

Overview and Scrutiny Committee

MONDAY, 26TH OCTOBER, 2009 at 18:00 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

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

Co-Optees: Ms Y. Denny (church representative) plus 1 Vacancy, Ms M Jemide (Parent Governor), Mr J Efiopor (Parent Governor), Ms S Marsh (Parent Governor), Ms H Kania (LINK Representative)

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 17 below).

4. DECLARATIONS OF INTEREST

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

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

5. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

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

6. CABINET MEMBER QUESTIONS: CABINET MEMBER FOR HOUSING SERVICES (PAGES 1 - 4)

Briefing and answers to questions from Councillor Bevan, Cabinet Member for Housing Services.

7. CABINET MEMBER QUESTIONS: CABINET MEMBER FOR ENVIRONMENT AND CONSERVATION (PAGES 5 - 8)

Briefing and answers to questions from Councillor Haley, Cabinet Member for Environment and Conservation.

8. CRIME FIGURES - HALF YEAR UPDATE - TO FOLLOW

To receive the half yearly crime performance report.

9. HIGH INTENSITY USERS UPDATE - NHS HARINGEY RESPONSE (PAGES 9 - 10)

To receive the briefing from NHS Haringey on the management of high impact users of healthcare.

10. QUARTERLY COUNCIL PERFORMANCE EXCEPTIONS REPORT & QUARTERLY COUNCIL BUDGET MONITORING EXCEPTIONS REPORT (PAGES 11 - 44)

To receive the exceptions report on financial and performance information for the year to August 2009.

11. DECENT HOMES HALF YEAR REPORT (PAGES 45 - 52)

To receive the mid-year review of Year 2 of the Decent Homes programme, setting out performance to date against key performance indicators, lessons learned from year 1 and how these have been incorporated into the programme, as well key issues for years 3-5.

12. HOMES FOR HARINGEY HALF YEAR PERFORMANCE REPORT (PAGES 53 - 76)

To receive the half-year performance report for Homes for Haringey.

13. SCRUTINY REVIEW OF SEXUAL HEALTH IN TEENAGERS (PAGES 77 - 84)

To receive and approve the draft scope and terms of reference for a review of sexual health in teenagers.

14. ENGAGING WITH HARD TO REACH COMMUNITIES (PAGES 85 - 102)

To receive and approve the scope and terms of reference for a scrutiny review on engaging with hard to reach communities.

15. SUPPORT TO CARERS (PAGES 103 - 116)

To receive and approve the scope and terms of reference for a scrutiny review of support to carers.

16. SUPPORT TO VICTIMS OF CRIME (PAGES 117 - 126)

To receive and approve the scope and terms of reference for a review of support to victims of crime.

17. NEW ITEMS OF URGENT BUSINESS

Ken Pryor
Deputy Head of Local Democracy and
Member Services
River Park House
225 High Road
Wood Green
London N22 8HQ

Natalie Cole
Principal Committee Co-Ordinator
Tel: 020-8489 2919
Fax: 020-8489 2660
Email: Natalie.Cole@haringey.gov.uk

Friday 16th October 2009

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CABINET MEMBER FOR HOUSING SERVICES**KEY ISSUES – STRATEGIC AND COMMUNITY HOUSING SERVICES****Business Plan objectives:**

1. To halve the number of homeless households in Temporary Accommodation, by March 2010, through effective homelessness prevention, smarter working, better partnerships and the provision of a range of housing options.
2. To maximise the development of affordable housing, by attracting investment and ensuring effective partnership working, to meet the needs of residents and help build strong and environmentally sustainable communities.
3. to ensure the efficient management and maintenance of the Council's housing stock by developing a robust client function in respect of Homes for Haringey's finance and performance managements arrangements, together with a structured approach to determining and communicating the council's requirements.
4. To tackle homelessness, overcrowding and under occupation by making best use of Haringey's social housing stock, bringing empty homes back into use encouraging housing mobility, extending and promoting choice based lettings, and removing barriers to the private rented sector.
5. To achieve the continuous improvement of Strategic and Community Housing Services, ensuring that it is well managed, fit for purpose, customer-centred and provides good value for money.

Key functions of Strategic and Community Housing Services:

- The development and implementation of the overarching housing strategy and its sub strategies, covering such matters as homelessness, private sector housing, affordable warmth and the supply of affordable housing.
- The provision of a robust ALMO client function that ensures that Homes for Haringey manages and maintains the Council's housing stock efficiently and to the required standards, and delivers Haringey's decent homes programme within budget and on time.
- The development and implementation of an affordable housing programme, in partnership with registered social bodies, to provide affordable homes for rent and purchase.
- The improvement and enforcement of standards in private sector housing, including houses in multiple occupation, empty homes, the private rented sector and homes requiring substantial renovation.
- The assessment of housing applicants' housing and support needs (including homeless households living in temporary accommodation, and social housing tenants seeking a transfer), the maintenance of a housing register and the letting of social housing.
- The procurement, management and letting of temporary accommodation.

Recent key developments and events:

- Implementation of the new staffing structure continues, with teams and services being realigned to improve service delivery, communication and joint working.
- Haringey's 10 year Housing Strategy was approved by Cabinet in April 2009 following extensive stakeholder consultation and, at a multi agency event held in September 2009, stakeholders reviewed and celebrated the first year's excellent progress in implementing Haringey's Homelessness Strategy 2008-11.
- An Affordable Warmth Strategy is due to be approved by Cabinet in October 2009, and work is already underway to develop a multi agency Move-On Strategy designed to 'free up' accommodation in hostels and supported housing in order to make optimum use of the housing-related support provided, assist hospital discharge and reduce the Council's use of residential care.
- The review of the Council's Management Agreement with Homes for Haringey is progressing well and will be completed by December 2009.
- Work is continuing with the Homes and Communities Agency (HCA) – as part of the 'single conversation' – to develop Haringey's first Borough Investment Plan, identifying our investment needs, opportunities and priorities for the next 5 years. The Investment Plan will be submitted to the HCA in December 2009.
- An Emergency Accommodation Reduction Project was established in May 2009 to reduce the number of homeless households in expensive, nightly-purchased Emergency Accommodation from almost 1700 to just 200 by April 2010 when new subsidy arrangements (affecting the amount of money that councils can claim towards the cost of temporary accommodation) come into effect.
- As part of the drive to reduce costs and the Council's use of Emergency Accommodation, tenders have been obtained for the procurement of up to 400 units of supplier-managed private sector leased accommodation. These tenders have been evaluated and will be reported to Cabinet in October 2009.
- The number of households in temporary accommodation (TA) has continued to reduce and, by the end of September 2009, the figure stood at 4123. This was 435 fewer than at the end of March 2009. It is hoped that, by the end of October 2009, the number of households in Emergency Accommodation will reduce to less than 1300 and the number of households in TA will reduce to less than 4000.
- Consultation has started on the development of a new housing allocations policy that addresses the current and future needs of the borough, is more transparent and easier to understand, and helps to manage applicants' expectations. Consultation with Members started at a Leader's Conference on 8 October 2009.
- Strong relationships are being established with a growing number of private landlords offering good quality, well managed accommodation in Haringey and neighbouring boroughs. The Landlords Forum continues to attract a lot of support and, during the past six months, the Private Sector Lettings Team has helped more than 400 households move into private rented accommodation.

Key issues and challenges for 2009/2010

- Accelerating the reduction in the number of households in temporary accommodation (to achieve the end-of-year target of 3,500) and successfully reduce the number of households in Emergency Accommodation to 200.
- Procuring temporary accommodation in a manner that delivers improved value for money and minimises the financial impact of the new housing subsidy arrangements that come into effect in April 2010.
- Forecasting the financial impact of the new housing subsidy arrangements on the Council and Strategic & Community Housing Services, taking into account the changing tenure and property size of the portfolio of temporary accommodation.
- Preparing for the Audit Commission's inspection of Homes for Haringey and any Short Notice inspection of Strategic & Community Housing Services.
- Targeting specific neighbourhoods where it is suspected that the owners of a lot of licensable HMOs have failed to apply for an HMO licence (and increasing the size of the fees charged if the owner has failed to make an application in a timely way) in order to maximise compliance with the HMO licensing scheme.
- Attracting the necessary investment to develop new affordable housing in the borough and promoting a wide range of affordable housing options, including home ownership and private rented accommodation.
- Embedding the new staffing structure, developing and empowering staff and managers, and establishing a strong customer focus and performance culture. Reducing the number of agency/ temporary staff where possible.
- Looking to drive up quality standards using a number of measures including audit and monitoring of customer experiences.

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Key Issues Briefing Cabinet Member for Environment and Conservation Frontline Services

Key achievements in 2009/10

New contracts

The implementation of new Highways and Street Lighting contracts has now commenced (as of 1st July 2009). The contracts have officially been awarded to Volker Highways Crowley.

The implementation of a new Nuisance Vehicle contract has now commenced (as of 1st June 2009). The contract has yet again been officially awarded to On-Time Parking Solutions.

The Transport Forum

Sustainable Transport has initiated a Transport Forum which takes place bi-monthly. Those invited to attend include London Transport services, Metropolitan Police, Emergency Services and Stakeholders including Councillors, local residents and traders. The Forum is an open meeting that is an opportunity to provide and share information such as how to influence changes in transport provision and to discuss transport policies and priorities for Haringey.

Parking working in partnership with the police

As part of Parking Services response to an increasing number of assaults on Civil Enforcement Officers, we have now introduced a progressive prosecution policy in partnership with Haringey Police following recent successful convictions. In addition to this we are currently proposing 'side-by-side' partnership working with the police, particularly in areas where there have been a number of instances of assault, criminal damage and racial abuse, this is currently being negotiated.

Recycling 'Weekend Blitz' Campaigns

The Environmental Resources team has been delivering a number of projects relating to waste reduction, energy efficiency and water conservation. The Participation team have undertaken a program of door knocking known as 'Weekend blitz' which aims to educate and improve recycling participation. The blitz involves recycling operatives and the Environmental Resources Participation team knocking on all doors in a particular area to give out recycling containers to residents, as well as providing service leaflets and answering queries. The first Weekend Blitz was carried out at the Coldfall Estate in Muswell Hill, which has over 350 households, over half the residents spoken to directly. A survey was carried out before the blitz to measure the number of households participating in recycling services, another survey and follow up door knocking will be carried out in future to assess the success of the scheme.

Watch your Waste Week 2008 - short listed for National Recycling Awards

The North London Waste Authority's 'watch your waste week' campaign from 2008 has been short listed for a National recycling award in the waste minimisation category. This campaign involved all seven of the North London Boroughs coming together to deliver a week of activities that promoted the message of waste prevention. 'Watch your Waste week' will return in October 2009 in partnerships with the Greater London

Authority. A range of activities will also be taking place in schools and the wider community during the week.

Recycling Depot short listed for North & West London Business Awards 2009

The Recycling Depot has been voted one of the finalists in the category for Training and Development in the North and West London Business awards 2009, sponsored by HSBC for training and developing staff at the Recycling Depot, Haringey's in-house Recycling service. Although we did not win, we were highly commended, in addition as a result of working in partnership with Haringey Adult Learning Service (HALS) the service has been nominated for the Learning Skills Council's London 'Train to gain' Employer of the year award, for which we were the only Local authority short listed.

Recycling Team short listed for Health & Safety Best Practice Award

The Recycling Operations Team has been short listed for the Chartered Institute of Waste Management (CIWM) Awards for Environmental excellence in the category of Health and safety best practice. We are the first council in the UK to introduce a system of lifting equipment and loading bins that not only allows operatives to reduce the amount of manual handling associated with the collection of recycling containers, but also enables them to safely carry the bins whilst in transit. These innovative practices have significantly improved staff morale, helped to reduce manual handling related injuries and delivered tangible efficiency gains. These advancements could now be replicated in other collection schemes around the country.

Haringey joins Carbon Management programme for Local Authorities

We have successfully joined the Local Authority carbon Management programme in partnership with the Carbon Trust. The programme will support us in achieving carbon reductions from our operations (as measured by NI 185) including building management, schools and transport. The Council has already set its own carbon reducing target of 10% by 2010/11 for its own operations. Through the programme the council will receive support from the Carbon Trust in the form of technical and project management advice and will be able to share best practice with other authorities in the programme.

Carbon Reduction Scenario Modelling

Ten North East England Councils recently signed the European Covenant of Mayors, a European Commission led project which unites over 300 towns and cities (including London) in a commitment to go beyond the objectives of EU CO2 reduction policy. Environmental Resources was invited by the council's and associated regional bodies to explain how Haringey Council has used Vantage Point software to produce a carbon reduction scenario to achieve a 40% CO2 reduction target. Councils in the North East plan to use the same software to help them to develop a Sustainable Energy Action Plan, which is required by European Covenant of mayors.

Work in progress for 2009/10

New Integrated Waste Management and Transport contract

The aim is to provide an integrated refuse and recycling service, including street cleansing, winter maintenance and other services. This is currently ongoing and progressing on target for completion by April 2011.

Implementation of Traffic Management Act (TMA) permit scheme for utility companies

This scheme is a new form of licensing, which is being rolled out across all London boroughs, ensuring consistent working. All documents have been submitted to the Department of Transport, with an expected implementation date being 31st March 2010 at the latest.

Local Implementation Plan 2010/11

We have submitted our transport proposals to Transport for London for funding in 2010/11. Transport projects are now proposed for three main areas: Corridors (main roads in the borough), Neighbourhoods and Smarter Travel based on a formula agreed between TfL and the boroughs.

- The first area is **Maintenance** and this will be allocated on a needs basis, using information on the condition of TfL controlled Principal Roads and Bridges. In the past we have usually received in the region of £400,000 for Principal Roads maintenance and we expect to receive a similar amount for 2010/11.
- The second area is **Corridors** and we have defined these as the 'A' roads in the borough. TfL is looking for holistic schemes for key corridors that address issues relating to the smoothing of traffic flow, bus reliability, safety, cycling (inc cycle parking and Olympic cycle networks), public realm and removal of clutter. The maximum funding that the Council could expect for this category would be £1,341,000.
- **Neighbourhoods** is the third area for funding. Here and in this section TfL are looking for local area improvements including CPZs, 20mph zones and also work on Legible London programme of innovative street signage, reduction of street clutter and an expansion of the number of electric charging points. The maximum funding that the Council could expect for this category would be £1,068,000.
- The fourth area is **Smarter Travel** which includes travel plans for schools, hospitals and businesses, plus more travel awareness initiatives potentially integrating with corridor or neighbourhood programmes. The maximum funding that the Council could expect for this category would be £298,000.
- The last area is **Area Based Schemes (ABS)** where there is a bidding process for funding for larger schemes costing over £250,000. We already have funding for two ABS, Wood Green Station Access project and Wood Green Town Centre feasibility study.
- There is also additional flexibility in being able to transfer up to 20% to different programme areas as well as £100,000 for the Council to use on any transport scheme of its choice.
- The total funding which could be allocated is £2.807m. This does not however include Maintenance, which is allocated on a needs basis and Area Based Working, which has a separate bidding process.

Street Lighting

£2m is being invested in 2009/10 which will result in the replacement of approximately 1,400 street lighting columns, the proposed distribution is as follows;

Muswell Hill N10 – N2 £180k
Bounds Green £205k
Highgate N6 £200k
Tottenham Hale £205k
White Hart Lane £375k
St Ann's £210k
Bruce Grove £170k
Crouch End £160k

Works have commenced on a new lighting scheme on Ferry lane from the borough boundary to The Hale. This scheme will provide a new night time entrance to the borough alongside the new Hale Village project and will enhance this important route and provide an improvement to the night time safety.

EU funding bid for Decentralised Energy Study

The Environmental Resources Team and Planning department have submitted a bid to the EU Intelligent Energy Europe fund, which aims to support the development of renewable district heating and cooling systems (DH&C) in the borough.

Haringey's submission forms part of a pan-European bid, led by the German Ministry of Finance and GTZ. If successful the project will begin in August 2010 and last for 3 years. It will aim to assess the feasibility of increasing renewable DH&C systems in terms of planning policy, financing and potential management models for delivery companies, as well as delivering awareness raising and training to increase support for implementation of DH&C systems amongst developers and the community.

