

Overview and Scrutiny Committee

MONDAY, 29TH JUNE, 2009 at 18:00 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

MEMBERS: Councillors Bull (Chair), Adamou (Vice-Chair), Aitken, Adje, Mallett, Newton and Winskill

Co-Optees: Ms Y. Denny (church representative) plus 3 Vacancies (parent governors),

AGENDA

1. WEBCASTING

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

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

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

2. APOLOGIES FOR ABSENCE

3. URGENT BUSINESS

The Chair will consider the admission of any late items of urgent business. (Late items will be considered under the agenda item where they appear. New items will be dealt with at item below. New items of exempt business will be dealt with at item 14 below).

4. DECLARATIONS OF INTEREST

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

A member with a personal interest in a matter also has a prejudicial interest in that matter if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgment of the public interest **and** if this interest affects their financial position or the financial position of a person or body as described in paragraph 8 of the Code of Conduct **and/or** if it relates to the determining of any approval, consent, licence, permission or registration in relation to them or any person or body described in paragraph 8 of the Code of Conduct.

5. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

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

6. THE LEADER REPORTING ON STATE OF THE BOROUGH (PAGES 1 - 14)

To receive the report of the Council Leader, Councillor Claire Kober, on the Cabinet's priorities for 2009/10.

7. HOUSING STRATEGY (PAGES 15 - 78)

To receive the Council's Housing Strategy 2009-2019.

8. CHILD AND ADOLESCENT MENTAL HEALTH SERVICES (PAGES 79 - 88)

To consider a report on the feasibility of a scrutiny review of Child and Adolescent Mental Health Services (CAMHS).

9. PRIMARY CARE STRATEGY - NEIGHBOURHOOD DEVELOPMENT PLAN (TO FOLLOW)

To receive the Haringey Primary Care Trust Neighbourhood Development Plan (TO FOLLOW).

10. WHAT IS AN INFORMATION PRESCRIPTION (PAGES 89 - 104)

To consider the feasibility of undertaking a full scrutiny review of Information Prescriptions.

11. CO-OPTION OF REPRESENTATIVE FROM LINKS TO OVERVIEW AND SCRUTINY COMMITTEE (PAGES 105 - 126)

To approve the co-option of a non-voting representative of the Local Involvement Network onto the Overview and Scrutiny Committee.

12. OVERVIEW AND SCRUTINY WORK PROGRAMME

To receive the Overview and Scrutiny Committee work programme for 2009/10
TO BE TABLED.

13. MINUTES (PAGES 127 - 146)

To confirm and sign the minutes of the meeting held on 20th April and 29th April 2009.

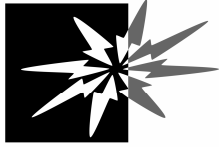
14. NEW ITEMS OF URGENT BUSINESS

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Thursday 18th June 2009

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Haringey Council

Overview and Scrutiny

On June 29 2009

Report Title: **The Cabinet's Priorities for 2009/10**

Forward Plan reference number (if applicable): **N/A**

Report of: **Councillor Claire Kober, Leader of the Council**

Wards(s) affected: **All**

Report for: **Information**

1. Purpose

1.1 To report to the first ordinary meeting of the Overview and Scrutiny Committee in the new municipal year what the Cabinet's priorities are for the forthcoming municipal year and beyond.

2. Recommendations

- 2.1 To note the report and comment on the priorities for 2009/10 as determined by the Cabinet.
- 2.2 To confirm Overview and Scrutiny Committee's active participation in research and policy through its formal Reviews and consideration of the Forward Plan.

Report Authorised by:

Councillor Claire Kober, Leader of the Council

3. EXECUTIVE SUMMARY

Introduction by the Leader of the Council

I am pleased to be able to set out in this report some of the Council's achievements over the past 12 months and also the areas which, as a Cabinet, we will be focusing on in the final year of this administration. As members can see, there is a lot planned and I am determined that the theme of the year will be one of delivery.

Clearly the past 12 months have provided a fundamental challenge to the Council and, in particular, our arrangements for the safeguarding of children. We have set out clearly in our JAR Action Plan how with partners we will transform child protection arrangements in the borough. I am pleased that the Action Plan was considered by Overview and Scrutiny Committee and I am sure the Committee will want to take a leading role in monitoring the implementation of the first year of the plan.

In other aspects of the Council's work it is vital that we re-double our efforts to match local ambitions for the area and the services we deliver. That is why during the coming year I want to see a renewed effort to reduce the number of people in temporary accommodation. Last year this number was reduced by around 1000 households and this year we are determined to achieve an even greater increase. This will provide an enhanced quality of life and stability for many families across the borough.

We have made progress during the past year in targeting fly-tipping and the problem of litter. There are a number of measures which we will be implementing over the coming year which will further our efforts in tackling this problem.

As with the rest of the country we face an economic climate radically different to that of 12 months ago. We have focused our efforts on increasing benefit take up and looking at ways we can support businesses and local people through these difficult times. This is one of the reasons why during the coming year I am determined that as a Council we deliver on our major capital programmes.

For the remainder of this financial year we will spend approximately £1 million a week in delivering decent homes across the borough. This investment will deliver 2300 tenanted decent homes and 601 leasehold properties – an additional 700 properties will also be started during the year but the completion will be in the following financial year. This is in addition to the 1500 tenanted properties and 300 leasehold properties made decent last year. Investing in the quality of people's homes has the capacity to change lives and, together with the Cabinet Member for Housing, I will be closely monitoring the delivery of this key programme.

Over the coming year we will see progress in delivering our extensive Building Schools for the Future programme, we will be spending just under £70 million on BSF construction projects. This represents a significant proportion of the total BSF programme of £212 million, covering all secondary schools in the borough plus the new 6th form centre and the Heartlands School.

Next year will see a significant investment in improving highways matching what local people tell us what matters to them. We will spend £10.15 million on improving our highways including £2 million on pavements and £2 million on upgrading street lighting in the borough. The £2 million for upgrading street lighting is double what we spent last year.

This paper sets out some of the achievements of 2008/09 as well as the Cabinet's priorities for the coming year.

Housing

2008/09 Performance

In February 2008 we were awarded £198.6m from the Government to invest in the Decent Homes Programme. By the end of 2008/09 works had been carried out to 1,800 properties. We have spent a further £5m on 400 properties through the Warmth and Comfort scheme where eligible families receive benefits to improve the energy efficiency of their homes.

Through the Decent Homes Programme, and working with partners, we have refurbished two community centres; these are currently being used by the contractors while work is underway and will be handed back to the community once the work is complete. We have secured an agreement with our Decent Homes partners to take on one apprentice each per £1m of turnover. Already, Apollo has taken on 8 local apprentices providing them with training and skills which will provide a foundation to new careers.

The numbers of households in temporary accommodation has been reduced from 5,400 to 4,548. The Council has also received £450,000 to convert nine hostels in the west of the borough; the Council's capital programme will match-fund this. This will provide housing for nine large families of up to 13 people thereby relieving them from overcrowded conditions. Suitable alternative accommodation was found for the 37 single people displaced from the hostels. There has also been a significant improvement in performance of the service in relation to prevention of homelessness with over 860 people helped during 2008/09.

Separately, the creation of a Private Sector Lettings Team has led to a doubling of households placed in private rented accommodation between the summer of 2008 and March 2009.

We have implemented a new structure for Strategic and Community Housing Services (SCHS) which, it is anticipated, will lead to further improved efficiency and effectiveness of the service.

2009/10 Priorities

Providing accommodation, at a decent standard, for the borough's households remains the key priority. We aim to do this through the successful delivery of year two of the Decent Homes programme, including £6.5m of accelerated funding from the Homes and Communities Agency. We will also work with the HCA to develop the Borough investment agreement to ensure we are at the forefront of regeneration, housing and infrastructure delivery in North London.

We will tackle homelessness, overcrowding and under-occupation through the implementation of the new Housing Strategy and related Homelessness Strategy. We want to dramatically reduce the Council's use of expensive nightly rated housing and have set ourselves an ambitious target of reducing it by 1,400 units to only 200 units by March 2010. Through a grant scheme, together with investment from the owners, empty properties are being brought back into use with the requirement that they are let to Council-nominated tenants for at least two years. An action plan to improve performance on voids is currently being drawn up with implementation to begin at the end of June 2009.

We will review the Management Agreement with Homes for Haringey by December 2009 and we plan on assisting the ALMO to retain and build on its two star rating, as awarded in 2007 by the Audit Commission, in advance of its re-inspection in 2010.

Environment and Conservation

2008/09 performance

An additional 3 commingled recycling rounds were successfully implemented in 2008/09, providing a mixed kerbside recycling service to an additional 22,000 properties. Recycling collections on estates were tripled from 5,000 to 15,000 households, while all our schools are participating in the 'Schools Recycling Scheme'. In addition, 36 schools are participating in the 'eco school programme', far exceeding the target of 20. 13 of these schools have successfully achieved bronze status, with a further school achieving the silver award.

Scores from our independent monitors for local street and environment cleanliness have all met their targets for 2008/09 indicating the ongoing successful delivery of actions in our NI 195 (improved street and environmental cleanliness) action plan. Further, we've successfully gained a score of 'Very Effective' for our performance on fly-tipping, as reported by NI 196.

All of the 98 local authority and independent schools have approved travel plans; exceeding national and local targets. Haringey is one of only four Boroughs nationally to reach 100% in this area. Further, our School Travel Plans have won three awards this year, including the Guardian Public Service Award for Transport and Mobility.

Over 2,700 potholes have been repaired, 700 lighting columns have been replaced, £2m of environmental improvement investments to Tottenham High Road have been made, and £5m has been invested in Mary Neuner Road thus opening up Haringey Heartlands for regeneration. Road casualties have been reduced by more than 20%, exceeding the Mayor's targets for casualty reduction.

A Going Green Conference was held at the Bernie Grant Arts Centre in February 2009, showcasing green projects in the Borough. The Council has led the way on energy efficiency, reducing its CO² emissions by 812 tonnes in 12 months, the equivalent of taking 189 cars off the road, and providing cash savings of £170,000 a year in utility bills. Separately, 900 additional trees have been planted, far exceeding the 500 target.

2009/10 priorities

As part of our continued efforts to deliver the Greenest Borough Strategy we will extend mixed recycling services to all kerbside households, whilst developing and implementing street cleansing recycling. A new vehicle to provide a recycling service to 3,800 properties with narrow vehicular access and recycling for flats above shops will also be introduced.

In the summer of 2008 the Council successfully acquired the Marsh Lane site for the development of modern recycling facilities, thus helping to deliver the environment and climate change objectives as set out in the Greenest Borough Strategy. Further, as part of our efforts to improve recycling services and infrastructure, including the introduction of a new vehicle to provide a recycling service to 3800 properties with narrow vehicular access, and the introduction of recycling for flats above shops.

We will develop a Food Strategy and Water Efficiency Strategy as part of our commitment to become one of the greenest boroughs in London. Projects to improve the use of our environmental resources, such as working in partnership with utility companies to promote energy and water saving schemes, and continuing the successful Give and Take Days and Watch Your Waste Week will continue.

We are carrying out plans to develop our 'Green Libraries' programme by expanding the development of green spaces around libraries and promoting green activities; developing gardens at St Ann's library in conjunction with Groundwork, at Highgate and Alexandra Park Libraries in partnership with the friends groups, a Reading Garden at Marcus Garvey Library, and the children's gardening club at Hornsey Library.

We will continue to promote sustainable transport, and seek to achieve our stretch target of 0% traffic growth. The successful walk to work week, bike week, green fair and car free days will all return. The Council is actively working with Transport for London (TfL) to upgrade all bus stops within Haringey, so that they are fully accessible and comply with TfL guidelines and satisfy Disability Discrimination Act requirements.

Community cohesion and involvement

2008/09 performance

The Haringey Compact has been recognised as a model of good practice, receiving three commendations for excellence from the Compact Commission and also recently winning the Working BETTER Together London Compact Award for Progress in Developing Compact ways of working.

The Modern Councillor website/portal for elected members has been launched: this is a new facility which provides a dedicated electronic information resource for Members as well as a learning and development tool. Further, a Ward Councillors Toolkit has been developed and launched to assist Members in their casework, ward, surgery and community leadership role.

Customer Services has seen consistent levels of improvement, with 93% of calls answered in 2008/09, up from 87% in the previous year. 75% of customers are now seeing their calls answered within 30 seconds, compared with only 57% in the

previous year. Waiting times at Customer Service Centres have also improved, with 81% of customers being seen within 15 minutes; over the course of the year only six customers waited more than an hour.

Successful 'Access to Services' days targeted at Polish, Kurdish, French speaking, Somali and Jewish Orthodox communities have all taken place. These allow frontline services, health, police and other partners to explain their role to the communities as well as the services they provide.

The Council website has been judged to be on of the top twenty local authority websites in the country by the Society of Information Technology Management. For the first time the website was also judged as 'excellent' on useful content.

2009/10 priorities

We're aiming to work towards the successful implementation of the Local Government and Public Involvement in Health Act 2007 as well as new statutory requirements to respond to petitions and promote democracy as contained in the Local Democracy Bill.

Enhancing engagement with our citizens is a key priority and through the Community Engagement Framework, within the Haringey Strategic Partnership, we aim to deliver that. We will, of course, continue to raise awareness and promote opportunities for communities to engage with the Council's formal democratic process and opportunities to take up civic roles in the Borough. The Councillor Call for Action will also be implemented.

Enterprise and regeneration

2008/09 performance

The Council is working actively to tackle unemployment through schemes such as the Haringey Guarantee, the North London Pledge and the Families into Work scheme. The Haringey Guarantee alone has delivered 256 permanent job outcomes. The Families into Work scheme is aimed at supporting families that suffer intergenerational disadvantage, such as unemployment and social exclusion: 44 families have been supported through the scheme since October 2008.

Five properties in Tottenham High Road have been completed under our Heritage Improvement Programme. We held our bi-annual Design Awards which celebrate examples of design excellence in the Borough; awards were given to 3 new children's centres in Finsbury Park, South Tottenham and Broadwater Farm. Further, we've published two new guides to good design for use in the planning process.

We successfully bid for a total £10m from the London Growth Area Fund and the Community Infrastructure Fund to be used to improve the Tottenham Hale and Lee Valley Areas. We were the only London Planning Authority to win funds under both of these categories. The permission for the next stages of improvement to Seven Sisters, Tottenham Green and Hale Village were granted and these are now underway. Work has also begun on the Hale Village/GLS site which will bring £500 million of investment to the area.

Pre-application consultation has taken place with Tottenham Hotspur and on a master plan for Haringey Heartlands. Further, a *Plan for Wood Green* outlining its development over the next 10 years has been created.

2009/10 priorities

In the coming year we will work hard to reduce the effect of the recession on our residents by addressing worklessness and regenerating the borough by supporting business, creating employment and developing new housing. Bi-monthly recession statistical monitoring will allow us to track and respond to the changing needs of residents during the economic down-turn. We will focus on those who are recently unemployed in terms of training and return to work programmes. Funding will increase this year from £1.2m to £1.6m to tackle worklessness and promote enterprise. The Council itself is trebling the number of apprenticeships it offers to 70 over the next three years.

Between 5-15 historically important properties in Bruce Grove and Tottenham High Road will be targeted with external funding worth up to £800k. Concerted work through area-based working, a new flexible heritage and regeneration programme will be designed and delivered in a Myddleton Road, N22, in association with English Heritage.

Over the coming year we expect to make decisions on major development schemes at Haringey Heartlands, and the Tottenham Hotspur stadium and its wider regeneration programme. Further, we will prepare funding bids and explore innovative funding mechanisms to close the funding gap for the Tottenham Hale/Seven Sisters Gyratory Regeneration programme, in partnership with the Mayor of London and the Homes & Communities Agency.

We will also seek to improve the planning and building control systems with bespoke service improvement plans that will focus on customer feedback and service response, value for money, better design, higher levels of environmental quality and further improving our appeal win rate.

Children and young people

We have continued our detailed work on improving safeguarding since the Cabinet member's last report to scrutiny and have had the Monitoring visit from Ofsted from 1st to 5th June. Their report will be published at the end of June.

The work of our partnership has developed even further to bring us to the creation of a Children's Trust for the Borough. This new arrangement runs from June 2009 and marks a new way of working for us and our partners. One of the first big tasks for the Children's Trust will be to approve the new Children's & Young people's Plan – a Plan that has a 10 year vision for the Borough and detail of the work for the next three years to move us towards that vision.

We are on target to extend choice for secondary school pupils with the opening of the new Heartlands High School in September 2010. This forms only one part of the Building Schools for the Future programme in Haringey. 2009/10 will see the highest ever single round of investment in Haringey secondary schools.

Projections show a continuing demand for primary school places. Despite the difficulties of developing investment plans against the current economic climate, we have plans to continue our record of ensuring young children have a school place in their local area.

The increasing number of very young children will benefit from the borough's 17 established children's centres; over the next two years provision will be extended to fill in gaps and ensure that services are available where they are needed. In this current climate, the provision of better services local to where people live makes an important difference. Our commitment is to make sure that we serve our communities in the communities, taking services to residents wherever possible.

Results have increased for Level 2 (5+ A*-C GCSE) and Level 3 (4 AS/2 A levels) qualifications at 19 and we are now close to the national average having improved by almost twice the national rate since 2004.

Secondary school attendance continues to improve and the secondary schools are now at the national level for school attendance. We recognise that there is still much to do and want to see all schools attaining at or above the national average.

One long standing issue of concern has been the funding formula, used by Government to determine resources through the Dedicated Schools Grant. This disadvantages Haringey and our schools receive substantially less per pupil than schools in neighbouring Islington and Hackney. We would hope that the Government review, which is reaching its conclusion, will recognise the need for Fair Funding for Haringey Children, and change the current arrangements in respect of determining area costs.

Excellent progress has been made in reducing the numbers of NEET young people, those Not in Education, Employment or Training, Our NEET levels are now almost half the 2006/7 figure and at the 08-09 year end were 6.8% the best ever figure for Haringey.

2009/10 Priorities

Safeguarding will continue to be our main priority for the Service and this is being driven through the Quality Outcomes Board.

We are also preparing for the introduction of new requirements of Ofsted in September 2009, which will look at schools' contribution to improving children's well-being. This will enable our schools to provide greater focus on the achievement and well-being of different groups of pupils, equalities and safeguarding issues.

We plan on providing improved information, advice and guidance for young people and their parents with a better range of curriculum opportunities for 14 to 19 year olds. We're also working towards the opening of the new Heartlands High School which will open in September 2010, which will specialise in the visual arts and media. The school has been specifically designed to allow for community use of its facilities, creating strong links to the local area.

Adult social care and well-being

2008/09 Performance

The number of clients helped with Direct Payments has increased significantly in 2008/09 with a total of 300 clients given a direct payment to help them to purchase their own care. This is a 15% increase on the equivalent from 2007/08 and includes 103 new clients. In addition to this 717 carers were given direct payments. We successfully exceeded our target for assessments completed within 28 days achieving an excellent 96% and also exceeded our target for delivery of care packages with 95% being delivered within 28 days.

Reduction of hospital re-admissions and reducing the number of admissions to residential care has been a key focus for the Council. 79% of all 65+ clients given rehabilitation services on hospital discharge were still able to live in the community 91 days after discharge. The year on year trend of reducing permanent residential care home admissions has continued exceeding our LAA targets with only 10 clients aged 18-64 and 130 clients aged 65+ being admitted.

We've introduced measures to consolidate safeguarding during the last year, including operational safeguarding arrangements, and establishing a multi-agency safeguarding board and subgroups. By March 2009 a total of 599 people had been trained in safeguarding across the partnership.

2009/10 Priorities

Over the coming year we will develop and implement a comprehensive system of performance management and quality assurance, so that the Council can be assured that people in vulnerable situations are safeguarded. Further, we will develop and implement a preventative strategy for safeguarding that is aligned to other preventative work including community safety.

As a result of the Scrutiny review of stroke prevention in the borough, we have planned improvements to include training for staff that come in to contact with those at risk, best practice annual reviews of stroke patients, widened involvement of the voluntary and community sector, and targeted awareness training. In addition to this, to coincide with the national stroke campaign, we're going to work in tandem with Islington to run a campaign for five weeks, in five Haringey tube stations and with 300 internal bus posters in July 2009 and in January 2010. The campaign will focus on stroke prevention.

Resources

2008/09 performance

The Achieving Excellence programme has been re-launched as Haringey Forward, to better address the current challenges facing the Council. Haringey Forward is now working in three main areas: transforming our core operations; ensuring value for money and making the most cost-efficient use of our office space to create more productive work environments.

The first five reviews in our Value for Money programme were completed in October 2008 and have identified £988,000 in savings. The services covered include, Building Control, Communications, Legal and Benefits and Local Taxation. The action plans from first wave of reviews are now implemented. Further, as part of the Haringey Forward programme we have carried out an options appraisal to determine the best way of providing the Out of Hours service. As a result of this we're joining the pan-London shared Out of Hours service.

We have launched the 'Start Here' directory of accessible services and a new customer relationship management system has been introduced, generating savings and improving call handling. Through more efficient ways of working, we have managed to achieve savings of £495,000 last year. Invoice payments paid on time is 93.1% for the year to February 2009, this is an improvement from 90.5% in 2007/08.

Work has continued over the last year to improve the management of sickness absence and reduce sickness levels to the below 9 days per person. To assist in this process monthly people management performance meetings were introduced from April 2008 to challenge directors and service heads about people management within their services. The new People Strategy was agreed, and our Leadership programme won a national award.

The agreement of the Single Status/Equal Pay agreement which had been jointly agreed with the unions in September 2008 was a key milestone. This has virtually removed the risk of equal pay claims from the workforce and has introduced a package that is within manageable budgets.

2009/10 priorities

We must continue to strive to deliver better value for money for residents; we plan to achieve this through developing shared services, such as the pan-London Out of Hours service.

Internal value for money reviews of central services, through the Haringey Forward programme, will seek to identify further savings still. Delivering the SMART working programme through the Accommodation and People strategies will help to deliver greater efficiency savings. Through the rationalisation of office accommodation at four key sites in the Wood Green campus and disposing of twelve older, less efficient buildings should bring significant savings for the Authority.

Also during the coming year we will explore whether the Council has a role in facilitating matters such as house building, mortgage and other lending, Credit Unions, supporting Post Office services and apprenticeships.

The embedding of our new Treasury Management strategy and the development of a new procurement strategy are also key priorities for the coming year.

Over the coming year we plan to implement a range of policy reviews and changes in the areas of sickness absence, capability, redeployment and grievances. We will also implement intervention groups which will be targeted at improving performance. We will also continue our SMART working programme through the delivery of the Accommodation Strategy and People Strategy.

Leisure, culture, Lifelong Learning Priorities

2008/09 Performance

Culture was assessed as performing strongly (4 stars) by the Audit Commission. This is evident in that we received 2.14 million visits to our libraries in 2008/09. Our libraries are considered to be among the busiest in London, with Wood Green being the 2nd most visited library in London and the 9th most visited in England. Our libraries do not just provide books, but are vibrant community hubs. We have extended library opening hours; all 9 libraries have implemented the Choose and Book scheme, working jointly with the Primary Care Trust.

The use of leisure facilities has continued to increase year on year with 1.29 million visitors in 2008/09, an increase of over 50,000 from 07/08. We now also have 12 parks, 9 of which are managed by the Council, with Green Flags and 3 parks with Green Pennants.

Bruce Castle Museum welcomed more than 46,500 visitors exceeding the target with an increase of 7.3% from 07/08. In addition, it won a distinction in the London Archive Landmark Awards for its project working with adults who had literacy difficulties.

Against a London average of 53.2%, 59% of Haringey's children and young people are satisfied with parks and play areas and 72% of residents as a whole. Out of the 33 Boroughs, Haringey ranks fourth. Further improvements are forthcoming with Lordship Recreation Ground successfully attracting £400,000 of funding

The Bereavement Services Team were awarded the National Institute for Customer Services Award this year and Haringey's newest cemetery has been officially recognised as one of the best in the country, winning two awards at the Cemetery of the Year Awards 2007.

2009/10 Priorities

Over the coming year we will complete a major refurbishment of Markfield Recreation Ground, Chestnuts and start works on Lordship Recreation Ground and Muswell Hill Playing Fields and implement the Wolves Lane improvement project. We will also complete the masterplan and funding strategy for White Hart Lane Community Sports Centre.

It is our aim to offer customers an improved number and range of ICT facilities in our libraries with improved internet access, more intuitive customer interfaces and a wider range of digital resources. The re-development of Coombes Croft Library using the Big Lottery Fund Grant is another key part of our plans for the library service over the coming year. We will also continue to build upon the positive outcomes of the recent OFSTED re-inspection of HALS, to offer our diverse community a range of adult learning which is both relevant and exciting.

Enforcement and Community Safety

2008/09 Performance

Crime performance in Haringey for 2008/09 was exceptionally good with all crime down 7% since last year. This compares well with neighbouring boroughs such as

Islington and Camden. Of particular note were the following final recorded figures (compared with the same period last year):

- Personal robbery down 26.5%
- Theft from a motor vehicle down 6%
- Gun crime down 26%
- Knife crime down 20%
- Youth violence down 15.5%
- Drug users into effective treatment up 10%

Significant improvements were made in youth crime prevention (down 11%), and the number of 16-18 year olds not in education, employment or training (down to 7% against a target of 9.5%) The Parenting Worker in the Anti-social Behaviour Action Team (ASBAT) has supported over 100 families during 2008/09. Partly attributed to this, the Council has not had to apply for an ASBO since October 2007 but continues to intervene early and successfully with Acceptable Behaviour Contracts.

Our Youth Offending Service has successfully bid for £165,000 of additional external funding to boost their work on youth crime prevention and working with specific communities of concern. We will be applying for a national Tilley Award for our innovative school publicity campaign to address theft from motor vehicles. This is widely believed to have contributed to the significant improvement in performance over the past few months.

Enforcement action has contributed to the achievement of the Council's target for reducing fly-tipping and improving cleanliness. As previously mentioned, Haringey gained the highest possible score on a national indicating making the Council 'very effective'.

Since a major upgrade to Haringey's CCTV facility, 682 incidents have been logged and 111 arrests made (43 in March 09 alone). Newly appointed controllers have directed police to over 700 incidents since December 2008. This constitutes dramatically improved performance.

