher in instances where there is no grant funding available?	Yes, if grant isn't available to an RSL then the developer would have to pay more for affordable housing.	
5.42 (&5.35)		SPD should refer to a requirement for a 'full financial appraisal to be submitted on a confidential basis'. Reference to GLA development control toolkit is welcome.	Support noted.	
5.43		Paragraph 3.57 of the London Plan sets out that the financial contributions or off-site provision 'should only be considered where a site is identified and delivery is certain.' Para 3.58 refers to further guidance on the	Suggest amendment to paragraph 5.45: The alternative site should be identified and deliverable. It should provide nominations in perpetuity and will preferably be located within the borough.	

		criteria for this in the Mayor's Housing SPG which should also be reflected in the SPD.		
6.1		Guidance provided on density in the SPD is generally in line with the UDP policy. The SPD should note that London Plan Policy 3A.3 'Maximising the potential of sites' and table 3A.2 can be applied directly to the borough's planning decisions.	Duly Noted.	
6.14 & 8.30		Socially inclusive design policies are supported. SPD could refer to they Mayor's Accessible London SPG which provides further guidance on matters relating to Lifetime Homes and wheelchair housing.	Support noted.	
7.6		Table 7.2 should be disaggregated between social housing and intermediate provision and, taking account of Chapter 111 of the Mayor's Housing	Haringey's Housing Needs Assessment does indicate the need to provide a higher level of 3+ bedroom accommodation in the social rented sector.	

		<p>SPG, should set out a higher requirement for family-sized social housing in comparison to intermediate provision. In general, the SPD should have regard to London's wider housing need and set out the local, sub-regional and regional level of need. Local circumstances will not always override existing London-wide need to deliver certain types of housing.</p>	
	<p>8.13</p>	<p>Statement is supported, but, as the UDP has no specific policy on playspace, London Plan Policy 3D.13 'Children and young people's play and informal recreation strategies' can be directly applied and the SPD should highlight this. It would also be useful to reference the standards set out in the providing for children and young people's informal play and recreation' SPG.</p>	<p>Support noted. Suggest amendment to paragraph 8.13:</p> <p>New residential development of 5 units and over should make a contribution towards children's play space. Table 1.1 of The Local Open Space and Recreations Standards SPD, adopted in June 2008, provides more detail.</p>

<p>HFRA</p>	<p>Section 1 – Affordable Housing</p>	<p>a) Affordable & Social housing targets are consistently not being met. b) 'Affordable housing' is too expensive and the definition should be changed. c) Extremely low percentages of social housing means less homes for those who need it most. d) Need to find solutions to prevent 'buy to let' domination of new 'market' housing.</p>	<p>a & c - We understand the HFRA's concerns regarding the level of affordable housing achieved in the borough in the past. This is also a concern for the Council and in the development of the new Core Strategy the Council will be exploring the option of reducing the threshold for affordable housing contributions below the 10 unit threshold stated in UDP policy HSG4. Any proposal to reduce this threshold will need to be tested through the Local Development Framework process of plan preparation. We are also working to seek a high level of affordable housing on larger development sites within the borough.</p> <p>b - Haringey council makes every effort to secure a mix of affordable housing both in the form of intermediate housing and socially rented housing. Affordable housing encompasses both intermediate housing, wherein residents purchase a proportion of the property with the option of proceeding to full ownership, and socially rented housing for which target rents are set by the government. Target rents are priced at a level that is affordable to those on low incomes. Intermediate housing is priced at a level set by the GLA in the Mayors Housing SPG. At Haringey we are concerned with ensuring that the opportunity for a decent home is open to everyone. We make every effort to ensure that intermediate housing is subsidised at a level that opens up the possibility of owning a share of their home to more people. This is funded through a combination of local and national government funding and contributions from registered social landlords and developers. Funding from these sources is limited. The choice has therefore been made to target a lower level of subsidy at a greater number of people. House prices across the housing market have increased dramatically over recent years and the level of intervention required to bring prices within the reach of people who would find current intermediate housing expensive, would be outside of the reach of current funding streams. In addition, people that are unable to access housing at this subsidised level may find it difficult to obtain and/or service mortgages.</p>
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			<p>d – The purchase of market housing by ‘buy to let’ investors, is outside of the scope of the planning system to prevent. Market housing is available to anyone able to pay for it. However, the Council is committed to ensuring that properties are not left empty. The 2005-2008 Empty Property Strategy is in the process of being updated and this works on both bringing empty properties back into use and targeting long term vacant property. In addition the Council is also working with private landlords to ensure that selected people on the social housing register can access private rental properties through the Direct Letting Scheme and Haringey Homes Direct.</p>
	5.15	Add text – borough target of 50% <u>of additional units.</u>	<p>The addition to the text would imply that the Council only seeks affordable housing from new development. The council will seek affordable housing in all developments over the 10 unit threshold, including the development of replacement units.</p>
	5.18	Add text - Proportion of affordable housing will be calculated by number of habitable rooms <u>as well as</u> units	<p>In line with current GLA guidance Haringey Council calculates the level of affordable housing in individual schemes based on the number of habitable rooms. A count of the number of affordable housing units will still be used to assess the level of provision across the borough.</p>
	5.20	Add text - ...severe need for affordable housing in the borough. <u>Therefore the maximum percentage of affordable units will be sought from such sites</u> (to meet targets for affordable housing)	<p>The regeneration areas at Tottenham Hale and Haringey Heartlands are major opportunities for the Council to make significant contributions to the provision of affordable housing within the borough. However, the need for affordable housing needs to be balanced with the need to ensure that both areas function as mixed and balanced communities. The number of affordable units sought will be at or above the target in line with policy.</p>
	5.29	Amend targets for housing... a) Social rented – 70%	<p>To bring the SPD into conformity with the London Plan (2008) the SPD will be amended to require a target split of 70% socially rented and 30% intermediate affordable housing across the borough.</p>

		b) Intermediate – 30% (to meet targets for affordable component of additional homes)		
	5.33	Add text - ...affordable housing will <u>also</u> be calculated by habitable rooms <u>as well as</u> by units.		Please see response to 5.18 above.
	5.43	Add text - ...there may be <u>exceptional</u> physical or other circumstances...		Suggested text amendment: There may be exceptional circumstances where off site provision of affordable housing may be preferable to on site provision. For example, where off site provision would be of superior quality to that provided on site.
	Section 2 – Housing Density	<p>a) Scale, character and density of housing development is untested, risky and controversial, and in urgent need of appraisal and amendment.</p> <p>b) Current infrastructure is inadequate to deal with current population levels, let alone greater and denser population levels.</p> <p>c) Amenities/facilities that help create sustainable communities are</p>	<p>a, b, c - The policies guiding the density of housing development in the Haringey Unitary Development Plan have been developed with regard to a number of factors including urban form, levels of accessibility to public transport and accessibility to goods and services. In addition SPD must be in conformity with higher level planning policy. The London Plan seeks to guide the density of housing development in urban areas to between 200 and 700 habitable rooms per hectare as set out in Table 3A.2 of The London Plan. The London Plan further refines the indicative range with reference to the accessibility levels of housing development using the index of public transport accessibility. The Council seeks to ensure that higher density levels are only implemented in well designed schemes that address the needs of residents both within the development itself and with regard to residents' ability to access an acceptable level of goods and services within the local area. Contributions to local facilities are negotiated as part of planning gain agreements to ensure that the level of access is maintained at an acceptable level.</p>	

		<p>inadequate for current, let alone denser population levels.</p> <p>d) Policies promoting highly intensive residential development are at odds with policies promoting sustainable communities.</p>	<p>d – It is not considered that policies promoting intensive residential development are at odds with policies promoting sustainable communities. Truly sustainable communities must be environmentally sustainable. The compact city model upon which The London Plan (2008) is based holds that high density residential development contributes to the sustainability of communities, (in particular their environmental sustainability) provided that access to goods, services and residential amenities are maintained.</p>
6.1		<p>Table 3.A2 of the London Plan...should read 'Table 4.1B'</p>	<p>The reference to Table 3.A2 is correct. The reference to the London Plan relates to 'The London Plan – consolidated with alterations since 2004' (February 2008). To clarify this matter the Housing SPD will refer to The London Plan (2008) in the adopted version of the document.</p> <p>Suggest text amendment 6.1</p>
6.1		<p>Remove Text – In exceptional circumstances this range may be exceeded. The specific circumstances under which this range may be exceeded are laid out in policy HSG9 of Haringey's UDP.</p>	<p>In exceptional circumstances this range may be exceeded. The specific circumstances under which this range may be exceeded are laid out in policy HSG9 of Haringey's UDP.</p> <p>Substitute</p> <p>The density ranges are indicative, and higher densities may be acceptable provided that the criteria set out in policy HSG 9 of the UDP are satisfied.</p> <p>Suggest amend text 6.2.</p>
6.2		<p>Remove text - Haringey is a design-led borough. (statement is unhelpful and meaningless, unless existing Housing Standards are improved and enforced)</p>	<p>However, these density ranges are indicative only, and a secondary consideration to the achievement of high quality design. Haringey is a design led borough. This means that development proposals must display high design quality first and foremost. This principle is particularly important in cases of</p>

		<p>Add text (replace with) – <u>These density ranges are for guidance and the achievement of high quality design is of equal importance.</u> (Density is an important consideration and its importance is recognised by UDP and London Plan. It is not secondary to other considerations including ‘high quality design’)</p>	<p>higher density development proposals.</p> <p>Substitute</p> <p>High quality design is of primary importance in Haringey and high density development will only be acceptable where proposals display high design quality.</p>
<p>6.6</p>	<p>‘Habitable rooms’ needs defining. Make clear definition in Para 7.9 applies to earlier chapters. Existing SPG3a page 2 paras A1 and A2 are better. Why has a subdivisible large room decreased from 20m2 in the SPPG to 18.5m2 in para 7.9? We propose a definition be added to Para 6.6 and that it include a subdivisible large room of floor area greater than 20m2.</p>	<p>Habitable rooms are defined in the glossary of the UDP and in paragraph 7.9 of the draft Housing SPD.</p> <p>Typo in paragraph 7.9 should be 20m2.</p> <p>Minimum internal space standards for dwellings were originally enforced by the 1969 Housing Act. These ‘Parker Morris’ standards were repealed by the Local Government, Planning and Land Act of 1980. Since the repeal of the standards, Haringey council, in common with many other local authorities, has continued to adopt minimum space standards as part of the development plan for the local area. These standards are comparable to the ‘Parker Morris’ standards and represent the midpoint of the floorspace standards in ‘The Housing Quality Index’ measure. The need to provide a greater number of homes within the borough must be balanced with the need to ensure that homes are well designed with an appropriate amount of usable living space. To this end Haringey council seeks to maintain both the overall dwelling size minima and floorspace minima for individual rooms in the proposed Housing SPD (see Table 4 – Haringey Council</p>	

			<p>SPG 3a (2006) and Figure 8.1 – Haringey Council, Draft Housing SPD (2008)). The area of a subdivisible large room will therefore be maintained at 20sq.m.</p> <p>The HFRA may be interested to note that the Mayor of London is currently considering the reintroduction of 'Parker Morris' style standards within the capital as part of the Housing Design Guide proposed in 2007.</p> <p>Density calculations can be very complex. We have included the site apportionment methods used by the Council within the SPD to provide transparency.</p>
6.10	Site Area Apportionment methods should be made clear to remove ambiguity in discussing an application. (Draft SPD says can use two methods)		
Section 3 - Dwelling Mix	<p>a) Targets/recommendation for 3 or 4 bed component of affordable housing are being missed. Need to impose and enforce conditions on development.</p> <p>b) Issue of developers gaining permission for a certain no of habitable rooms, then adding more rooms to make profit and avoid s106 obligations.</p>		<p>We understand the HFRA's concerns regarding the number of three and four bedroom affordable dwellings being built across Haringey. In light of the findings of the 2007 Housing Needs Assessment we will be making every effort to ensure that these targets are met in the future and are supported by the emerging Core Strategy.</p> <p>Building Inspectors from the Council inspect completed buildings using the agreed plans. Where these are not in compliance with the agreed plans, retrospective planning permission may be necessary. Any additional planning obligations would be negotiated as part of this process.</p>
7.8	Reference to a 'Table 5.'		Amend Para 7.4 – However, table 7.2, below, identifies that the requirement....

		There is no such table.	<p>Amend Para 7.5 – The recommended mix for affordable housing developments is shown in Table 7.3.</p> <p>Amend Para 7.6 – Table 7.3, above, does not differentiate between....</p> <p>Amend Para 7.8 – The Council will normally require all conversions to provide a mix of units in accordance with Tale 7.4.</p>
7.9	Amend to - floor area greater than <u>20m2</u> .		<p>Typo in paragraph 7.9 should be 20m2.</p> <p>Minimum internal space standards for dwellings were originally enforced by the 1969 Housing Act. These 'Parker Morris' standards were repealed by the Local Government, Planning and Land Act of 1980. Since the repeal of the standards, Haringey council, in common with many other local authorities, has continued to adopt minimum space standards as part of the development plan for the local area. These standards are comparable to the 'Parker Morris' standards and represent the midpoint of the floorspace standards in 'The Housing Quality Index' measure. The need to provide a greater number of homes within the borough must be balanced with the need to ensure that homes are well designed with an appropriate amount of usable living space. To this end Haringey council seeks to maintain both the overall dwelling size minima and floorspace minima for individual rooms in the proposed Housing SPD (see Table 4 – Haringey Council SPG 3a (2006) and Figure 8.1 – Haringey Council, Draft Housing SPD (2008)). The area of a subdivisible large room will therefore be maintained at 20sq.m.</p>
Section 4 – Housing Standards		a) Becoming a 'design-led borough' would require improving and revising existing and proposed	<p>The HFRA may be interested to note that the Mayor of London is currently considering the reintroduction of 'Parker Morris' style standards within the capital as part of the Housing Design Guide proposed in 2007.</p> <p>The Council has expressed its intention, as part of the adopted Sustainable Community Strategy, 2007 -2016, to 'encourage better building design and standards across Haringey'. The statutory planning system is a key agent in the delivery of this aim and as such we will be working towards improving standards through the Local Development Framework process.</p>

		standards. b) Clear standards for every developments impact on and contribution to the street scene are required.		
	8.1	Reference to a Table 6, there is no such table.	Amendment to paragraph 8: ...will normally be required to conform to the minimum space standards shown in Figure 8.1.	
	8.4	Error in Fig 8.1 in which storage space has been forgotten in the equation.	Whilst there is a requirement that storage space will be provided in all residential units, minima are not included within the SPD.	
	8.13	The trigger size of development for an obligation to include a fully equipped play space seems far too low.	The threshold is set at a level which takes into account minimum residential densities, child yield from the development and the likely minimum suitable size for a given type of open space. Para 8.13 stipulates that development over five units should make a <i>contribution</i> towards children's play space within the development, not that a <i>fully equipped play space</i> should be provided.	
	8.27	Para B1 pg 4 of SPG3 provides better protection for light conditions and should be restored.	Suggested amendments to text: 8.25 The Council expects new development to be laid out in a way that allows for adequate natural lighting to reach both the development and adjoining properties in line with the BRE Standard...In addition, reference should be made to the Code for Sustainable Homes which addresses standards for daylight. 8.26 New development will be assessed to ensure that the building layout	

				maintains acceptable levels of daylight and sunlight to appropriate existing windows ...
Liz Lightbourne - Environment Agency	4.7	<u>Add to list – The Sequential Test and locating development in areas of the lowest flood risk.</u> (This is in line with PPS3 and PPS25)		8.27. Delete Agree amendment.
	6.14	Support the criteria set to achieve level 3 of the Code for Sustainable homes.		Support noted.
National Grid Property	5. Affordable Housing	Support affordable housing provision. In sites with significant remediation costs the 50% target should be applied pragmatically in association with detailed viability assessments.		Support noted.
	5.18	Supports method of calculating 'affordable housing provision' as habitable rooms instead of units which will give developers and Resident Social Landlords (RSL's) greater flexibility.		Support noted.

5.29	Supports the 50%-50% dwelling mix which will create balance.	To bring the SPD into conformity with the London Plan (2008) the SPD will be amended to require a target split of 70% socially rented and 30% intermediate affordable housing across the borough.
6.2	Design led approach to development should be adopted and density considerations should be considered on a case by case basis.	<p>The Council has expressed its intention, as part of the adopted Sustainable Community Strategy, 2007 -2016, to ‘encourage better building design and standards across Haringey’. The statutory planning system is a key agent in the delivery of this aim and as such we will be working towards improving standards through the Local Development Framework process.</p> <p>Suggest amendment to paragraph 6.2.</p> <p>However, these density ranges are indicative only, and a secondary consideration to the achievement of high quality design. Haringey is a design led borough. This means that development proposals must display high design quality first and foremost. This principle is particularly important in cases of higher density development proposals.</p> <p>Substitute</p> <p>High quality design is of primary importance in Haringey and high density development will only be acceptable where proposals display high design quality.</p>
6.12	‘Pepper potting’ can create additional management difficulties for RSL’s. Prefer to separate affordable and private housing units within developments.	Whilst we recognise the management challenges faced by RSL’s introduced by dispersing affordable housing in clusters across a development these challenges can be overcome by careful management arrangements. The Council feels that fully integrating affordable housing within developments contributes to social cohesion. Clustering is a pragmatic approach to integrating affordable housing within developments and enables RSLs to manage properties effectively.
7. Dwelling Mix	Council’s preference to provide 3 and 4 bedroom	Paragraph. 7.2 states a <i>preference</i> on the part of the Council. It does not prescribe a requirement for 3+ bed homes to be provided as houses.

		units as houses instead of flats is too prescriptive. Provision of 3 and 4 bedroom houses would significantly reduce the development potential of the Haringey Heartlands site. This is in conflict with policy 3A.3 'maximising the potential of sites' of the London Plan.		
	8.2	Only habitable rooms should be required to have adequate natural light.	Habitable rooms do not encompass kitchens below 13sqm, it is, however, appropriate for natural light to be available in kitchens. Suggest amendment to paragraph 8.2 All habitable rooms and kitchens must be of a regular shape, have adequate natural light and ventilation and have a minimum floor to ceiling height of 2.3 metres. Bathrooms and WCs must be of a regular shape and be adequately ventilated.	
	8.21	The requirement to increase by 10m for each additional storey the minimum distance that rear facing habitable rooms should be set apart is restrictive and unnecessary.	In line with SPG 3b Privacy/Overlooking, Aspect/Outlook and Daylight/Sunlight Para 2.1 the existing standard will be maintained.	
Ron Greenw	5.3	Nominations should be in accordance with the North	The North London Sub-Region Nominations Agreement is a mechanism whereby participating local authorities can share nominated units within the sub-region.	

ood – Circle Anglia		London sub-region nominations agreement for the rented homes.	Under this agreement councils seek to secure 100% nomination rights prior to any subsequent sharing of the rights.
5.18		Support affordable percentages being based on habitable rooms, not units. Recommend floor space as further means of calculation.	In line with current GLA guidance Haringey Council calculates the level of affordable housing in individual schemes based on the number of habitable rooms. A count of the number of affordable housing units will still be used to assess the level of provision across the borough.
5.29		Support borough's 50/50 tenure target mix, how will this tenure balance be reconciled with the GLA's 70/30 target?	To bring the SPD into conformity with the London Plan (2008) the SPD will be amended to require a target split of 70% socially rented and 30% intermediate affordable housing across the borough.
5.31		Supports avoiding 100% social rented schemes in some wards. Besides the ward profile, scheme types should be considered. For instance, housing for older people, supported housing could be regarded as social rent but nevertheless may be regarded as acceptable.	The circumstances outlined would appear to be encompassed by paragraph 5.31. Suggest amendment to paragraph 5.31 In order to address this polarisation the council will seek a more... This assessment will be used to determine the circumstances under which 100% social rented affordable housing will be acceptable.
5.32		Concerned about lack of a market for 3 bed + shared ownership homes. Ask the borough to demonstrate the need for such homes to	In light of the findings of the 2007 Housing Needs Assessment we will be making every effort to ensure that targets for the provision of three plus bedroom properties are met in the future and are supported by the emerging Core Strategy.

		justify this policy.	
5.33		As long as it is recognised that a precisely 50% for each tenure will not be mathematically achievable using habitable rooms.	No comment.
5.35		Agree with proposed approach.	Support noted.
5.42		Support use of a consistent approach to testing viability such as the GLA toolkit.	Support noted..
5.43		Agree with this approach.	Support noted.
6.2		Support 'design led' approach. Setting out design requirements in a single document may borough achieve its objectives.	Suggest amendment to text 6.2. However, these density ranges are indicative only, and a secondary consideration to the achievement of high quality design. Haringey is a design led borough. This means that development proposals must display high design quality first and foremost. This principle is particularly important in cases of higher density development proposals.
			Substitute
			High quality design is of primary importance in Haringey and high density development will only be acceptable where proposals display high design quality.
6.11		Pepper Potting introduces legal complexity. If there are rented homes in a predominantly private or shared ownership	Whilst we recognise the management challenges faced by RSL's introduced by dispersing affordable housing in clusters across a development these challenges can be overcome by careful management arrangements. The Council feel that fully integrating affordable housing within developments contributes to social cohesion. Clustering is a pragmatic approach to integrating affordable housing

		core/block, in time the lessees may staircase out and opt for leasehold enfranchisement for that block. This would leave the tenants obliged to pay service charges that either they or we have any control over.	within developments enables RSLs to manage properties effectively.
	7.1	Support the statement and policy approach.	Support noted.
	7.5	Would ask borough to demonstrate the need for 3+ bed shared ownership. (as in response to 5.32) Query what happens when an RSL wishes to provide a 100% affordable scheme. The private mix on 50% of the site should be used or RSL's will be at a disadvantage. Recognise preference for 3 bed+ to be provided as houses. if this becomes a requirement would adversely impact on supply.	See comment in relation to paragraph 5.32 above. Where an RSL wished to provide a 100% affordable scheme it will be expected that this will comprise of socially rented and intermediate housing. In line with paragraph 5.13, 100% socially rented developments will only be acceptable in a limited range of circumstances. Para. 7.2 states a <i>preference</i> on the part of the Council. It does not prescribe a requirement for 3+ bed homes to be provided as houses as the Council recognises the effects this may have on supply.
	8.1	Propose the use of HQL minimum space standards,	The Housing Quality Index measure has been used as a measurement of quality for a number of years. The HQL indicates a range of floorspaces and allocates a

		not the mid-point of HQI standards.	score to help assess the quality of homes. The decision to use a single figure as an 'indicative floor area' has been made to simplify understanding within the SPD.
	8.3	Support internal storage requirements	Support noted.
	8.9	Minimum private garden space at 50 sq m is too ambitious. Will conflict with borough's current urban density and adversely impact on housing supply.	All new residential development should provide external amenity space and this should be appropriate to the needs of the likely occupants. 50m2 private garden space for family housing does not adversely impact on housing supply. No change.
	8.13	Will await Local Open Space and Recreations Standards SPD before commenting on this requirement.	The Local Open Space and Recreations Standards SPD was adopted in June 2008.
Thames Water	4.5, 4.6, 4.7	There should be a reference to utility infrastructure being required in this section of the SPD.	Suggest amendment to paragraph 4.5 ...this uplift in housing delivery is dependent on the provision of supporting infrastructure in these areas, such as transport, utilities, education and health facilities...
	6.14	A full points score needs to be achieved in the water efficiency section if a development is to be considered water efficient.	Duly noted, however paragraph 6.14 refers to standards required for the grant of National Affordable Housing Programme funding. At present this requires achievement of Level 3 in the Code for Sustainable Homes with full points awarded for Security in category 8. 'Design and Quality Standards' (NAHP, 2007) contains full details.
Theatres Trust		This consultation is not directly relevant to the Trust's work and therefore	No comment.

<p>British Waterways London</p>		<p>we have no specific comment. Request the Housing SPD emphasises the role of residential moorings in adding to the borough's housing stock and providing an alternative housing type. (Para 4.117 of London Plan acknowledges the need for and the shortage in supply of residential moorings.)</p>	<p>The Housing SPD must be in general conformity with the adopted Unitary Development Plan. The need for more residential moorings within Haringey was not explored during the UDP process. There is, however, scope to assess the need for moorings during the preparation of the Core Strategy which will form part of the new Local Development Framework for Haringey.</p>
<p>Highgate Society</p>	<p>Main Concern</p>	<p>Concerned by the recent increase in planning applications involving the demolition of detached residential dwellings and their replacement with larger dwellings, often referred to as 'trophy homes.' Most of these applications are occurring in Conservation Areas and have generated opposition from residents. Believe council urgently needs to set out policies for such developments to remove the uncertainty associated</p>	<p>UDP policy CSV7 sets out the Council's approach to demolition of buildings in conservation areas. We appreciate the Highgate Society's concern regarding the replacement of existing dwellings with larger homes but cases must be judged on their individual merits in line with Policy CSV7 and the stated aims of the Conservation Area. There may be scope to strengthen the guidance through the Local Development Framework process.</p>

		with such planning applications. Section B is a set of criteria developed by the Society which it believes might form the basis for the development of the council's official policy.		
	6.6	Unclear as to meaning of this paragraph. May need to be rewritten so that it is easier to interpret.	Density calculations can be very complex. We have included the density calculation methodology within the SPD to provide transparency.	
	6.2	Amend wording so as to state that the 'design-led' character of the policy should apply particularly to developments in conservation areas. The document should make reference to the Council's policies in such areas which are not addressed specifically elsewhere in it.	Suggest amendment to text 6.2. However, these density ranges are indicative only, and a secondary consideration to the achievement of high quality design. Haringey is a design led borough. This means that development proposals must display high design quality first and foremost. This principle is particularly important in cases of higher density development proposals. Substitute High quality design is of primary importance in Haringey and high density development will only be acceptable where proposals display high design quality. Suggest amendment to paragraph 5.30.	
	5.29 & 5.31	In general supports the paragraphs but does not believe the intention of these particular paragraphs is easy to understand.	...Conversely, households renting housing from the Council or an RSL are concentrated in the east of the borough. <i>Remove final sentence.</i>	

		<p>Current phrasing is open to conflicting interpretation. Council should explicitly state that the intention of policies will be to increase the share of new build that constituted either affordable housing or rented accommodation in those wards with high levels of owner occupation.</p>	<p>Suggest amendment to paragraph 5.31</p> <p>In order to address this polarisation the council will seek a more... This assessment will be used to determine the circumstances under which 100% social rented affordable housing will be acceptable.</p>
English Heritage		<p>SPD contains some good recognition of the significance of the historic environment. Particularly evident in paragraphs 2.1, 2.5, 6.4, 7.8, and 8.1.</p>	<p>Support noted.</p>
	4.6	<p>Historic environment should be added to the list of beneficiaries of planning obligations. The outcome of planning obligations should be to help ensure that proposed development protects and enhances the historic environment.</p>	<p>Suggest amendment to Para 4.6 in line with paragraph 2.35 of the adopted UDP and SPG10a:</p> <p>Where additional housing creates a need for supporting facilities and infrastructure or action is required to mitigate the impacts of the development, the Council will negotiate planning obligations to secure contributions, either in kind or financial. In some case, financial contributions are 'pooled' to address the cumulative impacts of development within the locality. The following indicates some of the kinds of contributions that will be sought:</p>
	6.5	<p>CABE Guidance on Tall Buildings (July 2007) is a material consideration for</p>	<p>The wealth of design guidance produced by various agencies can be extremely helpful in the planning and consideration of planning applications. The Council believes that the three design guides referred to in paragraph 6.5 are the most</p>

		<p>planning applications and should be included as a reference to this paragraph. Also, Seeing the History in the View: A Methodology for Assessing Heritage Significance Within Views (April 2008) is also likely to be of relevance when it is published in autumn 2008.</p>	<p>widely applicable to the types of application made in Haringey and are therefore referred to specifically in the SPD.</p>
<p>8.14</p>		<p>Need to Introduce a Caveat paragraph to sections on “Extensions as Part of Conversions” and “Extensions and Alterations” to indicate that additional or different design requirements may be necessary when dealing with alterations or conversions of listed buildings or those in conservation areas.</p>	<p>Extensions and conversions in Conservation Areas are guided by the advice contained in Section C of SPG 2 Conservation and Archaeology.</p>
<p>Sustainability Appraisal Scoping Report</p>	<p>SA Table</p>	<p>Serious concerns about the clarity and effectiveness of information. Not made clear what the relationship is between the SA and DPD.</p>	<p>An error on our part meant that the SA scoping report was sent out for consultation with the draft SPD. The SA has now been sent to all consultees.</p>
		<p>Should include information</p>	<p>An error on our part meant that the SA scoping report was sent out for</p>

	2.1.1	that pertains to the sustainable achievement of the Housing SPD's objectives.	consultation with the draft SPD. The SA has now been made available to consultees.
	SA	Request inclusion of baseline information, including key targets and indicators. Combining landscape and cultural heritage into a single objective is problematic and contrary to appendix 9 of Govt Guidance.	An error on our part meant that the SA scoping report was sent out for consultation with the draft SPD. The SA has now been made available to consultees.
Metropolitan Police Authority		Keen to ensure the amount of intermediate housing suitable for police officers is maximised in Haringey.	The need for affordable housing needs to be balanced with the need to ensure that the borough functions as mixed and balanced communities. The number of affordable units will be at or above 50% of the total number of units in line with policy.
	5.4	Supports definition of Intermediate housing which includes key worker housing.	Support noted.
	5.5	Should make specific references to 'police officers' in the definition of key workers in Haringey.	Suggest amendment to paragraph 5.5: ...Key Workers in Haringey could include...police officers...
	5.29	Support paragraph.	Support noted.
	4.6	Should include 'policing facilities' as one of the provisions to be considered	Suggest amendment to paragraph 4.6: Where additional housing creates a need for supporting facilities and

		in planning obligations. As does Policy 3A.17 and 3A.26 of the London Plan which recognise 'policing facilities' as social infrastructure and strategic community related issues.	<p>infrastructure or action is required to mitigate the impacts of the development, the Council will negotiate planning obligations to secure contributions, either in kind or financial. In some case, financial contributions are 'pooled' to address the cumulative impacts of development within the locality. The following indicates some of the kinds of contributions that will be sought:</p> <p>The Council does not support the inclusion of a long list of the types of planning gain contributions that will be sought as part of development. This approach allows greater scope for negotiation. Further guidance is set out in paragraph 2.35 of the UDP and in SPG 10a Planning Obligations.</p> <p>The wealth of design guidance produced by various agencies can be extremely helpful in the planning of development and the consideration of planning applications. The Council believes that the three design guides referred to in paragraph 6.5 are the most widely applicable to the types of application made in Haringey and are therefore referred to specifically in the SPD.</p>
	6.5	Should include a reference to 'Secured by Design' by ACPO and to the ODPM guidance 'Safer Places' as publications which should be used as reference material in working up development proposals.	
Home Builders Federation	4.1	Unsure which set of data the council is drawing upon for this SPD, 2004 Housing Needs Studies or 2007 data. Housing Needs Studies are obsolete and have been replaced by Strategic Housing Market Assessments (SHMA's). Council needs to be wary of setting unrealistic	<p>The Council has used the findings of the 2007 Housing Needs Assessment as part of the evidence base in the production of the SPD. Housing Needs Studies are not obsolete but form a key component of the evidence base from which to develop Strategic Housing Market Assessments. Haringey Council, as part of the North London Housing Sub-Region has taken the decision to produce a joint SHMA. The evidence from the SHMA will form part of the evidence base for the Core Strategy which the Council is in the process of preparing.</p>

		<p>regeneration plans if there is insufficient market demand from people to live in areas such as Tottenham Hale and Haringey Heartlands.</p>	
<p>Table 1</p>		<p>Vacant units <i>do not</i> count as net additions to the housing stock. They are part of the existing stock and must be discounted from the calculation of housing trajectory. If they are not discounted, the council runs the risk of having its core strategy declared unsound. We are strongly against the council including new non-self contained stock in housing target.</p>	<p>We recognise that vacant units do not contribute to additions to the housing stock but instead contribute to an increase in housing supply. As we are sure the HBF is aware, the targets for net additional homes in London were devised with reference to the 2004 London Housing Requirements Study and the 2004 London Housing Capacity Study both of which include an element for long term vacant units returning to use and for new non-self contained accommodation. Paragraph 3.12 of the London Plan provides more detail.</p>
<p>4.6</p>		<p>Paragraph is unclear. Council must note that in accordance with law financial contributions can only be pooled to fund additional services/infrastructure made necessary by the</p>	<p>Suggest amendment to paragraph 4.6: Where additional housing creates a need for supporting facilities and infrastructure or action is required to mitigate the impacts of the development, the Council will negotiate planning obligations to secure contributions, either in kind or financial. In some case, financial contributions are ‘pooled’ to address the cumulative impacts of development within the locality. The following indicates some of the kinds of contributions that will be sought:</p>

		development in the specified locality of the development, it cannot be done at a district level.		
	4.7	No evidence is presented to justify operating a windfall allowance. The council must work to identify sites to feed into its 5 yr Land Supply and its 15 Year housing trajectory.		The Council has identified a five year supply of housing sites to meet the target set out in the London Plan. It has also identified sufficient sites to meet the target in a 15 year housing trajectory. Windfall sites will form part of the 15 year housing as supported by the London Housing Capacity Study 2004.
	5	The overriding priority for the council should be to increase the overall number of homes built. Part of the solution will involve allowing homes to be built in those areas of the borough where market demand is strongest. Want to see the results of the London SHMA reflected in the document and core strategy.		The Housing SPD is based on the findings of the 2004 London Housing Requirements Study and the findings of the 2007 Haringey Housing Needs Assessment. The findings of the London SHMA, when published, will form part of the evidence base for the Core Strategy that is in production.
	5.9	What evidence does Haringey have to substantiate the claim that key workers have a greater need for bigger homes than non key workers? The most		The evidence from the 2007 Housing Needs Assessment indicates that a higher proportion of key worker households require 3+ bedroom properties than non-key worker households (Table 15.2, Pg 119 Key worker households and housing/household characteristics, Haringey Council Housing Needs Assessment (2007)). To address the unmet need for 3+ bedroom affordable housing within the borough, Haringey Council has taken the approach of

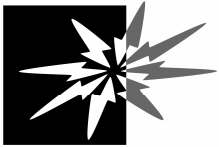
		equitable solution to the problem is increasing supply, not rationing housing. This policy should be deleted.	weighting the Affordable Housing Dwelling Mix towards 3+ bedroom properties. Table 7.3, Affordable Housing Dwelling Mix of the draft Housing SPD, 2008, gives greater detail.
	5.16	Unconvinced bringing empty homes back into circulation will prove a cost effective strategy. Will have only a marginal impact on meeting housing needs.	The Council is committed to ensuring that properties are not left empty in conformity with London Plan policy 3A.4, Efficient Use of Stock. The 2005-2008 Empty Property Strategy is in the process of being updated and this works on both bringing empty properties back into use and targeting long term vacant property. In addition the Council is also working with private landlords to ensure that selected people on the social housing register can access private rental properties through the Direct Letting Scheme and Haringey Homes Direct.
	5.33	Habitable rooms method of calculation is complex. Units method should be used instead. Using units will help with calculating other s106 obligations and assist in monitoring.	In line with current GLA guidance Haringey Council calculates the level of affordable housing in individual schemes based on the number of habitable rooms. A count of the number of affordable housing units will still be used to assess the level of provision across the borough.
	5.34-5.38	Welcome the consideration to be given to viability. Would like greater flexibility regarding negotiations of s106 obligations.	Further flexibilities regarding the negotiations of planning gain contributions may be investigated during the development of the Core Strategy.
	5.43-5.47	No justification for seeking a higher level of affordable housing off-site than would have been provided on-site, this must be a matter for	There may be exceptional planning circumstances where an off site provision would be preferable or cases where the off site provision would be of superior quality than that which could be provided on sites. Each case will, of course, be considered individually and the Council gives preference to on site provision in the interests of securing mixed tenure developments.

		negotiations between parties concerned. The developer is only obliged to provide the amount of housing that would have been provided on the original site. Paragraph should be revised accordingly. Also council needs to consider whether such a policy is feasible, whether it will consolidate division, and whether there are alternative locations.	No change.
	5.46-5.47	Developer is only required to make a cash payment to the council which is sufficient to provide the equivalent number of affordable homes that would have been built on site if they had been viable. Paragraph could be amended otherwise it could become a barrier to housing delivery.	There may be exceptional planning circumstances where an off site provision would be preferable or cases where the off site provision would be of superior quality than that which could be provided on sites. Each case will, of course, be considered individually and the Council gives preference to on site provision in the interests of securing mixed tenure developments. No change.
	6.13-6.14	Should be using Code for Sustainable Homes as is standard. Cannot insist	The standards quoted in paragraph 6.13 and 6.14 of the Housing SPD are necessary for homes funded through the National Affordable Housing Programme in 2006-08 and 2008-11. The standards do not relate to market

		upon Code level 3 for market dwellings in advance of the nationally agreed timetable. Cannot demand compliance with "Building for life" design criteria.	dwellings.
	7	Council should be commissioning a SHMA to ensure 'robust and credible' evidence basis for policies.	The GLA in partnership with London local authorities and with the agreement of the Secretary of State, have decided that the London region represents the most appropriate spatial level of analysis for understanding housing markets as well as enabling a co-ordinated approach to evidence base work and policy-making across the region. A single borough approach is unlikely to satisfy the needs of the SHMA. The North London Sub Region will produce an SHMA for the Sub Region which will form part of the evidence base in the production of the Core Strategy.
	7.3	Section should be amended by deleting any reference to the type, size and tenure of market housing. Which, in accordance with PPS3 Haringey cannot determine.	Paragraph 7.3 does not <i>require</i> a percentage mix of dwellings for market housing but <i>recommends</i> that a size mix is provided in line with the evidence of a mismatch between market supply and demand.
	8.1-8.4	Object to stipulation of minimum floor-space standards and any additional standards by local authorities. Increasing the size of homes could reduce the number of homes that would	Since the repeal of "Parker Morris" standards in 1980, Haringey council, in common with many other local authorities, has continued to adopt minimum space standards as part of the development plan for the local area. The standards indicated in the SPD are comparable to the 'Parker Morris' standards and represent the midpoint of the floorspace standards in 'The Housing Quality Index' measure. The need to provide a greater number of homes within the borough must be balanced with the need to ensure that homes are well designed with an appropriate amount of usable living space. To this end Haringey council

		<p>eventually be built. Also, keeping the price of these homes at affordable levels will be difficult. The 'larger unit' developer will always be outbid by the developer proposing a larger number of smaller units of accommodation. Land vendors will not be swayed by the SPD and will continue to hold out until they achieve the right price. Strongly advise against Haringey adopting this policy.</p>	<p>seeks to maintain both the overall dwelling size minima and floorspace minima for individual rooms in the proposed Housing SPD (see Table 4 – Haringey Council SPG 3a (2006) and Figure 8.1 – Haringey Council, Draft Housing SPD (2008)).</p> <p>The HBF may be interested to note that the Mayor of London is currently considering the reintroduction of 'Parker Morris' style standards within the capital as part of the Housing Design Guide first proposed in 2007.</p>
	8.28-8.31	<p>Lifetimes Homes compliance cannot be insisted upon by the council. Making providing lifts in 3 storey blocks mandatory is expensive and will impact on affordability for residents.</p>	<p>We refer the HBF to policy 3A.5, Housing Choice, in the London Plan (2008) which seeks to ensure that all new homes in London are built to Lifetime Homes Standards.</p>
Mario Petrou	SPD	<p>Seems Housing SPD will adopt UDP targets. Current UDP target of 680 affordable homes is insufficient. Tall buildings of mainly</p>	<p>The SPD must be in conformity with the UDP and London Plan targets. There is no formal evidence at present to support the adoption of higher targets. The London wide Strategic Housing Land Availability Assessment is currently under production and this may result in changes to the housing target for Haringey.</p> <p>Haringey council is committed to achieving mixed and balanced communities</p>

		<p>affordable homes will be socially disastrous.</p>	<p>throughout the borough. There are real opportunities to make significant contributions to the provision of affordable housing within the borough. However, the need for affordable housing must be balanced with the need to ensure that communities are mixed and balanced. The number of affordable units sought will be at or above 50% of the total number of units in line with policy and the Council will endeavour to ensure that all developments comprise a mix of market, intermediate and socially rented accommodation where possible.</p>
<p>SA</p>		<p>Population is higher and overcrowding worse than the SA is going to make allowances for. International plans, policies and programmes should be included in Appendix of SA.</p>	<p>An error on our part meant that the SA scoping report was sent out for consultation with the draft SPD. The SA has now been made available to consultees.</p>



Haringey Council

Agenda item:

[No.]

Cabinet

16 September 2008

Report Title: Tree Strategy and Planting Programme	
Forward Plan reference number (if applicable):	
Report of: Director of Adult, Culture & Community Services	
Wards(s) affected: All	Report for: Non key
<p>1. Purpose</p> <p>1.1 The purpose of this report is to adopt a Tree Strategy and Planting Programme that supports existing Policies that help to improve the environment and the visual amenity of the Borough.</p>	
<p>2. Introduction by Cabinet Member (if necessary)</p> <p>2.1 Trees play an essential role in towns and cities providing a wide range of environmental, economic and social benefits. Some benefits are measurable, such as improvements in air quality, many are not, but they can have a positive impact on the lives of those living and working in the urban environment.</p> <p>2.2 The need for a tree strategy was identified in the Haringey's Open Space Strategy, 'A space for everyone' 2006 and the Unitary Development Plan (UDP) 2006.</p> <p>2.3 The Tree Strategy and Planting Programme will support the Council's strategic objectives of creating an environmentally sustainable future for healthier people with a better quality of life by ensuring that trees within the Borough are protected, managed in a proactive and systematic manner and their overall number is increased.</p> <p>2.4 Following the recommendations of the Tree Strategy and Planting Programme will lead to improvements in tree health and provide a more sustainable tree population. This will lead to an increase in the quantifiable and non-quantifiable benefits that trees provide.</p>	

- 2.5 There has been a gradual increase in the number of new trees planted since 2004, particularly street trees. The Tree Strategy and Planting Programme will seek to continue this increase by ensuring replacement trees are planted for those removed and also that new trees are planted in areas currently lacking in tree cover.
- 2.6 The Tree Strategy and Planting Programme has been developed following extensive consultation with local residents, community groups, stakeholders and Councillors and its adoption as a framework document to manage and enhance the Borough's tree population is recommended for approval.

3. Recommendations

- 3.1 The Tree Strategy is adopted to provide a framework to effectively manage and enhance the Borough's tree stock over the next 3 years.
- 3.2 The Action plan is approved for implementation.

Report Authorised by: **Mun Thong Phung, Director of Adult, Culture & Community Services**

Contact Officer: **Andrew Gill, Head of Parks and Bereavement Services. X5612**

4. Chief Financial Officer Comments

4.1 The projected cost of planting an additional 250 trees each year is £62,500 per annum. The 2008/09 capital programme includes £80,000 for the tree planting strategy in the current year. A capital programme investment bid will be submitted for 2009/10 to 2011/12 as part of the Pre-Business Plan Review process.

4.2 The projected cost of three year cyclical inspection of trees in parks, open spaces, woodland and conservation areas is £15k per annum. The cyclical inspection will replace the current reactive inspection of such trees. There are unlikely to be any significant additional revenue costs associated with the maintenance of the increased number of trees. A high volume of the trees that are removed each year are those that require regular maintenance. One of the criteria for new and replacement tree planting is that they will require low levels of future maintenance. The revenue costs associated with the strategy will be contained within existing resources.

5. Head of Legal Services Comments

5.1 The Head of Legal Services comments that the Government has commissioned two national surveys of England's urban trees and their management. The first in 1992/93 did not include London so the second (Trees in Towns II) which did include London and was published in February this year is a significant background paper. The Tree Strategy and Action plan being recommended for adoption show the Council to be well placed to meet the national targets being recommended for all English Local Authorities summarised in Paragraph 7.5 of the report.

5.2 Some aspects of Tree law are mentioned in paragraph 9 of the report but such detailed issues need to be considered on their individual circumstances.

6. Local Government (Access to Information) Act 1985

6.1 [List background documents]

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

7. Strategic Implications

7.1 Haringey's Sustainable Community Strategy (2007), outlines the aspirations, challenges and opportunities facing us over the next ten years. It sets out the Council's vision;

- 'A place for diverse communities that people are proud to belong to' and the desired outcomes which include;
- An environmentally sustainable future.
- Healthier people with a better quality of life.

7.2 Haringey's Greenest Borough strategy provides a framework for a co-ordinated approach to tackling environmental issues in the Borough. It plays a key role in achieving a number of the priorities identified in the Community Strategy, specifically:

- Protecting the natural environment.
- To tackle climate change and reduce carbon emissions.
- To continue to improve our excellent parks and open spaces.

7.3 The strategic vision of Haringey's Open Space Strategy, 'A space for everyone' (2006) is outlined below;

- To enrich the quality of life for everyone in Haringey by working in partnership to provide safe, attractively designed, well used, well maintained open spaces for the benefit and enjoyment of the whole community.
- One of its key strategic aims was the development of a tree strategy to ensure the protection, enhancement and promotion of the Boroughs tree stock.

7.4 Haringey's Biodiversity Action Plan (BAP) was adopted in 2004 and is currently being reviewed and updated. The revised BAP will detail how the Council intends to comply with the new National Indicator (NI 197). NI 197 has been designed to measure the performance of Councils for biodiversity by assessing the implementation of active management of its sites. The BAP identified the Council's priorities in terms of key species and habitats to protect. The Tree Strategy supports the protection and active management of woodlands and conservation sites.

8. Financial Implications

8.1 There are no financial implications resulting directly from the strategy. However, to achieve a number of the actions in the Action Plan, additional resources will be required.

- To introduce a proactive three year cyclical inspection programme for trees in parks and open spaces will cost approximately £7,500 per annum.
- To introduce a proactive three year cyclical inspection programme for trees in woodlands and conservation sites will cost approximately £7,500.
- To plant an additional 250 new trees each year to continue increasing the total number of trees under Council ownership will cost £62,500 per annum.

9. Legal Implications

The Council like all landowners has a duty to maintain its trees in a safe condition and take reasonable care to prevent harm to people or property. Any injury or damage caused by unsafe trees could result in the Council having to pay compensation for injury or loss.

9.1 The Council has responsibility for highway tree maintenance and therefore has a statutory duty to maintain trees as well as its duty as agent of the highway authority.

9.2 The Council is given enforcement powers under the Local Government (Miscellaneous Provisions) Act 1976 to ensure that trees within its district are maintained in a safe condition. For this reason, the Council should ensure that trees under its ownership are properly maintained.

10. Equalities Implications

10.1 The Tree Strategy provides an agreed framework within which all requests for tree work are considered in a systematic and transparent manner. This is in line with the Council's Equal Opportunity Policy.

11. The Consultation Process

11.1 Consultation on the draft document was undertaken between 7 May 2008 and 7 July 2008. A press release was issued to local newspapers to inform residents of the availability of the draft document and a questionnaire on-line. It also provided a contact number for if residents wished to discuss the matter. Copies of the draft document were also sent to key Council Officers, ward Councillors and to external stakeholders. They include:

- Head of Parks Services.
- Parks Client and Customer Services Manager.
- Nature Conservation Officer.
- Head of Urban Environment.
- Head of Highways Maintenance Group.
- Head of Estate Services (Housing).
- Risk and Insurance Manager.
- Head of Building Control.
- Head of Property Services.

- Head of Parking Services.
- Team Leader Development Control (North / South).

- Tree Wardens.
- Tree Trust for Haringey.
- Conservation Area Advisory Committees.
- Residents and Tenant Associations.
- Friends of Parks Groups.
- Allotments Forum.
- Conservation and Environmental Groups.

A total of 44 responses were received. A summary of responses to the questionnaire and other comments taken into consideration in the revision of the draft document are included in Appendix 4.

12. Background

12.1 In 2005, the Mayor of London produced 'A Tree and Woodland Framework for London'. It emphasized the important part trees play in the character and identity of the city, making it one of the world's greenest. The overall goal of the framework was to ensure that;

- The existing stock of trees and woodlands is managed and maintained to safeguard its value to London both now and in the future.
- There is an increased awareness of the value of trees and woodlands to the health and well being of all Londoners.
- The contribution of trees and woodlands to London's sustainability and quality of life is maximised.
- Natural regeneration and new planting in appropriate locations is encouraged to further enhance the contribution of trees and woodlands to London life.

In 2007, Department of Environment, Farming and Rural Affairs (DEFRA) published 'A Strategy for England's Trees, Woods and Forests, which highlighted the essential role trees and woodlands play in enhancing people's quality of life. Two of its guiding principles are;

- The long term sustainable management of trees and woodlands.
- Planting the right tree in the right place.

A recently published study of Local Authorities' tree services (Trees in Towns 2: Department of Communities and Local Government 2008) identified the importance of Councils having a 'working' tree strategy.

The Haringey Tree Strategy will show clearly how we will manage, maintain and enhance the tree population under its ownership. It will highlight the importance of trees and how they contribute to creating a greener, more sustainable environment in the borough.

Trees in Towns 2 noted that many Local Authorities have an adopted tree strategy in place. The majority of those that do not were in the process of preparing one in line with government published guidance.

12.2 Trees under Council Ownership

The Council is responsible for approximately 40,000 trees, these are located on streets and housing sites, in parks and open spaces, in woodlands and conservation sites, in schools and in the grounds of other public buildings. The Tree Section has a Service Level Agreement (SLA) with Frontline Services (Highways) and Homes for Haringey (HFH) for managing trees under their ownership. Trees under the ownership of the Parks service and others are maintained on a reactive basis. Tree works are undertaken to fulfil the Council's 'duty of care' and in accordance with the management priorities of the particular service.

The Tree Section undertakes the following duties for Frontline Services and HFH:

- Provide professional advice on all tree related matters.
- Inspect, issue and monitor completion of programmed, reactive and variation works.
- Investigate and prepare reports on alleged structural damage claims at the request of the Insurance Section.
- Maintain tree asset management system (Confirm Arboriculture).
- Survey sites and manage new tree planting programme.
- Maintain records of inspection.
- Provide out-of-hours cover as and when incidents occur.

The Tree Section undertakes the following duties for the Parks service:

- Provide professional advice on all tree related matters.
- Inspect, issue and monitor completion of reactive works.
- Investigate and prepare reports on alleged structural damage claims at the request of the Insurance Section.
- Maintain computerised tree management system (Confirm Arboriculture).
- Survey sites and manage new tree planting programme.
- Maintain records of inspection.
- Provide out-of-hours cover as and when incidents occur.

The Tree Section undertakes the following duties for the Planning Policy and Development section:

- Provide professional advice on all tree related matters.
- Inspect trees and prepare comments on tree work applications / notifications to protected trees.
- Attend pre-application site meetings and provide advice to planning officers and developers.
- Inspect sites and prepare reports for new development applications.
- Assist Planning Enforcement with investigations into breaches of legislation.

A total of 698 planning related documents were processed by the Tree section in 2007. With an increase in funding, a higher level of service could be provided. This would allow for a reduction in responses times for comments on new development applications and tree work applications. It would also allow for proper monitoring of tree protection measures on development sites. The Tree Section provides professional advice on all tree related matters to all other Council services.