The implementation of DH&C systems could play a major part in meeting the borough's long term carbon reduction targets and help the heating sector to move away from the use of fuels that result in greater carbon emissions. The bid builds on a previous European funded project, REGENERGY which we participated in.

Procurement of new Graffiti contract

Environmental resources are currently reviewing the need to secure a 12 month contract, as the new waste management contract will incorporate Graffiti removal. The current arrangements will continue until the new contract commencement in August 2010.

*Draft***The Management of High Impact Users of Healthcare**

NHS Haringey has moved away from focusing on the numbers of community matrons in favour of reviewing the role of the community matron. We want to have a greater skill mix within the community matron service and provide more explicit pathways from the community matron service to and from other services.

As a result we have now introduced specialist case manager and community matron assistants for community matrons. These assistants facilitate better access to resources needed to more effectively manage patients in the community. Resources include rapid access to physiotherapy, occupational therapy, psychology, home care and equipment.

The role of community matrons in nursing and residential care homes has also provided considerable support and guidance. For example, offering specialist advice on applying the Gold Standard Framework as part of End of Life care planning and contributing to the development of improved access through the falls care pathway to the Integrated Therapy Team and London Ambulance Service.

The challenge of effectively managing high impact users is much wider than the community matron remit. It should not be seen in isolation to the need to prevent unnecessary admission, reduce the length of stay (LOS) for those patients who required admission, and prevent readmission within 28 days of discharge.

Those patients within the complex elderly speciality in 2008/09 who were readmitted within 28 days of discharge include 3245 spells in hospital for between two and ten days and 1993 spells of 11 days or more. It is clear to see why excess LOS and repeat admissions are of major concern to both health and social care in respect of quality of care and the impact of prolonged hospital stays on older people.

There are two main aspects to this problem - the ability of the hospitals to discharge patients in a timely fashion; and the ability and responsiveness of primary healthcare and social care to meet the needs of this patient group within the community setting.

To this end NHS Haringey has contracted CLINICENTA to provide Acute Home Care nursing and therapy support and the Stroke Care Pathway. This service help patients settle back home more quickly and the community matrons can also access the additional nursing and therapy support to prevent unnecessary admission occurring.

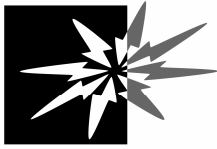
The increased in-reach to both North Middlesex University Hospital Trust and The Whittington Hospital Trust by the community matron team is also proving effective. We are able to apply advanced planning to effect appropriate and timely discharge and further investment is being considered to improve GP performance so that this too becomes more responsive and flexible.

The types of posts now provided in the community matron service include:

- 6 Generic Community Matrons with case manager
- Specialist Community Matron for TB;
- Specialist Community Matron for Older People;
- Specialist Community Matron for Adults with Physical Disability;
- Specialist Community Matron for Residential & Nursing Homes;
- 3 Specialist Community Nurse Assessors
- Specialist HIV Nurse
- Specialist Heart Failure Nurse
- Specialist Diabetes Nurse
- Specialist COPD Nurse and Physiotherapist
- Specialist in Palliative Care
- Specialist in Neurological Conditions
- 3 Specialist Safeguarding Nurses
- CLINICENTA – Acute Home Care
- CLINICENTA – Stroke care pathway
- District Nursing Service

This further investment from NHS Haringey brings the total number of posts to 21 providing a more flexible and responsive community service which is working in better harmony with our Hospital Trust and social care partners.

NHS Haringey – October 2009



Haringey Council

Overview and Scrutiny

26 October 2009

Report Title. **Performance Update to August 2009: Local Area Agreement and Sustainable Community Strategy Outcomes**

Report of **The Assistant Chief Executive, Policy, Performance, Partnerships and Communications and Chief Financial Officer**

Signed :

Contact Officer : **Eve Pelekanos/ Margaret Gallagher- Policy and Performance**

Telephone 020 8489 2508/2971

Kevin Bartle – Corporate Finance

Telephone 020 8489 3743

Wards(s) affected: **All**

Report for: **Information**

1. Purpose of the report

- 1.1. To report on an exception basis financial and performance information for the year to August 2009.
- 1.2. To provide an overview of performance against our Local Area Agreement under the Sustainable Community Strategy Outcomes.
- 1.3. To note the budget virements in accordance with financial regulations.

2. Introduction by Cabinet Member for Performance Management (Cllr Claire Kober)

- 2.1. I am delighted that the Tidy Britain group's external assessment of street and environmental cleanliness for litter, detritus, graffiti and fly posting confirms the good performance across the borough. This is a top priority for Cabinet and something I hope to see continue during the coming months. I also welcome the

performance of young people not in education, training or employment. The improvement in initial assessments completed in 7 days is a small but welcome step in the right direction. It will be important for this to continue in the coming months and at the same time see improvements in the quality of practice. It is disappointing to see the dip in performance on core assessments this is another area where both performance and the quality of practice needs to improve.

Introduction by Cabinet Member for Resources (Cllr Bob Harris)

2.2. I draw attention to section 14 and to Appendix 2 of the report and note the net forecast overspend on the General Fund of £1.5m. I continue to urge the relevant Cabinet Members and Service Directors to exercise all appropriate measures to ensure a balanced budget by the year-end. In terms of the financial position, I commend the report to Cabinet.

3. State links with Council Plan Priorities and actions and /or other Strategies:

3.1. This report sets out performance against a number of indicators that measure progress against the Sustainable Community Strategy outcomes. It includes an overview of progress against Haringey's Local Area Agreement targets.

4. Recommendations

- 4.1. To note the report and the progress being made.
- 4.2. To note the council budget changes (virements) set out in Appendix 2.

5. Reason for recommendations

5.1. Proposed budget changes (virements) are set out in Appendix 2 for approval in accordance with financial regulations.

6. Chief Financial Officer Comments

6.1. The overall revenue budget monitoring, based on the August position, shows that the general fund is now forecast to spend £1.5m above budget, after taking into account the potential use of £1m of the general contingency, as shown at Appendix 2. and additionally, this month, a further saving of £1.5m due to the lower settlement of the officers' pay. Children and Young People Services (CYPS), Adults, Culture and Community Services (ACCS) and Corporate Resources are each projected to overspend and the reasons for the projected variations are detailed later in this report. There are also some budget pressures

outlined in the report that services are seeking to contain within the budget.

6.2. The dedicated schools budget (DSB) element of the overall Children & Young People's Service budget is projected to spend at budget.

6.3. The net revenue projection with respect to the Housing Revenue Account (HRA) is to achieve a budgeted surplus.

6.4. The aggregate capital projected position in 2009/10 is to underspend by £4.4m (2%). The reasons for this projected variation are detailed in the report the majority of which is in ACCS. This projection includes the approved re-phasing of the capital programme in CYPS including Building Schools for the Future (BSF).

7. Head of Legal Services Comments

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

8. Equalities & Community Cohesion Comments

8.1. Equalities are a central thread throughout the Council's performance and many of the indicators have equalities implications

9. Consultation

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

10. Use of appendices /Tables and photographs

10.1. Appendix 1 Exception reporting indicators not meeting target

10.2. Appendix 2 Financial tables

10.3. These links provide access to the full scorecards for both the Haringey Strategic Partnership and the Council.

http://www.haringey.gov.uk/hsp_scorecard_quarter_1.pdf

http://www.haringey.gov.uk/august_2009_corporate_scorecard.pdf

11. Local Government (Access to Information) Act 1985

11.1. Budget management papers

11.2. Service PI returns

12. Background

- 12.1 This report covers the latest performance information to August 2009. It details performance for Haringey's Local Area Agreement and shows progress against agreed targets for 2009/10. Financial information is based on the council budget monitoring reports prepared for the budget and performance review meetings for period 5.
- 12.2 Appendix 1 details exception performance, where indicators are not meeting target. The full scorecards for the Haringey Strategic Partnership Council and the can be accessed on the Haringey website (see links in section 10) and include details of all indicators under the relevant priority or outcome. This report summarises performance under the Sustainable Community Strategy Outcomes.
- 12.3 Appendix 2 shows the aggregate projected positions for revenue and capital, proposed budget changes (virements) in accordance with financial regulations, and the Red, Amber Green (RAG) status of planned savings and planned investments.

13. Overall Progress

- 13.1 The table below shows the status of Haringey's 35 improvement targets and 10 mandatory educational attainment and early years indicators included in the current Local Area Agreement.

Summary for 35 LAA Indicators and 10 Mandatory Indicators			
Details	Status based on 2008/09 data	Status based on August 2009/10	Total
Number of indicators that are off target	7 (15.6%)	12 (26.7%)	Red
Number of indicators that are just off target	3 (6.7%)	3 (6.7%)	Amber
Number of indicators that are on target	20 (44.4%)	11 (24.4%)	Green
Number of indicators where data not yet available Baseline Year/ No Target/ Not Measured	7 (15.6%) 8 (17.7%)	19 (42.3%)	

- 13.2 Progress on the 13 stretch targets agreed for 2007 to 2010 is positive with seven on track to be achieved, four off target and two awaiting data for 2009/10.

Key Performance Messages

People at the heart of change

- ❖ With the exception of graffiti, provisional results for litter, detritus and fly posting exceed the targets set for 2009/10 (NI 195).

- ❖ Assessments of our parks and open spaces carried out in July resulted in 14 parks achieving/retaining green flag status, exceeding our stretch target of 12.
- ❖ Forecast data for net additional homes provided indicates that there will be 433 additional homes in 2009/10 against a target of 1602 (NI 154).

An environmentally sustainable future

- ❖ It is unlikely that the recycling target of 32% will be achieved in 2009/10. There is an ongoing drive to increase recycling participation and performance with a detailed action plan in place aimed at improving performance in future years (NI 192).

Economic vitality and prosperity shared by all

- ❖ The NEET (16-18 year olds Not in Employment, Education or Training) level has stabilised at a level below the 2010 stretch target of 10.4% (NI 117)
- ❖ The proportion of 'Not knowns' (these are the young people whose status in respect of being in education, employment or training is not known) as at August is 3.6%, below last August's at 8.3% and the rolling year target of 9.9%.
- ❖ Preliminary information for educational attainment and DCSF value-added measures shows that Haringey pupils are making good progress from KS2 to GCSE.
- ❖ In 'Achievement of 5 or more A*-C grades at GCSE (incl. English and Maths)', Haringey is now 5.6 percentage points below the national rate, a significant improvement from 13.4 percentage points below the national target in 2003

Safer for all

- ❖ There have been 215 violent crimes in the year to August against a target of 148 for that period, a 39.6% increase on the same period last year (NI 15).
- ❖ Performance on children's initial assessments has improved from 11.9% in June to 25.9% carried out in 7 days from referral, in August, this remains below the 53% target (NI59).
- ❖ The percentage of core assessments carried out in 35 working days of commencement improved in July to 49.3% but reduced again to 31.9% in August, below the 63% target (NI60).
- ❖ The number of repeat victims of domestic violence has reduced to 122 as at September '09 (12 month rolling year) against a target of 156.
- ❖ Significant partnership activity and investment is achieving results in serious acquisitive crime with a rate of 14.7 per 1,000 population (3,317 recorded offences (NI 16)).
- ❖ The increase in personal robberies has reduced to just over 0.5% when compared with the same period last year. This is one of our stretch targets.
- ❖ The latest provisional figures (2008/09) for Hospital admissions for Alcohol Related Harm indicate that we have missed the target by 51 cases (NI39).

Healthier people with a better quality of life

- ❖ Based on data available prevalence of breast-feeding is below target although this may be due to delays in receiving the data from GPs due to swine flu (NI53).
- ❖ Percentage change in under-18 conceptions – Quarter 4 of 2007/08 shows a 16.5% reduction from the 1998 baseline. The reduction continued into the first quarter of 2008/09. This reverses the trend rather than slowing the rate of increase. Performance remains below the 2009/10 target of -18.1% (NI 112)
- ❖ The target for Chlamydia screening/tests for under 25 year olds is being met. (NI 113).
- ❖ Targets for the number of 4-week smoking quitters who attended NHS Stop Smoking Services and the number of smoking quitters in the N17 area (stretch target) have been met.
- ❖ Delayed transfers of care from hospital remained at 14.4 per hundred thousand population for July and August 2009 having reduced from 16.1 in May 2009, this figure remains comparatively high (NI 131).

People and customer focused

- ❖ Haringey residents are more likely to feel empowered in decision making. 40.3% felt they could influence decisions in Haringey placing us fourth highest in London well above both the National average of 29% and 35% in London.(NI 4)

Exception reports have been provided (Appendix 1) for areas where targets are not being achieved and detail an explanation of the performance, current activities, best practice, emerging risks and equality impact as well as a note of when and where performance has been discussed. These areas include:

- Affordable homes and Net additional homes
- Recycling
- Number of people on job seekers allowance helped into sustained work
- Serious violent crime
- Initial and core assessments for children's social care
- Under 18 Conception rate

14. Finance

14.1 The overall revenue budget monitoring, based on the August position, shows a forecast gross spend of £4m above budget. This is partially off set by a £1m contribution from the general contingency and a reduced call on the inflation budget of £1.5m following the settlement of the pay award at a lower sum than planned. As shown in Appendix 2, this results in a net forecast of £1.5m above budget. The position will be closely monitored during the remainder of the

financial year to confirm whether the contingency will need to be fully applied as Directors continue to implement measures to reduce costs wherever possible.

- 14.2 In Adults, Culture and Community Services the projected overspend remains at £0.5m as reported last month. This largely relates to Older People's Services and Mental Health care purchasing where client numbers and average unit costs have increased. There are other cost pressures in Adult Social Care and Recreation that are being managed within the overall budget position with the Director introducing actions to reduce spend wherever possible. These will be closely monitored as the year progresses.
- 14.3 In Children and Young People's Service there is a projected overspend of £3m. This relates to the looked after children (LAC) placement budget and associated legal costs. Although additional resources were provided for this area in the 2009/10 budget there are still significant pressures as a result of increased number of children being placed in care and increased unit costs. The number of children in care has increased significantly in the past year, however this appears to be remaining stable in the last few months at between 460 and 470.
- 14.4 The Director has identified a number of actions which target specific issues associated with reducing expenditure on LAC. These actions have been focussed on three discrete areas: routes into care, placement costs and routes out of care as were reported in detail to the Cabinet on 8 September 2009.
- 14.5 Urban Environment is currently projected to spend at budget although there are some considerable cost pressures particularly in Planning, Regeneration and Economy that the directorate are currently seeking to contain within the approved budget. These are largely because of income shortfalls and some compensatory savings are being identified.
- 14.6 The Housing Revenue Account is projected to achieve the small budgeted surplus. A loss of interest earnings in the cash balance is being offset by additional rent income arising from a reduced number of right to buy sales.
- 14.7 Corporate Resources are projecting an overspend of £0.5m, which mainly relates to Property Services where rent on the commercial portfolio is still falling and a shortfall of £0.75m is currently projected. Without a significant change in the short term economic position it is not likely that this income will be achieved. This projected overspend is offset by £0.25m projected underspends in other areas within the directorate and further cost reduction actions are being investigated.
- 14.8 Policy, Performance, Partnerships & Communications (PPP&C) and People & Organisational Development (POD) are projected to spend at budget. The forecast also assumes that the target for efficiencies of the Haringey Forward programme are achieved as currently projected.
- 14.9 Non-service revenue (NSR) is made up mainly of capital financing and budgets for levies and contingency. This is showing an underspend to reflect the possible use of £1m of the general contingency as a contribution towards the total general

fund overspend and an underspend of £1.5m to reflect the lower than predicted pay award. As previously reported there is a small budget overspend relating to Alexandra Palace Park and Trust of £0.3m. The Trust has been asked to ensure that discretionary and non-essential expenditure is restricted during 2009/10 to help ensure that the final position is in line with the Council's budget. The position will be carefully monitored; however the latest budget management report given to the Alexandra Palace Park and Trust Board indicates that they are finding it increasingly challenging to contain the Trust's deficit within the reported figure.