We celebrated our first year of the Community Justice Court and reported an encouraging increase in the cases coming before it. Partner agencies and support services are collaborating successfully and the court will consider community impact statements as part of their problem-solving approach in future.

Priorities (2009/10)

We will be restructuring our community services to support area based working, with one named Street Enforcement Officer to every ward acting as a point of contact for Frontline Services. We will also be extending our hours of operation and linking up our activities outside normal working hours. A new Youth Rehabilitation Order will be introduced in to the Youth Offending System and we will also be developing support services for young people between the ages of 18-24, an age group which is strongly represented in substance misuse and crime commission. These actions will help us to reduce crime and the fear of crime.

In addition to these actions we will be reviewing our Air Quality Action Plan and introducing new measures to reduce the impact of pollution on both the quality of the borough's environment and maximising our climate change contribution, producing a

multi-agency Floor Plan for the Borough and ensuring that all 'flu pandemic preparations are complete.

Working with Overview and Scrutiny

On becoming Leader of the Council one of the areas I was keen to see enhanced is the Council's overview and scrutiny function. I have met, on a number of occasions, the Chair of the Committee, as well as committee members, to discuss how this can be taken forward during the current municipal year and beyond.

One of the key areas will be in ensuring that the Committee, while ensuring its overview of the work of the Council, develops its role in working with partners to look at service delivery across the borough. Also what more it can do to develop its role championing community interests in line with the themes and priorities outlined in the Community Plan. I would obviously be interested in proposals which the Committee itself wishes to bring forward and develop.

Both I and my cabinet colleagues are committed to assisting the Committee in the reviews and investigations you undertake during the coming year. I would hope that the Committee will play its full part in supporting the delivery of key services and programmes outlined and as such I would like to wish the committee well for the coming year.

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Overview and Scrutiny Committee

On 29th June 2009Report Title: **Haringey Housing Strategy 2009-2019**Report of: **Niall Bolger, Director of Urban Environment**Signed: *18 June 2009.*

Contact Officer : Nick Powell, Head of Housing Strategy, Development & Partnerships

Email: Nick.Powell@haringey.gov.uk

Tel: 0208 489 4774

Wards(s) affected: **All**Report for: **[Key / Non-Key Decision]****1. Purpose of the report (That is, the decision required)**

- 1.1. To seek Overview and Scrutiny Committee approval for the Housing Strategy 2009-19. The strategy is a partnership document which sets out our approach to housing over the next ten years.

2. Introduction by Cabinet Member (if necessary)

- 2.1. Detailed comments on the Implementation Plan were received from Councillor Bevan which will be incorporated before the Strategy is presented to full Council on 20th July 2009.

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

- 3.1. The Housing Strategy contributes to the achievement of Community Strategy vision, for the borough "a place for diverse communities that people are proud to belong to". The strategy particularly contributes to our priorities for:
- An environmentally sustainable future

- People and customer focused

3.2. The strategy has a key role to play in achieving the council's priorities to:

- Make Haringey one of London's greenest boroughs.
- Creating a Better Haringey: cleaner, greener and safer
- Encouraging lifetime well-being at home, work, play and learning
- Promoting independent living while supporting adults and children when needed
- Delivering excellent, customer focused, cost effective services

3.3. The strategy has strong links with the Unitary Development Plan, and with the Local Development Framework as it develops. It will contribute to delivery of other key Council strategies, including the Greenest Borough Strategy, Regeneration Strategy and Experience Counts. It will contribute to achievement of the vision in our Children and Young People's Plan, Changing Lives, especially to the objectives that children and young people enjoy and achieve, and are healthy.

3.4. The Housing Strategy is an over-arching strategy, and will be underpinned by a number of more focused strategies, including the Homelessness Strategy, Private Sector Housing Renewal Strategy, Affordable Warmth Strategy and Empty Homes Strategy. The linkages between these strategies can be seen in the draft strategy.

4. Recommendations

- 4.1. That Overview and Scrutiny Committee note that the Strategy will go to full Council for approval on 20 July 2009.
- 4.2. That Overview and Scrutiny Committee note the outcomes of the consultation and the changes proposed to the Strategy as a result of these.
- 4.3. That Overview and Scrutiny Committee approve adoption in principle of the draft Strategy, subject to any amends that may be agreed by the Cabinet Member for Housing Services.
- 4.4. That Overview and Scrutiny Committee note the draft Implementation Plan which is nearing completion.

5. Reason for recommendation(s)

- 5.1. Housing has a significant role to play in improving quality of life in Haringey and contributes to a wide range of outcomes. The draft Strategy sets out the strategic direction that the council and its partners will take over the next ten years in achieving our aspirations for Haringey. It articulates a vision, identifies

the key priorities, and sets out how actions to address our objectives will be taken forward. This is an over-arching strategy, its delivery will be supported by a number of more focused strategies and business plans, and it will be key in communicating to residents and stakeholders, including the new Homes and Communities Agency and GLA, how our work will meet the needs and aspirations for housing in Haringey.

6. Other options considered

6.1.N/A

7. Summary

7.1.Haringey faces a number of challenges in achieving its aspirations for housing. The borough has high levels of housing need, and a shortfall in affordable housing. 4,548 households live in temporary accommodation (31 March 2009), 9% of homes are over-crowded, 15.7% of private sector stock is unfit, and the council and social housing providers are working on significant investment programmes to bring their homes to Decent Homes standards. Responding to these issues is key for the borough: 26% of residents consider affordable decent housing to be the most important thing in making somewhere a good place to live, and 17% think it is the thing that most needs improving in the local area. Poor housing has also been found to have a negative impact on other areas of life for children and young people, in particular their health and well-being, and educational attainment.

7.2.The make-up of the borough's neighbourhoods is diverse, exhibiting affluence and deprivation, including areas which are successful and areas of potential. Significant regeneration programmes are working to transform neighbourhoods in the borough at Tottenham Hale and Haringey Heartlands. The economic downturn raises challenges to our work to renew and regenerate the borough's housing at the same time as the introduction of the Homes and Communities Agency and the new Mayor's Draft Housing Strategy provides an opportunity to strengthen our dialogue and partnership with regional and national partners to ensure that we have the best opportunity to achieve our aspirations for Haringey.

7.3.The draft strategy identifies as its vision the creation of: *Neighbourhoods that people choose to live in with a balance of different types of homes which offer quality, affordability and sustainability for current and future generations*
In achieving this five main aims are identified:

1. To meet housing need through mixed communities / mixed tenures which provide opportunities for our residents

2. To ensure housing in the borough is well managed, of high quality, and sustainable
3. To provide people with the support and advice they need
4. To make all homes in the borough a part of neighbourhoods of choice
5. To contribute to creating the Greenest Borough

7.4. Three principles have been identified as key components of the way we wish to work in Haringey:

- Partnership, in our work with local partners
- Strong relationships with government and national agencies (such as HCA and TSA) that will guarantee the best deal for Haringey's residents
- Engagement with residents and communities so that decisions and service improvement are shaped by what they want.

7.5. The draft strategy identifies the key actions, along with the key indicators we will use to measure our progress in achieving our aims. As this is an over-arching strategy the majority of actions are addressed in more detail through existing delivery mechanisms: the strategy does not replicate these, but will clearly signpost through its implementation plan where responsibility for the detail of implementation lies. Delivery will be overseen by the Integrated Housing Board through its quarterly monitoring process.

8. Chief Financial Officer Comments

8.1. This report concerns the adoption in principle of a Haringey Housing Strategy 2009-19 following consultation; this consultation took place between the end of January and mid-March and the costs were met from the 2008/09 revenue budget.

8.2. The report also refers to a draft Implementation Plan which is nearing completion; this is to be a rolling three-year implementation plan as an appendix to the ten year strategy. The implementation plan should highlight any actions where additional Council resources may be required for consideration in the Pre-Business Plan review process.

9. Head of Legal Services Comments

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

9.2. The Head of Legal Services confirms that there are no particular legal issues

which arise out of the contents of this report.

9.3. The Head of Legal Services would, however, expect to play a role in delivering the Implementation Plan annexed to the Strategy, and so would expect to be further consulted on issues as they arise.

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

10.1. N/A

11. Equalities & Community Cohesion Comments

- 11.1. Housing impacts on a wide range of outcomes and is associated with a number of equalities issues. For example there are relationships between housing tenure and worklessness, between housing need and ethnicity and housing need and disability. Housing quality is related to health outcomes, and there are links between temporary accommodation and educational attainment, and higher rates of homelessness for young people who are lesbian or gay.
- 11.2. A full Equality Impact Assessment is underway to fully investigate these relationships and to identify issues that need to be explored further, and those that need to be addressed in the strategy. The outcomes of this assessment will be taken into account in delivery, through the Implementation Plan.
- 11.3. It is anticipated that by working to meet housing need in the borough and meet residents' aspirations for housing the strategy will reduce disadvantage and inequality in the borough.

12. Consultation

- 12.1. Consultation on the draft strategy took place between 26 January and 13 March 2009, engaging with a wide range of stakeholders including residents, partners, community groups and council staff, using a range of methods and materials.
- 12.2. The consultation made use of existing forums, including the Haringey Strategic Partnership and its theme boards, resident engagement mechanisms used by Homes for Haringey, community and voluntary groups, the Youth Council and the Haringey Forum for Older People, and other consultative forums in place for engaging with housing stakeholders. Over 125 people provided input through attendance at Haringey's Housing Conference on 18 February 2009, and the website, Haringey People, and customer access points in the borough were used to reach a wider audience.

12.3. The outcomes of the consultation have been analysed in a Consultation Report. The report will be used to provide feedback to stakeholders on the outcomes of the consultation, and outlines how these have affected the final strategy. The Consultation Report is attached to this paper as Appendix A.

13. Service Financial Comments

13.1. The strategy's objectives will be mainly delivered within existing approved budgets. Where additional resources are required these will be sought from the CLG and/or through the Council's financial planning process. It is hoped that through a more coordinated and focused approach the strategy will increase the effectiveness of the council's activity in this area, and the value-added of partner contribution to our work and improve value for money.

14 Use of appendices /Tables and photographs

- 14.1. Appx A: Consultation Feedback Document
- 14.2. Appx B: Draft Housing Strategy 2009-19
- 14.3. Appx C: Draft Implementation Plan

15 Local Government (Access to Information) Act 1985

Housing Needs Assessment; Lord Mayor's Draft Housing Strategy; Hills Report; Barker Report; The Cave Review of Social Housing Regulation

Haringey's Housing Strategy 2009-19

Consultation feedback

Consultation carried out between 26 January and 13 February 09

1. Introduction

This document reports on the results of the consultation process for Haringey's Housing Strategy 2009-19, which was carried out between 26 January and 13 March 2009.

The Housing Strategy is designed to set out plans for how the Council and its partners plan to improve housing in Haringey over the next ten years.

The draft strategy identifies as its vision the creation of:

balanced neighbourhoods of choice, which meet the housing aspirations of Haringey's residents and offer quality, affordability and sustainability for current and future generations

Four priorities framed the draft strategy:

1. To meet housing need through mixed communities which provide opportunities for our residents
2. To ensure housing in the borough is well managed, of high quality, and sustainable
3. To provide people with the support and advice they need
4. To make all homes in the borough a part of neighbourhoods of choice

These priorities guided how information was gathered during the consultation process, although steps were taken to ensure respondents could feedback on any aspect of housing they thought relevant.

2. Consultation materials

In order to communicate the content of the strategy and provide different methods for people to feedback, a number of consultation materials and communication techniques were used:

Full draft strategy document was available in hard copy and online. These were mailed to community and voluntary groups, along with copies of the consultation leaflet.

Consultation leaflet which contained a 'simplified' version of the vision and priorities (expanding them from four to eight, for ease of understanding) asking respondents to comment on these and identify which three they thought most important to housing in Haringey. Space was also provided for additional comments.

These were mailed out to community groups, distributed to customer service centres, libraries and community centres, taken to Area Assemblies and sent out when people contacted us.

Web page detailing the purpose of the strategy and consultation, with details of how to feedback.

Article in Haringey People (monthly magazine which focuses on Haringey issues, which is delivered to all residents in the borough) on the Housing Strategy and consultation information.

3. Who we consulted with and methods we used

Residents, community and voluntary groups, council staff and organisations which deliver housing or have an interest in housing in Haringey were included in the consultation.

Residents

Residents of the borough were consulted with in a number of ways:

- Existing social housing forums were attended (Temporary Accommodation Forum, Resident Consultation Forum and Tenant Participation Panel), where a presentation was given on the strategy and then followed by feedback gathering exercises
- Six Area Assembly meetings (where local issues are discussed and residents get an opportunity to speak to community leaders and Councillors) were attended, where council officers could talk face-to-face with residents about housing issues and the strategy
- Consultation officers presented and gathered feedback at a Haringey Youth Council meeting
- Consultation officers presented and gathered feedback at the Older People's Partnership Board (this was a mixture of older people representatives, council officers and partners)
- Consultation leaflets were displayed in customer service centres, libraries and community centres
- Consultation leaflets were sent to resident associations and community groups alongside copies of the full strategy
- An article on the strategy was placed in 'Haringey People'
- Information was put on the Haringey council web site

Organisations with an interest in housing and council staff

- Presentations and feedback gathering at a Landlords Forum and Registered Social Landlord and Developers Forum
- Presentations and feedback gathering at forums and meetings with Safeguarding Adults Board, Older People's Partnership Board, Advice Providers Network, Acquisitive Crime Partnership Board, Integrated Housing Board, Enterprise Board, Safer Communities Executive Board, Well-being Chairs Executive, and Homes for Haringey (an arms length management organisation (ALMO) established to manage council-owned housing)
- Strategy distributed to Haringey Council staff, discussed at Haringey Council Corporate Policy Network, and other staff forums and workshops

Community and voluntary groups

Over 300 community and voluntary groups (these included groups which deal issues relating to race, sexuality, faith, mental and physical health, domestic

abuse, the environment, housing advice and homelessness) were mailed a copy of the strategy and copies of the consultation leaflet.

Housing Conference

A Housing Conference was held on 18 February 2009, and was used as an opportunity to discuss the direction the council should take to meet housing aspirations over the next decade. 125 people attended, including representatives from housing associations, developers, landlords from the private sector, residents, representatives from community and voluntary organisations and officers from public sector agencies. The conference incorporated workshops which explored themes from the strategy.

4. Feedback

In this section, feedback from the consultation has been organised according to the priority they address. Every feedback comment was treated as equal, so details have not been provided of who or which organisation said what.

An additional priority (Priority five) was added when feedback was analysed, in response to the weight of interest shown through the consultation in developing work around housing and environmental sustainability.

A total of 226 individuals supplied comments through the conference, consultation leaflets, area assemblies and contacting consultation officers directly. In addition, feedback was gathered through discussion at twenty four existing forums and partnership boards.

Overall, there was support for the priorities in the strategy. Key areas of feedback were:

- That partnership work is strengthened (with registered social housing providers, advice and support agencies and employment and training providers)
- That housing plays a positive role in communities and neighbourhoods (strengthening resident involvement and ensuring complimentary infrastructures are in place)
- That decent standards of management for rented homes (both private and social housing) are delivered
- That vulnerable adults are supported
- That the Housing Strategy contributes to Haringey's 'green agenda'
- That the strategy is effectively implemented

Findings from consultation leaflets

Overall results from the consultation leaflets indicate that reducing homelessness, building more homes, safe and attractive neighbourhoods, improving social housing and making homes 'greener' were seen as the most important housing priorities for Haringey.

Priority one: To meet housing need through mixed communities which provide opportunities for our residents

Supply new housing as a part of mixed communities

- It was generally agreed that there is a need for more housing (a mixture of private and social) and that any new housing should be delivered in such a way which benefits the community.
- There was support for plans to provide a balance of tenure options so there is choice for residents.
- Regeneration projects must be led by the local community.

Connecting housing to employment and skills

- There was extensive support for actions in this section, respondents emphasised the need for housing providers to work in partnership to improve life chances by contributing to education, training and employment initiatives which will build peoples' skills.

Maximise the supply of housing from existing homes

- Actively addressing the use of empty properties in the borough was supported, alongside encouragement for the council in lobbying to be given the ability and resources to purchase empty properties.

Work with residents and private sector landlords to look at alternatives to address Temporary Accommodation

- There was agreement that work in the private sector would be a viable option to address the high numbers of temporary accommodation users. Concerns over the sustainability and security of this type of tenure were also raised, alongside the need to provide support for people considering this option.
- The need for a culture change was stressed, so that residents accept housing may be in the form of assured shorthold tenancies (AST) rather than tenancies for life.

Priority two: To ensure all housing in the borough is well managed, of high quality and sustainable*High quality new build*

- There was agreement of the need for high quality new build and an increase in the number of large properties.

High quality social housing

- The improvement of housing management standards was identified as an issue, as was the need to build on relationships between registered providers of social housing and the Council to improve the management of housing.
- Best use must be made of Decent Homes funds (designed to improve the standard of social homes) in order that improvements are not superficial, but address more fundamental concerns.
- Consultation with residents was identified as needing to be strengthened in the Council.

High quality private sector housing

- A number of 'support and advice' issues were raised: the need to be able to challenge landlords on behalf of tenants, and landlords being kept up-to-date on their responsibilities and how they can take action when necessary.
- Respondents felt the securing of standards particularly important where private housing was to be used as a 'substitute' for social housing.

High quality temporary accommodation

- Respondents stressed the need to tackle overcrowding and disrepair issues.

Priority three: To provide people with the support and advice they need

Provision of high quality advice

- There was agreement that 'housing advice' needs to look beyond housing and link with other forms of advice, for example around employment opportunities.
- Respondents commented on the need to think about how service users can be engaged with at an early stage to promote independence.
- There was support to implement schemes concerned with mortgage rescue and flexible tenure and to develop innovative mortgage products.
- Housing services having a more honest approach, when providing advice, was identified as an effective method for managing the expectations of service users.
- It was suggested that high standards of training in advice and support for Council and voluntary staff be re-enforced to ensure quality and consistency.

Provide joined-up support through multi-agency working

- The importance of strong partnerships and communications across all sectors of relevance to housing (health, employment, vulnerable service users) was stressed.
- It was requested that this section be called 'needs of vulnerable adults and partnership working' to reflect a whole-system approach that addresses the priorities of different service user groups (amongst these would be those with learning/physical disabilities, older people, users of adult mental health services, those with autism, alcohol and drugs dependents)
- There was an emphasis on addressing older peoples housing needs over the next ten years and an increase in low income older owner-occupiers

Safeguarding children and young people

- The need to engage with children in schools before they become homeless and effectively manage their views of the service was highlighted

Priority four: To make all homes in the borough a part of neighbourhoods of choice

- Respondents stressed that residents must be involved in the development and shaping of local areas and communities
- The need for more Houses of Multiple Occupancy in the borough was identified, while others stressed the need to safeguard family environments and ensure local communities are not negatively affected by this kind of accommodation
- The coordination of housing provision with good quality local services through area-based working was considered to be a fundamental.
- Infrastructure (such as transport and local enterprise) was seen as an important consideration when regenerating and designing areas.
- 'Designing out crime' was considered key in regeneration programmes.

Proposed Priority five: To contribute to the Greenest Borough

- Respondents stressed that building sustainable, well-designed housing was critical – this was also important with existing housing.
- A need for clear direction for landlords (social and private) regarding energy efficiency was reported.
- There was an emphasis on changing the behaviour of residents by education and training, alongside the promotion of green projects.
- It was suggested that recycling services should be tailored to meet the needs of the range of different types of homes in the borough.

General feedback

Feedback which did not address specific priorities in the strategy was concerned with:

- The language in the vision being simplified and less oriented towards the housing profession
- Making clearer the links to existing strategies and areas of work (such as homelessness, travellers, older people) and illustrate structures and partnerships which will be used to deliver the strategy
- The need to recognise and respond to the Audit Commission inspection of Allocations and Lettings, Haringey London Borough Council 2008

5. Impact of feedback on the strategy

Feedback from the consultation was used to inform the finished strategy and implementation plan.

A rolling three year implementation plan will be developed as an appendix to the strategy. This will demonstrate how its delivery will be achieved through supporting strategies, structures and partnerships, clearly identifying timeframes and responsibilities.

Priority one: To meet housing need through mixed communities which provide opportunities for our residents

- To make reference to our commitment to ensuring that engagement with local communities is at the heart of regeneration and new development
- To look into options for providing longer security of tenure through private sector lettings for those on the Temporary Accommodation list
- To lobby for the local authority to have the ability and resources to purchase empty properties

Priority two: To ensure all housing in the borough is well managed and of high quality and sustainability

No changes to this section were considered to be required as a result of feedback, which reinforced the priorities identified in the strategy to strengthen standards.

Priority three: To provide people with the advice and support they need

- To strengthen the priority actions within ‘high quality advice’ to make explicit the need for housing advice to be strongly linked to advice provision in related areas, such as employment and training, and other support services, as well as advice around mortgage rescue and mortgage options
- To include a priority action on training for advice providers, and quality assurance, in relation to all housing advice providers in Haringey
- To change the title of 3.2 Provide joined-up support through multi-agency working to The needs of vulnerable adults and partnership working.
- To strengthen the content in this area relating to the needs of vulnerable adults, to support a whole system planning approach which moves away from a silo approach to specialist needs housing requirements. At the same time, this section to refer to a wider range of client groups
 - Key to this will be the development of a Move On Strategy, with the aims of making effective use of the borough’s supported housing stock, and helping vulnerable people to become more independent and able to live in mainstream or general needs housing
- To refer, in the context of the proposed Older People’s Housing Strategy, to the need to exchange some older sheltered accommodation stock to extra care stock, and look to providing some extra care stock for market sale

Priority four: To make all homes in the borough a part of neighbourhoods of choice

- To emphasise the need for residents to be involved in the shaping of local areas and communities
- To emphasise the role of design / asset management in reducing crime in community spaces and regeneration initiatives

Priority five: To contribute to creating the Greenest Borough

- To include an additional priority, “To contribute to creating the Greenest Borough”. This priority will bring together actions that ensure the environmental sustainability of housing in the borough, including:

- Strong planning policies developed and agreed through the Local Development Framework
- The delivery of catalytic projects to drive change and innovation
- Housing providers to work with residents to inform, and to secure behaviour change, around their use of resources and the energy efficiency of their homes
- For regeneration and refurbishment projects to deliver high standards of environmental sustainability

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

Haringey's Draft Housing Strategy 2009-19**Contents**

Foreword	2
Executive Summary	3
Introduction and Overview	5
How we produced this strategy	6
Our context: the situation in Haringey	7
The National and Regional Context	9
Our approach to delivery	10
What we need to do	11
1. To meet housing need through mixed communities which provide opportunities for our residents	11
<i>1.1 Supply new housing as a part of mixed communities</i>	
<i>1.2 Connecting housing to employment and skills</i>	
<i>1.3 Maximise the supply of housing from existing homes</i>	
<i>1.4 Work with residents and private sector landlords to look at alternatives to temporary accommodation</i>	
2. To ensure all housing in the borough is well managed and of high quality and sustainability	15
<i>2.1 High quality new build</i>	
<i>2.2 High quality social housing</i>	
<i>2.3. High quality private sector housing</i>	
<i>2.4 High quality temporary accommodation</i>	
3. To provide people with the support and advice they need	18
<i>3.1 Provision of high quality advice</i>	
<i>3.2 The needs of vulnerable adults and partnership working</i>	
<i>3.3 Safeguarding children and young people</i>	
4. To make all homes in the borough a part of neighbourhoods of choice	23
5. To contribute to creating the Greenest Borough	25
How we will deliver and monitor the strategy	26

DRAFT: HARINGEY HOUSING STRATEGY 2009-19**Foreword**

All of us aspire to a good quality home in a pleasant neighbourhood. This strategy is about the next ten years, and how we can get closer to achieving this for everyone living in Haringey, whether they rent from the Council, from a registered provider or private landlord, or own their own home.

There is a great deal of work underway to improve housing in the borough. For example we are investing significant resources in improving the quality of homes through our Decent Homes Programme; and two of London's biggest regeneration projects are in Haringey at Tottenham Hale and Haringey Heartlands which will deliver thousands of new properties.

However much remains to be done. This ten-year plan looks at how all partners and stakeholders can work together to create better quality housing and neighbourhoods across the borough.

It considers how we create more homes, but also how we build communities with a mix of private, council and registered provider properties. It considers issues such as how to make homes greener, as well as how to improve housing advice and support for residents.

I hope that you will agree with the priorities for Haringey as we and our partners have framed them here, and that you will join with us in our work to deliver our vision for housing in the borough.

Cllr John Bevan
Cabinet Member for Housing Services

DRAFT: HARINGEY HOUSING STRATEGY 2009-19**Haringey's Draft Housing Strategy 2009-19****Executive Summary**

This strategy has been developed by the Integrated Housing Board (IHB) as an over-arching policy document which sets out Haringey's approach to housing over the next ten years, identifying a vision for housing in the borough and a set of strategic objectives. It is a strategy for stakeholders across the entire spectrum of housing-related activity in the borough, including the Council, registered providers of social housing, developers, private sector landlords, owner-occupiers, residents, and voluntary and community sector providers.

Our vision for housing in Haringey is to create:

Neighbourhoods that people choose to live in with a balance of different types of homes which offer quality, affordability and sustainability for current and future generations

In order to deliver this vision our five aims are:

1. To meet housing need through mixed communities which provide opportunities for our residents

This aim is about providing the right balance of homes, in terms of their type, size, price and tenure and making sure enough housing is available, by building new homes and making the most of our existing housing. It is also about working with residents in temporary accommodation to look at alternative kinds of housing, and strengthening the links between housing services and training and employment support opportunities.

2. To ensure housing in the borough is well managed, of high quality, and sustainable

Focusing on ways we can work with residents and social and private landlords to improve standards of decency, design, and energy efficiency in our homes

3. To provide people with the support and advice they need

To enable residents to make the most of housing opportunities in the borough. Residents need housing advice and support that are accessible and of high quality, enable choice and independence, and are responsive to individual needs.

Behind this aim is a range of work focused on how we improve advice, the need for early intervention to prevent homelessness, providing support for vulnerable people and delivering the Supporting People Strategy, and the role

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

of housing services in safeguarding children and young people.

4. To make all homes in the borough a part of neighbourhoods of choice

This aim is about making all homes in the borough a part of neighbourhoods that people would choose to live in by creating well-designed, attractive, clean and safe public spaces where there is a real sense of belonging and pride.