12.3 Trees and the Environment

To ensure a sustainable tree resource in the borough, the Council has introduced a cyclical inspection programme for the majority of its tree stock. This proactive approach ensures appropriate maintenance works are undertaken where necessary and that any problems regarding tree health are identified at an early stage and dealt with in a systematic manner.

The role of trees and woodlands in urban areas will become much more important as climate change makes towns and cities increasingly unpleasant during heat waves. Trees produce oxygen; provide shade; they limit the urban heat island effect and intercept rainfall reducing the impact of storms.

A study published in 2007 by the University of Manchester noted that a 10% increase in tree cover could contribute to reducing urban temperatures by 4C for relatively little cost.

To mitigate the effects of climate change, the Council will ensure appropriate provision is made by planting more suitable trees that will withstand the predicted changes and contribute positively to the urban environment.

At present all green waste generated by contractors undertaking tree works on behalf of the Council is recycled. Wherever possible, wood chips are used as mulch within our parks and open spaces. It is also recycled at registered waste sites, where it is turned into composting materials.

12.4 Trees and subsidence

Subsidence is a subject of great concern in the Borough because of the underlying soil which is predominantly London clay and the large numbers of old buildings. The Council acknowledges that trees under its ownership may be implicated in causing subsidence damage to adjacent structures. To mitigate this risk, we have in place a systematic maintenance programme for all street trees and those that have been identified as a potential risk. Occasionally, proactive tree management does not prevent subsidence damage occurring and it may be necessary to remove a tree.

The Council has been successful in defending claims because of its proactive approach, however, as average temperatures increase and the volume of annual rainfall decreases, the numbers of claims will rise and an increase in tree maintenance may be necessary to mitigate the rise.

Information from the Insurance section indicates in 2002 there were 53 claims. In 2003 this rose to 263. It can take between 1-4 years for all the technical evidence to be presented after initial notification of damage occurring. It is predicted that changes in climate and rainfall patterns has contributed to the rise in claims in recent years.

Insurance related tree works programme (all services)

Year	Trees subject to works	Trees removed	Total cost of works
2004/05	151	43	£40,427
2005/06	125	54	£31,248
2006/07	77	32	£26,167
2007/08	137	38	£35,745

12.5 Tree maintenance programme

The majority of street trees are maintained on a three yearly cycle, a small number are maintained on a two yearly cycle. Trees on housing estates are maintained on a four yearly cycle. Trees in parks and open spaces are maintained on a reactive basis

The type of pruning works undertaken depends on the tree's location and the species of tree. Minimal works will be undertaken in order to sufficiently manage the tree. The Council will not remove a tree or undertake unnecessary pruning works where there is no good arboricultural reason. The Council will undertake works to fulfil its legal obligations to ensure the safety of the public and properties.

Over the past few years, completion of the three yearly cyclical maintenance programme for street trees has been undermined by the increase in variation works and the increase in the number of trees requiring maintenance. These include those undertaken to mitigate Insurance claims, which are necessary for the Council to defend itself against claims. Approximately £70k of planned works is not completed in the year of inspection and is carried over to the following financial year.

Tree works programme (all services)

Year	Trees subject to works	Total cost of works
2004/05	4,409	£449,980
2005/06	5,205	£424,900
2006/07	5,838	£479,880
2007/08	6,018	£484,250

12.6 Tree planting programme

Since 2004, there has been a gradual increase in the number of new trees planted particularly street trees, where 738 more trees have been planted than were removed. Our records indicate that more than 90% of new street trees planted survive. The Council is committed to maintaining and increasing where possible, the total number of trees under their ownership; this includes replacing all street trees and those in Parks, Open Spaces and Housing sites that have been removed.

See Appendix 3 for further details on the tree planting programme.

12.7 Key objectives and action plan

The Council has identified key objectives in the Community strategy and Greenest Borough Strategy that relate to the management of its tree stock and those on private land. The strategic aim of The Council is to create an environmentally sustainable future for healthier people with a better quality of life.

The Tree Strategy will support the Council's strategic objectives by ensuring that trees within the Borough are protected, managed in a proactive and systematic manner and their overall number is increased.

Key objectives

The Council has five key objectives in implementing this strategy.

- To protect and enhance the Borough's natural environment.
- To increase the pro-active management of Council owned trees.
- To increase public involvement in the management of Council trees.
- To improve tree management and create a safer, healthier tree population.
- To encourage other agencies to adopt the Tree Strategy.

Action Plan

An Action Plan has been prepared to support the tree strategy. It sets out what we hope to achieve between now and 2011. It identifies the key actions necessary to meet the key objectives and build on the recent improvements in the management and enhancement of the Borough's tree population. Successful implementation of the Tree Strategy will involve co-operation across Council services.

Performance Indicators

To measure the success of the Tree Strategy, a series of performance indicators will be used, including:

- No of new trees successfully established each year.
- No of vacant tree pits planted with replacement trees.
- No of trained Tree Wardens actively partaking in community events.
- No of street trees maintained on a three year cycle.
- No of parks and open space sites inspected and database updated.
- No of Insurance claims successfully defended.
- Public satisfaction with parks and open spaces

13. Conclusion

13.1 The Tree section has successfully developed the tree maintenance and planting programme in recent years. Most of the Council's tree stock is managed in a proactive and systematic manner. However, the Council does face challenges in dealing with climate change and the increased demand for tree maintenance to mitigate subsidence damage. It is recommended that this strategy is approved and adopted as Council policy.

14. Use of Appendices / Tables / Photographs

Appendix 1 Tree Strategy.

Appendix 2 Tree Strategy Action Plan.

Appendix 3 Tree planting data.

Appendix 4 Consultation comments and feedback.

Appendix 5 Map showing tree cover

Appendix 1. Tree Strategy.

Draft Tree Strategy 2008-2011

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1.0 Introduction

Trees play an essential role in towns and cities providing a wide range of environmental, economic and social benefits. Some benefits are measurable, such as improvements in air quality, many are not, but they can have a positive impact on the lives of those living and working in the urban environment.

Haringey Council is committed to creating a greener, more sustainable environment for its residents and visitors to the Borough. The Council has recently produced 'The Greenest Borough Strategy' to support this commitment. This tree strategy is aimed at providing a framework document which will detail the Council's approach to the management and enhancement of its tree stock, it will complement and link with other relevant strategies.

The need for a tree strategy was identified in the Haringey's Open Space Strategy, 'A space for everyone' 2006 and the Unitary Development Plan (UDP) 2006. A tree strategy will ensure trees within Haringey are managed in a pro-active and systematic manner. This approach will lead to improvements in tree health and provide a more sustainable tree population. Application of policies set out in the tree strategy will increase the quantifiable and non-quantifiable benefits that trees provide.

2. Wider policy context

A range of Local, Regional and National Policies and Strategies are relevant to the preparation of the Haringey Tree Strategy. The responsible management and enhancement of trees, woodlands and natural spaces will enable the aims and objectives of all those policies detailed below to be met.

2.1 Local Strategies

Haringey's Sustainable Community Strategy adopted in June 2007, outlines the aspirations, challenges and opportunities facing us over the next ten years. It sets out the Council's vision;

- 'A place for diverse communities that people are proud to belong to'

and the desired outcomes which include;

- An environmentally sustainable future.
- Healthier people with a better quality of life.

Haringey's Greenest Borough strategy provides a framework for a coordinated approach to tackling environmental issues in the Borough. It will play a key role in achieving a number of the priorities identified in the Community Strategy, specifically:

- To protect the natural environment.
- To tackle climate change and reduce carbon emissions.
- To continue to improve our excellent parks and open spaces.

Haringey's Open Space Strategy, 'A space for everyone' was adopted in 2006. Its strategic vision is;

- To enrich the quality of life for everyone in Haringey by working in partnership to provide safe, attractively designed, well used, well maintained open spaces for the benefit and enjoyment of the whole community.

One of its key strategic aims was the development of a tree strategy to ensure the protection, enhancement and promotion of the Boroughs tree stock.

Haringey's Biodiversity Action Plan (BAP) was adopted in 2004 and is currently being reviewed and updated. The BAP identified the Council's priorities in terms of key species and habitats to protect. One of the aims of the Action Plan was to support the implementation of a Tree Strategy.

In towns and cities, trees provide a broad range of environmental, social and economic benefits that contribute to people's health and well being. Trees can make it a healthier, attractive and more comfortable place to live and work.

2.2 Regional Strategies

In 2005, the Mayor of London produced 'A Tree and Woodland Framework for London'. It emphasized the important part trees play in the character and identity of the city, making it one of the world's greenest. The overall goal of the framework was to ensure that;

- The existing stock of trees and woodlands is managed and maintained to safeguard its value to London both now and in the future.
- There is an increased awareness of the value of trees and woodlands to the health and well being of all Londoners.
- The contribution of trees and woodlands to London's sustainability and quality of life is maximised.
- Natural regeneration and new planting in appropriate locations is encouraged to further enhance the contribution of trees and woodlands to London life.

In 2006, the Mayor of London produced 'London's Urban Heat Island, A Summary for Decision Makers. This report noted that temperatures are often warmer in the city than surrounding rural areas, this phenomenon is known as the 'Urban Heat Island'. It also noted that overnight temperatures in London can be up to 9C higher, than areas outside of the city. The extremity and frequency of such events is likely to increase as a result of the predicted impacts of climate change over coming decades.

The report recommended a number of measures to mitigate the heat island effect, which included the planting of trees and other vegetation. Trees are identified as 'good modifiers of climate' not only providing shade but acting as natural cooling systems when the water they have absorbed is evaporated from its leaves during the process of transpiration.

The Woodland Trust in conjunction with Trees for Cities have recently produced 'A Manifesto for London's trees and woodlands'. It has identified eight key points to ensure the cities valuable tree resource is protected and enhanced. The Council will support the manifesto, whose key points include:

- Ensure trees and woodlands feature in all significant development proposals, including new transport links.
- Help to direct more funding to a major tree planting programme for London, especially in areas currently lacking in tree and woodland cover.
- Make certain that trees and woodlands are an integral part of London's strategy for mitigating climate change.

2.3 National Strategies

In 2007, Department of Environment, Farming and Rural Affairs (DEFRA) published 'A Strategy for England's Trees, Woods and Forests', which highlighted the essential role trees and woodlands play in enhancing people's quality of life. Two of its guiding principles are;

- The long term sustainable management of trees and woodlands.
- Planting the right tree in the right place.

Trees in Towns 2, a study of Local Authorities' tree services by Dr Mark Johnson for the Department of Communities and Local Government was published in 2008. It highlights the importance of having a 'working' tree strategy and offers guidance on preparation and ensuring its implementation. The key recommendations are:

- The tree strategy should be based on a good knowledge of the existing tree population and the conditions in which it grows.
- The process of strategy preparation should have political and community support.
- It should be linked to other aspects of the urban environment and other relevant strategies.
- It should cover all aspects of the LA's tree programme and the urban forest, including both public and privately owned trees and woodlands.
- Ensure widespread and effective consultation on the draft strategy document.
- It should not just include policies towards trees but also an action plan to ensure implementation.
- It should be adopted as LA policy.
- Ensure regular monitoring and review of the strategy.

3. The benefits that trees provide

Trees are the oldest and largest living organisms on the planet. In towns and cities, they play a significant role in improving environmental conditions and people's quality of life. Trees can make it a healthier, attractive and more comfortable place to live and work. The wide range of benefits that trees provide is set out below.

Environmental benefits

- Absorbing carbon dioxide (the main greenhouse gas).
- Filtering, absorbing and reducing pollutants (ozone, sulphur dioxide, carbon monoxide, nitrogen dioxide, dust, particulates and noise).
- Producing oxygen.
- Reducing localised extremes in temperatures, cooling in the summer and warming in the winter (countering urban heat island effects).
- Reducing the effects of flash floods (tree canopies intercept rainfall slowing down its path to the ground beneath).
- Acting as carbon sinks (although in terms of trees in towns this role is limited and is more symbolic than actual).
- Increasing biodiversity, street trees provide natural links with parks and open spaces allowing for the movement of wildlife to other areas.
- Reducing noise levels by acting as a sound barrier.
- Can be a source of local food, reducing food transport / miles and increase food security.

Social benefits

- Providing amenity, aesthetic value and historical continuity.
- Providing habitats for a broad range of wildlife.
- Marking the changing seasons with leaf changes and floral displays
- Symbolizing community focal points.

Economic benefits

- Increasing property values (the presence of trees can increase the value of residential and commercial property by 5% -18%.
- The value of undeveloped land with mature trees can be increased by 27%.
- Providing a sustainable source of graded timber, mulch and charcoal.
- Providing a sustainable source of woodchip biofuel.
- Providing a sustainable source of compost (leaf litter).
- Providing employment through all aspects of the industry.
- When planted strategically they can reduce fossil fuel emissions by reducing fuel costs for heating and cooling buildings.

Health and Well Being

- Providing shade, making outdoor leisure activities more pleasurable during hot weather and also reducing risk of skin cancers by from harmful ultra-violet radiation.

- Reducing stress and illness by providing psychological refreshment and a sense of well being through softening the built environment, creating character and a sense of place and permanence.
- Releasing scents and aromas that elicit a positive emotional response contributing to health and well being.

3.1 Tree problems

The close proximity of trees, people and built structures will occasionally result in inconvenience to residents. Nuisance issues may also arise by maintaining a tree population which is diverse in age and species. Problems may include the obstruction of light into homes, leaf and fruit fall and direct or indirect damage to structures. The majority of problems can be mitigated by appropriate tree maintenance.

Future nuisance issues can be minimized by following the principle of planting the 'right tree in the right place'. Careful consideration is given to the location of new trees and species selection.

4. Existing Planning policies and trees

Section 197 of the Town and Country Planning Act 1990 places a specific duty on Local Planning Authorities to ensure adequate provision is made for the preservation and planting of trees.

The Council's planning policies are made up of a portfolio of policy documents, under the umbrella of the Local Development Framework (LDF). The Local Development Scheme (LDS) is the project plan which sets out the work programme for developing the LDF. This includes the Unitary Development Plan (2006) which sets out the planning policy with regards to trees. It states:

The Council will seek to protect and improve the contribution of trees, tree masses and spines (green corridors) to local landscape character by;

- a) making Tree Preservation Orders (TPO) as appropriate;
- b) encouraging tree planting wherever possible and appropriate;
- c) ensuring that road proposals and traffic management schemes are adequately landscaped where appropriate with new trees;
- d) ensuring that when unprotected trees are affected by development, a programme of tree replanting and replacement of at least equal amenity and ecological value and extent is approved by the council; and
- e) giving stronger protection to and recognising the value of ancient woodland areas in terms of their historical, cultural and biodiversity contribution to the borough; and
- f) ensuring that tree planting schemes do not damage underground utilities infrastructure with encroaching root systems

The Council acknowledges that the planning process is one of the most effective means of ensuring the Borough's tree stock is maintained and enhanced. Trees are given statutory protection in one of two ways, either;

- Through a Tree Preservation Order (TPO) made under the provisions of the Town and Country Planning Act 1990; or
- Being within a designated Conservation Area under the same Act.

Current records indicate there are approximately 1700 TPOs in the borough including group and area orders. It is a statutory requirement to maintain an up to date register containing accurate information on TPOs. Government guidance advises Local Authorities to keep their TPOs under review using the powers available to them under the legislation.

Owners of trees subject to a TPO are required to make a formal planning application to the Council requesting permission to undertake works. There are 28 Conservation Areas (CA) within the Borough. Tree owners within a CA must give the Council six weeks notice of their intention to undertake works. The notice allows the Council the opportunity to consider whether a TPO should be made in respect of the tree(s).

The Council will seek to ensure that new development takes into consideration the protection of existing trees and the planting of new trees. Where there are existing trees on site or on adjacent land, all new planning applications must contain an arboricultural implication assessment, tree protection plan and arboricultural method statement.

These documents must be prepared by a qualified and experienced arboriculturalist in accordance with the recommendations in BS 5837: 2005 Trees in relation to construction. Planning conditions including tree protection measures must be properly monitored and enforced.

New developments will be encouraged to include new tree planting within their plans and have in place an aftercare programme to ensure their successful establishment. Section 106 agreements will be explored for the funding for tree planting on Council owned land in close proximity to new development sites.

5. Trees under Council Ownership

The Council is responsible for approximately 40,000 trees, these are located on streets and housing sites, in parks and open spaces, in woodlands and conservation sites, in schools and in the grounds of other public buildings. The Tree Section are part of the Parks Services. It has a Service Level Agreement (SLA) with Frontline Services (Highways) and Homes for Haringey for managing trees under their ownership. Trees under the ownership of the Parks service and others are maintained on a reactive basis. Tree works are undertaken to fulfil the Council's 'duty of care' and in accordance with the management priorities of the particular service.

5.1 Street trees

Street trees are an integral and often historical component of the urban landscape and as such are valued by local residents. Haringey has a street tree population of approximately 10,000 trees and is increasing the total year on year.

Many of the oldest and largest street trees are London Plane and Lime. Planted during the Victorian era, they are predominantly managed by regular pollarding. The remaining street trees can be classified as ornamental species which have a shorter lifespan and include Cherry, Plum, Rowan and Birch. There are also some trees which can reach a medium size at maturity and have a longer lifespan and include Maple and Hornbeam. In more recent years, trees with a small – medium mature size have been planted and include Snowy mespil, Field Maple, Hawthorn, Pear and Apple.

Street trees are often subject to a poor rooting environment and stress from air borne pollution. Constant disturbance and physical damage is also caused by the works of utility companies. Some species, such as London Plane and Lime will tolerate minor damage, but only to a point. For many other species, it will reduce their safe life expectancy as injuries to their roots, trunks and crowns increase the likelihood of colonisation by decay-causing fungi.

Greenspace Information for Greater London (GIGL) is the capital's open space and biodiversity records centre. GIGL are collating street tree data from all the London boroughs to create an online database of the capital's street tree population. Haringey Council has permitted access to their street tree data for this project.

5.2 Highways maintenance works

The renewal and repair of service routes by utility companies is an ongoing process. Such works are essential for both economic and social needs. Where these works are planned, the Council will provide advice and recommendations, referring to published guidance, on the most efficient methods to avoid damage to trees. The Council will endeavour to make all utility companies and their contractors aware of the revised version of National Joint Utilities Group: Guidelines for the Planning, Installation and Maintenance of Utility Apparatus in Proximity to Trees (NJUG 4) and expect compliance with the guidelines. Recompense will be sought where trees are damaged through negligence. Highways maintenance works are managed and monitored through the New Roads and Street Works Act (NRSWA) service.

5.3 Tree renewal

Some species of tree become unsuitable to their location as they mature because of their size, rooting habit and close proximity to structures. They may cause physical damage to the public highway or to adjacent structures. This damage results in increased Highway maintenance and Insurance costs.

Where the problems and likely future maintenance costs are so great that appropriate pruning cannot remedy the situation, trees will be removed and replaced with a more suitable species. Trees may also be removed which are over mature and require annual or bi-annual pruning or have a reduced life expectancy.

The phased removal and replacement of unsuitable trees will produce a more sustainable tree population that is diverse in age and species. This will provide short and long term benefits for residents as nuisance issues and maintenance costs will be reduced, allowing resources to be used for other improvements to the local environment.

Tree renewal works will be undertaken during programmed maintenance works or where the damage caused has been identified as an immediate hazard to the public or a structure.

5.4 Vehicle crossovers

Public requests for vehicle crossovers have become increasingly common in recent years as the number of cars per household has increased. However, the increase in hard surfaces and reduction in green space has led to an increased risk of flash flooding and loss of biodiversity. As such permission for new crossovers is strictly controlled and applications are considered in accordance with the current Council policy.

Permission to remove trees to allow for new crossovers will not be granted except in extenuating circumstances or there a good arboricultural reason to do so.

Where permission is granted, all costs for tree removal works and the planting of replacement trees will be borne by the applicant. The number of replacement trees will depend on the size of the tree to be removed (i.e. 0-5m in height = one replacement tree, 5-10m = two replacement trees, 10-15m = three replacement trees).

5.5 Trees on Housing land

The Tree Section has a service level agreement with Homes for Haringey (HFH) to maintain trees on its estates. Trees on housing estates are inspected within a four yearly cyclical programme. A recent inspection by the Audit Commission found housing estate management an area of strength and highlighted the well maintained open spaces. Trees in individual properties are inspected upon request by Housing officers.

Many estates contain significant tree populations with large specimens that have a long life expectancy. However, on some sites there is a distinct lack of trees in both variety and in their age and species. The current tree planting programme is addressing these issues.

Housing land provides one of the most suitable locations for tree planting and allows for a greater choice of tree species to be used. Trees with a large size at maturity can be planted without the need for regular pruning.

5.6 Trees in Parks and Open Spaces

Haringey has more than 600 hectares of parks, recreation grounds and open spaces. They make an important contribution to people's overall quality of life. Recent surveys have indicated that public usage of and satisfaction with parks and open spaces is increasing. Trees are an essential feature of parks and open spaces, providing screening, shade and structure, making them a more attractive environment to visit and in which to enjoy a broad range of recreational activities.

The Open Space Strategy 2006 identified key priorities and sets out the Council's vision for the future management of these sites. All the major parks now have management plans in place. Parks and open spaces have been awarded a total of 12 Green Flags in recognition of the investment and improvements that have been implemented in recent years.

Parks and open spaces are of significant arboricultural importance as they contain some of the largest and oldest trees in the Borough. Proactive management is essential to ensure a healthy tree population and one that is diverse in age and species.

5.7 Trees in Woodlands and Conservation sites

Haringey contains a wide variety of habitats and dependent wildlife and their protection is of the utmost importance in order to retain and enhance biodiversity. The range of different flora and fauna found within an urban environment can affect our quality of life by providing contact with the natural world. Biodiversity increases the value of a site for educational and recreational activities.

Haringey's biodiversity is a fragment of the ecosystem which stretches far beyond political boundaries. Many species are visitors in addition to the native populations. The Council's Biodiversity Action Plan (BAP) reflects the importance of maintaining habitats as vital links in London's Green Corridor.

The Borough contains four ancient woodlands:

- Coldfall Wood
- Queens Wood
- Bluebell Wood
- Highgate wood (which is managed by the City of London).

There are three designated Local Nature Reserves (LNR), including:

- Parkland Walk
- Queens Wood
- Railway Fields

All of these sites and others of ecological interest are protected and managed in accordance with the BAP. The BAP was adopted in 2004 and details the Borough's approach to managing sites of importance for the conservation of wildlife. It is proposed to review and update the BAP in 2008/09.

The revised BAP will detail how the Council intends to comply with the new National Indicator (NI 197) which has been designed to measure the performance of Councils for biodiversity by assessing the implementation of active management of its sites.

Woodlands and large native trees support a greater number and variety of species than most other habitats. Of particular importance are old trees, including stumps, which contain cavities, rot holes and dead, decaying wood. This habitat supports large numbers of insects not found anywhere else. Haringey BAP priority species such as Bats, Spotted flycatcher, Song thrush and Stag beetles all use trees and woodlands as a habitat.

Tree works in woodlands and conservation sites are only undertaken to mitigate actionable nuisances and potential risks to site users. Works are also undertaken in accordance with the priorities in the BAP. Maintenance works such as coppicing and the clearance of invasive species are coordinated through 'Friends' groups and volunteers under the guidance of British Trust for Conservation Volunteers (BTCV).

5.8 Trees on Education land

Trees within the grounds of the Borough's schools are the responsibility of those schools. The Tree Section will inspect trees and recommend maintenance works when requested to do so. It is proposed to prepare a guidance note for schools on appropriate tree management and how to request maintenance works

6. Trees and the Environment

6.1 A sustainable tree resource

The Council has introduced a cyclical inspection programme for the majority of its tree stock. This proactive approach ensures appropriate maintenance works are undertaken where necessary and that any problems regarding tree health are identified at an early stage and dealt with in a systematic manner. Those trees which are dead, dying or appear dangerous are removed after assessing the risk to public safety. In some cases, however, they may be retained in appropriate locations (i.e. woodlands) for their value as a wildlife habitat.

The Council is committed to enhancing the overall tree population by ensuring that replacement trees are planted when one is removed and the total number of Council owned trees is increased each year by at least 250.

Since 2004, there has been a gradual increase in the number of new trees planted, particularly street trees, where 738 more trees have been planted than were removed. Since 2005, significant tree planting has been undertaken on sites under the ownership of Homes for Haringey (i.e. Tiverton estate, Broadwater Farm estate, and the Frederick Messer estate). Hundreds of new trees have also been planted in our award winning parks and along principal transport corridors.

6.2 Climate Change and its Effect on Trees

The climate of the UK is changing. We have experienced three of the hottest summers on record within the last decade. The most recent predictions for the UK suggest an overall increase in temperature and changes to rainfall patterns and wind speed.

Climate change has a direct and indirect effect on trees in a number of ways. A rise in carbon dioxide levels in the atmosphere causes an increase in tree growth and extends the growing season. Some tree species will experience earlier flushing of leaves and flowers.

Lower summer rainfall and an increased evaporation are likely to lead to longer periods of drought-induced stress on trees. An increase in the occurrence of storms will make trees more vulnerable to wind damage. Warmer summers and a rise in temperatures in general are likely to extend the life cycle and geographical range of certain pests and diseases. Trees under stress are much more susceptible to colonisation by insect pests and decay-causing fungi.

The role of trees and woodlands in urban areas will become much more important as climate change makes towns and cities increasingly unpleasant during heat waves. Trees produce oxygen and provide shade. They limit the urban heat island effect and intercept rainfall reducing the impact of storms. The Council will ensure appropriate provision is made by planting suitable trees that will withstand the predicted changes to climate and weather patterns.

A study published in 2007 by the University of Manchester noted that a 10% increase in tree cover could contribute to reducing urban temperatures by 4C for relatively little cost.

6.3 Recycling of green waste

Large quantities of green waste are generated by contractors undertaking tree works on behalf of the Council. Volumes produced are approx 80m³/ per week, however, volumes do vary from month to month. Wherever possible, we will recycle wood chips for use as mulch within our parks, open spaces and allotments. Green waste generated from tree works in woodlands and conservation sites is usually left in situ to create wildlife habitats. Green waste is also recycled at registered waste sites, where it is turned into composting material.

7. Trees and subsidence

7.1 Subsidence in Haringey

Subsidence is a subject of concern in Haringey because of the type of soil and the large numbers of old buildings. It is one of the principal reasons for the systematic approach the Council has implemented to tree management.

The underlying soil in Haringey is predominantly London Clay, which shrinks when moisture is lost and swells when moisture is absorbed. The drying out and re-wetting of the soil occurs throughout the year as reflected in changes in temperature and the amount of rainfall. Structures built on shrinkable clay can sometimes be subject to movement during this process. Often the amounts are so small they go unnoticed. However, the location of trees and other significant vegetation can exacerbate the drying of the soil by extracting moisture through their roots. This can have an impact on the part of a structure closest to it, causing it to move in contrast to the rest of the building. This differential movement causes visible cracks to appear. The cracks open in late summer and close again in winter as reflected by the moisture content of the soil.

During the summer months, water uptake by trees and other vegetation is at its highest, whereas usually rainfall is fairly low. This can result in the soil becoming desiccated. During the winter months, plants become dormant and levels of rainfall usually increase and allow the soil to become re-hydrated. However, in some instances the amount of water extracted is more than is absorbed from annual rainfall, therefore, the soil never has the opportunity to become totally re-hydrated and it develops a permanent desiccation. At this point, the cracks will not completely close and repair works to the building may be necessary.

The Council acknowledges that trees under its ownership may be implicated in causing subsidence damage to adjacent structures. To mitigate this, we have in place a systematic maintenance programme for all street trees and those that have been identified as a potential risk. Occasionally, proactive tree management does not prevent subsidence damage occurring and it may be necessary to remove a tree.

The onus is on the owner of a property to prove a tree is an effective cause of subsidence damage. Currently, the Council will usually require the following evidence as a minimum to investigate a claim against one of its trees;

- An engineer's report detailing damage to building (location, nature, BRE category, crack monitoring, drainage survey)
- Plan and profile of foundations.
- Site plan indicating location of structure in relation to trees and other vegetation in the vicinity.
- Arboricultural report.

- Results of soil investigation tests confirming profile, moisture content, plasticity index, desiccation and tree root identification.

7.2 LTOA - Risk Limitation Strategy for Tree Roots Claims

The London Tree Officers Association (LTOA) has recently published the 3rd edition of their Risk Limitation Strategy for Tree Roots Claims. This is widely recognised as current best practice for managing tree related subsidence claims. The LTOA recommends that councils adopt the following strategy into its own Boroughs tree strategy. The LTOA Risk Limitation Strategy recommends that:

Publicly owned trees;

- Local Authorities instigate a regime of cyclical pruning of council owned trees in areas predisposed to building movement, where this is appropriate.
- Local Authorities provide dedicated resources for dealing with subsidence generated claims directed at council owned trees.
- Local Authorities instigate a regime of selective removal and replacement of street tree stock in areas predisposed to building movement, where this is appropriate.

Privately owned trees;

- Local Authorities provide dedicated resources for dealing with subsidence generated Conservation Area notifications and Tree Preservation Order applications.
- Local Authorities review all unsettled claims providing dedicated resources to challenge all unwarranted claims based on poorly investigated and inaccurate evidence or where in the case of preserved trees, The Town and Country Planning (Trees) Regulations 1999 can provide relief from the claim.

All trees;

- Local Authorities challenge unwarranted claims based on poorly investigated and inaccurate evidence.

The LTOA also recommends placing a monetary value on trees using CAVAT (Capital Asset Value for Amenity Trees), primarily as a way of valuing street trees in relation to a third party insurance claim. Once a tree is valued it will allow the Council to specify the level of evidence required to investigate an Insurance claim.

This forms the basis of the Joint Mitigation Protocol, which seeks to establish best practice in the processing and investigation of tree root related Insurance claims, benchmarking time scales for responses and levels of evidence.

It has been developed with the input of insurers, local authority tree and risk managers, loss adjusters, engineers and arboricultural consultants. Its principal aims are to standardise the process of managing claims, while also recognising the value of trees in the built environment and providing local authorities with all the investigative evidence required at the beginning of the process. Trees that should be retained will be and claims will be processed quickly so resident's properties are repaired without unnecessary delay.

The Council currently follows the recommendations in the Risk Limitation Strategy for Tree Roots Claims. However, consideration must be given to adopting the Joint Mitigation Protocol for managing tree root related Insurance claims.

7.3 Gallagher Bassett - Review of Tree Risk Management

Gallagher Bassett completed a review of Tree Risk Management in the Borough in 2007. Their recommendations included:

- A Tree Risk Management Strategy is drafted, formally adopted and implemented as soon as is practicable.
- Full use of the computerised tree management system (Confirm Arboriculture) to develop the management of all Council trees.

8. **Tree maintenance and planting programme.**

The following paragraphs set out what we will do with regards to maintaining the Council's trees and how we intend to enhance the total tree population within the borough.

8.1 Tree maintenance programme

The Council has introduced a proactive approach to tree maintenance and management in recent years. The majority of street trees are maintained on a three yearly cycle, a small number are maintained on a two yearly cycle. Trees on housing estates are maintained on a four yearly cycle.

The type of pruning works undertaken depends on the tree's location and the species of tree. Minimal works will be undertaken in order to sufficiently manage the tree. This may often only involve removing the lower branches to increase clearance for pedestrians and vehicle traffic and/or cutting back the branches from adjacent buildings. A reduction of the height of the tree is usually undertaken for managing the potential risk of subsidence damage or where the tree has been managed by crown reduction historically.

The Council will not remove a tree or undertake unnecessary pruning works where there is no good arboricultural reason. The Council will undertake works to fulfil its legal obligations to ensure the safety of the public and properties.

Tree removal or pruning will not be undertaken to;

- Improve reception for satellite TV reception.
- Increase amount of sunlight reaching properties or gardens.
- Alleviate seasonal or naturally occurring problems, e.g. falling leaves, fruit, seeds or berries, bird droppings, pollen.
- Allow for vehicle crossovers, except in extenuating circumstances.

Tree works will be undertaken;

- Where an inspection has identified visible decay, fungal brackets indicating possible root and trunk decay or any other defect that would lead to the tree failing.
- To abate an actionable nuisance, where branches are touching buildings, e.g. physical contact with walls, windows and gutters.
- Where Highways infrastructure (road signs, street lights, etc) and sightlines for vehicles and pedestrians are obscured.
- When previous maintenance regimes have determined that future works are of the same specification for that specimen, e.g. pollarding, crown reduction.

The installation of new CCTV cameras must take into consideration existing trees to prevent requests for unnecessary pruning works or the removal of trees to improve desired sightlines.

All trees are inspected by qualified arboricultural officers, who also determine the tree work specification. Tree works are carried out by approved tree work contractors or the current in house provision.

8.2 Tree planting programme

Since 2004, there has been a gradual increase in the number of new trees planted, particularly street trees, where 738 more trees have been planted than were removed. Our records indicate that more than 90% of new street trees planted survive. The Council is committed to enhancing wherever possible, the total number of trees under its ownership. We will ensure replacement trees are planted for all those removed in streets, parks, open spaces and housing sites and plant an additional 250 new trees each year to increase the total number of trees under Council ownership.

In the last five years, the tree planting programme has been supported by a variety of funding streams including the Neighbourhood Renewal Fund (NRF), Social Regeneration Budget (SRB), New Deal for Communities (NDC), Transport for London (TFL) and the Area Assemblies (Making the Difference projects). New tree planting has also been funded by private sponsorship from residents and local businesses. All avenues for external funding for tree planting will be explored.

The Council has matched this level of investment by agreeing a capital provision for 2007-2009. This will allow for the increases in the overall tree population to continue.

Planting the ‘right tree in the right place’ is one of the principal objectives of the Mayor of London’s Tree and Woodland Framework for London and the Government’s Strategy for Trees, Woods and Forests. The careful selection of appropriate tree species and planting location is essential to minimise future nuisance issues and unnecessary maintenance costs.

The risk of subsidence damage to built structures has resulted in a reduction in the planting of larger forest type species which have a high water demand. The Council does however, recognise that large trees make a greater contribution in terms of environmental benefits and will be considered for planting in appropriate locations such as in parks and open spaces, along transport corridors and in areas where the risk of subsidence is low.

The choice of tree species is dependent on location and local landscape character. A greater variety of trees can be planted in parks, open spaces and housing sites, species will be selected on suitability to setting, biodiversity value and visual appearance. The selection of street trees is guided by their mature size, water demand, crown shape and future management requirements. Appendix 4 contains a list of tree species suitable for street tree planting. The list is not definitive and additional species will be considered to mitigate predicted increased temperatures and where they have shown to be appropriate for their chosen location.

Areas targeted for new tree planting are those where trees have been removed or where there is an identified need to increase the overall tree cover. Requests from local residents for new trees in their road or area will be taken into consideration within the planting programme.

The following table shows the Council wards identified for new tree planting between 2008 and 2010 and the proposed numbers of trees. These wards and targets take into consideration the existing vacant tree pits and where trees have been removed from other sites, such as housing estates. Replacement trees will also be planted in other wards during this period.

2008/09	Target	2009/10	Target
Alexandra	75	Highgate	75
Fortis Green	50	Noel Park	50
Seven Sisters	75	White Hart Lane	75
Northumberland Park	50	Tottenham Hale	50

A proposal to plant new trees for use as a food source in managed and secure sites, such as schools, allotments and some housing sites, will be investigated. Planting trees that produce edible fruits and nuts will help to enhance food security and expand local food production reducing CO2 emissions.

9. Community involvement

It is essential that local people play a part and feel engaged in the process of protecting and improving their local environment. For a number of years there has been an extensive network of 'Friends' groups who participate in the management of parks, open spaces and woodlands.

In December 2007, the Council launched a new Tree Warden scheme to develop community participation and encourage greater community involvement in tree related matters. Tree Wardens can play an important role in caring for trees and promoting the wide range of benefits they provide. A total of 65 residents are registered as tree wardens and 40 have attended 3 or more training sessions to date. The aim is to have 50 trained Tree Wardens across the borough, playing an active role in their local community.

A programme of training and seminars will be held during 2008-2009 for new Tree Wardens. This will increase their knowledge and skills so they feel confident to get involved in protecting trees and undertaking projects in their community. It is proposed to set up a programme of schools visits by Tree Wardens to educate children on the multiple benefits trees provide which will help towards the reduction of vandalism to newly planted and existing trees.

The Tree Section will ensure consultation is undertaken with residents regarding new tree planting projects and inform them in advance of programmed tree works and all tree removals. Consultation will consist of a variety of methods, including, notifying residents associations and friends groups, notices being erected on trees and letter drops. Councillors will also be notified of programmed tree works and tree removals within their ward.

10. Key objectives and action plan

The Council has identified key objectives in the Community strategy and Greenest Borough Strategy that relate to the management of its tree stock and those on private land. The strategic aim of The Council is to create an environmentally sustainable future for healthier people with a better quality of life.

The Tree Strategy will support the Council's strategic objectives by ensuring that trees within the Borough are protected, managed in a proactive and systematic manner and their overall number is increased.

Key objectives

The Council has five key objectives in implementing this strategy.

- To protect and enhance the Borough's natural environment.
- To increase the pro-active management of Council owned trees.
- To increase public involvement in the management of Council trees.
- To improve tree management and create a safer, healthier tree population.
- To encourage other agencies to adopt the Tree Strategy.

Action Plan

An Action Plan has been prepared to support the tree strategy. It sets out what we hope to achieve between now and 2011. It identifies the key actions necessary to meet the key objectives and build on the recent improvements in the management and enhancement of the Borough's tree population. Successful implementation of the Tree Strategy will involve co-operation across Council services.

Performance Indicators

To measure the success of the Tree Strategy, a series of performance indicators will be used, including:

- No of new trees successfully established each year.
- No of vacant tree pits planted with replacement trees.
- No of trained Tree Wardens actively taking part in community events.
- No of street trees maintained on a three year cycle.
- No of parks and open space sites inspected and database updated.
- No of Insurance claims successfully defended.
- Public satisfaction with parks and open spaces

Appendix 2. Tree Strategy Action Plan.**Tree Strategy Action Plan****1. To protect and enhance the Borough's natural environment.**

Action no	Implementation	Measurement	Time frame
1.1	Plant at least 250 new trees each year to continue the increase in Council owned tree stock	No of vacant tree pits planted with replacement trees No of new trees successfully established each year	Ongoing Ongoing
1.2	To encourage the active management of Woodlands and Conservation sites to protect and increase biodiversity (NI 197)	No of new native trees successfully established each year No of work days organised each year	Summer 2008 Ongoing
1.3	Place a monetary value on street trees using CAVAT	No of street trees valued	Spring 2009-2011
1.4	Support the production of new Supplementary Planning Guidance (SPG) for trees on development sites	Adoption of new SPG by the Council	Autumn 2010
1.5	Investigate and develop plan for planting trees with edible fruit / nuts on secure Council sites	No of new trees successfully established each year	Autumn 2009

2. To increase the pro-active management regime of Council trees.

Action no	Implementation	Measurement	Time frame
2.1	Develop the use of the computerised tree management system (Confirm Arboriculture) for all council trees	Full use of system for all programmed and reactive works. No of Parks and Open Space sites inspected and database updated.	Autumn 2009 Ongoing

3. To increase public involvement in the management of Council trees.

Action no	Implementation	Measurement	Time frame
3.1	To develop the Tree Warden Scheme	No of trained Tree Wardens actively taking part in community events	Ongoing

		No of training sessions / events held each year	Ongoing
3.2	To maintain an up to date register of Tree Preservation Orders (TPO's)	Completion of updated list of TPO's by Tree Wardens	Autumn 2010
3.3	Review and update information on tree management procedures on Council website	Publish Tree Strategy on website	Autumn 2008
3.4	To establish a programme of schools visits / talks addressing the benefits that trees provide.	No of visits held each year	Autumn 2009
3.5	To establish a community tree nursery producing trees of local provenance	No of new trees established each year	Autumn 2009
3.6	Actively promote National Tree Week	No of events organised each year	Ongoing

4. To improve tree management and create a safer, healthier tree population.

Action no	Implementation	Measurement	Time frame
4.1	Fulfil Council's duty of care and reducing risk to public and property to an acceptable level	<p>Inspection and maintenance of all street trees on a three year cycle</p> <p>Introduction a proactive inspection regime for trees in Parks and Open Spaces.</p> <p>Introduction a proactive inspection regime for trees in Woodlands and Conservation sites.</p>	<p>Ongoing</p> <p>2009-2010</p> <p>2011-2012</p>
4.2	To introduce a new contract for Arboricultural operations	New contract approved for commencement	Spring 2009

Appendix 3. Tree planting data.

In the last five years, the tree planting programme has been supported by a variety of funding streams. Sources and amounts are shown below. The Council has matched this level of investment by agreeing a capital provision for 2007-2009. This will allow for the increases in the overall tree population to continue.

Funding Source	2006/2007	2007/2008
Capital Provision	N/A	£80,000
Area Assemblies (Making The Difference)	£40,420	£34,750
Transport for London	N/A	£22,500
Homes for Haringey	£26,400	£8,000
Private sponsorship	£3,230	£1,020
Neighbourhood Renewal Fund / SSCF	£21,250	£4,000
British Trust for Conservation Volunteers	£2,800	N/A
Frontline Services	£9,350	£1,800
Total	£103,450	£152,070

Total no. of new trees planted on all sites 2004-2008.

Council ward	2004/05	2005/06	2006/07	2007/08	Total per ward
Alexandra	13	17	38	26	94
Bounds Green	15	6	29	136	186
Bruce Grove	23	22	0	50	95
Crouch End	20	42	15	30	107
Fortis Green	8	22	25	22	77
Harringay	25	36	35	51	147
Highgate	24	14	4	10	52
Hornsey	15	25	41	40	121
Muswell Hill	25	15	37	36	113
Noel Park	11	16	30	12	69
Northumberland Park	8	101	15	42	166
Seven Sisters	0	27	30	26	83
St Anns	43	53	67	20	183
Stroud Green	75	29	3	10	117
Tottenham Green	5	25	20	54	104
Tottenham Hale	12	26	24	26	88
West Green	6	41	43	31	121
White Hart Lane	97	30	1	10	138
Woodside	9	77	24	35	145
Total per year	434	624	481	667	2206

No. of street trees removed and new street trees planted 2002-2008

Financial Year	No of street trees removed	No of new street trees planted
2002/2003	228	155
2003/2004	201	426
2004/2005	299	273
2005/2006	304	431
2006/2007	197	332
2007/2008	140	490
Total	1,369	2,107

Appendix 4. Summary of responses to the consultation questionnaire.

- 100% of responses think the Council should plant more trees.
- 65% want more street trees.
- 80% think the Council should actively manage its woodlands.
- 67.5% think trees should be inspected and maintained more regularly.
- 55% would like to take part in Volunteer workdays in woodlands and conservation sites.
- 90% would like prior notification of all tree removals and major planned works.
- 42.5% think the Council manage its tree stock effectively. 27.5% think ineffectively.

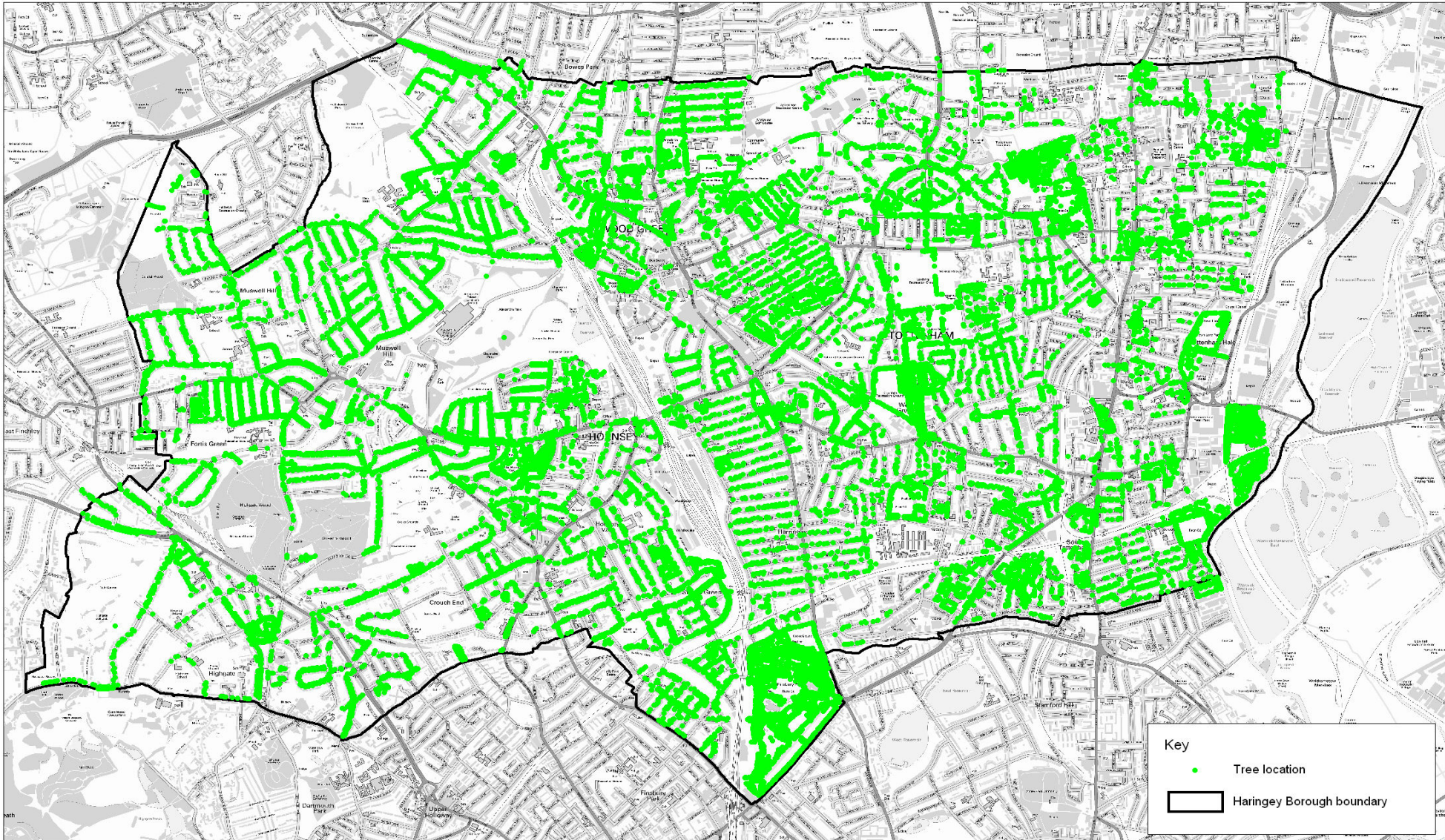
Additional comments taken into consideration in the revision of the draft document.

- Council support for the 'Manifesto for London's trees and woodlands' (Woodland Trust / Trees for Cities).
- Development of a major tree planting programme within the borough to include larger tree species.
- Increase the variety of tree species planted taking into consideration predicted climate change.
- Creation of an online database of Council owned trees.
- Develop a programme of schools visits / talks addressing the benefits that trees provide and to deter acts of vandalism to existing and newly planted trees.
- Strengthen wording in strategy on Highways maintenance, vehicle crossovers and increasing the total tree population in the borough.
- Investigate and develop plan for planting trees with edible fruit / nuts on secure Council sites.
- Improve process of prior notification of all tree removals and major planned works.



Date: 18/08/2008
Scale: 1:33000

Trees in London Borough of Haringey



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Haringey Council

Agenda item:

[No.]**CABINET****16 September 2008**

Report Title: Sport and Physical Activity Participation Improvement Plan – HARIACTIVE	
Forward Plan reference number (if applicable):	
Report of: Director of Adult, Culture and Community Services	
Wards(s) affected: All	Report for: Non Key decision
<p>1. Purpose</p> <p>1.1 The purpose of this report is to provide an update to Cabinet on work being undertaken to increase levels of participation in sport and physical activity and reduce inactivity.</p>	
<p>2. Introduction by Cabinet Member</p> <p>2.1 Participating in sport and physical activity is good for our physical and mental health and should be promoted as part of an overall healthy lifestyle.</p> <p>2.2 In Haringey, we have recognised its important both in the Community Strategy where we are seeking to achieve “Healthier people with a better quality of life” as one of six key outcomes, and by setting a target to increase participation by 4% by 2010.</p> <p>2.3 This is being managed through the Haringey Strategic Partnerships as part of the programme to improve Wellbeing.</p> <p>2.4 Through this report, I am providing an update of work already in train and initiatives planned over the next two years to assist us in encouraging more Haringey residents to both continue to be active or to start to get more active.</p> <p>2.5 The major proposal arising from the report is to initiate a high profile campaign “HARIACTIVE” to raise awareness of the importance of being active and encourage more Haringey residents to do so.</p>	
<p>3. Recommendations</p> <p>3.1 That Cabinet notes the work undertaken to date, planned initiatives to be implemented and proposals currently under development.</p> <p>3.2 That Cabinet endorses the HARIACTIVE approach and prioritises any potential future investment for this approach.</p> <p>3.3 That Cabinet notes the role of the Haringey Community Sports and Physical Activity Network (CSPAN) as the principal group leading on this target.</p>	

Report Authorised by: Mun Thong Phung, Director of Adult, Culture and Community Services
Contact Officer: Paul Ely, Policy & Development Manager, Recreation Services 020 8489 5690 paul.ely@haringey.gov.uk
<p>4. Chief Financial Officer Comments</p> <p>4.1 Paragraph 8.10 highlights two new proposed initiatives. These and other developments requiring funding will be considered as part of the Pre-Business Planning process for 2009/10. As there are limited resources for new revenue investment proposals, any items must meet a key priority in the Council Plan.</p> <p>4.2 The major proposal arising from the report is to initiate a high profile campaign from April 2009 to persuade more people to become more active (HARIACTIVE). Core funding for the campaign is to be provided through a new grant of £100,000 from Sports England, and a total of £70,000 from Local Area Agreement top-up funding in 2008/09 and 2009/10 (£35,000 in each year). The Sport England grant application has recently been submitted, the ability to undertake the HARIACTIVE campaign is reliant on a successful outcome of this bid, which is expected at the end of September</p>
<p>5. Head of Legal Services Comments</p> <p>5.1 The Council has powers under section 2 of the Local Government Act 2000 to do anything that is likely to promote the economic, social or environmental well-being of their area. In determining whether or how to exercise the power to promote well-being, the Council must have regard to their Community Strategy and this is done in the current report by reference to the proposed improvement plan's contribution to achieving one of the six outcomes of the Community Strategy – "Healthier people with a better quality of life".</p>
<p>6. Local Government (Access to Information) Act 1985</p> <ul style="list-style-type: none"> ○ Haringey Participation report. Ashley Godfrey Associates 2007. ○ Active People results and additional analysis – various reports Sport England. ○ Research study of Haringey pupils in year 6 and year 9, Knight, Kavanagh and Page 2006. ○ Experience of Sport – Understanding the lapsed target – Sport England 2008.

7. Strategic Implications

- 7.1 "Healthier people with a better quality of life" is one of the 6 outcomes sought through the Haringey Community Strategy 2007-2016. In respect of the Council Plan, it falls within the Council objective to "Encourage lifetime wellbeing at home, work, play and learning".