- 14.10 The RAG status of savings and investments is shown in Appendix 2. Planned savings classified as red are mainly in UE where a number of savings are unlikely to be achieved and alternative measures are being considered. Some of these are not being achieved because of the economic climate, for example in respect of planning and building control fees. The balance classified as red is in Corporate Resources and relates to commercial income in Property Services.

Treasury Management

- 14.11 The second detailed quarterly report on Treasury Management activities will be submitted to the General Purposes Committee on 22 October 2009 and reports the activities for the second quarter of the year. Ongoing consideration is given in the report to the Council's investments and borrowings, which may result in a recommendation to Council for a revision to the Treasury Management Strategy Statement (TMSS).
- 14.12 Members received formal training on treasury management on 8 September and further training sessions will be provided although the content and format of that is under review.

Capital

- 14.13 The aggregate capital projected position in 2009/10 is as shown in Appendix 2 and is projected to underspend by £4.4m (2%) which relates to Adults, Culture and Community Services (£3.5m) and Urban Environment (£0.9m).
- 14.14 Capital projects within Adult, Culture and Community Services are reporting a full year projection of £3.5m underspend this period. The main variances previously reported are that the sale of land adjacent to Muswell Hill Library has been postponed until 2010/11, thus the project has been delayed; whilst work continues at Wood Green Cemetery, the feasibility study for Enfield Cemetery has been delayed and tendering is likely to be completed towards the end of 2009/10 with main work to commence from 2010/11, the projected underspend on the project of £1.4m will be required in future financial years. The main additions this month result from a delay in receiving confirmation of funding from the Tennis Foundation that will require the rephasing of £0.6m of the Tennis Court Refurbishment into future years; and the rephasing into future years of £1m of the Sports and Leisure Improvement Programme.

- 14.15 Cabinet on 8 September 2009 agreed the report of the Director, Children and Young People's Service on the CYPS Capital Programme. This will result in a rephasing of the Service's programme in September (Period 6) that will bring budgets into line with projections with no predicted variations. Appendix 2 reflects this balanced position.
- 14.16 The Director of Urban Environment reports that three heritage schemes, totalling £0.4m, included in this year's programme will not now go ahead in the current year. In addition, the reprovision of Hornsey Recycling Centre will need to be rephased giving an underspend of £0.5m.
- 14.17 A significant proportion of the 2009/10 capital programme is funded by the generation of capital receipts from the Council's disposal programme. The target level of receipts assumed for this financial year is £9.1m. The latest forecast of in year receipts as at period 5 has been revised slightly downwards to £4.28m compared to £4.33m last month, a variation of £50k. The overall shortfall is mainly as a result of very difficult property market conditions currently prevailing and impacting on valuations and hence the deferral of some disposals into later years. As reported last month, it is proposed to partly mitigate the shortfall by the use of brought forward DCSF non-ring fenced capital funding of £2.283m offered by the government in 2009/10 to help maintain the capital programme at existing levels. This will be repaid for school use in 2010/11 Other options, including restricting expenditure on some capital receipts funded projects, are being currently explored as well as assessing if there is any slippage on existing schemes that may assist in balancing resources this year. The position is being kept under constant review and Members will be kept informed in future reports.

Virements.

- 14.18 Proposed budget changes (virements) are set out in Appendix 2 in accordance with financial regulations.

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HSP Exception Report 2009/10 V2

This is the HSP Exception Report for LAA indicators. Performance information and comments are up to date as of (date/month). The HSP Performance Report for Quarter 1 2009/10 and the full HSP scorecard of all LAA indicators are available at: http://www.haringey.gov.uk/hsp_scorecard_quarter_1.pdf

BV197 NI 112	Percentage change in under-18 conceptions (per 1000 girls aged 15-17 as compared with the 1998 baseline)		Portfolio: Children and Families	Sustainable Community Strategy Outcome: Healthier people with a better quality of life																						
Definition: The change in the rate of under 18 conceptions per 1,000 girls 15-17 years resident in the area for the current calendar year, as compared with the 1998 baseline rate, shown as a % of the 1998 rate. Good performance is typified by a higher percentage reduction from the baseline figure.																										
2009/10 Q1 2009/10 2009/10 2008/09 2008/09	<table border="1"> <thead> <tr> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>-16.5%</td> <td>-18.1%</td> </tr> <tr> <td>-8.2%</td> <td>-18.1%</td> </tr> <tr> <td>12.4%</td> <td>-5.3%</td> </tr> <tr> <td>-11.6%</td> <td>-11.6%</td> </tr> </tbody> </table>	Value	Target	-16.5%	-18.1%	-8.2%	-18.1%	12.4%	-5.3%	-11.6%	-11.6%	<table border="1"> <thead> <tr> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>32.60%</td> <td>0.30%</td> </tr> <tr> <td>14.40%</td> <td>6.40%</td> </tr> <tr> <td>0.30%</td> <td>0.30%</td> </tr> <tr> <td>-16.50%</td> <td>-16.50%</td> </tr> <tr> <td>-8.20%</td> <td>-8.20%</td> </tr> </tbody> </table>	Value	Target	32.60%	0.30%	14.40%	6.40%	0.30%	0.30%	-16.50%	-16.50%	-8.20%	-8.20%		
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<p>ABG Funding: £337,000; Teenage Pregnancy Local Implementation Grant (£170,000); TP sexual health (£102,750); 4YP (Bus) (£64,250)</p> <p>Migration Impact Fund: £86,000</p>																										

Explanation of current performance

There is a 14 month time-lag in the release of conception statistics, as they are partly compiled from birth registration data. 2009/10 will be reporting the calendar year 2008.

The chart above shows that between Jan-March 2008 (Q1 2008) there has been a percentage decrease from the 1998 baseline, from 14.4% in Q4 2007 (62 actual conceptions) to -16.5% Q1 2008 (45 actual conceptions).

This is the first time we have achieved a quarterly average rate lower than our 1998 base rate. Although we have not achieved our 2009/10 target (-18.1%), this is a significant improvement.

Data available for April-June 2008 (Q2 2008) shows that there has been a small increase from the Q1 2008 figure- a percentage change of -8.2% on 1998 baseline (49 actual conceptions). Q2 rates have consistently shown a significant increase from Q1.

Current Activities

Current developments include:

Strategic- The redevelopment of the Teenage Pregnancy Strategic Partnership Board to include an Executive Board to be chaired by Cllr Reith. The first meeting of the Executive Board will take place on the 18th September 2009; and the Implementation Group (currently the Strategic Partnership Board) will meet on the 21st September 2009. Task and Finish groups will be reformed with strategic leads and operational leads to focus on:

- Improving the uptake of longer acting reversible contraception (LARC)
- Improving the uptake of contraception and sexual health data
- A pilot targeted schools programme
- Improving access to contraception and sexual health post-termination
- Improving Sex and Relationships Education (SRE)/ well-being information and guidance for pupils, parents and staff in schools

The findings from a new sexual health needs assessment are due at the end of September from NHS Haringey.

Communication- A targeted publication made with and for leaving care and asylum team clients and the production of Z cards, postcards and booklet promoting 4YP services, contraception and sexual health, advice and guidance on safe relationships and key messages on young people's emotional and physical wellbeing;

Delivery of SRE and PSHE- A thorough SRE mapping exercise across all primary, secondary, special schools, post 16 settings and young people's settings to inform key tasks for SRE sub group;

Provision of young people focused contraception and sexual health services (CASH)- NHS Haringey has integrated sexual health and family planning services in a weekly clinic for women only, under 20s at Lordship Lane Health Centre called 4YP Plus. Clinical services (contraception, condoms, LARC, pregnancy testing and Chlamydia screening,) have been extended to the 4YP Haringey under-18 outreach programme and extended to all three area Integrated Youth Support Services (IYSS) youth projects with the 4YP Nurse running fortnightly clinical sessions;

Workforce Development and Training- The piloting of Speakeasy Together and RU Ready/ Delay training workshops;

Targeted work with at risk groups- An additional Pre Intensive and Toddlers programme has been agreed for Haringey. This is part of an extensive DCSF funded research programme targeting a further 50 girls in Years 9 and 10 identified as at risk, including children in care and those at the Pupil Support Centre. The Pre Intensive Programme will be completed in July 2009 and the Intensive Programme will begin in September 2009 and be completed in July 2010. These programmes are running alongside Haringey's own Teens and Toddlers programmes which are led by Haringey trained facilitators.

A teenage pregnancy at risk assessment tool is being developed to be used by professionals and partners and in addition, a data set identified which could identify a database of young people 'most at risk'.

Best Practice

The following boroughs have achieved significant reductions between 1998-2007:

- Richmond -32%
- Kensington and Chelsea -29.3%
- Ealing -28.2%
- Hammersmith and Fulham -26.5%
- Newham -24.9%

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

Emerging Risk

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

Performance discussion date:

The first meeting of the Teenage Pregnancy Executive Board will take place on the 18th September 2009 to consider a progress report on the past 6 months. The Implementation Group will meet on the 21st September 2009. The Board and the Group will be considering the revised Teenage Pregnancy Action Plan.

Equality Impact

These are young women 15 – 18 years. The profile of this section of the population is as follows:

Total number of young women 15 – 18 6,384

British 32%, White Other 17%, Mixed 9%, Asian 9%, Caribbean 14%, African 16%, Other 3%.

A TP Conception Monitoring Scorecard is being developed to support analysis, including age, ethnicity and ward.

<p>NI 192</p>	<p>Percentage of household waste sent for reuse, recycling and composting (2007-2010 stretch target)</p>	<p>Sustainable Community Strategy Outcome: An environmentally sustainable future</p>												
<p>Outcome Lead:</p>	<p>Portfolio: Environment and Conservation</p>	<p>UE08_H_N0192 Percentage of household waste sent for reuse, recycling and composting (2007-2010 stretch target)</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>24.5%</td> <td>32%</td> </tr> <tr> <td>Q1 2009/10</td> <td>24.38%</td> <td>32%</td> </tr> <tr> <td>2008/09</td> <td>23.88%</td> <td>28%</td> </tr> </tbody> </table>	Period	Value	Target	2009/10	24.5%	32%	Q1 2009/10	24.38%	32%	2008/09	23.88%	28%
Period	Value	Target												
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<p>The indicator measures percentage of household waste arisings which have been sent by the Authority for reuse, recycling, composting or anaerobic digestion. This is a key measure of local authorities' progress in moving management of household waste up the hierarchy, consistent with the Government's national strategy for waste management. Good performance is typified by a high percentage of waste reused, recycled and composted.</p>	<p>2009/10</p> <table border="1"> <thead> <tr> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>24.5%</td> <td>32%</td> </tr> <tr> <td>24.38%</td> <td>32%</td> </tr> </tbody> </table> <p>2008/09</p> <table border="1"> <thead> <tr> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>23.79%</td> <td>28%</td> </tr> </tbody> </table> <p>Red</p>	Value	Target	24.5%	32%	24.38%	32%	Value	Target	23.79%	28%	<p>ABG Funding: £170,000; Pump-priming grant (PPG) £40,000</p> <p>Explanation of current performance</p> <p>The chart above shows that the Q1 2009/10 performance remains below the stretch target of 32% for 2009/10, at 24.5%. Performance is below target owing to a number of factors that have led to the recycling rate being around 4-5% lower than would be expected based on previous years:</p> <ul style="list-style-type: none"> Changes in the method of apportioning household and non-household waste, resulting in more waste being counted as household waste than was previously. A reduction in the reclaimed recycling from North London Waste Authority. Application of new recycling contamination rate by NLWA. 		
Value	Target													
24.5%	32%													
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23.79%	28%													

Current Activities

A detailed Recycling Action Plan is in place with the central aim of maximising performance in 2009/10 towards the 32% target, although this remains an extremely challenging target. The Environmental Resources management team meet weekly to review progress on the plan.

The actions identified in the plan are estimated to have the potential to improve performance above the current YTD figure by a number of % points, with the majority of actions programmed to take effect from Oct 09. More detailed quantification of the expected impacts of actions is being undertaken as part of a service review referred to below.

Key actions within the plan include:

- Service review to be conducted in Sept/Oct 09 to identify most effective actions for performance improvement for implementation from Oct 09, supported and partially resourced by national body, Waste & Resources Action Programme (WRAP).
- Major communication drive programmed for Oct-Nov 09 to tie in with increased range of materials accepted (Oct 09) and completion of investment programme to provide mixed recycling collection to all households (with roll-out of flats above shops service, Oct 09)
- Expansion of materials accepted from Oct 09 (to also include plastic trays, bags and pots and cartons) will reduce contamination rate.
- Alternative methods for calculation of household and non-household waste being investigated to provide more accurate household waste figure, with potential to be applied within 09/10.
- Service change to reduce amount of uncontracted/flytipped trade waste being collected with household waste, with trial of coloured bags for flats above shops refuse collections to enable better identification of non-household waste – Aug 09.
- On-the-go recycling bins in public places and recycling of street cleansing waste, in place.

Best Practice

During previous benchmarking exercises the Council has compared itself with the highest performing Borough within London: Bexley Council, to enable signposting of best practice. In terms of benchmarking it has several significant differences that mean Haringey would be unable to achieve similar recycling and composting rates.

To assist us with this exercise Haringey have become active members of the NLWA '50% club' which is a vehicle to share best practice amongst the North London Borough's. The club is still in its infancy but over the next months members will hear from invitee Authorities to the group about successful schemes and initiatives and generally share best practice. Haringey has also actively engaged with WRAP (Waste and Resources Action Programme) who provided links with several Authorities who are performing well in selected service areas.

Haringey will be looking at the following authorities who are in our family group and examining their service strength areas:

- Ealing – Doorstep recycling service collects a wider range of materials than Haringey and encourages participation with focussed communications. Flats recycling is widespread and supported by housing association information networks.
- Camden – Flats recycling services and Bring Sites cater for upwards of 40,000 residents with high tonnages collected.
- Islington – Flats recycling and waste reduction are two strength areas for Islington

Emerging Risk

No emerging unmanaged risk.

Performance discussion date

Performance against 192 and other indicators is regularly reviewed by managers within the service. This indicator will be discussed at the Frontline Services Performance SMT in September and the Urban Environment performance DMT in September.

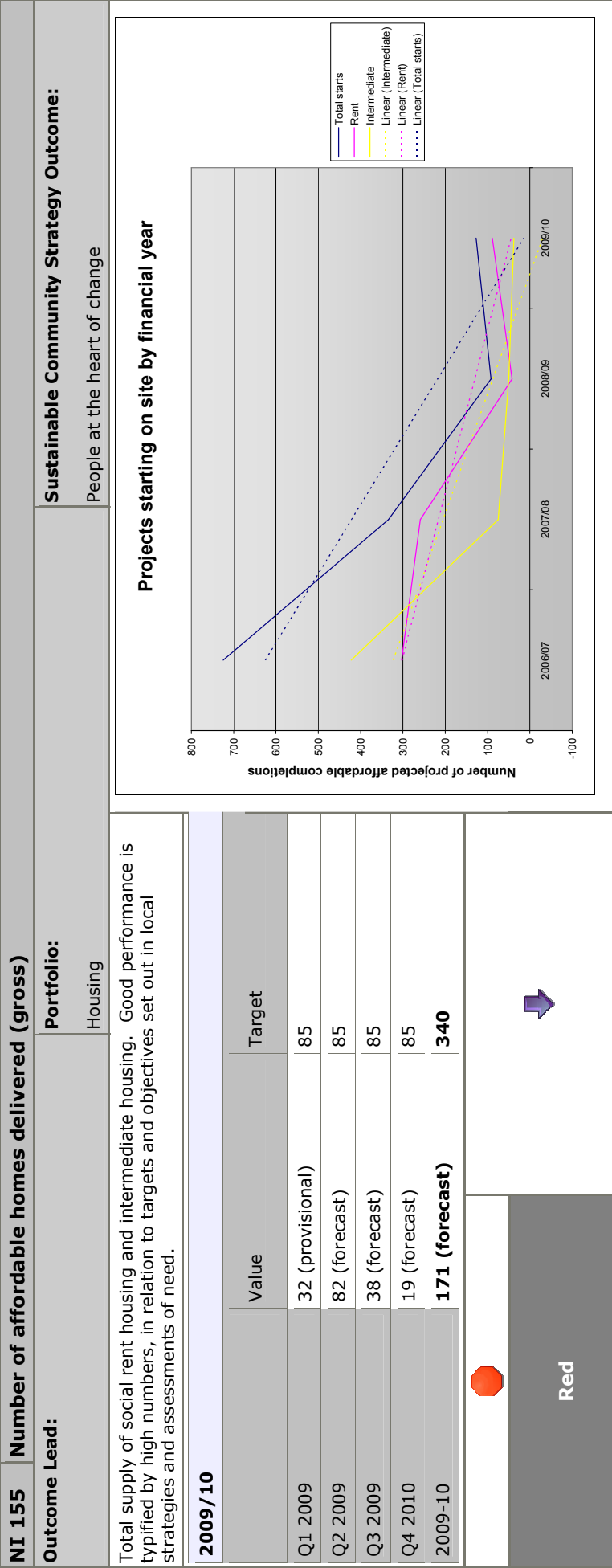
Equalities Impact

Environmental Resources' communications plan for engaging residents on recycling aims to take into account of the diverse range of languages and communities within Haringey and overcome barriers to residents participating in services:

- Full translations of key service leaflets into the most widely spoken community languages.
- Maximising the use of imagery and clear, easily understood guidance in all communications materials.
- Face-to-face engagement through door-knocking and attendance at public and community events, using staff with community languages wherever possible such as on weekend 'blitz' engagement campaigns.
- Workshops delivered in schools (allowing key messages to be taken home to households that may not speak English as a first language) and to community and faith groups.
- Assisted recycling collections provided to residents who require this service.