5. To contribute to creating the Greenest Borough

A wide body of scientific evidence now supports the view that climate change is a serious and urgent issue. Our dwellings contribute significantly to CO2 emissions in the borough, and environment change will shape our housing need in the future. This aim is about encouraging developers, landlords and home owners to adopt the highest possible standards in energy efficiency, sustainable design and construction.

In order to achieve these aims for Haringey our approach will be based on the following principles:

- Partnership between organisations, agencies and residents in the borough
- Strong relationships with government and national agencies (such as the Homes and Communities Agency and Tenant Services Authority) that will get the best deal for Haringey's residents
- Engagement with residents and communities so that decisions and service improvement are shaped by what they want

DRAFT: HARINGEY HOUSING STRATEGY 2009-19**Introduction and Overview**

Haringey is the fifth most diverse borough in London, and home to approximately 225,700 people (2006 ONS data). It contains both areas of relative affluence and concentrations of deprivation, and we face exciting opportunities and serious challenges in meeting our aspirations for its housing. The borough has high levels of need for units of affordable accommodation, and many of our existing homes do not meet required standards of decency, or are situated in run-down areas. At the same time the borough contains highly successful neighbourhoods, and there are significant regeneration schemes underway.

Housing has a significant role to play in improving quality of life in Haringey and contributes to a wide range of outcomes. Many organisations and areas of work at local, regional and national levels play a part in this. This is an over-arching strategy, and articulates at a high level how these strands of work come together to contribute to achieving the overall vision shared by partners and residents, and a range of other strategies that inform and support the strategy.

Our aim is to create balanced neighbourhoods where people choose to live, which meet the housing aspirations of Haringey's residents and offer quality, affordability and sustainability for current and future generations. In realising this vision for housing, we aim to have a positive impact on related areas which are priorities for Haringey, including the health, well-being and achievement of residents, particularly our children and young people, and the sustainability of the borough. To do this we must increase the amount of housing in the borough, ensuring that a significant proportion of new homes are affordable to residents, and that they meet high standards of design. We will make sure that design minimises the impact of new housing on natural resources. We must ensure that we make the best use of existing stock, and that all housing in the borough is well-managed and energy efficient. We must make homes a part of neighbourhoods that people want to live in, a part of sustainable, mixed communities. Finally, we must provide support and advice that give residents independence and choices, with continuing opportunities to exercise these as they move through their lives and their needs change.

At the time of writing, the economic down-turn presents us with new challenges in meeting these aspirations. Over the short to medium term we will place a particular focus on making sure that excellent services, as far as possible, reduce the impact of the recession on residents and that regeneration and home-building projects being worked on in the borough are delivered. Through its 'single conversation' approach the Homes and Communities Agency will provide mechanisms through which we can make the most of regional and national support and opportunities, and explore the scope for innovative delivery models through which to drive renewal where it is needed. The council, with the Haringey Strategic Partnership, will actively participate in this. The Mayor of London will be publishing a new London Housing Strategy in late 2009: this draft strategy for

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

Haringey identifies what the borough can offer in contributing to delivery of the wider regional agenda.

How we produced this strategy

The development of this strategy was led by the Integrated Housing Board, a theme board of the Haringey Strategic Partnership. A draft was drawn-up, based on the evidence available, the policy context, and dialogue with some of the key stakeholders in the borough, and used as the launch-pad for a consultation period between January and mid-March 2009.

The consultation aimed to engage a wide range of people and organisations in developing the strategy. A Housing Conference was held on 18 February 2009, at which over 125 people, including residents, social and private landlords, community and voluntary sector organisations, and staff from local and regional public sector agencies, came together to discuss the key themes in the strategy.

The consultation engaged through a number of existing forums, including the Haringey Strategic Partnership and its theme boards, resident engagement mechanisms used by Homes for Haringey, community and voluntary groups, Area Assemblies, the Youth Council and the Haringey Forum for Older People, as well as the consultative forums in place for engaging with housing stakeholders.

A range of materials and mediums were used. The consultation made use of the Council's website, Haringey People, and customer access points across the borough. Opportunities were provided for people to contribute face to face, online, or in writing. A summary leaflet with brief questionnaire was produced in addition to the full draft strategy, to ensure people were able to access the level of detail appropriate to their need or interest.

A total of 226 individuals engaged with the development of the strategy through the conference, questionnaire and written responses, area assemblies, and direct contact with consultation officers. In addition feedback on the draft strategy was gathered through discussion at 24 established forums and partnership boards. A Feedback Report summarising the outcomes of the consultation and how these have impacted on this strategy was shared with those who were involved, and can be seen on the Haringey Council website. An equalities impact assessment was also undertaken, the outcomes of which are incorporated into the strategy Implementation Plan.

DRAFT: HARINGEY HOUSING STRATEGY 2009-19**Our context: the situation in Haringey**

Haringey is a diverse and fast changing borough. Some 50% of our population overall, and three-quarters of our young people, are from ethnic minority backgrounds, and around 200 languages are spoken in the borough. The population is projected to expand by up to 10.6% by 2031. Within this there is expected to be a general shift upwards in the average age, but also an increase in the numbers of very young people.

It is the dynamics of the borough's population that lie behind the change and growth in housing demand in the borough. Currently just under half of Haringey's households are owner-occupiers, with around 30% living in the social rented sector (18% Council stock, 11% Housing Association) and 22% in private rented accommodation. Owner occupation is greater in the west of the borough, with concentrations of social rented housing in the east of the borough, reflecting a wider social and economic polarisation. 30% of Haringey's population live in central and eastern areas of the borough which are among the 10% most deprived in England, and it is in these areas that regeneration efforts are currently concentrated.

There is a high demand for housing across all tenures. In the private sector this can be seen in house prices, which rose by 94.9% over 2002-7, with the average home in Haringey costing approximately £353,800 in summer 2008, although this average masks significant variation across the borough. While prices are falling at the time of writing, the long-term trend in house prices is for prices to increase. The need for affordable housing outstrips supply, with a shortfall in provision of 4,865 units per annum, or 52 per 1,000 head of population - outstripping the average Inner London shortfall of 32 units per 1000 head of population. Housing need disproportionately affects BME households, and 40% of Black African and Asian households are living in unsuitable accommodation.

Responding to this shortfall is a priority for the borough: 26% of residents consider affordable decent homes to be the most important thing in making somewhere a good place to live, and 17% think that it is the thing that most needs improving in the local area. Housing need is reflected in high demand for social housing. In 2007/8 1488 households joined the Housing Register, while only 868 households secured a permanent social rented home. At November 2008 about 4,800 households Haringey were living in temporary accommodation, and the borough faces a huge challenge in meeting government targets to reduce these numbers.

The borough has targets for provision of new housing, and affordable housing, based on a capacity study. A new requirement of national policy is to identify a 15 year supply of housing land in the form of a housing trajectory. The purpose of the housing trajectory is to measure Haringey's performance in meeting its strategic housing target, as set out in the London Plan and, to ensure a

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

continuous supply of land for housing over a 15 year period from the year of adoption, with a focus on identifying specific sites for the first 10 years. The borough's housing trajectory demonstrates we are likely to exceed the 680 annual target leading to 2016/17.

Over four fifths of new housing over the next ten years will be supplied at Tottenham Hale and Haringey Heartlands, which are designated as an Opportunity Area and Area for Intensification respectively in recognition of the potential to provide significant numbers of new homes, jobs and regeneration benefits at these locations. The borough has also identified five priority areas which contain the highest levels of deprivation where regeneration initiatives are targeted. These are Mid Tottenham and Seven Sisters; Northumberland Park; White Hart Lane ward; Bruce Grove/ Tottenham Hale; and Wood Green Town Centre, with Noel Park ward and parts of Woodside.

There is also scope to make greater use of existing stock through tackling empty homes, and increasing turn-around times on void social properties. Council tax records show that in April 2007 approximately 1,000 private sector properties had been vacant for over six months. Evidence also suggests that 18.6% of homes are under-occupied. Under-occupation is most common among owner-occupiers, but also occurs within social and private rented housing.

Parallel to this, the 2007 Housing Needs Assessment identified 20.9% of households to be living in unsuitable housing, the main reason for which was overcrowding. Within the social rented sector about 15% of households are overcrowded. This reinforces evidence about demand for affordable housing which demonstrates insufficient availability of larger, three to four bedroom, dwellings in the borough (although demand for one and two bedroom properties remains high). Households with support needs are more likely than households overall to be in unsuitable housing: nearly one in five households in Haringey currently contains at least one person with a designated special need. Quality of housing environment is linked to health outcomes, and care and access requirements can tie housing provision closely to independence. Poor housing also has a negative impact on other areas of life for children and young people, in particular their health and well-being, and educational attainment.

The government has set a target that by 2012 all social housing stock will reach Decent Home standards. A survey of council stock concluded that at March 2008 42% of Council stock did not meet these standards, and an investment programme is underway to address this, with similar improvements being carried out by other social landlords in the borough. There are areas in the borough where there are wider environmental issues, for example poor design of estates, where we need to look beyond upgrade of individual homes to explore potential for wider estate renewal. A 2002 Private Sector Stock Conditions Survey identified that 15.7% of private stock was unfit, most commonly due to disrepair. Domestic properties contribute 50% of all CO2 emissions in Haringey, and

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

improvements to the thermal efficiency of homes in the borough will be key to work to reduce poverty and contribute to the Mayor's ambitious target to reduce carbon emissions in London by 60% by 2025.

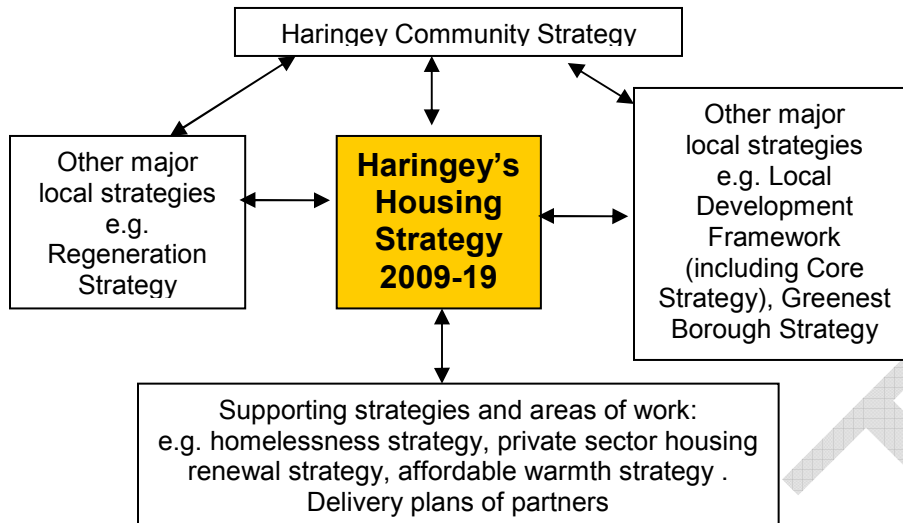
The National and Regional Context

National government has committed to the provision of more homes, more affordable homes, and greener homes. Emphasis has also been placed on the need for mixed tenure and sustainable communities. Partners are being encouraged to work together flexibly and to make use of innovative models through which to deliver on this agenda, and there is a commitment to working with local authorities to enable this and to mitigate the impact of the recession.

The economic downturn has reduced the availability of credit and increased the cost of loans and mortgages. As funding for new social housing is often closely tied to the construction of market housing, there is pressure on house building across all sectors. National government has introduced a package of reforms and support to temper the impact of this. The Homes and Communities Agency, established through the 2008 Housing and Regeneration Act, provides mechanisms through the 'single conversation' which will support local authorities and their partners in working with regional and national agencies to counter negative impacts. The introduction of the Tenant Services Authority in the same Act will have a direct impact on the future management of social and council housing. This is likely to build on recent reviews which have brought to the fore the need to strengthen the voice of tenants and provision of choice, as well as a role in training and employment.

The Mayor of London will be publishing a new Housing Strategy late 2009. At the time of writing, the Mayor identifies three priorities: the provision of additional homes, using innovative models for investment and strong dialogue between housing agencies and providers; the quality and design of new homes, regeneration of areas and greening of all homes; and working to promote opportunity, by meeting need and raising aspirations. Our North London Housing Strategy also addresses the need for increased supply of affordable and intermediate housing, mobility and choice, improved housing quality, meeting need for Supporting People services and homeless households, and contributing to the development of balanced communities.

Locally, housing is key to meeting the objectives of Haringey's Community Strategy 2007-16, particularly those on improving health and quality of life, and creating economic vitality and prosperity, and will contribute to delivery of a number of other key strategies, including the Greenest Borough Strategy and Regeneration Strategy. Furthermore Haringey's emerging Core Strategy will provide the spatial framework for development of new housing in the borough and has close links with achieving other of our objectives for housing.

DRAFT: HARINGEY HOUSING STRATEGY 2009-19**Our approach to delivery**

In order to achieve this vision, we must work in partnership, and ensure that we focus on the needs and aspirations of Haringey's residents and communities. Three principles will underpin our approach:

- **Engaging with residents and communities so that we can place their needs at the heart of all we do**

This principle will be central to all of our work. Engagement will be ongoing at a range of levels, with landlords and services involving tenants and service users in service improvement, feedback from residents' groups informing our work in local areas, and shared data about what local people want acting as a driver for partnership working.

Haringey is very diverse, and there can be particular needs associated with specific communities within the borough. The vision of Haringey's Community Strategy is to create "a place for diverse communities that people are proud to belong to": in delivering our vision for housing we will be responsive to the needs of the communities within the borough, and ensure that dialogue around their needs is strong and two-way.

- **Working in partnership**

The contribution of all partners is necessary for us to achieve our vision. Partnership work will be co-ordinated through the Haringey Strategic Partnership and the Integrated Housing Board, with regular wider stakeholder consultation with private sector landlords, social landlords and residents informing this work. We will also work through regional and sub-regional structures to ensure that we work strategically to coordinate initiatives and investment wherever it is appropriate to do so.

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

- **Leading and brokering relationships with government and national agencies (such as the Homes and Communities Agency and Tenant Services Authority) to get the best deal for Haringey's citizens now and in the future.**

The newly established Homes and Communities Agency brings together previous fragmented bodies and programmes driving and supporting housing and regeneration, to provide a mechanism for a 'single conversation' between national and regional agencies and local authorities and other partners on the housing and regeneration needs of area. Through a strategic approach based on partnership and a holistic understanding of the needs of communities in Haringey, we will maximise the opportunities this opens up for us to regenerate Haringey.

What we need to do

Our vision for housing in the borough is to create:

Neighbourhoods that people choose to live in with a balance of different types of homes which offer quality, affordability and sustainability for current and future generations

In order to deliver this vision our aims must be:

1. To meet housing need through mixed communities which provide opportunities for our residents
2. To ensure housing in the borough is well managed, of high quality, and sustainable
3. To provide people with the support and advice they need
4. To make all homes in the borough a part of neighbourhoods of choice
5. To contribute to creating the Greenest Borough

1. To meet housing need through mixed communities which provide opportunities for our residents

We need to respond to housing need in the borough by increasing housing supply. We will do this through new build, and by making the most of the housing we have, for example tackling under-occupation and reducing the number of empty homes in the borough. The credit crunch has changed the housing market, and to continue to deliver new homes we will need to explore new models and products to drive delivery.

Currently different types of housing are unevenly spread in the borough. We need to create communities with a mix of housing tenure type and size. Mixed communities are more sustainable in terms of their impact on services and

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

amenities, and allow for natural shifts in family size and the economic advancement of individuals. This aim allows housing to offer a range of opportunities to residents, allowing people to access housing suited to their needs and aspirations at different points in life, including accessible opportunities for affordable home ownership and other intermediate housing options. Opportunities for residents are integrally linked to economic regeneration in the borough and efforts to increase skills and employment levels, and housing has a role to play in this.

1.1 Supply new housing as a part of mixed communities

We will deliver more housing, and more affordable housing, in line with our targets, and we will use our planning policies to ensure that this delivery focuses on sustainable locations, with a view to improving the spread of housing type across the borough. Where there is opportunity for new development and regeneration in the borough, we will ensure that engagement with residents and local communities is at the heart of plans for change.

To sustain delivery over the economic down-turn we need to work closely with our delivery partners, and with regional and national agencies through the single conversation with the Homes and Communities Agency. To support delivery we will look at innovative delivery models which draw on the different strengths and assets that partners can bring together, and a range of products to meet market needs. The partnership approach will be based on flexibility, however there we will not compromise on design, or on making housing a part of mixed and sustainable communities.

Some areas in the borough are characterised by severe deprivation and low quality housing stock. Where there are opportunities for wholesale development and improvement we will explore these through masterplanning tools.

We will pursue with London Councils or other appropriate bodies the need for a London wide allocations and letting choice, for our residents and all other residents in London. Where very large scale regeneration is taking place, such as Thamesmead, supported by significant government funding, it is not appropriate, and indeed it is impractical, that only the local borough concerned allocates the properties provided to its local residents. The benefits of such large scale regeneration should be made available to all London residents who are already allowed to make bids to their existing local borough.

Priority actions are to:

- Maximise the supply of new housing and new affordable housing. We will meet the delivery targets set out in the Unitary Development Plan and the Local Area Agreement, including delivery of our major regeneration projects at Haringey Heartlands and Tottenham Hale
- Deliver new housing in line with Haringey's Housing Supplementary Planning

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

Document, and in so doing contribute to the creation of mixed and balanced communities, and delivery of an adequate standard and range of housing, especially affordable and accessible housing to meet current and future needs in the borough

- Develop and promote a range of flexible intermediate housing products
- Develop policies for our Local Development Framework which support us in delivering housing that is part of mixed and sustainable communities.
- Within the Core Strategy development process evaluate the option to reduce the threshold at which developments must contribute to affordable housing, from 10 units to 5 units
- Pursue with London Councils and other appropriate bodies the need for London-wide allocations and letting choice
- To ensure, with the use of appropriate planning powers, that delivery of new housing is supported by the infrastructure and services in terms of local amenities, transport and services
- Work with our local and national partners to broker support and flexibilities which sustain new development
- Review our partnering arrangements with social housing developers to make sure we are maximising our opportunities
- Explore the potential to develop local asset based vehicles and other innovative models to bring together public sector assets, finance, and partners to regenerate areas

1.2 Connecting housing to employment and skills

There are links between worklessness and tenure in Haringey. The 2001 Census found that the employment rate among those living in social housing was only 36%, compared to a rate of 56% for the borough as a whole. The 2007 Hills Report proposed a greater role for social housing in addressing worklessness, and strengthening our work in this area will be a key component of supporting residents to realise their housing aspirations.

Priority actions are to:

- Work with Homes for Haringey and social housing providers to connect residents to opportunities for training and employment through the Haringey Guarantee and other local providers
- Ensure housing advice services and homelessness services are closely linked with employment and skills support, particularly in relation to housing for young people
- Work with contractors to help residents benefit from employment opportunities arising from their work in the borough through applying the Supplementary Planning Guidance Employment Code of Practice and Employment Training Protocol

DRAFT: HARINGEY HOUSING STRATEGY 2009-19**Case Study – the Haringey Guarantee**

Tenants of social housing and temporary accommodation are less likely to be in paid employment than other residents. The Haringey Guarantee is Haringey Council's flagship programme supporting residents to gain skills and employment and for businesses to recruit local, skilled candidates.

The Haringey Guarantee works together with the Council's Housing Options Team to provide high quality information, advice and guidance to tenants of social housing and temporary accommodation. This support includes in-work benefits and tax credits advice to maximise incomes and support for long-term unemployed residents including basic and vocational skills courses, voluntary work placements, employment support and guaranteed job interviews with local employers. Haringey NHS also provides support to residents with a disability to manage a physical or mental health condition in the workplace. This includes a medical assessment and a tailored programme of clinical support normally lasting 11 weeks.

The Haringey Guarantee also works with housing providers and Registered Social Landlords to engage tenants directly and arrange Employment & Skills and Housing Advice surgeries and jobs fairs at community centres and on local housing estates. The aim of this partnership is to offer tenants the join up support of housing, employment & skills and managing health conditions.

1.3 Maximise the supply of housing from existing homes

There is scope to make more use of existing stock, across all tenures in meeting housing demand in the borough, tackling empty homes in the private sector, reducing the time that social homes stand empty between lettings, addressing under-occupation, and identifying where there is potential for new accommodation through transforming redundant and disused space on housing estates, or making better use hidden space within individual homes.

Priority actions are to:

- Reduce the numbers of empty homes in the borough through delivery of our Empty Homes Strategy
- Lobby for the local authority to have the ability to purchase empty properties, to enable it to ensure that when brought back into use, these properties are used to address the borough's housing need in the most effective fashion
- Develop an Under-occupation Strategy that delivers a borough-wide approach to under-occupation in the social sector, in close partnership with support services and registered providers of social housing
- Explore options to deliver 'hidden homes' on estates, transforming disused space such as old laundries, shore sheds, or parking space into accommodation.

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

- Investigate options for investing in adaptation of existing stock to meet the changing needs of families as they expand and address over-crowding.
- Reduce the time taken to re-let homes managed by social landlords by working in close partnership to improve efficiency.

1.4 Work with residents and private sector landlords to look at alternatives to temporary accommodation

The number of households living in temporary accommodation in Haringey is very high and the borough faces a huge challenge in meeting government targets to reduce these numbers. Of these homeless households approximately 60% have been living in temporary accommodation for at least 4 years. Black & Minority Ethnic (BME) households account for 81% of households living in temporary accommodation, and young people aged 16-24 account for just over a third of single homeless people.

In addition to our work to prevent homelessness, we need to work with those in temporary accommodation to manage their expectations, and to work with private sector landlords to develop and promote affordable housing options appropriate for and accessible to homeless households.

Priority actions are to:

- Work proactively with private landlords and residents of temporary accommodation, persuading them to accept a new arrangement involving an assured shorthold tenancy
- Establish a Housing Options Team that provides specialist, comprehensive advice on a full range of housing options
- Look into options for providing longer security of tenure through private sector lettings for those on the Temporary Accommodation list

2. To ensure all housing in the borough is well managed and of high quality and sustainability

Improvements to the physical condition of housing stock in all sectors is needed to reach Decent Homes Standards and to raise the energy efficiency of housing in the borough, and high standards need to be applied for new build. Partners need to engage with one another and with residents in delivering high quality management, benchmarking, sharing best practice, and putting customer needs to the fore.

2.1 High quality new build

To ensure that new housing in the borough meets high standards of design and energy efficiency, priority actions are to:

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

- Ensure that new housing is developed in line with the policies and standards laid out within the Council's Unitary Development Plan (UDP) and Housing Supplementary Planning Document, and forthcoming Local Development Framework high standards of design, sustainable construction, energy efficiency, and the use of renewable energy applied. Expectations will build on the latest regional and national standards, such as the Code for Sustainable Homes and those for Lifetime Homes, the Commission for Architecture and the Built Environment (CABE) building for life standards and the forthcoming London Housing Design Guide, and the emerging Core Strategy's policies on climate change and the use of natural resources.

Case Study – Sakura Drive, Albert Close N22

Sakura Drive won a commendation in 2008 for Haringey Design Awards. This housing scheme was an innovated design that made good use of a small site that previously had lock-up garages. These were underused and were targets of crime and antisocial behaviour.

This new housing has transformed the site from a poorly used and awkward one into a small-scale, intimate residential street.

The judges felt the scale, materials and detailing resulted in a positive use of such a difficult site.



2.4

So

Haringey and social landlords will have clear service standards and performance targets that drive continuous improvement in terms of value for money, customer service, accessibility and quality of delivery. Tenant involvement will be at the heart of improving housing management.

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

Priority actions are to:

- Bring council and social housing stock up to Decent Homes standards
- Engage residents with a view to strengthening their voice, and to building choice over where they live, the services that are delivered to them and how these are delivered.
- Work with the Tenant Services Authority, Integrated Housing Board and other forums to share best practice, local intelligence, and performance information, and for constructive challenge of partner performance.
- Registered providers of social housing to work together to agree on shared housing management standards

2.3 High quality private sector housing

Over two thirds of Haringey's households are in private sector housing. The sector is very diverse, as seen by the range in the purchase price of homes across the borough, and the varying quality of stock. There is work to do to improve the quality and energy efficiency of private sector stock, and this is a particular priority for vulnerable households.

In Haringey a relatively high percentage of households live in the private rental sector (at 22%, against 14% in London and 9% nationally). As such it is an important element in the borough's housing offer and we need to make effective use of available tools, and strengthen our partnership with landlords to ensure that this accommodation is of a decent standard and well-managed. Work to improve the quality of the private sector rental offer will help in meeting the need arising from our work to reduce the numbers in temporary accommodation, and lessen the pressure on the social rented sector.

Priority actions are to:

- Use Haringey Council's procurement powers and influence in negotiating leases for temporary accommodation to support engagement with landlords on improving quality and management
- We will work to source resources that will help landlords to improve the condition of private sector homes
- Improve the quality and energy efficiency of private sector stock through enforcement, information and provision of grants, the latter provided and registered as a charge against the property.
- Identify landlords who are not observing their responsibilities and use enforcement powers vigorously
- Use accreditation and the licensing of Houses in Multiple Occupation as tools to improve standards of management
- Explore the potential of additional licensing schemes, "discretionary licensing" to raise management standards in private rented accommodation
- Strengthen our engagement with private sector landlords through regular

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

Landlords Forums and ensure that services provided by the Council are effective in helping them to deliver our aspirations.

- Ensure that the character of housing in our conservation areas is protected.

2.4 High quality temporary accommodation

A high number of households in the borough live in temporary accommodation. The council is in a strong position to ensure that this accommodation is of appropriate quality and suitability.

Priority actions are to:

- Improve the condition of temporary accommodation through routine inspections and robust enforcement of contracts and standards
- In consultation with service users, provide new guidance concerning the procurement and allocation of temporary accommodation, and transfers within temporary accommodation.

3. To provide people with the support and advice they need

For residents to make the most of housing opportunity in the borough, they need to be able to access advice and support at appropriate times. These services need to be geared towards enabling choice and independence. Early intervention and a joined-up approach will ensure the best outcomes. The economic downturn has increased the importance of advice and support, which must be able to address a wide range of need and be tailored to individual circumstances. Housing services are also able to play a role in improving outcomes for children and young people in the borough, and it is a priority to ensure that we support them, through involvement in safeguarding, and by helping to provide housing which helps them to be healthy and achieve.