Participation in sport and physical activity can make an important contribution towards this outcome by improving both physical and emotional health, reducing public expenditure on health services and promoting a sense of pride and achievement through the efforts and accomplishments of local people.

- 7.2 This is underpinned in the Local Area Agreement outcomes where there are 4 national indicators that sport and physical activity participation can contribute to. These are:
- NI 6 – Participation in regular volunteering
 - NI 8 - (Stretch target) Adult (16 plus) participation in sport and physical activity.
 - NI 56 – Obesity levels amongst primary school age children in Year 6.
 - NI 121 – Mortality rate from all circulatory diseases at ages under 75.
- 7.3 The principal focus of the Council's current work is towards achieving an increase in adult participation. This is based on the result of the Active People survey that was first undertaken in 2005/6. This established a range of key performance indicators for participation in sport and physical activity with the key indicator being KPI 1 :- the proportion of adults participating three times a week for thirty minutes at moderate intensity. The result from 2006 was 22.9% and the HSP and the Council are seeking to achieve 26.9% by 2010.
- 7.4 Reducing obesity levels amongst young people with a particular focus on year 6 arises out of the Government white paper – “Every Child Matters” and is a target within the Children and Young People's Plan.
- 7.5 There are strong links between the adult increasing physical activity participation target and the Transforming Adult Social Care change programme for Adult Services. These links are via the principal of promoting access through the provision of information and appropriate support with clear links to our Access Pathways Project in the Achieving Excellence programme.
- 7.6 There are established links between the onset of circulatory disease and a lack of physical activity. Other factors affecting circulatory disease are diet, smoking and stress.
- 7.7 There is currently widespread public interest in sport and physical activity because of the success achieved by the Great Britain team at the Beijing Olympics and the staging of the 2012 Olympics in London. This offers a unique window of opportunity for sport and physical activity to increase participation, particularly amongst young people and younger adults aged 16-24 who are reported as being the most enthusiastic supporters of the London 2012 Olympics (Guardian 26.8.08).
- 7.8 In June 2008, interim (half yearly results) from the latest Active People survey were published which though not statistically valid because of the small sample size, reported a drop in the headline participation indicator of 3.9% from 2006. This appears to be part of a London wide trend with participation across London reducing by an average 2.7%.
- 7.9 Within Haringey, the Council and its partners have already taken action designed to increase participation. This includes:
- Substantial additional investment in Council leisure facilities;
 - Financial support through the HSP for a number of initiatives;
 - Securing external funding through Sport England for new activity programmes;
 - The opening of a new private sector facility “Fitness First” in Green Lanes.

HARIACTIVE is proposed to act as an umbrella for all existing sport and physical activity initiatives.

- 7.10 Additionally, HARIACTIVE will have a number of component parts. These are:
- Development of the HARIACTIVE brand.
This would be part of a high profile campaign designed to promote awareness of the benefits of participating in sport and physical activity with targeted campaigns aimed at particular groups.
 - Provision of information
Lack of information about the availability of facilities and opportunities is a barrier/ impairment to sustaining and developing participation. Information would be made available via a number of mediums in order to be accessible to different target groups.
 - New activity
A range of new activity sessions is being planned to target particular sections of the community. These include walking, netball, keep fit, basketball and football with target groups being parents of school age/ nursery children, younger women, younger and middle aged men and people aged 45+. Geographical areas being targeted are predominantly in the East of Haringey.
- 7.11 The HARIACTIVE initiative is an innovative approach towards achieving a challenging target which will require the Council and partners to be focused and sophisticated in using high quality marketing information to influence and change local people's behaviour in respect of physical activity participation. It is strongly linked to current work being undertaken in the Regional Public Health group designed to more effectively target resources through improved use of marketing information.
- 7.12 In order to achieve the 26.9% target, the Council, with our partners, are proposing to launch the HARIACTIVE campaign from April 2009. Whilst this will explicitly be seeking to persuade people to participate three times a week, it is anticipated that the campaign will generally help to persuade local people to become more active and hence reduce the number of local residents, currently measured at 49%, who do not participate at all.

8. Financial Implications

- 8.1 The core leisure subsidy to provide the three Council leisure facilities at Tottenham Green, White Hart Lane and Park Road, and the 6th Form Centre in 2007/8 was £2,498,932. With total annual usage of 1,230,569 this equated to a core leisure subsidy of £2.03 per user visit. The target subsidy for 2008/9 is £1.77 per user visit.
- 8.2 If the subsidy per user visit figure of £1.77 is used as a comparison for estimating the potential costs associated with increasing participation for 12 months to reach the LAA target, these would be £2,010k. This is based on the following calculation:
- 26.9% target = additional 7,280 residents participating 3 times per week for 52 weeks at cost of £1.77 per user visit = £2,010,153.
- 8.3 Additional direct expenditure of £251,000 is incurred through the sports and leisure client team based in Recreation Services Policy & Development unit.

- 8.4 The sports and leisure client team is also responsible for £150,000 per annum Area Based Grant and the expenditure of LAA top up funding.
- 8.5 Additional funding has been generated by Policy & Development through external grant funding. This and other initiatives are set out in the table below.

Initiative	Duration	External funding £	Council Match £	Total £
Sports Hub Club	To Aug 2011	232,717	168,664	401,381
Walk /Cycle /Jog	To Aug 2011	71,200	148,496	219,696
Extended Activities	To Mar 2011	169,994	-	169,994
Totals		473,911	317,160	791,071

- 8.6 In addition to the above, the Haringey Teaching Primary Care Trust currently receives Area Based Grant funding of £87,500 to deliver 3 physical activity based programmes. These are :
- A physical activity referral scheme
 - A healthy walking scheme
 - An expanded childhood obesity programme
- 8.7 Other Area Based Grant funding is provided to deliver a libraries based healthy walks programme and for a cycle mobility club delivered through Adult Social Services.
- 8.8 The core funding for the HARIACTIVE campaign would be provided through a new £100,000 grant from Sport England and a total of £70,000 from LAA top up funding in 2008/9 and 2009/10. The outcome of the Sport England grant application for the £100,000 will be known by the end of September.
- 8.9 Effective coordination of the range of initiatives and partner activities will be essential to maximise the chances of achieving the LAA target and this is proposed to be provided through the Haringey CSPAN.
- 8.10 In addition to the above, two further new initiatives are being proposed for growth funding for 2009/10 through the Pre Business Plan Review. These could be funded directly by the Council or, with the approval of the HSP, through ABG. These are:
- 8.10.1 £175,000 to support Central Government's recently announced initiative to provide *free swimming* for people over 60 and under 16. This would be in addition to the anticipated Central Government grant. Signing up to offer the initiative to both age groups would enable the Council to apply for Central Government capital funding to improve swimming provision.
- 8.10.2 £225,000 to support the £16m *Building Schools for the Future* investment in sports facilities by enabling school facilities to be opened for public and particularly sport club use. This initiative is viewed as being of high priority in increasing participation by capitalising on the positive climate for sport created through the Olympics.

9. Legal Implications

- 9.1 There are no legal implications directly arising out of this report.

10. Equalities Implications

- 10.1 There are significant equalities implications arising out of this service area. There are established links between activity levels and good health with a lack of exercise being a major contributory factor to cardio vascular disease and diabetes as well as a range of other physical ailments.
- 10.2 Life expectancy and overall health is poorer in the east of the Borough where there is corresponding lower levels of participation in sport and physical activity (see appendix A).
- 10.3 The HARIACTIVE campaign will be Borough wide, however proposed new activities will focus on residents in the east of the Borough.
- 10.4 The focus of the HARIACTIVE campaign will be to achieve the three times a week participation target. However it is anticipated that the campaign will increase overall levels of activity including reducing the proportion of residents (49%) who currently do not participate at all.

11. Consultation

- 11.1 Consultation is ongoing as the Council is seeking to work with partners to implement the HARIACTIVE initiative and other projects to increase physical activity levels. Consultees include the PCT, Children's and Adult Services, Urban Environment and local sports organisations and is managed through the Wellbeing Partnership and the CSPAN. The Active People survey and National Benchmarking survey provide key background information concerning both the levels and profiles for participation and non participation.

12. Background

- 12.1 The 2005/6 Active People was a national survey of 363,724 adults in England with 1,012 respondents from Haringey. From the national results, there was a high correlation between the proportion participating three times a week and KPIs 3, 4, & 5 for sports club membership, receiving tuition or coaching and taking part in organised competitive sport. The key results are set out below.

<i>KPI no.</i>	<i>Indicator</i>	<i>Proportion of population</i>
KPI 1	Participating three times a week	23%
	Participating twice a week	7%
	Participating once a week	12%
	Not participating at all	49%
KPI 2	Volunteering in active recreation for at least one hour a week	2.7%
KPI 3	Membership of sports clubs	23%
KPI 4	Receiving tuition or coaching	20%
KPI 5	Taking part in organised competitive sport	11%
KPI 6	Very or fairly satisfied with sports provision in the local area	62%

- 12.2 246 different sports activities including walking and cycling (but not to or from work) were included as recognised activities in the Active People survey.

- 12.3 Sport and physical activity takes place in a range of settings and through a number of providers. These include:
- Council leisure facilities and parks
 - Through other Council service providers (Youth, Adult Services, Community Education)
 - Private sector health, fitness and sports clubs
 - Voluntary and community sector facilities
 - On housing estates
 - Schools and Colleges (FE and HE)
 - Through local sports clubs
 - On the street (walking and cycling)
 - Within the home (private fitness equipment)
- 12.4 There is no data available either for Haringey or nationally indicating the percentage split between these settings. However, in order to meet the participation target, an adult participating three times a week for 52 weeks would participate 156 times in a year. The total attendances from adults at the Council's leisure facilities in 2007/8 was 847,951. This would equate to attendance by 5,436 adults three times a week for 52 weeks. This represents an estimated 13% of all adult participation which suggests that a far greater proportion of participation takes place in locations other than Council leisure centres.
- 12.5 There is a direct relationship between participation and people's ages, gender, ethnicity, income and whether or not they have a disability. Participation is highest amongst younger males of white ethnic origin on higher incomes who are able bodied and lowest amongst older people, females, people from a non white ethnic origin, on low incomes and disabled.
- 12.6 Arising out of the Active People survey and other research, there are a number of key trends or facets which will underpin the Council's approach. These are:
- 12.6.1 From a survey of Haringey young people in years 6 and 9 conducted in 2006, young people are far more likely to be physically active where another family member (parent or sibling) participate in activity.
- 12.6.2 As previously recorded above in 12.1, there is a high correlation at a national level between participation and club membership, receiving coaching or tuition and taking part in competitive sport. In Haringey, the 2006 survey with young people recorded very low levels (38%) participating through sports clubs compared with a north London average of (46%).
- 12.6.3 Whilst 64% of 11-15 year olds take part in sport and physical activity at the recommended three times a week level, only 25% of 16-24 year olds participate.
- 12.6.4 Related to the above, a recent study for Sport England conducted by the Henley Centre suggests that the 2 major factors contributing to stopping people from participating are:
- Changes in personal circumstances (leaving school, new job, move house, have children);
 - Changes in the sport experience (facility closed, nobody to organise, became too expensive)

12.6.5 Reported in the same study, 4 major facets were identified as describing the benefits from participating. These were:

- Diversion/release/ escape
- Performance – performing to the maximum of one's ability
- Social life /belonging – the feeling of being part of a team or from the social contact achieved through activity
- Exertion/fitness – feeling healthy, sleeping well, losing/ controlling weight.

These facets were universal but depending on the individual, certain facets would be more important than others.

12.7 From the Active People survey data, Sport England, in conjunction with the marketing analysis company Experian, has developed 19 market segments which cover the whole of the adult England population, including detailed lifestyle profiles for each of these groups.

12.8 The key conclusions that can be drawn from the various studies are:

- Supporting people to sustain their participation in circumstances such as leaving school, would have the most significant impact on increasing participation overall.
- Where people have stopped participating, in order to encourage them to start again, the information recently developed by Sport England will be invaluable in targeting groups effectively through publicity initiatives and appropriate activities.

12.9 This will build on existing provision either currently being delivered or in development. The Council and partners have taken a number of actions following agreement on the LAA target designed to increase participation. These include:

- Significant investment in refurbishing and improving the Council's directly provided facilities, both indoor and outdoor.
- A review of fees and charges for leisure centres usage partly designed to increase usage and frequency of use by those on low incomes.
- The implementation of healthy walking and GP referral schemes.
- The opening for community use of the sports facilities at the Sixth Form Centre.
- A range of programmes targeting younger people.
- The ABG funded Libraries for Life project that includes a healthy walking element as part of a wider lifestyle programme.
- The Health for Haringey programme supporting community based physical activity sessions.
- Elements of the Central Government funded Community Grants scheme accessed via HAVCO.
- Other resources managed directly through the Wellbeing Partnership structure such as physical activity provision through day centres.

In respect of leisure centre usage, this has resulted in significantly increased attendances up 35% between 2006/7 and 2007/8.

12.10 A number of new initiatives are also currently being developed to be implemented in the next 9 months. These are:

- Employment of an officer to develop the sports hubs at White Hart Lane and Finsbury Park in order to increase participation and increase club membership, volunteering and coaching.

- Employment of an officer through Haringey Sports Development Trust to increase participation in walking, jogging and cycling. (Both of these posts are part funded by Sport England with match funding from Area Based Grant).
- Refurbishment of the sports pavilion in Markfield Park.
- Implementation of an extended activities programme for young people as part of the five hour offer.

12.11 The new initiatives have been developed to address the key trends and facets identified above.

Governance /Coordination

12.12 A structure chart setting out the proposed Governance arrangements for sport and physical activity through the Haringey CSPAN is attached at Appendix B. The CSPAN membership is from organisations including the Council with a direct interest in sport and physical activity provision and is ideally placed to provide ongoing management. This will link directly to the Haringey Strategic Partnership structures, particularly for Wellbeing.

13. Conclusion

13.1 The LAA target to increase adult participation in sport and physical activity is a challenging one.

13.2 The Council has already taken steps to assist in achieving the target, particularly through the 2 new initiatives to develop sports hubs and clubs, and promote walking, cycling and jogging.

13.3 To maximise the chances of achieving the target, a further major new initiative is being developed under the working name of HARIACTIVE. This will launch in April 2009 with a view to maximising uptake and usage between October 2009 and September 2010 which is when the Active People survey to establish the LAA outcome will be undertaken.

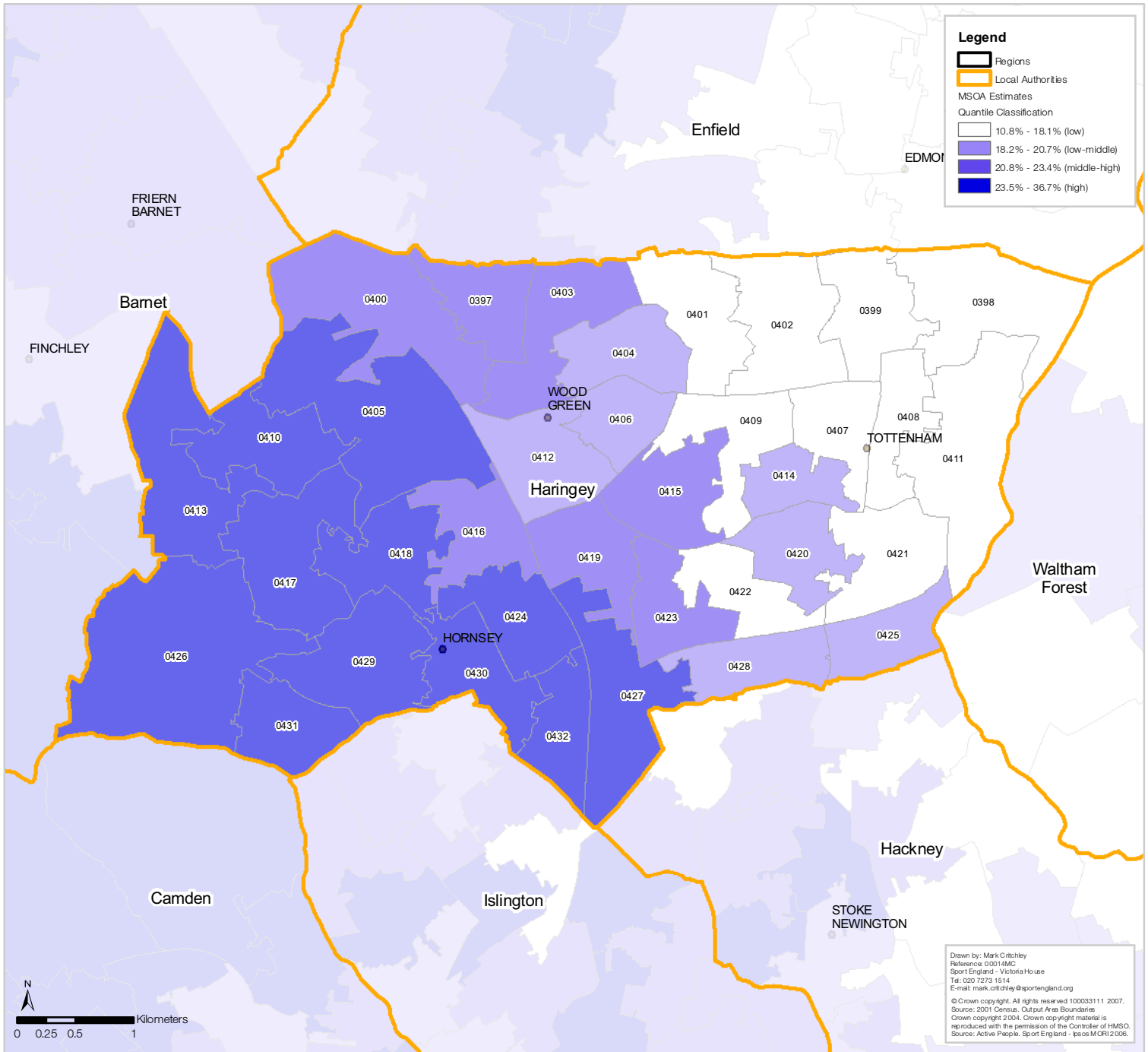
14. Use of Appendices / Tables / Photographs

Appendix A – Haringey Participation Estimates by MSOA (.pdf)

Appendix B – Market Segmentation Table (.pdf)

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London Borough of Haringey Participation (3 x 30) Estimates by Middle Super Output Area (MSOA)



*MSOA Code	Estimate	Lower **CL	Upper **CL
E02000397	21.88%	16.81%	27.77%
E02000398	15.76%	11.76%	20.67%
E02000399	16.49%	12.51%	21.30%
E02000400	21.61%	16.56%	27.49%
E02000401	15.90%	11.84%	20.89%
E02000402	16.59%	12.58%	21.42%
E02000403	22.31%	17.15%	28.28%
E02000404	18.84%	14.02%	24.67%
E02000405	26.65%	20.51%	33.60%
E02000406	18.70%	14.16%	24.12%
E02000407	16.98%	12.84%	21.96%
E02000408	16.23%	12.32%	20.96%
E02000409	17.24%	13.05%	22.30%
E02000410	28.84%	22.30%	36.13%
E02000411	17.37%	13.19%	22.38%
E02000412	20.02%	15.01%	26.01%
E02000413	26.75%	20.72%	33.54%
E02000414	18.97%	14.37%	24.45%
E02000415	21.43%	15.94%	27.97%
E02000416	21.64%	16.59%	27.53%
E02000417	29.15%	22.59%	36.44%
E02000418	26.74%	20.47%	33.85%
E02000419	23.05%	17.49%	29.55%
E02000420	18.25%	13.88%	23.47%
E02000421	17.46%	13.18%	22.62%

*MSOA Code	Estimate	Lower **CL	Upper **CL
E02000422	17.81%	13.40%	23.12%
E02000423	21.95%	16.35%	28.62%
E02000424	25.98%	20.24%	32.44%
E02000425	19.64%	14.76%	25.49%
E02000426	26.68%	20.43%	33.79%
E02000427	24.47%	18.69%	31.14%
E02000428	18.38%	14.00%	23.58%
E02000429	29.46%	23.17%	36.38%
E02000430	28.45%	22.15%	35.46%
E02000431	31.78%	25.08%	39.06%
E02000432	26.15%	20.03%	33.11%

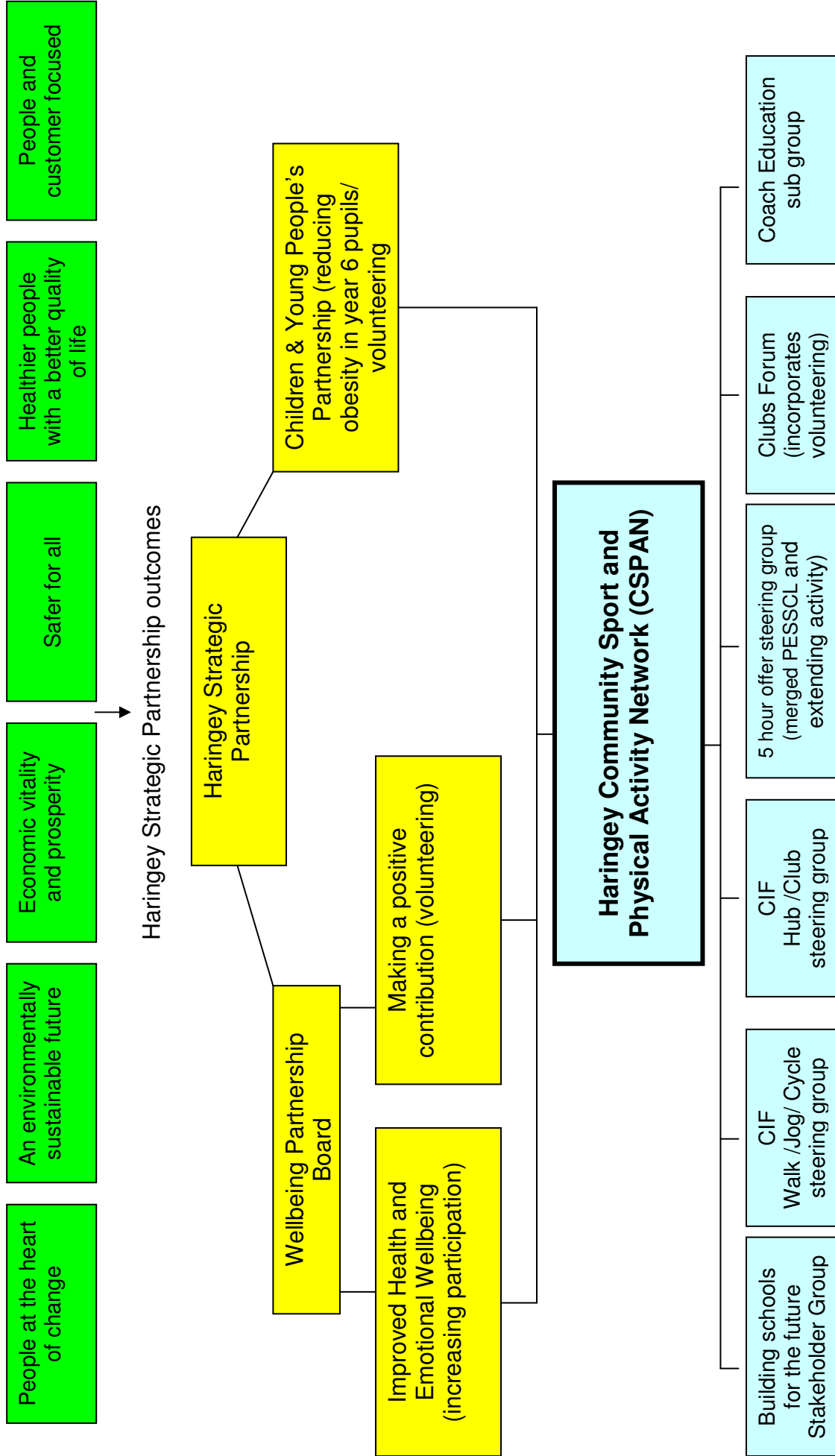
*Add E0200 to MSOA map label to reference correct code in table.
 ** Confidence Level

Participation is defined as the percent of the adult population participating in at least 30 minutes of sport and active recreation (including recreational walking and cycling) of at least moderate intensity on at least 3 days a week.

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PROPOSED CSPAN STRUCTURE



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Haringey Council

Agenda item:

[No.]

Report Title: Child Poverty Strategy & Draft Action Plan

Forward Plan reference number : n/a

Report of: Director of the Children and Young People's Service

Wards(s) affected: All

Report for: Key Decision

1. Purpose (That is, the decision required)

1.1 The strategy and draft action plan set out the council's approach to combating child poverty.

2. Introduction by Cabinet Member (if necessary)

2.1 Too many of Haringey's children and young people are living in poverty. The importance of this issue has been recognised by the Council and its partners adopting the national indicator on reducing the proportion of children living in poverty (NI 116) as one of the 35 priorities for our Strategic Partnership's local area agreement. This strategy and draft action plan sets out our proposals for tackling this issue and I recommend them to the Cabinet.

3. Recommendations

3.1 Members are asked to approve the draft action plan for consultation. The outcome of the consultation will be reported to Cabinet in December 2008, and Cabinet's approval will be sought for any proposed amendments to the action plan.

3.2 Members are asked to note the Child Poverty Strategy and current initiatives to reduce child poverty which are already in place.

Report Authorised by:

Sharon Shoemith
Director

The Children and Young People's Service

Contact Officer: Zakir Chaudhry, Corporate Policy & Strategy Manager, x2518

4. Chief Financial Officer Comments

4.1 The expectation is that costs associated with developing the strategy will be contained within existing resources.

4.2 In practice the strategy, which aims to move towards closer joint planning and working across the council and with partner agencies in tackling child poverty, should increase value for money and direct resources in a more efficient and effective manner.

5. Head of Legal Services Comments

5.1 This report has been considered by the Head of Legal Services and there are no specific legal implications. The strategy will help to facilitate the Council's duties towards children in need under the Children Act 1989 and related statutory instruments and guidance. The Council also has the power to implement a broad range of measures by virtue of the well-being powers of section of s.2 of the Local Government Act 2000.

6. Local Government (Access to Information) Act 1985

Ending Child Poverty: Everybody's Business (March 2008)

Working for Children (March 2007)

The Children's Plan (December 2007)

Capital Gains The London Child Poverty Commission Final Report (February 2008)

Interim Report The London Child Poverty Commission (September 2007)

7. Background

7.1 The government has set itself a target to end child poverty by 2020 and is strongly encouraging local services to take an ever more active role in reducing poverty.

7.2 The local authority has an important role in helping to tackle the issue by:

- delivering key services that are critical to improving children's life chances;
- co-ordinating activities to reduce worklessness and poverty;
- engaging with individuals and groups at risk of being marginalized;
- tailoring solutions to meet the needs of local people

7.3 These roles were recently confirmed by the London Commission on Child Poverty (LCPC) which again stressed the important contribution that local services, including council services, could make to reducing poverty.

7.4 Members have also made it clear that they want to see a renewed drive by the council to improve the circumstances and opportunities of the borough's poorest children. A Members' Child Poverty Working Group was established last year, chaired by the Deputy Leader, Cllr Reith.

7.5 The Child Poverty strategy identifies 4 objectives that the council needs to meet in order to achieve a substantial reduction in child poverty. These are adapted from already existing service priorities, although they also reflect objectives identified and recommendations made in the London Child Poverty Commission report.

Objective 1: Increasing parental employment in sustainable jobs

Objective 2: Maximising incomes through improving the delivery of benefits and tax credits

Objective 3: Reducing educational attainment gaps for children

Objective 4: Ensuring all Haringey children have decent and secure homes.

7.6 The fundamental aim of Haringey's strategy and draft action plan is to ensure that all council services and local partners are working together in a joined up way to reduce child poverty in the borough and ensure that today's children do not become the parents of poor children tomorrow.

7.7 The council will consult a range of partners through the Haringey Strategic Partnership and its Theme Boards on the draft action plan. This will include representatives of community groups, HAVCO and the Citizen's Advice Bureau.

8. Current initiatives

8.1 Work is already being undertaken under the 4 Child Poverty Strategy objectives.

Current work strands include:

- Promoting the Haringey Guarantee
- Developing the 'Families Into Work' programme in Northumberland Park
- Working with Job Centre Plus to promote take up of Working Tax and Child Tax credits
- Providing income maximisations information through a range of sources
- Initiatives to improve educational attainment gaps through Children's Centres and Extended Schools
- Delivery of the 'Tackling Fuel Poverty' project
- Joint work between the Education Welfare Office and Housing Officers to minimise the disruption of children moving schools.
- £100k has been allocated for a new initiative to provide benefit advice surgeries in some primary schools.

9. Strategic Implications

9.1 The Child Poverty strategy has been designed to deliver two of the Sustainable Community Strategy's (SCS) objectives:

- Economic vitality and prosperity shared by all
- Healthier people with a better quality of life

9.2 Delivery of the strategy will be key in meeting the new LAA target on tackling child poverty, as well as current LAA targets around worklessness and improving educational attainment.

9.3 The strategy is a step in moving towards closer joint planning and working across the council and with partner agencies in tackling child poverty.

10.Financial Implications

10.1 The strategy's objectives will be delivered within existing budgets. It is hoped however, that by encouraging a more co-ordinated and focused approach to child poverty, the strategy will increase the effectiveness of the council's activity in this area and improve value for money.

11.Legal Implications

11.1 This strategy has no legal implications for the Council.

12.Equalities Implications

12.1 An Equality Impact Assessment has been undertaken and found that the implementation of the Strategy will enable the local authority and its partners to concentrate its efforts in providing services to the most excluded and deprived children and families in the borough.

13.Consultation

13.1 The draft Action Plan will be sent out for consultation to the Haringey Strategic Partnership, its theme boards and the Youth Council. Consultation will begin on 25th September 2008 and finish on 5th November 2008. The results of the consultation will be reported to Cabinet in December 2008.

14.Use of Appendices / Tables / Photographs

- a. Child Poverty Strategy
- b. Draft Child Poverty Action Plan

CHILD POVERTY STRATEGY

2008-2011

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Foreword

Children and young people are Haringey's future.

Above all we want them *to be happy, healthy and safe with a bright future*. We have to plan for that future - to make it the best we possibly can.

Every year we see young people excel against the odds given their personal circumstances but these are exceptions. Too many children across the country and particularly in London grow up in poverty. We have an affluent society but with extremes of wealth and poverty. Haringey is no exception; it is a borough with high levels of deprivation which impact on children's life chances.

Families both in and out of work can experience poverty, depending on their circumstances. We know that poverty rates are highest for workless families, whether lone parents or couples. Whilst the number of children living in temporary housing has reduced and employment has risen, levels of worklessness remain high impacting on health, well-being and life chances.

We have seen enormous improvements in services for children and young people in Haringey. Progress in achieving five good GCSEs has been sustained at twice the national rate for over seven years. Sixteen children's centres are now providing good services for young children that enable many parents to return to work. This, together with other central and local government initiatives has led to a 4% reduction in the number of children living in poverty in Haringey; a much faster pace than most other parts of London.

This document draws together cross cutting work which will accelerate the pace at which we can lift children out of poverty in Haringey. Our ambition, reflected in our new LAA target on Child Poverty, is to achieve a further reduction of 4.5% by 2011.

Realising this ambition will draw upon the work of many departments across the council and all of the council's partners represented on the Haringey Strategic Partnership.

We want everyone in Haringey to get behind reducing poverty. We all have a role to play in delivering a better future for children and young people in the borough.

Together, we can do it.

Cllr Santry
Cabinet Member
Children and Young People

Cllr Reith
Cabinet Member

Executive Summary

There are a number of reasons for developing this strategy. Haringey, like London as a whole, has stubbornly high rates of child poverty with 36% of children in the borough growing up in families struggling to meet the basic necessities of life. At the same time, a number of recent reports and policy statements have stressed the important role that local services, especially local government services, can make to helping families out of poverty. Finally, Haringey's Councillors themselves want to see a renewed drive to reduce child poverty.

The fundamental aim of the strategy is to ensure that all council services and local partners are working in a joined up way to do everything possible to reduce child poverty in the borough and ensure that today's children don't become the parents of poor children tomorrow. It builds on a number of existing strategies, including the Regeneration Strategy and the Children and Young People's Plan.

The strategy identifies four **objectives** that the council needs to meet in order to achieve a substantial reduction in child poverty. These are adapted from already existing service priorities, although they also reflect objectives identified and recommendations made in the London Child Poverty Commission report.

- Objective 1: Increasing parental employment in sustainable jobs
- Objective 2: Improving take up of benefits and tax credits
- Objective 3: Reducing educational attainment gaps for children in poverty
- Objective 4: Ensuring all Haringey children have decent and secure homes.

This document will be supported by an action plan laying out how the council will deliver on each of these objectives.

Introduction

1 Despite being one of the richest cities in the world, 40% of children in London grow up in poverty. Haringey, the 5th most deprived borough in the capital, is certainly no exception to this broad London pattern. Too many of our children are living in inadequate housing, with parents unable to afford the basic necessities of life.

2 There is, however, nothing inevitable about this. The government has already succeeded in bringing down child poverty. Over the last decade some 600,000 children have been lifted out of poverty since 1997. Many examples of local agencies and local initiatives – including many Haringey initiatives - have helped families out of poverty. In fact, between 2004-2007, the number of children living in poverty in the borough fell by 4%.

Why we need a strategy

3 A number of factors have prompted us to write this strategy.

- Child poverty has fallen over the last decade but the rate at which poverty is falling has begun to decline. The government is likely to miss its national target of reducing child poverty by half by 2010 – with nearly 2.7 million children projected to still be living in poverty. Against this background, the Government is strongly encouraging local services to take an ever more active role in reducing poverty.
- The London Commission on Child Poverty stressed the important contribution that local services could make to reducing poverty.
- Haringey's councillors want to see a renewed drive by the council to improve the circumstances and opportunities of the borough's poorest children.

4 The fundamental aim of the strategy is to ensure that:

all council services and local partners are working in a joined up way to do everything possible to reduce child poverty in the borough and ensure that today's children don't become the parents of poor children tomorrow.

5 The strategy builds on a number of existing council and HSP strategies, including the Income Maximisation Strategy, the Regeneration Strategy, the Well-being Strategic Framework and the Children and Young People's strategic plan, *Changing Lives*.

6 This strategy recognises that in attempting to address this issue there are certain actions that can only be initiated by central government such as increases in child tax credit which are clearly beyond the remit of local government. The actions identified in this paper are within the scope and responsibility of the local authority and its key partners.

Defining Child Poverty

The official Government measure of child poverty is defined as children living in a family with an income less than 60% of the national median (average) after taking into account household size and composition. Children are defined as individuals under the age of 16, plus 16/17 years old in full time education.

As an illustration, using this measure a couple with one child under 14 would be living in poverty if they had an income below £11,569 per year (at 2005/06 prices) and a lone parent with one child aged under 14 would be living in poverty with an annual income below £7,540.

The National Context

7 In the mid to late 1990s the United Kingdom suffered higher child poverty than nearly all other industrialised nations. In 1999 the Government pledged to eradicate child poverty in the UK within a generation - by 2020 - with interim commitments to cut it by a quarter by 2004 and by half by 2010. Although child poverty was reduced by 16% in 2004/5, the target to reduce it by a quarter was missed.

8 Nationally nearly one in three children - 29% - are growing up poor. But some groups have higher than average rates of child poverty including :

- some Black and Minority Ethnic groups
- single parents
- disabled parents
- parents with a disabled child
- refugee families
- families with many children
- teenage parents.

9 At the same time, it is worth underscoring that child poverty is much more widespread than is perhaps generally realised – poverty is not limited to workless and/or single parent families. Indeed almost six in ten (57%) of poor households have someone in work; in London 30% of children who live with both parents are poor.

London Context

10 London has higher levels of child poverty than the rest of the country.

- During a three-year period, 2003 – 2006, over 650,000 children in London lived under the poverty line. This is 41% of London's children compared with 29% nationally.

- There are 105 wards across London where the percentage of children living in families who are in receipt of key benefits is at least twice the national average; 10 of these wards are in Haringey.
- 55% of children in London who are living with a disabled parent are in poverty compared to 39% nationally.
- 60% of children in lone parent families in London are in poverty compared to 50% in the UK, and 30% of children in couple families, compared to 23% nationally.
- 68% of children in social housing in London live in poverty compared to 58% nationally.

11 In order to address London's particularly high rates of child poverty an independent body, The London Child Poverty Commission, was set up by the Mayor of London and London Councils in February 2006. The Commission's report was published in February 2008. See Appendix A for further details.

Haringey Context

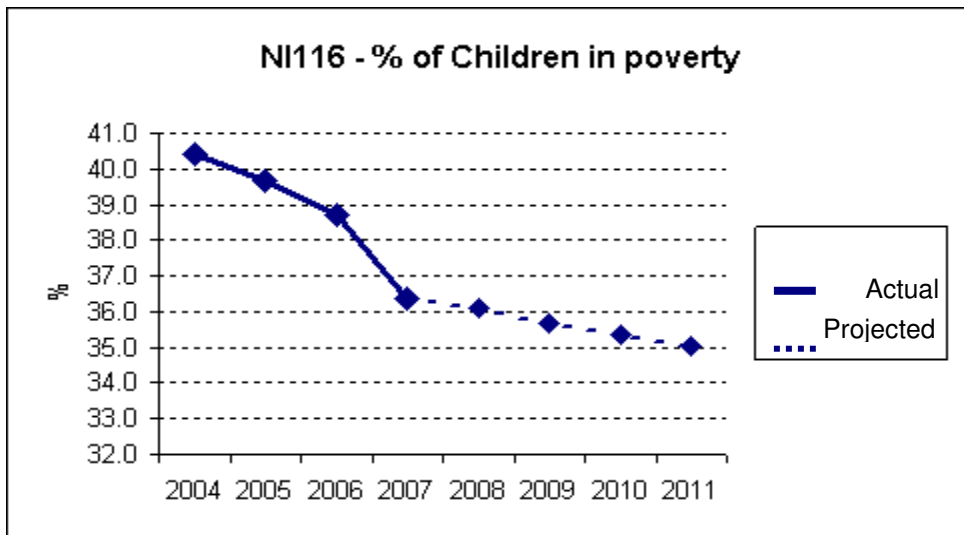
12 At present it is not possible to measure child poverty at the borough level – at least not using the government's preferred measure (children living in families with incomes below 60% of the median). Until data is available local authorities are expected to use uptake of out of work benefits as a proxy for poverty – including Job Seekers' Allowance, Incapacity Benefit, Income Support and Pension Credit.

13 According to DWP figures, between 2004-2007 the percentage of children living in families who are in receipt of out of work benefits has declined by 4% to 36.4%. This downward trend is projected to continue for the next four years with an estimated 35% of children living in poverty by 2011.

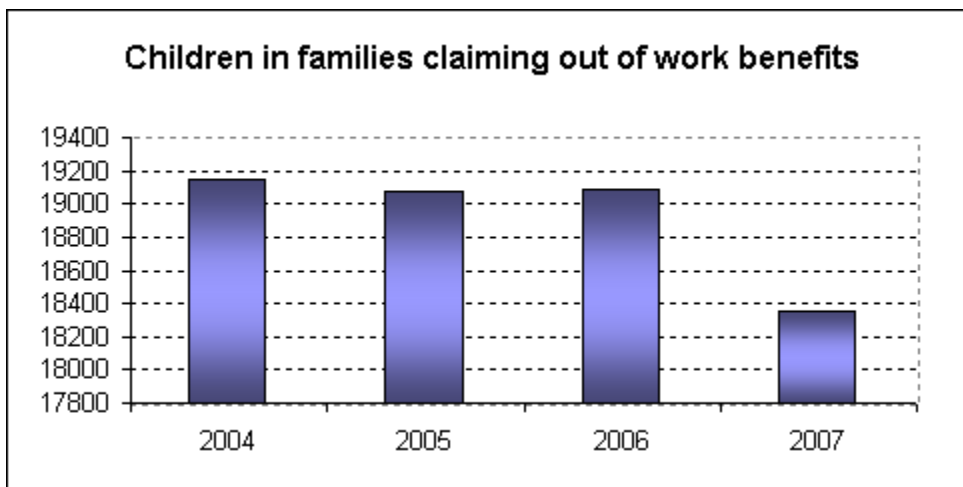
14 Some facts, figures and trends

	Number of Children	Children in families claiming out of work benefits	% of Children in poverty
April 2004	47400	19145	40.4
April 2005	48085	19080	39.7
April 2006	49320	19090	38.7
April 2007	50475	18350	36.4
April 2008	50115	18105	36.1
April 2009	49990	17845	35.7
April 2010	49745	17595	35.4
April 2011	49545	17350	35.0

Source: DWP



Source: DWP



For more information on child poverty in Haringey please see Appendix B.
Tackling Child Poverty in Haringey

15 Tackling child poverty is a priority for Haringey Council and the HSP. This is reflected in Haringey's Children and Young People's Plan, the Sustainable Community Strategy (SCS) and takes full account of ethnic, cultural and religious needs of Haringey people.

16 The Council's commitment to tackling child poverty is also reflected in Local Area Agreement targets around worklessness and improving educational attainment, and for our new LAA (2008-11), a new target committing us explicitly to reducing child poverty.

Our Child Poverty Objectives

17 We have identified four objectives that the council needs to meet in order to achieve a substantial reduction in child poverty, each elaborated in the next section. These are adapted from already existing service priorities, although they also reflect objectives identified and recommendations made in the London Child Poverty Commission report.

- Objective 1: Increasing parental employment in sustainable jobs
- Objective 2: Improving take up of benefits and tax credits
- Objective 3: Reducing educational attainment gaps for children in poverty
- Objective 4: Ensuring all Haringey children have decent and secure homes.

OBJECTIVE 1: INCREASING PARENTAL EMPLOYMENT IN SUSTAINABLE JOBS

18 Worklessness is a major cause of poverty. The largest out-of-work group in London are those with dependant children. However, it is increasingly being recognised that in-work poverty is a major problem too. There is a need to improve people's skills which will enable them to secure better paid jobs as well as helping them to sustain jobs and progress at work.

19 Current initiatives include:

Delivering and promoting the Haringey Guarantee which supports residents farthest away from the labour market into sustained employment. To date, the Guarantee has helped over 150 residents into work and has supported over 100 lone parents through training, volunteering, work placements or jobs. The programme offers a guarantee:

- **to local residents** to deliver quality driven employment and skills programmes

- **to employers** by providing local workers who meet or are trained to meet their recruitment and skills needs and who have a positive attitude to work
 - **from employers** to guarantee interviews for beneficiaries of projects who can be demonstrated to be 'Guarantee Ready' and meet the person specification for the role
- Developing "*Families into Work*" in Northumberland Park with the aim of tackling worklessness in the community and amongst lone parent and couple families through an intensive programme of support around a range of needs.
 - Working in partnership with mainstream welfare to work providers such as Reed and Working Links to encourage workless couple families and single parents back into work, particularly single parents with children under 12.
 - Working in partnership with Neighbourhood Management and Job Centre Plus, The Children and Young People's Service have established a range of targeted projects and initiatives to support parents into employment, including promoting clear referral routes to employment and training support providers and establishing Jobs Clubs, CV workshops, and Job Fairs in Children's Centres.

Future Priorities

20 Delivering and Promoting the Haringey Guarantee

- To strengthen existing partnerships and establish new partnerships to support disadvantaged groups, including lone parents and long-term benefit claimants, develop partnerships to deliver more family-friendly employment opportunities, and work to extend the programme's reach, including exploring the potential for joint-commissioning with Job Centre Plus and developing the North London Pledge.
- To develop a stronger and more integrated in-work support offer, incorporating elements such as tax credits and Train to Gain, to help break the cycle of welfare to work and back to welfare.
- To continue to lobby Government to increase funding to support people into employment and seek further opportunities to assist jobseekers in the transition into work.

21 Launching and delivering "Families Into Work" in Northumberland Park

- To robustly monitor and evaluate the pilot to measure the impact of combined interventions and the success of the project overall, with a view to exploring the viability of a roll-out across the borough.

- To co-ordinate the multi-agency approach to address the multiple factors contributing to clients' social exclusion.
- To establish referral routes between agencies and encourage appropriate information sharing.

22 *Other*

- To align Haringey's homelessness services with the Haringey Guarantee and other local training, education and employment provision.
- To increase young offenders' engagement in suitable education, employment and training.
- To ensure all teenage parents known to Supporting Teenage Parents have education or employment plans and access to accredited training programmes.
- To use the childcare sufficiency audit to identify any gaps in provision and to ensure that childcare places are available within the areas of most needs.
- To ensure adult education provision especially ESOL provision.

OBJECTIVE 2: IMPROVING TAKE UP OF BENEFITS AND TAX CREDITS

23 Many poor families are not aware of all the benefits and tax credits to which they might be entitled. London has some of the lowest uptake of certain types of benefits in the UK. Benefit and tax credit take-up campaigns have proven to be effective in increasing household income for significant numbers of low income families.

24 Current initiatives include:

- Working closely with Job Centre Plus to promote the take-up of Working Tax and Child Tax Credits.
- Providing income maximisation information through: Customer Services, Benefits and Taxation Services, the Financial Assessment Team, Homes for Haringey, Housing Services, The Children and Young People's Service, Physical Disabilities Service and Supporting People.
- Working in partnership with the Citizen's Advice Bureau in running 'Reaping the Benefits', a year long project aimed at driving up benefit and tax credit take-up, and delivering debt counselling in eight different venues in Northumberland Park, Bruce Grove and Noel Park.

Future Priorities

- To increase the take-up of Disability related benefits.
- To increase financial capability amongst the most disadvantaged communities, including support in accessing benefits such as work and family tax credits, subsidised childcare places, educational maintenance allowance and community based credit unions.
- To increase take up of Housing Benefit for low paid workers.
- To increase take up of Council Tax Benefit for low paid workers.
- To build on current work to effectively drive up take-up of Working Tax and Child Tax Credits.
- To provide local people who struggle with paying Council Tax with the opportunity to seek debt management and welfare benefit advice.
- To ensure that staff in Children's Centres and family support workers are equipped to advise on an increased range of financial benefits that are available to low income families.
- To visit primary schools and offer parents benefits and tax credit advice.
- To further build upon the partnership work with the Citizens Advice Bureau.

OBJECTIVE 3: REDUCING EDUCATIONAL ATTAINMENT GAPS FOR CHILDREN IN POVERTY

25 Education provides one of the principle routes for escaping intergenerational poverty. It provides a child with the skills and confidence to navigate through life, offers greater chances for sustainable employment opportunities and helps give children a more equal start in life.

26 Children should be given the opportunity to develop their full potential and make a success of their lives for themselves and their families. They should have the best possible start in life and not be disadvantaged by family circumstance.

27 Current initiatives include:

- Children's Centres which aim to give children the best start in life and to support parents offer a range of integrated services including care, education, health and family support.
- Extended schools schemes.

- The Vulnerable Children: a single multi-agency conversation and the single route of referral which both aim to identify the most vulnerable learners at the earliest stage of their education.
- National Healthy Schools Programme which aims to raise achievement as well as reduce health inequalities and promote social inclusion.
- Intervention programmes at all key stages focussed on improving educational achievement.

Future Priorities

- To further reduce the number of young people not in education, employment or training (NEET).
- To extend at Foundation Stage the Targeted Pupil Initiative to better identify the most vulnerable learners at the earliest stage of their education and involve their families in wider family learning initiatives.
- To ensure that by 2009 99% of young people leave school with at least one qualification.
- To empower parents to maximise their pivotal role of supporting their children to make a positive contribution and support them to combat deprivation through educational opportunity.
- To explore the case for minimising low attainment at the same time as focusing on prioritising high achievement.
- To work with similar London boroughs as a consortium to share best practice in relation to reducing child poverty and to ensure that inter-borough processes regarding mobile families are robust and minimise the disruption to children's education when home circumstances are changing.
- To review the take-up of free school meals by Haringey families and qualifying criteria, to identify any potential areas where take-up maybe lower than entitlement and take active steps to improve publicity and to support families in making claims.

OBJECTIVE 4: ENSURING ALL HARINGEY CHILDREN HAVE DECENT AND SECURE HOMES

28 Access to adequate housing is an important element of a strategy to address child poverty. Housing issues including poor property condition, overcrowding, living in temporary accommodation and housing related debt can all act as contributing factors to high levels of child poverty.

29 Current initiatives include:

- Delivery of a NRF funded “Tackling Fuel Poverty” project which is adopting innovative ways to alleviate fuel poverty.
- Availability of floating support services to families who need to move into temporary accommodation to help them settle into a neighbourhood and access the services they need.
- Education Welfare Officer working with Housing officers to minimise the impact of pupil mobility on children’s education.
- Joint working with partner agencies through Hearthstone to support survivors of domestic violence to minimise the disruption to their lives.
- Availability of advice and support for households who are experiencing benefit or debt problems, which may threaten their home.
- Allocation of social housing lets through Home Connections, the choice based lettings scheme.

Future Priorities

- To strengthen links between Supporting People & Supporting Teenage Parents to ensure appropriate accommodation is available and accessible.
- To reduce the number households living in temporary accommodation by 50% by 2010.
- To address overcrowding across tenure.
- To deliver on the decent homes programme.
- To expand Hearthstone to increase the range of services available to survivors of domestic violence.
- To deliver initiatives to tackle fuel poverty.
- To ensure young offenders have suitable housing and housing related support services.

Implementation, monitoring and evaluation

30 An action plan has been developed to deliver this strategy and it complements and links with the action plans of the various HSP theme boards.

The action plan is a rolling three year document which will be monitored quarterly and reviewed and updated annually, in a similar way to all LAA action plans. Progress reports will be presented to Cabinet and to several theme boards.

31 The Children and Young People's Service will be responsible for managing the strategy, and for monitoring and evaluating the action plan, with support from the Corporate Policy team.

32 The strategy will be monitored internally by the Regeneration Stream Board and will report to the Children and Young People's Service Partnership theme board of the HSP.

Consultation

33 The strategy will be sent out for consultation to external partners through the HSP and its partnership boards beginning September 2008.

Appendix A

The London Child Poverty Commission [LCPC]

The LCPC identified the factors driving child poverty in London above the national average. These include:

- London's population has a high share of groups who face high poverty risks at national level, including most ethnic minority groups, lone parents and families in social housing.
- While there has been major increases in lone parent employment outside the capital this has been less marked in London.
- Higher cost of living means the gain from moving from benefits to employment is worth less in real terms for some families.
- There is a relative shortage of part-time child care provision.
- Many part-time service sector jobs pay lower wages than in the rest of the UK.
- Fewer part time opportunities reduce employment chances for disabled parents

London Child Poverty Commission - Recommendations

The Commission made 26 recommendations across four broad themes:

- Employment and Skills
- Incomes and Incentives
- Child Development and Education
- Housing

Recommendations of particular relevance to local services include:

- Jobcentre Plus to work with employers to raise understanding of mental health issues and promote best practice in supporting people with mental health difficulties in work.
- The Low Pay Commission to consider the case for a London minimum wage.
- Transport for London to introduce concessions for lower income workers.
- Government, GLA and councils to find additional funding for extended schools in London.
- London Councils to improving post-16 options for young people.
- Policies to ensure minimum disruption of school career for children living in temporary accommodation.
- Improved support for children moving from primary to secondary school.
- Social landlords and their partners to provide closer integration of housing and employment services.