The percentage of people who think recycling services are excellent or very good:-

White British 68%, Other White 65%, Asian 67%, Caribbean 59%, African 64%, Mixed and Other 70%, Women 69%, Men 63%, Age 18-34 66%, 35-59 66%, 60+ 65%



ABG Funding: £0

Explanation of current performance

The effects of the economic downturn and subsequent stagnation of the housing market are expected to result in Haringey's affordable housing supply figures falling to below 200 completions in 2009/10 compared with a high of 415 completions in 2008/09. This reflects the sharp decline in development activity and the number of new starts achieved during 2008/09. The two charts show both the dip in the number of projects starting on site (the low occurring in 2008/09 and beginning to pick up in 2009/10) and the resulting shortfall in completions that will become apparent in 2009/10 to 2010/11.

Due to the length of the lead-in time from project inception to the completion of new homes, the effects of the recession are likely to be seen in the local supply figures for the next two years.

In recognition of the impact of the economic downturn, the Government decided earlier this year to remove the proposed 2009 "lockdown" aspect of the LAA reward model for economic based indicators including NIs 154 and 155. As a result, the targets for these indicators can now be reviewed as part of the 2009/10 annual review, to reflect their particular local housing market circumstances.

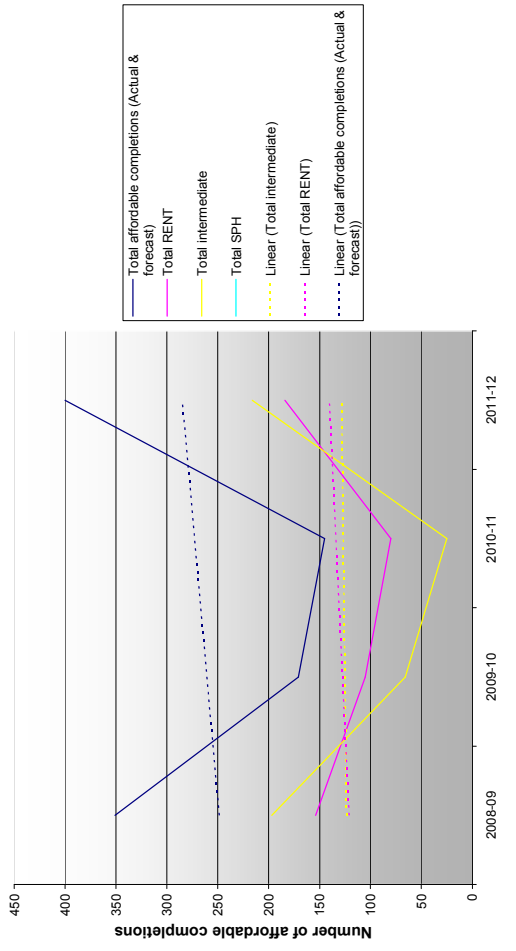
At present the data to conduct peer benchmarking is not available – we will report on this at the end of Q4.

Current Activities

To address the issues relating to unsold and empty homes, we are working with RSLs and the HCA to bring these back into use in a number of ways:

- Support for RSLs letting unsold or under-construction shared ownership homes under the Rent-to-Homebuy scheme.
- Support for RSLs to acquire directly from developers unsold, newly-built homes for use either as affordable rented accommodation or Rent-to-Homebuy as appropriate to the size and location of developments.
- Support for RSLs to acquire vacant properties on the open market for use as affordable rented family homes to address local housing need, especially overcrowding in the existing social housing stock. We currently have a project in progress with London & Quadrant Housing Association to deliver 26 homes with grant supplied directly by Haringey from Section 106 affordable housing receipts.
- The Council's Empty Homes Team is actively working to bring back into use a substantial number of unoccupied properties and is extending the use of compulsory purchase powers and enforced sales to bring more of these properties back into use as affordable rented housing. We are speaking to the HCA about the possibility of it providing RSLs with enhanced levels of grant in order to allow onward disposal of those properties in a manner that enables the Council to recover its costs and proceed with other CPOs.

Affordable completions (actual and forecast) 2008-2012



In order to maximise HCA resources and the investment allocated to Haringey during 2010/11 and under the HCA's next three year programme for 20011-14, we have embarked on a single conversation process with the HCA's London Director and North London Team.

We are currently in the process of preparing our proposal, with the assistance of a specialist external consultant, for a borough-wide investment plan covering housing and related infrastructure needs for the next five years.

This investment plan will be presented to the HCA in October 2009 with a view to a borough investment agreement being reached with the HCA by the end of the year. It is hoped that this formal agreement with the HCA will secure sufficient resources to take forward Haringey's regeneration and housing supply aspirations over the next five years on the lines set out above.

A good example of what we are doing to maintain and accelerate supply is the major regeneration project at Hale Village in Tottenham Hale. Through close working with the developer, Hale Village Ltd and RSL, Newlon and the HCA, the continuing development of the site has been secured with the funding of an additional 228 affordable homes, bringing the increased total on site to over 540 affordable homes that will be completed during 2011-2013. The HCA has also provided innovative support for this scheme by becoming a stakeholder through an infrastructure loan secured on the equity of the site.

The de-conversion of surplus temporary accommodation hostels into permanent family homes is part of the Council's strategy for reducing its use of temporary accommodation. This initiative is being delivered with the help of external funding from the London Regional Targeted Funding Stream (TFS) allocation for North London. Eight homes were completed in 2008/9, with a further 9 homes forecast for completion during 2009/10 and 2010/11.

Best Practice

See above

Emerging Risk

The housing market is showing (albeit slow) signs of recovery. The work undertaken to ensure the project at Tottenham Hale continues will mean that affordable housing figures will improve to target levels over the course of 2011-13 (subject to project timescales).



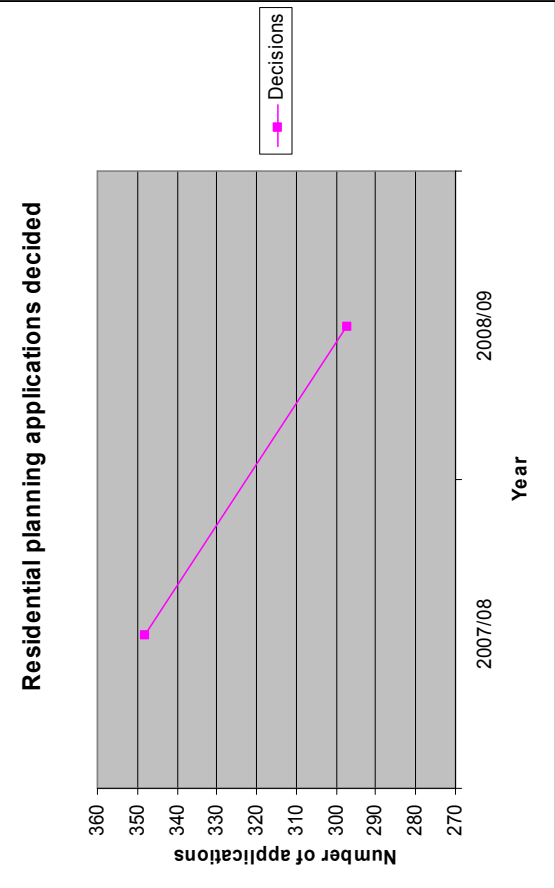
There are also several other large projects in the pipeline such as Tottenham Town Hall, Spurs, Haringey Heartlands, Hale Wharf, Greater Ashley Road, Hornsey Town Hall and Hornsey Depot.

Performance discussion date: TBA

Equality Impact:

The borough has high levels of need for units of affordable accommodation. Housing need disproportionately affects BME households, and 40% of Black African and Asian households are living in unsuitable accommodation. There is also evidence which demonstrates insufficient availability of larger, three to four bedroom, dwellings in the borough; this is a particular concern for BME's who traditionally have larger households.

We will continue to collect and analyse information on existing and new communities in order to ensure that developments and initiatives take into account existing and new equality issues and considerations.

<p>NI 154 Net additional homes provided</p>	<p>Portfolio: Housing</p>	<p>Sustainable Community Strategy Outcome: People at the heart of change</p>						
<p>Outcome Lead:</p>								
<p>This indicator measures the net increase in dwelling stock over one year. Good performance is typified by an increase in numbers of net additional homes.</p>								
<p>2009/10</p>	<table border="1"> <tr> <th>Value</th> <th>Target</th> </tr> <tr> <td>433 (forecast)</td> <td>1602</td> </tr> </table>	Value	Target	433 (forecast)	1602	<p>Red</p>		
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433 (forecast)	1602							
<p style="text-align: center;">   </p>								
<p style="text-align: center;">Residential planning applications decided</p>  <table border="1"> <caption>Residential planning applications decided</caption> <thead> <tr> <th>Year</th> <th>Number of applications</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>~350</td> </tr> <tr> <td>2008/09</td> <td>~305</td> </tr> </tbody> </table>			Year	Number of applications	2007/08	~350	2008/09	~305
Year	Number of applications							
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ABG Funding: £ 0

Explanation of current performance:

The effects of the economic downturn and subsequent stagnation of the housing market are expected to result in supply figures falling. This reflects the sharp decline in development activity and the number of new starts achieved during 2008/09.

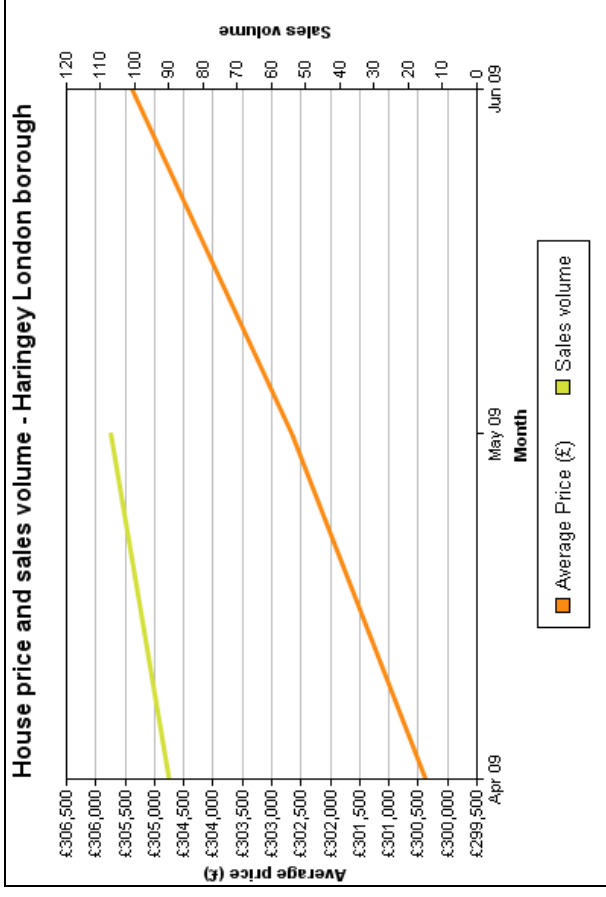
Due to the length of the lead-in time from project inception to the completion of new homes, the effects of the recession are likely to be seen in the local supply figures for the next two years.

The number of residential applications decided fell from a high of 348 in 2007-08 to 297 in 2008/09 (chart 1) which will have a knock-on affect on the number of projects starting on site in 2009-10.

The current LAA target is 1602 for 2009-10 and is based on figures generated from the 5 year planning trajectory have been adopted as the LAA targets i.e. 1,602 for 2009/10. The London Plan adopted figure is 680 per annum.

The figures from the 5 year trajectory include...

1. Unimplemented planning consents
2. Allocated sites from the UDP
3. Small windfall sites coming forward
4. Empty properties brought back into use



Source: Land Registry

In recognition of the impact of the economic downturn, the Government decided earlier this year to remove the proposed 2009 "lockdown" aspect of the LAA reward model for economic based indicators including NIs 154 and 155. As a result, the targets for these indicators can now be reviewed as part of the 2009/10 annual review.

Current Activities:

It is likely that applications under the threshold for affordable housing and therefore reliant on sales will increase as the market recovers. Over quarter one of this financial year the number of sales and the average house price has increased however figures are still considerably lower than this time last year (chart 2).

Activities are underway to support the delivery of larger projects i.e. those with an affordable housing element. These activities are listed in the exception report of NI 155.

Best Practice: N/A

Performance discussion date: TBA

Equality Impact:

The delivery and provision of affordable homes is a key issue for many equality groups. Housing equalities monitoring data indicates that there is a disproportionately larger number of BME and larger families on the housing waiting list and in emergency and temporary accommodation. An adequate provision and supply of additional homes is fundamental to meeting existing and new demands.

<p>L0046 (LAA Local)</p>	<p>Number of people on incapacity benefits helped into sustained work (2007 -2010 stretch target)</p>																					
<p>Outcome Lead: Niall Bolger</p>	<p>Portfolio: Enterprise and Regeneration</p>	<p>Sustainable Community Strategy Outcome: Economic vitality and prosperity shared by all</p>																				
<p>UE03_H_L0046 Number of people on incapacity benefits helped into sustained work (2007 -2010 stretch target)</p>																						
<p>Number of people who have been claiming an incapacity benefit for 6 months or more, helped by the London Borough of Haringey into sustained employment of at least 16 hours per week for 13 consecutive weeks or more, as measured by Haringey performance data. Good performance typified by a higher value.</p>	<table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>42</td> <td>42</td> </tr> <tr> <td>2009/10 (Q1)</td> <td>2</td> <td>42</td> </tr> <tr> <td>2009/10 (Q2)</td> <td>1</td> <td>42</td> </tr> <tr> <td>2009/10 (Q3)</td> <td>3</td> <td>42</td> </tr> <tr> <td>2009/10 (Q4)</td> <td>3</td> <td>42</td> </tr> <tr> <td>2008/09</td> <td>13</td> <td>85</td> </tr> </tbody> </table>	Year	Value	Target	2009/10	42	42	2009/10 (Q1)	2	42	2009/10 (Q2)	1	42	2009/10 (Q3)	3	42	2009/10 (Q4)	3	42	2008/09	13	85
Year	Value	Target																				
2009/10	42	42																				
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Year	Value	Target																				
2009/10	3	42																				
2009/10	3	42 (annual target 180)																				
2008/09	13	85																				

much on the upside.