3.1 Provision of high quality advice

We will deliver a full range of advice to help people across all tenures to maintain or improve their existing accommodation, or to inform them in considering options for a change in accommodation. Advice will be accessible, use outreach to increase awareness, and evidence strong linkage between services.

Priority actions are to:

- Increase our focus on early intervention and the prevention of homelessness.
- Provide specialist, comprehensive advice on a full range of housing options through a Housing Advice Team, able to help service users to make an informed decision on which options would best meet their needs.
- Provide Housing advice services which are closely linked to advice provision in related areas, such as employment and training, the network of Children's services, and other support services, as well as advice around mortgage rescue and mortgage options.

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

- Provide training and quality assurance around housing advice to all providers of housing advice in Haringey

3.2 The needs of vulnerable adults and partnership working.

Support services will work with vulnerable people in a joined-up and coordinated way, to promote social inclusion and independence.

We will contribute to the government's agenda across all adult client groups of promoting independence and reducing the use of care and support in institutional settings, to increase the number of people living in their own homes and more community-based support arrangements. In Haringey, needs analysis and population trends point to a roughly stable and ongoing demand for supported housing from the older population, with an increase in minority ethnic communities, and an increased demand for housing provision that meets the needs of people with dementia, learning disabilities, autism and aspergers, mental health needs and/ or generally chaotic lifestyles, physical disabilities and people with substance misuse problems. Housing providers will work in partnership with others in meeting the needs of the wide range of client groups in the borough, taking a pathways approach that opens up a range of options.

Through the development and delivery of our Move-On Strategy, we will work to make effective use of the borough's supported housing stock, by helping vulnerable people to become more independent and able to live in mainstream or general needs housing, providing settled homes to those who are able to live independently or with floating support, and promoting choice through the use of choice based lettings.

Delivery of our Supporting People Strategy is key in providing housing-related support to help vulnerable people live independent lives. Much of this work is provided through generic floating support, and specialist support where there are specific or intensive needs. This work is targeted towards a number of different client groups, and geared to complement statutory services, prevent and combat the effects of homelessness or institutionalisation, and promote social inclusion. Housing providers will be active in engaging with Supporting People Services about housing support provision and the commissioning of services.

Through the Vulnerable Adults Delivery Group implementing our Homelessness Strategy we are working to adopt a shared strategic approach to the provision of housing and support for homeless vulnerable adults, ensuring that support packages are tailored to individuals specific needs, and that households move onto suitable accommodation with the support they need.

Priority actions are to:

- Support delivery of the Supporting People Strategy and recommissioning of services.
- Engage in ongoing dialogue with services that work with vulnerable people

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

and service users around their housing needs.

- Develop and deliver a Move-On Strategy
- Implement the conclusions of a supported housing review, responding to the need for more flexible models of housing support and for the development of extra care sheltered housing for those older people with higher levels of need, and to make the most effective use of the £17m Decent Homes funding allocated to bringing the council's supported housing to Decent Homes standard.
- Develop and deliver an Older People's Housing Strategy, building on the goals identified in 'Experience Counts' Haringey's Strategy for improving the quality of life for older people.

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Case Study - New Community Centre for Campsbourne

A new Community Centre at Campsbourne was opened in 2008 as part of the Decent Homes programme. The centre, in Eastfield Road used to be a thriving local meeting place but fell into disrepair due to lack of funding. Homes for Haringey and their contractor Wates, have refurbished the centre for community using money from the Decent Homes programme.

Local voluntary organisations, funded by Haringey Council, use a dedicated part of the building called 'Campspace', the name given to it by residents. In the evening this space can be used by local groups. Wates Family Enterprise Trust has also provided the funding for a Youth Community Worker to develop community working and relationships in

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

3.3 Safeguarding children and young people

Poor housing can have a negative impact on other areas of children and young people's lives. Research suggests that the longer children live in bad accommodation – for example poorly-repaired or heated, or overcrowded housing - the more likely they are to suffer health problems, get bullied, and struggle to keep up with homework¹. Homelessness in particular can have an adverse impact on the health, mental well-being, safety, school attainment and overall life prospects of children². In Haringey in 2008, approximately 7,500 children are homeless and living in temporary accommodation. Moving home can have an impact on children and young people's link with their schools, and housing services will minimise disruption to education caused in this way.

By improving the quality and stability of housing provision we can therefore help to improve other aspects of children's lives. This priority is explored in Haringey's Homelessness Strategy, an objective of which is to 'work to proactively safeguard children and vulnerable adults'. The Children, Young People and Families Delivery Group is accountable for making sure that elements of the

¹ Matt Barnes, Sarah Butt, Wojtek Tomaszewski, *What happens to children in persistently bad housing?*, Natcen and Shelter, 2008

² Lisa Harker, *Chance of a lifetime; the impact of poor housing on children's lives*; Shelter, 2008

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

action plan relating to this objective are delivered.

Within Haringey's Sustainable Community Strategy, the borough commits to 'safeguard children and adults from abuse and neglect wherever possible and deal with it appropriately and effectively if it does occur'. Across the board, our safeguarding work will ensure that where we work with children, young people and their families, we take all reasonable measures to minimise the risks of harm to children's welfare. Those working in housing organisations take appropriate action where any concerns are identified about children and young people's welfare, and that these are addressed with regard to agreed local policies and procedures and in partnership with other agencies.

Priority actions are to:

- Improve joint working (particularly between housing organisations and services and the Children and Young People's Service), with shared protocols around referrals, assessment, and information sharing, supported by multi-agency training and workshops with frontline staff.
- Ensure staff in relevant housing agencies and partner organisations are fully aware of safeguarding procedures, with regular training to keep them up-to-date, and confident about what to look out for in considering the needs of children and families and how to act on these.
- Placing those families and young people who become homeless and need temporary accommodation, in housing in areas where they have local connections wherever appropriate, and providing stability for them while they are in temporary accommodation.
- Place the needs of children and young people at the fore in the 2009 review of our Lettings Policy
- Undertake work identified in our Homelessness Strategy to adopt a shared strategic approach to provision of housing and support for homeless children and young people
- Ensure households taking up new accommodation have the support they need to access services and settle into a neighbourhood, through provision of information and floating support services, and that unmet needs are identified and followed up at an early stage.
- Review with Children's Services issues relating to public housing provision and the adoption of children, and where flexibilities can be sought to satisfy the best practice aspiration of providing the child with their own bedroom.

4. To make all homes in the borough a part of neighbourhoods of choice

Housing has a role to play in creating well-designed, attractive, clean and safe public spaces where there is a real sense of belonging and pride. Meeting this aim requires a wide range of services to work in partnership.

A number of the actions found elsewhere in this strategy will contribute to achieving this aim. For example enforcement work with landlords, support for

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

vulnerable adults, and employment and skills services can contribute to improved community safety, in addition to the home security and safe by design actions identified below. Similarly, the requirements for strong design and good infrastructure raised under aim one are also important here. This section addresses areas of partnership

Priority actions are to:

- Ensure that local residents are involved in the shaping of local areas and communities.
- Make use of enforcement powers to tackle environmental blight.
- Improve the public realm in the borough through environmental improvement programmes on existing estates
- Tackle the fear of crime through partnership work to improve home security
- Make the most of the impact that design and maintenance can play in reducing crime in community spaces and regeneration initiatives
- For housing services to participate in area-based work to tackle key issues in local areas in a way which is responsive to local concerns

Case Study - Award Winning Homes for Haringey Youth Project

Through a multi-agency project, young people living across the borough made a series of short films that reflected their feelings and experiences of the areas that they live in. Commissioned by Homes for Haringey in partnership with Haringey's Council's Neighbourhoods teams and the Bridge New Deal for Communities Project, the 14-18 year olds worked with 2 local film companies to shoot the facilities available for young people, safe places to play, antisocial behaviour and general aspects of modern urban living.

These films were then shown to other residents to see if what the young people had said matched with what they and local community associations thought. They mostly did.

From this project the group have had a real impact on making their neighbourhoods better places to live and influence local decision making. A new football area at Edgecot Grove is just one example of how they have improved local facilities.

DRAFT: HARINGEY HOUSING STRATEGY 2009-19**5. To contribute to creating the Greenest Borough**

A wide body of scientific evidence now supports the view that climate change is a serious and urgent issue. Baseline carbon emission data (2003) reveals that 49% of CO₂ emissions in Haringey are from dwellings. Through modifications to existing homes and strong design for new homes, the energy efficiency of the borough's housing stock can be improved, while changes in the behaviour of residents can also reduce CO₂ emissions. We also need to plan for the way that climate change will shape our housing needs in the future, considering where adaptation will be necessary in ensuring that housing is sustainable in the context of environmental change.

We will strengthen the environmental sustainability of housing in the borough, through planning policies, and through encouraging developers, landlords and

DRAFT: HARINGEY HOUSING STRATEGY 2009-19

home owners to adopt the highest possible standards in energy efficiency, sustainable design and construction.

Priority actions are to:

- Enforce planning policies, developed through the emerging Core Strategy, which ensure that development has a lower environmental impact, to help limit climate change and be able to adapt to the effects of climate change in the future through adopting sustainable design and construction measures, and prioritising decentralised energy generation.
- Ensure all planning applications have a sustainability and energy assessment and encourage new build to be low or zero carbon
- All new publicly funded homes to achieve at least level three of the Code for Sustainable Homes
- For regeneration and refurbishment projects to deliver high standards of environmental sustainability
- Support the introduction of 'Retrofit' measures to reduce carbon dioxide emissions from existing homes.
- Improve the energy efficiency of private sector stock through information and provision of grants, the latter provided and registered as a charge against the property.
- Inform and support residents to deliver behaviour change in the use of resources, and the energy efficiency of their homes
- The delivery of catalytic projects to drive change and innovation
- Develop and deliver an Affordable Warmth Strategy for Haringey

Case Study – Metropolitan Housing Trust

Metropolitan Housing Trust has established a Neighbourhood Investment Team. Their role is to bring street properties within their stock up to Decent Homes++ standard and making sure the works undertaken has an expected life of 30 years.

The team carries out extensive work to each property, stripping it back to the brickwork and starting afresh. They make sure that efficient energy saving items such as insulation and aerated taps are fitted as standard to make sure the resident can achieve savings on their fuel costs and will contribute to the reduction of CO₂ emissions across the Borough. At one property photovoltaic panels were installed to increase energy efficiency.

The Metropolitan Trust has an award winning scheme achieving Eco Home Excellent in south London and want to bring these ideas to north London.

DRAFT: HARINGEY HOUSING STRATEGY 2009-19**Delivering and monitoring the strategy**

This strategy will be adopted by the Haringey Strategy Partnership (HSP), which brings together local public agencies, community groups and businesses. Its delivery will be overseen by the Integrated Housing Board, a thematic partnership board which supports the HSP with regards to housing issues.

This is an over-arching strategy, and below it sit a number of supporting strategies and areas of work each with their own implementation and monitoring arrangements. The implementation plan identifies where responsibility lies for delivery of this strategy, without seeking to duplicate these arrangements.

A small number of key indicators have been identified which will be monitored quarterly by the Integrated Housing Board. These indicators provide a high level picture of how we are delivering on our vision. They are underpinned by lower level indicators of success and progress which can be interrogated where issues in delivery arise.

Our targets for delivering against these indicators are negotiated with central government on a three yearly basis. The details of the targets and our performance against them can be seen in the Implementation Plan.

Headline indicators	
NI 155	Number of affordable homes delivered (gross)
NI 154	Net additional homes provided
NI 156	Number of households living in Temporary Accommodation
NI 187	Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating
NI 158	% Non-decent council homes
NI 160	Local Authority tenants' satisfaction with landlord services
NI 186	Per capita CO2 emissions in the LA area
NI 5	Overall / general satisfaction with local area
NI 141	Percentage of vulnerable people achieving independent living

Haringey's Housing Strategy 2009-19 Implementation Plan

Introduction

This Implementation Plan sets out how we will deliver the commitments made in Haringey's Housing Strategy 2009-19. It identifies how the priority actions in the strategy will be addressed, identifying responsibilities and timeframes for delivery, on a rolling three year basis. It is a 'living document' that will be regularly reviewed and updated. Check on-line for the latest update to this document at www.haringey.gov.uk

The Implementation Plan sets out against the aims of the strategy, the priority actions that will deliver the strategy, a timetable for delivery and identifies milestones, outcomes and responsibilities. The strategy is an over-arching policy document, and below it sit a number of supporting strategies and areas of work each with their own implementation and monitoring arrangements. The implementation plan identifies where responsibility lies for delivery of this strategy, without seeking to duplicate these arrangements.

Haringey's Housing Strategy 2009-19

The strategy identified as our vision for housing in Haringey, the creation of *Neighbourhoods that people choose to live in with a balance of different types of homes which offer quality, affordability and sustainability for current and future generations*

1. **To meet housing need through mixed communities which provide opportunities for our residents**
 - 1.1 Supply new housing as a part of mixed communities
 - 1.2 Connecting housing to employment and skills
 - 1.3 Maximise the supply of housing from existing homes
 - 1.4 Work with residents and private sector landlords to look at alternatives to temporary accommodation

2. **To ensure all housing in the borough is well managed and of high quality and sustainability**

- 2.1 *High quality new build*
- 2.2 *High quality social housing*
- 2.3 *High quality private sector housing*
- 2.4 *High quality temporary accommodation*

3. To provide people with the support and advice they need

- 3.1 *Provision of high quality advice*
- 3.2 *The needs of vulnerable adults and partnership working*
- 3.3 *Safeguarding children and young people*

4. To make all homes in the borough a part of neighbourhoods of choice

5. To contribute to creating the Greenest Borough

Monitoring delivery

Delivery of Haringey's Housing Strategy 2009-19 will be overseen by the Integrated Housing Board, a thematic partnership within Haringey's Strategic Partnership. This plan will be reviewed and updated annually, and progress will be reported and managed at the Integrated Housing Board.

A small number of key indicators have been identified which will be monitored quarterly by the Integrated Housing Board. These indicators provide a high level picture of how we are delivering on our vision. They are underpinned by lower level indicators of success and progress which can be interrogated where issues in delivery arise. The list of indicators and targets for delivery are laid out at the bottom of the Implementation Plan.

Acronyms

SCHS: Strategic and Community Housing Services, London Borough of Haringey

LBH: London Borough of Haringey

IHB: Integrated Housing Board

This document was last updated in March 2009

1. To meet housing need through mixed communities which provide opportunities for our residents

Ref	Priority Action	Where sub-actions lie	Timeframes/ Milestones	Responsible for action	Strategic coordination	Measurable outputs
1.1.1	Maximise the supply of new housing and new affordable housing: deliver on targets set out in the Unitary Development Plan and the Local Area Agreement, including regeneration projects at Haringey Heartlands and Tottenham Hale	LBH Planning and Regeneration Service and SCHS Enabling Team		Head of Planning, Regeneration and Economy		NI 154 Net additional homes provided; NI 155, Number of affordable homes delivered
1.1.2	Deliver new housing in line with Haringey's Housing Supplementary Planning Document	LBH Planning, Regeneration and Economy	Ongoing	Head of Planning, Regeneration and Economy		155, Number of affordable homes delivered
1.1.3	Develop and promote a range of flexible intermediate housing products	SCHS Business Plan	Ongoing, responsive to market environment	Enabling Manager, SCHS, LBH		Partially reflected in NI 154, net additional homes provided
1.1.4	Develop policies for our Local Development Framework which support us in delivering housing that is part of mixed and sustainable communities.	LBH Planning, Regeneration and Economy, Core Strategy Development process	Consultation on Preferred Options Spring 2009; consultation on submission draft Spring 2010. Submission for inspection for Autumn 2011	Head of Planning, Regeneration and Economy	LBH	Submission passed by inspection

Appendix C

1.1.5	Within the Core Strategy development process to evaluate the option to reduce the threshold for developments to contribute to affordable housing from 10 units to 5 units	LBH Planning, Regeneration and Economy, Core Strategy Development process	As above	Head of Planning, Regeneration and Economy	LBH	
1.1.6	Pursue with London Councils and other appropriate bodies the need for London-wide allocations and letting choice		Ongoing lobbying	Lead Member for Housing		
1.1.7	Ensure that delivery of new housing is supported by the infrastructure and services needed to make it part of sustainable communities	See Implementation Plan Aim 4 below.				
1.1.8	Work with local and national partners to broker support and flexibilities which sustain new development	Single Conversation Team	Team established 2009	Director of Urban Environment, LBH	LBH	NI 154 Net additional homes provided; NI 155, Number of affordable homes delivered
1.1.9	Review our partnering arrangements with social housing developers to make sure we are maximising our opportunities	LBH SCHS Business Plan	2009/10	Enabling Manager, Housing Strategy, Development and Partnerships	LBH	
1.1.10	Explore the potential to develop local asset based vehicles and other innovative models to bring together public sector assets, finance, and partners to regenerate areas	Led through LBH Urban Environment Directorate.	Ongoing. Development of a Local Investment Agreement with the HCA, 2009/10	LBH SCHS Head of Housing Strategy, Development and Partnerships	LBH	

1.2 Connecting housing to employment and skills						
1.2.1	Work with Homes for Haringey and social housing providers to connect residents to opportunities for training and employment through the Haringey Guarantee	Regeneration Strategy Implementation Plan, Haringey Guarantee Project		Economic Regeneration, and ALMO Client Manager, SCHS, LBH	Regeneration Programme Board	
1.2.2	Ensure housing advice services and homelessness services are closely linked with employment and skills support, particularly in relation to housing for young people	Homelessness Strategy Action Plan, Priority Four, Provide choice and encourage independence	Employment skills surgery for TA residents, June 09	Head of Housing Support and Options, LBH. Training, Education and Skills Delivery Group,	Homelessness Strategy Implementation Group	
1.2.3	Work with contractors to help residents benefit from employment opportunities arising from their work in the borough through applying the Supplementary Planning Guidance Employment Code of Practice and Employment Training Protocol	Regeneration Strategy Implementation Plan: Section 106 Local Labour Agreements. Development of Tottenham Hale GLS site has allowed the development of a model.	Model to be replicated as other developments come on stream.	Economic Regeneration, LBH	Regeneration Programme Board	Developer to work with LBH Economic Regeneration Service to procure not less than 20% of the total workforce from local labour, half of this as trainees working towards accredited qualifications. Developer to recruit local people qualified to NVQ Level 2/3 in construction skills who undertook training with a local college

1.3 Maximise the supply of housing from existing homes						
1.3.1	Reduce the numbers of empty homes in the borough through delivery of our Empty Homes Strategy	Ongoing work to bring empty homes back into use, SCHS Business Plan. Empty Homes Strategy refresh	Ongoing Strategy refresh March 2010	Housing Improvement Manager, Private Sector	SCHS Business Plan, LBH	Strategy refreshed, 2010
1.3.2	Lobby for the local authority to have the ability to purchase empty properties		Ongoing	Lead Member for Housing		
1.3.3	Develop an Under-occupation Strategy that delivers a borough-wide approach to under-occupation in the social sector, in close partnership with support services	Overcrowding and Under-occupation Strategy	Strategy to be developed by March 2010	Housing Strategy and Partnerships Manager, Head of Housing Strategy, Development and Partnerships, SCHS	SCHS Business Plan, LBH	Strategy produced, milestones and targets developed through implementation plan
1.3.4	Explore options to deliver 'hidden homes' on estates, transforming disused space such as old laundries, shore sheds, or parking space into accommodation.	Homes for Haringey		Head of Strategic and Community Housing Services in partnership with HfH		
1.3.5	Reduce the time taken to re-let homes managed by social landlords	Work with Homes for Haringey through Lettings Service Improvement Group Action Plan. Form RSL and Lettings Forum	Progress in monthly performance against voids targets. Sept 09, Forum in place	Head of Housing Needs and Lettings	Lettings Service Improvement Group	Average Relet Time target. Target set annually, 2009/10 TBC
1.3.6	Investigate options for investing in adaptation of existing stock to meet the changing needs of families as they expand and address over-crowding.	Overcrowding and Under-occupation Strategy	Strategy to be developed by March 2010	Housing Strategy and Partnerships Manager, Head of Housing Strategy, Development and Partnerships	SCHS Business Plan, LBH	Strategy produced, milestones and targets developed through implementation plan

<i>1.4 Work with residents and private sector landlords to look at alternatives to temporary accommodation</i>						
1.4.1	Work proactively with private landlords and residents of temporary accommodation, persuading them to accept a new arrangement involving an assured shorthold tenancy	Homelessness Strategy Action Plan, Priority Five	Scheme to promote AST packages to be developed and promoted 2009/10	Head of Housing Needs and Lettings, LBH. Housing Options Delivery Group	Homelessness Strategy Implementation Group	NI 156, Number of households living in Temporary Accommodation
1.4.2	Establish a Housing Options Team that provides specialist, comprehensive advice on a full range of housing options	Homelessness Strategy Action Plan, Priority Four	Team established and trained 2009/10	Head of Housing Support and Options. Housing Options Delivery Group	Homelessness Strategy Implementation Group	NI 156, Number of households living in Temporary Accommodation
1.4.3	Look into options for providing longer security of tenure through private sector lettings for those on the Temporary Accommodation list.			Head of Housing Needs and Lettings, LBH. Housing Options Delivery Group	Homelessness Strategy Implementation Group	NI 156, Number of households living in Temporary Accommodation

2. To ensure all housing in the borough is well managed and of high quality and sustainability

<i>2.1 High quality new build</i>					
2.1.1	<p>Ensure new housing is developed in line with the policies and standards laid out within the Council's Unitary Development Plan (UDP) and Housing Supplementary Planning Document, and forthcoming Local Development Framework, with high standards of design, sustainable construction, energy efficiency, and the use of renewable energy applied. Expectations will build on the latest regional and national standards, such as the Code for Sustainable Homes and those for Lifetime Homes, the Commission for Architecture and the Built Environment (CABE) building for life standards and the forthcoming London Housing Design Guide, and the emerging Core Strategy's policies on climate change and the use of natural resources.</p>	LBH Planning and Regeneration Service	Ongoing	Head of Planning, Regeneration and Economy	<p>Planning, Regeneration and Economy Business Plan, LBH</p>
					<p>All new housing developments of 10 units or over will be submitted to the Design Panel at the pre-application stage.</p>

2.2 High quality social housing						
2.2.1	Bring council and social housing stock up to Decent Homes standards	Decent Homes Programme		Chief Executive, Homes for Haringey	Regeneration Programme Board	Ni 158, The proportion of local authority homes which were non 'decent' at 1st April
2.2.2	Engage residents with a view to strengthening their voice, and to building choice over where they live, the services that are delivered to them and how these are delivered.	Business plans of all registered providers and LBH SCHS Sharing of intelligence through LBH SCHS Strategy, Development and Partnerships Team	Ongoing	Housing Strategy and Partnerships Manager, SCHS	IHB	
2.2.3	Work with the Tenant Services Authority, IHB and other forums to share best practise, local intelligence, and performance information, and for constructive challenge of partner performance.	IHB workplan, supported by LBH SCHS Strategy, Development and Partnerships Team	Annual workplan to be developed over first quarter 2009/10	Housing Strategy and Partnerships Manager, SCHS	IHB	
2.2.4	Registered providers in Haringey to work together to agree on shared housing management standards	Management Standards development and roll-out work to be led by Homes for Haringey	Development of standards 2009/10, roll-out 2010/11	Chief Executive, Homes for Haringey	IHB	Standards in place and widely recognised

2.3 High quality private sector housing						
2.3.1	Use Haringey Council's procurement powers and influence in negotiating leases for temporary accommodation to support engagement with landlords on improving quality and management	Homelessness Strategy, Priority Six	New guidance on procurement agreed 2009/10	Temporary Accommodation Delivery Group	Homelessness Strategy Implementation Group	- Council contract terms amended - new guidance on inspection and enforcement of TA - annual customer surveys - establishment of TA Management Group
2.3.2	Work to source resources that will help landlords improve the condition of private sector homes	SCHS business plan	Ongoing	Housing Improvement Manager, Private Sector		
2.3.3	Improve the quality and energy efficiency of private sector stock through enforcement, information and provision of grants, the latter provided and registered as a charge against the property.	Private Sector Renewal Strategy Affordable Warmth Strategy	Refresh of strategy 2009/10		SCHS Business Plan, LBH	
2.3.4	Identify landlords who are not observing their responsibilities and use enforcement powers vigorously	Enforcement Strategy Implementation Plan	Ongoing	Head of Enforcement Services, LBH	Frontline Services Business Plan, LBH	
2.3.5	Use accreditation and the licensing of Houses in Multiple Occupation as tools to improve standards of management	SCHS business plan	June 2010	Housing Improvement Manager, Private Sector	SCHS Business Plan, LBH	
2.3.6	Explore the potential of discretionary licensing to raise management standards in private rented accommodation	SCHS business plan	March 2010	Housing Improvement Manager, Private Sector	SCHS Business Plan, LBH	

2.3.7	Strengthen our engagement with private sector landlords through regular Landlords Forums and ensure that services provided by the Council are effective in helping them to deliver our aspirations.	SCHS business plan	Ongoing	Head of Housing Strategy, Partnerships and Development	IHB	Regular forums
2.3.8	Ensure that the character of housing in our conservation areas is protected.	LBH Planning, Regeneration and Economy	Ongoing	Assistant Director Planning, Regeneration and Economy	Planning, Regeneration and Economy Business Plan, LBH	

2.4 High quality temporary accommodation

2.4.1	Improve the condition of temporary accommodation through routine inspections and robust enforcement of contracts and standards	Homelessness Strategy Action Plan, Priority Six	- Contract terms amended and guidance on inspection and enforcement 2009 - Annual customers surveys, 2010 on	Temporary Accommodation Delivery Group	Homelessness Strategy Implementation Group	- Council contract terms amended - new guidance to ensure at least annual inspection and enforcement of TA - annual customer surveys - establishment of TA Management Group
2.4.2	In consultation with service users, provide new guidance concerning the procurement and allocation of temporary accommodation, and transfers within temporary accommodation.	Homelessness Strategy Action Plan, Priority six	New guidance on procurement agreed 2009/10	Temporary Accommodation Delivery Group	Homelessness Strategy Implementation Group	