Appendix B

Child Poverty in Haringey

- As of April 2005 the three Haringey wards with the highest levels of children living in families in receipt of key benefits are :

1. Northumberland Park	54.6%
2. White Hart Lane	52.7%
3. Tottenham Green	52.4%

- As of March 2007, 8,598 children live in temporary accommodation.

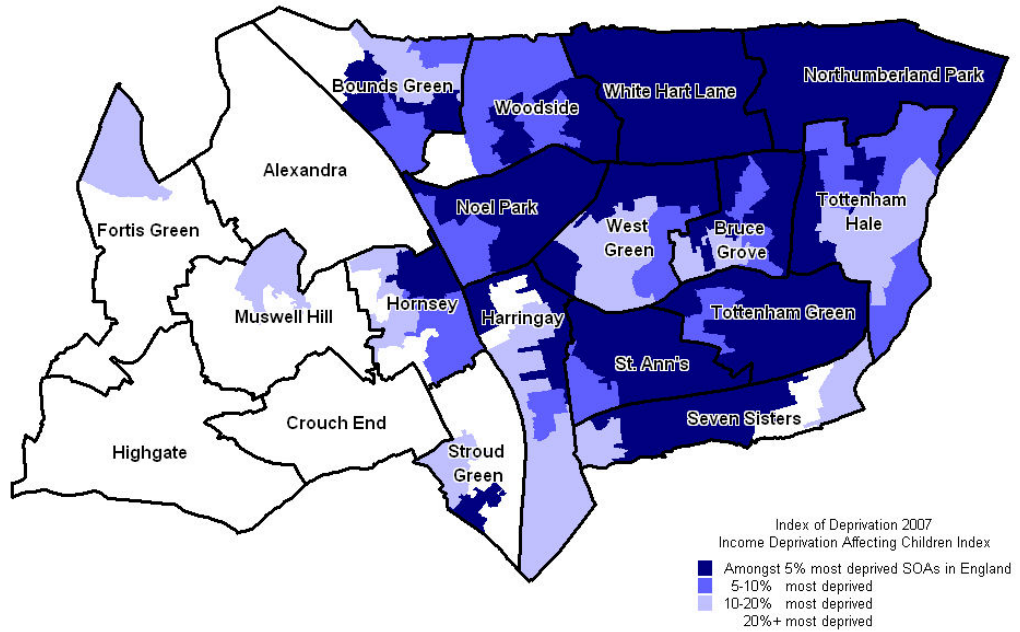
- There are a total of 10,775 pupils eligible for Free School Meals (FSM) out of a total of 33,865 pupils aged 5-16 years in Haringey schools. For pupils living in Haringey there are 9,956 eligible for FSM out of a total of 29,806 .pupils aged 5-16 years.

- The 2007 Haringey's Housing Needs Assessment indicates that 8.9% of households are overcrowded. Over crowding was more predominant in wards of Bruce Grove, Seven Sisters and White Hart Lane. Overcrowding brings particular problems for children and young people and adversely impacts upon their education.

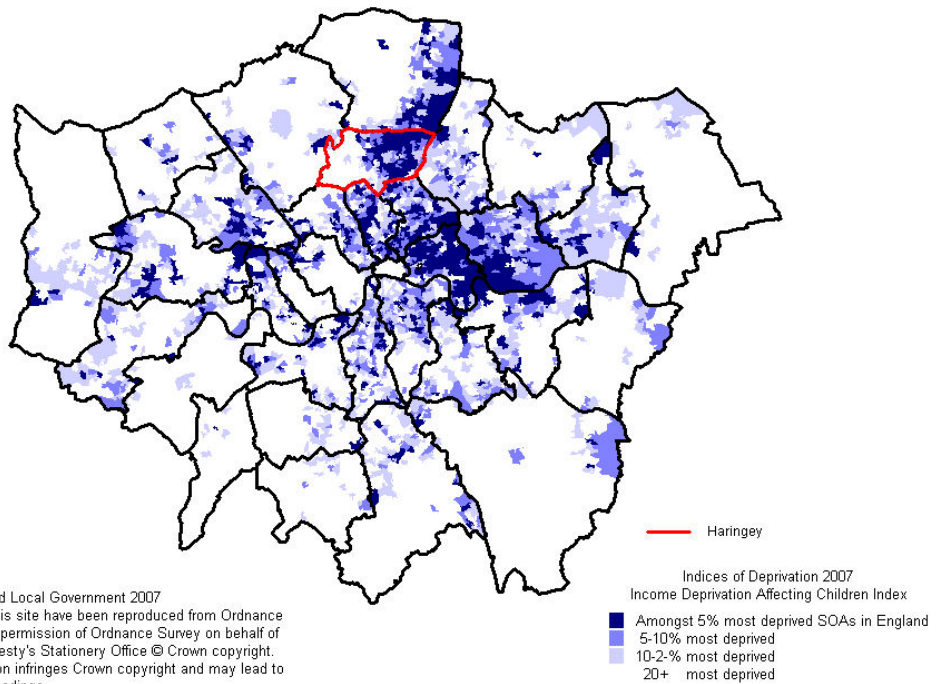
- The Index of Multiple Deprivation 2007 (IMD 2007) ranks every area of England according to its degree of deprivation. It shows that is a measure of multiple deprivation at small area level; it draws together a number of socio-economic criteria such as education and income so that comparisons can be made across the country. The Index of Multiple Deprivation 2007 indicates that 16 of Haringey's 144 Super Output Areas (SOA) are amongst the 5% most deprived in England, while a further 25 SOA are amongst the 5-10% most deprived.

- The IMD also provides information on Income Deprivation Affecting Children (IDACI). This is the proportion of the under-16s in a family in receipt of means-tested benefits. The IDACI 2007 shows that 57 SOA are in the 0.1% to 5% of the most deprived in England. A further 23 are amongst the 5-10% most deprived.

**Indices of Deprivation 2007
Income Deprivation Affecting Children Index
Haringey SOAs**



**Indices of Deprivation 2007
Income Deprivation Affecting Children Index
London SOAs**



Source: Communities and Local Government 2007
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London Borough of Haringey 100019199 2008

ACTION PLAN TO DELIVER THE FOUR OBJECTIVES OF THE CHILD POVERTY STRATEGY

<p>Strategy outcome: Minimise Child Poverty Sustainable Community Strategy outcomes: - Economic vitality and prosperity shared by all - Healthier people and a better quality of life</p>		<p>Council Plan Priorities: Encouraging lifetime well-being at home, work, play and learning Promoting independent living while supporting adults and children when needed</p>			<p>Key LAA Targets: Proportion of children in poverty Reducing the out of work benefits claim rate in the worst performing neighbourhoods.</p>					
Objectives	Priorities	LAA targets	Supporting activities	Baseline	Target/How we measure progress	Governance	When (please insert clear milestones for monitoring against this activity)	Related plans and strategies	Resources	By whom
<p>Objective 1: Increasing parental employment in sustainable jobs</p>	<p>Delivering and promoting the Haringey Guarantee Launching and delivering 'Families into Work'</p>	<p>230 (110 lone parents) sustained jobs work across the 12 improvement wards by March 2010 (LAA stretch target) 180 long-term (6 months +) Incapacity Benefit (IB) claimants into sustained work by March 2010 (LAA stretch target) NI 116 Proportion of children in poverty NI 153 Reducing the out of work benefits claim rate in the worst performing neighbourhoods (including lone parents claiming income support)</p>	<p>Continuing to deliver the Haringey Guarantee Delivering the North London Pledge across Haringey, Enfield and Waltham Forest Delivering the Families into Work project in Northumberland Park JCP mainstream welfare to work activity: - New Deals (including ND for lone parents) - Employment Zone - Pathways To Work</p>	<p>Sustained jobs in the 12 improvement wards (including lone parents) stretch target - zero baseline (78 sustained jobs achieved since April 2007; 44 jobs for lone parents) IB stretch target - zero baseline (11 sustained jobs achieved since April 2007) Out of work benefits claim rate (NI 153) - 4.7% by 2010/11 Haringey Guarantee - 190 sustained jobs by March 2009 Families into Work - 100 families supported by August 2011 North London Pledge - 100 sustained jobs in Haringey (by June 2010) NI 116 proportion of children in poverty 30.5% by 2011</p>	<p>Lone parents stretch target - 110 sustained jobs (by March 2010) IB stretch target - 180 sustained jobs (by March 2010) Out of work benefits claim rate (NI 153) - 4.7% by 2010/11 Haringey Guarantee - 190 sustained jobs by March 2009 Families into Work - 100 families supported by August 2011 North London Pledge - 100 sustained jobs in Haringey (by June 2010) NI 116 proportion of children in poverty 30.5% by 2011</p>	<p>Enterprise Partnership Board Enterprise Partnership Board Enterprise Partnership Board Core Business Core Business</p>	<p>Improvement wards stretch target - 2008/09: 73 sustained jobs - 2009/10 - 75 sustained jobs IB stretch target - 2008/09: 85 sustained jobs - 2009/10: 85 sustained jobs Commencing delivery of Families into Work project in Northumberland Park - September 2008 Commencing delivery of the North London Pledge - April/May 2008 Delivering North London Pledge jobs Targets: 2008/09: 23 sustained jobs - 2009/10: 57 sustained jobs - April to June 2010 - 20 sustained jobs</p>	<p>Sustainable Community Strategy Regeneration Strategy Worklessness position statement Changing Lives Well-being Strategic Framework Homelessness Strategy</p>	<p>Within existing resources</p>	<p>Delivery of Haringey Guarantee/Delivery of Families into Work/Delivery of North London Pledge/Agreeing LAA target for out of work benefits claim rate (NI 153) - Regeneration Manager Delivery of JCP mainstream provision - JCP Benefits & Local Taxation Manager</p>
<p>Aligning Haringey's homelessness services with the Haringey Guarantee and other local training, education and employment provision NI 156 Number of households living in temporary accommodation NI 158 The percentage of local authority homes which are non decent'</p>	<p>Working with the Council's housing team and Housing Associations on the development of the forthcoming Homelessness Strategy to establish a clear route of employment support for social tenants and to consider the particular barriers to work for homeless households and the relevance of pilots, such as Working Futures.</p>	<p>230 (110 lone parents) sustained jobs work across the 12 improvement wards by March 2010 (LAA stretch target) 180 long-term (6 months +) Incapacity Benefit (IB) claimants into sustained work by March 2010 (LAA stretch target) NI 116 Proportion of children in poverty NI 153 Reducing the out of work benefits claim rate in the worst performing neighbourhoods (including lone parents claiming income support) NI 156 Number of households living in temporary accommodation NI 158 The percentage of local authority homes which are non decent'</p>	<p>Work with "Work Directions" organisation to find suitable candidates for referral</p>	<p>4000 Lone Parents initially mailed</p>	<p>Improving the capture of data on homelessness households' employment status Introducing new procedures and referral arrangements in order to maximise the number of homeless households that are encouraged into training and employment Ensuring that the decent homes investment creates local training and employment opportunities for homeless households Establishing an employment and skills surgery for residents living in temporary accommodation</p>	<p>Homelessness Strategy Implementation Group Core Business</p>	<p>Completion of Homelessness Strategy and action plan - July 2008 Data capture - November 2008 Procedures and referral arrangements - January 2009 Decent Homes - January 2009 Employment and skills surgery - June 2009</p>	<p>Sustainable Community Strategy Homelessness Strategy Regeneration Strategy Worklessness position statement</p>	<p>Within existing resources</p>	<p>Chair of the Training Education and Skills Delivery Group (sub-group of the Homelessness Strategy Implementation Group)</p>

Strategy outcome: Minimise Child Poverty Sustainable Community Strategy outcomes: - Economic vitality and prosperity shared by all - Healthier people and a better quality of life		Council Plan Priorities: Encouraging lifetime well-being at home, work, play and learning Promoting independent living while supporting adults and children when needed			Key LAA Targets: Proportion of children in poverty Reducing the out of work benefits claim rate in the worst performing neighbourhoods.					
Objectives	Priorities	LAA targets	Supporting activities	Baseline	Target/How we measure progress	Governance	When (please insert clear milestones for monitoring against this activity)	Related plans and strategies	Resources	By whom
	Increasing young offenders engagement in suitable education, employment or training (ETE).	NI 45 Young Offenders engagement in suitable education, employment or training (ETE).	YOS to recruit to secondary learning mentor vacancy and incorporate Connexions personal advisors into YOS.	No base line set - Youth Justice Board are looking for direction of travel in relation to ETE	Young offenders into ETE - direction of travel to be identified	Core Business	2008/09	Changing Lives	Within existing resources. Mentor funded by ABG	Operational Manager: YOS
	All teenage parents known to Supporting Teenage Parents to have education or employment plans and access to accredited training programmes	NI 112 Under 18 conception rate	Development of accredited training programmes through 14-19 strategy for pregnant teenagers, teenage mothers and teenage fathers	100% of school-age (achieved)	98% of those known to supporting Teen Parents & Connexions by 2010	Children & Young People's Strategic Partnership	98% by 2010 monitored quarterly through TP Action Plan; 100% of 16-19 who are known to Supporting Parents by March 2009; 100% school age achieved and maintained.	Teenage Pregnancy Strategic Partnership through LAA (amt tbc)	Part funded through 14-19 strategy & part through LAA (amt tbc)	Teenage Pregnancy Co-ordinator & 14-19 Strategy manager
	Use the childcare sufficiency audit to identify any gaps in provision and to ensure that childcare places are available within the areas of most needs	NI 88 Percentage of schools providing access to extended services NI 118 Take up of formal child care by low-income working families	Extended school and services activities, breakfast clubs, play provision, youth provision, early years provision	Available via the Childcare Sufficiency Survey Assessment	Measured via annual updates to Childcare sufficiency survey	Children & Young People's Strategic Partnership Board	Childcare sufficiency audit completed April 2008 and published. 0-19 provision is being planned during the course of this financial year - due to complete by April 2009.	Changing Lives	Within existing resources	Place Planning Officer
	To ensure adult education provision especially ESOL	NI 116 Proportion of children in poverty	Programme of courses 2008/09	Take up numbers	Accreditation	Adult, Culture & Community Services	2008/09	Changing Lives	Within existing resources	Head of HALS
Objective 2: Maximising incomes through improving the delivery of benefits and tax credits	Increase the take up of disability related benefits	NI 116 Proportion of children in poverty	Claim it campaign Advertise/market the use of web based benefits checker 'Entitled To'	None	DWP statistics for specific benefit take up.	Well Being Partnership Board	Launch campaign in Libraries and other public information access points across the Council August 08	Income Maximisation Statement	£10,000	SV Manager Physical Disabilities & OT Service
			Provide benefits advice clinics at all consultation events with people who use services	None	To be agreed		Apr-08		Within existing resources	SV Manager Physical Disabilities & OT Service

Strategy outcome: Minimise Child Poverty Sustainable Community Strategy outcomes: - Economic vitality and prosperity shared by all - Healthier people and a better quality of life		Council Plan Priorities: Encouraging lifetime well-being at home, work, play and learning Promoting independent living while supporting adults and children when needed			Key LAA Targets: Proportion of children in poverty Reducing the out of work benefits claim rate in the worst performing neighbourhoods.					
Objectives	Priorities	LAA targets	Supporting activities	Baseline	Target/How we measure progress	Governance	When (please insert clear milestones for monitoring against this activity)	Related plans and strategies	Resources	By whom
	Increase financial capability amongst the most disadvantage communities, including support in accessing benefits such as work & family tax credits, subsidised childcare places, educational maintenance allowance and community based credit unions	NI 116 Proportion of children in poverty	Work of Children's Centres Running benefits advice sessions in primary schools and children's centres	Delivery of services from the 10 phase one Children centres has been achieved	Monitored through Changing Lives evaluations. NI 116 - 30.5% 2010/11	Regeneration Board	Consolidate the delivery of services from the phase two children's centres and establish plans for the third phase of children's centre development April 2009. Complete the development of family support strategy, including a parenting strategy that includes all aspects of family support across the full continuum of services April 2009 Run benefits advice sessions Autumn 2008	Changing Lives	£100K for benefits work in primary schools. Children's Centres budget	Head of Benefits & Local Taxation
	Increase take up of Housing Benefit for low paid workers by 5%. Increase take up of Council Tax Benefit for low paid workers by 10%	NI 116 Proportion of children in poverty	1) A take up action plan submitted for two initiatives for 2008/9 which require an estimated £55K funding from the stream board. The initiatives are: a) Outreach campaigns and b) a series of Take up Surgeries These will be targeted at workers in deprived areas of the borough 2) A mail shot to working housing benefit and or council tax benefit claimants who appear not to be claiming CTC or WTC, as identified from our database	TBD from BLT database	To be measured against statistics from BLT database	BLT Income Maximisation Board	Take up action dependant on funding/ Mail shot in September 08	Sustainable Community Strategy	Stream Board funding	Head of Benefits & Local Taxation
	Increasing the take up of Working and Child Tax Credits through ensuring Better Off Calculations (BOCs) are completed for all Haringey Guarantee participants.	LAA local indicator to ensure BOCs are completed for all Haringey Guarantee participants	Continuing to deliver the Haringey Guarantee Delivering the North London Pledge across Haringey, Enfield and Waltham Forest Delivering the Families Into Work project in Northumberland Park	BOC calculations (LAA local indicator) zero baseline	BOC calculations (LAA local indicator) - 400 BOCs (by March 2009)	Enterprise Partnership Board Enterprise Partnership Board Enterprise Partnership Board	BOC calculations (LAA local indicator) - targets and milestones TBD	Sustainable Community Strategy Regeneration Strategy Worklessness position statement Well-being Strategic Framework	Within existing resources	Delivery of Haringey Guarantee - Regeneration Mgr Delivery of Families Into Work project - Regeneration Mgr Delivery of North London Pledge - Regeneration Mgr

Strategy outcome: Minimise Child Poverty Sustainable Community Strategy outcomes: - Economic vitality and prosperity shared by all - Healthier people and a better quality of life		Council Plan Priorities: Encouraging lifetime well-being at home, work, play and learning Promoting independent living while supporting adults and children when needed			Key LAA Targets: Proportion of children in poverty Reducing the out of work benefits claim rate in the worst performing neighbourhoods.					
Objectives	Priorities	LAA targets	Supporting activities	Baseline	Target/How we measure progress	Governance	When (please insert clear milestones for monitoring against this activity)	Related plans and strategies	Resources	By whom
	Provide local people with opportunity to seek debt management and welfare benefit advice if required	NI 116 Proportion of children in poverty	Reaping the Benefits	N/A	Reach 400 new clients Increase household income by an average of £10 per week overall for the client group	Well-being Partnership Board	Ongoing	Sustainable Community Strategy	No additional resources identified at this time	Neighbourhood Mgr and CAB
	Ensure that staff in Children's Centres and family support workers are equipped to advise on an increased range of financial benefits that are available to low income families	NI 116 Proportion of children in poverty	Training for Children's Centre staff to equip them for this role	N/A	N/A	Children & Young People's Strategic Partnership Board	Apr-08	Changing Lives	Within existing resources	Children's Centre Development Mgr
	To visit primary schools and offer parents benefits and tax credit advice	NI116 Proportion of children in poverty	Work with Neighbourhood Management to plan Access to Service Days Work with Citizens Advice Bureau in delivering benefits and tax credit advice in three primary schools	N/A	N/A	Child Poverty Officer Working Group	Earliest October 2008	Sustainable Community Strategy	up to £100k	Head of Benefits & Local Taxation
	To further build upon the partnership work with the Citizens Advice Bureau	To second a worker to the CAB	Coordinated work with Council	N/A	Monitoring of take up	Child Poverty Officer Working Group	Earliest October 2008	Sustainable Community Strategy	£30k	Director the Children & Young People's Service
Objective 3: Reducing educational attainment gaps for children in poverty	Reducing the number of young people not in education, employment or training (NEET).	NI 117 16 to 19 year olds who are NEET (Priority 19 & 20 CYP & LAA stretch target)	Increase opportunities in 14-19 vocational training, enterprise education, work related learning, work based learning and extend the Step to Employability scheme. Continuing to deliver the Northumberland Park Community School project, focusing on Key Stage 4 pupils, as part of the Haringey Guarantee Ensure 70% of young offenders concluding their orders are in full-time education by 2008.	Haringey Guarantee school project - zero baseline	Haringey Guarantee schools project - 400 year 10 and 11 students supported (by June 2009)	Children & Young People's Strategic Partnership Board	Agreeing new contract for delivering new Haringey Guarantee schools project and commencing delivery - April/May 2008	Sustainable Community Strategy Regeneration Strategy Worklessness position statement Changing Lives Well-being Strategic Framework	Within existing resources	Delivery of Haringey Guarantee schools project - Regeneration Mgr Deputy Director School Standards & Inclusion
	At Foundation Stage extend the Targeted Pupil Initiative to better identify the most vulnerable learners at the earliest stage of their education and involve their families in wider family learning initiatives.	Statutory education targets	Continue to raise standards at age 18 by building on effective partnerships to ensure that all young people have access to effective provision across the area to meet their needs. Targeted pupil initiative and Traveller support (esp outreach) All work from Early Years Team focused on schools	see Changing Lives monitoring (data currently being evaluated)	Changing Lives monitoring and team plan evaluations	Core Business	October	Changing Lives Parent & Community Participation Plan	within existing CYPs resources	Head of Early Years

Strategy outcome: Minimise Child Poverty Sustainable Community Strategy outcomes: - Economic vitality and prosperity shared by all - Healthier people and a better quality of life		Council Plan Priorities: Encouraging lifetime well-being at home, work, play, and learning Promoting independent living while supporting adults and children when needed				Key LAA Targets: Proportion of children in poverty Reducing the out of work benefits claim rate in the worst performing neighbourhoods.				
Objectives	Priorities	LAA targets	Supporting activities	Baseline	Target/How we measure progress	Governance	When (please insert clear milestones for monitoring against this activity)	Related plans and strategies	Resources	By whom
	Ensure that by 2009 99% of young people leave school with at least one qualification (96% by 2007 from 2006 result 94.5%).	Statutory education targets	For children & young people who move home or schools frequently, work with schools to promote good induction programmes and monitor mobility levels in all schools and use data to inform Standards Fund formula where relevant	2007 results	Changing Lives monitoring and team plan evaluations	Core Business	CL monitoring timetable and external assessments	Changing Lives	Within existing CYPs resources and any additional grants that come on stream	Head of Housing and Head of Inclusion Deputy Director School Standards & Inclusion
	Empower parents to maximise their pivotal role of supporting their children to make a positive contribution and support them to combat deprivation through educational opportunity.	Statutory education targets	All CYPs activities, especially school standards and inclusion and parent and community participation	Targets for attainment, attendance, exclusions etc set in Changing Lives	Changing Lives monitoring and team plan evaluations	Core Business	CL monitoring timetable and external assessments	Changing Lives	Within existing CYPs resources and any additional grants that come on stream	Head of Housing and Head of Inclusion Deputy Director School Standards & Inclusion
	To explore the case for minimising low attainment at the same time as focusing on prioritising high achievement	Statutory education targets	As above	2007 results	year to year	Core Business	CL monitoring timetable and external assessments	Sustainable Community Strategy	Within existing CYPs resources and any additional grants that come on stream	Deputy Director School Standards & Inclusion
	To work with similar London boroughs as a consortium to share best practice in relation to reducing child poverty and to ensure that inter-borough processes regarding mobile families are robust and minimise the disruption to children's education when home circumstances are changing	NI 116 Proportion of children in poverty Statutory education targets	Contact Young London matters (GOL) to seek assistance with establishing a regional approach and securing the commitment of other boroughs	TBA	TBA	Core Business	CL monitoring timetable and external assessments	Sustainable Community Strategy	Within existing CYPs resources and any additional grants that come on stream	Director, The Children & Young People's Service
	To review the take-up of free school meals (FSM) by Harringey families and qualifying criteria, to identify any potential areas that take-up maybe lower than entitlement and take active steps to improve publicity and to support families in making claims.	NI 52 - take up of school lunches. New indicator to be counted via annual survey run by School Food Trust. Survey being piloted 2008, full survey to be done next year.	Schools, Healthy Schools Programme and Catering work together to encourage take up. Leaflets about school meals widely available, pilot running in two schools around processing applications at school, parents invited to see and sample school lunch, parents invited to see new kitchens when completed.	Numbers eligible for FSM available from Pupil Level Annual Census (PLAC). Statistics for Harringey Jan. 08 are primary 6744, secondary 4079, special 139. FSM take up not available in PLAC. Take up of lunches to be collected in School Food Trust survey.	Measured via PLAC and School Food Trust survey.	Core Business	Work is ongoing as result of pupil mobility an new pupils entering Harringey schools, as new pupils On going work	Related to Changing Lives	Within existing resources	Deputy Director Business Support & Development CYPs Head of Commissioning & Business Mgt

Strategy outcome: Minimise Child Poverty Sustainable Community Strategy outcomes: - Economic vitality and prosperity shared by all - Healthier people and a better quality of life		Council Plan Priorities: Encouraging lifetime well-being at home, work, play and learning Promoting independent living while supporting adults and children when needed				Key LAA Targets: Proportion of children in poverty Reducing the out of work benefits claim rate in the worst performing neighbourhoods.				
Objectives	Priorities	LAA targets	Supporting activities	Baseline	Target/How we measure progress	Governance	When (please insert clear milestones for monitoring against this activity)	Related plans and strategies	Resources	By whom
Objective 4: Ensuring Haringey children have decent and secure homes	Strengthen links between Supporting People & Supporting Teenage Parents to ensure appropriate accommodation is available and accessible		Supporting People to review current provision and implement new appropriate provision or improve current provision through new commissioning or strategy arrangements	Supporting People has agreed a new strategy for supporting teen parents through 'fostering-type' provision and is working with Leaving Care/UM team to develop good practice and recruit & train host families	Through Supporting People monitoring and TP Action Plan monitoring frameworks & timescales.	Core Business	Teenage Pregnancy Strategic Partnership Action Plan	Within existing Supporting People resources	TP Co-ordinator/ Joint Director public health and chair of TP Strategic Partnership Board	
	Reducing the number households living in temporary accommodation by 50% by 2010	NI156 Number of households living in temporary accommodation	Increasing access to housing supply in the private rented sector to meet housing need. Maximising access to social rented housing for homeless households Delivering a range of preventative interventions and alternative options at the front line.	5,389 households in TA as at 31 March 2008	TA Reduction Service Improvement Group	Regeneration Board	Reduction to 4,000 households by 31 December 2008, 3,800 by 31 March 2009 and 2,600 by 31 March 2010	Sustainable Community Strategy Regeneration Strategy Homelessness Strategy	Existing CLG Homelessness funding.	Head of Housing Supply & Temporary Accommodation
	Addressing overcrowding across tenure		Employ a dedicated Overcrowding Officer to co-ordinate activity on addressing overcrowding and under occupation Develop a range of initiatives for tackling overcrowding and incentivising under occupation moves, learning from the best practice pilot. Deliver larger homes through new build development programme and conversions. Work with RSLs and Home for Haringey to address overcrowding across the social rented sector as part of Area Based Working pilot Develop cross tenure Overcrowding Strategy.	20,400 households with overcrowding indicator (2001 census)	Targets to be set and monitored by the Overcrowding Steering Group	Integrated Housing Board	To be agreed and set as party of Strategy development and action planning	Sustainable Community Strategy Regeneration Strategy Homelessness Strategy	£110,000 CLG funding as part of Overcrowding Pathfinder status	Head of Housing Needs & Strategy
	Delivery of the decent homes programme	NI 158 The percentage of local authority homes which are non 'decent'	Decent Homes Contractor Framework agreed. Delivery of year 5 programme (phase 1 on site) Compliance Team monitoring of delivery.	6,819 homes non decent as at 31 March 2007	Strategic core group reviews performance monthly Analysis of performance against programme reported to Homes for Haringey EMT and into Council through monthly and quarterly monitoring meetings Quarterly reports to Cabinet	Regeneration Board Regeneration Board Regeneration Board	Proportion of local authorities homes which are non decent: 2008/09 42% 2009/10 36% 2010/11 30%	Sustainable Community Strategy Regeneration Strategy Homelessness Strategy	Within existing allocated resources	Executive Director of Building Services

Strategy outcome: Minimise Child Poverty Sustainable Community Strategy outcomes: - Economic vitality and prosperity shared by all - Healthier people and a better quality of life		Council Plan Priorities: Encouraging lifetime well-being at home, work, play and learning Promoting independent living while supporting adults and children when needed			Key LAA Targets: Proportion of children in poverty Reducing the out of work benefits claim rate in the worst performing neighbourhoods.					
Objectives	Priorities	LAA targets	Supporting activities	Baseline	Target/How we measure progress	Governance	When (please insert clear milestones for monitoring against this activity)	Related plans and strategies	Resources	By whom
	Expand Hearthingstone to increase the range of services available to survivors of domestic violence	Increase the proportion of incidents of domestic violence (DV) which result in sanction detections Repeat victimisation of domestic violence	Delivery of physical expansion of Hearthingstone. Closer working with partners agencies to increase the range of services offered from Hearthingstone. Increase range of services and support available to children of survivors of DV Increase the number for Sanctuary scheme installations to allow survivors to remain in their own homes.	652 (06/07)	813 or 38% by 09/10	Core Business	770 or 36% (08/09) 813 or 38% (09/10)	Sustainable Community Strategy	Additional resource agreed	Head of Housing Needs & Strategy Principal Equalities & Diversity Officer
	Deliver initiatives to tackle fuel poverty	Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating - proxy measure 'number of households to benefit from energy efficiency measures'	Delivery targeted outreach sessions in areas with high levels of fuel poverty. Use the thermal image information to target households Deliver range of initiatives and maximise access to grant funding Development of Affordable Warmth Strategy	December 2007 - 1683	2000 by 10/11	Well-Being Partnership Board	176 (08/09) 156 (09/10) 156 (10/11)	Regeneration Strategy Homelessness Strategy		Fuel Poverty Officer
	Ensure young offenders have suitable housing and housing related support services.	NI 46 - young offenders access to suitable accommodation	YOS to continue to liaise with supported housing and housing projects	Annual result	Annual progress	Core Business	Year on year	Community Safety Strategy 08-11 Regeneration Strategy Homelessness Strategy	Within existing resources. YOS accommodation officer funded via Supported Housing	Strategic Mgr YOS

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Haringey Council

Agenda item:

[No.]**Cabinet****On 16 September 2008**

Report Title: **Admissions to Schools – Approval to consult.**

Forward Plan reference number (if applicable):

Report of: **Director of the Children and Young People's Service**

Wards(s) affected: **All**

Report for: **Key**

1. Purpose

1.1 To request Cabinet's approval to consult on the arrangements for admission to community primary and secondary schools and to St Aidan's Voluntary Controlled School for the 2010/11 school year.

2. Introduction by Cabinet Member

2.1 This report concerns the admission arrangements to be published and implemented for the 2010/11 school year by the Council as the admission authority for community and voluntary controlled schools in Haringey.

2.2 It includes admission arrangements to nursery classes in Haringey community primaries and St Aidan's Voluntary Controlled primary school, and admission arrangements to Sixth Forms in Haringey community secondary schools and the Sixth Form Centre. Cabinet is also asked to note that it contains admission arrangements for the new community secondary school, Heartlands High School.

2.3 Consultation on admission issues is an annual requirement for local authorities under Section 89 of the School Standards and Framework Act 1998 as amended by the Education and Inspections Act 2006.

2.4 This report has been brought forward from December in order to consult with governing bodies of community schools before wider consultation takes place, and to ensure a timely report on the consultation outcomes in March 2009.

2.5 Cabinet is asked to note that the DCSF is currently consulting on a number of admissions issues including setting a national offer date for reception class admissions. This could lead to a Pan-London agreement similar to the existing secondary transfer scheme.

3. Recommendations

- 3.1 To approve the proposed admission arrangements for consultation for all community primary and secondary schools and St Aidan's Voluntary Controlled Primary School.
- 3.2 To approve the proposed admission arrangements for consultation for sixth form provision in Alexandra Park School, the Highgate/Hornsey Consortium and the Sixth Form Centre.
- 3.3 To approve the proposed consultation for a Qualifying Scheme for the co-ordination of transfer from primary to secondary school as a member of the Pan-London consortium.
- 3.4 To approve a Qualifying scheme for the co-ordination of admission to reception classes within Haringey. Cabinet is asked to approve an amended timetable which will bring Haringey into line with five of our six neighbouring authorities. (The exception is Waltham Forest). This will assist parents in making cross-borough applications, and will eliminate some of the late applications received for Haringey primary schools.
- 3.5 To approve a reduction in the published admission number for Woodside High School from 243 pupils to 216 pupils entering Year 7 in September 2010. This reduction is to rationalise the number of secondary school places available with the opening of Heartlands High School, balanced against demand.

Report Authorised by :



Sharon Shoemith
Director
The Children and Young People's Service

Contact Officer:

Ian Bailey, Deputy Director (020 8489 4601) and
Sheila Locke, Head of Admissions (020 8489 8350)

4. Director of Finance Comments

- 4.1 School Budgets are based largely on the actual number of pupils on a school's roll at the Annual School Census date. Changes to the Planned Admission Number (PAN) will cause budget variations only to the extent that they themselves lead to changes in the actual number of pupils on roll.
- 4.2 The proposed reduction in PAN at Woodside High School will reflect more closely the actual pupil number intake over recent years which the school will have reflected in its structure and therefore budget. As a consequence that change should not in itself cause financial difficulty for the school.

5. Head of Legal Services Comments

- 5.1 The Head of Legal Services has been consulted on the content of this report. The report itself sets out the statutory requirement for consultation regarding the admission arrangements to be determined by the Council as admission authority for the schools indicated in the report and its appendices.
- 5.2 The proposals set out generally in the report and appendices, including those for admission numbers, oversubscription criteria and co-ordinated arrangements, comply with the statutory requirements on the Council, including those required by the School Admissions Code.

6. Local Government (Access to Information) Act 1985

- Section 89 of the Schools Standards and Framework Act 1998
- The Education Act 2002
- The Education and Inspections Act 2006
- The Education (Co-ordination of Admission Arrangements) (Secondary Schools) (England) Regulations 2007
- The School Admissions Code (2007)
- Education (Co-ordination of Admission Arrangements) (Primary Schools) (England) Regulations 2007

7. Strategic Implications

- 7.1 Section 89 of the School Standards and Framework Act 1998, as amended by the Education and Inspections Act 2006 and associated Regulations require admission authorities to consult annually on their admission arrangements for the following academic year. The Children and Young People's Service gives advice to governing bodies who are the admission authorities for other maintained primary and secondary schools in Haringey (i.e. St Thomas More Catholic School, The John Loughborough School, Fortismere School and Greig City Academy). Consultation for all admission authorities should be completed by 1 March 2009, and determined by 15 April 2009. However, the Authority is seeking to consult earlier than in previous years in order to report back to Cabinet on time in early March.

The new arrangements will then come into effect from the September 2010 intake.

8. Admission arrangements for the 2010/11 school year – secondary schools

- 8.1 The current oversubscription criteria for admission to mixed community secondary schools in Haringey are attached as Appendices 1 and 2, and are fully compliant with advice given in the School Admissions Code and no changes are proposed.

9. Admission arrangements for the 2010/11 school year – primary schools

- 9.1 Appendix 3 shows the oversubscription criteria applied to nursery classes attached to primary schools. These arrangements are used where there are more applications than places for full time provision to ensure children most in need are targeted.
- 9.2 The current oversubscription criteria for admission to community primary schools in Haringey is attached as Appendix 4, and are fully compliant with the School Admissions Code. No changes are proposed for the September 2010 intake.

10. Casual Admissions

- 10.1 The current arrangements for 'casual' admissions (i.e. admission at stages other than at entry to reception classes or on transfer from primary to secondary school) will use the same oversubscription criteria described in appendices 1 and 2 (Hornsey School for Girls will follow the same oversubscription criteria as other Haringey community secondary schools). Priority for admission to secondary schools (not primary) is normally given to children without school places over those transferring from other schools. This policy is to ensure priority is given to the most vulnerable children. It is not proposed to change this arrangement.

11. Co-ordinated Admissions – secondary schools

- 11.1 The Pan-London co-ordinated scheme for children transferring from primary to secondary school is about to enter its fifth year. The preference success rate for Haringey residents in the last two years is shown below. The figures have remained fairly consistent

% of all applicants	School Year	
	2007/08	2008/09
offered their first preference	70	67
offered one of their preferences	92	92
allocated a place at the nearest secondary school with places available	8	8

- 11.2 A Transfer Advisor was appointed in September 2007 to advise parents about secondary school applications. Some parents find the admission procedures very difficult to understand, and the advisor can offer parents support that is

independent of the Admissions Team. It is the government's belief that advisors will ensure that parents make realistic preferences, and raise the percentage of pupils who are offered their first preference school.

- 11.3 At the time of writing, the outcome of the appeals for the September 2008 entry were not known. This will be reported to Cabinet as soon as all the hearings have taken place and the independent panels have made their decisions. The number actually heard appears to have fallen, but the appeals for Fortismere have not been included in the 2008/09 total as it is now a foundation school.

	2007/8	2008/9
Number of appeals heard	171	130

- 11.4 There is still a significant number of parents who make unrealistic preferences despite the information and guidance widely available. It is hoped that the Transfer Advisor will have a significant impact on this number, however many parents believe they have a free choice of school for their child.
- 11.5 The proposed scheme for the 2010/11 school year is attached as Appendix 5. Cabinet should kindly note that the Pan-London scheme has yet to be finalised across London. There may be some changes to the timetable, but the fundamental points will stay the same.

12. Co-ordinated admissions – primary schools

- 12.1 The preference success rate in Haringey remains very similar to last year.

% of all applicants	School Year	
	2007/08	2008/09
offered their first preference	82	81
offered one of their preferences	96	95
allocated a place at the nearest primary school with places available	4	5

It is believed that late applications have an important impact on this issue, and the Admissions Team will be looking to improve the position by being far more proactive with nurseries and other pre-school providers from the 2009 intake, but perhaps more

crucially by changing the reception admissions timetable to bring Haringey closer into line with most neighbouring authorities.

The proposed scheme for the 2010/11 school year is attached as Appendix 6.

12.2 The number of appeals heard fell in 2008. This is likely to reflect the fact that infant class size appeals are rarely upheld due to the very limited powers of the independent appeal panels in these cases. It may also be reaction to the fact that none were upheld in 2007/08, and this information was published in the primary booklet. The figures for 2007 and 2008 are as follows:

	School Year	
	2007/08	2008/09
Number of appeals heard	55	38
Number of appeals upheld	0	1

12.3 The planned admission numbers for each community primary and secondary school and St Aidan's voluntary controlled school will be included in the consultation documents.

13. eAdmissions

13.1 The government target for online admissions for the September 2008 intake was 10%. Although Haringey had aimed for 20% and widely publicised the facility. Although the 20% target was not reached, the number of online applications rose from 11% for the September 2007 intake to 14% for the September 2008 intake.

14. The In-Year Fair Access Protocol.

14.1 At the time of writing, agreement had not been reached with all admission authorities in Haringey with Fortismere governors deciding they were unable to agree the protocol in its current format.

14.2 Failure to agree a protocol across all admission authorities will result in the Authority requesting the Secretary of State to impose a protocol on all parties across Haringey. At the time of writing, the Authority was moving towards making this request from DCSF to resolve the situation.

15. Entry to Sixth Forms (Years 12 and 13).

15.1 Appendices 7, 8 and 9 outline the proposed admission arrangements for sixth form provision in Haringey, namely Alexandra Park School, the Highgate / Hornsey Consortium, and the new Haringey Sixth Form Centre. The School

Admissions Code permits that elements of academic selection in admission arrangements at this level. Haringey Council is the admission authority and therefore must approve the admission arrangements.

- 15.2 Applications from prospective students are made directly to each individual provider who will administer the agreed admission arrangements.

16. Conclusion

- 16.1 The Education and Inspections Act 2006 and implementing Regulations require Local Education Authorities to consult on their admission arrangements annually.
- 16.2 The recommendations included in this report incorporate advice contained within the DCSF School Admissions Code.

17. Recommendations

- 17.1 To approve the proposed admission arrangements for consultation for all community primary and secondary schools and St Aidan's Voluntary Controlled Primary School.
- 17.2 To approve the proposed admission arrangements for consultation for sixth form provision in Alexandra Park School, the Highgate/Hornsey Consortium and the Sixth Form Centre.
- 17.3 To approve the proposed consultation for a Qualifying Scheme for the co-ordination of transfer from primary to secondary school as a member of the Pan-London consortium.
- 17.4 To approve a Qualifying scheme for the co-ordination of admission to reception classes within Haringey. Cabinet is asked to approve an amended timetable which will bring Haringey into line with five of our six neighbouring authorities. (The exception is Waltham Forest). This will assist parents in making cross-borough applications, and will eliminate some of the late applications received for Haringey primary schools.
- 17.5 To approve a reduction in the published admission number for Woodside High School from 243 pupils to 216 pupils entering Year 7 in September 2010. This reduction is to rationalise the number of secondary school places available with the opening of Heartlands High School, balanced against demand.

18. Equalities Implications

- 18.1 The current oversubscription criteria for Haringey community schools and the advice given to governors of schools who are their own admission authority (Appendix 1) complies with the advice given in the DfES School Admissions Code of Practice. The Code has due regard to the provisions of the Sex Discrimination Act 1975, the Race Relations Act 1976 (as amended by the Race Relations (Amendment) Act 2000), and the Disability Discrimination Act 1995 (as amended by the Special Educational Needs and Disability Act 2001).

19. Use of Appendices

- Appendix 1 Oversubscription criteria for Haringey mixed community secondary schools for the 2010/11 school year. (NOT Hornsey School for Girls)
- Appendix 2 Oversubscription criteria for Hornsey School for Girls for the 2010/11 school year
- Appendix 3 Oversubscription criteria for nursery classes in Haringey community primary schools and St Aidan's Voluntary Controlled School.
- Appendix 4 Oversubscription criteria for Haringey community primary schools and St Aidan's voluntary controlled primary school for the 2010/11 school year.
- Appendix 5 Draft Qualifying Scheme for the co-ordination of admission to Year 7 in Haringey maintained secondary schools in the 2010/11 school year
- Appendix 6 Draft Qualifying Scheme for co-ordination of admission to reception classes in Haringey maintained primary schools for the 2010/11 school year
- Appendix 7 Arrangements for admission to Alexandra Park Sixth Form
- Appendix 8 Arrangements for admission to the Highgate/Hornsey consortium
- Appendix 9 Arrangements for admission to the Haringey Sixth Form Centre

Appendix 1

Oversubscription criteria for Haringey mixed community secondary schools for the 2010/11 school year. (NOT Hornsey School for Girls)

Children with a statement of special educational needs which name the school will be admitted in accordance with section 324 of the Education Act 1996.

If the number of applicants without statements of special educational needs naming the school is higher than the number of places available, the following criteria are applied, in the order set out below to decide who is offered a place:

- a) Children who are looked after by a local authority.
- b) Children who the Authority accepts have an exceptional medical, social or educational need for a place at the school. Applications will only be considered under this category if they are supported by a written statement from a doctor, social worker or other appropriate independent professional. In each case, the connection between the child's need and the specific school applied for must be clearly demonstrated.
- c) Children with a brother or sister already attending the school and who will still be attending on the date of admission. This category includes foster brothers and sisters, half brothers and sisters or stepbrothers and sisters. Parents should note that in all these cases, the brother or sister must be living at the same address as the child for whom the application is being made.
- d) Children living closest to the preferred school (distance is measured in a straight line using a computerised mapping system).

The tie-breaker for all criteria is children living closest to the school (measured in a straight line from the home post office address point to the main entrance of the school (using a computerised mapping system)).

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Appendix 2

Proposed admission arrangements for Hornsey School for Girls for the 2010/11 school year.

Children with a statement of special educational needs which name the school will be admitted in accordance with section 324 of the Education Act 1996.

If the number of applicants without statements of special educational needs naming the school is higher than the number of places available, the following criteria are applied, in the order set out below to decide who is offered a place:

- a) Girls who are looked after by a local authority.
- b) Girls who the Authority accepts have an exceptional medical, social or educational need for a place. Applications will only be considered under this category if they are supported by a written statement from a doctor, social worker or other appropriate independent professional. In each case, the connection between the child's need and Hornsey School for Girls must be demonstrated.
- c) Girls with a sister already attending the school, and who will still be attending on the date of admission. This category includes foster sisters, half sisters and stepsisters. Parents should note that in all of these cases, the sister must be living at the same address as the child for whom the application is being made.
- d) Girls allocated places in proportion to the applications received from each primary school. If there are more requests from girls attending a particular primary school than the proportionate allocation, places will be allocated to those girls living closest to Hornsey School for Girls. If a place becomes available but there are no remaining requests from that particular primary school, (school A), the place will be added to the proportion allocated to the primary school (school B) **which is the primary school with the highest unmet demand**. Girls who attend independent schools or who move into the area and who are unplaced in a primary school will be assigned to their nearest community primary school.

The waiting list for Hornsey School for Girls will be held in this order until the start of the autumn term September 2009 when, after criteria a), b) and c), criterion d) will be replaced by criterion e) below:

- e) The remaining places will be allocated to those girls who live closest to Hornsey School for Girls. (Distance is measured in a straight line using a computerised mapping system).

The tie-breaker for all criteria is children living closest to the school measured in a straight line from the home post office address point to the main entrance of the school (using a computerised mapping system).

Appendix 3

Oversubscription criteria for nursery classes in Haringey community primary schools and St Aidan's voluntary controlled primary school for the 2010/11 school year.

Children can begin in the nursery class from the September following their child's third birthday. If there are more requests than part-time places available, the criteria shown below for full time places will be applied.

If the number of applicants is higher than the number of full-time places available, the following criteria are applied:

- children with special educational needs
- children with a social or medical need, for example a child in the care of the local authority and children on the risk register
- children who are residents of Haringey and who:
 - are housed in temporary accommodation
 - are cared for by a lone parent
 - are refugees or asylum-seekers
 - are from a family receiving Income Support
 - have English as an additional language
 - are from a family with a number of pre-school-age children.

If a child has one or more of these needs, there is no guarantee of a full time place, however your child may be given a higher priority for a place. If you think your child has any of these needs, please contact your preferred school or centre to discuss this in detail.

Parents/carers should note that admission to a nursery class in a school does not guarantee a place in the reception class at the same school, and separate application forms must be completed for the nursery and the reception class.

Early admission to nursery

Some places may be available to children for one or two terms before the school year in which they have their fourth birthday. Priority for these places is given to children in greatest need. Please ask at your local school/centre for information in the first instance.

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Appendix 4

Oversubscription criteria for Haringey community primary schools and St Aidan's voluntary controlled primary school for the 2010/11 school year.

Children with a statement of special educational needs which name the school will be admitted in accordance with section 324 of the Education Act 1996.

If the number of applicants without statements of special educational needs which name the school is higher than the number of places available, the following criteria are applied, in the order set out below to decide who is offered a place:

- 1) Children who are looked after by a local authority.
- 2) Children who the Authority accepts have an exceptional medical, social or educational need for a place at the school. Applications will only be considered under this category if they are supported by a written statement from a doctor, social worker or other appropriate independent professional. In each case, the connection between the child's need and the specific school applied for must be clearly demonstrated.
- 3) Children who will have a brother or sister attending the school (or its associated Infant or Junior school) at the time of admission. This category includes foster brothers and sisters, half brothers and sisters or stepbrothers and sisters. Parents should note that in all these cases, the brother or sister must be living at the same address as the child for whom the application is being made. (However, this does not include younger siblings in the school's nursery class).
- 4) Children living closest to the preferred school.

The tie-breaker for all criteria is children living closest to the school measured in a straight line from the home post office address point to the main entrance of the school (using a computerised mapping system).

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Appendix 5

Qualifying Scheme for co-ordination of admission to Year 7 in Haringey maintained secondary schools for the 2010/11 school year.

The Haringey Children and Young People's Service proposes carrying forward the co-ordinated arrangements currently in place for admission to maintained secondary schools in September 2009. The Qualifying Scheme outlined below incorporates all admission authorities for maintained secondary schools in Haringey as required under current legislation. These are:

The Children and Young People's Service is the admission authority for the community secondary schools in Haringey, specifically:

- Alexandra Park School,
- Gladesmore Community School,
- Heartlands High School,
- Highgate Wood School,
- Hornsey School for Girls,
- Northumberland Park Community School,
- Park View Academy
- Woodside High Lane School

The respective governing bodies are the admission authorities for the following schools:

- Greig City Academy
- Fortismere School
- St Thomas More RC School
- The John Loughborough School

Applications

i) Parents applying for all maintained secondary schools in Haringey at the primary-secondary transfer stage will be required to complete the secondary transfer form for the area in which they live, regardless of the location of the secondary schools they are applying for.

ii) In accordance with paragraph 1.73 of the School Admissions Code other admission authorities within Haringey (i.e. Greig City Academy, Fortismere, St Thomas More RC School and The John Loughborough School) will **not** use supplementary forms except where the information on the Common Application Form is insufficient for consideration against the school's published admission criteria.

iii) Applicants will be able to express up to six preferences on the Common Transfer form, and this will include all maintained secondary schools whether situated in Haringey or not, as well as Academies and any City Technology College that has agreed to participate in their Authority's scheme.

iv) The order of preference given by parents on the Common Application Form will not be revealed as admission authorities do not require this information in order to apply their oversubscription criteria. However, the preference information will be given to another authority where a parent has applied for a participating secondary school in that authority's area to enable that authority to run their co-ordination scheme.

Processing (Timetable)

v) Applicants living in Haringey must return the completed Common Application Form **which will be available to be submitted on line to Haringey Admissions Service by 26 October 2009**. The October closing date is recommended by the School Admissions Code is 24 October, or the next working day, however, 24 October often falls during the half term break.

vi) Application data relating to applications to schools in other Participating Authorities will be up-loaded to the Pan-London Register by **9 November 2009**. In any year when this is not a working day, the deadline will be the next working day. The last date for uploading late applications that are accepted as 'on-time' to the PLR will be **11 December 2009**.

vii) The timetable for processing applications in accordance with oversubscription criteria for all admission authorities in Haringey (please see proposed oversubscription for Haringey community secondary schools under point 1 in the consultation document) will be as follows:

◆ **20 November 2009** – Deadline for Haringey Admissions Service to send details of applicants (without preference information to Greig City Academy, Fortismere, The John Loughborough School and St Thomas More RC School.

◆ **23 November 2009 to 8 January 2010**, admission authorities in Haringey consider applications using their respective published admission arrangements.