Current Activities

The Haringey Guarantee is the main vehicle for delivering this stretch target. Under the Haringey Guarantee there is specific support available for Incapacity Benefit claimants, including a Condition Management Programme (CMP) delivered by NHS Haringey. The CMP will support people affected by a mental or physical disability or long-term illness, and who wish to return to work. They will be assessed and a package of clinical interventions from a holistic range of support within the NHS will be agreed. This can include:

- Information on understanding and managing the health condition better, particularly in a working context
- Support to reduce unnecessary fears about health and work, and to enable the customer to feel more confident and better able to cope with returning to work
- The chance for customers who return to work to be more 'expert' in managing their health condition and more confident in negotiating adjustments where needed with their employer.

The general support from the Haringey Guarantee is also available to incapacity related benefit claimants including skills training and work placements.

Haringey Guarantee advisers are also now operating and taking referrals from Job Centre Plus, as well as a number of GP surgeries across the borough. A SLA with Reed in Partnership, the Pathways to Work provider, has been agreed, which will help to increase the support available to this client group.

Best Practice

We are aware of the following boroughs that have a similar stretch target

- Bromley
- Islington

Islington failed to achieve their target, which ended in March 2009. Bromley's target ends in March 2010 and they are unlikely to achieve this.

Emerging Risk

The recession, which has seen claimant count unemployment in Haringey increase by 45% since July 2008, will make it even more challenging to support this client group into sustained employment

Performance discussion date:

Enterprise Board November 2009

Equality Impact

To be analysed.

<p>NI 15 N No. of recorded most serious violent crimes</p>	<p>Sustainable Community Strategy Outcome:</p>																																					
<p>Outcome Lead:</p>	<p>Portfolio:</p>	<p>PP02_P_N0015_N No. of recorded most serious violent crimes</p>																																				
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<p>Red</p>	<p>→</p>	<p>ABG funding: Mainstream funding, although a small amount of funding has been allocated from the problem solving pot to support the work of a gang multi-agency group.</p> <p>Explanation of current performance</p> <p>Most Serious Violence continues to perform worse than the expected limit of variation based on the previous 12-months. At August 2009 there were 215 most serious violent crimes against a target of 148. This is in line with our most similar Crime and Disorder Reduction Partnerships (CDRPs). This scenario is consistent throughout the MPS which is also performing similarly i.e. clearly deteriorating. No London boroughs have recorded a reduction in most serious violent crime (MSV), although Camden and Barnet have recorded a stable rate.</p>																																				

The Other Violent Crime Partnership Board (OVCP) made the following suggestions as to why an increase has been experienced: excellent performance last year, a number of violent incidents at the beginning of this financial year and changes in counting rules.

Current activities

- Gangs and violence problem solving group was established in April 2009 in response to a number of violent incidents involving rival groups of young people.
- The Black Independent Advisory Group (BIAG) has coordinated two parent mediation sessions with parents of some of the rival gang members.
- There is quarterly performance discussions at the Other Violent Crime Partnership Board.
- An information sharing agreement is being developed between Haringey and Enfield CDRPs and North Middlesex A&E department about violent incidents. This will help to build a more accurate picture of violent crime in the borough.
- MPS called a partnership gold group meeting on 14.09.09 this group is overseeing the delivery of the MPS Haringey Youth Violence Strategy.

Best practice

Good practice in working with gangs in Hackney has been examined and work is underway to expand the multi-disciplinary gangs team on the basis of best practice in Hackney.

The Cardiff model for sharing information between CDRPs and A&E departments is being adopted locally where possible

Emerging risk



Performance is currently set to miss the target.

Performance discussion to date

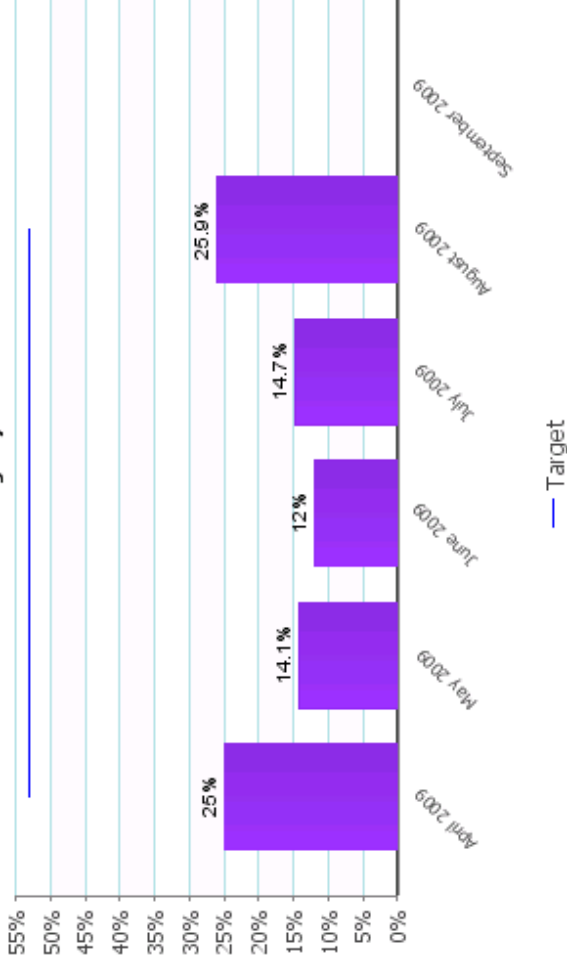
At the Other Violent Crime Partnership Board – quarterly
At the Safer Communities Performance Management Group – quarterly

Equality Impact

<p>NI 60</p>	<p>Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement</p>																																				
<p>Outcome Lead:</p>	<p>Portfolio:</p>	<p>Sustainable Community Strategy Outcome:</p>																																			
<p>The indicator measures the percentage of core assessments which were completed within 35 working days. Core assessments are in-depth assessments of a child, or children, and their family, as defined in the Framework for the Assessment of Children in Need and their Families. They are also the means by which section 47 (child protection) enquiries are undertaken following a strategy discussion.</p>																																					
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<p>See comments for NI 59, which also apply to NI 60.</p>																																					

<p>NI 59</p>	<p>Percentage of initial assessments for children's social care carried out within 7 working days of referral</p>		<p>Sustainable Community Strategy Outcome:</p>
<p>Outcome Lead:</p>	<p>Portfolio:</p>		<p>Sustainable Community Strategy Outcome:</p>
<p>Initial assessments are an important indicator of how quickly services can respond when a child is thought to be at risk of serious harm. As the assessments involve a range of local agencies, this indicator would also show how well multi-agency working arrangements are established in local authority areas. Good performance is typified by higher percentages.</p>			
<p>2009/10</p>			
	<p>Value</p>	<p>Target</p>	
<p>April 2009</p>	<p>25.0%</p>	<p>53%</p>	
<p>May 2009</p>	<p>14.1%</p>	<p>53%</p>	
<p>June 2009</p>	<p>11.9%</p>	<p>53%</p>	
<p>July 2009</p>	<p>14.7%</p>	<p>53%</p>	
<p>August 2009</p>	<p>25.9%</p>	<p>53%</p>	
<p>2009/10 (YTD)</p>	<p>18.4%</p>	<p>53%</p>	
<p></p>	<p></p>		
<p>Red</p>			
<p>AGB Funding: Mainstream funding</p>			
<p>Explanation of current performance</p>			
<p>The percentage of initial assessments for children's social care carried out within timescale (NI 59) dropped to 12% in June from 25% in April. The actual number of assessments completed in June (159) was much higher than in April (104). August's data shows that this has increased to 25.9% (189 assessments), although this remains below the 2009/10 target of 53%.</p>			
<p>The percentage of core assessments for children's social care that were carried out within 35 working days of their commencement (NI 60) increased in June to 49% from 29% in April. As with NI 59 the number of core assessments carried out has increased from 29 in April 2009 to 57 in June 2009. In August performance decreased to 31.9% when the number of core assessments carried out has continued to increase (72 core assessments). Performance remains below the 2009/10 target of 63%.</p>			
<p>Low performance for NI 59 and NI 60 is attributable to a number of issues including an increased focus on ensuring that the quality of assessments being</p>			

CY02_H_N0059 Percentage of initial assessments for children's social care carried out within 7 working days of referral



completed is to a high standard and the completion of a number of out of timescale, outstanding assessments. We anticipate that performance will be poor as we continue the work to deal with all outstanding work in the service. We expect that thereafter a more accurate measure of future performance will be arrived at. Recent trends are beginning to show some cautious improvements and we believe we remain on track to reach the declared target of 53% for initial assessments and 63% for core assessments by end of December 2009.

Seven new proxy indicators have been developed to look at the quality of safeguarding. These indicators will be reported to the Quality Outcomes Board.

Current Activities

There continues to be a high volume of cases referred to the service, which is overall 50% more than the previous two years. This, together with continued difficulties recruiting suitably qualified staff, has impacted on our performance. 6 newly qualified social workers (NQSWS) have joined the referral and assessment service and have started taking cases. Two other permanent NQSWS are due to join the team this month, with two places remaining.

Best Practice

A draft thresholds document is in place which is helping to clarify and enable consistency in what should be referred to the service for assessment. Work is continuing on improving links with the CAF coordinator to ensure that appropriate cases are going through the CAF process rather than Referral & Assessment, and on working with the Police on constructing a more integrated approach to referrals. Combined, these measures will improve our performance in assessments.

Audits undertaken by an independent Social Worker in July show that there has been some improvement in the quality of initial assessments undertaken with appropriate outcomes and recommendations.

Emerging Risk

Performance discussion date

The Safeguarding Plan for Haringey (formerly the JAR Action Plan) is reviewed regularly by the Safeguarding Plan Steering Group. Reports on the plan have been submitted to the May and July meetings of the Children's Trust and the July and September meetings of the Children's Trust Executive Performance Management Group.

Equality Impact

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Appendix 2

Table 1: **Revenue 2009/10** - The aggregate revenue projected position in 2009/10 is shown in the following table.

	Approved Budget	Projected variation
	£m	£m
Children and Young People		3.0
Adults, Culture & Community	76.4	0.5
Corporate Resources	7.5	0.5
Urban Environment	50.3	0.0
Policy, Performance, Partnerships & Communications	7.8	0.0
People, Organisation & Development	(0.6)	0.0
Chief Executive	0.7	0.0
Non-service revenue	34.7	(2.5)
Total - General Fund	176.8	1.5
Children and Young People (DSG) - Non-Schools	0.0	0.0
Children and Young People (DSG) - ISB	0.0	0.0
Total - Dedicated Schools Grant	0.0	0.0
Total - Housing Revenue Account	(0.5)	0.2

Table 2: **Capital 2009/10** - The aggregate capital projected position in 2009/10 is as shown in the following table.

Capital	Approved Budget	Spend to date	Projected variation
	£m	£m	£m
Children & Young People			
BSF Schools Capital Programme	93.0	15.6	0.0
Broadband	0.8	0.8	0.0
New Pupil Places - Expansion	0.9	0.0	0.0
Access Initiative	0.7	0.0	0.0
Children's Centres	4.4	0.2	0.0
Devolved Capital	2.9	0.0	0.0
ICT Managed Service Provider	7.5	0.2	0.0
Primary Capital Programmes	9.9	0.4	0.0
Other schemes/projects under £1m	1.9	0.1	0.0
Total - Children & Young People	122.0	17.2	0.0 *
Libraries	1.3	0.0	(0.5)
Agency (DFG)	1.5	0.1	0.0
Lordship Recreation Ground	0.6	0.3	0.0
Burial Provision at Cemeteries	1.6	0.0	(1.4)
Sports and Leisure Improvement Programme	1.9	0.3	(1.0)
Markfield Park	1.1	0.6	0.0
Other schemes/projects under £1m	4.4	0.3	(0.6)
Total - Adults, Culture & Community	12.5	1.6	(3.5)
Corporate Resources			
Information Technology	3.5	0.3	0.0
Property Services	6.1	0.1	0.0
Corporate Management of Property	1.8	0.1	0.0
Accommodation Strategy Phase 2	2.7	0.2	0.0
Other schemes/projects under £1m	0.5	0.4	0.0
Total - Corporate Resources	14.6	1.0	0.0
Urban Environment – General Fund			
Reprovision of Recycling Centre	1.0	0.0	(0.5)
Private Sector Housing Activities	1.0	0.0	0.0
Bus Priority Network	1.0	(0.0)	0.0
Street Lighting	2.0	0.4	0.0
BorRds,H'ways Resurfacing	2.8	0.3	0.0
GAF 3	2.5	0.3	0.0
Other schemes/projects under £1m	7.9	0.1	(0.4)
Total - Urban Environment – General Fund	18.2	1.1	(0.9)
Total - Policy Perf Partnership & Comms	0.1	0.0	0.0
Urban Environment - HRA			
Housing Aids & Adaptations	1.6	0.0	0.0
Planned Preventative Maintenance	3.0	0.1	0.0
Housing Extensive Void Works	1.2	0.3	0.0
Boiler Replacement	1.6	0.4	0.0
Capitalised Repairs	4.4	1.1	0.0
Lift Improvements	2.3	0.0	0.0
Decent Homes Standard	30.8	5.0	0.0
Mechanical & Electrical Works	1.5	1.0	0.0
Professional Fees	1.2	0.3	0.0
Other schemes/projects under £1m	2.4	0.3	0.0
Total - Urban Environment - HRA	50.0	8.5	0.0
Total- Haringey Capital Programme	217.4	29.4	(4.4)

* These projected variances result now that approval of the re-phasing request for the CYP capital programme budget was given at September Cabinet.

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

<i>Revenue Virements</i>						
Period	Service	Key	Amount current year (£'000)	Full year Amount (£'000)	Reason for budget changes	Description
6	UE	Rev*	2,065	2,065	Corrective Budget Realignment	Re-structuring of Coroner's budget following the appointment of a new Coroner.
6	Various	Rev*	2,566		2009/10 allocation	2009/10 Area Based Grant Well Being Theme 2nd half year allocations
6	PP	Rev*	433		2009/10 allocation	Budget adjustment following confirmation of grant allocations.
6	CR	Rev	207		2009/10 allocation	Housing Benefit & Council Tax Benefit - additional specific grant for
6	Various	Rev*	1,598		Corrective Budget Realignment	Revision of depreciation budgets following finalisation of fixed assets
6	CYP	Rev*	20,250	20,250	Corrective Budget Realignment	Accounting adjustment to conform to Audit recommendations on the treatment of education grants
6	CYP	Rev*	279		Corrective Budget Realignment	Re allocation of budget to reflect revised activities.

<i>Capital Virements</i>						
Period	Service	Key	Amount current year (£'000)	Full year Amount (£'000)	Reason for budget changes	Description
5	UE	Cap*	1,066		2009/10 allocation	Confirmation of 2009/10 Funding from Transport for London
6	UE	Cap	157		Corrective Budget Realignment	Realignment of budget following amendments to the Parking Plan.

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

all changes in gross expenditure and/or income budgets between business units in excess of £100,000; and

all changes in gross expenditure and/or income budgets within business units in excess of £100,000.

any virement that affects achievement of agreed policy or produces a future year's budget impact if above £100,000.

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


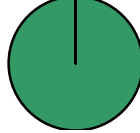
- for revenue, any virement which results in change in a directorate cash limit of more than £250,000; and
- for capital, any virement which results in the change of a programme area of more than £250,000.

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

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

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

Table 4: **RAG status** of planned savings and planned investments

Council Wide Savings and Investments	2009/10 Target £'000	Aug-09	
Planned Savings - Red		316	
Planned Savings - Amber		1,642	
Planned Savings - Green	<i>7,482</i>	5,524	
Planned Investments - Red		0	
Planned Investments - Amber		0	
Planned Investments - Green	<i>4,260</i>	4,260	

Overview and Scrutiny

On 26 October 2009

1.1 Report Title: Decent Homes programme mid-year review.

Report authorised by Niall Bolger Director of Urban Environment

NPB 14/10/09

Contact Officer : Olatayo Akinfe, Director of Asset Management, Homes For Haringey.
Tel: 020 8489 3272 e.mail: ola.akinfe@homesforharingey.org

Wards(s) affected: All

Report for: Information

1. Purpose of the report

1.1 This report provides a mid-year review of Year 2 of the Decent Homes programme, setting out performance to date against key performance indicators, lessons learned from year 1 and how these have been incorporated into the programme, as well key issues for years 3-5.