3. To provide people with the support and advice they need

3.1 Provision of high quality advice						
3.1.1	Early intervention and the prevention of homelessness.	Homelessness Strategy Action Plan, Priority Two	Actions to April 2010	Homelessness Strategy Implementation Group	HSIG/ IHB	
3.1.2	Establish a Housing Advice Team providing comprehensive advice on all aspects of housing	Homelessness Strategy Action Plan, Priority Two		Homelessness Prevention and Tenancy Sustainment Delivery Group	Homelessness Strategy Implementation Group	
3.1.3	Ensure housing advice closely linked to advice provision in related areas	Housing Improvement Plan	Ongoing	Homelessness Prevention and Tenancy Sustainment Delivery Group	Homelessness Strategy Implementation Group	
3.1.4	Provide training and quality assurance around housing advice to all providers in Haringey	Housing Improvement Plan	Ongoing	Head of Housing Support and Options	Homelessness Strategy Implementation Group	
3.2 Provide joined-up support through multi-agency working						
3.2.1	Support delivery of the Supporting People Strategy and recommissioning of services	Supporting People Strategy Implementation Plan	Ongoing Service recommissioning over 2009/10		Supporting People Executive Management Board	
3.2.2	Engage in ongoing dialogue with people and service users around their housing needs		Ongoing	Head of Housing Support and Options, LBH		

3.2.3	Develop and deliver a Move-On Strategy	Strategic and Community Housing Services Business Plan, LBH	2009	Head of Development, Strategy and Partnerships, LBH SCHS	IHB	Strategy produced
3.2.4	Implement conclusions of a supported housing review, responding to the need for more flexible models of housing support and the development of extra care sheltered housing for older people with higher levels of need, and to make the most effective use of the £17m Decent Homes funding allocated to bringing the council's supported housing to Decent Homes standard over the next six years.	Urban Environment Business Plan 2009/10	2009/10	AD Business Improvement and Strategy	Regeneration Programme Board	
3.2.5	Develop and deliver an Older People's Housing Strategy, building on the goals identified in 'Experience Counts' Haringey's Strategy for improving the quality of life for older people. The strategy will take forward the outcomes of the supported housing review, and improve access to assistance with the repair, maintenance, safety and fuel efficiency of older people's homes.	Development of an Older People's Housing Strategy	April 2010	Head of Development, Strategy and Partnerships, LBH SCHS, in partnership with Older People's Partnership Board	Older People's Partnership Board, and IHB	Strategy produced

3.3 Safeguarding children and young people						
3.3.1	Improve joint working (particularly between housing organisations and services and the Children and Young People's Service), with shared protocols around referrals, assessment, and information sharing, supported by multi-agency training and workshops with frontline staff.	Homelessness Strategy Action Plan, Priority 7	Joint protocols in place, Quarter 2 2009	Children, Young People and Families Delivery Group	Homelessness Implementation Group	
3.3.2	Ensure staff in relevant housing agencies and partner organisations are fully aware of safeguarding procedures, with regular training to keep them up-to-date, and confident about what to look out for in considering the needs of children and families and how to act on these.	Head of Housing Support and Options	Training with council and HfH staff, 2009 Training and information sharing with partner organisations, 2010	LBH, SCHS, Head of Housing Support and Options	SCHS Business Plan, LBH	
3.3.3	Placing those families and young people who become homeless and need temporary accommodation, in housing in areas where they have local connections wherever appropriate, and providing stability for them while they are in temporary accommodation.	Homelessness Strategy Action Plan, Priority 7		Children, Young People and Families Delivery Group	Homelessness Implementation Group	
3.3.4	Place the needs of children and young people at the fore in the 2009 review of our Lettings Policy	SCHS Business Plan, Lettings Policy development	2009/10 (Dec 2009)	Head of Housing Needs and Lettings	SCHS Business Plan, LBH	Lettings Policy in place

3.3.5	Undertake work identified in our Homelessness Strategy to adopt a shared strategic approach to provision of housing and support for homeless children and young people	Homelessness Strategy Action Plan, Priority 7	Q3 2009, set out a shared three year vision, with clear objectives and outcomes	Children, Young People and Families Delivery Group	Homelessness Implementation Group	
3.3.6	Ensure households taking up new accommodation have the support they need to access services and settle into a neighbourhood, through provision of information and floating support services, and that unmet needs are identified and followed up at an early stage.	Homelessness Strategy Action Plan, Priority 7	Q4 2009, procedures amended and training provided	Temporary Accommodation Delivery Group	Homelessness Implementation Group	
3.3.7	Review issues around public housing provision and the adoption of children around provision of bedrooms			Head of Strategic and Community Housing Services		

4. To make all homes in the borough a part of neighbourhoods of choice

4.1	Ensure that local residents are involved in the shaping of local areas and communities	Business plans of social housing providers; business plans of LBH services; Community Engagement Framework Action Plan; Statement of Community Involvement within the LDF	Ongoing	All partners	IHB	
4.2	Make use of enforcement powers to tackle environmental blight	Enforcement Strategy Implementation Plan	Ongoing	Head of Enforcement, Urban Environment, LBH		
4.3	Improve the public realm in the borough through environmental improvement programmes on existing estates	Coordination of work of Council and social landlords through RSL Forum and other communication routes		Head of Housing Development, Strategy and Partnerships, SCHS, LBH		
4.4	Tackle the fear of crime through partnership work to improve home security	Enforcement Strategy Implementation Plan, Aim 3	Roll-out of warden service 2009/10. Target-hardening - ongoing	Environmental Crime Manager, with Antisocial Partnership Board, Acquisitive Crime Partnership Board		
4.5	Make the most of the impact that design and maintenance can play in reducing crime in community spaces and regeneration initiatives	Within the planning requirement that through design developments meet community safety requirements and improve personal safety through design, and in CABE Building for Life Assessment.	Ongoing	Head of Planning, Regeneration and Economy	LBH	

Appendix C

4.6	For housing services to participate in area-based work to tackle key issues in local areas in a way which is responsive to local concerns	<ul style="list-style-type: none"> - Neighbourhood Area Action Plans - Continued strengthening of engagement with partners at an area level 		SCHS, working with Neighbourhood Management		
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5. To contribute to creating the Greenest Borough

5.1	Enforce planning policies, embedded in the emerging Core Strategy, ensuring that development has a lower environmental impact, limiting/ adapting to climate change through sustainable design and construction and decentralised energy generation.	LBH Planning, Regeneration and Economy, Core Strategy Development process Implementation ongoing, Development control	Consultation on Preferred Options Spring 2009; submission draft, consultation Spring 2010. Submission for inspection Autumn 2011	Head of Planning, Regeneration and Economy		
5.2	Ensure all planning applications have a sustainability and energy assessment and encourage new build to be low or zero carbon			Better Haringey Board, Greenest Borough Strategy Implementation		
5.3	All new publicly funded homes to achieve at least level three of the Code for Sustainable Homes	Business Plan, Policy and Design, Planning, Regeneration and Economy, LBH		Head of Planning Policy and Design, Planning, Regeneration and Economy, LBH		

Appendix C

5.4	For regeneration and refurbishment projects to deliver high standards of environmental sustainability	Delivery plans of Group Manager Development Control and Head of Planning Policy and Design, Regeneration and Economy, LBH	Explore low carbon/renewable energy options at key sites: by 2010, Tottenham Hale, Haringey Heartlands; Bridge NDC sites; Central Leaside Joint Area Action Plans	Group Manager Development Control and Head of Planning Policy and Design, Regeneration and Economy, LBH		
5.5	Support the introduction of 'retrofit' measures to reduce CO2 emissions from existing homes					
5.6	Housing providers to ensure investments and improvements secure the best possible environmentally sustainable solutions	Greenest Borough Strategy Implementation, Priority 5: Sustainable design and construction - Decent Homes in Council stock - Coordination of work of Council and social landlords through RSL Forum and other communication routes - Ongoing delivery of fuel poverty programme by Housing Improvement Manager, Private Sector	Stock to meet Decent Homes Standards, SAP efficiency rating of 70, by 2014	- Decent Homes Programme, HfH, and, LBH ALMO Client Manager	Regeneration Programme Board	NI 158, The proportion of local authority homes which were non 'decent' at 1st April
5.7	Improve the energy efficiency of private sector stock through information and provision of grants, the latter provided and		Affordable Warmth Strategy by March 2010	Housing Improvement Manager, Private Sector		Strategy produced

Appendix C

	registered as a charge against the property.	- Development of Affordable Warmth Strategy				
5.8	Inform and support to residents to deliver behaviour change in the use of resources, and the energy efficiency of their homes	Greenest Borough Strategy, Priority 3: information and awareness raising through coordinated communications campaigns, domestic energy audits, and partnership work	Ongoing		Regeneration Programme Board	
5.9	The delivery of catalytic projects to drive change and innovation					
5.10	Develop and deliver an Affordable Warmth Strategy for Haringey					

Performance Indicators

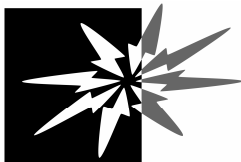
NI:	National Indicator	Sustainable Community Strategy Priority	Baseline	2008/09 Target	2009/10 Target	2010/11 Target	Partners (* denotes where lead partner is not the council)	Thematic Board
NI 154*	Net additional homes provided * (Frozen target re-assess at year 2 refresh)	People at the heart of change	06/07: 1067	1657 (Haringey's projected additional units)	1602 (Haringey's projected additional units)	1195 (Haringey's projected additional units)	Council - Niall Bolger; RSLs; Housing Corporation	Integrated Housing Board
NI 155	Number of affordable homes delivered (gross) (Frozen target re-assess at year 2 refresh)	People at the heart of change	2006/07 204 2007/08 250	340	340	340	Council - Niall Bolger	Integrated Housing Board
NI 156*	Number of households living in temporary accommodation *	Healthier People with a better quality of life	5206 (Dec 2004 baseline)	4250	4000	2600	Council - Niall Bolger	Integrated Housing Board
NI 158	% of non-decent council homes	Healthier People with a better quality of life	42.0% (Q3 07/08) 44.67% (06/07), 49.91% (05/06)	36%	36%	30%	Council - Niall Bolger	Integrated Housing Board

Appendix C

NI 187*	Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating * a) SAP Rating <35 b) SAP Rating >65	Healthier people and a better quality of life Environmentally sustainable future	a) 13.53% b) 13.04% (survey 0008/09)	-	a) 13% b) 14%	a) 12% b) 15%	Council - Niall Bolger; EAGA; British Gas; Fire Service; TPCT; Police; metropolitan Support Trust; Age Concern	Integrated Housing Board
NI 186*	Per capital CO2 emissions in the LA area *	An environmentally sustainable future	4.9 tonnes per capita (Defra 2005)	3.6% reduction against baseline (0.18 tonnes per capita)	7.4% reduction against baseline (0.36 tonnes per capita)	11% reduction against baseline (0.54 tonnes per capita)	Council - Niall Bolger	Better Places Partnership
NI 141*	% of vulnerable people achieving independent living *	Healthier people with a better quality of life	07/08 65%.	75%	77%	79%	Council - Phung Mun; TPCT	Wellbeing Partnership

Appendix C

NI 160	Local Authority tenants' satisfaction with landlord services: % of respondents who are very or fairly satisfied with the overall service provided by their landlord	People and customer focused	N/A	64%	66%	68%	Council – Phil Harris	N/A Responsible lead, LBH
NI 5	Overall / general satisfaction with local area	People at the heart of change	2009 baseline to be set through Place Survey	Targets to be agreed when baseline is confirmed by the Audit Commission			N/A Responsible lead, LBH	



Haringey Council

Overview and Scrutiny Committee

On 29 June 2009

Report Title: Child and Adolescent Mental Health Services (CAMHS) – Feasibility Report on Proposed Scrutiny Review

Report of: Chair of Overview and Scrutiny Committee

Contact Officer : Robert Mack, Principal Scrutiny Support Officer Tel: 0208 489 2921

Wards(s) affected: All

Report for: **N/A**

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

- 1.1. To consider the feasibility of the Overview and Scrutiny Committee commissioning an in-depth scrutiny review on CAMHS.

2. Introduction by Cabinet Member (if necessary)

- 2.1. N/A

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

- 3.1. Improving CAMHS in a specific LAA target (NI 51) for the Borough. In addition, any review into CAMHS would help the Council to meet three of its priorities, namely:

- Encouraging lifetime well-being at home, work, play and learning
- Promoting independent living whilst supporting adults and children when needed
- Delivering excellent, customer focussed, cost effective services

4. Recommendations

- 4.1. That the Committee commission an in-depth scrutiny review into CAMHS when resources allow.

4.2. That the Committee select one of the three potential options outlined within the report for the focus of the review.

5. Reason for recommendation(s)

5.1. A review on CAMHS is considered to be an appropriate use of the Committee's powers, addresses key Council and LAA priorities and has the potential to provide recommendations for improvement.

6. Other options considered

6.1. Three different options for the focus of the review are suggested. The Committee may also choose to not commission a review. However, this is an area of strategic importance and the Committee has not, to date undertaken any detailed work on it. The Committee would therefore be missing the opportunity to influence an area of some importance.

7. Summary

7.1 Specific groups of children and young people within the Borough are at greater risk of mental health ill health, such as looked after children, children with chronic physical health problems and refugee and asylum seeker children. CAMHS provides a wide range of services for children and young people. Some services are generic and provided by non specialists whilst others are highly specialised. The service is multi agency in nature and there are partnership arrangements in place to commission, co-ordinate and resource services.

7.2 A new needs assessment for the Borough is in the process of being drafted and this will be used to develop further a commissioning strategy. A scrutiny review commissioned at this time would have the opportunity to feed into the current process of service development. However, CAMHS covers a wide area of services and the Committee will need to give careful consideration as to how the review is approached. There are nevertheless strategic issues that cut across all areas of the service that the Committee may wish to consider, such as partnership working, resourcing and value for money. Three possible options are therefore suggested as areas for the Committee to look at in detail.

8. Chief Financial Officer Comments

8.1. Provision for Children's and Adolescent Mental Health Services in its widest sense as described covers provision made by a range of providers including schools and other partner organisations. Universal services within the Council tend not to be discretely identified in budgetary terms.

8.2. However, within the Area Based Grant allocation the CAMHS Grant which in total amounts to c£1m supports a range of costs within the Children in Care service in

CYPS.

9. Head of Legal Services Comments

- 9.1. The proposed Scrutiny Review will help facilitate the Council's duties towards children in need under the Children Act 1989 and under the Children Act 2004. Under Section 10 of the Children Act 2004, the children's services authority is required to promote co-operation with its partners and others with a view to improving the physical, mental health and emotional well-being of children in its area.
- 9.2. The local authority also has statutory duties in accordance with Section 2 of the Local Government Act 2000 to promote or improve the economic, social and environmental wellbeing of all or any persons resident or present in the authority's area.
- 9.3. The local authority also has a duty to have regard to every local authority improvement target specified in the local area agreement which relates to it. (Section 108 Local Government and Public Involvement in Health Act 2007).
- 9.4. The proposed Scrutiny Review will help the discharge of statutory duties towards children in the local authority's area and also assist the implementation of Standard 9 of the National Service Framework for Children, Young People and Maternity Services.

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

- 10.1. N/A

11. Equalities & Community Cohesion Comments

- 11.1. There are several groups within the community that have a disproportionate risk of mental ill health including some black and minority ethnic communities. It is recommended that any review consider these issues in detail as part of their work.

12. Consultation

- 12.1. It is suggested that one area that the Committee may wish to consider as part of their review is how CAMHS listens to the views of children, young people and carers. In addition, any review that is commissioned will need to consider how it obtains the views of service users and carers as part of its work.

13. Service Financial Comments

- 13.1. [click here to type]

14. Use of appendices/tables and photographs

14.1. The

15. Local Government (Access to Information) Act 1985

15.1. Background papers are as follows:

CAMHS Needs Assessment 2006-9
JAR Action Plan – Feb 2009

16. Report

Introduction

16.1 The function of child and adolescent mental health services (CAMHS) is to promote the mental health and psychological well being of children and young people and provide multi disciplinary services to those of them with mental health problems to ensure effective assessment, treatment and support for both them and their families.

16.2 The term CAMHS can be used in two different ways;

- It is can be used as a broad concept that covers *all* of services that contribute to the mental health care of children and young people, whether provided by health, education, social services or other agencies. As well as specialist services, this definition would also include universal services whose primary function is not mental health care, such as GPs and schools.
- It can also be used more narrowly to refer *only* to specialist child and adolescent mental health services.

16.3 The National Service Framework for Children, Young People and Maternity Services (NSF) is key national policy document providing the basis for development of local services. The NSF outlined the government's 10-year programme to stimulate improvement in children's health by setting standards for high quality integrated health and social care for children from before birth right through to adulthood. Standard 9 covers the mental health and psychological wellbeing of children and young people. It states:

“All children and young people, from birth to their eighteenth birthday, who have mental health problems and disorders, have access to timely, integrated, high quality, multidisciplinary mental health services to ensure effective assessment, treatment and support, for them and their families.”

16.4 The standard outlines the following vision for the future:

- An improvement in the mental health of all children and young people
- That multi-agency services, working in partnership, promote the mental health of all children and young people, provide early intervention and also meet the needs of children and young people with established or complex problems
- That all children, young people and their families have access to mental health care based upon the best available evidence and provided by staff with an appropriate range of skills and competencies

Factors Influencing Mental Health in Children and Adolescents

16.5 There are known risk factors for the development of mental health conditions. These fall into four main groups:

- Child – e.g. genetic factors, low IQ or learning disability, long term physical illness or disability or substance abuse.
- Family – e.g. family breakdown, abuse, immigrant and refugee status, looked after children
- Environment – e.g. socio-economic disadvantage, homelessness, discrimination
- Life events – e.g. bereavement, disaster and war.

16.6 The existence of one problem can lead to others developing. There is also a link between mental health issues and low educational attainment, absence or exclusion from school and lack of friendships.

16.7 Some children are significantly more likely to experience mental health problems than others. Examples of this are as follows:

- Nearly 50% of children in care have a diagnosable mental health disorder compared to 10% in the general population. The figure for those in residential care is even higher.
- There are differences in the prevalence amongst minority ethnic groups. Two particular risk factors are academic failure and low self esteem, with young black men three times more likely to be excluded from school and five times less likely to be seen as gifted than their white counterparts.
- Approximately 40% of children and young people in contact with the youth justice system have been found to have a diagnosable mental health condition
- Teenage mothers are three times more likely to develop post natal depression and mental health problems than older mothers

16.8 There are particular risk factors that are directly relevant to Haringey:

- Unemployment rates in Haringey are above the national and London average. There are higher rates of mental health problems amongst low income families
- Some electoral wards in Haringey have a disproportionate number of children with chronic physical illness. Such children are three times more likely to have mental ill health.
- Haringey has significant numbers of children within local authority care. Figures from September 2008 show that the Council looked after of 447 children and young people, equating to a rate of 91 per 10,000, which is higher than the London average of 75. Of these, 41 were unaccompanied minors in care. In addition, over 70% were of black and minority ethnic origin, which is disproportionate compared to the population of the Borough.
- Children of parents with mental health problems are up to four times more likely to experience mental health problems themselves. Some electoral wards in Haringey have more than twice the national average for mental illness in adults
- There are significant numbers of homeless households, refugees and asylum seekers and unaccompanied children within the Borough, all of whom are at higher risk of mental ill health.

16.9 10.1% of 5-16 year olds in the UK and 8.6% in London have emotional or behavioural problems. Boys are more likely to have them than girls. This applies to both the 5-10 and the 11-16 age group. From the London wide figures (from 2004), it is possible to predict that there are approximately 2500 children between the ages of 5-16 with mental health problems within the Borough. Demographic predictions for London suggest that this figure is likely to increase to 2650 by 2013, an increase of 8.1%.

16.10 There is some evidence that that some forms of mental ill health are becoming more common in children and young people. Examples of these are the increases that have taken place in emotional and conduct disorders.

Addressing Mental Health Needs of Children and Young People - Strategic Framework

16.11 CAMHS generally follow a four-tier strategic framework, which is now widely accepted as the basis for planning, commissioning and delivering services:

- **Tier 1 – Universal services.** This includes services provided by GPs, health visitors, school nurses, teachers, social workers, youth justice workers and voluntary agencies. Practitioners provide general advice and treatment for less severe problems, contribute towards mental health promotion, identify problems early in their development and refer to more specialist services.
- **Tier 2 – Services provided by specialists in community and primary care settings.** Practitioners at this level tend to be CAMHS specialists. Many will also work as part of Tier 3 services. This can include primary mental health workers, psychologists and counsellors working in GP

practices, paediatric clinics, schools and youth services. Practitioners offer consultation to families and other practitioners, outreach to identify severe or complex needs which require more specialist interventions, assessment and training to practitioners at Tier 1.

- **Tier 3 – Specialised multi disciplinary services for more severe complex or persistent disorders.** This is usually provided through a community mental health clinic or child psychiatry outpatient service. Team members are likely to include child and adolescent psychiatrists, social workers, clinical psychologists, community psychiatric nurses, child psychotherapists, occupational therapists, art, music and drama therapists.
- **Tier 4 – Highly specialised out patient services and in-patient units.** These are for children and young people with the most serious problems and include secure forensic adolescent units, eating disorders units, specialist neuro-psychiatric teams, and other specialist teams, usually serving more than one district or region.

16.12 Most children and young people with mental health problems are dealt with at tiers 1 and 2, although neither services nor people always fit neatly into the tiers. It is also not necessarily the case that a child or young person will move up through the tiers as their condition is recognised as more complex and some children require services from a number of the tiers at the same time.

16.13 Practitioners working in CAMHS are employed by a range of agencies. Many of those working at tier 1 will be employed directly by the PCT or the local authority. CAMHS specialists working at tier 2 are less likely to be working for the PCT and more likely to be working for another NHS trust or, in the case of educational psychologists, the local authority. Most practitioners working in the more specialised services at Tiers 3 and 4 will usually be working for other types of NHS trust, such as mental health trusts, acute trusts or care trusts.

16.14 As services are provided by so many different agencies, CAMHS has to involve close working and co-operation between a range of agencies. PCTs and local authorities also require an effective commissioning strategy to ensure the provision of a comprehensive CAMHS. Guidance from the Department for Children, Schools and Families (DCSF) is that there should be full participation and ownership of the process by health, social and children's services, as well as other key partners such as youth justice. It also states that, in order to provide adequate support to universal services (Tier 1) and to prevent unnecessary admissions to Tier 4 services, commissioners need to pay particular attention needs to the capacity of Tier 3 services.

16.15 Guidance also states that the commissioning strategy should be informed by a multi-agency assessment of need that is updated regularly. As well as locally adjusted epidemiological information, a needs assessment should include an audit of all local services that address mental children's health needs directly and indirectly, an analysis of current service usage, and the views of all stakeholders, including children, young people and their families.

16.16 For highly specialised services, such as many of those at Tier 4, collaborative commissioning arrangements between PCTs need to be established. Strategic health authorities oversee and performance manage these

arrangements. The only services currently commissioned at a national level are those for forensic secure in-patient provision and highly specialised in-patient provision for deaf children and young people with mental disorders.

Services in Haringey

- 16.17 A description of services provided within Haringey and how they fit into each of the tiers is attached as Appendix A.
- 16.18 Haringey CAMHS services are overseen by the CAMHS Partnership Group. Membership of this is currently being reviewed but includes representation from a wide range of agencies and organisations. In addition, there is a joint commissioning group that includes representation from all relevant agencies, including the key provider agencies. This was set up following the identification of children and young people's emotional well being and mental health as a priority for joint commissioning by the Haringey Children and Young Peoples Strategic Partnership (CYPSP),
- 16.19 CAMHS services are currently financed by aligned budgets between agencies. Investment has recently been made in specific priority areas including early intervention in psychosis, early years mental health and CAMHS learning disabilities. A new draft needs assessment has recently been developed for the Borough. This is intended to inform the commissioning strategy and is a requirement of the Department of Health. It would also provide a useful starting point for any review, containing as it does a range of current information as well as future projections.

Relevant Targets

- 16.20 Improving the effectiveness of CAMHS is a LAA target for the Borough (NI 51). Four elements of CAMHS are covered within this; learning difficulties, 24 hour cover urgent mental health, services for 16 and 17 year olds and early identification and intervention. This is scored on a scale of 1-4 with a maximum overall score of 16. Haringey's latest score is 13, which is in line with the target for the Borough and it is therefore showing green on the LAA score card.
- 16.21 Four of the recommendations within the JAR Action Plan refer specifically to CAMHS. These are based around improving access to services and specialist help.

Options for Possible Scrutiny Review

- 16.22 There would appear to be a number of key overall themes that any review on CAMHS that is commissioned could address, such as:
- Data quality
 - Partnership working and its effectiveness
 - Co-ordination, joint planning and commissioning
 - Resourcing and value for money

- Thresholds for intervention
- The involvement of children, young people and carers in decision making
- Ethnicity and cultural issues
- Access to services and waiting times
- Setting, monitoring and evaluating service outcomes.
- How local services compare with similar local authority areas and identified best practice

16.23 There are options for how these issues could be approached. The breadth of the terms of reference will determine the depth into which any review will be able to go and consideration will need to be given to obtaining an appropriate balance. Suggested options are as follows:

Option 1

16.24 A review could be commissioned on a specific tier of service. However, tier 1 covers a very wide range of services – virtually any professional service working with children and young people – and tier 4 involves complex commissioning arrangements across and number of PCTs so therefore tiers 2 or 3 would appear to be most appropriate. A review commissioned on this basis could use the service area selected as a case study for the effectiveness of partnership activity within CAMHS as a whole and therefore still focus on the above mentioned generic themes and derive conclusions about them. The advantage of this approach is that the subject area chosen is likely to be more manageable and therefore possible to consider in greater depth. It is recommended that this be the preferred option.

Option 2

16.25 A review could be commissioned that looked strategically and from a high level at CAMHS overall and the full range of services that it covers, both specialist and non specialist. A review on this basis would have the advantage of looking at the service holistically and provide Members with a view of “the bigger picture”. This disadvantage of this approach is that it may be difficult to draw conclusions that can lead to recommendations with the potential to “add value” if the review is unable to look at areas in sufficient depth. Members could address this in part by selecting a particular theme or themes from the above list of generic issues.

Option 3

16.26 A review could focus on the support provided for a particular group of children and young people such as looked after children, refugee and asylum seeker children or children with chronic physical illness. Such a review would have the potential to be undertaken in some depth but its specialised nature may detract from consideration of the wider issues.