◆ **13 January 2010** – Deadline for Greig City Academy, Fortismere, The John Loughborough School and St Thomas More RC School to

return lists of all applicants, in rank order, to the Haringey Children's Service.

viii) It is proposed that late applications should be accepted only where they are late for a good reason. This carries forward the current published arrangement for Haringey community schools which states that:

'Applications received after the closing date.....will only be considered with those submitted before the closing date where there are exceptional circumstances. This can be where the family moved (in which case evidence of the change of address will be required) or there are other exceptional reasons which prevented the family from applying on time. In each case, supporting evidence will be required.'

ix) Where a parent moves from one participating home authority to another after submitting an on-time application under the terms of the former home authority's scheme, the new home authority will accept the application as on-time up to 11 December 2009, on the basis that an on-time application already exists within the Pan-London system.

x) Haringey will participate in the application data checking exercise to be scheduled between December 2009 and January 2010 in the Pan-London timetable.

xi) The latest up-load of late applications to the PLR is **11 December 2009**.

xii) Haringey Children and Young People's Service will up-load the highest potential offer to an applicant for a Haringey maintained school to the PLR by **3 February 2010**. The PLR will transmit the highest potential offer made by the Maintaining LEA (the LEA where the school is situated) to the Home LEA (the LEA where the applicant lives).

xiii) Haringey's Local Admissions System (LAS) will eliminate all but the highest ranked offer where the applicant has more than one potential offer across Maintaining LEAs. This will involve exchanges of information between LAS and the PLR until a steady state is achieved (which PLR will indicate). Haringey will then transmit to PLR information about which final offers have and have not been made at least 5 working days before 1 March. The PLR will transmit this information to the LAS of the relevant Maintaining Authorities for their information.

Offers

xiv) Notification will be sent to parents concerning the outcome of their applications on the Prescribed Day, this being **1 March 2010**.

xv) On the same day, Haringey residents who have not been offered one of their preferred schools will be allocated a place at an alternative school. This will usually be the nearest community school, but, with the agreement of the governing bodies, this may be either of the voluntary aided secondary schools or the academy, provided they have places available.

xvi) Haringey Admissions will participate in the offer data checking exercise to be scheduled February 2010 in the Pan-London timetable.

xvii) For the purposes of Paragraph 2(e), 4 (d) and 4 (e) of the Schedule to the Regulations, the Home LA (Haringey Children and Young People's Services) will inform applicants living in the area of their highest offer of a school place and, where relevant, the reasons why higher preferences were not offered, irrespective of whether they were for schools in the Home LA or in other Participating LAs. Where a place has been refused at a Haringey school where the governors are the admission authority, parents will be advised to contact the school concerned for detailed reasons why their application was refused.

Post-Offer

xviii) Haringey Children and Young People's Services will continue to co-ordinate admissions after 1 March notifications have been sent until a steady state is achieved. **This will be until September 2010.** At that stage, the LA will notify Greig City Academy, Fortismere, The John Loughborough School and St Thomas More RC School.

xix) Haringey Admissions will request that resident parents accept or decline the offer of a place by 15 March 2010.

xx) Where a parent resident in Haringey accepts or declines a place in a school maintained by another authority by 15 March 2010, we will forward the information to the maintaining authority by 22 March 2010. Where such information is received from parents between 15 March and 31 August 2010, we will pass it to the maintaining authority as it is received.

xxi) In the period 1 March to 31 August 2010, Haringey Admissions will seek to ensure that a place is not offered at a school in its area which is ranked on the CAF as a lower preference than any school already offered to a parent.

xxii) In the period 1 March to 31 August 2010, Haringey will inform the home authority, where different, of any change to an applicant's offer status as soon as it occurs.

xxiii) In the period 1 March to 31 August 2010, Haringey Admissions will accept new applications (including additional preferences) for its schools from home authorities.

xxiv) It is proposed that waiting lists for Haringey community secondary schools will be kept in the order of the oversubscription criteria. From September 2010, the waiting list for Hornsey School for Girls will be altered and the proportionality category will cease. In its place, applicants under this category will be placed in order of distance of the home address to the school. Applicants remain only on waiting lists for higher preferences than the one offered. (This will not affect parents' right to appeal against any decision to refuse a place).

Number of places

The current admission limits for year 7 pupils in each Haringey community secondary schools is as follows:

Alexandra Park	216
Gladesmore Community School	243
Heartlands High School	216
Highgate Wood School	243
Hornsey School	243
Northumberland Park Community School	210
Park View Academy	243
Woodside High School	216

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Appendix 6

Qualifying Scheme for co-ordination of admission to reception classes in Haringey maintained primary schools for the 2010/11 school year.

Children who have their fifth birthday on or between 1 September 2010 and 31 August 2011 are due to start in reception classes in Haringey in September 2010. The current arrangements for admission to Haringey community primary schools and St Aidan's voluntary controlled School do not provide for children of other age groups to start in reception in September 2010. Parents will be required to show documentary evidence of their child's date of birth.

The proposals outlined below incorporate all admission authorities for maintained primary schools in Haringey with reception classes. These are:

- i) Haringey Children and Young People's Service as admission authority for the community primary schools in Haringey.
- ii) The Governing Bodies of the following voluntary aided primary and infant schools:

St Francis de Sales RC Infants' School	
St Ignatius RC Primary	St John Vianney RC Primary
St Martin of Porres RC Primary	St Mary's RC Infants' School
St Peter-in-Chains RC Infants' School	
The Green CE Primary	St Ann's CE Primary
St James CE Primary	St Mary's CE Infants' School
St Michael's CE Primary (N6)	St Michael's CE Primary (N22)
St Paul's & All Hallows CE Infants' School	

Application Forms

For the September 2010 intake, parents applying for all maintained primary schools in Haringey in the normal year of entry (i.e to reception classes) will be required to complete the Haringey common application form, regardless of the applicant's borough of residence. All preferences named on the common application form will be valid preferences.

In accordance with paragraph 1.73 of the School Admissions Code other admission authorities within Haringey (i.e. the voluntary aided primary and infant schools listed above) will **not** use supplementary forms except where the information on the common application form is insufficient for consideration against the school's published admission criteria. (This will usually be where schools require evidence of religious commitment as part of their admission arrangements).

However, Governors will be required to state in their admission arrangements that these are not application forms, and the completion of a supplementary form alone is not a valid application. Where supplementary forms have been returned directly to the schools, they must notify the Haringey Admissions Service to check whether the common application form has been completed, and if not, contact the parent and request them to complete one.

The Children's Service is proposing that applicants should be able to name up to **four** schools on the common application form in order of preference, and this will include all maintained primary schools in Haringey (but not primary schools in any other authority's area). Parents will also be invited to give reasons for their preferences.

Confidentiality of preference information

The Authority will forward information about all applicants to the relevant admission authorities within Haringey, but will not give the preference ranking.

The Equal Preference System

Preferences for maintained primary schools (including voluntary aided schools) will be considered without reference to the parent's order of preference. Admission authorities should supply a list of all applicants in criteria order to the Admissions Service who will apply the ranking information to offer the highest possible preference.

Governing bodies of voluntary aided schools in their capacity as admission authority for that school will be responsible for applying their own determined and published admission arrangements, and these should make clear that preferences will be considered equally, and without reference to the preference order stated by the parent.

Haringey's Local Admissions System (LAS) will eliminate all but the highest ranked offer where the applicant has more than one potential offer across admission authorities within the authority's area.

Determining the offers in response to the common application form.

The closing date for applications is proposed as **29 January 2010**, and the deadline for changing preferences should be the same date. The forms must be returned to Haringey Admissions Service by this date.

It is proposed that there is a frequent exchange of data relating to schools where the governing body is the admission authority (i.e. voluntary aided

primary and infant schools in Haringey) both before and after the closing date to ensure that application procedures have been followed correctly and the necessary forms have been completed).

The Haringey Admissions Service will act as a clearing house for the allocation of places by the relevant admission authorities in response to the application forms. The Authority will only make any decision with respect to the offer or refusal of a place in response to any preference expressed on the common application form where:

- a) it is acting in its separate capacity as an admission authority, or
- b) an applicant is eligible for a place at more than one school, or
- c) an applicant is not eligible for a place at any school that the parent has nominated.

By **5 March 2010**, the Haringey Admissions Service will notify the admission authority for each of the schools of every nomination that has been made for that school, including all relevant details and any supplementary form received by this date which schools require in order to apply their oversubscription criteria.

By **5 April 2010** the admission authority for each school will consider all applications for their schools, apply the school's oversubscription criteria (if appropriate) and provide the Haringey Admissions Service with a list of those applicants ranked according to the school's oversubscription criteria.

The LA will match this ranked list against the ranked lists of the other schools nominated and:

- where the child is eligible for a place at the nominated/only one of the nominated schools, that school will be allocated to the child
- where the child is eligible for a place at two or more of the nominated schools, they will be allocated a place at whichever of these is the highest ranking nominated school for which they are eligible for a place
- where the child is not eligible for a place at the nominated school/any of the nominated schools, the child will be allocated a place at the nearest appropriate school to the child's home address with a place available. They will also be given information on other schools in the LEA's area which still have places available.

On **30 April 2010** the Admissions Service will inform schools of the pupils to be offered places at their schools

On **30 April 2010** the Admissions Service will post letters to parents notifying them they are being offered a place at the allocated school. This letter will give the following information:

- the name of the school at which a place is offered;
- the reason why the child is not being offered a place at any of the other schools which may have been nominated on the common application form;
- information about their statutory right of appeal against the decisions to refuse places at other nominated schools;
- contact details for the school and LA (and those nominated VA schools where they were not offered a place so that they can lodge an appeal with the governing body);
- if the child has been refused a place at a nominated school that was a higher preference than the one offered, an invitation for the child's name to be placed on a waiting list for reallocation if places become free after the offer date.

On **30 April 2010** the LA will also inform neighbouring LAs of any offers of a place at its schools made to neighbours' residents

14 May 2010: the deadline for parents to accept the place offered. If they do not respond by this date, it will be assumed that they do not accept the place.

After offers have been made

The Admissions Service will continue co-ordinated procedures for a time after the 30 April 2010 notifications have been sent until a steady state is achieved. This is because duplicate offers will be possible where applicants have applied to schools in another authority's area, or parents decide to accept a place for their child in the private sector. **It is anticipated that this will be until September 2010.**

Waiting lists should be kept in the order of the oversubscription criteria and in order to avoid duplicate offers, **applicants remain only on waiting lists for higher preferences than the one offered.** (This will not affect the parents' right to appeal against any decision to refuse a place).

Timetable

The proposed timetable for processing applications in accordance with oversubscription criteria for all admission authorities in Haringey is suggested as follows:

Deadline for receipt of completed application forms – **29 January 2010**

Community and voluntary aided schools advised of all applications received for their schools – **5 March 2010**

Voluntary aided schools to send lists of all applicants in criteria order to Haringey Admissions Service – **5 April 2010**

Letters notifying parents of the outcome of their applications – **30 April 2010**

Late applications

The closing date for receipt of completed common application forms is 29 January 2010. Applications received after this date will be accepted as 'on time' **only** where they are late for a good reason. This is in line with the School Admissions Code.

Further guidance on exceptional circumstances will be given in the new primary school booklet.

Applications made directly to any school on the common transfer form must be forwarded to Haringey Admissions Service immediately. Where only the supplementary form is received, the school must inform the authority immediately so it can verify whether a common application form has been received from the parent, and if not, contact the parent and ask them to complete one. The Authority will enter the details onto its central database and after consultation with the relevant admission authority, offer a place at the nominated or highest ranking school with a place available, or if this is not possible, at the nearest appropriate school with a place available.

Applications received after 1 September 2010 (Casual admissions)

Applications received after 1 September 2010 and applications for places in a year group other than the normal year of entry to primary school will be treated as casual admissions, and referred to the relevant admission authority for determination. Individual admission authorities will operate arrangements for casual admissions. In the case of the Children and Young People's Service, the waiting lists for community primary schools and St Aidan's Voluntary Controlled School will be kept in the order of the oversubscription criteria.

Waiting lists.

The waiting lists for reception classes in Haringey community primary schools and St Aidan's Voluntary Controlled School will be kept in the order of the oversubscription criteria..

Alexandra JMI	30	Lordship Lane	90
Belmont Infants	56	Mulberry	90
Bounds Green Infant	60	Muswell Hill	60
Broadwater Farm	60	Nightingale	60
Bruce Grove	60	Noel Park	81*
Campsbourne Infant	60	North Harringay	60
Chestnuts Primary	60	Rhodes Avenue	60
Coldfall	90	Risley Avenue	90
Coleraine Park	60	Rokesley Infant	90
Coleridge	120	St Aidan's VC Primary	30
Crowland	60	Seven Sisters	60
Devonshire Hill	60	South Harringay Infant	60
Downhills	60	Stamford Hill	30
Earlham	60	Stroud Green	60
Earlsmead	60	Tetherdown	60
Ferry Lane	30	Tiverton	60
Highgate	56	Welbourne	60
Lancasterian Infant	58	West Green	30
Lea Valley	60	Weston Park	30

*The Authority is proposing to reduce the number admitted to the reception year at Noel Park School from 81 to 60 from the 2010/11 school year.

Appendix 7

Arrangements for admission to Alexandra Park Sixth Form

Total number of students to be admitted in September 2010 = **250**

Total number of students to be admitted from outside the school = **100**

To study AS/A levels students must have at least five Grades A* – C at GCSE. Some subjects have specific entry requirements and for many AS/A level subjects a B grade in that subject at GCSE is a strong preference.

Students without five Grades A* – C at GCSE, are able to apply for our Intermediate courses – OCR National in Science, OCR National in Business and BTEC Music providing that their performance at GCSE indicates that they will be able to cope with the demands of the course.

Students wishing to join the Sixth Form after having completed their AS levels at another institution may be able to complete A2s in Year 13 at Alexandra Park School. To do so they must have secured satisfactory passes in their AS levels, and their course choice is compatible with our timetable.

The Alexandra Park Sixth Form will normally be able to offer places to all applicants provided they meet the minimum entry requirements. In the unlikely event that this is not possible due to the number of applications, priority will be given in the following order to students who meet the minimum entry requirements:

1. To students in the care of a local authority or who have statements of Special Educational Needs specifically naming the institution;
2. To students who will have a sibling attending the school at the point of admission . This category includes foster brothers and sisters, half brothers and half-sisters or stepbrothers and stepsisters. They must also be living at the same address as the applicant.
3. To students living closest to the school. Distance will be measured in a straight line from the post office address point of the student's home to the main entrance of the school.

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Appendix 8

Arrangements for admission to Hornsey/Highgate Wood Sixth Form Consortium

Total number of students to be admitted in September 2010 = **300**

Total number of students to be admitted from outside the school = **100**

Years 12 and 13 (500 students) are based in separate accommodation. For a number of years at post 16 both schools have existed as a joint sixth form. General entry requirements are as follows:

A/S and A2 Level -	Four GCSE passes at A* - C. Some subjects will require a pass at grade 'B', for example Maths and Sciences.
GNVQ Intermediate - grade 'D' or	Four GCSE passes two of which should be at pass with Merit (2 yr course) or Distinction at Level 1 GNVQ.
GNVQ – Foundation -	Preferably mainly G – E passes at GCSE (2 yr course)

All students will be invited to an informal discussion about their subject choice.

The Hornsey/Highgate Wood Sixth Form Consortium will normally be able to offer places to all applicants provided they meet the minimum entry requirements. In the unlikely event that this is not possible due to the number of applications, priority will be given in the following order to students who meet the minimum entry requirements:

1. To students in the care of a local authority or who have statements of Special Educational Needs specifically naming the institution;
2. To students who will have a sibling on roll at the school where the applicant will be enrolled at the point of admission. This category includes foster brothers and sisters, half brothers and half-sisters or stepbrothers and stepsisters. They must also be living at the same address as the applicant.
3. To students living closest to the school. Distance will be measured in a straight line from the postal address point of the student's home to the main entrance of the institution where they would be on roll.

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Appendix 9

Haringey Sixth Form Centre

The aim of the new Sixth Form Centre is to provide opportunities for all those who have the desire and determination to succeed. Different types of courses have different entry requirements but we aim to provide a course for all students with the necessary degree of commitment regardless of their starting point. The Centre will provide courses at entry to Level 3 and will be fully inclusive.

Total number of students to be admitted in September 2010 = **500**

To study AS/A levels students must have 5 or more GCSEs at grades A*-C. Some subjects have particular entry requirements which typically would be a grade B in the subject to be studied.

For a Level 3 Vocational programme such as BTEC National students will need to have 4 or more GCSEs at Grade A*-C or an equivalent L2 qualification such as BTEC First.

To study a Level 2 programme, such as BTEC First, students will usually need to have GCSE passes at Grade D or above though experience, ability and interest in the chosen vocational area will be taken into account.

To study a Level 1 programme, such as a BTEC Introductory Diploma, students will need to have GCSEs at Grade E-G or an equivalent qualification although the key to obtaining a place on these courses is the student's commitment to do well in the area of study.

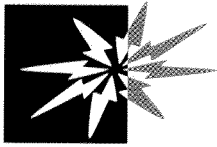
To study an entry or pre-entry level programme students do not need any formal qualifications but do need a personal commitment to further study in the area.

Students wishing to join the Sixth Form Centre after successfully completing the first year of a Level 3 course may do so if their course choice is compatible with the centre's timetable.

The Sixth Form Centre will normally be able to offer places to all applicants provided they meet the minimum entry requirements. In the event that this is not possible due to the number of applications, priority for all applications **received by the last day of the Spring Term** will be given in the following order:

1. To students in the care of a local authority under the provision of the Children Act 1989, or who have statements of Special Educational Needs specifically naming the institution.

2. To students on roll in Year 11 at one of the following schools:
Gladesmore Community School
The John Loughborough School
Northumberland Park Community School
Park View Academy
Woodside High School
3. To students who will have a sibling attending the Sixth Form Centre at the point of admission, provided they meet all the other entry requirements for admission to the course(s) applied for. This category includes foster brothers and sisters, half brothers and half-sisters or stepbrothers and stepsisters. They must also be living at the same address as the applicant.
4. To students on roll in Year 11 at other Haringey secondary schools.
All applications received after the last day of the spring term will be considered purely on a 'first-come-first-served' basis provided they meet the entry requirements for the course applied for. The only exceptions to this will be students who fall into category (1) above.



Haringey Council

Agenda item:

[No.]**Cabinet****On 16 September 2008**Report Title: **Children Act Complaints Annual Report**

Forward Plan reference number (if applicable):

Report of: **Director of the Children and Young People's Service**Wards(s) affected: **All**Report for: **Non-Key****1. Purpose**

1.1 To inform Members about complaints made under the Children Act procedures between April 2007 and March 2008

2. Introduction by Cabinet Member (if necessary)

2.1 This report sets out performance on complaints made under the Children Act during 2007/08. I recommend this report to the Cabinet

3. Recommendations

3.1 Members are asked to note the performance for the year 2007/08

Report Authorised by:

Sharon Shoemith
Director
Children and Young People's Service

Contact Officer: Patricia Walker, Policy & Partnerships Officer (020 8489 4694) and Ravia Zaman, Complaints Manager (020 8489 3481)

4. Chief Financial Officer Comments

4.1 The Director of Finance has been consulted on the contents of this report and has no comments to make.

5. Head of Legal Services Comments

5.1 The Children Act 1989 Representations Procedure (England) Regulations 2006 provide that the local authority must publish an Annual Report on complaints. Government guidance *Getting the Best from Complaints* states that the report should be presented to staff and the relevant committee and should be made available to the regulator and the general public. The guidance also sets out those matters to be addressed in the report, namely:

- representations made to the local authority;
- the number of complaints at each stage and any that were considered by the Local Government Ombudsman;
- which customer groups made the complaints;
- the types of complaints made;
- the outcome of complaints;
- details about advocacy services provided under these arrangements;
- compliance with timescales, and complaints resolved within extended timescale as agreed;
- learning and service improvement, including changes to services that have been implemented and details of any that have not been implemented;
- a summary of statistical data about the age, gender, disability, sexual orientation and ethnicity of complainants; and
- a review of the effectiveness of the complaints procedure

6. Local Government (Access to Information) Act 1985

6.1 *Getting the Best from Complaints: Social Care Complaints and Representations for Children, Young People and Others*. DfES September 2006

6.2 The Children Act 1989 Representations Procedure (England) Regulations 2006

7. Background

7.1 Under the Children Act 1989 and the Children Act Representations Procedure a report on complaints made under the Children Act must be prepared each year, presented to a committee of the local authority and made available as a public document.

7.2 The report covers complaints made about social services provided under the Act such as the delivery of services, care and supervision, social work court reports, adoption and decision making. Complaints may be made by children and young people, their parents or those with parental responsibility, foster carers, special guardians and prospective adopters.

7.3 The report outlines the three stages of the Children Act complaints process. It covers:

- the numbers and types of complaints;
- the outcomes of complaints and stage of the process reached;
- the timescales they were completed in;
- a summary of the data available on complainants, such as age, gender and ethnicity;
- learning or service improvements that have taken place following a complaint;
- information about expenditure;
- information about advocacy services provided under the regulations.

7.4 Information about complaints made to the Children and Young People's Service which were dealt with under the Council's corporate procedures is included in the Annual Report on Customer Feedback and Members Enquiries presented to Cabinet in September 2008.

8. Financial Implications

8.1 The direct costs of Children Act complaints are the costs of investigating officers and independent persons at stage 2 of the complaints process. In 2007/08 this was £14,223.48. Further details are given in the report. If stage three of the process was invoked then there would also be a cost for independent review panellists. However there were no stage three Children Act complaints in 2007/08.

9. Equalities Implications

9.1 Information on ethnicity, gender, age and disability of complainants is given in the report. Complainants are asked to give information about themselves as part of the satisfaction forms. However this information is not always supplied, making it difficult to draw conclusions.

10. Use of Appendices / Tables / Photographs

Appendix 1: The Children and Young People's Service Annual Children Act Complaints Report for 2007/08



Appendix 1

The Children and Young People's Service

Developing Positive Experiences Children Act Complaints Annual Report 2007/8

1. Background

- 1.1 The Children and Young People's Service has outlined the following vision which underpins all its activities including complaints management. "we want every child and young person in Haringey to be happy, healthy and safe with a bright future" We want all our service users and partners to tell us about their experiences, the good and the bad, as this helps us to know if we are reaching our vision. We will listen to them and work with them to develop positive outcomes for all.
- 1.2 Under the Children Act 1989 all Local Authorities are required to have in place procedures to effectively deal with complaints about children's social care issues. In September 2007 new regulations were brought into force entitled *Representations Procedure (Children) Regulations, 2006*, which introduced changes in the way in which complaints were administered. The Department for Children, Schools and Families (DCSF) issued accompanying guidance entitled 'Getting the Best from Complaints' which set to empower Local Authorities in the way they manage their complaints. The legislation requires all Local Authorities to provide an annual report on information about its handling of complaints under the Children's Act procedures.
- 1.3 This report provides information about complaints made during the twelve months between 1 April 2007 and 31 March 2008. The report will discuss complaints performance during this period and consideration will be given to demographic information about the complainants. All timescales contained within this report are in working days.

2. The Complaints Process

- 2.1 The Children's Act complaints procedure has three stages. These are defined as local resolution, formal investigation and review panel. Performance on complaints handling is determined by whether or not complaints are resolved within prescribed timescales.

2.2 Stage 1- Local Resolution

This is the most important stage of the complaints procedure because our aim is to try and resolve as many complaints as possible at this early stage. The Department's services, and external contractors providing services on our behalf, are expected to liaise with service users and resolve as many complaints as possible at this initial point. Local Service Managers are appointed to arrange the resolution.

The timescale for concluding this stage is 10 working days. Where issues are deemed to be complex or the complainant is a child or young person with an advocate representing them the timescale can be extended by a further 10 days.

2.3 Stage 2- Formal Investigation

This stage is implemented where the issues have not been resolved at the previous stage. This stage involves appointing an investigator to look into the issues and an independent person to ensure the investigation is conducted in a fair, thorough and transparent manner. Both officers are required to produce reports outlining the findings of the investigation. Haringey Council has recruited external officers to carry out this service. A Deputy Director from the Children and Young People’s Service adjudicates on the findings of the investigation reports.

This stage of the process should be resolved and concluded within 25 days, although in certain cases this can be extended to 65 days where the issues are complex or an advocate for the child or young person is involved.

2.4 Stage 3- Review Panel

The third stage of the complaints process is the Review Panel. Where complainants are still dissatisfied with the findings at the previous 2 stages of the procedure the Council is required to establish a panel of 3 independent and lay persons. The panel considers and reviews the evidence and makes recommendations to the Director who then decides on any action to be taken. This stage of the procedure should be concluded within 50 working days.

2.5 Local Government Ombudsman

A further option for complainants is to take their complaint to the Local Government Ombudsman (LGO) who is empowered to investigate where it appears that a Council’s own investigations have not resolved the complaint. Complainants can refer their complaint to the LGO at any time, although the Ombudsman normally refers the complaint back to the Council if it has not been considered under the Council’s internal procedures previously.

3. Resolving Situations

3.1 The complaints service received a total of 52 complaints under the Children Act between March 2007 and April 2008 at stage 1 of the procedure. The table below shows the numbers of complaints recorded for the last 3 years stage 1 and 2 of the procedures and the percentage of complaints progressing onto the next stage of the process. No complaints escalated to stage 3.

Table 1

Period	No. of complaints at stage 1	% of complaints escalating to next stage of procedure	No. of complaints at stage 2
2005-06	36	33%	12
2006-07	51	8%	4
2007-08	52	8%	4

3.2 General rate of escalation to the next stage is very low with only 8% of complaints escalating to the next stage during the last 2 years. This indicates

that 92% of complaints were resolved to the complainants' satisfaction or understanding. Complaints at this stage are dealt with by social care staff and the success at this stage is a credit to their effective investigation and resolution.

3.3 Greater promotion and publicity of people's rights to complain and the complaints process has been undertaken. The Complaints Service has issued leaflets and posters publicising the procedures throughout the borough. We believe that this publicity, as well as an increase in service users confidence in the procedure^{1*}, account for the rise in complaints. There was a 42% increase in the numbers of complaints from 2005/06 to 2006/07. There has been a further slight increase of 2% in 2007/08.

4. Perception and Experience

4.1 The service aspires to deal with complaints in an informal way ensuring the experiences of both the complainants and staff are as positive as possible when dealing with situations that are difficult or sensitive.

4.2 It is encouraging to find that service users can be complimentary of the complaints process. An example of a positive and rewarding experience from a complainant can be found below.

"We received the findings of the complaint today and wanted to express our thanks for all the hard work.... [We are] delighted with the findings and feel it was worth the stress to challenge what felt wrong."

Complainant

4.3 It is equally encouraging to find positive experiences from staff who have been involved in complaints investigations, especially as staff who are the subject of a complaint may feel apprehensive. The Service provides training and advice to ensure staff feel supported throughout the process. An example of a positive experience by a staff member involved in investigating a complaint is detailed below.

"The investigation report and analysis was very fair, very comprehensive and very helpful to us – it was a good piece of work. On the basis of the investigation report we were able to convene a review meeting and agree some changes to our processes to improve services."

Manager

¹ * Market research was commissioned by the Council in 2006. A report was published entitled 'Managing citizen feedback' which provided the findings and analysis from customer and staff surveys on perceptions and awareness of the complaints procedures and demographic information of complainants. The research found that service user's perception and confidence of the complaints procedure continued to improve.

Decisions and Findings

Decisions and findings at stage 1

4.4 The majority of Children's Act complaints at stage 1 were either not upheld, in which case no fault or injustice was caused by the Council, or were partly upheld which means that the Council's actions contributed to fault or injustice.

4.5 It is worth noting that although 60% of complaints were not upheld, only 8% progressed to the next stage. This could be seen to demonstrate the service user's confidence and understanding of the decision reached by the Local Authority. The table below details the numbers of complaints and the decisions made following investigation at both stage 1 and stage 2.

Table 2

Decision	Stage 1
Upheld	5
Partly Upheld	15
Not Upheld	31
Not categorised	1
Total	52

Decisions and findings at stage 2

4.6 There were 4 complaints at stage 2 of the Children's Act process. The table below shows the decision reached in each of the complaints.

Table 3

Decision	Stage 2
Upheld	1
Partly upheld	2
Not upheld	1
Total	4

4.7 The stage 2 Children's Act complaint which has been upheld was from a young person with learning disabilities. The service was preparing them to move from their supported residential placement into independent lodgings. As a result of the complaint it was agreed that further planning was required to prepare this young person to move to independent living and their placement was extended until this had taken place.

4.8 There were no complaints which progressed onto the 3rd stage of the Children's Act Procedures. This could be seen to demonstrate the service user's understanding and agreement of the stage 2 findings and the services effectiveness at investigating stage 2 complaints.

4.9 Decisions and Findings by the Local Government Ombudsman

A total of 7 complaints were received by the Local Government Ombudsman. Of those cases, 2 resulted in local settlements. One of the local settlement cases had previously been investigated and upheld by the Local Authority,

however the complainant was not provided with financial compensation. The LGO decided that financial compensation should have been awarded and the case was settled with a monetary payment in recognition of the complaint being upheld. The second local settlement case was about the provision of suitable education for a child with special educational needs, the case was settled by the local authority recognising and providing compensation for the amount of time the child spent without suitable education. In another case the Ombudsman used his discretion to resolve the complaint. This meant that the Ombudsman decided no injustice had been caused to the complainant as a result of the local authorities actions. The table below shows the breakdown of the Ombudsman's decisions.

Table 4

<i>Ombudsman's Decision</i> ^{2*}	<i>No. of complaints</i>
Local settlement	2
Outside jurisdiction	2
Ombudsman Discretion	1
Premature Complaint	2

5. Performance

5.1 The below table shows the numbers of complaints that were resolved within the prescribed timescales. There are 2 sets of timescales for each stage of the procedure. If the complaint is complex or an advocate is involved the complaint can be resolved within an extended time period which provides an additional 10 working days at stage 1 and an additional 25 working days at stage 2. At stage 2 of the Children's Act procedure all complaints were logged under the extended timescale due to their complexity or the involvement of an advocate.

Table 5

Period	Stage 1		Stage 2	
	% within timescale	% within extended timescale	% within timescale	% within extended timescale
2006/07	62%	n/a	n/a	0%
2007/08	87%	100%	n/a	25%

n/a = no complaints were logged under this timescale.

^{2*} Ombudsman's definitions

Local Settlement- action taken or agreed by the Local Authority (LA) and the LGO considers this to be a satisfactory outcome for the complainant.

Ombudsman's Discretion- a decision by the LGO to discontinue the investigation, most commonly due to insufficient or no injustice being caused.

Premature Complaint- Where the LA has not had a reasonable opportunity to resolve the complaint, it is sent back for consideration by the LA under its procedures.

Outside Jurisdiction- Where the LGO does not have the jurisdiction to investigate the complaint.

5.2 The Local Authority resolved 25% more complaints successfully within timescale in 2007/08 compared to 2006/07. Stage 1 is resolved by social workers and social care managers. This improved performance should be seen against the low numbers of complaints escalating to the next stage demonstrating the effective and efficient work undertaken by staff.

5.3 Meeting the timescale at stage 2 is much more difficult. Haringey is not alone here; neighbouring boroughs experience similar problems in meeting timescales. The stage 2 process is very detailed and complex; it involves interviewing all staff associated with the case and viewing all files records. This is often a time consuming and complex process and problems in coordinating diaries and scheduling interviews can make it difficult to meet timescales.

6. Fairness and Equality for all

6.1 We try to collect equalities data from complainants to assess how we can improve the delivery of our services and to ensure we are meeting the needs of all our service users. Customer satisfaction surveys are provided to complainants and they are asked to provide some basic demographic data on the form, however only a small number of these forms are returned.

6.2 Ethnicity of complainants

Complaints are dealt with sensitively and it is not always considered appropriate to ask the complainant for this information particularly when they are aggrieved. Unfortunately 23% of the ethnicity data, which is a significant proportion, remains unknown. The Complaints service is considering the possibility of cross referencing complaints equalities information with the equalities information on the social care database in the future as a way of ensuring more meaningful data is obtained.

6.3 Haringey is an ethnically diverse borough. Data from the 2001 census showed that 65% of the Haringey population were of white British, white Irish or white other ethnic origin. Of this figure 15% constitutes people of white other origin which is also likely to include people of Turkish, Kurdish and Greek origin. Haringey is home to the second largest white other community in England.

6.4 The second largest ethnic group in Haringey is Black or Black British at 20% of the overall population.

6.5 Table 6 below shows the breakdown of the ethnicity of the people who have complained under the Children's Act procedures. It shows that 22% of complainants were of white British, white Irish or white other ethnic origin, although this is a significant proportion of the results, compared to the proportion of the Haringey population which make up this ethnic group, it suggests that this group is underrepresented when making complaints.

6.6 The most prevalent ethnic group making complaints are black or black British. This does broadly correspond with figures for the borough from the 2001 Census which suggested this ethnic group is the second largest at 20% of the

Haringey population. However, when this figure is viewed against the figures for other ethnic groups making complaints it could suggest that this group is over represented when making complaints.

Table 6

Ethnicity 1	Ethnicity 2	Number	Percentage
Asian or Asian British	Other	1	2%
Black or black British	African	6	11%
Black or black British	Caribbean	14	27%
Black or black British	Other	2	4%
Mixed	Mixed other	3	6%
Mixed	White and Black African	1	2%
Mixed	White and Black Caribbean	1	2%
White	British	8	15%
White	Greek-Cypriot	1	2%
White	Irish	1	2%
White	Other	1	2%
Unknown	Unknown	13	25%
TOTAL		52	100%

7.7 Gender of complainants

The equalities data indicates that 75% of complainants are female which suggests that men are under represented. This breakdown can be considered alongside the results of a market research exercise that was commissioned by the Council in 2006^{3*}. The results suggest that women are more likely to take on an active domestic role in the family which may include making complaints on behalf of the family, particularly when the issues concern the welfare of the family or child.

Table 7

Gender	Number	Percentage
Female	39	75 %
Male	9	17 %
Male & Female ^{4*}	4	8 %

7.8 Age of complainants

Table 8 below shows that 42% of complainants are between the ages of 24 and 45. This age category would include adults such as parents, foster carers and advocates complaining on child related issues or on behalf of a child. Children and young people below the age of 24 account for 24% of the overall data. The

^{3*} Market Research entitled 'Managing Citizen Feedback'

^{4*} Complaints Made jointly by a man and women

Complaints Service has produced age appropriate publicity to ensure that young people are aware of their rights to complain and feel empowered to make representations.

Table 8

Age Category	Number	Percentage
0-16	2	4%
16-17	3	6 %
18-23	6	12 %
24-45	22	42 %
46-59	7	13 %
60 +	1	2 %
Unknown	11	21 %
TOTAL	52	

7.9 Disability of complainants

Table 9 below provides a breakdown of information about complainants' disabilities, which includes mental health problems. The table shows that 59% remains unknown. Of the 21 people who did provide this information 4 people indicated a disability.

Table 9

Disability	Number	Percentage
No	17	33 %
Yes	4	8 %
Unknown	31	59 %
TOTAL	52	

8 Learning and Developing from Complaints

8.1 Complaints provide the Local Authority with a wealth of valuable information about its services and allows it to assess how well it is meeting its responsibilities and objectives. Learning from mistakes and understanding how the organisation is perceived should enable it to better meet its own objectives and outcomes.

8.2 The following table gives a breakdown of complaints received by service area and the issues complained about most. It is clear from this information that poor communication is a frequent issue for service users, 46% of issues were about poor communication. As a result of complaints, there have been several improvements in this area. In one example, the service was not informing prospective adopters of its view on IVF treatment. As a result of a complaint

the service agreed to include this information in its leaflets. This ensured that prospective adopters were aware of the Local Authority's views on IVF treatment from the onset and the service could better manage the expectations of prospective adopters.

8.3 The quality of the service is the second most common issue which is complained about. These complaints are made when a service user feels the service they have been provided with is inadequate or inappropriate to what they expect or what the Local Authority aims to provide.

Table 10

ISSUES	Looked After Resources	R&A- Child in Need Services	R&A- Child in Care Services	Children with Additional Needs	Leaving Care & Asylum Services	Child Protection & Review	TOTAL	
	Number	Number	Number	Number	Number	Number	No.	%
service quality	1	19	6	5	3	0	34	33%
Poor communication	1	16	13	13	4	0	47	46%
Employee behaviour	0	4	0	2	1	0	7	7%
service not provided	0	3	1	5	0	0	9	9%
data protection policy	0	1	0	0	0	0	1	1%
Service delayed	0	2	0	0	0	0	2	2%
Service delayed	1	0	0	1	0	0	2	2%
TOTAL^{5*}	3	45	20	26	8	0	102	100

9 Expenditure

9.1 Handling and investigating complaints is not cost free. There are direct costs for independent services and investigators as well as indirect costs such as officer time and training. Direct costs are shown in table 11 below

Table 11

Item	Amount (£)
Investigating Officers	£10,024.31
Independent People	£ 4, 199.17
TOTAL	£14, 223.48

⁵ *Each complaint can raise multiple issues; therefore the total number of issues is greater than the number of complaints.

9.2 The Service aims to try and resolve complaints at the earliest opportunity as a means of keeping the cost of investigating complaints to a minimum.

9.3 Advocacy

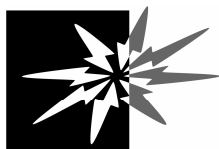
The Children Act complaints procedures requires advocates to be appointed were a child or young person has made a complaint or intends to make a complaint. The role of the advocate is to empower children and young people in expressing their views and to provide them with support and advice, including when making complaints. The Complaints Service has produced age appropriate posters and leaflets which contains information about advocacy. Haringey has a contract with National Children's Homes (NCH) which includes the provision of advocacy for any child who is looked after by Haringey or in need, including those who wish to use the complaints service. It is estimated that approximately £120,000 worth of the contract in 2007/08 went towards the provision of advocacy for young people making complaints.

10 Initiatives for the following year

10.1 The Complaints Service has purchased a training tool for resolving and investigating complaints. Training should be provided to all staff that investigate and resolve complaints.

10.2 The representations procedure regulations 2001 place a requirement on Local Authorities to record and report all representations, including, service requests. The Complaints Service should consider the current systems in place and the possibility of capturing this information. Regular and thorough analysis of this information would provide valuable information about the Local Authority's service users and their needs.

10.3 A staff care policy should be developed in line with personnel policies to provide further support and advice for staff involved in complaints investigations. The policy should also provide information for line managers on how best to support and reassure staff involved in complaints investigations.



Haringey Council

Agenda item:

[No.]**Cabinet****On 16 September 2008**

Report Title: **Annual report for 2007-08 on the handling of customer feedback – complaints, compliments and suggestions - and members' enquiries**

Forward Plan reference number: 15

Report of: **Assistant Chief Executive – Policy, Performance, Partnerships and Communications**

Wards(s) affected: **All**

Report for: **Non Key Decision**

1. Purpose

1.1 To receive the annual report on the operation of the Council's handling of customer feedback – complaints, compliments and suggestions – and members' enquiries.

2. Introduction by Cabinet Member for Community Cohesion and Involvement

2.1 Our residents deserve excellent services. In order to achieve this we must be open to new suggestions and also to criticism. It is important that we make it easy for our residents to submit complaints, for those complaints to be dealt with swiftly and fairly and for us to learn from any mistakes. We also need to provide opportunities for residents to thank staff who have been particularly helpful.

2.2 This report outlines improvements made in the Council's handling of complaints, suggestions, compliments and members enquiries.

2.3 Increasingly services are delivered through the Council working in partnership with other agencies, so establishing a complaints protocol for the Haringey Strategic Partnership is an important element in providing redress for residents who are unhappy with a service.

2.4 One of the key roles of members is taking up issues of concern to local residents. Ensuring members get full and timely responses to their enquiries is fundamental to local democracy. This report sets out the performance for 2007-8 for responses to member's enquiries across directorates and for Homes for Haringey.

2.5 Finally, we launched the WOW awards scheme across the whole Council from May 2007. We are the first local authority to participate in this scheme which gives residents the opportunity to nominate members of staff who they feel have really delivered an excellent service. We've had a very positive response.

3. Recommendations

3.1 That the annual report be received.

3.2 That performance and the key achievements in the year be noted.

3.3 That the Local Government Ombudsman's annual letter and the Council's response be noted.

3.4 That the definition of a member's enquiry be amended as set out at paragraph 10.9.

3.5 That Cabinet identify any specific issues relating to customer feedback and members' enquiries that need to be addressed.

Report Authorised by: **Sharon Kemp**
Assistant Chief Executive
Policy, Performance, Partnerships and Communications

Contact Officer: **Ian Christie, Feedback and Information Manager**
Tel: 020 8489 2557

4. Chief Financial Officer Comments

4.1 The Chief Financial Officer has been consulted on the contents of this report and has no further comments to make.

5. Head of Legal Services Comments

5.1 There are no specific legal implications in this report.

6. Local Government (Access to Information) Act 1985

6.1 The following background paper was used in the preparation of this report:

- Annual report for 2006-07 on the Council's handling of customer feedback and members' enquiries: Cabinet – 18 September 2007

7. Strategic Implications

7.1 Performance in handling complaints and members' enquiries is monitored monthly as part of the Council's customer focus indicators. In addition to addressing the concerns of residents and service users, learning from complaints is an important tool for service improvement.

8. Financial Implications

8.1 There are no specific financial implications in the report.

9. Legal Implications

9.1 There are no specific legal implications in the report.

10. Equalities Implications

10.1 Equalities issues are addressed in detail in section 14 of the report. On the whole, the statistics show a similar pattern to previous years.

11. Consultation

11.1 All directorates have been consulted in the preparation of this report.

12. Background

12.1 Attached is the annual report on the operation of the Council's corporate feedback and members' enquiries procedures. It details the Council's performance, key achievements and developments in 2006-07.

12.2 The report includes the Local Government Ombudsman's annual letter which summarises the complaints that he received against the Council in the year, and any lessons learned. It also includes the Council's response to the issues the Ombudsman raised.

12.3 Key achievements over the last year include:

- Improved and above target stage 1 and 2 performance to timescale
- Improvement in average completion time for stage 1 complaints
- Fewer new complaints at stage 1 and reduced escalation to stage 2
- Customer satisfaction increase of 5% to 51% with handling of stage 1 complaints
- Introduction of a complaints protocol for the Haringey Strategic Partnership
- Continued excellent response times to Ombudsman enquiries
- Improved performance in responding to members' enquiries

- Successful corporate launch of the WOW! Awards scheme for compliments from customers: Haringey is the first public sector organisation to participate in the scheme
- Receiving one WOW nomination/compliment for every 1.8 stage 1 complaint, compared with only one for every 11.8 the previous year.
- Winning the National Customer Service award for WOW! of the year, and having a finalist in 2008

12.4 There were a number of significant improvements made during the year, but the report also highlights some issues that need to be addressed to achieve corporate targets and further improvement in learning from feedback.

13. Report and appendices

13.1 The Annual report is attached. It contains the following appendices:

- Appendix 1: The Local Government Ombudsman's Annual Letter
- Appendix 2: The Council's response letter to the Ombudsman

Annual report for the year 2007–08 on the Council’s handling of:

- **customer feedback - complaints, compliments and suggestions**
- **members’ enquiries**

Contents

- Section 1: Introduction and overview**
- Section 2: Corporate complaints summary of performance**
- Section 3: Members’ enquiries summary of performance**
- Section 4: Handling of complaints under the corporate procedure**
- Section 5: Customer satisfaction with complaint handling**
- Section 6: Complaints to the Local Government Ombudsman**
- Section 7: Learning from complaints**
- Section 8: WOW! nominations, other compliments and suggestions**
- Section 9: Improvements to corporate feedback arrangements**
- Section 10: Handling of members’ enquiries**
- Section 11: Training arrangements**
- Section 12: Publicity and communications**
- Section 13: Persistent, serial and vexatious complainants**
- Section 14: Equalities implications**
- Section 15: Homes for Haringey**

**Feedback and Information Team
August 2008**

1. Introduction and overview

1.1 This annual report provides information for the financial year 2007-08 about the key features and statistics of the Council's handling of

- complaints, WOW! nominations and other compliments, and suggestions under the corporate feedback procedure, and
- members' enquiries under the corporate members' enquiries procedure

1.2 There are separate statutory procedures for the handling of social care complaints for both adults, and children and young people. Adults, Culture and Community Services, and the Children and Young People's Service produce separate annual reports for these two complaint categories.

Definitions of a complaint and a member enquiry

1.3 We define a complaint as *"any expression of dissatisfaction, whether justified or not, requiring a response"*

1.4 We define a member's enquiry as *"any enquiry from an elected member requesting information about or on behalf of an individual or community group, and/or in relation to a council policy, where the member is entitled to that information"*.

(‘Elected member’ includes councillors, members of parliament, members of the European parliament, members of the Greater London Assembly, and the London Mayor.)

Key achievements in 2007-08

1.5 Key achievements in the year include the following:

- Improved and above target stage 1 and 2 performance to timescale
- Improvement in average completion time for stage 1 complaints
- Fewer new complaints at stage 1 and reduced escalation to stage 2
- Customer satisfaction increase of 5% to 51% with handling of stage 1 complaints
- Introduction of a complaints protocol for the Haringey Strategic Partnership
- Continued excellent response times to Ombudsman enquiries
- Improved performance in responding to members' enquiries
- Successful corporate launch of the WOW! Awards scheme for compliments from customers: Haringey is the first public sector organisation to participate in the scheme
- Receiving one WOW nomination/compliment for every 1.8 stage 1 complaint, compared with only one for every 11.8 the previous year.
- Winning the National Customer Service award for WOW! of the year, and having a finalist in 2008

2. Corporate complaints summary of performance

Our procedure

2.1 There are three stages to Haringey's corporate complaints procedure:

- *Stage 1, local resolution:* this is dealt with by the service, who aim to reply within 10 working days of receipt of the complaint

- *Stage 2, service investigation:* if the customer is unhappy with the stage 1 reply, a more senior manager investigates and aims to reply within 25 working days
- *Stage 3, independent review:* if the customer is still dissatisfied, the Feedback and Information Team conducts a review and aims to reply within 20 working days. (Stage 3 replies inform complainants of their right to complaint to the Ombudsman.)

We aim to acknowledge receipt within two working days at each stage, and to inform the customer, giving reasons, if we can't send a reply on time.

Summary of performance in 2007-08

2.2 We received 1,846 stage 1 complaints during the year of which 1,626, 88%, were dealt with in the target timescale of 10 working days. This represents an 11% improvement compared with on 2006/07. For the more complex stage 2, 142 out of 170 complaints, 84%, were resolved within the 25 working day timescale. This was an improvement of 8% on 2006/07. These figures exclude complaints received by Homes for Haringey, but these are included at section 15.

2.3 The Feedback and Information Team conducts stage 3 reviews for Homes for Haringey as well as the Council. In total they completed 52 out of 61 cases, 85%, within timescale, compared with 50 out of 54 cases, 93%, in 2006-07. Within this total, 31 cases related to Council services, and 30 were in respect of Homes for Haringey.

3 Members' enquiries summary of performance

3.1 We aim to reply to members' enquiries within 10 working days of receipt.

3.2 We received 3,193 members' enquiries during the year, and replied to 2,799, 88%, within timescale. This represents a performance improvement of 4% compared with 2006-07, when there were 3,551 enquiries, but fell just short of the target of 90%. These figures exclude Homes for Haringey, whose performance is reported at section 15.

4 Handling of complaints under the corporate procedure

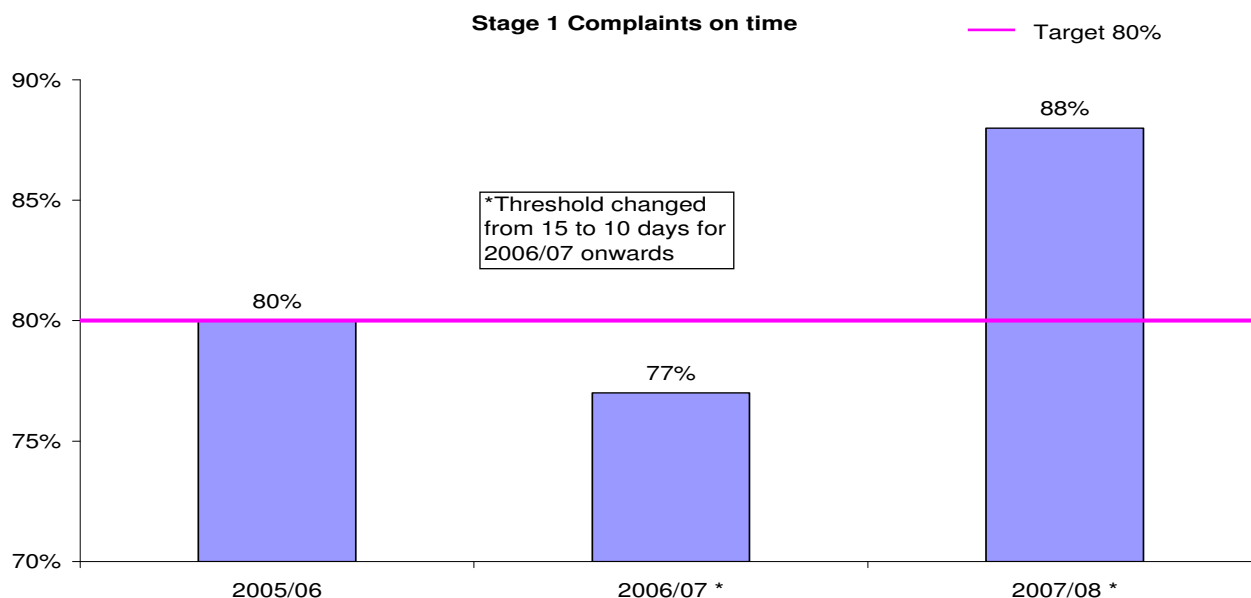
Complaints performance

4.1 There was a small reduction in complaint numbers to the Council in the year: there were 1,846 stage 1 complaints, compared with 1,896 in 2006-07.

4.2 Performance in time taken to deal with complaints improved at stages 1 and 3, and maintained last year's high standard at stage 2, as shown in the table below.

	Average working days to complete complaints		
	2005-06	2006-07	2007-08
Stage 1	13	10	9
Stage 2	18	13	13
Stage 3	17	14	13

4.3 There was a 14% improvement in dealing with stage 1 complaints to timescale, compared with the previous year, and a 10% increase compared with 2005-06 when the timescale was 5 days longer. The percentage completion performance for the last three years is shown in the table below.



4.4 At stage 2, performance within the 25 day timescale against the 80% target improved to 84% from 76% in 2006-07.

4.5 At stage 3, total performance to timescale was 85%, compared with 93% the previous year. This was partly due to an increase in caseload of 13% compared with 2006-07 and 79% compared with 2005-06 when the timescale was 20 rather than 25 working days. The total number of complaints the Feedback and Information Team dealt with on time increased from 50 to 52, including Homes for Haringey cases.

4.6 Performance in handling complaints to timescale at all three stages is shown in the table below. It can be seen that overall performance increased by 11% compared with 2006-07, and by 9% compared with 2005-06, when the timescales for stages 1 and 3 were 5 days longer.

Stage	2005-06		2006-07		2007-08	
	Nos	% on time	Nos	% on time	Nos	% on time
1 ^	2,003	80%	1,896*	77%	1,846*	88%
2	209	74%	270*	76%	170*	84%
3 +	34	94%	54	93%	61	85%
Total	2,246	79%	2,220	77%	2,077	88%

^ Stage 1 timescale was reduced from 15 to 10 working days from 1 April 2006

+ Stage 3 timescale reduced from 25 to 20 working days from 1 April 2006

(Stage 2 timescale was 25 days throughout)

* Excluding Homes for Haringey, which was established on 1 April 2006.