2. Introduction by Cabinet Member

2.1 I am pleased to present this report to Scrutiny and I welcome your comments and observations concerning the 2nd year of the decent homes programme. We have learnt from the 1st year of this programme and from this improvements have been and will continue to be introduced into the 2nd year programme.

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

3.1 Homes for Haringey supports the Council's Housing Strategy and is committed to providing an excellent housing service while effectively delivering the Decent Homes programme for the residents of Haringey. As its strategic delivery partner, Homes for Haringey is committed to ensuring that the Decent Homes programme meets the aspirations of residents and Members.

3.2 Homes for Haringey have in place an Asset Management Strategy and Environmental Sustainability Strategy which provide a strategic framework for delivery of the Decent Homes and associated Environmental Improvements programme. The objectives of these strategies are closely linked to the Council's Greenest Borough Strategy, the Sustainable Procurement Strategy, Regeneration Strategy and Asset Management Plan.

3.3 The Decent Homes and Environmental programmes will contribute to the achievement of Council Priorities 1,2,3, and 5 by:

- Improving the environmental performance of Council Housing stock
- Providing a cleaner and greener environment for residents

- Providing decent homes and improving well-being
- Delivering cost effective services through partnering

4. Recommendations

4.1 That Overview and Scrutiny notes progress to date with Year 2 of the Decent Homes programme.

5. Summary

5.1 The Year 2 Decent Homes programme is progressing well and on target to reduce the overall level of non-decency to 30% of the Council's Housing stock by 31ST March 2010, in line with CLG agreed targets. Expenditure to date is also on profile and resident's satisfaction is running at 97%. Good progress is being made in delivering wider community benefits, e.g., by facilitating employment and training initiatives for local people, and securing additional funding for energy efficiency measures.

5. Chief Financial Officer Comments.

6.1 At the midpoint of Year 2 spend on the Decent Homes Programme is in line with the profiled budget.

6.2 Following a review of Year 1 of the programme areas for further efficiencies around procurement have been identified as outlined in sections 17.2 and 17.3 of this report. These efficiencies should enable the Decent Homes Programme to be delivered in full within the available budget.

6.3 Robust monitoring is required to ensure that these savings are realised.

7. Head of Legal Services Comments.

7.1 Not applicable

8. Head of Procurement Comments.

8.1 Not applicable.

9. Equalities and Community Cohesion Comments

9.1 Homes for Haringey's Asset Management Strategy, 2007/2017, covers all investment in the Councils housing stock, including decent homes. In drawing up the Strategy, an Equalities Impact Assessment was undertaken. The findings have been incorporated into Homes for Haringey's planning processes for delivering decent homes. This includes ensuring that all residents receive the same standard of work, and consideration of specific language and other needs are identified and addressed when drawing up programmes of work.

10. Consultation.

10.1 Not applicable

11. Service Financial Comments.

11.1 The approved budget for the Decent Homes Programme in 2009/10 is £40.466 million. The funding sources are made up of the Decent Homes allocation provided by the government for the year and the council's other capital resources allocated to the programme. These are set out below.

Source of Funding	£000s
Decent Homes Funding Allocation 2009/10	31,500
Major Repairs Allowance 2009/10	826
Leaseholder Contributions	3,000
Carry-Forward of Major Repairs Allowance 2008/09	5,140
Planned Funding 2009/10	40,466

11.2 Spend on the programme was £13.185 million at the end of August 2009 which is in line with budgeted expectations at this date. Projects are on course for a full spend of the budget in 2009/10.

11.3 Procedures to manage cost and achieve value for money have been implemented and are set out in paragraph 17.

12. Use of appendices /Tables and photographs

12.1 None

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

14.1 The requirement for all local authority homes to meet the Decent Homes Standard was set out by The Office of the Deputy Prime Minister (ODPM) now known as Department for Communities and Local Government (DCLG) in February 2003.

14.2 The Decent Homes programme is a long term programme of major investment to bring all tenanted homes up to a decent standard. Environmental improvements, including sustainability issues, may represent up to 5% of the overall programme.

14.3 In February 2007, following a robust and extensive partner selection process, administered by Homes for Haringey, four constructor partners were appointed in accordance with the Council's procurement procedures.

- 14.4 In January 2008, the Department of Communities and Local Government (DCLG) confirmed the Council's overall indicative decent homes funding allocation in the sum of £198.579m. This includes £11.4m earmarked for environmental projects.
- 14.5 Works undertaken as part of the programme include: the installation of double glazed windows, front entrance doors, roof works, renewal of fascias, soffits and rainwater goods, rewiring and heating; kitchen and bathroom refurbishment.
- 14.6 Approximately 11,500 tenanted homes will benefit from the overall programme. The definitive number will be dependent on the outcome of detailed surveys, access and refusals, and resident aspirations.
- 14.7 Year 1 of the programme was a great success with 1,555 tenanted homes brought up to the Decent Homes standard; works carried out to 367 leasehold units; and the overall level of non decency reduced to 36% from 42%, in line with the CLG agreed target, by March 2009.
- 14.8 The proposed programme for Years 2-5, was approved by Cabinet in February 2009.
- 14.9 This report provides a mid-year analysis of Year 2 delivery.

15 Summary of Year 2 Progress

- 15.1 The Year 2 programme commenced on site in April 2009 and we anticipate completing works to approximately 2,632 tenanted and 601 leasehold units, with a budget of £40.466m.
- 15.2 Progress in Yr 2 can be measured against the following Key Performance Indicators and the end of August 2009 position is detailed below:
- 697 tenanted homes have been brought up to the Decent Homes standard, which brings the overall total to 3,320.
 - Actual expenditure at the end of August 2009 is £13,185m against a profile of £13,226m or 99%.
 - Resident satisfaction is averaged at 97% across the 4 contract areas. This is one of the Key Performance Indicators against which our partners are measured on a monthly basis. The scoring is based on a response to 10 questions with 5 answer options ranging from very dissatisfied to very satisfied. The return rate is 54%.
 - The number of stage 1 complaints received during Year 2 to date is 30, 3 of which went to stage 2, and none to stage 3. Following investigation through the HfH complaints procedure, the majority of these complaints have not been upheld and are often not about the actual works being undertaken as part of

the Decent Homes programme. In many instances residents were complaining about repairs issues, enquiring why they were not receiving certain elements or when they are to be included in the programme.

- The number of enquiries has significantly reduced since residents have been able to access details of the 5 Year programme via our website.
- To date there has been one health and safety reportable incident. The contractors are responsible for the health and safety of their work force, and not the Council, and operate under the relevant regulatory requirements.

16. Learning and Development

- 16.1 With good progress being made on the delivery of the programme, including high levels of resident satisfaction, we have taken the opportunity to reflect on lessons learnt to date, and what improvements can be made for future years.
- 16.2 In June 2009, local members, Homes for Haringey, council staff and senior representatives of the contractor teams came together to reflect on delivery of the first year of the Decent Homes programme. The Year End Review event was well attended with a good cross-section of stakeholder representation. The event was opened by the Leader, followed by presentations from each of the decent homes partner delivery teams. From this resident priorities were identified and workshops held on Communications, Quality of Works and Added Value and Local Labour. Homes for Haringey have considered the lessons learnt, what changes need to be made, and what new or further measures can be taken to assure resident satisfaction. This includes continuing to maximise and publicise opportunities for added value such as employment and training initiatives as well as community development and engagement; looking at new ways of encouraging more active resident involvement, and better sharing of good ideas between partners.
- 16.3 The new Asset Management Directorate is now fully established with dedicated resources for resident liaison and information management to support the delivery teams. This not only helps ensure smooth delivery of the programme, but also that resident's specific needs and preferences are fully considered.
- 16.4 The partnering arrangements are also well established and working well. A partnering workshop held on 14th July 2009 was successful in so far as it focused the project team on the key challenges facing the project in the coming years and started the process of meeting these challenges.
- 16.5 To this end Homes for Haringey organised a construction related jobs fair in April 2009. This was a great success with over 400 people attending. The twin objectives of the day were to highlight employment and training opportunities for local people within the construction industry as well as support in accessing the above.

- 16.6 The constructor partners are actively seeking to employ local contractors and labour in each of their respective areas. Each of the contractors has agreed to take on 4/ 5 local apprentices with the initial intake starting college courses in August 2009. The partners have also agreed to take on work experience placements. This has proved invaluable experience for one local person attending the jobs fair who as a result, was successful in being signed up as an apprentice in the Repairs Directorate.

17 Cost Management and Value for Money

- 17.1 The requirements of the Constructor Partners Strategic Brief and the Compliance Team Programme Brief required that under the PPC2000 Form of Contract and Framework Contract obligations Value Engineering, Benchmarking, Supply Chain Management and Open Book Accounting be implemented post Year 1 works across the four delivery team areas within the Decent Homes programme.
- 17.2 Through Strategic Cost Management, Homes for Haringey have established benchmarked Basket Rates for all the major elements of work including kitchens and bathrooms which will be agreed and implemented by the compliance teams and continually reviewed by the partnering teams to ensure Value for Money is provided to the Decent Homes programme.
- 17.3 Cost saving achieved under the Strategic Cost Management exercise ensures that additional Decent Homes work can be undertaken within the Partnering timetables and programmes which will satisfy resident expectations and provide a decency standard to a greater level of stock across the borough.
- 17.4 Initial benchmarking exercises carried out by HfH indicate that cost comparisons to other London ALMO's, particularly for kitchen and bathroom installations, indicate that Value for Money is being obtained and that HfH is one of the lowest costs ALMO's for Decent Homes works.
- 17.5 Supply Chain Management ensures commonality of products and services and allows cost certainty, shared risk, improved cash flow, reduced disputes and lower level of technical input required from the partnering teams.

18 Performance and Monitoring

- 18.1 Contractor performance on Year 2 to date has been good. Performance is measured against a series of key performance indicators(KPIs). These were developed in conjunction with the partnering team; including residents, and are based on industry standard KPIs. They include resident and client satisfaction, complaints, local employment, completions against programme and cost against profile.
- 18.2 All KPIs are reported on monthly, and form an integral part of the monthly performance report. This report is prepared by the compliance team partners and forms the basis of a review meeting with the strategic client representatives before overview at the strategic core group meetings.

- 18.3 Quality Assurance is included as a KPI and is overseen by the compliance teams. Clerk of Works are engaged while projects are on site. On completion, they undertake quality inspections of both materials and workmanship and identify any defects which need to be addressed as part of the hand over process. All completed properties are subject to these checks and the findings reported on a monthly basis. Homes for Haringey officers also carry out spot checks during the works and attend a sample of the hand over inspections.
- 18.4 Homes for Haringey have a robust Risk Management Strategy in place for delivery of the decent homes. A risk register is in place for each of the four contract areas and is reviewed as part of the monthly monitoring and reporting procedure.

19 Supported Housing

- 19.1 The supported housing stock was not included in Year 1, pending the outcome of the Council's review into meeting future housing needs of older people in the borough. A report outlining possible options for 4 of the supported housing schemes is yet to be considered by the Council. In the meantime, HfH have now programmed works to the remaining schemes. The works will be carried out in 3 phase with externals starting on site in March 2010 and internal/environmental works to follow in future phases. The consultation process has begun with residents.

20 Environmental Programme

- 20.1 In addition to the £11.4m available for environmental projects as part of the decent homes allocation.
- 20.2 The 2009/10 programme is progressing well with a budget of £1.5m. Homes for Haringey are currently surveying all 90 estates across the borough and the findings will be used to determine the works programme for future years.

21 Sustainability

- 20.1 Homes for Haringey are currently exploring opportunities for accessing funds for energy efficiency measures which will complement the Decent Homes programme. These include the Community Energy Saving Programme (CESP), the Social Housing Energy Saving Programme (SHESP) and 'Retrofit for the Future'.
- 20.2 We have received confirmation from the Homes and Communities Agency that the bid we submitted for £1.415m of SHESP funding to insulate 1,886 hard to treat cavity walls has been successful. This covers high rise blocks of 5 story plus. We are currently finalising arrangements for delivery with existing decent homes partners, with works to commence on site by the end of the year.

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Overview and Scrutiny Committee

October 2009

Report Title: **Homes for Haringey 1/2 year Performance Report**

Report of: Niall Bolger, Executive Director Urban Environment.

Contact Officer : **Rowann Limond, Executive Director of Resources**

Email: Limond.rowann@haringey.gov.uk

Tel: 0208 489 5339

Wards(s) affected: **Not Applicable**

Report for: **Information**

- 1. Purpose of the report (That is, the decision required)**
 1.1. Overview and Scrutiny Committee to note the report

- 2. Introduction by Cabinet Member (if necessary)**
 2.1. Not applicable for this report

- 3. State link(s) with Council Plan Priorities and actions and /or other Strategies:**
 3.1. This report is being presented following a request by Overview & Scrutiny Committee that a half a year performance report from Homes for Haringey be

made to the Committee.

- 3.2. This report sets out the performance of Homes for Haringey for August 2009. It also includes the year to date figures for the first five months of the reporting year in relation to the key performance indicators (KPIs) that the Council agreed it would monitor. The quarter one performance is also noted.

4. Recommendations

- 4.1. The Council is to note performance for the period concerned and the actions being taken to improve performance where targets are not being met.

5. Performance Summary

5.1 Performing well

- 5.1.1 Gas servicing levels achieved their 100% target in August, the first time that Homes for Haringey has reached this level. The result means that each of our residents has a valid gas safety certificate.
- 5.1.2. The Estate Service performance measure, the percentage of estates graded A or B by Estate Service Managers, exceeded target in August. The year to date position of this measure is now ahead of its 95% target.
- 5.1.3 Two of the three repairs indicators exceeded their target in August. These were the percentage of non emergency repairs where an appointment was made and kept, and the percentage of urgent repairs completed within timescales.
- 5.1.4 Each of the three repairs indicators at least matched the performance of the previous month.
- 5.1.5 The Decent Homes Programme has just entered its second year, and is expected to reach its March 2010 target of 30% non decency rate.
- 5.1.6 Homes for Haringey exceeded its target for visiting new tenants within the first six weeks of a new tenancy for the third successive month in August. The tenancy management team has met its 85% target for this indicator in six of the last seven months. Over the course of the reporting year, 89.2% of new tenants have had a welcome visit in time.
- 5.1.7. The tenancy management team also exceeded target for August with regards to completing stage one anti social behaviour tasks in time. The year to date position on this indicator is now also ahead of its 70% target.

5.2 Moving in the right direction

5.2.1 Customer Contact (Feedback) performance improved in two of the three measures in August. The third monthly indicator matched the July performance. While the year to date performance remains mixed, the month of August delivered one indicator exceeding target, and another within tolerance. Clearly the direction of travel in August was positive.

5.2.2 The percentage of invoices paid within thirty days dipped in August to 87.3%. This indicator, at 90.4% for the year, remains within tolerance.

5.2.3 Home Ownership service charge collection dropped in August to a level below target. Its year to date position however remains strong.