Support for the Review

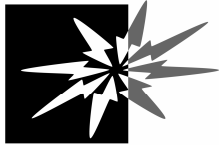
- 16.27 A detailed scope, terms of reference and a project plan can be developed once the review has been commissioned by the Panel that is appointed to undertake it.
- 16.28 The review's work could be supported by the appointment of an independent expert advisor to provide an external perspective and suggest appropriate avenues of enquiry. There is a modest budget for such appointments. However, identifying and appointing a suitable person can take time and this will need to be allowed for in the project planning. In addition, the Panel would probably need to include relevant statutory education co-optees from the Committee as the review is likely to cover issues relating to the education of children and young people.

Timescale

- 16.29 The review would probably require a number of meetings – possibly around 4 – if it is to produce meaningful outcomes because of the complexity of the subject area. Due to the Council Elections, which are due in May 2010, any review commissioned for this Municipal Year, would ideally have to complete its evidence gathering activities before the end of 2009.

Review Recommendations

- 16.30 Recommendations of any review are likely to require action by more than one agency. In order to ensure a co-ordinated response, it is therefore suggested that a joint response be sought, led by the Cabinet Member for Children and Young People and drafted after liaison with relevant partners on the Children and Young People's Partnership Board.



Haringey Council

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Overview and Scrutiny Committee June 29th 2009

Report Title: Information Prescriptions – Feasibility Report for a Full Scrutiny Review

Report authorised by:

Cllr Gideon Bull, Chair of the Overview and Scrutiny Committee

Contact Officer: Martin Bradford, Scrutiny Research Officer

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Wards(s) affected: **ALL**

Report for: **Non Key**

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

1.1 In June 2008 the Overview and Scrutiny Committee asked for a one-off feasibility report on the practicality of undertaking an in-depth review upon Information Prescriptions.

1.2 The aim of this report is to consider the feasibility of the Overview and Scrutiny Committee commissioning a full scrutiny review of (the benefits and resource implications) Information Prescriptions in Haringey.

2. Introduction by Cabinet Member (if necessary)

N/A

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

3.1 The report could be linked to a number of key objectives within Haringey Community Strategy, these being:

- People at the heart of change
- Healthier people with a better quality of life
- People and customer focused

3.2 A scrutiny review (if undertaken in this area) this would assist the Council and wider strategic partnership in the CAA self assessment process in relation to:

- How healthy and well supported are people?

- How is adult social care meeting people's needs and choices?

3.3 The future provision of Information Prescriptions may support the Council in achieving performance indicators within the LAA:

- NI – 119 Self reported measure of peoples overall health and well being
- NI – 135 Carers receiving needs assessment or review and a specific carers service or advice and information

4. Recommendations

- 1) That the Committee note the contents of the report.
- 2) That a full scrutiny review is not commissioned at this time, but that NHS Haringey is requested to provide a progress report to the Committee on plans to implement Information Prescriptions in Haringey by March 2010.

5. Reason for recommendation(s)

- 1) A report to Overview & Scrutiny Committee in March will provide NHS Haringey and its partners the necessary time to assess the relative need of this initiative and, depending on this outcome, prepare a local strategy and action plan for its implementation.
- 2) Reporting in March will help the Committee to identify future work that may be necessary to include within the 2010/2011 work plan.

6. Other options considered

6.1 Scrutiny options are considered section 7.8 of this report.

7. Summary

7.1 Introduction

7.1.1 The White Paper 'Our Health Our Care Our Say' (2006) emphasised the importance of information in enabling patients to live healthier and more independent lives. This policy document contained specific proposals to improve the accessibility and quality of information available to patients, most notably through the development of Information Prescriptions.

7.1.2 An Information Prescription is intended to function in a similar fashion to that of a prescription for medicines, except that this will provide guidance to patients and carers on how they can access relevant and reliable sources of information about their health condition. With improved access to health and other related information (i.e. local services, support groups, benefits advice), it is anticipated that patients and carers will make more informed decisions about their healthcare, manage their condition better and improve their health outcomes.

7.1.3 There have been a number of initiatives to facilitate the development of Information Prescriptions. Nationally, Information Prescriptions have been developed for 18 long term conditions (e.g. diabetes, epilepsy, lung cancer & depression) which both patients and professionals may currently access. Furthermore, a national pilot programme involving 20 test sites has been fully evaluated and intended to guide and inform more localised development of Information Prescriptions.

7.1.4 Whilst there are no policy directives or a specific timeframe governing local implementation, there is an expectation that all patients with a long term condition will eventually be offered an Information Prescription. Moves to improve the availability of information to patients are underpinned by commitments within the recently published NHS Constitution (2009) and the broader personalisation agenda and promoting greater choice in health and welfare services.

7.1.5 The following sections provide an overview of the development of Information Prescriptions: evidence of the need to improve patient information, key findings from the evaluation of the national pilot scheme and the current national and local position of this new development. A number of possible scrutiny options are also discussed.

7.2 The need to improve health information for patients and carers

7.2.1 Considerable research evidence exists to suggest that if information was improved, this may help people to manage their conditions better, enable them to access services more efficiently and help them to live more independently. Indeed, these were key findings from *Your Health Your Care Your Say*, a national consultation conducted among 43,000 patients and carers in 2006.

7.2.2 In relation to the provision of information, *Your Health Your Care Your Say* produced a number of key findings many of which have contributed to policy recommendations in the subsequent white paper. These can be summarised as:

- Patients wanted more information about their health condition and services available to support them
- People with long term conditions would derive greater benefit from improved access to information about their condition and support services
- Patients and carers face a number of significant challenges in obtaining the information they need.

Not getting enough information

7.2.3 One of the most common complaints from patients and carers is that they simply do not get sufficient information to help them manage their health condition. Research would suggest that the most common areas for which patients required more information were access to local support services, further details on their diagnosis and any medications they are required to take.¹

7.2.4 Inadequate provision of information would not appear to be confined to any one health sector or particular speciality, with evidence of insufficient information being provided to patients in both hospital and community settings and even in specialist areas where perhaps traditionally, it is assumed that sufficient information might be available (i.e. cancer).

7.2.5 Key illustrative data of where patients are not provided with sufficient information include:

- 37% of hospital in-patients and 33% of carers not given any written information upon discharge²
- GPs do not systematically or proactively give patients information on accessing

¹ Hand et al, Developing and Information Prescription Service Nursing Times 25/9 (2008)

² National Inpatient Survey, Commission for Care Quality (2008)

local services³

Concerns about the quality of information

7.2.6 Even where sufficient information is provided, there are sometimes concerns that the quality of this information is poor. Some of the main quality concerns identified by patients include:

- Telephone advice and websites not regularly updated³
- Inappropriate advice provided through telephone advice services³
- Conflicting information given from different professionals.²

7.2.7 Whilst the internet is used to an ever greater extent by both patients and carers to obtain health information, there are particular concerns about the quality of information provided through this medium. Such concerns are illustrated in a study which evaluated 48 websites offering health information on the treatment of cervical cancer where it was assessed that just *one* site had full information credibility and accuracy.⁴

Navigating different information sources

7.2.8 Another barrier identified by patients and carers to accessing the health information that they needed was that the volume of health information available in some areas could sometimes leave them feeling overwhelmed and confused. Thus whilst there may be no shortage of information for some health issues, there may be no effective signposting for patients to retrieve it.

7.2.9 In this context, patients have to search out the information themselves and make relative assessments of the merits of its value and usefulness to them. This may be problematic given that patients may not know what health information they need or have the necessary level health literacy to assist them.

7.2.10 Another problem is that information providers do not coordinate their efforts to provide information to their patients and carers, particularly where services cross health and social care boundaries. Indeed, research has indicated that it is rare for an individual service to provide relevant information to patients about an entire range of services that may be available.³ Clearly, patients and carers want information according to their needs as individuals and not according to organisational boundaries.

Getting information in the right format

7.2.11 A final barrier that patients and carers may face in trying to access health information is that information may not always be available in a format which is accessible to them. For example patients who do not have English as a first language may have different

³ Coulter, A, 2007, *Accessing Information About Health and Social Care Services*, Picker Institute Europe

⁴ Quality of health information on cervical cancer treatment on the internet Selman A et al *BMC Women's Health* 6:9 (2006)

⁵ The NHS Constitution for England, DoH (2009)

⁶ Our Health, Our Care, Our Say: a new direction for community services DoH (2006)

⁷ Supporting long term conditions in the NHS H Mooney *Health Service Journal* June (2009)

⁸ Evaluation of Information Prescriptions: Final Report, Office for Public Management (2008)

⁹ <http://www.nhs.uk/yourhealth/pages/informationprescriptions.aspx>

preferences for the format of health information they receive, or older people who may not be so IT literate, may prefer information in other forms other than through the internet.

7.2.12 What is apparent, is that health information needs to be provided in a range of formats to ensure that information is personalised to the needs of patients and carers or those who intend to use it.

7.2.13 Patients have indicated that receiving information face to face is still a preferred method to receive health information, over and above that recorded for via telephone, leaflets or the internet. This is not to say that information should always be provided face to face, but may to be provided in a range of formats to suit the individual needs of patients and carers.

7.3 Background – national policy framework

NHS Constitution

7.3.1 The provision of high quality accessible health information is central to the government's agenda on promoting choice, maintaining independence and developing self care. This centrality of health information to current health policy is underpinned by commitments within the recently published NHS Constitution (2009). There are two explicit health information commitments to patients within the constitution:⁵

- (1) *The NHS commits to offer you easily accessible, reliable and relevant information to enable you to participate fully in your own healthcare decisions and to support you in making choices.*
- (2) *You have the right to make choices about your NHS care and to information to support these choices.*

7.3.2 The NHS Constitution therefore makes the provision of information to patients a right. The provision of Information prescriptions are also specifically mentioned within the constitution and form a key part of the government's personalisation agenda, a process to improve the quality and acceptability of health and social care services.

7.3.3 A number of policy drivers underpin the development of Information Prescriptions or indeed, have helped to make this possible. These can be summarised as:

- Longevity – an ageing population with complex co-morbidity factors is placing increased pressure on professionals and services
- Promotion of self care – to help people manage and control their own decisions about health care and less passive recipients of care
- Technology – this is making it possible to develop and share information across a range of settings.

Our Health Our Care Our Say (2006)

7.3.4 Policy recommendations contained in the White Paper *Our Health Our Care Our Say* (2006) are primarily derived from the consultation exercise *Our Health Our Care Our Say*. The White paper has four key objectives:⁶

- To focus services more on prevention
- To give patients more choice and a louder voice
- To tackle health inequalities
- To provide more support for people with long term conditions.

7.3.5 The provision of accessible high quality health information is central to these aims, thus the White Paper focused on the need to make it easier for people to get the information that they want so that they can make appropriate choices about their health and social care needs. It also emphasised that information and support should be signposted more clearly and that information should be of good quality.

7.3.6 The White Paper established the concept of the Information Prescription and set out the priorities for their implementation:

'We propose that services give all people with long-term health and social care needs and their carers an 'information prescription'. The information prescription will be given to people using services and their carers by health and social care professionals (for example GPs, social workers and district nurses) to signpost people to further information and advice to help them take care of their own condition.'

'By 2008, we would expect everyone with a long-term condition and/or long-term need for support – and their carers – to routinely receive information about their condition and, where they can, to receive peer and other self-care support through networks.'

7.4 Information Prescriptions

What is the purpose and function of an Information Prescription?

7.4.1 Information Prescriptions are intended to function in a similar fashion to the more established medical prescription, where instead of prescribing medicines the practitioner or other associated professional can suggest relevant information which would be useful for the patient. An Information Prescription may take many forms, it can be a request to look at a specific website, to seek advice from a specific organisation or the provision of interactive website with access to data files and directories about specific health conditions.

7.4.2 A critically important difference was intended for Information Prescriptions to other forms of information giving. With Information Prescriptions, patients are not seen as passive recipients of information, but are given information on the basis that patients have been *consulted* and *assessed* for what information they need. To issue an Information Prescription, professionals will need to be sure what information patient's want, when they want it and most importantly, the format in which it is best for them to receive it.

What are the intended benefits for patients?

7.4.3 There are a number of intended benefits for patients, service users or carers who receive Information Prescriptions. Through the provision of information that is specific and timely this may help to reduce the anxiety, stress or confusion that many may feel in managing their condition. Patients may also need less crisis intervention as they are better able to self manage their condition so they may be less likely to experience crises such as relapses or chronic episodes of their condition.

7.4.4 The creation of Information Prescriptions will provide patients with access to a broad range of health and social care information related to their condition which they will be able to use at different parts of their own individual care pathway (i.e. diagnosis, treatment). Information Prescriptions therefore offer patients access to a breadth of information and some degree of flexibility too, as information will also be available in a

range of formats (e.g. advice centres, websites and help-lines).

- 7.4.5 Information Prescriptions may also improve health literacy among patients and carers: that is the capacity to obtain, process, and understand basic health information and services needed to make appropriate decisions about their health. With increased health literacy, it is hoped patients and carers will become better informed about their own condition and the sources of support and information available to them. Patients and carers may then be more able to make sense of that information and articulate their needs better. It should also be noted that improving health literacy is a key component to reducing health inequalities.

What are the intended benefits for professionals and services?

- 7.4.6 The implementation of Information Prescriptions is also anticipated to bring benefits for health and social care professionals. The establishment of local directories to support Information Prescriptions (these will form basic infrastructure) may improve the way that health and social care professional work and ultimately, the level of care that they are able to provide to patients and carers.

- 7.4.7 Through the establishment of local information directories professionals may benefit through:

- Systematic access to safe reliable information
- Providing consistency and breadth to information giving (as drawn from accredited information sources)
- Information can be systematically updated
- Reducing the need for subsequent lengthy discussions with patients.

- 7.4.8 The establishment of Information Prescriptions is also anticipated to bring improved clinical outcomes for patients through developments in the way that their condition is managed:

- Improved preventative care
- Earlier diagnosis of conditions
- Reduced (medicinal) prescribing levels
- Improved adherence to medicines.

What are the key components of an Information Prescription?

- 7.4.9 In order to develop Information Prescriptions, each issuing authority (i.e. local collaborative of services) will need to undertake five key processes. These are summarised below and pictorially in Figure 1:

1. Establish information content: identification of relevant and reliable sources of information
2. Establish local directories: repositories of information that link to Information Prescriptions
3. Personalise information: information provided is specific to condition, place and point at which patient is on the care pathway
4. Prescribing: process of creating and offering Information Prescriptions to a user or carer
5. Access: Information Prescriptions are made available to users through a range of accessible channels i.e. face to face, internet, email, telephone and outreach.

What do Information Prescriptions look like?

- 7.4.10 Although there is no definitive format or template for what an Information Prescription

should look like, they should have a number of common components including assessments of what information is needed, the preferred format to receive information and how patients are to access this information. A table of possible information inclusions is provided below:

Possible areas for inclusion within Information Prescriptions	
How to manage their condition	Social care available
Side effects	Carers information
Access to support groups	Benefits and finance
Voluntary and community sector organisations	Social care – e.g. carers support, housing support, housing alterations
Local health and social care services	Benefits advice
Management of conditions, how they progress	Different treatment options and medication
Employment and training	Leisure services

7.4.11 A number of sample Information Prescriptions from other authorities are given in Figures 2, Figure 3 and Figure 4.

Who are Information Prescriptions intended for?

7.4.12 It is estimated that over two-thirds of NHS activity relates to the one-third of the population with the highest needs like those with long term conditions, and contribute to an estimated 80 per cent of costs.⁷ People with long term conditions can often feel disempowered not only by their medical condition but also by a sense that there is little they can do about it. This can lead to a loss of confidence and a loss of belief in the actions that they can take to make a difference to their health.

7.4.13 The national consultation exercise *Our Health Our Care Our Say* (2006) highlighted the information needs of those patients with long term conditions. Indeed, the consultation report concluded that those people with long term conditions would derive greater benefit from access to improved access to health information than many other groups.⁶

7.4.14 Initially therefore, Information Prescriptions are being aimed at those people who have long term health conditions to ensure that they have the right support and information to support them in the way that they manage and control their illness.

7.5 National Pilot Scheme

7.5.1 20 pilot sites were selected to assist the design and delivery of Information Prescriptions nationally. Pilot sites covered a range of health and social care services including diabetes, dementia, cancer care, mental health, child health and Parkinson's disease and occurred at sites throughout England and Wales. The pilot sites were recruited by the DH to test and provide evidence of the effectiveness of Information Prescriptions. The pilot ran from January 2007 through to March 2008 and the final independent evaluation of these pilot sites was published in August 2008.

7.5.2 The evaluation of the national pilot project would seem to confirm the expected benefits of developing Information Prescriptions for patients (7.4.3-7.4.5) and professionals (7.4.6-7.4.8). Key outcomes from the evaluation of the national pilot scheme are summarised below:⁸

Patient and professional outcomes	Clinical Outcomes
--	--------------------------

▪ IP increase health literacy	▪ Reductions in repeat consultations
▪ Professional have access to more reliable information	▪ Reductions in prescribing
▪ IP provide rigour and consistency and breadth to information that's provided to patients	▪ More patients taking appropriate medication at right time
▪ Saves professionals time	▪ Earlier diagnosis of conditions

Key findings from the evaluation to guide local development

7.5.3 As well as identifying outcomes for patients, carers and professionals involved in the Information Prescription sites, the evaluation also noted a number of key processes critical to the success for local implementation:

1. A local model of delivery is essential to reflect the local needs and demands of patients and their carers and makeup of local services
2. Information Prescriptions should be personalised
3. Information Prescriptions should be developed as a whole systems approach involving health, social care and voluntary sectors services
4. Local partnership arrangements and joint commissioning arrangements should be used to provide strategic direction, planning and resources for IP delivery.

7.6 National developments

7.6.1 A national support programme exists to guide and inform both local and national implementation of Information Prescriptions. Considerable work has already been undertaken at the national level in developing the necessary support structures to assist the development of Information Prescriptions.

7.6.2 To date Information Prescriptions have been developed for 18 long term conditions through the NHS Choices website.⁹ These can be used by both patients and professionals to obtain a wide range of information about these long term conditions. The full list of long conditions for which Information Prescriptions are currently available through NHS Choices is contained in Figure 5. It is intended that a new long term condition will be added each month to the national directory.

7.6.3 Nationally, work is also being undertaken to develop a national information accreditation scheme. This is to encourage information providers to adhere to nationally recognised standards and procedures in producing information for patients and carers. It is hoped that once the national accreditation scheme is established, this will help raise the quality and reliability of information used for Information Prescription. Awareness of patients and public to recognise this quality mark both on information prescriptions and elsewhere will be promoted.

7.6.4 Whilst there are no explicit policy directives or timeframe concerning implementation, undoubtedly there is an expectation that Information Prescriptions will be developed at the local level eventually. Consultations with the national support programme would suggest that it is considering a number of policy incentives/ levers to help drive local implementation of Information Prescriptions.

7.7 NHS Haringey

7.7.1 NHS Haringey has indicated that it will explore the potential development of Information

Prescriptions.

- 7.7.2 NHS Haringey recognises the benefits already evidenced for supporting people with long term conditions and there is potential for Information Prescriptions to locally support the implementation of the Vascular Risk Assessment Programme.

7.8 Conclusions and options for Overview & Scrutiny involvement

- 7.8.1 Evidence from the evaluation of the national pilot scheme and other investigative studies would suggest that the development of Information Prescriptions would bring benefits for both patients and professionals if implemented locally.
- 7.8.2 To date, there have been no explicit initiatives to develop Information Prescriptions in Haringey. Although there was an expectation that everyone with a long term condition would have access to an Information Prescription by the end of 2008, in reality, few areas have made significant progress with this initiative and there are few examples of this development beyond those that were part of the national pilot scheme.
- 7.8.3 NHS Haringey, whilst aware of the potential benefits of Information Prescriptions, require further time to assess the relative merits of this initiative in the context of broader community health needs and resources available in Haringey. Depending on this outcome of this assessment it is expected that NHS Haringey will prepare a local strategy and action plan for the implementation of Information Prescriptions.
- 7.8.4 There are two options available to the Overview & Scrutiny Committee in respect of scrutiny involvement at this time with Information Prescriptions these being (1) that NHS Haringey be requested to report back to Overview & Scrutiny Committee on future plans for Information Prescriptions at an agreed future date (2) that a full scrutiny review be undertaken in this area.

(1) Deferred Report to Overview & Scrutiny

- 7.8.5 Given the current local development status of Information Prescriptions, it is apparent that NHS Haringey will require further time to consider the potential benefits of this initiative and assess the financial implications of such a development. Specifically, further time will be needed to:
- Consult patients and service users on the prospects of implementing Information Prescriptions
 - Assess priority areas (i.e. vascular checks) for Information Prescriptions to be developed
 - Develop a supporting strategy, action plan and partnerships to assist implementation of Information Prescriptions.
- 7.8.6 As a result of this initial scoping exercise, NHS Haringey will be able to assess the relative benefits and priorities for the development of Information Prescriptions. If these are considered viable, a local strategy and implementation plan could be developed which could be subsequently presented to Overview & Scrutiny Committee.

(2) Commission a full scrutiny review

- 7.8.7 Alternatively, using the policy development function of Overview & Scrutiny, it might be practicable to conduct a full scrutiny review to assist the development of Information Prescriptions in Haringey. In this context, the scrutiny review process (i.e. evidence

from expert witnesses and local stakeholders and other public consultation processes) could help to formulate an Information Prescription strategy and assist in developing local partnerships (NHS Haringey, Local Authority and voluntary sector) to support local implementation.

- 7.8.8 The scale of such a review could of course vary from a full-in depth review through to a one-off panel meeting:
- A full in depth review – could encompass initial consultation, policy development and implementation strategy
 - A one off Panel meeting – could assess (for example) the local strategic importance of this development and terms for initial scoping.

Recommendation

- 7.8.9 Although a review could support the Council in achieving key local objectives (see 3), the absence of national policy directives would suggest that direct scrutiny involvement may not be appropriate at this particular time. It is suggested therefore, that NHS Haringey undertake a preliminary scoping of Information Prescriptions, the conclusion of which may be presented to Overview and Scrutiny Committee. If this report could be presented in 2009/2010 municipal year, this would allow the Committee's to assess if any inclusions need to be incorporated in the work programme for 2010/2011.

8. Chief Financial Officer Comments

- 8.1 The Chief Financial Officer has been consulted in the preparation of this report and has no additional comments to make.

9. Head of Legal Services Comments

- 9.1 This report has been considered on behalf of the Head of Legal Services and there are no specific legal implications. The report reviews and makes recommendations about a potential health service in the area. The Overview and Scrutiny Committee is empowered to do this by section 21 Local Government Act 2000 as amended by section 7 of the Health and Social Care Act 2001 and in accordance with the Local Authority (Overview and Scrutiny Committees Health and Scrutiny functions) Regulations 2002.

10. Head of Procurement Comments

N/A

11. Consultation

- 11.1 Representatives from the Public Health Directorate of NHS Haringey and Adult Culture and Community Services were consulted in the development of this report and have approved the conclusions and recommendations made within it.

12. Service Financial Comments

- 12.1 see 8.1

13. Equalities and community cohesion

13.1 The development of Information Prescriptions should improve the accessibility of health information particularly among vulnerable groups (e.g. the elderly, people with learning disabilities, people whose first language is other than English), as information giving will no longer be passive. Information Prescriptions will require the specific information needs of individual patients to be assessed before these are issued.

14. Use of appendices /Tables and photographs

Figure 1 - Process for developing Information Prescriptions

Figure 2 - Sample Information Prescription Mid Trent Cancer Network

Figure 3 - Sample Information Prescription Doncaster PCT

Figure 4 - Sample Information Prescription Northumbria Healthcare NHS Trust

Figure 5 - Long term conditions for which Information Prescriptions are available through NHS Choices.

14. Local Government (Access to Information) Act 1985

- Your Health, Your Care, Your Say, DH, Opinion Leader Research (2006)
- Our Health Our Care Our Say, DH (2006)
- Accessing information about health and social care services, The Picker Institute (2007)
- Evaluation of Information Prescriptions: Final Report, Office for Public Management (2008)
- National inpatient survey, Care Quality Commission (2008)
- NHS Constitution Department of Health (2009)

Figure 1 – Process for developing Information Prescriptions

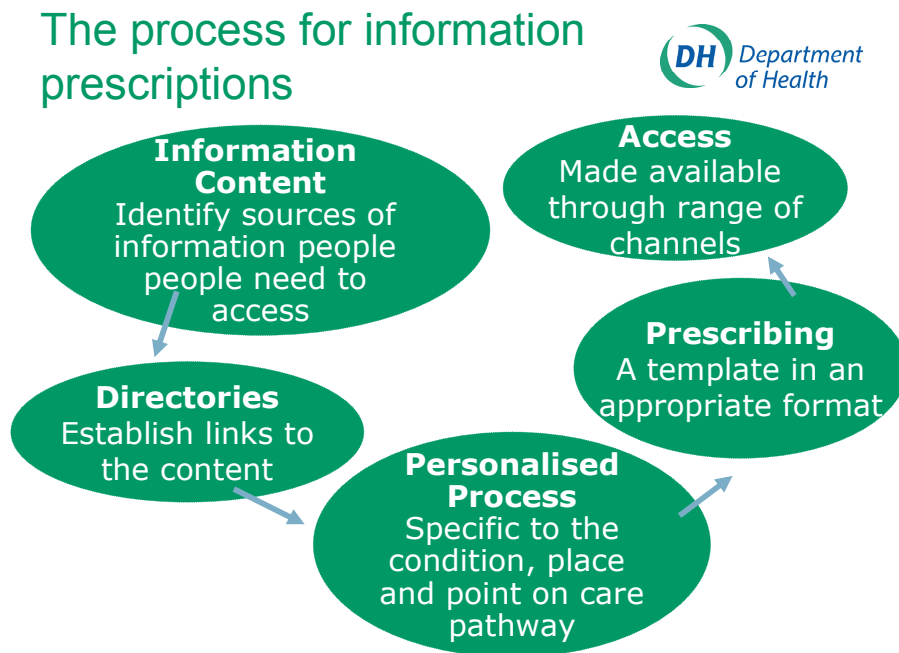


Figure 2 - Sample Information Prescription Mid-Trent Cancer Network

My Information Prescription NHS Mid-Trent Cancer Network

DIAGNOSIS

DIAGRAMS

TREATMENT, INVESTIGATION, CARE

Date	What Will Happen

OTHER MEDICAL CONDITIONS

This is an important document – please bring with you to each appointment
Image from www.cancerbackup.org.uk

My Information Prescription NHS Mid-Trent Cancer Network

You will be offered information. This will happen:


You can get this information at any time by asking your Key Worker or Local Information Centre. Other areas that might be important to you and your family might include:

	Given	Sign & Date
Day to day practical support		
Insurance <ul style="list-style-type: none"> • Travel • Life • Home 		
Financial Information		
Lifestyle <ul style="list-style-type: none"> • Smoking • Drinking • Exercise • Nutrition and diet 		
Complementary therapies		
Emotional support		
Impact on relationships		
Medications		
Impact of cancer on other medical conditions		
Self help and support groups		
Outlook		


Are there any other issues you want to talk about?