Escalation of complaints

4.7 The table below shows the number of cases that complainants took to the next stage. The figures exclude Homes for Haringey at stages 1 and 2, but include them at stage 3 (as the Feedback and Information Team handle their stage 3 cases and the Ombudsman also deal with complaints about them).

Stage	Numbers completed			Numbers to next stage			% to next stage		
	2005/6	2006/7	2007/8	2005/6	2006/7	2007/8	2005-6	2006-7	2007/8
1	2003	1896*	1846*	172	224*	136*	8.6%	11.8%*	7.4%*
2	209	270*	170*	34	40*	28*	16.2%	14.8%*	16.4%*
3	34	54+	61+	8	11	21	23.5%	22.5%	34.4%

Total	2246	2220	2077	211	275	179	9.4%	12.5%	9.5%
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* Excluding Homes for Haringey
+ 40 and 31 respectively for Council services

4.8 A much lower proportion of complaints escalated from stage 1 to stage 2 than in previous years, but a higher proportion of stage 2 complaints went to stage 3 and more stage 3 complaints went to the Ombudsman. In only one of the 21 stage 3 cases that were considered by the Ombudsman was fault found with the Council's actions where no fault was found at stage 3.

Decisions taken on complaints

4.9 The chart below indicates the decisions taken on complaints at each stage.

Decision	Stage 1			Stage 2			Stage 3		
	2005-6	2006-7	2007-8	2005-6	2006-7	2007-8	2005-6	2006-7	2007-8
Not upheld	40%	38%	42%	32%	37%	40%	45%	38%	38%
Partly upheld	26%	27%	24%	35%	37%	28%	42%	46%	43%
Upheld	32%	30%	30%	30%	21%	27%	12%	15%	19%
Withdrawn	2%	2%	1%	3%	4%	0%	0%	2%	0%
No finding*	0.2%	3%	4%	0%	1%	4%	0%	0%	0%

4.10 The proportion of complaints that were upheld or partly upheld in 2007-08 compared with 2006-07 fell from 57% to 54% at stage 1 and from 58% to 55% at stage 2, but increased from 62% to 63% at stage 3.

Issues raised by complainants, what they wanted, and how they made contact

4.11 As in previous years, the main issues raised by complainants concerned employee behaviour, lack of service provision and poor quality of service. There was a decline in complaints of demands for payment, but an increase in concerns about promises not being kept.

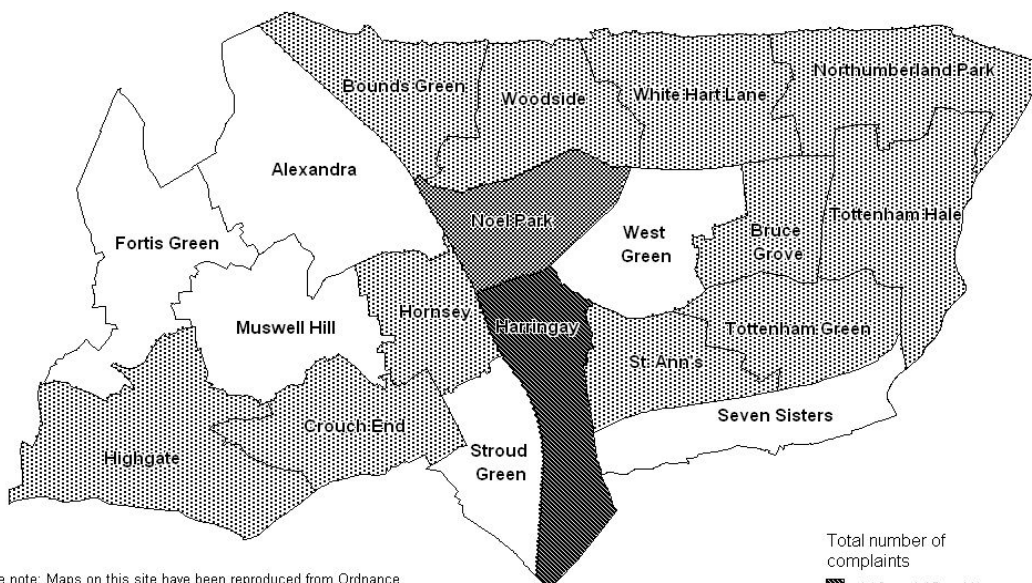
4.12 The main things that complainants wanted us to do were to provide a service, explain a decision, provide information, apologise and offer better customer care. The only significant change from the previous year was a small increase in those wanting better customer care.

4.13 The main methods by which complainants contacted us remained letter, email, feedback form, web form and phone. There was a very significant increase in contact by web form.

Analysis of complaints issues by ward

4.14 The chart below indicates the number of complaints issues recorded at stage 1 by ward, by address of the complainant. The highest numbers were from Haringay and Noel Park wards.

Total number of Stage 1 cases (Issues)
April 2007 - March 2008



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Total number of complaints

- 119 to 142 (1)
- 96 to 118 (1)
- 73 to 95 (11)
- 49 to 72 (6)

5 Customer satisfaction with complaint handling

5.1 Complaints teams conduct postal surveys of a proportion of complainants after sending the responses. Homes for Haringey surveys returned in 2007-08, representing the views of 15% of stage 1 complainants. The percentage of customers satisfied with our handling of stage 1 complaints increased to 51 % in 2007-08, from 46% in 2006-07, and dissatisfaction accordingly fell. but Satisfaction with complaint outcomes fell from 37% to 32% but dissatisfaction was unchanged at 59%. Comparisons of the figures for the last three years are shown in the table below.

	Handling of complaints			Outcome of complaints		
	2005-06	2006-07	2007-08	2005-06	2006-07	2007-08
Very/satisfied	52%	46%	51%	38%	37%	31%
Very/dissatisfied	44%	52%	47%	56%	59%	62%
N/a	4%	1%	1%	6%	4%	7%

5.2 The things that customers most liked about the way we dealt with complaints were helpful staff, an apology, and a quick reply/speedy procedure, a clear reply, and a fair reply. They most disliked the outcome, a long procedure, and a late reply.

5.3 The increase in satisfaction with complaint handling may be connected with the fact that fewer stage 1 complaints progressed to stage 2 in the last year, and the fall in satisfaction with the outcome may help to explain the increasing numbers of complaints to stage 3 and the Ombudsman.

5.4 In July 2008, a customer focus group was held to obtain views on how much people know about the complaints process, what they would expect and how it would be best for them to provide feedback to us on how we deal with complaints.

5.5 The key recommendations were that awareness of the complaints process should be improved, in particular that a simplified leaflet be produced, and that consideration be given to phone surveys of complainants to obtain feedback for improving both services and the complaints process.

5.6 We intend to prioritise the production of a brief explanatory leaflet with a view to it being sent to all complainants with the initial acknowledgement letter. We will also consult services about implementing regular phone surveys.

6 Complaints to the Local Government Ombudsman

Complaint numbers

6.1 The Local Government Ombudsman received 248 complaints about the Council, including Homes for Haringey, in 2006/07. They were in the following categories, as defined by the Ombudsman:

Adult care	Benefits	Children & family	Education	Housing	Other	Planning & bldg control	Public finance	Transport & highways	Total
8	30	5	17	82	38	10	28	30	248

6.2 Excluding 'premature' complaints, referred back because the Council had not had an opportunity to consider them, there was an increase of 52, from 125 to 177 in the number of decisions the Ombudsman made on Haringey complaints. This was an increase of 62 on the previous year. We do not know the reason for this increase, but there has been a major reduction in the number of cases the Ombudsman received in the first quarter of 2008-09.

6.3 The table below lists these decisions by directorate:

Directorate	Maladmin report	Local settlement	No evidence of maladmin	Ombudsman discretion	Outside jurisdiction	Premature complaint	Total
Adult	-	-	1	4	2	6	13
Chief Exec	-	1	2	3	4	-	10
Children	-	4	4	5	6	3	22
Corp Res	1	13	4	10	9	21	58
Urban Env	-	23	25	14	7	32	101
Homes for H	-	14	12	3	6	14	49
TOTAL	1	55	48	39	34	76	253

Performance in responding

6.4 Our performance in responding to the Ombudsman's written enquiries averaged 18.4 calendar days for the second year in succession. This was just outside our 18 calendar day target, although well within the Ombudsman's target of 28 days and the second best of all London councils. The Ombudsman again commented favourably on this – see paragraph 6.6 below.

The Local Government Ombudsman's Annual Letter 2007-08

6.5 The aim of the Ombudsman's letter is to:

- provide a summary of information on the complaints received about the Council, and

- try to draw any lessons learned about our performance and complaint handling arrangements, which might be fed back into service improvement

6.6 The Ombudsman refers to examples of 'quick and helpful responses' to his written enquiries, which was 'all the more creditable' in view of the increased number of enquiries: our average response times to his first enquiries were the second best in London. He also refers to special reports he issued on phone masts and local partnerships and citizen redress. Our reply refers to the Council's position on these subjects, and our action on the citizen redress proposals is set out in more detail at paragraphs 9.1 and 9.2 below.

6.7 The annual letter and the Council's reply are attached at Appendices 1 and 2.

7 Learning from complaints

Learning reports

7.1 The Feedback and Information Team produces regular reports for each directorate on:

- 'learning points' from stage 3 investigations and Ombudsman cases
- issues raised and outcomes of stage 1 and 2 complaints.
- decisions on complaints at all stages: upheld, not upheld or partly upheld
- improvement issues arising from a range of data analysis at business unit level
- general findings and recommendations of the Feedback and Information Team and directorate complaints officers.

Annual audits

7.2 An annual audit of complaint handling is conducted every year. The purpose is to check for adherence to the requirements of the customer feedback scheme, including the quality of responses. It involves examination of a random sample of cases closed during the year in each directorate against the criteria of an audit guide. The findings are written up for each directorate with guidance on areas for improvement.

Directorate action

7.3 The Feedback and Information Team meets directorate lead officers twice yearly to review and support their action on audit findings, improving performance and improving services as a result of feedback from complaints and members' enquiries. The lead officers report to their management teams as appropriate, and business units consider and implement the findings as appropriate. Specific work is in hand in a number of business units to improve the quality of responses.

Service improvements made as a result of feedback

7.4 Below are some of the improvements that services are making arising from complaints.

- Improved explanation of documents that are accepted in applying for a controlled parking zone parking permit, including amendment to application form and guidance notes on website
- Package of measures to cut congestion around Green Lanes retail park and improve flow of traffic leaving

- Linking of the planning address database with the corporate property gazetteer, which holds the most up to date property information, to prevent omission of any residents from consultation on planning applications
- Creation of a “Landlord & tenant dispute” best practice guide for Housing Benefit caseworks.

7.5 Embedding learning from complaints for service improvement remains a high priority in the corporate and directorate complaints improvement plans for 2008-09.

8 WOW! nominations, compliments and suggestions

8.1 The corporate feedback scheme provides for compliments and suggestions from the public in addition to complaints. All feedback received is administered by directorate complaints teams in accordance with the customer feedback scheme.

WOW! Awards

8.2 Following a successful pilot, from 1 May 2007, all compliments we receive have been dealt with under the WOW! Awards scheme. The WOW! Awards is a national non profit making organisation which seeks to raise standards of customer service by encouraging and motivating staff and holding up examples of good practice. Haringey is not only the first local authority to participate in this scheme but the first public sector organisation too. Homes for Haringey joined the scheme from 1 May 2008.

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

8.4 As a consequence of the success in launching this scheme, Haringey won the WOW! Of The Year award at the National Customer Service Awards in September 2007. A staff member has also been nominated as one of the four finalists for 2008, and the winner will be announced on 23 September 2008. The WOW! Scheme featured as the key theme of the Council’s stand at the Local Government Association Conference in July 2008, and received very positive feedback.

Compliments and suggestions received

8.5 The number of compliments and suggestions recorded in the last three years was as follows:

Directorate	Compliments/ WOWs			Suggestions		
	05-06	06-07	07-08	05-06	06-07	07-08
Adult, Culture & Community	-	-	395	-	-	54
Chief Executive’s	70	62	23	29	52	4
Children & Young People’s	16	4	22	15	8	1
Corporate Resources	-	-	522	-	-	9
Environment	43	63	-	55	65	-
Finance	1	2	-	2	2	-
Housing	4	-	-	5	-	-
Social Services	13	30	-	0	1	-
Urban Environment	-	-	84	-	-	47

COUNCIL TOTAL	147	161	1046	106	128	115
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8.6 The total of 1,046 WOW! nominations/compliments in 2007-08 represented a 550% increase on the 161 compliments received in the previous year. This equates to one WOW nomination/compliment for every 1.8 stage 1 complaint, compared with only one for every 11.8 the previous year.

8.7 Below are some of the WOW! nominations received during the year:

- *Their sheer professionalism and friendly manner! ... When I was served at the desk the lady who dealt with my request was friendly, co-operative and really knew her stuff! I was in and out in under 10 minutes with the permit I needed! I work as a senior manager in a large commercial company. I wish our staff were as good!*
- *She is so helpful and has the WOW factor. She really made me feel wanted and special. I have never been treated like this before. She is really good at her job. She should be promoted.*
- *In a time of grave difficulties [name] was compassionate/patient and administered excellent customer care! [name] is a perfect example of what customer service care should be.*
- *When my wife returned from hospital after her hip replacement [name] gave tremendous help adapting chairs, bed and loo seats with efficiency, speed, willingness and good humour. It was a pleasure to have her come round to the house and benefit from her professional friendly service.*
- *It makes a huge difference to the people residing in Haringey when a staff member takes an interest, takes time to listen and makes the effort to find out exactly what is the next step to take*
- *Fear of queues, anxious at coming to building, dispelled when upon entering I was greeted with a chirpy 'hello', a great smile and she helped me greatly; the girls with her also assisted me, very helpful, very welcoming, very proficient at their job. Made me smile! Thank you*
- *He is the most compassionate and kind man I have met. He is able to tune into the needs of the elderly*
- *As an OAP had it not been for the friendly atmosphere I would not have had the courage to get going on the computer. I had a few sessions with help and am now able to email and use a computer. As long as the service continues I can come back for advice when I need it.*
- *For being absolutely amazing and extremely helpful every time I enter the library.*
- *Thank you for all the help you have given us with our benefits. I especially appreciate the information and advice you have provided to us. Your professional assistance has been invaluable to us. This is a testament and reassuring to know there are individuals to a very high level of competency within the council.*

9 Improvements to corporate feedback arrangements

Complaints protocol for Haringey Strategic Partnership

9.1 The Local Government Ombudsman published a special report in the summer of 2007: *Local partnerships and citizen redress*. This recommended the setting up of complaints protocols for local strategic partnerships. The purpose of this was to ensure that all partnerships cooperate to provide clear procedures for complaining about services provided by partners, whether jointly or separately.

9.2 In the absence of an existing protocol on which to draw, the Council drafted its own, consulted partners and the Ombudsman, and implemented a protocol for all members of the Haringey Strategic Partnership at the meeting of the Partnership on 3 July 2008. This is now publicised on the Council website and an article is being featured in 'Haringey People'. The complaints leads of partners are now notified to each other and will cooperate to ensure that all feedback, including complaints, about services provided by Partnership members is dealt with promptly and efficiently by the appropriate partner.

Corporate Feedback scheme

9.3 The Corporate Feedback Scheme was updated and reissued following the introduction of amended procedures for complaints about data protection and freedom of information requests from 1 April 2008, and to provide for the WOW! Awards scheme.

10 Handling of members' enquiries

10.1 The number of member enquiries to the Council fell marginally in 2007-08 to 3,193, compared with 3,549 in 2006-07. Performance in responding improved from 84% to 88% of replies sent within the 10 working day timescale against the target of 90%.

10.2 The table below sets out performance in 2005-06 and 2006-07 by directorate.

Total		On time		% on time		Average days to complete		Over 45 working days	
2006-7	2007-8	2006-7	2007-8	2006-7	2007-8	2006-7	2007-8	2006-7	2007-8
Adult, Culture & Community									
-	298	-	263	-	88%	-	7	-	0
Chief Executive's									
276	110	249	94	90%	85%	5	7	0	1
Children's									
259	252	221	237	85%	94%	7	7	1	0
Corporate Resources									
-	340	-	317	-	93%	-	7	-	0
Environment									
2079	-	1820	-	88%	-	6	-	1	-
Finance									
363	-	295	-	81%	-	8	-	1	-
Social Services									
572	-	401	-	70%	-	9	-	2	-
Urban Environment									
-	2193	-	1888	-	86%	-	7	-	4
COUNCIL TOTAL									
3549	3193	2986	2799	84%	88%	7	7	4	5

10.3 The Feedback and Information Team arranged a meeting in January 2008 of the Cabinet member, a back bench member and an opposition member with service representatives to consider a number of issues raised by members. This was followed by attendance of the same members at a Feedback Officer Group meeting to consider possible improvements to the procedures. As a consequence, consideration is being given to the use of information technology for reporting of problems: when this has been resolved, improvement proposals will be brought forward.

- 10.4 The Feedback and Information Team provide induction training for members on the members' enquiries procedures and undertook a briefing of the new member elected at a by-election during the year.
- 10.5 Directorates undertook a range of measures to improve their performance and the operation of the procedures. This work is continuing in 2008-09 with an emphasis on quality of responses and meeting timescales in Urban Environment in general and Strategic and Community Housing in particular due to their large volume of cases.
- 10.6 The main issues raised in members' enquiries cases were as follows:

Feedback Type	No.	Percentage
Bailiffs/summons	14	0%
Demands for payment	28	1%
Employee Behaviour	10	0%
Information/Service request	2432	78%
Policy	35	8%
Promised service not provided	60	2%
Service Cost	22	1%
Service Delayed	95	3%
Service of poor standard	41	1%

- 10.7 The Feedback and Information Team conducted the annual audit of member enquiries. It assessed a sample of cases for each directorate to see whether they were dealt with properly in line with the procedure and whether were recorded properly. The findings are written up for each directorate with guidance on areas for improvement.
- 10.8 The Feedback and Information Team meets directorate lead officers twice yearly to review and support their action on audit findings, improving performance and improving services as a result of feedback from complaints and members' enquiries. The lead officers report to their management teams as appropriate, and business units consider and implement the findings as appropriate. Specific work is in hand in a number of business units to improve the quality of responses.
- 10.9 Under the current definition of a member's enquiry, as set out at paragraph 1.4, if enquiries are *about* a constituent, but not on their behalf, issues relating to consent to the provision of personal data may arise. It is therefore recommended to delete from the description the words 'about or'. The definition would then read "*any enquiry from an elected member requesting information on behalf of an individual or community group, and/or in relation to a council policy, where the member is entitled to that information*".

11 Training arrangements

- 11.1 There is an 'Investigating Complaints' course, run by Feedback and Information Team staff, and 'Handling Complaints' is a module in the Corporate Customer Focus

course, run by Organisational Development and Learning staff. Both are part of the internal short course programme.

11.2 During the year, a new e-learning course on 'Handling Complaints' was developed by Feedback and Information, as part of the corporate programme. It is available to all staff on the intranet.

11.3 Training provided on members' enquiries is detailed at paragraph 10.4 above.

12 Publicity and communications

12.1 This annual report is published in the 'Contact/complaints, compliments and suggestions' section of Council's website and publicised through a press release. The website and intranet entries are regularly updated.

12.2 The corporate 'complaints, compliments and suggestions' leaflet was redesigned to meet the new corporate house style with updated contact details and published in April 2008, together with a similarly revised poster for display at service reception points.

12.3 Leaflets and posters for the WOW! Awards scheme in the new house style were produced jointly with Homes for Haringey to coincide with their launch of the scheme. This includes poster publicity in suggestion boxes.

12.4 Appropriate publicity was arranged by the Communications Unit for the launch of the Haringey Strategic Partnership complaints protocol, including a presence on the website and an article in 'Haringey People'.

13 Persistent, serial and vexatious complainants

13.1 We have procedures for dealing with extreme situations where a complainant may impose such demands on our resources that measures need to be taken to address the position, while still providing for complaints to be considered.

13.2 During 2007-08, it was necessary to impose new exceptional measures provided for in our procedures as set out below.

- *Option 2b: restrict all communication to writing* was applied in one new case
- *Option 2c: decline further communication on a specific complaint* was also applied in one new case
- *Option 2d: decline use of the complaints procedure* was again applied in one new case

14 Equalities implications

14.1 Equalities monitoring data is requested on customer feedback forms but this is not always completed. Complaints received by letter, email or fax invariably do not include it. In 2007-08 overall, data was generally known for about one third of complaints, a similar figure to previous years.

14.2 There were 8 complaints of discrimination in 2007-08, compared with 9 in 2006-07. They were in the following categories:

- Disability: 3 (1 the previous year)

- Ethnicity: 2 (3 in 2006-07)
- Religion/faith/belief: 1 (2 previously)

Gender and disability

14.3 The known percentages of women and disabled people amongst complainants at stage 1 of the Council's procedures are set out in the table below. There were more complaints from women than their proportions in the community but a rather smaller number from people with a disability.

Year	% Women	% Disabled
2005-06	57.9	10.0
2006-07	57.8	8.4
2007-08	57.6	5.6

14.4 The over representation of complaints from women reflects the fact that more of our service users are women. It is the Council's experience that more women than men use front line services and therefore more likely to complain.

Ethnicity

14.5 There were significantly more complaints in proportion to their numbers from black/black British people, and significantly less from white British people. However, the ethnicity of 66%, 68% and 71% of complainants was unknown in 2005-06, 2006-07, and 2007-08 respectively.

14.6 The percentage ethnicity of complainants at stage 1, where known, is set out below:

Year	Asian/Asian British	Black/Black British	Mixed	Chinese & other	White British	White Irish	Other White
2005-06	4.4%	32.1%	4.1%	6.1%	34.3%	6.6%	12.4%
2006-07	7.7%	23.2%	3.8%	4.0%	39.7%	3.8%	17.8%
2007-08	6.7%	28.3%	3.8%	6.9%	32.7%	3.6%	19.1%

Age of complainants

14.7 The percentage of known complainants by age group at stage 1 is set out in the table below. There was under representation in complaints made by people under 24, and over representation in other age groups. The age of 62.5%, 65.8% and 70.4% of complainants was unknown in 2005-06, 2006-07 and 2007-08 respectively.

Year	Under 16	16-17	18-23	24-45	46-59	Over 60
2005-06	0.3%	0.7%	7.1%	49.8%	23.4%	18.8%
2006-07	0.7%	0.2%	5.3%	50.4%	24.6%	18.8%
2007-08	0.5%	0.5%	6.6%	60.0%	20.1%	12.2%

15. Homes for Haringey

Complaints performance

15.1 Homes for Haringey experienced an increase at stage 1 to 1,157 complaints, compared with 673 the previous year. 83% of these were within the 10 working day timescale compared with 70% in 2006-07. At stage 2, numbers increased to 151 from 90, and performance was 82%, compared with 76% in 2006-07. In April 2007 they

introduced a 'stage 0' into their complaints procedure with a 2 working day timescale: there were 390 cases in the year, of which 88% were responded to on time and the remainder reverted to stage 1.

- 15.2 Stage 0 covers issues requiring prompt handling, such as urgent repairs, and provides a fast track response so that the customer does not have to wait ten days for a written reply. In effect, 33% of cases that would formerly have been stage 1 complaints were dealt with in two working days. Many of these types of cases were previously dealt with by the Homes for Haringey Feedback Team but not recorded, and the performance figures therefore failed to reflect the customer's experience of their service. A customer who was given the option said "I'm glad I can get this sorted in two days. I don't want to wait for something that needs to be looked at straight away".
- 15.3 Significant changes occurred to the Homes for Haringey complaints procedure, which resulted in this increase in complaints. During 2007 they undertook a publicity campaign to increase awareness of their Feedback Team, including poster displays and feedback forms in all customer access service areas. Staff were also encouraged to give out feedback forms and to pass complaints to the Feedback Team for formal processing, and the Resident Involvement Team have a supply of Feedback Forms at their events.
- 15.4 The escalation rate from both stage 1 to stage 2, and from stage 2 to stage 3 was 14% in 2006-07. In 2007-2008, escalation from stage 1 to stage 2 fell to 10%, but increased to 18% for stage 2 to stage 3.
- 15.5 Building Services has the greatest number of customer interactions, requires the greatest amount of organisation and coordination, and creates the greatest anxiety when problems occur. During 2007-08, Building Services generated a higher percentage of overall complaints than in previous years. A large factor in this was the performance of one of the gas contactors about which there was a steady increase in complaint, coinciding with the end of their contract. The new contractor has not generated complaints at the same rate. A national shortage of roofing and fencing materials also had an effect on complaints for most of the year, as did the deferral of some decisions on improvements and major works until the Decent Homes funding was finalised.
- 15.6 Since being established, one of Homes for Haringey's core values is to welcome customer feedback. They now classify all customer reports of service failure as complaints and welcome the opportunity to use such feedback in their aim to increasingly become a learning organisation. They intend to continue to work towards increasing customer confidence in their feedback procedure and expect to see both positive and negative feedback increase as they develop their relationship with our customers.

Members' enquiries

- 15.7 Homes for Haringey responded to 89% of 993 member enquiries within the 10 working day timescale, compared with 70% of 745 in 2006-07. The average completion time was 7 working days and one case took longer than 45 days. The reasons for the increase in numbers were partially due to the fact that a number of member enquiries were previously being dealt with directly by officers and the Homes for Haringey Feedback Team were not being made aware of these.

15.8 Throughout 2007-08, the team has encouraged officers to inform them of all enquires, and have also reminded members of the need to direct enquiries through them so that they can be logged and tracked. They believe that there may still be enquiries to officers and members which are not brought to their attention, and they intend to do more to encourage this to happen. They therefore anticipate that the number logged will increase further, which will not necessarily represent an increase in numbers, but an increase in recording due to improved officer and member awareness of the procedures.

Compliments and suggestions

15.9 Homes for Haringey received 49 compliments and 8 suggestions in the year, compared with 12 compliments and 8 suggestions in 2006-07. The increase in compliments was no doubt largely attributable to the launch of the Council's WOW! awards scheme (see paragraph 8 above). In May 2008, Homes for Haringey joined the WOW! scheme.

Local Government
OMBUDSMAN

**The Local Government Ombudsman's
Annual Letter**

London Borough of Haringey

for the year ended

31 March 2008

The Local Government Ombudsman (LGO) provides a free, independent and impartial service. We consider complaints about the administrative actions of councils and some other authorities. We cannot question what a council has done simply because someone does not agree with it. If we find something has gone wrong, such as poor service, service failure, delay or bad advice, and that a person has suffered as a result, the Ombudsmen aim to get it put right by recommending a suitable remedy. The LGO also uses the findings from investigation work to help authorities provide better public services through initiatives such as special reports, training and annual letters.

Annual Letter 2007/08 - Introduction

This annual letter provides a summary of the complaints we have received about the London Borough of Haringey. We have included comments on the authority's performance and complaint-handling arrangements, where possible, so they can assist with your service improvement.

I hope that the letter will be a useful addition to other information your authority holds on how people experience or perceive your services.

Two attachments form an integral part of this letter: statistical data covering a three year period and a note to help the interpretation of the statistics.

Complaints received

Complaints against the Council increased to 248 during 2007/08, up a third compared to the previous year which itself had shown a rise of over a quarter compared to 2005/06. While there were fewer complaints about planning and building control, and adult care services, there were significant increases in complaints about housing, benefits, local taxation and education.

Complaints about housing increased by 46% and now account for one third of all complaints received against the Council. In your response to my letter last year you pointed out that it was to be expected that complaints would increase following greater awareness and increased expectations around the introduction of the new Home Connections lettings scheme and the creation of Homes for Haringey in 2006. In 2007/08 complaints about housing repairs rose to 31 from ten in the previous year and complaints about housing allocation increased to 20 from 17.

Other complaints received about housing concerned homelessness, tenancy management, sales and leaseholds, private housing grants and regeneration and improvement.

Complaints about benefits rose from 19 to 30 and most of these were about housing benefit. There was also a significant rise in complaints about local taxation, up from 16 to 28.

Complaints about education increased from nine to 17 and these included school admissions (four), exclusions (three), special educational needs (three), student support (two) and school transport (one).

In the transport and highways category, two in every three complaints were about parking, with the remainder about highway management and traffic management. Last year you commented on the impact of traffic calming and road safety measures together with the Council's new powers to remove untaxed and abandoned vehicles from the highway. I should be interested to know what the Council has learned from its handling of the complaints it has received in relation to these local activities.

Of the 38 complaints in the "other" category; 16 were about antisocial behaviour, an increase from nine in the previous year, and six were about waste management. The remaining complaints in this category related to environmental health, leisure and culture, drainage, contracts, and employment and pensions.

The overall increase in complaints we received against the Council continues to go against the national picture which shows a reduction in complaints to the Ombudsman of about 3.8%. So I would be interested to know how the Council interprets the statistics, particularly with regard to the operation of Homes for Haringey, and the areas of benefits and local taxation.

...

Decisions on complaints

Reports and local settlements

A 'local settlement' is a complaint where, during the course of our investigation, the Council has agreed to take some action which we consider is a satisfactory response to the complaint. The investigation is then discontinued. In 2007/08 the Local Government Ombudsmen determined 27% of complaints by local settlement (excluding 'premature' complaints - where councils have not had a proper chance to deal with them - and those outside our jurisdiction).

I issued one report against the Council which was about the failure to properly investigate and consider substantial evidence provided by a landlord that his tenant was unlikely to pay him rent, before allowing payment of housing benefit direct to the tenant (where it had previously been paid to the landlord). The tenant failed to pay the landlord the rent. I recommended that the Council should make up the shortfall in rent (£700) and pay an additional £150. I also asked the Council to issue guidance on dealing with disputes between landlords and tenants about payment of housing benefit. I was satisfied with the Council's response to my report, but I should be grateful if the Council would send me a copy of any revised guidance that the Council has issued following the introduction of the Local Housing Allowance in April 2008.

I decided 55 complaints as local settlements. Excluding complaints which were premature or outside my jurisdiction, the proportion of complaints decided as settlements and reports was just under 40%, significantly more than the average for all authorities (28%) and a much higher proportion than last year. The settlements included compensation totalling over £24,000 which was four times the amount paid out by the Council in the previous year. I set out below a summary of the main settlements.

Housing Benefit

In addition to the report, four complaints were decided as local settlements. One made by a supported housing provider uncovered delays of up to 18 months in dealing with housing benefit appeals. In this case the Council paid over £3,400 in compensation to the landlord. An action plan was produced showing how the Council intended dealing with something like 200 housing benefit appeal submissions that were outstanding. I understand that by October 2007 the backlog had been reduced to 150 and I would be interested to know what further progress the Council has made since then.

Other complaints about housing benefit revealed delays, failure to identify what evidence was needed to assess claims, poor communication with applicants and landlords, and difficulties in dealing with claims from self-employed applicants. On the last issue, I welcome the fact that the Council has subsequently improved its training and procedures for dealing with claims from the self-employed.

Local taxation

I settled nine complaints about council tax. One of these arose from retrospective cancellation of the Single Person's Discount. This complaint revealed a systematic suppression of letters to taxpayers about resulting changes to council tax benefit. The Council ran a report which showed more than 700 instances of letters being suppressed.

The above complaint and others have also raised concerns about council tax arrears recovery, and in particular the Council's approach to recovering debts from vulnerable people and those who have difficulty repaying within the current tax year. The Council has sent my office copies of its procedures on these matters; but the complaints to me raise questions about how well these are being applied in practice. This is something which my officers will be continuing to discuss with the Council.

/...

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Housing repairs and managing tenancies

There were eight local settlements of housing repair complaints, mainly concerning delays in dealing with repairs. Remedies included the payment of over £3,000 in compensation. Two settlements were in relation to complaints about tenancy management: one case involved the giving of incorrect information about a grant and the other was about delay in terminating a tenancy and continuing to send letters addressed to a deceased tenant.

Homelessness and housing allocations

The Council paid £5,000 to settle one complaint where it had delayed in reviewing the suitability of housing after being asked to do so. This left the complainant, who had significant mobility problems and suffered with incontinence, without access to a bathroom and toilet for two years. In discussing this complaint the Council drew attention to the difficulty in finding suitable accommodation to meet the unusual housing needs of this applicant.

Other complaints revealed delays in dealing with homelessness and transfer applications; in two cases this resulted from documents being lost by the Council.

Housing Sales

One complaint was settled when the Council agreed to pay compensation to include the avoidable legal fees incurred by the complainant as a result of the Council's error in dealing with his application under the right to buy scheme. The complaint raised issues about how the Council deals with under-occupation of properties where there are succession rights. The Council amended its succession claim form to make it clear that smaller accommodation may be offered in such cases.

Private housing grants

The Council paid £350 compensation to reflect distress caused to a complainant by its delay in dealing with her application for a grant to adapt her home.

Planning and building control

Three local settlements arose from complaints about delays in investigating breaches of development control.

Education

In one case, the Council delayed in starting a statutory assessment of the complainant's daughter which led to a delay in the making of a statement of Special Educational Need (SEN). The Council later lapsed the statement, on the grounds that the daughter had made her own alternative arrangements by attending college, without checking the situation with the complainant or the daughter. Following this complaint the Council redrafted its standard letter to warn parents that their child's statement will lapse if the child decides to leave school and go to college. The Council paid £1,500 to the daughter and £250 to the complainant.

In another case, a child with an SEN statement was left without suitable educational provision for three school terms through the Council's failure to apply to the Secretary of State to compel a school named in the statement to take the child. The Council agreed to pay £3,300.

In a school admissions complaint the Council offered a new appeal hearing when it was unable to produce the clerk's notes of the complainant's appeal and meeting of the panel following adjournment. /...

Transport and Highways

The Council treated a complainant's car as an abandoned vehicle although it was taxed and parked on the complainant's own street. Contrary to its own policy the Council towed the vehicle away without having checked the owner's details and writing to the complainant first. The Council refunded the £250 charge the complainant had paid to have the vehicle released and paid a further £150 in compensation.

Three settled complaints were about parking penalties. Two of these were about delays in dealing with refunds of parking penalty charges which had been deemed refundable, and in the third case the Council continued to pursue the complainant after she had paid the penalty because the payment had not been registered against the correct account. A total of £150 compensation was paid for these three complaints.

Your Council's complaints procedure and handling of complaints

We referred 76 premature complaints to the Council to deal with because it had not previously had a reasonable opportunity to do so. This was about 30% of the total complaints decided which, although similar to the previous year, is above the average for all authorities (27%).

We decided 19 complaints which had previously been referred back to the Council but where the complainants resubmitted their complaints to us, dissatisfied with the Council's reply. When these resubmitted complaints were decided, 11 resulted in local settlements. At 58%, that is well above the average for all authorities (21%). Five of the settlements were on housing complaints. The Council may wish to consider whether there is some identifiable factor that is leading to the relatively high proportion of resubmitted housing complaints that I have upheld.

I am aware that the Council has a well established system for reporting on its handling of complaints and customer feedback which includes a summary of complaints dealt with by my office. The Council's reports also refer to service improvements made as a result of the various types of feedback. I welcome this positive approach to learning from complaints and I look forward later this year to seeing the Council's next report for 2007/08.

Liaison with the Local Government Ombudsman

My office made written enquiries on 110 complaints, far more than the 63 in the previous year. The Council took an average of 18.4 days to respond to these enquiries, continuing the excellent response times of previous years. Once again my staff have noted examples of quick and helpful responses to settlement proposals, although on occasions there have been differing viewpoints which have taken some discussion to resolve.

I was pleased that an officer of the Council was able to attend our seminar for link officers in November. I hope that he found the day useful.

Training in complaint handling

Part of our role is to provide advice and guidance about good administrative practice. We offer training courses for all levels of local authority staff in complaints handling and investigation. This year we carried out a detailed evaluation of the training with councils that have been trained over the past three years. The results are very positive. /...

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The range of courses is expanding in response to demand. In addition to the generic Good Complaint Handling (identifying and processing complaints) and Effective Complaint Handling (investigation and resolution) we now offer these courses specifically for social services staff and a course on reviewing complaints for social care review panel members. We can run open courses for groups of staff from different smaller authorities and also customise courses to meet your Council's specific requirements.

Where councils have set up Arms Length Management Organisations that run their own complaints procedures we can run courses for these organisations as well.

All courses are presented by an experienced investigator so participants benefit from their knowledge and expertise of complaint handling.

I have enclosed some information on the full range of courses available together with contact details for enquiries and any further bookings.

LGO developments

We launched the LGO Advice Team in April, providing a first contact service for all enquirers and new complainants. Demand for the service has been high. Our team of advisers, trained to provide comprehensive information and advice, has dealt with many thousands of calls since the service started.

The team handles complaints submitted by telephone, email or text, as well as in writing. This new power to accept complaints other than in writing was one of the provisions of the Local Government and Public Involvement in Health Act, which also came into force in April. Our experience of implementing other provisions in the Act, such as complaints about service failure and apparent maladministration, is being kept under review and will be subject to further discussion. Any feedback from your Council would be welcome.

Last year we published two special reports providing advice and guidance on 'applications for prior approval of telecommunications masts' and 'citizen redress in local partnerships'. Again, I would appreciate your feedback on these, particularly on any complaints protocols put in place as part of the overall governance arrangements for partnerships your Council has set up.

Conclusions and general observations

I welcome this opportunity to give you my reflections about the complaints my office has dealt with over the past year. I hope that you find the information and assessment provided useful when seeking improvements to your Council's services.

Tony Redmond
Local Government Ombudsman
10th Floor, Millbank Tower
Millbank
London SW1P 4QP

June 2008

Enc: Statistical data
Note on interpretation of statistics
Leaflet on training courses (with posted copy only)

Appendix 2

THE COUNCIL'S RESPONSE LETTER TO THE OMBUDSMAN

Mr Tony Redmond
Local Government Ombudsman

Date

Dear Mr Redmond

Annual Letter for the year ended 31 March 2008

Thank you for your letter. I set out below the Council's comments on the points you have raised.

Complaints received

We are unclear as to why the number of complaints was generally higher in 2007-08 as this does not reflect the pattern under our internal procedures where numbers fell at all three stages, although Homes for Haringey experienced increases. However, we have identified possible explanations for the increase in some categories in the comments below on the specific subject categories you have raised.

You noted the increased awareness and expectations following the establishment of Homes for Haringey, especially regarding improvements to people's homes under the decent homes programme. However, it was only in April 2008 that Homes for Haringey was able to begin the decent homes work.

Homes for Haringey is aware that the service that needs the most attention is day to day responsive repairs. They are therefore directing resources and staff time to this area. There has been a noticeable upturn in gas performance and a related dip in complaints about gas repairs since the retendering of the gas service and maintenance contracts, and the commencement of a new contractor on 1 April 2008. We anticipate that this will continue and be reflected in reduced complaints to you in both areas.

The numbers of complaints about housing allocation are no doubt closely related to the severe problems of housing supply that we continue to experience, resulting in customers continuing to be dissatisfied that we cannot meet their expectations of rehousing.

Many benefits and local taxation complaints were due to problems with backlogs of work as measures taken to clear them can sometimes lead to unfortunate lapses in quality. During 2007/08, the Benefits and Local Taxation Service has done a great deal to reduce backlogs of work and eliminate delay in assessment of Housing Benefit and Council Tax Benefit. Other measures taken have been the re-writing of standard letters to make their content clearer to customers and training on 'self employed' assessments. We anticipate that, along with a continued focus on the quality of work, the measures we have taken will bring the levels of complaints made to you more in line with national trends.

A particular area of backlog was Housing Benefit Appeals. This has now been completely eliminated and all outstanding appeals have either been resolved or are currently with the Tribunal Appeals Service. Currently, 87% of cases where an Appeal or Revision is requested are resolved within 4 weeks, 69% of appeals are submitted to the Appeals Service within 4 weeks and 97% within 3 months.

The Children and Young People's Service undertook increased promotion and publicity of their complaints procedures, including a new leaflet and posters. This resulted in an increase of some 30% in complaints to the Council in 2007-08, compared with the previous year. This may help to explain the increase you experienced in the Education category.

Parking and highways and traffic management can lead to contentious issues. During the year there were again a large number of highways schemes, and the Council changed the basis on which it charges for parking permits to align with carbon emissions. There were a number of developments and improvements in how we consult residents, including reviews of documents and public meetings. Our key aim is to ensure that residents are aware of proposed changes and the likely consequences, and that all views are considered.

We are not aware of any reason for an increase in anti social behaviour complaints as there has been no discernible increase in complaints to the Council and Homes for Haringey in this area.

Decisions on complaints

Reports and local settlements

The Benefits and Local Taxation Service issued guidance on landlord/tenant disputes to all benefits assessment staff following the introduction of the Local Housing Allowance. This superseded the interim guidance issued earlier in the year following your report. A copy of the guidance has already been sent to you.

We take the issue of poor service delivery seriously and, where justified, are keen to compensate accordingly. One of the reasons for the total compensation being higher was the increased number of settlements, but you considered it appropriate to award higher sums than in previous years in a number of cases. In several of these, we did not agree with your decision and quite significant compensation payments were involved, but accepted your proposals in order to settle the cases.

As with the total numbers, we are unclear as to why the number of local settlements was so high, particularly as this was very much out of line with the pattern of previous years. However, we take every opportunity to learn from mistakes to improve services, and I comment below on the various cases you have raised and action we have taken.

Housing Benefit

I have commented above on progress in reducing delays, dealing with the backlog of cases, self employed assessments, training, and our focus on the quality of work.

Local taxation

You raised the matter of suppression of letters about changes to council tax benefit. Due to shortcomings with some computer generated letters, there are occasions when officers produce manual letters to better explain entitlement to benefit and the calculations used to determine the award. Problems arose when, in error, the suppression was not removed, which resulted in all future letters being suppressed until reversed.

To control the inadvertent suppression of notification letters, a regular report is now run from the computer system and any incorrect suppressions are removed. Staff have also been reminded of their responsibility to remove suppressions.

A framework for the collection of current and previous council tax arrears has been implemented across both Local Taxation and Customer Services. This framework ensures that vulnerable customers are identified at the earliest opportunity, with consideration of income and expenditure key to achieving a repayment plan that works for both the customer and the council. We are in discussions with other councils and Haringey Citizens' Advice Bureau to ensure that the process for the collection of arrears is both fair and transparent.

Housing repairs and managing tenancies

I have commented above on the general position on housing repairs.

In relation to the grant case, wrong information was provided by inexperienced officers but a full apology and explanation was immediately offered and the Council did not consider that the client had suffered injustice. However, we agreed to your compensation proposal to settle the case.

The events were unacceptable in the case you refer to involving a deceased tenant's family receiving correspondence in the name of the deceased, and we welcomed your guidance on resolving this complaint. The problem was caused by delays in following procedures for both terminating the tenancy and establishing a non-secure tenancy for the family member temporarily living in the property. The officers concerned have been retrained and we are therefore confident that this problem will not recur.

Homelessness and housing allocations

The specific case you refer to is one where we admitted administrative errors but considered that they had no effect on the outcome of the case. We said that a 2 year wait is not uncommon, given the housing supply situation, any medical detriment was low compared to many other applicants, and the outcome achieved for the family was better than the norm. You took a differing view of the applicable legislation.

Our Strategic and Community Housing Service is undergoing a transformation of business processes, and filing is a strand within this. Inevitably some difficulties have arisen which was a factor in the unfortunate loss of documents in the two cases you mention.

Housing sales

The case you have highlighted involved an unusual situation which we had not experienced previously or anticipated. We are confident that the changes to our application forms and procedures have reduced the potential for this situation to recur.

Private housing grants

The case you refer to was badly managed. The officer dealing with it left the Council's service while the application was in process and the case was not immediately picked up as outstanding. Systems have now been put in place to prevent a recurrence.

Planning and Building Control

Two of the cases you refer to related to planning enforcement, and arose because some cases were not being dealt with as quickly as we would expect because of issues relating to officer case loads. A review was commissioned to benchmark performance with a number of neighbouring and best practice authorities and to identify areas for improvement. A consequential action plan is now being implemented to:

- Achieve a stable workforce by recruiting additional permanent staff, while utilising additional temporary staff to reduce the outstanding caseload.
- Introduce a range of new standard documents, including advisory leaflets and improved standard correspondence, to ensure complainants are better informed on our service standards and progress of cases. Web pages are also being improved to provide more guidance on planning enforcement and to explain where formal action can be taken.

The third case was a Building Control issue where a completion certificate was issued without a formal final inspection being carried out. All the required works had not been completed, thereby causing delay and inconvenience to the complainant. As a result of this case, no completion certificate will now be issued without a formal inspection by a Building Control Surveyor.

Education

Complaints about special educational needs can be difficult as the authority is trying to negotiate with and support parents and carers to ensure they are happy with their statement and placement. The deadlines can conflict with the negotiation of these agreements, and in this case you perceived this as an unnecessary delay. We did not agree with your decision as we considered that it went against the existing legal framework. However, we agreed to pay compensation to settle the case.

With regard to the school admissions case, we no longer use the clerk who was unable to provide the notes, and who was not a direct Council employee.

Transport and Highways

In the case of the abandoned car, the Parking Service view was that it had complied with relevant legislation and guidelines to class the vehicle as abandoned and a danger to the public. A notice was therefore served without the owner being notified, and the vehicle was removed. The complainant later recovered the vehicle. We accepted your decision, however, and the Parking Service are reviewing their procedure on contacting the owners of abandoned vehicles.

Both of the delays in dealing with parking refunds, were due to administrative error, one arising from work not being taken forward when the officer handling the case left the Council. Staff procedures and training have been strengthened to prevent a recurrence of these instances, and to address the case where a payment was registered to the wrong account.

The Council's complaints procedure and the handling of complaints

We have examined all of the 11 local settlement cases arising from previous premature referrals. In only one case did the complainant exhaust all stages of our internal complaints procedure before you decided to investigate. In that one case, which concerned anti social behaviour, we had agreed we were at fault and awarded compensation and you decided a higher level of compensation was appropriate. In the other 10, we believe that a large proportion may well have been resolved internally if they had progressed to subsequent stages.

Of the 5 housing cases, 3 were in respect of Homes for Haringey, one being the above anti social behaviour case. The other two were about repairs cases. In one there was an administrative error in the internal handling of the complaint, and the other involved a lengthy delay in carrying out works. The other 2 housing cases were about the Council's homelessness and housing allocations function, which I have addressed above. The subjects of the remaining 5 cases are referred to in other sections above.

The reasons for the high proportion of resubmitted housing cases in respect of both the Council's functions and Homes for Haringey are covered in my comments above.

I am pleased that you appreciate our positive approach to learning from complaints.

Liaison with the Local Government Ombudsman

I am pleased that you appreciate our excellent response times. We have our own internal targets to achieve them as we wish to assist complainants by supplying a reply to you.

There have been a limited number of cases where the Council has held a different view to you in respect of complaint resolution, best practice, and interpretation of the law. You have also, on occasion, challenged the policies agreed locally by members and successful practices that have been in place both in Haringey and other councils for a sustained period. This has unquestionably increased over the last year, and I have referred above to some of these. Such cases will inevitably require some discussion to resolve, and I would like to take this opportunity to thank you for visiting us at our request to discuss two homelessness cases.

The Council officer who attended your link officer seminar did indeed find it useful, and I would like to thank you for providing these facilities.

Training in complaint handling

We appreciate your offer of participation in your own courses, which we know to be of high quality, and I am specifically drawing to the attention of Homes for Haringey your courses for arms length management organisations.

We currently run our own corporate internal courses on complaint handling and investigation. Our adult social care and children's and young people's directorates have recently purchased a very good social care complaints training tool, which is aimed at early resolution, and we are about to systematically implement the training.

LGO developments

We welcome your introduction of a new comprehensive information and advice service for complainants. The Feedback and Information Manager has already provided you with some initial feedback on behalf of the Council and other authorities, to which you have responded.

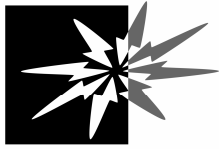
We give serious consideration to your special reports. We consider that we comply with your best practice advice on telecommunications masts. As a result of your report on citizen redress, we took an early decision to establish a complaints protocol for the Haringey Strategic Partnership. This was approved by the Partnership Board on 3 July and was implemented with immediate effect.

Conclusions

As in previous years, we have found the annual letter to be of significant value to our process of learning from complaints. We also appreciate the work of you and your staff through the year.

Yours sincerely

Dr Ita O'Donovan
Chief Executive



Haringey Council

Agenda item:

Cabinet 16th September 2008

Report Title: 2nd Haringey Domestic Violence and Gender Based Violence Strategy

Forward Plan reference number 17

Report of: Sharon Kemp, Assistant Chief Executive, Policy, Performance, Partnership and Communication (PPP&C)

Wards(s) affected: **All**

Report for: **Key Decision**

1. Purpose (That is, the decision required)

1.1 To approve the 2nd Haringey Domestic Violence and Gender Based Violence Strategy

2. Introduction by Cabinet Member

This report introduces our Domestic Violence and Gender Based Violence Strategy covering the period 2008 – 2012, following the successful implementation of the first Haringey Domestic Violence Strategy that ends this year. Domestic and Gender Based Violence is a crime, tackling Domestic and Gender Based Violence is key to building stronger and safer communities.

This second strategy includes Gender Based Violence because as a public body Haringey Council is required by the Gender Equality Duty, April 2007 to proactively promote equality of opportunity between women and men and eliminate unlawful discrimination and harassment. From November 2007 all local authorities have been put on notice by the Equality and Human Rights Commission that they will be monitored under the Gender Equality Duty to ensure they are taking action on violence against women. Gender Based Violence includes: domestic violence; rape and sexual assault, sexual harassment and a stalking, trafficking and sexual exploitation and crimes in the name of honour.

One incident of Domestic or Gender Based Violence is one too many. It is our aim in Haringey to achieve zero tolerance of Domestic and Gender Based Violence. To do this we listen closely to survivors and have a flourishing multi agency partnership to empower survivors of Domestic and Gender Based Violence to make the choice most suited to their situation and the one which ensures their safety. We know that the most severe

form of Domestic and Gender Based Violence results in murder. In Haringey we need to do all we can to ensure no one is murdered as a result of Domestic or Gender Based Violence by providing survivors with a wide range of effective choices to end the suffering caused by Domestic and Gender Based Violence.

3. Recommendations

3.1 That the Cabinet:

- i. Approve the strategic aims of the Domestic Violence and Gender based Violence Strategy
- ii. Approve the actions to be completed to implement this strategy
- iii. Note the achievements of the 1st Haringey Domestic Violence Strategy

Report Authorised by: Sharon Kemp, Assistant Chief Executive, Policy, Performance, Partnership and Communication (PPP&C)

Contact Officers: Eve Featherstone, Principal Equalities Officer, Tel. Ext. 2583; Deirdre Cregan Domestic Violence Co-ordinator, Tel. Ext. 2581

4. Chief Financial Officer Comments

4.1 The Chief Financial Officer has been consulted on the contents of this report & the Strategy and concurs with the financial comments contained in Section 8 of the report that increased joined – up and partnership working should actually lead to a more efficient delivery.