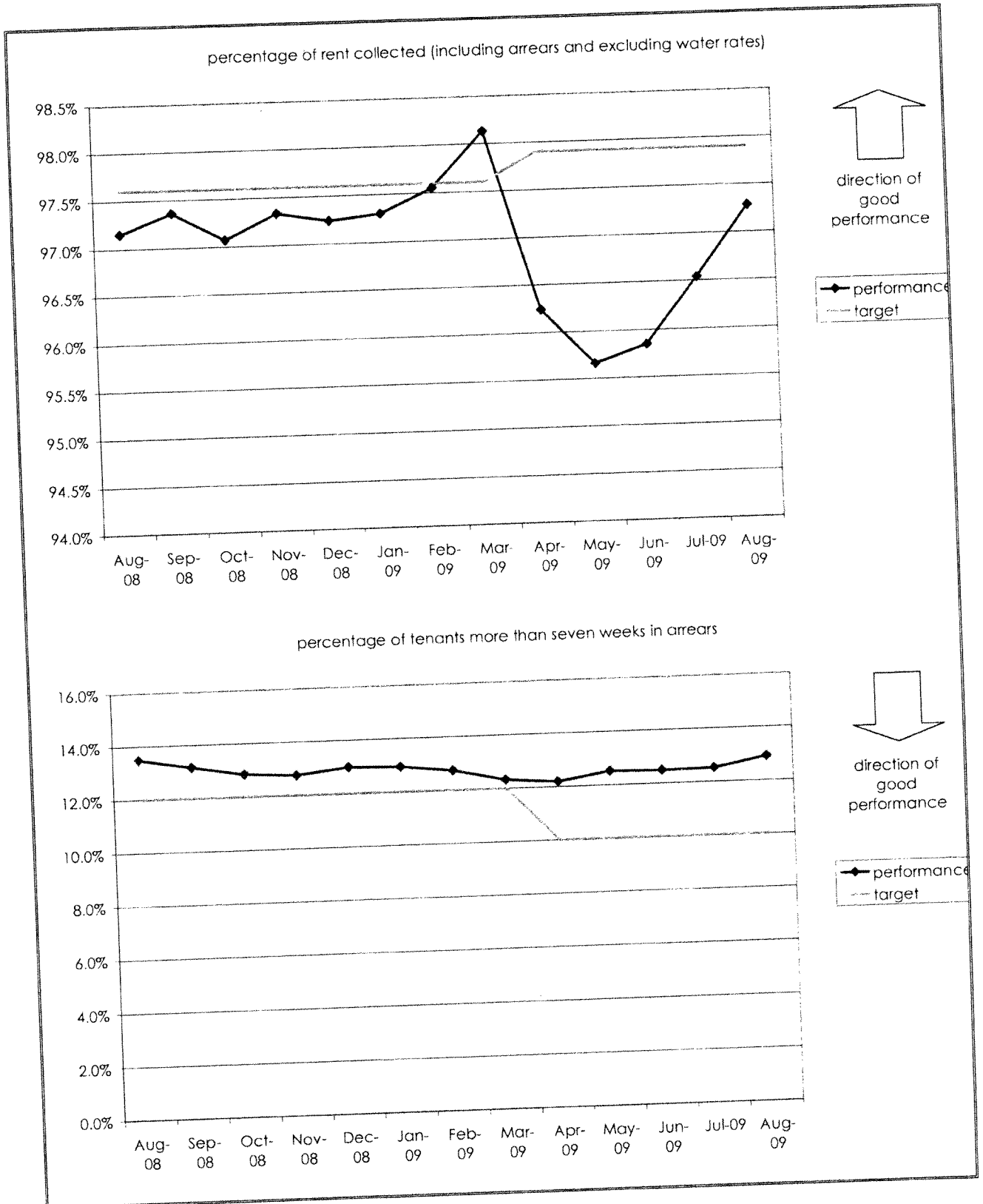
5.3 Areas of concern

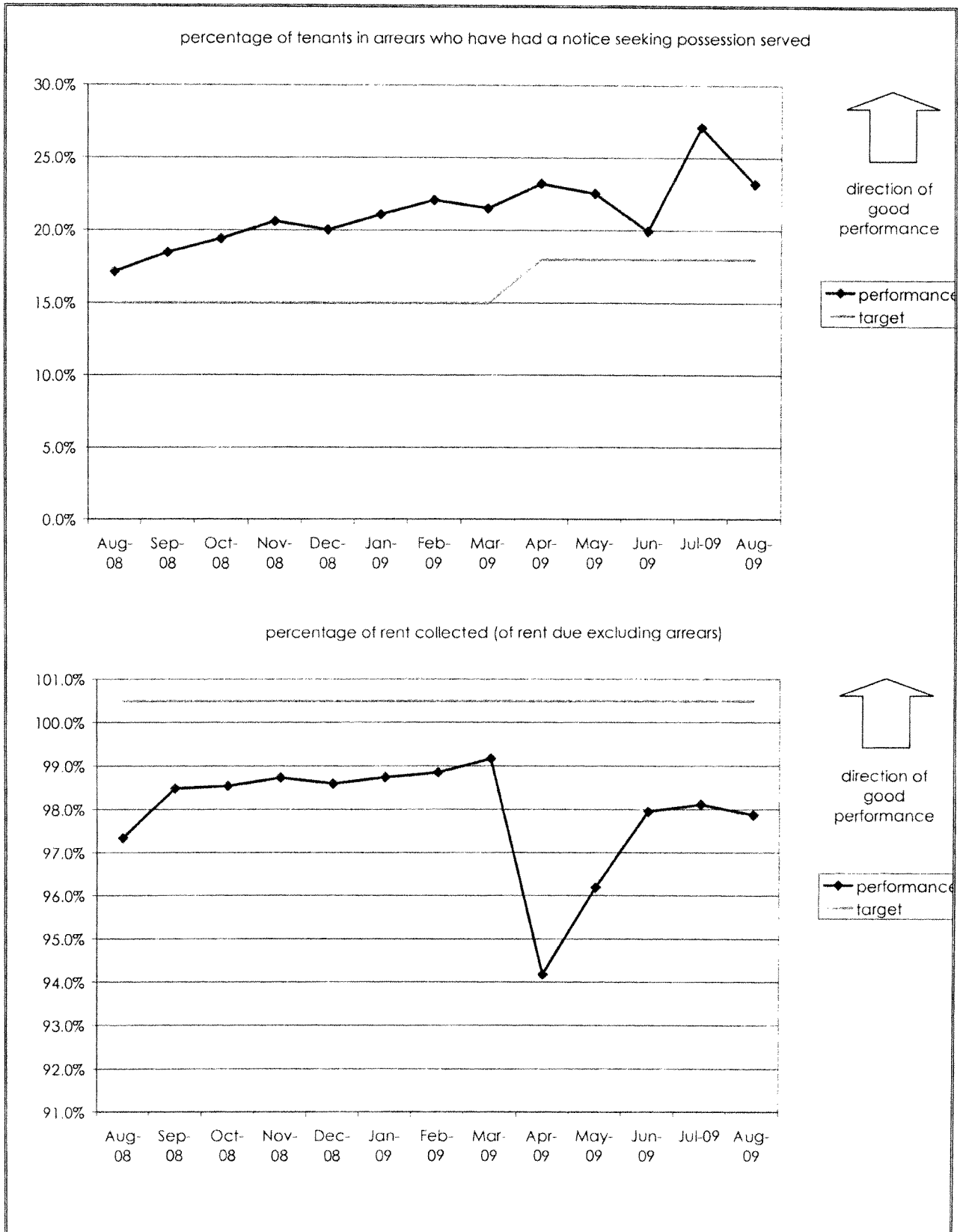
5.3.1 Only one of the monthly assessed Income Collection performance indicators rose in August. Despite this general decline, two of the indicators are still at a green RAG status, while the remaining three are at a red status.

5.3.2 Void performance declined in three of the four indicators in August. The headline time to re-let (BV212) increased to 42.7 days, well behind the 27 day target. The length of time that a property was in with the repairs team also extended to 20.9 days from 18.5 in July. All four voids indicators remain at a Red RAG status both for August and for the year to date.

6. Performance Indicators by area of the business

6.1 Income Collection





Ref	Income collection	Target	July	Aug	Month RAG	Month DOT	Qtr 1	Qtr DOT	YTD	YTD RAG	
Ex BV 66a	% of rent collected (including arrears and excluding water rates)	97.9%	96.54 %	97.28 %		↑	95.85 %	↓	97.28 %		
Ex BV 66b	% of tenants with more than seven weeks rent arrears	10%	12.52 %	12.91 %		↓	12.49 %	↓	12.91 %		
Ex BV 66c	% of tenants in arrears who have had notices seeking possession served	18%	27.11 %	23.21 %		↓	19.94 %	↓	23.21 %		
Ex BV 66d	% of tenants evicted as a result of rent arrears	0.7%	0.54%	0.57%		↓	0.54%	→	0.57%		
IC01	% of rent collected (of rent due excluding arrears)	100.5 %	98.11 %	97.87 %		↓	97.95 %	↓	97.87 %		
IC04	% of former tenant arrears collected quarterly	8%	Quarterly Indicator					0.98%	NEW	0.98%	Year end RAG

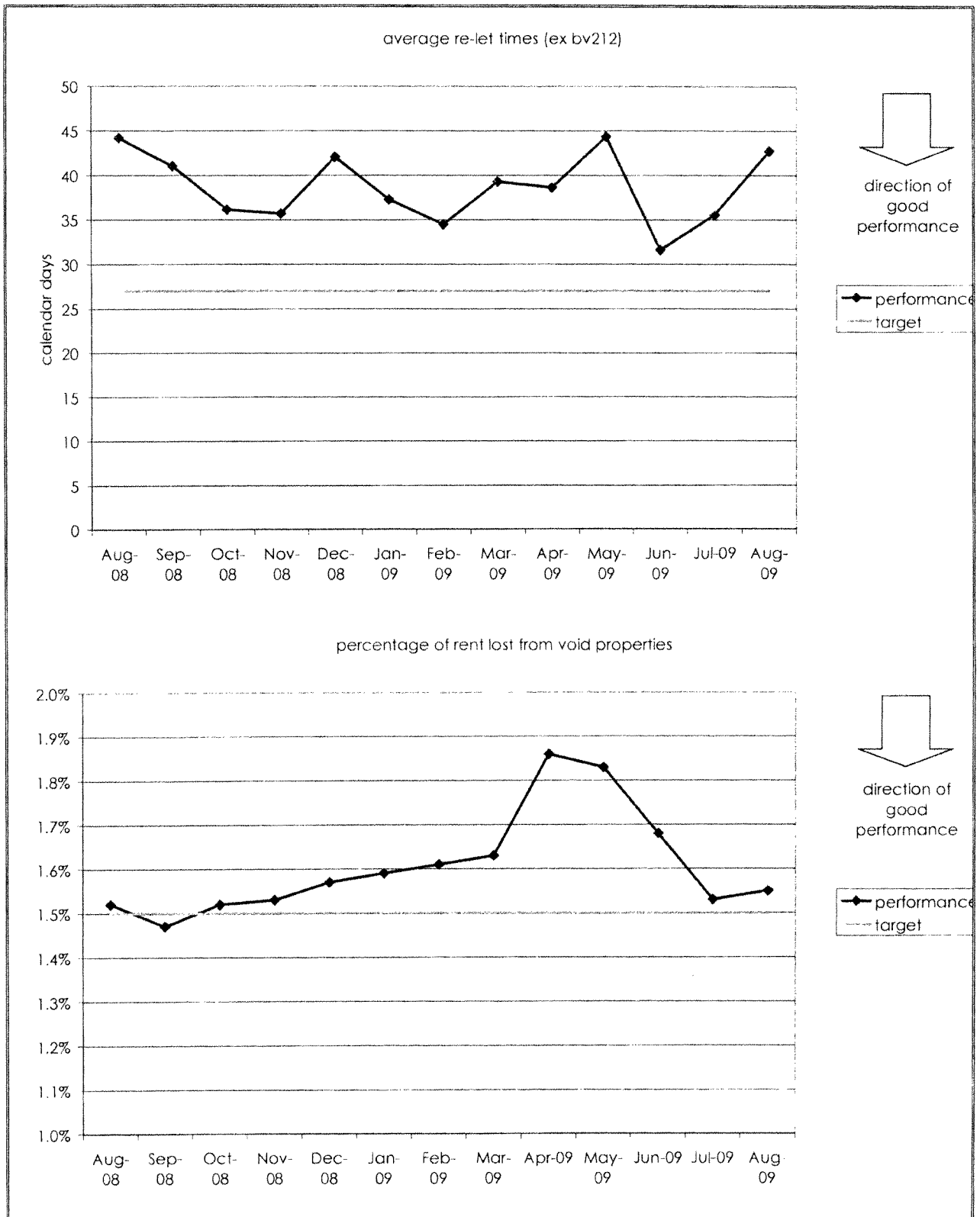
Summary

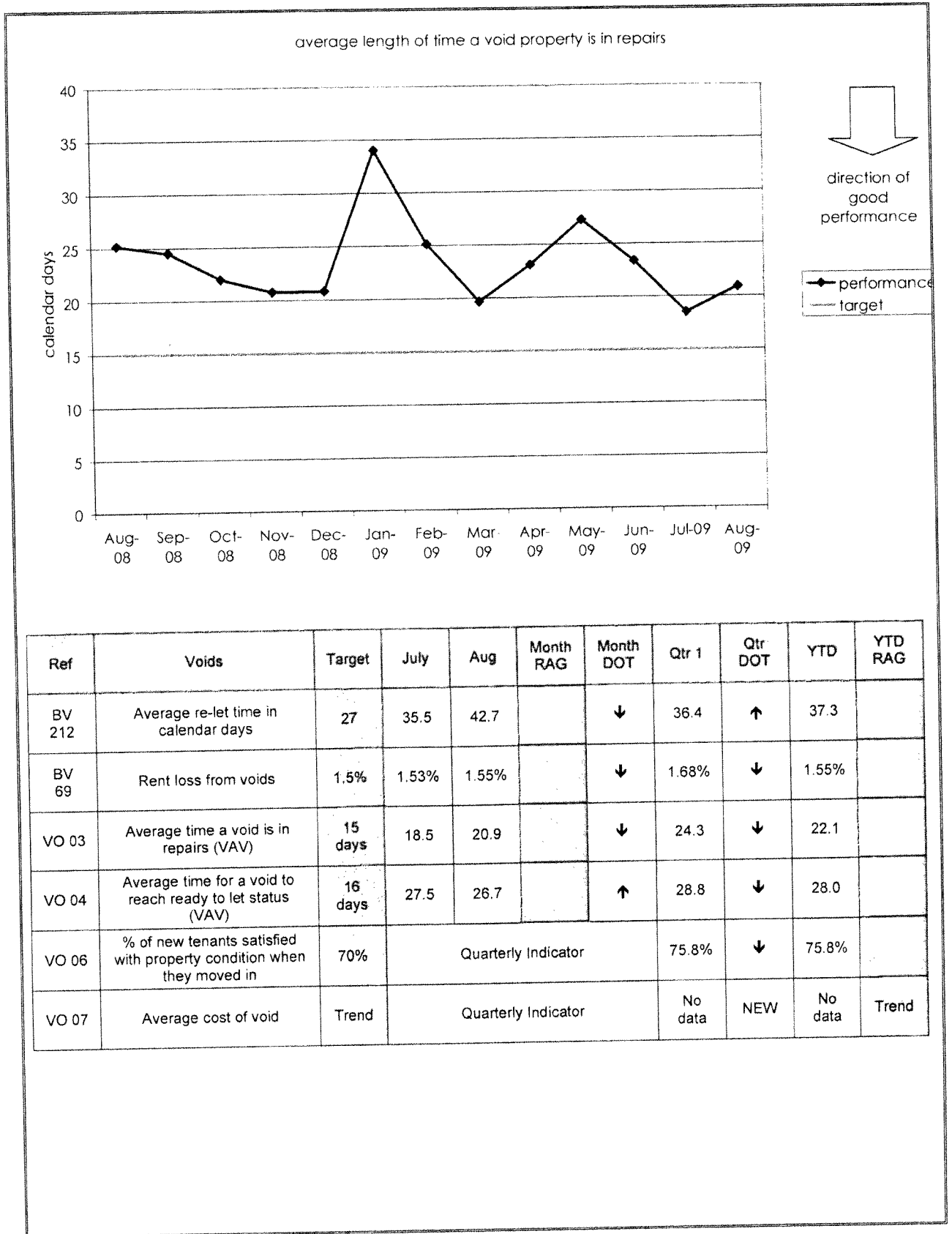
Rent Collection performance dipped in four of the five monthly assessed indicators in August. Three indicators are currently at a RED RAG status both on a monthly and a year to date basis.

The year to date position for those items that are measured quarterly reflect their position at the end of the previous quarter (end of June).

Please see exception report for the monthly RED-RAG items.