This is an important document – please bring with you to each appointment

Figure 3 - Sample Information Prescription Doncaster PCT



IAPT DONCASTER
Specialist Access to Psychological Therapies



Doncaster NHS
Primary Care Trust

Special Requirements

Language _____ Braille Audio Large Print

ID Number _____

Useful Information & Resources (Websites, organisations etc)

1 _____

2 _____

3 _____

4 _____

Additional Information (Employment, education, benefits etc)

1 _____

2 _____

3 _____

4 _____

Useful Contacts

IAPT: 01 302 640162 Samaritans: 08457 90 90 90
 NHS Direct: 0845 46 47 Saneline: 08457 767 8000

Case Manager _____ **Date** _____

Consent to survey

Figure 4 – Sample Information Prescription Northumbria Healthcare NHS Trust

Northumbria Healthcare NHS Trust



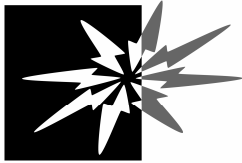
INFORMATION PRESCRIPTION
There is no charge for this item

Patient Details Name _____ DOB _____ Address _____ Postcode _____ NI-SS Number _____ GP Name: _____ UxP Code: _____ Practice Address: _____	Reference Code: _____ Date of Issue: ____/____/02 Patient Consent Given YES / NO _____ Patient/Carer Status Patient <input type="checkbox"/> Carer <input type="checkbox"/>	
Where is patient in Care Pathway? (Please Tick)		
GP referred at _____ Diagnosis _____ Starting treatment _____	Maintenance _____ Complex _____ Advanced _____	
I would like information on:		
Treatment and care _____ Care/family information _____ Support groups _____ Practical advice _____ Self management _____ Other (Please State): _____	Overview of info sources _____ Planning for the future _____ Benefits and financial _____ Starting drug treatment _____	
Additional Information _____		
Getting your Information Prescription I would like to have the information (please tick appropriate box):		
Posted to the above address _____	E-mailed to me at: _____	
Posted to another address: _____	Other: _____	
Signature _____ Designation _____		

Figure 5 – Long term conditions for which Information Prescriptions are available through NHS Choices.

- Asthma
- Bipolar disorder
- Bowel cancer
- Cervical cancer
- Chronic kidney disease
- Chronic obstructive pulmonary disease (COPD)
- Coronary Heart Disease
- Depression
- Dementia
- Diabetes
- Epilepsy
- Heart failure
- Lung cancer
- Osteoarthritis
- Ovarian cancer
- Prostrate cancer
- Rheumatoid arthritis
- Schizophrenia
- Stroke

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Haringey Council

Overview and Scrutiny Committee

On 29th June 2009

Report Title. Co-Option of a Local Involvement Network representative onto the Overview and Scrutiny Committee

Report of Cllr Gideon Bull, Chair of the Overview and Scrutiny Committee

Contact Officer: Melanie Ponomarenko, Research Officer, Overview and Scrutiny Service

Email: Melanie.Ponomarenko@Haringey.gov.uk

Tel: 0208 489 2933

Wards(s) affected: **All**

Report for: **Non-Key Decision**

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

- 1.1. To approve the co-option of a non-voting representative of the Local Involvement Network onto the Overview and Scrutiny Committee and relevant task and finish panels under the terms as outlined below.

2. Introduction by Cabinet Member (if necessary)

- 2.1. N/A

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

- 3.1. Sustainable Community Strategy
- People at the heart of change

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

4. Recommendations

- 4.1. That the Overview and Scrutiny Committee approve the co-option of a non-voting Local Involvement Network representative onto the committee, under the terms as outlined within this report.
- 4.2. That the Overview and Scrutiny Committee approve the co-option of a deputy Local Involvement Network representative, to stand in for the representative should (s)he be unable to attend a committee meeting.
- 4.3. That the Overview and Scrutiny Committee approve the co-option of a non-voting Local Involvement Network representative onto task and finish review panels where the review is looking at health and social care issues.
- 4.4. That the Overview and Scrutiny Committee write to the Local Involvement Network asking for a representative and deputy representative to be nominated.

5. Reason for recommendation(s)

- 5.1. Reasons for the recommendation are outlined in the main body of this report.

6. Other options considered

- 6.1. Not to co-opt a Local Involvement Network representative onto the Overview and Scrutiny Committee.

7. Summary

- 7.1. Under the Local Government and Public Involvement in Health Act 2007, Local Involvement Networks replaced Patient and Public Involvement Forums as of April 1st 2008.
 - 1.1. Local Involvement Networks represent all aspects of the community on health and social care issues and have a specific relationship with Overview and Scrutiny Committees.
 - 1.2. This report considers the option of co-opting a non-voting Local Involvement Network representative onto the Overview and Scrutiny Committee and the commissioned task and finish panels.

8. Chief Financial Officer Comments

- 8.1. The Chief Financial Officer has been consulted on the preparation of this report and, given the information set out in the service financial paragraph below, has no specific comments to make.

9. Head of Legal Services Comments

- 9.1. The legal and constitutional implications are stated in the body of the report and the Head of Legal Services has no further comments.

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

10.1. N/A

11. Equalities &Community Cohesion Comments

- 11.1. Local Involvement Networks are networks of organisations, people and groups and have a role to represent the whole community's views on the health and social care services within a given area.
- 11.2. LINKs membership is open to everyone and is flexible to ensure that people and organisations can contribute as and when they wish to.
- 11.3. The Haringey LINK has established links to a range of community organisations including ethnic minority, refugee, asylum seeker and disability groups.

12. Consultation

- 12.1. Due to the possible constitutional and legal implications of the recommendations within this report the Legal Service has been consulted on this report.

13. Service Financial Comments

- 13.1. There are no financial implications for the Overview and Scrutiny Service as the co-opted LINKs representative would participate in work already taking place by the Overview and Scrutiny Committee.

14. Use of appendices /Tables and photographs

- 14.1. Appendix A – Help build a better health and social care service – Local Involvement Networks (LINKs) explained, Department of Health, November 2008

15. Local Government (Access to Information) Act 1985

- Local Government Act 2000
- Local Government Act 2003
- Local Government and Public Involvement in Health Act, 2007
- Haringey Council Constitution
- Local Involvement Networks and Overview and Scrutiny Committees working together, The National Centre for Involvement.

1. Background

1.1. As of 1st April 2008, under the Local Government and Public Involvement in Health Act 2007, Patient Public Involvement Forums (PPIs) were abolished and replaced with Local Involvement Networks (LINKs). The role of LINKs differs to that of PPIs in that their role covers both health and social care rather than just health, and that they are attached to a geographic area rather than an individual NHS trust.

2. The LINK

2.1. The role of the LINK is to:

- “enquire about local people’s views of their health and social care, and suggest improvements to the service providers;
- look into specific issues (such as a dirty hospital), make recommendations and obtain a response;
- obtain information and answers within a specified time;
- carry out spot checks to see if services are working well;
- refer issues to the local Overview and Scrutiny Committee if action is not taken¹ and
- promote and support the involvement of people in the commissioning, provision and scrutiny of local health and social care services

2.2. Specific powers of the LINK include:

- To enter specified types of premises and view the services provided.
- To request information, make reports and recommendations and receive a response within a specified timescale.
- To refer matters to an Overview and Scrutiny Committee and receive a response.

2.3. The LINK operates independently of the local authority, within its own governance structure and decision-making processes.

2.4. The Membership of a LINK includes a wide variety of groups and networks, for example, service user support groups, tenant groups, youth councils, patient representatives, older people’s forums, minority ethnic groups, faith groups etc. The idea is that it provides a local voice on health and social care issues for the whole of the population.

2.4.1 The principle is that "everyone's views matter" and therefore anyone can join a LINK.

3. The Host

3.1. Local Authorities were given the responsibility for procuring a host organisation whose role is to support the function of the LINK. This will include activities such as providing training for LINK members, producing an annual report and ensuring the effective governance of the whole structure. In Haringey, the procured organisation is the Shaw Trust.

¹ Local Involvement Networks and Overview and Scrutiny Committee working together, That National Centre for Involvement, 2009

3.2. As LINKs are accountable to the public and to the Secretary of State for Health they are required to publish an annual report to be sent to the Care Quality Commission, the relevant Overview and Scrutiny Committee and Primary Care Trust.

4. Relationship with Overview and Scrutiny

4.1. Benefits of Co-opting a LINKs representative

4.1.1 LINKs and OSC both draw their legitimacy from communities, service users or patients and carers. Both have a responsibility to engage local people and by developing a relationship based on joint working, both can become more effective.

4.1.2 By co-opting a LINKs representative onto the Overview and Scrutiny Committee the Committee demonstrates its commitment to not only working closely with the LINK but also its commitment to taking on board the views of the local community.

4.1.3 To achieve successful scrutiny a committee needs:

- Access information about needs of local population;
- the factors that impact health and social care in their community;
- the services that are available; and
- the views of patients, service users and the public about what could be improved².

By co-opting a LINKs representative into the Committee it has easy access to the above information, by not only harbouring a close relationship but by having a mechanism for feeding back as appropriate to the whole committee at an appropriate time.

4.1.4 Due to the LINKs unique relationship with a wide range of groups and individuals the LINK representative is ideally placed to inform work undertaken by the Overview and Scrutiny Committee thereby adding value to the scrutiny process.

4.1.5 The Local Government and Public Involvement in Health Act 2007 places a duty on Councils to 'inform, consult and involve' people, with the aspiration being to embed a culture of engagement and empowerment across an authorities functions. Whilst the Overview and Scrutiny Committee already does this, the co-option of a LINKs representative would again further build on work already ongoing in this area.

4.1.6 LINKs and Overview and Scrutiny Committees are unique in their roles to represent the local community as no other organisations have clear rights and roles laid out in legislation, and are accountable to their local communities. By working closely together the most effective use of both resources can be made.

5. Legal Considerations

² Local Involvement Networks and Overview and Scrutiny Committees working together, NIC, 2009

5.1. Section 21 (10) of the Local Government Act 2000 provides all Overview and Scrutiny Committees with the opportunity to co-opt non-voting members from external organisations onto the committee or its sub-committees.

5.2. Haringey Council's Constitution

5.2.1 The Rules on the Procedures for Overview and Scrutiny are in Part 4, Section G of the Constitution. Sub-sections 2, 3 and 4 deal with membership and co-optees but make no specific provision for co-optees on the main Committee except in relation to education representatives.

5.3. Therefore, it is the Legal department's view that where the Constitution is silent there is no bar to taking action that is otherwise legally possible. However, it has been recommended that should the Overview and Scrutiny Committee approve the co-option of a LINKs representative, then there should be a specific reference to this included in the Constitution when it is revised later in 2009, in order to take into account other areas of the Local Government and Public Involvement Act 2007, which are specific to Overview and Scrutiny.

6. Considerations should the co-option be approved.

6.1. It is recommended that should the Overview and Scrutiny Committee approve the co-option then this should be reviewed on an annual basis and in line with the Committee's own re-appointment process.

6.1.1 This will give both parties the opportunity to ensure that the relationship is working most effectively and adding value to their respective roles.

6.2. It is important that a co-opted LINKs representative speaks for the LINK and not in a personal capacity on a topic, in the same way that the Committee speaks for the local community on issues. It is also important that the LINK is able to provide evidence to the Overview and Scrutiny committee on topics which they are speaking, if not at the time, then this should ideally be made available afterwards.

6.3. When considering a nomination the LINK should ideally consider:

- Who is to be nominated to be co-opted? For example if this is the holder of a particular post within the governance structure?
- Who should be nominated as the deputy representative? It is suggested that this post should support the work of the co-opted representative, for example when collating evidence for the Overview and Scrutiny Committee, as well as attending Overview and Scrutiny Committee when the designated co-optee is unable to attend.
- How the co-opted person will reflect the views of local people and groups and report back to them?

16. Recommendations

16.1. That the Overview and Scrutiny Committee approve the co-option of a non-voting Local Involvement Network representative onto the committee, under the terms as outlined within this report.

- 16.2. That the Overview and Scrutiny Committee approve the co-option of a deputy Local Involvement Network representative, to stand in for the representative should (s)he be unable to attend a committee meeting.
- 16.3. That the Overview and Scrutiny Committee approve the co-option of a non-voting Local Involvement Network representative onto task and finish review panels where the review is looking at health and social care issues.
- 16.4. That the Overview and Scrutiny Committee write to the Local Involvement Network asking for a representative and deputy representative to be nominated.

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Help build a better health and social care service

Local Involvement Networks (LINks) explained



Your Local Involvement Network (LINk) gives you the opportunity to influence local health and social care services.

It has been set up to help make sure the people in your area get the health and social care services they need, and anyone can get involved.

Your LINk wants to hear about your experiences of health and social care services and your ideas for improvements or changes. Your LINk can help bring about changes – whether they are big or small.

This document explains more about LINks and how you can make your voice heard by getting involved.



What is a LINK?



A LINK is made up of individuals and community groups who work together to improve local health and social care services.

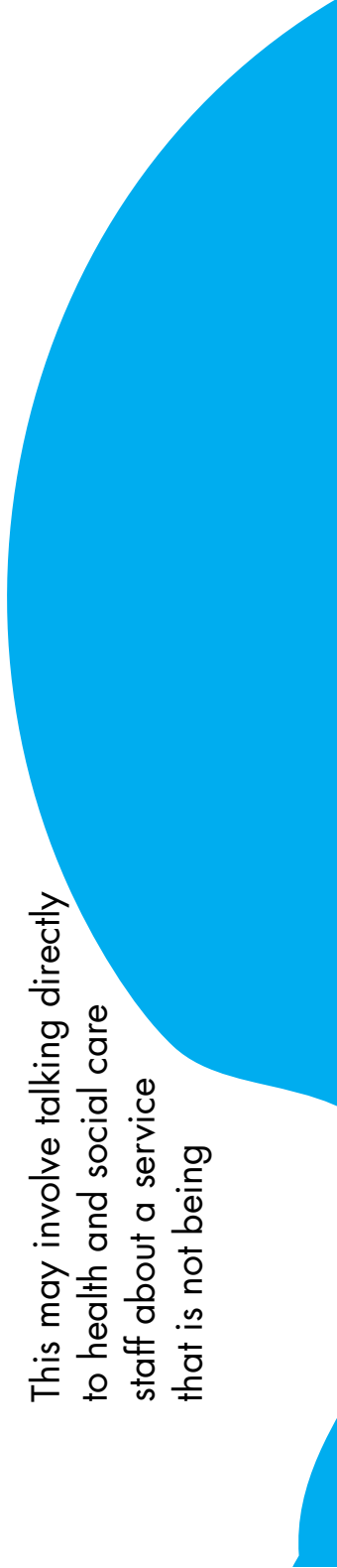
The job of your LINK is to find out what people like and dislike about local services, and to work with the people who plan and run them to help make them better.

This may involve talking directly to health and social care staff about a service that is not being

offered, or suggesting ways that an existing service could be made better.

LINKs also have powers to help them do their job and to make sure that changes happen.

The more people that get involved in your LINK, the stronger and more influential it becomes.



What does your LINK do?

Your LINK can:

- ask local people what they think of local health and social care
- give people a chance to suggest ideas to care professionals that may help improve services
- look into specific issues of concern to the community
- make recommendations to the people who plan and run services and expect a response with a specific period of time
- ask for information about services and expect answers within a specified amount of time
- carry out visits, when necessary, to see if services are working well (visits are carried out under safeguards)
- refer issues to the local council Health Overview and Scrutiny Committee if it seems that action is not being taken

3

LINKs at work: an example

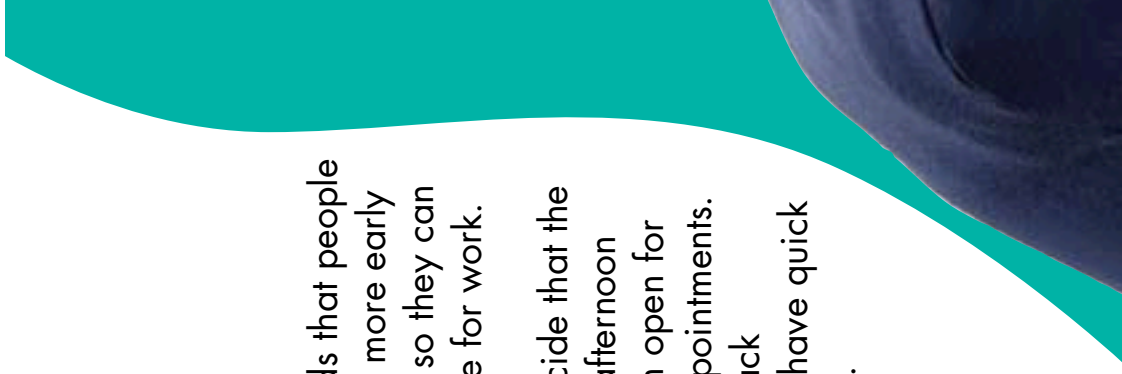
4

A number of people raise the issue of GP opening hours with a LINK. GPs at the local surgery say they want to open during the evening and at weekends but they have limited resources.

The LINK offers to help the surgery staff find out the hours that will best suit local people by asking the community for their views. It also asks LINKs in other areas how they have dealt with the same issue.

The LINK's research finds that people who work would prefer more early morning appointments, so they can see a GP but not be late for work.

As a result, the GPs decide that the surgery will close one afternoon a week so that they can open for more early morning appointments. They also start a call-back service, so people can have quick telephone consultations.



Who can join?



Anyone – carers, service users, community leaders, patient representatives ... everyone's views matter.

5

Groups can also join – charities, faith groups, residents' associations, youth councils, black and minority ethnic organisations, business federations ... anyone who wants to make sure that the needs of their community are listened to.

Each and everyone's views will be taken seriously by your LINK.

Why get involved?

LINks are relevant to you and your family. By becoming involved you can:

6

- get attention for neglected issues or ideas
- influence those who make decisions about new or existing health and care services
- help the community speak with a stronger local voice
- help services provide better care



How much time will it take?

It is easy to get involved and it is up to you how and when you participate. Your LINK provides different ways for you to make your views count.

You can just comment on issues when contacted by your LINK, or you can get more involved – by raising awareness of an issue or by helping to find solutions (for example, by meeting providers or being part of a working group).

7



It's up to you how and when

- Take a few minutes to answer a survey
- Attend an occasional meeting on an issue that interests you
- Get involved in an online group looking at a specific issue
- Become an 'authorised representative' who goes to services to see how they are run

8



Who runs a LINK

Your LINK is independent and is run by the people who belong to it.

Your council has been given money to fund your LINK and has employed an organisation to advise and support it.

However it is up to your LINK to decide how the money is spent, how it is run and what priorities to concentrate on.



How your LINK is supported



The organisation that supports your LINK does a number of things such as:

- telling the community about the LINK, what it is doing and how to get involved
- providing office support and helping the LINK to develop clear systems
- holding the LINK's budget and recording what the LINK does
- helping find out local people's views

Getting started

To find out what is happening in your area, contact your local borough or county council.

LINKs and the law

LINKs can:

- ask health and social care commissioners for information about their services and expect a response
- make recommendations and expect a response from commissioners
- refer matters to the local council's Overview and Scrutiny Committee
- enter specific services and view the care provided

More information

To find out more, visit:

www.direct.gov.uk/localinvolvementnetworks

12





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**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 20 APRIL 2009**

Councillors Councillors Adamou (Vice-Chair), Aitken, Alexander, Dodds, Jones, Bevan, Haley, Newton and Bull (Chair)

Apologies Councillor Winskill

Also Present: Councillors Bevan and Haley

MINUTE NO.	SUBJECT/DECISION
OSCO27.	WEBCASTING The meeting was webcast on the Council's website.
OSCO28.	APOLOGIES FOR ABSENCE Apologies for absence were received by Councillor David Winskill; Councillor Martin Newton acted as substitute.
OSCO29.	URGENT BUSINESS There was no urgent business.
OSCO30.	DECLARATIONS OF INTEREST Councillor Bull and Councillor Aitken both declared personal, non-prejudicial interests in item 7 – Homes for Haringey as they were leaseholders.
OSCO31.	DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS There were no such items.
OSCO32.	CABINET MEMBER QUESTIONS: CABINET MEMBER FOR HOUSING SERVICES The Committee received a briefing on key issues and responses to questions from the Cabinet Member for Housing Services, Councillor John Bevan. The Committee sought clarification and the following was noted: <ul style="list-style-type: none"> • Properties would be converted into permanent homes and there would be a process of checking that families were correctly sized homes; this would not result in a reduction in temporary accommodation available to the Council. • Tenants in under occupied properties were encouraged to find

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 20 APRIL 2009**

	<p>other properties and introduced to the home swappers scheme.</p> <ul style="list-style-type: none"> • Unlicensed Houses of Multiple Occupation (HMOs), which were subject to the same housing repair, amenities and fire safety regulations, were being sought out. However, only permanent homes managed by Haringey would be required to meet the Decent Homes Standard (DHS). • Contractors were required to deal with any unwanted pests before DHS works began. The Chair suggested a piece of work be conducted to ascertain whether, when pest control works were being conducted in a block which included leaseholder properties, leaseholders were being recharged. • The DHS planned to also make homes air and water tight. A briefing note would be provided on whether heat proofing of Council Properties was part of works to achieve the Decent Homes Standards. • In response to the 2008 Audit Commission report, which rated Housing Services as “poor”, work was on-going to improve services. A staff restructure was occurring and new job descriptions drafted for staff at Alexandra House. Staff will be held to account for performance. • Services will be re-organised to focus on prevention. Homes for Haringey job descriptions will include an element of safeguarding children and vulnerable adults; a staff training programme was being arranged. The Tenants and Landlords Forum will introduce the expectation on private landlords to have regard to safeguarding children in the future. • Rent increases would be agreed in May and tenants should receive a Section 103 letter advising of the new rent. Any refunds would be given to tenants by lowering rent rather than refunding full amounts. • The Council was expected to deliver a mortgage rescue service to 6000 households. <p>RESOLVED</p> <p>That the briefing and answers to questions be noted.</p>	
<p>OSCO33.</p>	<p>HOMES FOR HARINGEY PERFORMANCE MONITORING QUARTER 4 (JAN 08/09)</p> <p>The Committee received the Homes for Haringey fourth quarter performance report and agreed the service was doing well overall. Some reductions in the service, highlighted in the report, were discussed.</p> <p>The following was noted in response to comments and questions:</p> <ul style="list-style-type: none"> • Problems with officers amending dates in the system from 2008 to 2009 in January had resulted in delays in the payment of invoices. New invoice turnaround times would be considered along with potential new Key Performance Indicators (KPIs). • An action plan was in place to reduce the number of void 	

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 20 APRIL 2009**

	<p>properties. Properties could be occupied 45 days from vacation for repairs and approximately 20 days from when repairs work was completed.</p> <ul style="list-style-type: none"> • Estate visits were conducted daily therefore repairs should not be left until inspections to be highlighted, although inspections did result in repairs. Details of how repairs were dealt with would be in the next performance report. • New customer service and contractor hours would be put in place to provide more flexibility for tenants. • The Chair asked for a briefing note on whether any work on providing a cost analysis for potential use of Community Land Trust areas taken place. • A briefing note on estate flytipping would be provided. • There were concerns about the performance of the organisation contracted to remove abandoned vehicles from estates; the Council was going out to tender for the contract. <p>RESOLVED</p> <p>That the report be noted.</p>	
<p>OSCO34.</p>	<p>CABINET MEMBER QUESTIONS: CABINET MEMBER FOR ENVIRONMENT AND CONSERVATION</p> <p>Received a briefing on key issues and responses to questions from the Cabinet Member for Environment and Conservation, Cllr. Brian Haley.</p> <p>The following was noted in response to discussions and further questions:</p> <ul style="list-style-type: none"> • The Council was moving towards a ward based cleaning system; information regarding individual ward cleanliness targets would be available in future. • Whilst the number of claims had decreased concerns were raised about the number of legal claims made due to potholes. If details of potholes were reported they would be dealt with although they could take a while to go through the system. • Written responses to the following questions would be provided to Committee Members: <ul style="list-style-type: none"> ○ Food Recycling - which Schools were currently participating in the pilot? Every school in the Borough had recycling facilities and the food recycling scheme would be rolled out. ○ Pollution - over what time period did the passive diffusion tube monitoring take place? ○ Could Haringey's actions in communicating the hazards of Compact Fluorescent Lights (CFL's) be more urgent and published in Haringey People? Cllr Bull suggested that the hazards were also communicated at the same time as the bulbs were distributed at Area Assemblies. ○ Disabled Parking Bays – a briefing note would be provided on the current process (how someone would 	

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 20 APRIL 2009**

	<p>apply for a disabled bay), the recent review and proposals for changing the policy.</p> <ul style="list-style-type: none"> ○ Resurfacing – could the Council ensure that manhole covers were raised to the height of the carriageway as part of our carriageway resurfacing works and not just tarmaced over? ○ Department for Transport (DfT) was soon to announce new powers for 20 mile per hour (mph) speed limits, how soon could the Council use these powers? A short briefing note on what the new powers were and what the implications for Haringey were would be provided. <ul style="list-style-type: none"> ● Hornsey Road would be subject to a 20mph speed limit next year. It was possible that Wightman Road could also become 20mph, although there could be problems enforcing this. ● Concerns were raised about flytipping (due to the Council's charging policy for bulky waste) and the delay in renewing the Council's waste contract. Charging for the collection of bulky waste ensured the that the service was not oversubscribed; housing estates were provided with skips for communal dumping. The Council's waste contract had not yet been renewed due to the time required to collate new options and for tender discussions to take place. ● The Green Fair would continue to be held at rotated venues rather than at a permanent venue. <p>RESOLVED</p> <p>That the briefing be noted.</p>
<p>OSCO35.</p>	<p>ANIMAL WELFARE</p> <p>Received the Scrutiny Review report on Animal Welfare in Haringey and Cllr. Dodds' introduction.</p> <p>In response to Members' questions it was noted that more research was required into the link between animal abuse and child abuse. Cllr. Jones expressed concerns that recommendations 11 and 12, relating to Zippo Circus, encouraged animal exploitation.</p> <p>RESOLVED</p> <p>Stray Dogs Footprints - Recommendations</p> <ol style="list-style-type: none"> 1. That the Committee recommends that the Council adopt the Community Animal Welfare Footprints scheme to measure its performance in animal welfare and sets the Bronze award as a minimum local target for 2009/2010. Once achieved, the Service should carry out an assessment into the feasibility of achieving Gold Standard. 2. That the Committee recommends that the appointment of a Dog Warden should be a priority for the Service and that other

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 20 APRIL 2009**

strategic roles around animal are carried out as part of the duties of other posts.