5. Head of Legal Services Comments

5.1 Section 17 Children Act 1989 places a duty on the local authority to promote and safeguard the welfare of children under the age of 18. In respect of young people the local authority's duties extends to those who are deemed to be subject to the leaving care provisions up to the age of 24 (if the young person pursues a programme of education or training). It does not appear that this strategy will conflict with those duties.

6. Local Government (Access to Information) Act 1985

Haringey Community Strategy 2007 – 2016
Haringey Community Safety Plan 2008 – 2011

Local Area Agreement Domestic Violence targets:

- Reduce repeat victimisation
 - Increase the rate of sanctioned detections
- 1st Haringey Domestic Violence Strategy, 2004 - 2008
 Haringey Alcohol Strategy, 2008 – 2011
 Haringey Children and Young People’s Plan, 2006 - 2009
 Safeguarding Adults Policy 2008 -2012

7. Strategic Implications

7.1 The aim of the strategy is to reduce Domestic Violence and Gender Violence, by providing high quality support services to those who experience Domestic Violence and Gender Based Violence in Haringey. This strategy is also well-placed to enable Haringey Council to meet the ‘Safer For All’ priority in the Haringey Community Strategy which states, **“We will make homes safer and create places that people and children enjoy using and take pride in”** (Haringey Community Strategy 2007 – 2016, ‘Safer For All’ priority).

7.2 Domestic Violence is a priority because Haringey Council is strongly committed to making Haringey a safe place for its residents. Domestic Violence represents 30% of violent crime in Haringey and as such requires a commitment from all key agencies to eradicate this crime. Our aim is to create a borough where there is zero tolerance of Domestic Violence; our approach to achieving this is by strong partnership working, creating a society in Haringey where Domestic Violence is unacceptable in any form.

7.3 The Haringey Domestic and Gender Based Violence Strategy follows directly on from the first Haringey Domestic Violence Strategy and continues the work started in that approach. In order to put the second strategy in context we have reviewed the achievements and challenges of the first strategy. They include: the expansion of services at Hearthstone; setting up an expert DV service users group; setting up murder review panels; working with perpetrators; establishing a sanctuary scheme; agreeing an information sharing protocol; partnership work with health professionals, a raft of initiatives with children and young people.

7.4 The new areas covered in this strategy are Gender Based Violence. Gender Based Violence includes: domestic violence; rape and sexual assault, sexual harassment and a stalking, trafficking and sexual exploitation and crimes in the name of honour. Gender Based Violence is a priority because as a public body Haringey Council is required by the Gender Equality Duty, April 2007 to proactively promote equality of opportunity between women and men and eliminate unlawful discrimination and harassment. From November 2007 all local authorities have been put on notice by the Equality and Human Rights Commission that they will be monitored under the Gender Equality Duty to ensure they are taking action on violence against women. Other Areas for development will be; Better use of pooled budgets, Improved Partnership arrangements, Organisations that constantly rotate staff roles on a regular basis need

to ensure a continuously and constantly available level of service, improve support for survivors through the legal process. Witness protection, specialist advocates, tougher sentencing and above all a Specialist Domestic Violence Court should increase convictions and reduce victim retraction rates.

7.5 The Council has a duty to safeguard children and young people and protect them from harm. Priority 8 of Haringey's Children and Young People's Plan includes the specific aim to: "reduce risk to specific groups, for example, those at risk of sexual exploitation, those with disabilities and those subjected to domestic violence". The Domestic Violence and Gender Based Violence Strategy will contribute to meeting this objective by increasing the safety of children and young people who experience Domestic and Gender Based Violence.

8. Financial Implications

8.1 The expectation is that costs associated with developing the strategy will be contained within existing resources.

8.2 In practice the strategy, which aims to move towards closer joint planning and working across the council and with partner agencies in tackling Domestic Violence and Gender Based Violence should increase value for money and direct resources in a more efficient and effective manner.

9. Legal Implications

9.1 Section 17 Children Act 1989 places a duty on the local authority to promote and safeguard the welfare of children under the age of 18. In respect of young people the local authority's duties extends to those who are deemed to be subject to the leaving care provisions up to the age of 24 (if the young person pursues a programme of education or training). It does not appear that this strategy will conflict with those duties.

10. Equalities Implications

10.1 An Equality Impact Assessment (EIA) has been undertaken and is published on the councils website. This found that the implementation of the Strategy will enable the local authority and its partners to improve the safety of people whom experience domestic violence in Haringey, the majority of whom are women and children. The EIA has identified under-representation of disabled people, lesbians, gay men and bisexual people in specialist Domestic Violence services.

The strategy will also enable the Council to counteract crimes perpetrated on a gender basis, such as 'Honour Based Violence', Female Genital Mutilation, Forced Marriage and Human Trafficking for the purchase and selling of sexual services by women.

11. Consultation

11.1 The strategy was commissioned by the Domestic Violence Partnership Board and was the subject for consultation at a stakeholder's conference in November 2007 where workshops were held to consult key partner agencies on the focus and priorities of the strategy. The Domestic Violence Forum also was consulted at a separate meeting regarding the key areas for action. The views of the Domestic Violence Expert Users group have also been incorporated as has feedback from service users at Hearthstone, the Domestic Violence advice and support centre. The Domestic Violence Partnership Board meeting on 10 July 2008 discussed the strategy and gave comments and amendments in consultation workshops.

12. Background

Haringey has an excellent track record in dealing with crime. In Haringey all crime types have gone down with, for example a 15% reduction in assaults. Domestic Violence constitutes 30 per cent of all violent crime in Haringey.

Haringey Police Community Safety Unit has the best detection rate for Domestic Violence crimes. In 2006/7 the police recorded 3310 incidents of Domestic Violence in Haringey and 3028 in 2007/8. In 2006/7 there were no domestic violence murders in Haringey. Hearthstone Domestic Violence Advice and Support Centre supports 1200 survivors of Domestic Violence each year.

Wards in the East of the Borough are by far the worst affected by Domestic Violence.

Some contributing factors are higher levels of deprivation and high density housing.

Haringey's 1st Domestic Violence strategy, 2004 – 2008 produced excellent results and the 2nd Domestic Violence and Gender Based Strategy builds on this success and develops those areas which continue to require committed resources and focus.

The expansion of Hearthstone in 2008 will mean an increase in specialist services and will be the locus for much of the good practice cited in this strategy.

13. Conclusion

The 2nd Haringey Domestic Violence and Gender Based Strategy is a comprehensive and far-reaching policy which will put Haringey at the fore-front of best practice in supporting the survivors of Domestic Violence and Gender Based Violence, particularly those who face multiple difficulties in surviving these violent crimes.

14. Use of Appendices / Tables / Photographs

14.1 Draft 2nd Haringey Domestic Violence and Gender Based Violence Strategy and Action Plan, 2008 – 2012

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LONDON BOROUGH OF HARINGEY

Domestic and Gender Based Violence Strategy 2008-2012

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Foreword

Introduction and overview

I am delighted to introduce our second Haringey Domestic Violence and Gender Based Violence Strategy covering the period 2008 – 2012, following the successful implementation of the first Haringey Domestic Violence Strategy that ends in 2008. Domestic and Gender Based Violence is a crime and we in Haringey believe that tackling the scourge of Domestic and Gender Based Violence is key to building stronger and safer communities.

This second strategy includes Gender Based Violence because as a public body Haringey Council is required by the Gender Equality Duty, April 2007 to proactively promote equality of opportunity between women and men and eliminate unlawful discrimination and harassment. From November 2007 all local authorities have been put on notice by the Equality and Human Rights Commission that they will be monitored under the Gender Equality Duty to ensure they are taking action on violence against women. Gender Based Violence includes: domestic violence; rape and sexual assault, sexual harassment and a stalking, trafficking and sexual exploitation and crimes in the name of honour.

One incident of Domestic or Gender Based Violence is one too many. It is our aim in Haringey to achieve zero tolerance of Domestic and Gender Based Violence. To do this we listen closely to survivors and have a flourishing multi agency partnership to empower survivors of Domestic and Gender Based Violence to make the choice most suited to their situation and the one which ensures their safety. We know that the most severe form of Domestic and Gender Based Violence results in murder. In Haringey we need to do all we can to ensure no one is murdered as a result of Domestic or Gender Based Violence by providing survivors with a wide range of effective choices to end the suffering caused by Domestic and Gender Based Violence.

We see dealing with Domestic and Gender Based Violence as essential to tackling inequalities, as not living in fear is a basic human right. In Haringey Domestic Violence constitutes 30% of all violent crime. In Haringey approximately 96% of people reporting domestic violence are women. However it happens in all partnerships as well as close family relationships. In order to effectively tackle Domestic and Gender Based Violence we need to involve survivors and work with our strategic partners to constantly improve services. Where communities are fully aware of the dreadful impact of Domestic and Gender Based Violence they will reject the acceptance of violence and the perpetrators.

We have come a long way in Haringey, especially with the opening in 2003 of Hearthstone our excellent multi agency domestic violence advice and support centre. This is not to deny that we face huge challenges, particularly faced with

entrenched attitudes and the acceptance by many young people of violence in relationships. We are dealing with a complex and emotional issue that requires determined commitment and dedicated high quality services. In addition to supporting survivors we have also set up a programme to challenge perpetrators.

With this strategy I will continue to take the lead, drawing partners together, to create in Haringey a borough where Domestic and Gender Based Violence in any form are simply unacceptable, where communities are fully aware and reject the perpetration and acceptance of violence.

Domestic and Gender Based Violence are violent crimes which compromise the safety of all our communities in Haringey. As such, they are also being looked at under the category of serious crime in the context of our new Community Safety Strategy, **“Safer for All; Haringey’s Community Safety Partnership Plan (2008 – 2011)”**. The message of this Domestic and Gender Based Violence Strategy is the same as that of “Safer for All“: ***“We will make homes safer and create places that people and children enjoy using and take pride in”*** (*Haringey Community Strategy 2007 – 2016, ‘Safer For All’ priority*). This is fundamental to building safe and strong communities in Haringey.

I would like to thank all of those survivors who shared their experiences with us to help us create better services and our dedicated partner agencies that have joined me in helping to make Haringey a safer place for women and children.

Cllr Nilgun Canver
Cabinet Member for Enforcement and Safer Communities

Executive Summary

1. The overall vision is for all agencies to work together to reduce Domestic Violence and Gender Based Violence , providing high quality support and services to those experiencing or witnessing Domestic Violence in Haringey whilst holding abusers accountable. The Haringey Domestic Violence and Gender Based Violence Strategy is a plan that sets out how the issues around Domestic and Gender Based Violence will be tackled over a four-year period. The Strategy sets out key aims and priorities that are compatible with the London Domestic Violence Strategy and government objectives.
2. **The 4 key strategic priorities are:**
 - **Improve the support and safety of those who experience or are threatened by Domestic or Gender Based Violence.**
 - **Further reduce the tolerance of Domestic Violence and Gender Based Violence in our local communities.**
 - **Hold abusers accountable.**
 - **Further increase children and young people's safety and welfare.**
3. An action plan has been developed for these priority areas. This will show what each agency will work to achieve from 2008-2012 to tackle Domestic and Gender Based Violence and who will be responsible for achieving the actions. The Strategy and Action Plan will be managed and monitored by the Domestic Violence Partnership Board supported by the Domestic Violence Forum. Services will be reviewed through consultation with partner agencies, survivors and non-service users. The Domestic and Gender Based Violence Strategy is part of the overall Community Strategy and the Community Safety Strategy. The Partnership Board will keep the Safer Community Executive Board informed on progress.

Introduction

4. Domestic Violence is a crime therefore tackling Domestic Violence (DV) is fundamental to Haringey's commitment to building strong and safe communities. This is a key community cohesion issue as better supported families deliver a cohesive community. Tackling Domestic and Gender Based Violence is part of our commitment to upholding human rights. This second Haringey strategy very much continues and builds on the achievements of the first Haringey Domestic Violence Strategy.

Achievements of the first Haringey Domestic Violence Strategy

We now have a flourishing Domestic Violence Partnership Board and Forum that includes police, health and voluntary sector representatives.

We have:

- been presented with an award of distinction from the Mayor of London in recognition of our outstanding and innovative work
- expanded the opening hours and services at Hearthstone our Domestic Violence Advice and Support Centre and are planning an even more expanded service
- seen an increase in the reporting of DV and a reduction of DV homicides in the borough
- spoken or had a stall with DV information at 127 community events,
- set up a DV expert service users group to help us improve services
- developed a Multi Agency Risk Assessment Conference (MARAC)
- produced a DVD in 7 languages about local Domestic Violence services “What’s Love Got To Do With It?”
- carried out DV outreach events with local Faith Groups
- organised 2 DV stakeholder conferences each year with between 70 -100 attendees.
- targeted publicity campaigns including posters hoardings, bus ticket campaigns, information and leaflets of which the web based information on DV services in community languages has been most accessed
- successfully bid for money to pilot a DV nightline service
- set up a Sanctuary scheme to allow DV survivors (who want to) to have additional security to remain in their own homes

5. We have also negotiated Local Area Agreement (LAA) ahead of government proposals developing LAA indicators and stretch targets, which put Domestic Violence at the core of finding solutions to local issues with our strategic partners. Applying for additional LAA funding has enabled us to set up a DV perpetrator programme, additional counselling services for DV survivors, police Athena Days arresting DV perpetrators with additional extra witness statement takers.
6. We have initiated an extensive programme of initiatives for children and young people including; piloting a programme for children and young people who have witnessed Domestic Violence “What About Me”, extensive work with schools, training for teachers and worked with children who had witnessed DV to design a publicity campaign and leaflet for children and young people in 14 languages “Ready To Explode”.

Scope of Domestic Violence and Gender Based Violence Strategy 2008 – 2012:

7. This strategy will cover a 4 year period and includes a multi-agency approach to reducing Domestic Violence and Gender Based Violence in Haringey.
8. The strategy focuses on working in partnership to effectively reduce Domestic Violence and Gender Based Violence.

Definition of Domestic Violence

9. Our second Haringey Domestic Violence and Gender Based Violence Strategy goes further in its definition of Domestic Violence so that we can incorporate and monitor all forms of abuse, including ‘Honour Based’ crime and Female Genital Mutilation.
10. We have adopted the government agreed ‘core’ definition of Domestic Violence as follows:

<p>‘Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality.’</p>

11. The purpose of a definition of Domestic Violence is to enable accurate monitoring and ensure survivors receive appropriate, safe services. Individual agencies involved in this strategy are not required to extend their services to include non-intimate partner violence or male survivors if this is not in their remit. However, it will require agencies to provide data divisible by relationship, gender, age and ethnicity.
12. It is difficult to define Domestic Violence as it is a pattern of behaviours and is very rarely confined to a one-off incident. However, all Domestic Violence has a common theme of intentional, pre-meditated, disempowering and controlling behaviour through which the abuser seeks power over their survivor. Domestic Violence occurs across society, regardless of age, race, sexuality, gender, disability, social class, wealth and geography. The figures show, however, that Domestic Violence consists mainly of violence by men against women.
13. However, focusing on individual acts is necessary for determining thresholds for intervention by some agencies but this presents an incomplete picture, particularly in terms of the effects of abuse. For example, an individual act can have a different meaning depending on the context and the frequency. A stranger telling a woman that she is unattractive is a completely different experience from her partner systematically and consistently doing exactly the same thing. Similarly, a (relatively) minor offence such as pushing someone has a different cumulative effect when done repeatedly, over weeks and months. These acts are calculated to have an effect on a particular individual and prey on vulnerability.
14. We need to remember that Domestic Violence is a complicated issue not easily reduced to numbers. Quantative methods alone will rarely be sufficient to properly assess the effectiveness of an intervention; qualitative data is also needed to fully explore the complexities involved.

Definition of Gender Based Violence:

15. This strategy concurs with the UN Declaration on the Elimination of Violence Against Women defines violence against women as:

“Any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.”

16. We need to remember that Domestic Violence is a complicated issue as Liz Kelly, Roddick Chair on Violence Against Women London Metropolitan University, Why Violence Against Women Matters, presentation at London Councils Gender Duty Conference, 23 March 2007 stated:

"Gender-Based Violence against women is violence directed against a woman because she is a woman or that affects women disproportionately. For girls, young and adult women some types of Gender Based Violence are:

- Domestic/intimate partner violence
- Rape, sexual assault/abuse
- Sexual harassment and bullying at work, school and in public
- Domestic Violence murders – including murder committed in the name of honour
- Trafficking and sexual exploitation
- Harmful traditional practices - Female Genital Mutilation , child and forced marriage
- Less documented forms - acid attacks, ritual abuse"

NB: We are using the word violence in its broadest sense to include issues around gender abuse and violence.

Why a strategy?

17. We need a Domestic Violence and Gender Based Violence Strategy because:

- It gives focus and direction to partnership work and allows us to operate from a long-term perspective.
- It is integral in building safer and stronger communities.
- It gives a clear understanding of how we define Domestic Violence and Gender Based Violence.
- It enables agencies to account for their work and to make a valid contribution to "the big picture".
- It enables us to prioritise work so that we are able to meet the performance indicators outlined in the government's National Domestic Violence Action Plan.

Mission statement

19. Our vision is for all agencies to work together to reduce Domestic and Gender Based Violence in Haringey and to provide high quality support and protection services to those experiencing or witnessing Domestic and Gender Based Violence and holding abusers accountable.

Strategic Priorities

20. Our strategic priorities continue on from the First Domestic Violence Strategy with additional objectives focussing on children and on Gender Based Violence.

These are:

- 1 Improve the support and safety of those who experience or who are threatened by Domestic Violence and Gender based violence.
- 2 Further reduce the tolerance of Domestic Violence and Gender Based Violence in our communities.
- 3 Hold abusers accountable.
- 4 Further increase children and young people's safety and welfare.

Review and Consultation

21. This second Haringey strategy very much continues and builds on the achievements of the first Haringey Domestic Violence Strategy and some of the content is drawn from reviewing the first strategy. In addition, most of the priority areas remain the same, as identified in the wide consultation process leading up to the first Domestic Violence Strategy. This strategy has been developed in partnership with the agencies which make up the Domestic Violence Partnership Board and the Domestic Violence Forum. The aims of the strategy were the subject of a Domestic Violence Stakeholders' Conference in July 2007 and the views expressed there have been integrated into this document.
22. The priority areas and strategy action plan were discussed in themed workshops at the Domestic Violence Stakeholders' Conference in July 2007 and since then we have continued to consult partner agencies, experts and service users on what they wish to see in this strategy. We have also taken into account recent national developments such as the increased focus on human trafficking. We have also compared our strategy with those of other boroughs.

Strategic Context

Global context

23. *"Violence against women is an obstacle to the achievement of the objectives of equality, development and peace. Violence against women both violates and impairs or nullifies enjoyment buy women of their human rights and*

fundamental freedom. The long-standing failure to protect and promote those rights and freedoms in the case of violence against women is a matter of concern to all states and should be addressed"

*Platform for Action, Fourth World Conference on Women, Beijing, China.
September 1995*

Global Statistics

At least one out of every three women has been beaten, coerced into sex, or otherwise abused in her lifetime, according to a study based on 50 surveys from around the world

More than 60 million women are "missing" from the world today as a result of sex-selective abortions and female infanticide, according to an estimate by Amartya Sen, the Nobel Laureate

In the USA, women accounted for 85% of the victims of domestic violence in 1999 (671,110 compared to 120,100 men), according to the UN Special Rapporteur on violence against women

The Russian Government estimates that 14,000 women were killed by their partners or relatives in 1999, yet the country still has no law specifically addressing domestic violence

The World Health Organisation has reported that up to 70% of female murder victims are killed by their male partners

(Extract from Amnesty International, 'Stop Violence Against Women' web page).

National Context

24. National Statistics about Domestic Violence:

- On average 2 women are killed per week by male partner or ex-partner.
- 1 in 4 women over the age of 16 have been a victim of Domestic Violence.
- In 90% of Domestic Violence incidents children were in the same or adjacent rooms.
- Domestic Violence accounted for quarter of all crimes against the person in England and Wales.
- 1 in 5 couples presenting to Relate have Domestic Violence as a feature of their relationship.

25. The Home Office Statistical Bulletin January 2007 reports that:

- Women are more likely than men to experience all types of abuse.
- 46% of women experienced multiple forms of abuse.
- Serious sexual assault more likely to be committed by partner or ex-partner.

(Homicides, Firearm Offences and Intimate Violence 2005/6).

26. Domestic Violence and Child Contact:

- In more than one in eight Domestic Violence incidents the Metropolitan Police Service note issues around child contact or residence.
- Nearly 25% of private law child contact cases involve allegations of Domestic Violence/abuse. In spite of this, in 2002, 61,356 applications for child contact led to an order for contact being made. Less than 1% of applications were refused a contact order.

Second London Domestic Violence Strategy

27. The Greater London Authority produced a first London Domestic Violence Strategy, launched in November 2001.
28. The second London Domestic Violence Strategy, published in 2005, builds on the work of the first London Domestic Violence Strategy which sets out a vision for effectively addressing the issue of Domestic Violence and detailed the specific steps to be taken to achieve this. Its objective was to create consistent quality responses across London and for agencies to work together to address Domestic Violence more effectively.
29. The Second London Domestic Violence Strategy, published 2005, provides development plans for a co-ordinated multi-agency London-wide response to Domestic Violence.
30. Key areas of work:
 - Independent Domestic Violence advocacy services.
 - Specialist/Integrated Domestic Violence Courts.
 - To work closely with Health Service partners to raise awareness of Domestic and Gender based Violence and its impact on health for women and children.
 - Services enabling women to stay safely in their homes.
 - Provision for abused women from Domestic Violence disadvantaged groups.
 - Community-based children's services.
 - Interventions with Domestic Violence perpetrators outside of the Criminal Justice System (CJS).
 - Increased public awareness and understanding, including further development of Domestic Violence work in schools.
 - Improved service user involvement.
 - Standardised Domestic Violence protocols and guidance, covering such areas as information-sharing, referrals and risk assessments.
 - Further development of a Central Domestic Violence Resource Centre.
 - Monitoring systems and compliance mechanisms.
 - The provision of high quality Domestic Violence training.

Domestic Violence in Haringey

- 31.** Domestic Violence constitutes 30 per cent of all violent crime in Haringey. The levels indicate that it is a serious issue that Haringey must play its part in addressing. In Haringey, all crime types have gone down, significantly a 15% reduction in assaults, 22% reduction in gun-enabled crime and Haringey Police Community Safety Unit has the best detection rate for Domestic Violence crimes. In 2006/7 the police recorded 3310 incidents of Domestic Violence in Haringey and 3028 in 2007/8. Haringey's Domestic Violence Advice and Support Centre helped 1264 DV survivors in 2007/8, 813 in 2006/7, 1125 in 2005/6, 1278 in 2004/5. 17 DV perpetrators completed perpetrator programmes in 07/08 and 13 more are on programmes to date this year. 2006-08 saw no Domestic Violence murders in Haringey. Wards in the east of the borough have the highest recorded levels of Domestic Violence. Some contributing factors are higher levels of deprivation and high density housing.
- 32.** Please note that in the Equalities Impact Assessment (EIA) that accompanies this strategy you will find that we have been successful in ensuring that our DV services are accessed by people from all black and minority ethnic groups 82%, however it also shows that we need to do more to encourage lesbian, gay, bisexual transgender and disabled people to access DV services. In terms of Gender Based Violence our priority is to start collect data, for example some Haringey schools have reported incidents where Haringey pupils have been taken to another country and been subjected to Female Genital Mutilation but we don't have statistics, in other areas we know some of the picture such as since 2003 when it opened 820 women have used the Poppy project for trafficked women, this service for the whole of the UK, of which 37 women have a Haringey connection. One of the key tasks to support this strategy will be to establish an evidence base to record the extent of gender based violence in Haringey in order that we can take action to tackle it. The EIA also shows, as is the case nationally, that women are more likely to experience Domestic Violence when they are pregnant or have just given birth. We have therefore been working with local maternity and health visitor services to ensure health professionals are screening for DV and are able to offer advice and support we are planning to review the impact of this as part actions to support this strategy.
- 33.** Our two key targets are improving the number of Domestic Violence crimes that result in a sanctioned detections and reducing repeat victimisation. 07/08 saw an increase in sanctioned detections from 37% to 51%.for the first quarter of 08/09 this figure is holding steady at 50%. Our target is 45.3 so we are exceeding our target . However our second key target reducing repeat victimisation, is a particularly challenging target and needs additional work, as we have not met our target of 191, the actual baseline figure is 240, therefore

actions in the action plan that accompany this strategy have been put in place to address this. However these targets will be renegotiated and consolidated once we have a Multi Agency Risk Assessment Conference MARAC in place in line with guidance from GoL.

Haringey's Local Area Agreement (LAA)

34. The Local Strategic Partnership is the overarching strategic partnership for an area and the Local Area Agreement is the delivery plan for the Local Strategic Partnership. In its Local Area Agreement Haringey's has agreed that its targets for Domestic Violence are:

- Reducing repeat victimisation.
- Increasing the rate of sanctioned detections.

"Safer for All; Haringey's Community Safety Partnership Plan (2008 – 2011).

35. Domestic and Gender Based Violence are violent crimes which compromise the safety of all our communities in Haringey. As such, they are part of our overall Community Safety Strategy, "**Safer for All; Haringey's Community Safety Partnership Plan (2008 – 2011)**" and Haringey Community Strategy. The message of this Domestic Violence and Gender Based Violence Strategy is consistent with Council's approach and commitment to tackling crime": "***We will make homes safer and create places that people and children enjoy using and take pride in***" (*Haringey Community Strategy 2007 – 2016, 'Safer For All' priority*).

Haringey Domestic Violence Partnership

36. In Haringey there has been an effective Domestic Violence network for many years with many multi-partner initiatives. The Domestic Violence Partnership Board co-ordinates a strategic approach to tackling Domestic Violence, whilst the Domestic Violence Forum and Operational Group implements actions which reduce Domestic Violence. There are separate working groups which work to support children and young people effected by domestic violence and a group which co-ordinates the development of Hearthstone. All these are made of very dedicated and committed individuals who join together to make a very effective partnership in action.

The role of the Domestic Violence Partnership Board

37. The Domestic Violence Partnership Board is made up of one representative from each partner organisation able to make strategic decisions on behalf of their organisation. The boards main priority is to lead on the Domestic Violence Strategy and Action Plan to ensure objectives are met. It will meet once a quarter. The Domestic Violence Partnership board has strong links with other work to support the Crime Reduction Strategy and has formal links to the Safer Communities Executive Board. It commissions domestic violence services, monitors domestic violence, disseminates good practice and provides training and information on domestic violence.

Domestic Violence Forum incorporating the Domestic Violence operational group

38. Haringey Domestic Violence Forum has been in existence for over 20 years. It now incorporates the Operational Group which was originally established to implement the first Domestic Violence strategy. The Domestic Violence Forum and Operational Group is a networking, training and awareness-raising forum for all agencies in Haringey which provide services to survivors of domestic violence.
39. It meets 5 times a year, however twice each year the meetings are wider Domestic Violence Stakeholder Conferences on topical themes. The Domestic Violence Forum organises outreach to those who are interested in Domestic Violence and to those whose work involves them in dealing with Domestic Violence. The Domestic Violence Forum produces an annual programme with advertised speakers as a focus, although the very valuable networking element of the Domestic Violence Forum must be preserved as well.

Review of the first Haringey Domestic Violence Strategy

40. The Haringey Domestic and Gender Based Violence Strategy follows directly on from the first Haringey Domestic Violence Strategy and continues the work started in that approach. In order to put the second strategy in context we have reviewed the achievements and challenges of the first strategy. They include: the expansion of services at Hearthstone; setting up an expert DV service users group; setting up murder review panels; working with perpetrators; establishing a sanctuary scheme; agreeing an information sharing protocol; a raft of initiatives with children and young people.

What we have learnt:

41. Some positive outcomes that we did not anticipate in 2004 are the increasing use of the internet to access information and the popularity of Domestic Violence pages on Haringey's website. Statistics from Haringey Council's website show that from January 2007 to December 2007 the DVD, **'What's Love Got To Do With It?'** has had 1381 hits – which makes it the most popular video that we have webcast. The electronic version of I Shall Survive was downloaded 2390 times in 3 months (July – September 2007). The Turkish translation of I Shall Survive was downloaded 4,338 times from January to December 2007.

Areas for development

- Pooled budgets are an effective way to develop multi-agency services, but this is an area we still need to work on in order to ensure a joined up approach to tackling Domestic Violence and Gender Based Violence in Haringey.
- Partnership arrangements with some agencies can depend on the goodwill, commitment and dedication of one person. A cultural change is needed to guarantee that survivors of Domestic Violence and Gender Based Violence can be confident of receiving quality, safe services from all agencies.
- Organisations that constantly rotate staff roles on a regular basis need to ensure a continuously and constantly available level of service. Training is and direction from management should ensure this happens. Domestic Violence and Gender Based Violence survivors may often only have one chance to take action and in this situation it is vital that agencies provide effective, prompt support, otherwise it may be too late; survivors cannot risk trusting an agency which failed to deliver a second time.
- We need to do more to support survivors through the legal process. Witness protection, specialist advocates, tougher sentencing and above all a Specialist Domestic Violence Court should increase convictions and reduce victim retraction rates.

Gender Based Violence

42. The first Haringey Domestic Violence Strategy focused on abuse within intimate relationships. We need to develop our approach to other, equally destructive forms of violence against women such as Female Genital Mutilation, Human Trafficking for the purposes of selling sexual services, 'Honour Based Violence' and Forced Marriage.
- Female Genital Mutilation** can be misperceived as an issue effecting only young girls. It is included in this strategy because of the long-term effects (for example these include: severe pain; HIV/Aids; infection; complications with regard to labour and delivery; psychological trauma) on women who have undergone FGM and because it is an act primarily perpetrated by women.

Multi Agency Risk Assessment Conference (MARAC)

43. Multi Agency Risk Assessment Conference Consolidating (MARAC) the work of the newly set up MARAC in Haringey will help us prevent repeat victimisation, improve the number of sanctioned detections and prevent homicides.
44. Independent **Domestic Violence Advocacy Service (IDVAs)**, work with high risk clients and deliver a service appropriate to the level of risk. IDVAs work within a multi-agency setting to ensure all agencies do their part and co-ordinate their work to keep people safe. IDVAs work with survivors and other agencies and monitor the care pathway.
45. Furthermore our focus will be to:
- Provide pro-active service and advice to victims of Domestic Violence to keep them and their children safe.
 - Risk assess.
 - Explain housing, civil and criminal legal options to clients.
 - Do safety planning with clients.
 - Support clients through the Criminal Justice System, explaining the procedures and their role and rights within that system and the legal framework relating to the protection of children.
 - Help client develop their own support network.
 - Participate in MARAC framework: refer clients to, attend and participate in meetings, follow-up on actions agreed in MARAC.

Equalities implications

46. Domestic Violence can happen to anyone, irrespective of socio-economics, geographical location, gender, age race or sexuality. However, the majority

of Domestic Violence survivors are women and MPS figures show that 85% of perpetrators are men. Socio-economics are reflected in borough statistics for Domestic Violence which demonstrates that Domestic Violence is higher in the East side of Haringey. In Haringey, in the period covered by the first Haringey Domestic Violence Strategy 2004 – 2007, 72.5% of Domestic Violence survivors were age 20 – 39 (*Metropolitan Police Service Report, Violent Crime in Haringey 2005-2006*). Children are very often the unseen and unheard survivors of Domestic Violence and Gender Based Violence. We need to do more to support them and also to highlight the difficulties facing many young women under 16 years who may find themselves in progressively abusive and unsafe relationships.

47. **Priorities and Actions**

- **What we have already done**
- **What we are going to do**

The 4 key strategic priorities are:

Priority 1: Improve the support and safety of those who experience or are threatened by Domestic or Gender Based Violence.

Priority 2: Further reduce the tolerance of Domestic and Gender Based Violence in our local communities.

Priority 3: Hold abusers accountable.

Priority 4: Further increase children and young peoples safety and welfare.

How we will achieve our outcomes:

Priority 1 - Improve the support and safety of those who experience or who are threatened by Domestic Violence and Gender Based Violence.

48. **What we have already done**

Setting up and expansion of Hearthstone

Expert Survivors Service User involvement group meeting regularly

Murder Reviews taking place

Development of MARAC

Sanctuary scheme set up to enable survivors of domestic violence to remain safely in their own homes

Piloted a free help-line

What we are going to do

We will carry out actions which increase safe choices for women and children experiencing Domestic Violence so that they might plan safer futures without compromising their quality of life.

- Improve access to long-term support services and specialist housing support for women who have been trafficked.
- Reduce and prevent Human Trafficking, 'Honour Based Violence', Female Genital Mutilation
- Improve services for survivors of rape.
- Provide more services enabling women and children to remain safely in their own homes.
- Increase sanctioned detections.
- Reduce repeat victimisation.
- Improve access to Domestic Violence Services by women who have complex needs such as disabilities, substance use, mental health, carers of disabled children etc.
- Increase reports of Domestic Violence from women from disadvantaged groups.
- Increase access to services by women from hard to reach groups.
- Increase resettlement support for survivors of Domestic Violence and Gender Based Violence who are in prison.
- Increase access to Domestic Violence services and encourage reporting by Lesbians, Gay men, Bi-sexual and Transgender people.
- Provide advocacy and support to high-risk cases involved in the MARAC process.
- Further develop the support given to Domestic Violence and Gender Based Violence survivors in primary health and mental health settings.
- Support survivors of Domestic Violence who have substance use issues.
- Increase the numbers of survivors positively using the criminal justice system to increase their safety and improve their quality of life.
- Increased staff awareness of Domestic Violence and Gender Based Violence through training and support.
- Increased collaboration with all agencies to work together to reduce Domestic Violence and all forms of Gender Based Violence.
- Improve strategic planning between the Safeguarding Adults Board (SACB) and the Domestic Violence Partnership Board (DVPB)
- Continue to draw attention to the unmet needs of survivors of Domestic Violence who have no recourse to public funds.

Priority 2 – Further reduce the tolerance of Domestic Violence and Gender Based Violence in our communities.

49. What we have already done

Increased publicity in multi-media format, e.g. our DV dvd, 'What's Love got to do with it'

Stakeholders conferences, 2 every year attended by approximately 700 professionals from key agencies

Major annual DV awareness campaigns across Haringey during Haringey Week of Peace and 'White Ribbon Day', 25 November, since 2003.

Produced and disseminated approximately 500,000 Domestic Violence information directories, posters and leaflets

Organised 6 – 8 Domestic Violence awareness raising events in local community centres each year

What we are going to do

We will undertake activities which undermine social tolerance/approval of Domestic Violence and Gender Based Violence and challenge inaction by either individuals or organisations.

- Work with Peace Week to co-ordinate public campaign against Domestic Violence and Gender Based Violence.
- Provide information, training and publicity to attempt to change public perceptions and misconceptions about Domestic Violence and Gender Based Violence.
- Promote community awareness of Domestic Violence in hard to reach groups and newly arrived communities.
- Conduct partnership based outreach programmes to communities where Domestic Violence and Gender Based Violence are known to be prevalent but are not reported.

Priority 3 - Hold abusers accountable.

50. What we have already done

Probation, as the key agency in this field carry out the following interventions:

Provide risk assessments and risk management plans on DV perpetrators as requested by the court and throughout the duration of their supervision by the probation service

Supervise DV perpetrators either on court orders or on licence following release from prison

Run the Integrated Domestic Abuse Programme (IDAP) Programme
Refer DV perpetrator's who meet the criteria to (Multi-agency Public Protection Arrangements)MAPPA

Work with Children and Families Teams where there are child protection concerns

The Domestic Violence Partnership Board has provided training on working with perpetrators and in partnership with the Children and Young People's Service, has set up a local perpetrator programme which is attended by perpetrators on a voluntary basis.

What we are going to do

We will carry out actions which hold individual abusers accountable for their behaviour in such a way that reduces risk and which not only acts as a future deterrent for them, but also as a deterrent to potential abusers.

- Work to reduce victim retraction rates.
- Further strengthen a co-ordinated approach to detection, arrest, conviction and effective sentencing of abusers.
- Develop interventions with Domestic Violence and Gender Based Violence perpetrators outside of the Criminal Justice System (CJS).
- Encourage reporting of Domestic Violence and Gender Based Violence crimes.
- Work with Her Majesty's Prison Service (HMPS) and probation, to ensure that all Domestic Violence perpetrators in prison have a risk assessment before release.
- Research the links between the origin and characteristics of the known perpetrators and prevention/repeat victimisation reduction work with certain communities.

Priority 4 - Further increase children and young people's safety and welfare.

51. What we have already done

An extensive multi-agency training programme for schools has taken place over 4 years.

In 2005 every secondary school pupil in Haringey received age-appropriate information on Domestic Violence.

'What About Me', a therapeutic programme for mothers and children affected by Domestic Violence was piloted in Haringey with very positive therapeutic outcomes for those who took part

4 training courses on Domestic Violence and Child Protection have been delivered each year as part of the Local Safeguarding Board core training programme

What we are going to do

We will carry out actions to increase children's and young people's safety and welfare working in partnership to offer support, challenge tolerance, and to raise awareness.

- To support and empower young people to survive the experience of Domestic Violence in healthy and safe ways.
- Specialist community-based support services for children and young people living with Domestic Violence.
- Prevention work in both primary and secondary schools.
- Awareness raising about the potentially harmful effects of Domestic Violence on children.
- Work in line with the London Safeguarding Board's Domestic Violence practice guidance.
- Identify the extent of Domestic Violence as an issue effecting Haringey children through screening by key statutory and non-statutory agencies.
- Raise awareness of Gender Based Violence among children and young people.
- Ensure that safety planning and support processes are in place for children and young people and that where possible the abusive partner is held accountable for their violence and provided with opportunities to change.
- Improve strategic planning between the Local Safeguarding Children Board (LSCB) and the Domestic Violence Partnership Board (DVPB) to ensure Domestic Violence is mainstreamed into the children's safeguarding agenda.
- Ensure an appropriate statutory response at early stages of intervention, particularly around pregnancy and childbirth.
- Improve recognition of Domestic Violence as a Child Protection concern.

(See also Haringey Children & Young People's plan Priority 8.7 – "reduce risk to those children & young people at risk of sexual exploitation, those with disabilities and those subjected to Domestic Violence").

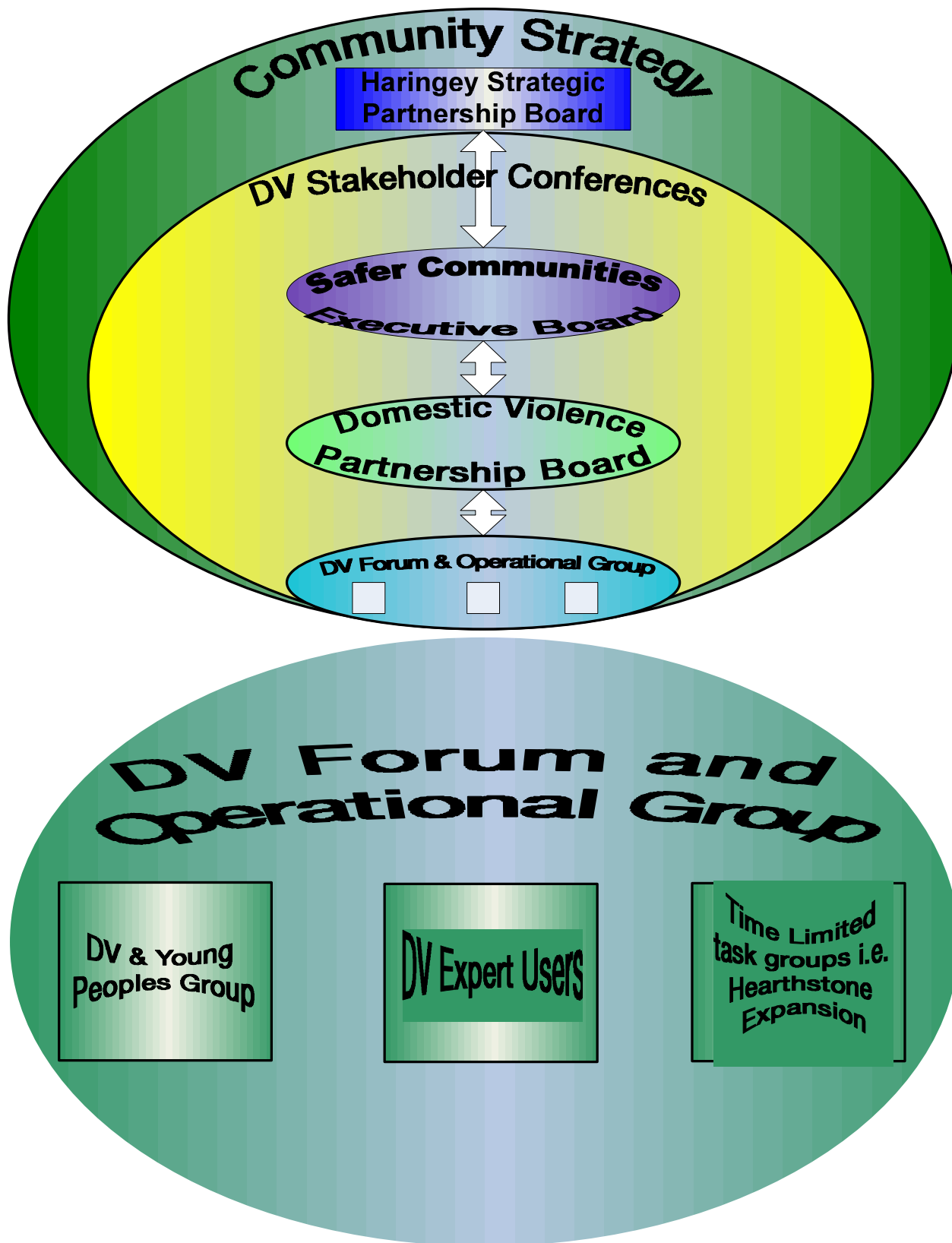
Delivering and monitoring the Strategy

- 52.** The Domestic Violence Partnership Board is responsible for delivering and monitoring this strategy. The strategy is accompanied by an action plan with clear information on which agency has responsibility for delivering key outcomes outlined in the plan along with deadlines for these outcomes. The Domestic Violence Partnership Board will receive quarterly updates from these agencies as to progress made on the delivery of the action plan. The strategy will be presented to the Safer Community Executive Board (**SCEB**). An annual report on Domestic and Gender Based Violence will be given to the SCEB.
- 53.** The measures we will use to measure progress are those set out in the Government's National Domestic Violence Action Plan and are:
- A reduction in the annual number of homicides as a result of Domestic Violence.
 - A reduction in the prevalence of Domestic Violence.
 - A reduction in the numbers of a) young people and b) all people who think that violence is acceptable in some circumstances.
 - An increase in the percentage of Domestic Violence incidents with a power of arrest where an arrest was made related to the incident and, of this, the percentage of partner-on-partner violence.
 - The number of Domestic Violence offenders brought to justice.
 - The number of civil orders made.
 - An increase in actions against Domestic Violence.
 - An increase in survivor satisfaction with the support they have received from key agencies.

The new LAA target from 2009 – 2011 will be NI32 Reducing repeat incidents of domestic violence.

DV Increase Sanctioned Detections target 45.3	Actual 50%
DV Reduce Repeat Victimization Target 191	Actual 240

Structures to Enable the Delivery of the Domestic and Gender Based Violence Strategy



Appendix 1

Haringey Domestic Violence and Gender Based Violence Strategy Action Plan 2008 -2012

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012					
Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
Priority Area 1: Improve the support and safety of those who experience or are threatened by Domestic or Gender Based Violence.					
Improve access to long-term support services for women who have been trafficked	- Multi-agency anti-trafficking work group set up April 09	Domestic Violence Co-ordinator, Haringey Council supported by MPS, Domestic Violence Forum and Partnership Board	Annual increase of 5% PA <i>Baseline 07/08 (11 referrals)</i>	April 2009 May 2010	
	- Licensed premises list worked on to look for potential trafficking locations including, for example brothels and massage parlours	Domestic Violence Co-ordinator, supported by Enforcement Haringey Council	Report to DVPB Implement report	July 09 Oct 09	
Increase access to specialist housing support schemes for	Partnership working with the Poppy Project	Domestic Violence Co-ordinator Haringey Council supported by Hearthstone and	Annual increase of 5% PA	Oct 2008 -	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
women who have been trafficked	and Operation Maxim to increase access to specialist housing.	the DV Forum	<i>Baseline 07/08 (11 referrals)</i>	March 2012	
Reduce and prevent trafficking of women	Conference on trafficking organized	Domestic Violence Co-ordinator supported by DVF and DVPB	Annual increase of 5% PA <i>Baseline 07/08 (11 referrals)</i> Starting April 09	April 2011	
	Quarterly reports from MPS on monitoring, reporting and intelligence gathering on local trafficking profile	MPS	MPS Trafficking reports to DVPB each quarter, commencing March 2009	Starting March 09 - April 2012	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	Multi-agency training provided on identifying and supporting potential victims of trafficking	DV Forum/Domestic Violence Co-ordinator	1 course each year starting March 2009	March 2012	
Reduce and prevent 'Honour Based Violence'	Multi-agency training provided on 'Honour Based Violence'	Domestic Violence Co-ordinator supported by DV Forum/Community Safety Unit	1 course each year starting June 2009	June 2012	
	Reporting and prosecution of 'Honour Based' crimes encouraged	Community Safety Unit	Annual 5% increase in reports of 'Honour Based' crimes	Starting March 2009 - March 2012	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	Research the possibility of providing a service for survivors of Honour Based Violence	Hearthstone Expansion Group	Report to DVPB Implement report	April 2010 July 2010	
Reduce and prevent Female Genital Mutilation	Local multi-agency training provided on Female Genital Mutilation (FGM) . Training for schools and children and young people's service staff. Training course content included: teachers and children's services, identifying potential	DV Co-ordinator supported by DV Forum/LSCB/DVYPG	1 multi-agency course; 1 Haringey Council staff and schools staff course at PDC (Professional Development Centre)	September 2010 March 2011	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	victims; working with communities to raise awareness of and eliminate FGM; use of appropriate and sensitive terminology; prevention of FGM; supporting victims of FGM.				
Improve services for survivors of rape	Joint report with Sexual Assault Referral Centre (SARC) to identify any gaps in services	DVC supported by CSU Sapphire/SARC	SARCS to attend DVPB and report to DVPB Implement report	January 2010 April 2010	
Support women and children to remain safely in their own homes	Voluntary Sanctuary Scheme Promoted	Hearthstone	Increase usage of Sanctuary Scheme by 25% annually	Oct 08 - March 2012	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
			<i>Baseline</i> 07/08 21		
	Usage of Sanctuary Scheme increased	Hearthstone	Increase usage of Sanctuary Scheme by 25% annually <i>Baseline</i> 07/08 21	Oct 08 - March 2012	
Increase sanctioned detections	Increase of number of incidents of Domestic Violence that result in sanction detections	Community Safety Unit supported by DVPB	Targets 07/08 - 770 08/09 – 770 or 36% 09/10 – 813 or 38% <i>Baseline –</i> <i>07/08 Actual performance –</i> <i>798 or 51.4%</i>	Oct 2008 - March 2012	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
Reduce repeat victimisation	Work of the newly established Multi Agency Risk Assessment Conference (MARAC) Consolidated and hold monthly MARAC meetings	Community Safety Unit supported by Domestic Violence Co-Ordinator (DVC) and DVPB	Reduction in repeat victimisation Baseline – 201 (05/06) 07/08 performance 240 Targets 07/08 – 191 08/09 – 176 09/10 – 156 10/11 - 156	Oct 2008 - March 2012	
	Local perpetrator programme undertaken	Domestic Violence Co-Ordinator supported by Community Safety Unit/Crown Prosecution Service(CPS)/ Probation/ Hearstone/Children and Young People’s Service (CYPS)	10 referrals each year to local perpetrator scheme resulting in 40% not re-offending and 20% stopping using violence	March 2009 - March 2012	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
<p>Improve access to holistic Domestic Violence Services by women who have complex needs e.g. disabilities, carers of disabled children</p>	<p>Awareness raising events for clients and staff held at key locations such as day centres 4 events each year</p> <p>Hearthstone to brief ACCs team meetings</p>	<p>Domestic Violence Co-Ordinator supported by Hearthstone/ACCS</p>	<p>Improve the % of disabled people accessing Hearthstone by 5%PA</p> <p>Baseline data 07/08 39 4%</p>	<p>March 2009 - March 2012</p> <p>July 2009</p>	
<p>Increase reports of Domestic Violence from women from hard to reach groups.</p>	<p>Assertive outreach made to: women who have disabilities; women who use substances; BME women; women who have literacy issues; women who are carers for disabled dependents</p>	<p>Domestic Violence Co-Ordinator supported by Hearthstone/DV Forum</p>	<p>Improve the % of disabled people accessing Hearthstone by 5%PA</p> <p>Baseline data 07/08 39 (4%)</p> <p>Ensure that Hearthstone</p>	<p>March 2009 - March 2012</p> <p>March 2009 -</p>	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
			users reflect all B&ME groups in the census	March 2012	
Increase resettlement support for survivors of Domestic Violence who are in prison	Outreach visits conducted to Holloway prison Hearthstone to attend open mornings at Holloway prison 4 times per annum	Hearthstone supported by Resettlement group/Safer Communities/Domestic Violence Co-Ordinator	90% of Haringey residents in Holloway given information and support	March 2009 - March 2012	
	Haringey information included in Prison Services guidance to staff	Head of Safer Communities supported by Resettlement group	90% of Haringey residents in Holloway given information and support	March 2009 - March 2012	
Increase access to Domestic Violence	Information leaflet on same sex	Domestic Violence Co-Ordinator/ Wise Thoughts	LGBT referrals to Hearthstone	March 2009	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
services and encourage reporting by Lesbians , Gay men, Bi-sexual and Transgender people	violence produced.		to increase by 25% each year		
	LGBT representation on all DV partnerships, including the MARAC ensured.	Wise Thoughts supported by Domestic Violence Co-Ordinator / /Broken Rainbow	LGBT representative on DVPB, DV Forum, DVYP, MARAC, Hearthstone expansion group 6% of Hearthstone cases to be Lesbian, Gay or Bi-sexual people.	October 2008 March 2009 - March 2012	
Provide advocacy and	Funding bids and	Domestic Violence Co-	12 cases per	Dec 2008	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
support to high-risk cases involved in the MARAC process	planning continued for a Hearthstone based Independent Domestic Violence and Advocacy Service.	Ordinator supported by Hearthstone and nia project.	month	- March 2012	
	Hearthstone Domestic Violence Advice and Support Centre premises expanded and services extended.	Hearthstone Expansion Group	Expansion of premises and services complete	May 2009	
	Consider volunteer scheme at Hearthstone	Hearthstone Expansion Group	Report to meeting March 09	May 2009	
To develop ongoing systems of identifying and reporting Domestic Violence and Gender Based	Routine screening developed for Domestic Violence and	TPCT Whittington Hospital North Middlesex Hospital Supported by Domestic Violence Partnership Board	Reduce Repeat Victimization Target 191	March 2010	March 2009