3. That the Committee recommends that the Urban Environment Directorate explore the idea of encouraging voluntary micro chipping or tattoo for all cats and dogs.
4. That the Committee recommends the Urban Environment Directorate should look into whether or not there are any illegal dog breeding activities in the Borough and to take appropriate action against any individuals found to be breaking the law.

Housing Footprints - Recommendations

- 5 That the Committee recommends that the Urban Environment Directorate carry out an assessment with Community and Strategic Housing for a commitment from Homes for Haringey for developing a Service Level Agreement with Community and Strategic Housing Services; and Registered Social Landlords to ensure an effective animal welfare service across the borough.
6. That the Committee recommends that the Urban Environment Directorate encourage Homes for Haringey to participate in educational initiatives to ensure that tenants and leaseholders are aware of issues relating to animal welfare and responsible pet ownership.

Contingency Planning - Recommendations

7. That the Committee recommends that the Emergency Planning Officer work with Homes for Haringey and Registered Social Landlords to agree emergency contingency procedures to ensure a managed response for the evacuation of pets in the event of a local emergency.

& Animal Welfare Principles Footprint – Promoting Education Awareness – Recommendations

8. That the Committee recommends the Urban Environment Directorate, as part of the Corporate Animal Welfare Strategy, ensure that the Animal Welfare Education Program pull together existing resources and support from local organisations such as Wood Green Animal Shelter and the RSPCA to ensure a proactive, co-ordinated education approach.

The Link between Domestic Violence, Child Abuse and Animal Welfare

- 9 That the Urban Environment Directorate consult with Homes for Haringey, Registered Social Landlords, Children and Young People Services and Adult Social Services; the RSPCA; Battersea Cats and Dogs Home and Wood Green Animal Shelter to devise appropriate procedures to enable the sharing

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 20 APRIL 2009**

	<p>of information when animal welfare issues, child abuse or domestic violence are brought to their attention. These bodies should be alert to animal abuse as a possible indicator or domestic violence and child abuse.</p> <p>A Corporate Animal Welfare Strategy</p> <p>10 That the Committee recommends that the Urban Environment Services produce an Animal Welfare Charter/Policy for Haringey that this should include animals on allotments.</p> <p>Zippos Circus</p> <p>11 That the Committee recommends that consideration be given to amending the current policy prohibiting the use of performing animals at organised events on Council land in order to allow animal circuses using domestic animals to be held on the Council's open spaces.</p> <p>12. That the Committee recommends that procedures be put in place for the registration and inspection of any circuses under the relevant legislation as part of the event application process.</p>
<p>OSCO36.</p>	<p>CPA ASSESSMENT</p> <p>The Committee received a presentation on the Comprehensive Performance Assessment (CPA) by Richard Hutton and Christine Piscina (Performance & Policy).</p> <p>The Committee were advised that this was the final Audit Commission assessment under the CPA scheme, which would be replaced with Comprehensive Area Assessments (CAA) where the Council will be required to prepare a self assessment focussing on outcomes rather than processes and delivery. The overall scoring was 1 star which was mainly due to the Council's low score in Children's Services, which was a core service, or "level 1 indicator". The Chair requested a briefing note on level 1 indicators. The Council's direction of travel was evaluated to be "not improving adequately".</p> <p>The Committee were further informed that other scores included: Adult Services – "improved", Resources – "3 out of 4" and Culture - "4 out of 4". There were concerns that Culture scored highly when Muswell Hill Library was not accessible.</p> <p>RESOLVED</p> <p>That the presentation be noted.</p>
<p>OSCO37.</p>	<p>SCRUTINY REVIEW - SCHOOL EXCLUSIONS (PART TWO)</p> <p>The Committee received the Scrutiny Review Report on services</p>

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 20 APRIL 2009**

	<p>provided at the Pupil Support Centre.</p> <p>Councillor Jones expressed concerns that the report did not identify exclusions of particular ethnic groups and certain Special Education Needs (SEN). The next review of Exclusions and Pupil Support should include consideration of the number of undiagnosed SEN pupils and those with autism – work was currently being done on these issues.</p> <p>Rob Mack, Scrutiny Officer, explained that the review was not intended to be specific and that the provision was currently being revamped. The Support Centre would be based on the Coppets Wood site and the Commerce Road site would be rebuilt under the Building Schools for the Future (BSF) programme.</p> <p>RESOLVED</p> <p>i. That the Children and Young People’s service be commended on:-</p> <p>a) The quality of provision currently provided at the Pupil Support Centre and in being recognised nationally as a ‘leading edge’ Authority of such provision</p> <p>b) Being fully compliant with the provisions set out in the Government White Paper ‘Back on Track’</p> <p>ii. That the Director of Children and Young People’s service consider:-</p> <p>a) ways to ensure that quality assurance can be embedded and made stronger</p> <p>b) ensuring that further work is carried out with partners especially the police and the PCT on the well being agenda</p> <p>c) how the good practice that has been developed can be further promoted with Haringey seeking Beacon status.</p> <p>d) ways of ensuring that the Pupil Support Centre had a good and positive image.</p> <p>3. That Overview and Scrutiny Committee give consideration to a further review on the quality of provision in 2/3 years time after the opening of the new Centre in 2010.</p>	
<p>OSCO38.</p>	<p>SCRUTINY REVIEW OF STROKE PREVENTION</p> <p>The Committee received the report of the Stroke Prevention Review Panel.</p>	

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 20 APRIL 2009**

Councillor Alexander introduced the report on behalf of Cllr Winskill and suggested rewording recommendation 7a (detailed below):

7a. A co-ordinated approach and accompanying action plan should be developed across the partnership to develop the voluntary and community sector.

This should:

- Link volunteering initiatives across the borough
- Link up with the Expert Patient Programme
- Ensure that skills learnt are passed onto the community
- Support steps to employment where possible"

RESOLVED

That the following recommendations be agreed:

1. Workforce Development Plan to be jointly developed between Haringey Council and Haringey Teaching Primary Care Trust

- a. Risk, symptom and 'what to do' training for staff (TPCT and ACCS) who come into regular contact with those who are at risk of stroke – to include Teachers, Meals on Wheels staff, Home Care staff, Residential Care staff, Health Trainers, Community Development workers etc.
- b. To be provided by the voluntary and community sector e.g. Different Strokes, Stroke Association.
- c. 'Stroke Training' should be embedded as part of the overall training on 'Assessment and Care Management' for people working with Adults who have disabilities.

2. Targeted awareness raising for members of the public

- a. Particularly in areas where there is a population at high risk of stroke, including;
 - Asian, black, mixed ethnic groups (particularly men)¹, carers, manual workers, workers aged 40 years and over with a hereditary risk of stroke, people experiencing high levels of stress or high blood pressure.
 - Staff and residents in residential nursing homes, day centres and other settings where staff and residents need to know the symptoms in case of a stroke.
- b. Stroke refresher seminars involving all Haringey GPs

¹ Haringey's top three ethnic groups who are at greater risk of stroke. NHS Haringey, March 2009

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 20 APRIL 2009**

- c. FAST² posters to be sent to all Haringey GP Surgeries, community centres, religious centres, sports clubs and other appropriate locations.
- d. FAST All-Users email with link to DoH web-site at both the Council and NHS Haringey – message to be consistent across both organisations.
- e. FAST information to be placed on the internal and external website of both the Council and NHS Haringey – message to be consistent across both organisations.
- f. Consideration to be given to a social marketing campaign including the possible use of ‘hard hitting’ images, for example those shown by Ricability to the Scrutiny Panel.
- g. An article in Haringey People providing information on stroke prevention, including information from Different Strokes, the national campaign, risk factors and preventative measures.

3. Annual Review/Patient Toolkit

- a. Best Practice requirement for GPs (or practice nurse/nurse practitioner) to conduct annual reviews of stroke and TIA patients which goes beyond the current blood pressure and cholesterol check.
- b. The annual review template on EMIS (primary health care software) should be edited to include active referral and a personal prevention plan covering health, social and emotional needs. This could lead to active referral and uptake of stroke clubs, counselling, volunteering, getting back into work, reducing salt intake, personal exercise plan etc.

4. Active identification

- a. Of people at risk of stroke by GP practices (including people experiencing high levels of stress) e.g. Asian, Black, Mixed ethnic groups, family carers, manual workers, and adults aged 40, over with a hereditary risk of stroke and people experiencing high levels of stress or high blood pressure.
 - These should be invited for an annual personal plan consultation.

Greater obligation for GPs to identify potential stroke patients through the exploration of options for developing a Stroke Local Enhanced Service (LES)³.

5. Vascular Checks

² FAST – Face, Arms, Speech, Time to call 99 Test. The Department of Health is currently running a National campaign on this. Please see front and back page for an example of this.

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 20 APRIL 2009**

- a. NHS Haringey to ensure that all agencies are aware of the forthcoming Vascular Check programme and NHS Haringey's roll out plans to ensure that there is sufficient infrastructure to support people being identified as being at risk and given appropriate advice and/or referral.
- b. NHS Haringey should consider the inclusion of a waist measurement in the local vascular check tool.
- c. Haringey Leisure Services to support Vascular Risk Assessments with provision of affordable referral options (for example through Active for Life scheme)

6. Reinforce link between health and lifestyle

- a. All practices to be actively encouraged to sign up to the GP referral scheme on roll-out to West of the Borough.
 - Reminder of criteria and benefits to be sent to all GP's currently signed up.
- b. Leisure Services to actively encourage those coming to the end of the GP referral scheme to sign up for continued Membership.

7. Community Involvement

- a. A co-ordinated strategy should be developed to link the Expert Patient Programme with the wider voluntary and community sector.
 - This should also link into other strategies which are being developed across the partnership
- b. Greater collaboration between the voluntary and community sectors, NHS Haringey and Adult Services to enable low level prevention work to be led by people in the community with support from professional services for example the Health Trainers Programme.
 - Consideration to be given to the use of the health centres for this.

8. Information Provision

- a. Exploration of the possibilities of joint working with other boroughs and the voluntary and community sector for information provision as well as specific Haringey information where relevant.
- b. Stroke Prevention booklet to be commissioned with specific focus messages particularly relevant to Haringey's demographics ensuring consultation with both services users and the voluntary sector.

9. Lead GPs

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 20 APRIL 2009**

	<p>a. With responsibility for stroke in Haringey to be identified - one per collaborative</p> <p>10. Set up a multi agency steering group that takes forward the action points and Quality Markers from the National Stroke Strategy.</p> <ul style="list-style-type: none"> • To hold quarterly stroke steering group meetings • To oversee the development and performance management of a local stroke care action plan. • To provide a forum for clinical pathway development. • To horizon scan for new Stroke Care guidance/guidelines with potential implications for commissioning or performance. • To investigate the current situation with regards to Oberoi and take a co-ordinated overview of what improvements could be made to maximise the benefit of this system. 	
<p>OSCO39.</p>	<p>RESTRUCTURING OF HARINGEY MENTAL HEALTH ACUTE CARE SERVICES - OVERVIEW AND SCRUTINY COMMITTEE RESPONSE TO PROPOSALS BY BARNET, ENFIELD AND HARINGEY MENTAL HEALTH TRUST</p> <p>The Committee received the Scrutiny report on the restructuring of Haringey Mental Health Acute Care Services – Overview & Scrutiny Committee Response to Proposals by Barnet, Enfield and Haringey Mental Health Trust (MHT).</p> <p>It was noted that the timing of the review was deferred due to intervention from the Department of Health and various issues within the MHT and a fire at Chase Farm Hospital. Permanent closure of the Mental Health Ward at St Anne’s hospital was not supported by the Scrutiny Panel or key stakeholders.</p> <p>RESOLVED</p> <p>That the draft response, as attached as Appendix A to the report and recommended by the scrutiny panel that considered the proposals in detail, be approved as the Committee’s formal response to the consultation by Barnet, Enfield and Haringey Mental Health Trust.</p>	
<p>OSCO40.</p>	<p>MINUTES</p> <p>RESOLVED</p> <p>That the minutes of the meeting held on 16 March 2009 be confirmed and signed by the Chair.</p>	
<p>OSCO41.</p>	<p>NEW ITEMS OF URGENT BUSINESS</p> <p>There were no items of urgent business.</p> <p>The meeting closed at 21:50 hrs.</p>	

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 20 APRIL 2009**

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COUNCILLOR GIDEON BULL

Chair

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
WEDNESDAY, 29 APRIL 2009**

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

Apologies Councillor Jones

Also Present: Felicity Kally (Co-optee), Yvonne Denny (Co-optee), Councillors Hare and B. Harris, Trevor Cripps (Head of Scrutiny), Melanie Ponomarenko (Scrutiny Officer), Rob Mack (Scrutiny Officer), Jon Hastings (Street Scene/ Environment Officer), Helen Jones & Natalie Cole (Committee Co-ordinators),
NHS & PCT representatives
Approximately 15 members of the public

MINUTE NO.	SUBJECT/DECISION
OSCO01.	WEBCASTING The meeting was webcast on the Council's website.
OSCO02.	APOLOGIES FOR ABSENCE An apology for absence was received from Councillor (Cllr.) Jones. Cllr. Toni Mallett attended as Cllr Jones' substitute. Apologies for lateness were received from the Chair, Cllr. Alexander and Cllr. Winskill. Councillor Aitkin apologised for having to leave early.
OSCO03.	DECLARATIONS OF INTEREST Councillor Mallett declared a personal, non-prejudicial interest in item 6 – Transport – Adult Social Care – as her father had previously used the Borough's day centre facilities.
OSCO04.	DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS There were no such items.
OSCO05.	NHS HARINGEY - BUDGET SETTING 2009/10 Received a presentation from Harry Turner (NHS Haringey Director of Finance) on the budget setting for 2009/10, which was £30 million less than last year's budget due to cost, allocation and other pressures. Tracey Baldwin (NHS Haringey Chief Executive) and Richard Sumray (NHS Haringey Director) were also in attendance. The presentation outlined actions taken to deal with these pressures which had reduced the gap in funding to £16 million. Further actions had been proposed to further close the funding gap and minimise the

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
WEDNESDAY, 29 APRIL 2009**

impact on services.

The following was noted in response to discussions, concerns and questions:

- It would not have been sensible for the NHS to consult with partners and the public before the budget and acute contracts had been finalised and agreed by the NHS Board. NHS representatives would return to present the ultimate budget to OSC, when finalised, and extended hours to services (including Neighbourhood Health Centres) in the community to reduce acute spending and numbers of people going in to hospital. General Practitioners (GPs) and other services would be evaluated to ensure services were delivered productively and with value for money.
- Primary Care Trust contracts would seek improvements in length of hospital stays, out patients appointments and other areas to ensure services did not suffer as a result of lower budgets.
- There would be less overspend on services such as Mental Health than in 2008/09 and investment plans would also be reassessed and prioritised.
- Despite being reduced, reserve funds were enough to cover increased activities in winter. This would need to be re-assessed in the event of a pandemic.
- The new tariff for acute services (HRG4) made it difficult to assess the impact of the funding gap but any financial risks would be assessed and contingency would be in place.
- The Cabinet Member for Health and Social Services and the Leader would be asked to write to the Department of Health expressing the Council's concern at;
 - the late notification of changes in tariffs and the resource allocation formula which had disrupted and delayed NHS Haringey's budget process
 - changes to the resource allocation formula reducing Haringey to floor level growth of 5.1% baseline and asking for reasons why it was so low; and
 - the introduction of the new national tariff for acute services (HRG4), which, although intended to be cost neutral, has proven to be a cost pressure on NHS Haringey.
- NHS representatives would:
- write to OSC with figures about access to sexual health services & Sexually Transmitted Diseases (STD).
- write to OSC about NHS waiting times for new patients to sexual health services.
- return to present the NHS Haringey budget to OSC when it had been finalised

RESOLVED

That the presentation be noted.

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
WEDNESDAY, 29 APRIL 2009**

<p>OSCO06.</p>	<p>TRANSPORT - ADULT SOCIAL CARE</p> <p>The following was noted in response to discussions and questions:</p> <p>An action plan was being put in place by the Adult Social Care team and work had already started on some aspects of the review including: a Transport Steering Group had been set up, activity data was being collected and would be reported as part of performance management and service level agreement planning.</p> <p>Adult Social Care officers would prepare a briefing note about “self-funders” using day services and their entitlement to access day centre transport provision.</p> <p>New vehicles were in use which met European Union emissions standards. These were on a five year lease but electric vehicles would be considered in the future.</p> <p>RESOLVED</p> <p>That the following recommendations be agreed:</p> <ul style="list-style-type: none"> i That Overview & Scrutiny Committee conduct an initial scoping to assess the benefit of conducting a full scrutiny review of: <ul style="list-style-type: none"> ▪ capacity, appropriateness and integration of community transport services (door to door) in Haringey ▪ patient transport for health services in Haringey. ii Haringey Council should consider developing a local community transport development plan to help: <ul style="list-style-type: none"> ▪ provide a consistent level of service quality for passengers ▪ ensure coordination of local services ▪ integrate local and pan London transport services ▪ maximise council resources. iii Adult Social Care should ensure that all 2nd and 3rd tier managers are aware the Councils Project Management Framework to ensure that all future projects are compliant, particularly in respect of: <ul style="list-style-type: none"> ▪ full appraisal of relevant service options ▪ full assessment of potential project risks ▪ identification of clear business case to proceed ▪ clear milestones and change management plan iv Adult Social Care should aim to develop appropriate monitoring data to support the operation passenger transport services. Data monitoring should relate to a small number of key performance indicators (e.g. council priorities, service objectives, access to day opportunities or passenger services standards) and should be accompanied by appropriate systems to ensure that such data is collated, analysed and informs the operation of the transport 	
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**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
WEDNESDAY, 29 APRIL 2009**

	<p>service.</p> <p>v Using activity and financial monitoring data, Adult Social Care should develop a process which supports the benchmarking of transport provision for day centres. This data should help to develop an assessment of the comparative performance of the transport service with other transport models/ services.</p> <p>vi That Adult Social Care should establish service standards for journey times (i.e. max 1 hour) and service punctuality (i.e. within 30 minutes of specified time) for service users and their carers. These standards, and the service's performance against these standards, should be clearly communicated to service users and carers.</p> <p>vii That Adult Social Care service should invest in occasional/ periodic specialist advice to support more effective planning, development and operation of day centre passenger transport services. Specialist advice should also be sought to identify how adult social care can minimise the environmental impact of vehicles under its operation and management.</p> <p>viii That Day Centre Managers, or those that plan transport routes, attend passenger transport training (i.e. NVQ Passenger Safety) to ensure that passenger routes effectively and efficiently.</p> <p>ix Adult Social Care should ensure that dual training of staff is fully implemented across the day centres to ensure that there is an adequate pool of drivers and escorts to support to operation of service based transport.</p> <p>x That Adult Social Care continues to utilise survey tools developed within the review to periodically to asses service user and carer satisfaction with transport services.</p>	
<p>OSCO07.</p>	<p>RECYCLING REVIEW: SOURCE SEPARATED AND CO-MINGLED COLLECTION METHODS IN HARINGEY</p> <p>The Committee considered a report on the Recycling Review of Source Separated and Co-Mingled Collection Methods in Haringey, introduced by Jon Hastings (Communication and Engagement Manager - Environment).</p> <p>The following was noted in response to questions and discussions:</p> <ul style="list-style-type: none"> • Although the Review Panel looked in detail at the merits of collection methods the Panel had not received costings. Cllr Adamou recommended that Committee Members received a report of the financial implications of source separated and co-mingled collections. • Co2 savings would be considered as part of the new waste contract procurement. 	

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
WEDNESDAY, 29 APRIL 2009**

	<ul style="list-style-type: none"> • The detail of what materials should be recycled using blue bags distributed to blocks of flats would be reported back to OSC following the question about them only being used to recycle paper. • OSC would received details on the Borough's total tonnage of recycling and what materials this included. • People were more likely to recycle using the co-mingled method and food waste recycling should be encouraged. • Work was being conducted to improve food waste recycling. • Cllr. Hare addressed OSC with suggestions for separate glass recycling. Glass recycling had been considered within the review and was included in co-mingled collections. <p>RESOLVED</p> <ol style="list-style-type: none"> i. That the Committee recommends that the council explores the option of collecting paper and glass separately from one another on its recycling services. ii. That the Committee recommends that the council should consider retaining the paper and glass banks in Haringey. iii. That the Committee recommends that the council commission a report on co-mingled and source separation collection methods as part of the procurement process for the new Waste Services Contract. The report should consider the costs and benefits, environmental impacts and carbon dioxide emissions of both collection systems. iv. That the Committee recommends that a report is produced on the impact of the North London Waste Authority's procurement process on Haringey, with regard to co-mingled and source separated collection methods. The report should include analysis of the impact of a crash in the recycle markets owing to the global economic crisis. v. That Committee members receive a report of the financial implications of source separated and co-mingled collections. 	
<p>OSCO08.</p>	<p>HEALTH: EVERYONE'S BUSINESS</p> <p>The Committee considered a report on the Health and Inequalities Event held in November 2008 and a gap analysis document, which were recommended as a basis for setting the Scrutiny work programme for the forth coming year. Melanie Ponomarenko (Scrutiny Officer) and Susan Otití (Director of Public Health (Haringey NHS)) introduced the report.</p> <p>The following was noted in response to discussions and questions:</p> <ul style="list-style-type: none"> • Health Care Scrutiny reviews should be conducted jointly with the Primary Care Trust (PCT). PCT officers should be invited 	

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
WEDNESDAY, 29 APRIL 2009**

	<p>to become review panel members.</p> <ul style="list-style-type: none"> • Three areas suggested for review in 2009/10 were: Housing, Physical Activity and Sexual Health. • Domestic violence was not necessarily more common in deprived areas but possibly better hidden by affluent people. • Young people should be better engaged with. • The report would be circulated to all Council Members. <p>RESOLVED</p> <p>i. That the Overview and Scrutiny Committee add the following areas to the list of topics which will be considered as part of the work plan for 2009/2010.</p> <ul style="list-style-type: none"> • Housing, particularly in relation to temporary accommodation and the impact of the recession on private sector contributions. • Sexual health, particularly in relation to teenage pregnancy and Chlamydia rates. • Physical activity, particularly in relation to behaviour change. • Use of green spaces. <p>ii. That the Overview and Scrutiny Committee consider the attached gap analysis for other areas to be considered in the 2009/2010 work plan.</p>	
<p>OSCO09.</p>	<p>ISLINGTON URGENT CARE CONSULTATION</p> <p>Received the report on the Consultation on Urgent Care in Islington introduced by Anna Stewart from Islington Primary Care Trust.</p> <p>The following was noted in response to questions and discussions:</p> <ul style="list-style-type: none"> • The main recommendation to tender for an Urgent Care Centre in Islington, to be based at the Whittington Hospital was objected to by OSC Members who felt that the Whittington Hospital should be given the contract. • Siobhan Harrington from the Whittington Primary Care Trust (PCT) also attended the meeting and expressed that Whittington Hospital supported the strategy as a whole except for the decision to tender for an Urgent Care Centre. This was thought to be a re-design of old services and would be a risk to the PCT in the current economic climate. Committee Members supported this view. • More detailed consultation with stakeholders would take place once an overall strategy had been drafted and whilst the decision to tender for the Urgent Care Centre was not definite the rearrangement of services was. • The Chair would draft a response to the Islington Urgent Care 	

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
WEDNESDAY, 29 APRIL 2009**

	<p>consultation conducted by Islington PCT expressing the Committee's concern at the lack of consultation with Haringey residents, opposition to the establishment of a physically separate Urgent Care Centre on the Whittington site & requesting further information on the overall potential impact of the proposals. This would be circulated to OSC members for their input and copied to Siobhan Harrington.</p> <p>RESOLVED</p> <p>That the consultation document be noted.</p>	
<p>OSCO10.</p>	<p>MENTAL HEALTH TRUST (MHT) RESPONSE</p> <p>The Committee received an introduction to the report and a presentation by Andrew Wright (Mental Health Trust Director of Development) and Liz Rahim (Primary Care Trust Director of Commissioning) on the Barnet, Enfield and Haringey (BEH) Mental Health Trust (MHT) responding to the Overview and Scrutiny Committee's response to the Consultation on the reconfiguration of acute care within the Borough.</p> <p>A copy of a letter from Maria Kane (MHT Chief Executive) was tabled.</p> <p>The following was noted in response to discussions and questions:</p> <ul style="list-style-type: none"> • The MHT consultation produced the following results: <ul style="list-style-type: none"> • 76% agreed with the principle of the consultation • 65% recognised the need for change in MHT resources • Service users said they wanted more choice about their treatment • Once results were evaluated by the MHT Board they would be made public and a formal response published. • The importance of working together to keep moving forward to improve mental health services was recognised. The plan was to reduce the number of beds available at St. Anne's hospital for mental health patients and improve mental health resources within the community. • Concerns were raised about the number of people treated in wards and educating people about mental health. • An action plan had been established to address the issues at St Anne's highlighted by the Care Quality Commission. • There had been an issue with cleanliness of wards and it was recognised that less money was being spent on cleaning than in past years. • Haringey LINK (Local Involvement Network) representatives would start using "Enter and View" powers this summer, which would enable them to report and make recommendations on services. <p>RESOLVED</p>	

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
WEDNESDAY, 29 APRIL 2009**

	That the Committee noted the response by the Mental Health Trust.	
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COUNCILLOR GIDEON BULL

Chair