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
Violence survivors in Acute and Primary Health Care settings.	Gender Abuse . Quarterly reports to DVPB		<i>Baseline 240</i>		
To provide opportunities for Domestic and gender based violence awareness raising in Acute and Primary Health Care settings.	DV and Gender based awareness to be incorporated into training strategies for Acute . TPCT and Primary Care staff	TPCT Whittington Hospital North Middlesex Hospital Supported by DVC	Reduce Repeat Victimization Target 191 <i>Baseline 240</i>	March 2010	March 2009
To increase access to Health care Services Information for hard to reach Domestic Violence and Gender Based Violence Survivors	Health care services Information more widely available to Domestic Violence and Gender Based Violence Survivors including women	TCPT supported by Domestic Violence Co-Ordinator/Hearthstone	All refuges, DV service providers to receive health promotional information	September 2010	April 2009

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	who have no recourse to public funds				
	Increased access to counselling services and other mental health services by survivors of Domestic Violence and Gender Based Violence	CAMHS supported by Hearthstone/DV Forum	100% of Hearthstone service users to be given Mental Health services info	May 2009	
Support survivors of Domestic Violence who have substance use issues	Potential explored for greater integration of Domestic Violence into drug and alcohol work, including alcohol arrest referral schemes.	Domestic Violence Co-Ordinator supported by DAAT/HAGA/DVPB, nia substance misuse refuge	Report to DVPB Implement report	Oct 09 March 2010	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	DVC to attend DAAT meetings. DAAT co-ordinator to attend DVPB.				
	2 surgeries per month provided at Hearthstone by an alcohol and Domestic Violence specialist worker	HAGA supported by Hearthstone	Reduce Repeat Victimization Target 191 <i>Baseline 240</i>	March 2010 - March 2012	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	Stella project training provided to substance misuse workers and frontline Domestic Violence workers	Stella Project supported by DVC	Reduce Repeat Victimization Target 191 <i>Baseline 240</i>	January 2009 - January 2012	
Increase the numbers of survivors positively using the criminal justice system to increase their safety and improve their quality of life	Local, easily accessible and specialist Domestic Violence court-integrated criminal and civil justice measures implemented. Fund and set up specialist DV court in Haringey by 2012	Senior Crown Prosecutor DV Court supported by Domestic Violence Partnership Board/ Domestic Violence Co-ordinator	Reduce Repeat Victimization Target 191 <i>Baseline 240</i> Increase Sanctioned detections	March 2012	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	Specialist court working party set up.	Senior Crown Prosecutor DV Court supported by Domestic Violence Partnership Board/ Courts/Victim Support /IDVA/CPS/Probation/CSU/ Hearthstone/ Domestic Violence Co-ordinator	Reduce Repeat Victimization Target 191 <i>Baseline 240</i> Increase Sanctioned detections	March 2012	
Continue to draw attention to the unmet needs of survivors of Domestic Violence and Gender Based Violence who have no recourse to public funds	Central Government system in place to assist survivors of DV and GBV who have no recourse to public funds	DVC	System in place	March 2012	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	<p>Information leaflet and information on websites produced for professionals on supporting survivors of Domestic and Gender Based Violence who have no recourse to public funds. This will include information on where to sign-post people to for support and advice.</p>	<p>DVC supported by CARIS</p>	<p>Leaflet produced and circulated Nov 2008</p>	<p>Nov 2008</p>	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
Improve the monitoring of Domestic Violence by all agencies	All Domestic Violence service providers to provide 6-monthly data to DVPB. Report to DVPB twice per year from all agencies supporting survivors of Domestic Violence	DVC supported by DVPB/SP	Reduce Repeat Victimization Target 191 <i>Baseline 240</i> Increase Sanctioned detections	March 2009 - March 2012	
Priority Area 2: Further reduce the tolerance of Domestic Violence and Gender Based Violence in our communities.					
Work with Peace Week to co-ordinate public campaign against Domestic Violence and Gender Based Violence	Annual Domestic Violence Bus Tour Held	Domestic Violence Co-Ordinator/DV Forum	Attitudinal surveys in August and November 2009 (i.e. before and after Peace Week	Sept 2008- Sept 2012	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
Change public perceptions and misconceptions about Domestic Violence and Gender Based Violence	Local attitudinal survey conducted to assess current public perceptions of Domestic Violence and Gender Based Violence	Domestic Violence Co-ordinator supported by DVF/Corporate Consultation manager	Attitudinal surveys in August and November 2009 (i.e. before and after Peace Week and White Ribbon Day)	Dec 2009	
	Information leaflet (s) and information on website produced on FGM, Honour Based Violence, Forced Marriage, Human Trafficking and Sexual Violence	DVC supported by MPS and DV Forum	Leaflet produced and distributed May 2010 June 2011	June 2011	
	Local multi agency training provided on Forced Marriage	DVC supported by DVPB/DV Forum	One pilot programme held April 09 Followed by	July 2009	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
			training needs assessment at DVPB	Oct 09	
	Public awareness raised regarding Forced Marriage.	DVC supported by MPS and DV Forum	10,000 leaflets distributed during Peace Week 2009	Sept 2009	
	Reporting and prosecution of Forced Marriage encouraged. Quarterly reports from all DV agencies to DVPB	Police supported by DVPB	Targets will be set when baseline established	March 2009 - March 2012	
Conduct partnership based outreach programmes to communities where Domestic Violence and Gender Based	Outreach programmes held	Hearthstone/DVF/Police neighbourhood teams	Attitudinal surveys in August and November 2009 (i.e. before and after Peace	Dec 2009	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
Violence are known to be prevalent but are not reported. At least 3 outreach programmes held PA			Week and White Ribbon Day)		
Priority Area 3: Holding Abusers Accountable					
Work to reduce victim retraction rates	Support to survivors going through the Criminal Justice System increased	Witness Support partnered by Victim Support CPS/ Domestic Violence Co-Ordinator	Decrease retraction rates by 10% per annum (Target to be agreed by CPS)	March 2009 - March 2012	
Further strengthen a co-ordinated approach to detection, arrest, conviction and effective sentencing of abusers	Positive action taken to increase the number of arrests where the power existed to do so. 2 Athena days each year	Police	See previous targets for sanctioned detections and repeat victimisation	March 2009 - March 2012	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	Joint working between the Witness Service and Police improved	Police/Witness Service	Decrease retraction rates by 10% per annum	March 2009 - March 2012	
	Witness support service improved	Witness Support supported by Victim Support CPS/ Domestic Violence Co-Ordinator	Decrease retraction rates by 10% per annum	March 2009 March 2010 March 2011 March 2012	
	Reported crimes monitored in the areas of: honour based violence; Female Genital Mutilation ; forced marriage; Domestic Violence and Gender Based Violence in relationships between young people age 16 –	MPS supported by DVPB	Targets to be set when baseline established	March 2010	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	21 years Summary of crime reports to DVPB each quarter				
Develop interventions with Domestic Violence and Gender Based Violence perpetrators outside of the Criminal Justice System (CJS)	Pilot perpetrator programme to decide on action and funding reviewed. Service commissioned for 1 year, commencing June 2008, to be reviewed March 2009	/Domestic Violence Co-Ordinator supported by Domestic Violence Partnership Board /Local Safeguarding Board /Children (LSCB)and Young People’s commissioner	10 referrals each year to local perpetrator scheme resulting in 40% not re-offending and 20% stopping using violence	March 2009 - March 2012	
	Evaluation report produced with recommendation	Domestic Violence Co-Ordinator/LSCB/ Domestic Violence Partnership Board/	See above	April 2009	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	s. Report to DVPB April 2009 Invite Westminster DV programme to present research the links between the origin and characteristics of the known perpetrators and prevention/repeat victimisation reduction work with certain communities with the aim to develop a similar initiative in Haringey Report to DVPB April 2009	DV Forum/ Domestic Violence Co-Ordinator/ Westminster DV programme			
	Awareness raised regarding Respect's perpetrator	DVC	Self referrals to perpetrator programme increased by	September 2010	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	helplines. Peace week , September 2010		5%		
	Actions considered to address the behaviour of Domestic Violence and Gender Based Violence perpetrators under 21 years	Police/ Youth offending service/LSCB/DVC/	Report written and submitted to LSCB and DVPB October 2010 Report Actioned	October 2010 Jan 2011	
	Publicity campaign aimed at perpetrators developed. Produce and display posters and leaflets in Peace Week 2010	Domestic Violence Co-		Sept 2010	
		Ordinator supported by DV Forum and DVPB	Self referrals to perpetrator programme increased by 5%	Oct 2010	
	The possibility of implementing a third party	DVC supported by DVPB	Agenda item for DVPB April 2010	April 2010	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	reporting scheme in Haringey considered.		Recommendations actioned	July 2010	
Work with Her Majesty's Prison Service (HMPS) and Probation, to ensure that all Domestic Violence and Gender Based Violence perpetrators in prison have a risk assessment before release.	Risk assessments of all D&GBV perpetrators before release Carried out	DVC supported by HMPS/Probation	See previous target on repeat victimisation	Dec 2010	
Priority Area 4: Further increase children and young people's safety and welfare.					
To support and enable young people to develop strategies around self-protection from Domestic	Training provided on Domestic Violence in teenage	Domestic Violence Co-ordinator supported by Local Safeguarding Children Board (LSCB)	Increase of 5% of young people accessing DV services	September 2009	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
Violence	relationships Training course delivered 18 September 2008				
	DV Education project continued. DV agencies to receive Training for Trainers Launch multi-agency DV training programme for schools in Haringey,	DVYP	Increase of 5% of young people accessing DV advice and support services	April 2009	
	Possibilities considered to encourage reporting by children and young people.	DVC supported by DVYP/LSCB	Discuss at DVYP January 2009 Report to go DVPB and LSCB Prevention subgroup March 2009	June 2009	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
Specialist community-based support services for children and young people living with Domestic Violence	Counseling provided. Children and young people's specialist Domestic Violence counselling service at Hearthstone	Hearthstone supported by CYP Counselling Service/nia project	Recommendations in place Increase of 5% of young people accessing DV services	January 2009	
Awareness raising about the potentially harmful effects of Domestic Violence on children	Multi-agency training made available to all professionals working with children and young people. 2 courses each year, led by LSCB	LSCB supported by DVC and DVYP	Increase of 5% of young people accessing DV services	June 2009, - June, 2011	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
Work in line with the London Safeguarding Board's Domestic Violence practice guidance	Local Safeguarding Board Domestic Violence and Child Protection Action Plan implemented	Local Safeguarding Board supported by DVYP	Increase of 5% of young people accessing DV services	December 2008	
Identify the extent of Domestic Violence as an issue effecting Haringey children through screening by key statutory and non-statutory agencies	Quarterly statistics collated from all agencies working with children and young people. DVC and lead Child Protection adviser to compile a report on extent and degree of impact of domestic violence on children and young people in Haringey	Domestic Violence Co-ordinator supported by DVYP	Report to DVYP Action agreed recommendations	March 2010 June 2010	
Raise awareness of	Annual training	DVYP supported by Domestic	Targets to be	July 2009	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
Gender Based Violence among children and young people	programme in schools to provide information and training	Violence Co-ordinator	set when baseline established	- July 2011	
Ensure that safety planning and support	Safety planning sessions offered	LSCG supported by +Hearthstone /DVYP	Safety plans offered to all	March 2009	
processes are in place for children and young people and that where possible the abusive partner is held accountable for their violence and provided with opportunities to change	at Hearthstone		children and young people whose parent attends Hearthstone		
	Ensured that Domestic Violence as it impacts on children is part of the whole	LSCB/DVPB/Children and Young People's Strategic Partnership	LAA NI 32, Reduce repeat victimisation See previous baseline and targets	March 2011	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	council agenda on safety				
	Possible sources explored of therapeutic work/counselling with children effected by Domestic Violence	DVYP	Report to DVPB, December 2008 Recommendations in place	Jan 2009 April 2009	
Improve strategic planning and increased partnership working between the Local Safeguarding Children Board (LSCB) in line with the Every Child Matters agenda and the Domestic Violence Partnership Board (DVPB) to ensure	Joint working protocol developed between Local Safeguarding Board and Domestic Violence Partnership Board to facilitate a close interface	Local Safeguarding Board/Domestic Violence Partnership Board/Domestic Violence Co-ordinator	LSCB/DVPB Joint Working Protocol written and agreed by September 2008	September 2008	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
Domestic Violence is mainstreamed into the children's safeguarding agenda	between adult and children services in responding to children and family needs where Domestic Violence is a concern				
	Hearthstone's terms of reference/protocols updated, taking on board requirements outlined in the London Child Protection Procedures	Hearthstone supported by DVC/LSCB	Revised Hearthstone protocol to DVPB December 2008 Actions in place	Jan 2009 May 2009	
	LSCB/DVPB to agreed joint training for delivery on a single and multi-agency basis	DVC supported by LSCB/DVPB	Produce joint training programme schedule	December 2008	
	Joint annual	DVC supported by	Annual joint	November	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	Stakeholders conference held on issues relating to Domestic Violence and children	LSCB/DVPB	stakeholders conference	2008, 2009, 2010, 2011	
Ensure an appropriate statutory response at early stages of intervention	a multi-agency audit undertaken of Coming to Notice/Merlin reports where Domestic Violence is a concern	LSCB	Report to LSCB Prevention subgroup, March 2009 Actions in place	March 2009 May 2009	
	All agencies working with pregnant women (especially GP's and midwifery) to have reviewed their current DV screening processes to ensure that timely	TPCT North Middlesex Hospital Whittington Hospital supported by DVC	PCT to agree	December 2009	

HARINGEY DOMESTIC VIOLENCE AND GENDER BASED VIOLENCE STRATEGY ACTION PLAN 2008 - 2012

Key Activities	Milestones	Lead Officer/Agency	Measure(s) & Targets	Completion Date	Update on progress
	referrals are made to Children's Social Care (cf. 5.11.35 London CP Procedures)				
Improve recognition of Domestic Violence as a Child Protection concern	Common, agreed	Local Safeguarding Children Board	CAF assessments to include DV	June 2009	
	Risk assessment training provided to all statutory and non-statutory agencies working with children and young people	Local Safeguarding Children Board supported by DVC	All CYPS team managers and all voluntary sector service provider managers to complete training	December 2009	



Haringey Council

Agenda Item

The Cabinet

On 16 September 2008

Report title: URGENT ACTIONS TAKEN IN CONSULTATION WITH CABINET MEMBERS

Report of: The Chief Executive

1. Purpose

To inform the Cabinet of urgent actions taken by Directors in consultation with Cabinet Members.

The report details urgent actions taken by Directors in consultation with Cabinet Members since last reported. Item numbers 1 (2008-9) has not previously been reported.

2. Recommendations

That the report be noted.

Report authorised by: Ita O'Donovan, Chief Executive

Contact officer: Richard Burbidge

Telephone: 020 8489 2923

4. Access to information:

Local Government (Access to Information) Act 1985

4.1 Background Papers

The following background papers were used in the preparation of this report;

Executive Member Consultation Forms

Those marked with ♦ contain exempt information and are not available for public inspection.

The background papers are located at River Park House, 225 High Road, Wood Green, London N22 8HQ.

To inspect them or to discuss this report further, please contact Richard Burbidge on 020 8489 2923.

1. ACTION TAKEN UNDER URGENCY PROCEDURES – 2008-09

Exempt forms are denoted by ♦

No	Directorate	Date received in EMO	Date approved by Director	Date approved by Executive Member/ Leader	Title	Decision

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Haringey Council

Agenda Item

The Cabinet*On 16 September 2008***Report title: DELEGATED DECISIONS AND SIGNIFICANT ACTIONS****Report of: The Chief Executive****1. Purpose**

To inform the Cabinet of delegated decisions and significant actions taken by Directors.

The report details by number and type decisions taken by Directors under delegated powers. Significant actions (decisions involving expenditure of more than £50,000) taken during the same period are also detailed.

2. Recommendations

That the report be noted.

Report authorised by: Ita O'Donovan, Chief Executive**Contact officer:** Richard Burbidge**Telephone:** 020 8489 2923

4. Access to information:

Local Government (Access to Information) Act 1985

4.1 Background Papers

The following background papers were used in the preparation of this report;

Delegated Decisions and Significant Actions Forms

Those marked with ♦ contain exempt information and are not available for public inspection.

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DIRECTOR OF ADULT, CULTURE AND COMMUNITY SERVICES

Significant decisions - Delegated Action – August 2008

◆ denotes background papers are Exempt.

No	Date approved by Director	Title	Decision
1.	06.08.2008	Markfield beam engine restoration project - Recreation Services	These works are part of a major regeneration programme taking place in Markfield Park - £3.6 million. Let the repairs contract, for the beam engine in the Markfield museum, to Century Millwrights
2.	08.08.08	Establishment changes within Adults – Osborne Grove	To create 10 SAP position numbers for the Osborne Grove Assistant Nursing Managers Bank Staff to reduce reliance on the use of costly agency staff and improve on the consistency of staff working with clients. Specific funding established for the purpose of covering annual leave, sickness absence and training days.
3.	11.08.08	Establishment changes within Recreation Services – Policy and Development	Additional posts within the Policy and Development Team: [a] Sports Hubs and Club Development [b] Leisure Project Officer
4.	26.08.08	Establishment changes within Culture, Libraries and Learning – Archives and Records Management	Financial contributions from Sport England of [a] £27k and [b] £8k – additional funding from ABG/other revenue resources. Team restructure to provide a Council-wide records audit, proposed implementation of an electronic records management system and the need for organised off-site storage to reflect the importance of records management within the Council. The cost of the reorganisation will be £9,421 and will be contained within the existing budget and includes £20 contribution towards the original Records Management Assistant post agreed with Legal Services in their SLA with the Records Management Service.
5.	26.08.08	Dry side of male and female changing room refurbishments – Recreation Services	This project is the final part of a major capital works programme carried out at Park Road Leisure centre. Appoint works package to Moyglen Construction Ltd.

Delegated Action

Type	Number

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DIRECTOR OF THE CHILDREN AND YOUNG PEOPLE'S SERVICE

Significant decisions - Delegated Action : June, July and August 2008

◆ denotes background papers are Exempt.

No	Date approved by Director	Title	Decision
1.	27.8.08	Establishment Change – additional Nursery Officers at Woodside Children's Centre and deletion of Nursery Assistant posts	Approved
2.	11.7.08	Establishment Change – additional Early Years Practitioners at The Triangle Centre	Agreed
3.	29.7.08	Establishment Change – new position of Head of Information Strategy and Communications	Agreed

Delegated Action Type	Number
CSO 6.03 BSF Gladesmore Enabling Works Balfour Beatty To Care is to Do Project with Tottenham Hotspur (match funding) (to improve educational engagement and health outcomes for identified vulnerable children in 20 Haringey Schools)	2
CSO 6.04 Extended Services – Breakfast Clubs - various schools	1
CSO 11.02 Positive Actions for Young People – Y-Gen Rebuilding of existing walls and fencing at Stamford Hill RD Bull Nightingale Primary, Children's Centre link The Breyer Group Park View Academy Enabling Works Balfour Beatty Refurb of Kitchen and Windows – T&B Contractors Ltd. Park View Academy Temporary Accommodation Portakabin John Loughborough Enabling Works Apollo Group BSF, Furniture, Fixtures and Equipment, Flexiform BSF, pre-construction contract Gladesmore – revision to original agreement cost	9

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CORPORATE RESOURCES AND CHIEF EXECUTIVE SERVICE

Significant decisions - Delegated Action 2007/08 – July 2008

◆ denotes background papers are Exempt.

No	Date approved by Director	Title	Decision
1.	15.07.08	◆ Request for implementation of CSO 6.03 re Hearthstone Expansion Project for a period one year.	Agreed by DCR

Delegated Action

Type	Number
Approval for award of contract under CSO 11.02 re 40 Cumberland Road, kitchen replacements, signed by DCR 03.07.08	1
Request to extend contract sum CSO 13.03 re External Works – Enfield Crematorium, signed by DCR 24.07.08	1

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MINUTES OF THE HARINGEY STRATEGIC PARTNERSHIP BOARD (HSP)
THURSDAY, 3 JULY 2008

Present: Councillor George Meehan (Chair), Councillor Kaushika Amin, Councillor John Bevan, Helen Brown, Yolande Burgess, Councillor Nilgun Canver, Robert Edmonds, John Egbo, Dave Grant, Paul Head, Lorne Horsford, Councillor Brian Haley, Paul Head, Derma Ioannou, Rev Nims Obunge, Martha Osamor, Mun Thong Phung, Councillor Lorna Reith, Faiza Rizvi, Naeem Sheikh, Richard Sumray.

In Attendance: Michelle Alexander, Ian Bailey, Xanthe Barker, Mike Browne, Ian Christie, Catherine Cobb, Mary Connolly, Karen Galey, Sharon Kemp, Pamela Pemberton, Anne Woods.

MINUTE NO.	SUBJECT/DECISION	ACTION BY
HSP75.	<p>APOLOGIES AND SUBSTITUTIONS</p> <p>The Chair welcomed those present to the meeting, particularly the new Community Link Forum (CLF) representatives and the new Police Borough Commander, and noted that apologies had been received from the following:</p> <p>Tracey Baldwin -Helen Brown substituted Eugenia Cronin Rachel Hughes -Lorne Horsford substituted Michael Jones Adam Jorge Dr It O'Donovan Sharon Shoemith</p>	
HSP76.	<p>DECLARATIONS OF INTEREST</p> <p>No declarations of interest were made.</p>	
HSP77.	<p>URGENT BUSINESS</p> <p>No items of Urgent Business were received.</p>	
HSP78.	<p>MINUTES</p> <p>That the minutes of the meeting held on 8th April 2008 be confirmed as a correct record.</p>	
HSP79.	<p>APPOINTMENT OF CHAIR</p> <p>RESOLVED:</p> <p>That Councillor George Meehan be appointed as Chair for the ensuing Municipal Year.</p>	

**MINUTES OF THE HARINGEY STRATEGIC PARTNERSHIP BOARD (HSP)
THURSDAY, 3 JULY 2008**

HSP80.	<p>APPOINTMENT OF VICE-CHAIR</p> <p>RESOLVED:</p> <p>That Paul Head be appointed as Vice-Chair for the ensuing Municipal Year.</p>	HSP Manager
HSP81.	<p>CONFIRMATION OF MEMBERSHIP AND CURRENT TERMS OF REFERENCE: 2008/09</p> <p>The Board received a report requesting that it confirm its Membership and Terms of Reference for the new Municipal Year.</p> <p>It was noted that the Membership and Terms of Reference required amendment in order to recognise the appointment and role of the new CLF representatives.</p> <p>The Board was advised that under agenda Item 16 further amendments were proposed the Terms of Reference. These were being considered separately as part of a wider review of Governance arrangements surrounding the Board.</p> <p>RESOLVED:</p> <ul style="list-style-type: none"> i. That the Membership as proposed be confirmed for the new Municipal Year. ii. That the Terms of Reference be amended to include the new CLF representatives. 	
HSP82.	<p>COMMUNITY LINK FORUM</p> <p>The Board was advised that presentations had been made to each of the Thematic Boards during the last cycle of meetings.</p> <p>These had set out the relationship between the Partnership and the CLF, the process for the recent CLF election and the Forums objectives and work to date.</p> <p>The new representatives had also had an induction session with the Chair of the Thematic Board that they sat on and Council officers prior to their first meeting.</p> <p>Feedback was being sought by HAVCO to determine whether they felt the induction process had been adequate. This would feed into an evaluation of the work carried out by the CLF since its formation.</p> <p>That Chair thanked Pamela Pemberton of the CLF for the update.</p> <p>RESOLVED:</p>	

**MINUTES OF THE HARINGEY STRATEGIC PARTNERSHIP BOARD (HSP)
THURSDAY, 3 JULY 2008**

	That the verbal update be noted.	
HSP83.	<p>CHILDREN AND YOUNG PEOPLE'S STRATEGIC PARTNERSHIP BOARD: PRESENTATION</p> <p>The Board received a presentation from the Children and Young People's Strategic Partnership Board focussing on Changing Lives 2008/09.</p> <p>The Board was provided with copies of the recently published Changing Lives 2008/09 document.</p> <p>It was noted that the Children and Young People's Plan (CYPP) set out how the objectives included within the Changing Lives initiative would be delivered. There was a statutory requirement upon the Council to carry out an Annual Performance Assessment (APA) of the actions included within the Plan.</p> <p>The APA would form a significant part of the information used to assess performance around children under the Comprehensive Area Assessment (CAA).</p> <p>The Board was advised that there were five key outcomes that the Plan would be assessed against:</p> <ul style="list-style-type: none"> • Being Healthy • Staying Safe • Enjoy and Achieve • Making a Positive Contribution • Achieving Economic Well Being <p>An additional outcome had been included in relation to Vulnerable Children and performance against this would also be measured.</p> <p>At present an evaluation of the Plan was being carried out and Partners would have a key role to play in this process. The Primary Care Trust (PCT) and other agencies would be asked to contribute to discussion around the delivery of the objectives contained within the Plan.</p> <p>In terms of planning beyond the future of the current CYPP the Board was advised that consultation would commence in the autumn on the development of a plan for 2009/20. This would take a long term view of the needs of Children in the Borough and incorporate the requirements of the national Children's Plan.</p> <p>In response to a query, as to how the views of children and young people would be sought and fed into the Plan, the Board was advised that there were existing mechanisms in place to facilitate this. Schools and parents would also be consulted as part of the process.</p> <p>It was suggested that the Multi Faith should be used as a forum for consultation with children and young people.</p>	

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	<p>It was noted that the Plan should be cross cutting and take on board issues such as crime prevention and the affect of crime upon children. It was noted that there were also strong links to mental health issues and these should be 'joined up' in their approach in order to achieve long term success.</p> <p>It was suggested that this should be discussed at a future meeting of the Board.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> i. That the presentation be noted. ii. That there should be further discussion, at a future meeting, with regard to how crime prevention and mental health provision should be addressed within the CYPP 2009/20. 	<p>Dir Children's Services</p> <p>Dir Children's Services</p>
<p>HSP84.</p>	<p>REGENERATION STRATEGY DRAFT DELIVERY PLAN</p> <p>The Board received a report setting out how the draft Delivery Plan would take forward the Strategy over the next three years.</p> <p>The Strategy had been adopted in February 2008 and as part of this it had been agreed that an Annual Delivery Plans should be provided. The Plan had been written in a succinct manner in order to ensure that it was accessible to as many people as possible. It did provide details of every project included within the Strategy and instead focussed on key flagship projects.</p> <p>Within the Plan three key areas were focussed upon:</p> <ul style="list-style-type: none"> • People • Places • Prosperity <p>The Board was advised that the Delivery Plan would focus on projects taking place during the current year and a review of the previous years' projects. It was intended that the Plan would enable partners to see the projects as a collective group and how they linked together to achieve wider goals.</p> <p>In terms of performance monitoring, the Board was advised that in addition to the Council's Cabinet, the Enterprise Partnership Board and the HSP would also received performance reports.</p> <p>It was noted that there was no reference to the St Ann's Hospital site within the document at present. The Board was advised that this would be included when the project came online later in the year. It was noted that the Strategy would be reviewed on a six monthly basis and if appropriate this would be picked up then.</p>	

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	<p>In response to a query, the Board was advised that the Community and Voluntary Sector was involved in the Strategy via both the Haringey Guarantee and the North London Pledge.</p> <p>It was noted that at present there was no reference to how building work in regeneration areas would impact upon the local community particularly in terms of traffic. The Police representative requested that the Police were made fully aware of any likely impact upon traffic before building work commenced.</p> <p>RESOLVED:</p> <p>That the draft Delivery Plan for Haringey's Regeneration Strategy be endorsed.</p>	Karen Galey
HSP85.	<p>LOCAL AREA AGREEMENT 2007/08: END OF YEAR REPORT</p> <p>The Board received a report presenting the Local Area Agreement (LAA) 2007/08 End of Year Statement of Grant Usage.</p> <p>It was noted that although the previous LAA had been superseded by the new style LAA, there was still an expectation that the requirements of the old LAA were fulfilled.</p> <p>As the accountable body for the Partnership, the Council was required to produce an End of Year Statement of Grant Usage for the LAA. This outlined spend across the mandatory ring fenced pooled funding streams within the LAA grant for the previous financial year.</p> <p>The Board was advised that the Performance Management Group (PMG) had agreed that the Chair of the Partnership should be delegated authority to approve the final report prior to submission to GOL and the HSP was asked to endorse this decision.</p> <p>It was noted that approximately thirty per cent of the funding available had been allocated to Third Sector projects. However, this was not reflected in the allocations made across the Thematic Boards and it was queried how this would be addressed.</p> <p>The Board was advised that the Performance Monitoring Framework attached to the new LAA meant that a new and more qualitative approach was being taken to projects and the delivery of outcomes. As part of this the Joint Strategic Needs Assessment (JSNA) was being carried out that would assess where the skills to deliver this lay.</p> <p>It was noted that the Community and Voluntary Sector was keen to assist in identifying mechanisms to ensure that it was best placed to participate in the delivery of outcomes.</p> <p>There was agreement that work was required to build the capacity of the Voluntary and Community Sector around the delivery of targets and the Chair requested that a report be brought to the PMG in relation to this,</p>	

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	<p>with a view to a report being considered at a future meeting of the HSP.</p> <p>It was suggested that a sharp focus upon areas where targets were not being met was required and that the Partnership should consider what action was needed to take in order to address these areas. There was agreement that the PMG should receive a report setting out how the format of performance reports could be revised to address this point.</p> <p>The Board discussed the review of projects receiving Area Based Grant (ABG) funding. It was noted that the HSP had previously been agreed that 2008/09 would be treated as a transitional year with a review of projects taking place in September after an initial six month period. Since this had been agreed the Commissioning Review Group had met and put together criteria for the review.</p> <p>It was noted that recommendations would be made to the PMG once the review had taken place as to which projects should continue to receive funding.</p> <p>RESOLVED:</p> <ul style="list-style-type: none"> i. That the report be noted. ii. To endorse the decision of the PMG that the Chair of the Partnership should be delegated authority to approve the final report prior to submission to the Government Office for London (GOL). iii. That a report should be brought to the PMG and HSP setting out how the capacity of the Voluntary and Community Sector could be built around the delivery of targets included within the LAA. iv. That the PMG should receive a report reviewing the format of Performance reports, with a view to focussing these on exception reporting and putting forward proposals as to how partners could contribute to improving failing targets. 	<p>Ass CE PPP/HSP Manager</p> <p>Ass CE PPP/HSP Manager</p> <p>Ass CE PPP/HSP Manager</p> <p>Ass CE PPP/HSP Manager</p>
<p>HSP86.</p>	<p>LOCAL AREA AGREEMENT END OF YEAR PERFORMANCE HIGHLIGHT REPORT: 2007/08</p> <p>The Board received a report that set out performance against Stretch Targets included within the current LAA.</p> <p>An overview was given of performance and it was noted that the Stretch Targets would be incorporated within the new LAA as Local Indicators.</p> <p>RESOLVED:</p> <p>That the report be noted.</p>	
<p>HSP87.</p>	<p>LOCAL AREA AGREEMENT 2008/09 - 2009/11 UPDATE</p>	

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	<p>The Board received a report setting out progress in relation to the new LAA.</p> <p>It was noted that the new LAA had been submitted to GOL on 30 May and was due to be signed off my ministers by the end of June 2008. It was not envisaged that GOL would make any substantive changes to the LAA.</p> <p>The Board was advised that there were a number of Indicators where targets had been deferred until 2009/10. Where this occurred the Thematic Boards would continue to manage performance manage these with proxy indicators.</p> <p>In addition to the deferred indicators there were minor alterations to the thirty-five indicators originally selected and these had been agreed by the PMG on 28 May prior to submission.</p> <p>Following the approval of the LAA there would be a national launch followed by a 'London Reception'. Further details would be provided by GOL in due course.</p> <p>Councillor Bevan noted that figures in relation to NI 154 were incorrect and officers agreed to check these before the document was finalised.</p> <p>There was agreement that it would be useful if comparative information was sought from other London Boroughs to see how Haringey's choice of Indicators compared.</p> <p>RESOLVED:</p> <ul style="list-style-type: none"> i. That the report be noted. ii. That comparative information in relation to the choice if Indicators be sought and brought back to the Board for information. 	<p>Ass CE PPP/HSP Manager</p> <p>Ass CE PPP/HSP Manager</p>
<p>HSP88.</p>	<p>PROGRESS REPORT: HARINGEY'S COMPACT 'WORKING BETTER TOGETHER' FROM DEVELOPMENT TO IMPLEMENTATION</p> <p>The Board received a report detailing progress in relation to the Haringey Compact.</p> <p>It was noted that since its launch the Compact had been recognised as a model of good practice and had received two commendations for Excellence from the Compact Commission.</p> <p>A range of work had been undertaken including the adoption of the Council's Grant Aid Standards which aimed to standardise the monitoring and implementation of the grant allocation process across the Council.</p>	

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	<p>The Board was advised of work carried out by the Compact and it was noted that it would play a key role in forthcoming review of ABG funded projects.</p> <p>RESOLVED:</p> <p>That the report be noted.</p>	
<p>HSP89.</p>	<p>RISK MANAGEMENT STRATEGY AND FRAMEWORK FOR THE HARINGEY STRATEGIC PARTNERSHIP</p> <p>The Board received a report that set out proposals for the introduction of a Risk Management Strategy and Framework for the HSP.</p> <p>The Board was advised that the Risk Management was seen as an increasingly important tool by various bodies responsible for external assessment. Under the new Comprehensive Area Assessment there was an increased focus upon partnership working and therefore the Partnership needed to be able to demonstrate that it had effective systems in place to deal with Risk Management.</p> <p>In addition to this the Audit Commission had also indicated that Local Strategic Partnerships would need to demonstrate that Risk Management was properly embedded.</p> <p>It was proposed that risk registers should be used by the Thematic Boards and the PMG and these would be monitored by the Council's Internal Audit Service. The Service would also provide training on the completion of these via workshop sessions.</p> <p>In response to a query as to whether the registers would focus solely on financial issues, the Board was advised that there would be many elements that would be captured and there would not be a specific focus on financial issues.</p> <p>RESOLVED:</p> <ul style="list-style-type: none"> i. That the Risk Management Strategy and proposed actions be approved. ii. That the risk registers as set out be implemented across the Thematic Boards and PMG. 	
<p>HSP90.</p>	<p>HARINGEY STRATEGIC PARTNERSHIP: CODE OF GOVERNANCE</p> <p>The Board received a report that set out options in relation to the adoption of a new Code of Corporate Governance for the HSP.</p> <p>It was noted that the CAA Key Lines of Enquiry, published earlier in the year had set out the need for a Code of Corporate Governance as part of the Partnerships overall governance framework. In addition to this it was also recognised as being good practice to have such a Code in</p>	

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	<p>place.</p> <p>A draft Action Plan setting out proposals in relation to the Code was included within the report and the Board was invited to comment on this.</p> <p>There was a general consensus that the introduction of a Register of Interests was a positive step.</p> <p>The Board discussed the new CAA and there was agreement that it would be useful if further information could be circulated once received. It was also requested that information in relation to the CPA and should also be circulated to Board members.</p> <p>It was suggested that once further guidance was received in relation to the CAA a report should be received by the HSP setting out the implications of the Assessment and the work that needed to be carried out in order to address this.</p> <p>The Chair was in agreement that a report as set out above should be received by the Board.</p> <p>RESOLVED:</p> <ul style="list-style-type: none"> i. That the Code of Corporate Governance be approved. ii. That the measures set out to publicise the Code after its adoption be approved. iii. That the Action Plan be approved and that this should form the Annual Governance Statement for the Partnership. iv. That the Terms of Reference for the HSP, the Thematic Boards and PMG should be reviewed in order to ensure compliance and consistency with the Code of Governance. v. That each partner agency should identify a lead officer from within their organisation to be the lead contact on HSP Governance issues. vi. That, once further guidance was received in relation to the CAA, a report should be submitted to the HSP setting out the implications for the Partnership and the work required to address this. 	<p>Ass CE PPP/HSP Manager</p> <p>Head of Local Dem & Member Services</p> <p>All</p> <p>Head of Local Dem & Member Services</p>
HSP91.	<p>HARINGEY STRATEGIC PARTNERSHIP COMPLAINTS HANDLING PROTOCOL</p> <p>The Board received a report setting out a proposed Complaints Handling Protocol for the HSP.</p> <p>It was noted that the Local Ombudsman had published a report that had identified problems attached to the handling of complaints where there was a partnership of responsible bodies. In order to address this, the</p>	

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	<p>Ombudsman had recommended that Local Strategic Partnerships, amongst others, should establish Complaints Protocols.</p> <p>In response to a suggestion that the Haringey Compact should be used as a model of best practice and that the Complaints Protocol should reflect this, the Board was advised that there were certain statutory requirements that the Protocol had to fulfil. However, the arrangements in place under the Haringey Protocol could be reviewed to determine whether there were any aspects that could be incorporated.</p> <p>RESOLVED:</p> <ul style="list-style-type: none"> i. That the Complaints Protocol be approved. ii. That all Partners should ensure that arrangements were put in place to facilitate the effective implementation of the Protocol. iii. That the appropriate publicity be provided for Services Users and staff (as set out in paragraph five of the report). iv. That the operation of the Protocol be formally reviewed after the initial twelve months of operation and thereafter as required, or if one or more partners consider that modification is necessary. 	<p>Feedback and Info Manager</p> <p>Feedback and Info Manager</p> <p>All</p> <p>All</p> <p>All</p>
<p>HSP92.</p>	<p>COMMUNICATIONS PROTOCOL AND STRATEGY DEVELOPMENT</p> <p>The Board considered a report that set out initial proposals in relation to the establishment of a Communications Protocol for the HSP.</p> <p>It was noted an HSP Communication Network had been established in order to drive forward the Strategy.</p> <p>The Board was advised that three types of communication had been identified:</p> <p><u>Corporate Communications</u> –this included internal communications, senior stakeholders such as Government departments, regulators and local community leaders.</p> <p><u>Service Communications</u> –this would focus on service users and promoting access to services and improving awareness of the outcomes achieved by the Partnership.</p> <p><u>Social Marketing</u> –communication in this area would be based around achieving behavioural change that would support targets included within the LAA.</p> <p>It was noted that there was a focus upon perception based indicators within the new LA. Therefore ensuring that the Partnership had a robust Communication Protocol in place was vital.</p> <p>The Board discussed the proposals set out and it was noted that there</p>	

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	<p>was nothing included within the report that indicated whether the HSP should have a corporate identity. There was agreement that the HSP should not be given a high profile corporate identity as this would cause confusion and detract from its objectives.</p> <p>RESOLVED:</p> <ul style="list-style-type: none"> i. That the HSP Communications Network should develop a Communications and Consultation Strategy and that there should be discussion with individual Thematic Board Chairs in relation to this. ii. That the Strategy should be brought back to a future meeting of the Board for approval. iii. That the Strategy should include reference to any additional resources required to deliver it. 	<p>Head of Comms and Consutati on</p>
<p>HSP93.</p>	<p>LOCAL AREA AGREEMENT WORKSHOP REPORT</p> <p>The Board received the information report.</p> <p>RESOLVED:</p> <p>That the report be noted.</p>	
<p>HSP94.</p>	<p>THEMATIC BOARD UPDATES</p> <p>The Board received a report that provided a summary of the work streams, activities and recent decisions undertaken by each of the Thematic Boards.</p> <p>RESOLVED:</p> <p>That the report be noted.</p>	
<p>HSP95.</p>	<p>NEW ITEMS OF URGENT BUSINESS</p> <p>No new items of urgent business were received.</p>	
<p>HSP96.</p>	<p>ANY OTHER BUSINESS</p> <p>The Chair advised the Board that the Council had recently received three months notice that Liveability, the organisation that supported the Wood Lane Nursery scheme, intended to end its funding.</p> <p>In order to allow the scheme time to identify alternative funding, the Council had agreed to provide funding for an initial three month period. However, there was no guarantee that the Council would be able to maintain this arrangement and the Chair called on Partners to consider</p>	

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	<p>whether they were able to assist.</p> <p>It was agreed that further details should be circulated to Partners.</p>	HSP Manager
HSP97.	DATES OF FUTURE MEETINGS The Board was asked to note the following dates of future meetings: <ul style="list-style-type: none">• 4 November 2008• 26 February 2009• 27 April 2009	

COUNCILLOR GEORGE MEEHAN

Chair

**MINUTES OF THE CABINET PROCUREMENT COMMITTEE
THURSDAY, 17 JULY 2008**

Councillors *Adje (Chair), *Bevan, *Meehan, and Santry.

*Present

MINUTE NO.	SUBJECT/DECISION	ACTION BY
PROC15.	<p>BUILDING SCHOOLS FOR THE FUTURE (BSF): AWARD OF A PRE-CONSTRUCTION AGREEMENT FOR HORNSEY SCHOOL FOR GIRLS (Report of the Director of the Children and Young People's Service - Agenda Item 4)</p> <p>Details of the contracts which were set out in the Appendix to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p>We noted that pursuant to Minute PROC.2 Councillor Bevan had been given a briefing on Building Schools for the Future (BSF) programme.</p> <p>It having been confirmed that the Constructor Partner to whom it was recommended that the pre-construction contract be awarded had already been awarded other BSF programme contracts as well as Decent Homes procurement programme contracts, concern was expressed about the danger of Constructor Partners exceeding their capacity. We were informed that rules restricting contract awards to a given percentage of individual contractor's turnover were applied and that the Head of Procurement monitored these rules. We asked that future reports which recommended BSF contract awards include a list of all previous awards made as part of this programme.</p> <p>We also asked to be supplied with a briefing note of all contract awards made to date as part of both the BSF and Decent Homes procurement programmes.</p> <p>Clarification was sought of the funding issue in relation to the Department for Children, Schools and Families (DCSF) position regarding the financing of the Council's Building Schools for the Future (BSF) cash flow. We noted that the DCSF's position remained that no future grant payments would be made until the BSF Final Business Case (FBC) was approved. However, the BSF team were working closely with Partnerships for Schools (PFS) to resolve any potential snags in the FBC before it was submitted to the DCSF. The anticipated date of submission was late July but if PFS posed further questions this might slip to early August. Informal indications were that it would then take about 3 weeks for formal DCSF approval to be obtained.</p>	<p>DCYPS</p> <p>HPr</p>

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	<p>We asked that the BSF Programme Director provide Members of our Committee and the Council's Chief Executive with a briefing note on the funding position as a matter of urgency.</p> <p>RESOLVED:</p> <p>That, in accordance with Contract Standing Order 11.01, approval be granted to the award of the pre-construction agreement for Hornsey Schools for Girls to Apollo London Ltd for a pre construction fee of £164,460.</p>	DCYPS DCYPS
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CHARLES ADJE
Chair

**MINUTES OF THE CABINET PROCUREMENT COMMITTEE
TUESDAY, 29 JULY 2008**

Councillors *Adje (Chair), *Bevan, *Meehan and *Santry

*Present

MINUTE NO.	SUBJECT/DECISION	ACTION BY
PROC16.	<p>MINUTES (Agenda Item 4)</p> <p>RESOLVED:</p> <p>That the minutes of the meetings held on 24 June and 17 July 2008 be approved and signed.</p>	HLDMS
PROC17.	<p>IP TELEPHONY PROCUREMENT (Report of the Director of Corporate Resources - Agenda Item 6)</p> <p>The Appendices to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person.</p> <p>In response to a query, it was noted that under the agreed framework, it was possible to appoint a range of suppliers in order to obtain the best value for money. The phased approach to the project meant that market testing would be also be carried out when appropriate and this would ensure that the most up to date information would be gathered.</p> <p>The Chair requested that the Committee should be informed of any expenditure over the agreed £1,250,000.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That approval be granted to the award of the contract for Project Management support services for design and implementation of the IP Telephony system to Logicalis UK Ltd. on the terms and conditions set out in the interleaved report and the Appendix thereto. 2. That approval be granted to the award of the contract for the procurement of the Contact Centre IP (Internet Protocol) Telephony equipment to Logicalis UK Ltd. on the terms and conditions set out in the interleaved report and the Appendix thereto; 3. That approval be granted as a general procurement approach for sourcing provision of the remaining elements of the IP Telephony system to further call off contracts being awarded under an Eastern Shires Purchasing Organisation ("ESPO") framework 	DCR DCR DCR DCR

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	<p>agreement where this provides overall best value for money as outlined in the interleaved report.</p>	
PROC18.	<p>MARKFIELD PARK LANDSCAPING WORKS (Report of the Director of Adult, Culture and Community Services - Agenda Item 7)</p> <p>The Appendices to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person.</p> <p>Concern was expressed regarding the arithmetical errors identified in the lowest tender document, which subsequently increased the final value of the tender. It was confirmed that despite the tender being adjusted to incorporate the error, the tender remained the lowest obtained. The Chair requested, that in order to ensure transparency, details of arithmetical errors be listed in all future reports.</p> <p>Confirmation was sought that treatment for Japanese Knotweed would be carried out through the general programme of maintenance, which was financed through revenue funding.</p> <p>In response to a question as to whether the contractor would be offering apprenticeships, the Committee was advised that it would be too short notice to require this at this stage. The Head of Procurement advised that future contract negotiations would reflect the Council's aim to increase the number of apprenticeships available. It was envisaged that this would result in an increase in the number of apprenticeships provided under Council schemes.</p> <p>The Chair requested in future the Procurement team be consulted with regard to apprenticeship arrangements before contracts are awarded and that potential contractors should be made aware of the Council's eagerness to increase the number of apprenticeships available.</p> <p>RESOLVED:</p> <p>That, in accordance with Contract Standing Order 11, approval be granted to the award of the contract for landscape improvement works to Markfield Park to English Landscapes Ltd. For the sum outlined in the interleaved exempt report, with a contract period of 26 weeks.</p>	<p>All to note</p> <p>DACCS</p>
PROC19.	<p>SOUTH TOTTENHAM DECENT HOMES PROGRAMME 2008/09 - PHASE ST7 (Report of the Director of Urban Environment - Agenda Item 8)</p> <p>The Appendices to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person.</p>	

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	<p>The Committee was advised that estimates for work to replace existing flat roofs with pitched roof replacements were being obtained for two of the blocks, Barker House and Miller House. This would require planning permission and the re-issuing of Section 20 notices. Therefore it was proposed that the work to these blocks should be left until the latter stage of the 30 week programme after all approvals had been obtained.</p> <p>In response to a query from the Chair, it was confirmed that, providing the statutory consultation period had expired, there would be no legal ramifications to this approach.</p> <p>The Cabinet Member for Housing noted that concerns had been expressed by a local Ward Member regarding a resident and the works due to take place. There was agreement that, if possible, works carried out by the Gas supplier would be scheduled to coincide with other works, in order to minimise disruption.</p> <p>The Chair noted that further works would require approval from the Committee and advised that the Strategic Client Liaison Officer should liaise with Committee Secretariat with regard to progressing these through the report clearing process.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That, in accordance with Contract Standing Order 11, approval be granted to the award of the contract for the above project as detailed in the interleaved report to Apollo Group Ltd. for an Agreed Maximum Price outlined in the exempt interleaved report. 2. That the total cost including fees, as outlined in the exempt interleaved report, be noted. 	DUE
PROC20.	<p>SOUTH TOTTENHAM DECENT HOMES PROGRAMME 2008/09 - PHASE ST8 (Report of the Director of Urban Environment - Agenda Item 9)</p> <p>The Appendices to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That, in accordance with Contract Standing Order 11, approval be granted to the award of the contract for the above project as detailed in the interleaved report to Apollo Group Ltd. for an Agreed Maximum Price as outlined in the exempt interleaved report. 2. That the total cost including fees of as outlined in the exempt interleaved report, be noted. 	DUE

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<p>PROC21.</p>	<p>WOOD GREEN DECENT HOMES - PHASE WG4 (Report of the Director of Urban Environment - Agenda Item 10)</p> <p>The Appendices to the interleaved report were the subject of a motion to exclude the press and public from the meeting as they contained exempt information relating to the business or financial affairs of any particular person.</p> <p>The Committee requested confirmation that the properties related to the ten leaseholders affected under this phase of the Decent Homes programme had all been sold within the last five years.</p> <p>RESOLVED:</p> <ol style="list-style-type: none"> 1. That, in accordance with Contract Standing Order 11, approval be granted to the award of the contract for the Wood Green Decent Homes – Phase WG4, as detailed in the interleaved report to Mulalley and Co. Ltd. for an Agreed Maximum Price as outlined in the interleaved exempt report. 2. That the total cost including fees, as outlined in the interleaved report, be noted. 	<p>DUE</p> <p>DUE</p>
<p>PROC22.</p>	<p>HORNSEY DECENT HOMES PROGRAMME 2008/09 - PHASE HOPH1 (Report of the Director of Urban Environment - Agenda Item 11)</p> <p>The Committee was advised that after the publication of the agenda officers had become aware of errors within the report. The Director of Urban Environment in whose name the report was presented to the Committee had been alerted to the errors and in view of the substantive changes needed to both the body of the report and the revised recommendation required he had been unwilling to sign the revised report.</p> <p>Clarification having been sought of whether the Committee felt able to consider the report without the Director's approval, our Chair indicated that it was not and the item was withdrawn. The Committee expressed their concern and disappointment over the handling of this issue and agreed that a special meeting of the Committee would need to be arranged to consider a revised report which had been approved by the Director.</p> <p>The Leader indicated that he would raise the issue with the Chief Executive.</p> <p>RESOLVED:</p> <p>That the report be withdrawn and a Special meeting of the Procurement Committee be convened to consider a revised report.</p>	<p>DUE/ HLDMS</p>

**MINUTES OF THE CABINET PROCUREMENT COMMITTEE
TUESDAY, 29 JULY 2008**

<p>PROC23.</p>	<p>BUILDING SCHOOLS FOR THE FUTURE - FURNITURE, FIXTURES AND EQUIPMENT (FF AND E) CONSULTANT (Report of the Director of the Children and Young People's Service - Agenda Item 12)</p> <p>The Committee was advised that this item had been withdrawn from the agenda.</p> <p>RESOLVED:</p> <p>That the item be withdrawn for the reasons stated by officers.</p>	
<p>PROC24.</p>	<p>BSF INFORMATION REPORT ON THE MANAGEMENT COSTS OF THE PROGRAMME (Report of the Director of the Children and Young People's Service - Agenda Item 22)</p> <p>The interleaved report was the subject of a motion to exclude the press and public from the meeting as it contained exempt information relating to the business or financial affairs of any particular person (including the Authority holding that information).</p> <p>The Committee raised concern that approval for the cumulative expenditure of sums approved under delegated authority, which had not been agreed by Members. It was recognised that Directors had delegated authority to approve sums of up to £250,000. However, there was no mechanism in place to ensure that this figure was not exceeded cumulatively.</p> <p>We were of the view that there should be a process in place to ensure that where £250,000 was exceeded under delegated authority, on a cumulative basis, (with no agreed framework in place to permit this) it was reported to our Committee and we asked that the Head of Legal Services look into these arrangements and report back to a future meeting of our Committee with options to address this.</p> <p>RESOLVED:</p> <p>That the report be noted.</p> <p><i>At the conclusion of the meeting the Chair expressed thanks on behalf of the Committee to Yinka Owa (Principal Lawyer – Legal Services) for the service she had provided to the Council and wished her well in her post with Barking and Dagenham Council.</i></p>	<p>HLS</p>

CHARLES ADJE
Chair

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of the Local Government Act 1972.

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