6.2 Voids





Ref	Voids	Target	July	Aug	Month RAG	Month DOT	Qtr 1	Qtr DOT	YTD	YTD RAG
BV 212	Average re-let time in calendar days	27	35.5	42.7		↓	36.4	↑	37.3	
BV 69	Rent loss from voids	1.5%	1.53%	1.55%		↓	1.68%	↓	1.55%	
VO 03	Average time a void is in repairs (VAV)	15 days	18.5	20.9		↓	24.3	↓	22.1	
VO 04	Average time for a void to reach ready to let status (VAV)	16 days	27.5	26.7		↑	28.8	↓	28.0	
VO 06	% of new tenants satisfied with property condition when they moved in	70%	Quarterly Indicator				75.8%	↓	75.8%	
VO 07	Average cost of void	Trend	Quarterly Indicator				No data	NEW	No data	Trend

Summary

Void performance improved in August compared to July in only of the four measures. Each of these monthly indicators are currently at a RED-RAG status.

Void rent loss indicator BV69 only deteriorated slightly in August following three months of positive movement.

There are two sets of figures which relate to the time taken for a property to reach its ready to let date. The first of these is restricted to the time taken by repairs, whereas the second relates to the total time until a property is ready to let.

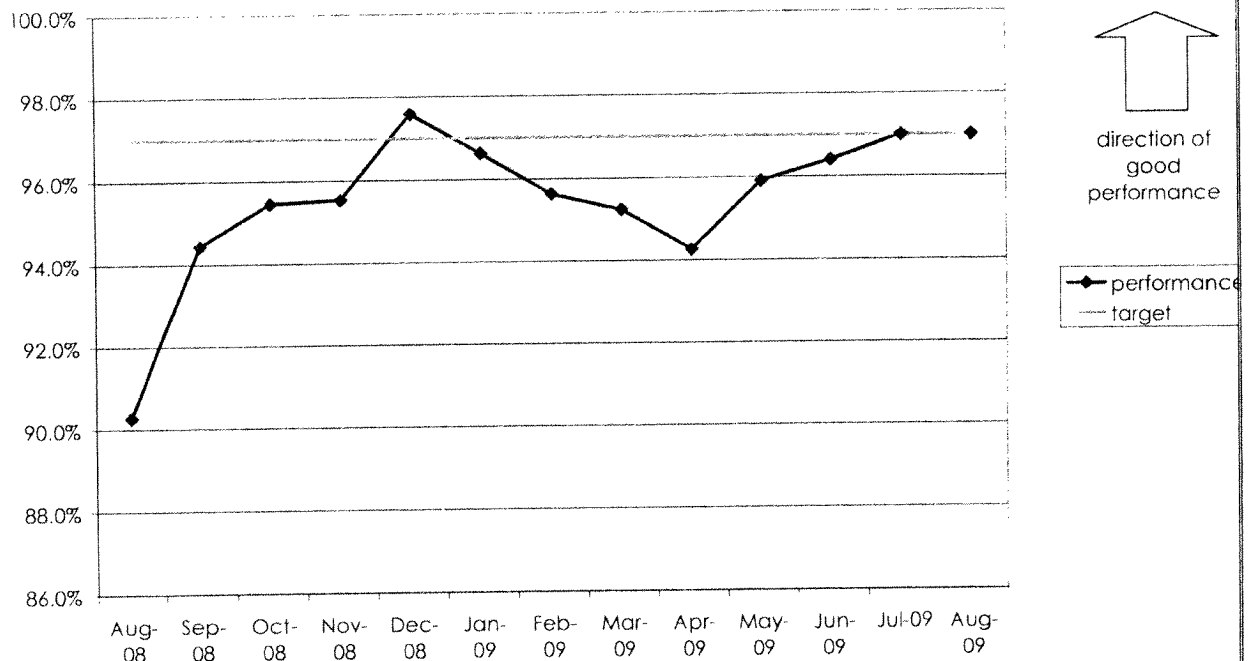
The year to date position for those items that are measured quarterly reflect their position at the end of the previous quarter (end of June).

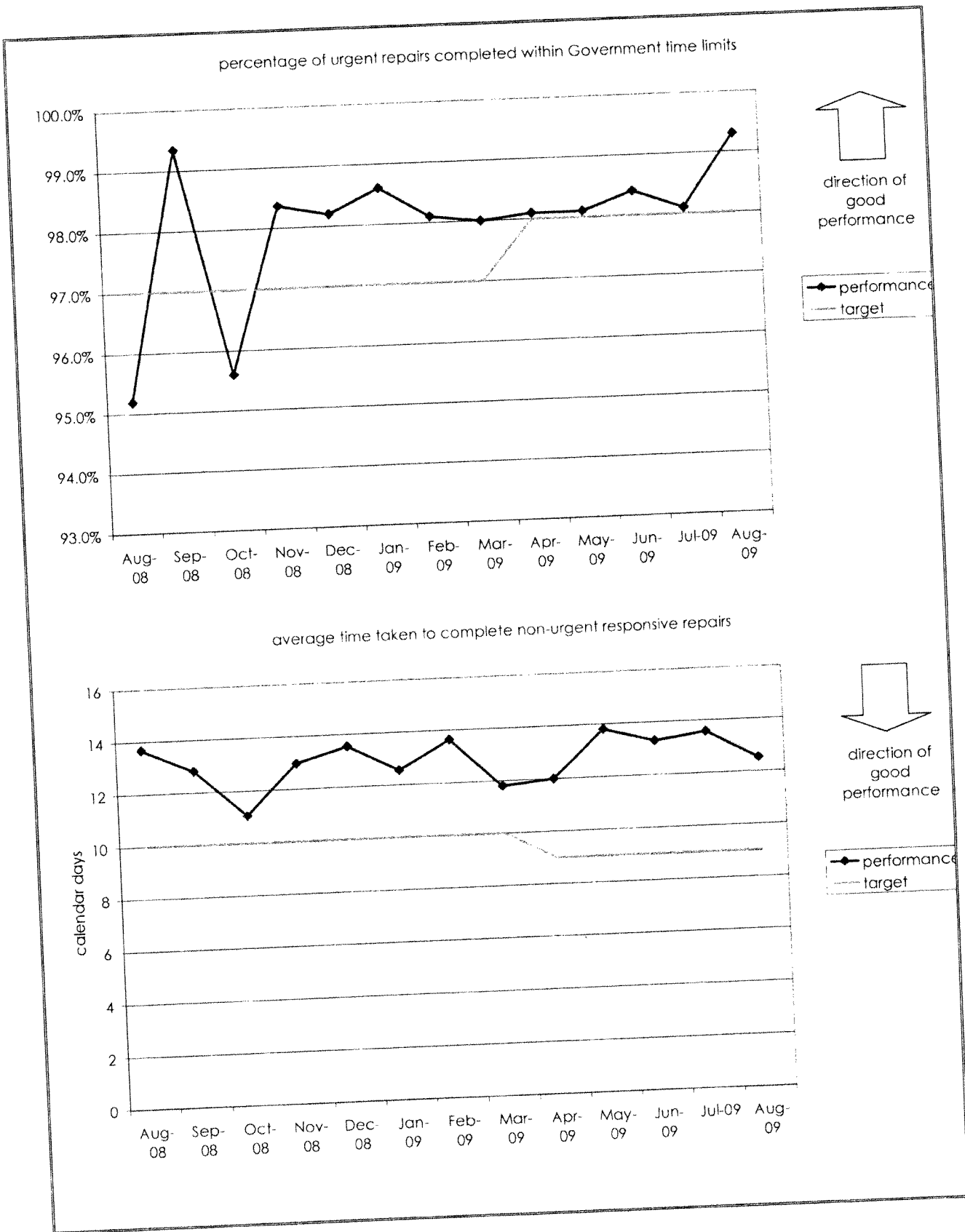
The indicator relating to the average cost of Voids is still under development. We hope to report on this at the conclusion of the second (September) quarter.

Please see exception report for the monthly RED-RAG items.

6.3 Repairs

percentage of non-emergency repairs where appointment made and kept





Ref	Repairs	Target	July	Aug	Month RAG	Month DOT	Qtr 1	Qtr DOT	YTD	YTD RAG
BV 185	% of non-emergency repairs where appointment made and kept	97%	97.0%	97.0%		→	95.8%	↓	96.5%	
BV 72	% of urgent (RTR) repairs completed within Government time limits	98%	98.1%	99.3%		↑	98.2%	↓	98.4%	
BV 73	Average time taken to complete non-urgent responsive repairs	9 days	13.6	12.53		↑	13.0	↓	13.1	

Summary

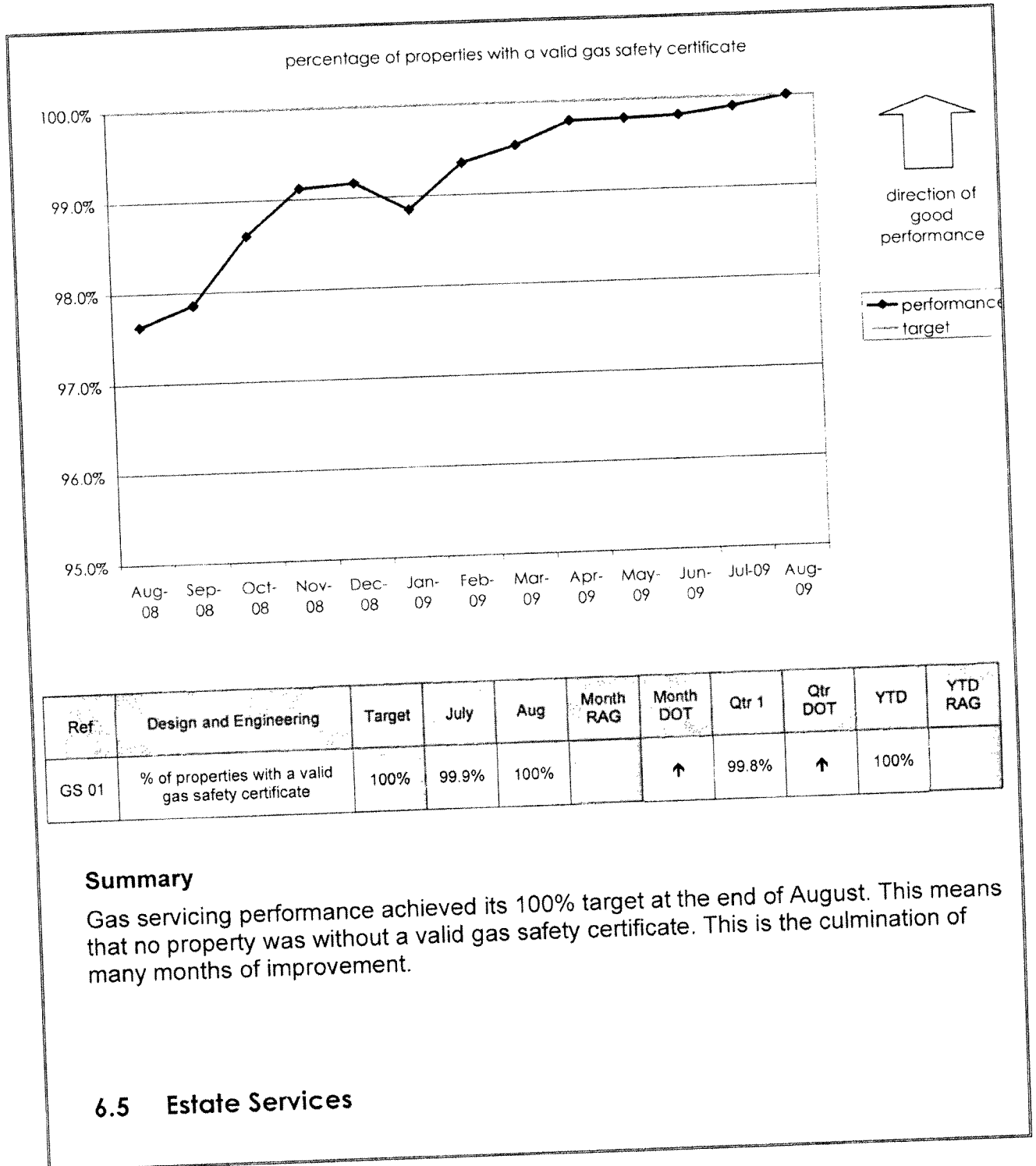
The percentage of non-emergency repairs where an appointment was made and kept met its target in August for the second successive month.

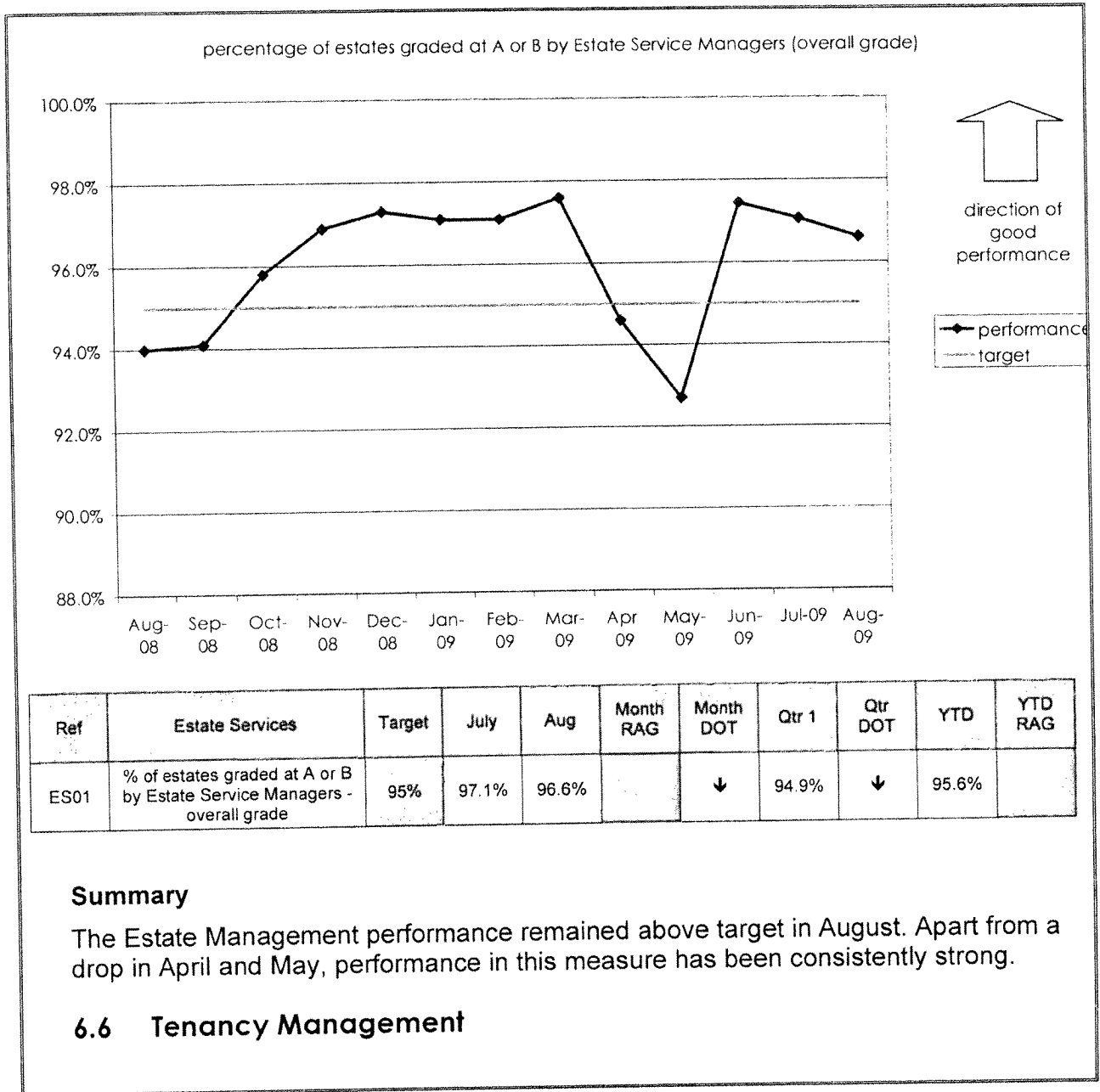
The percentage of urgent repairs completed within Government time limits, BV72, once again exceeded its target. The figure of 99.3% represents the best result since September 2008.

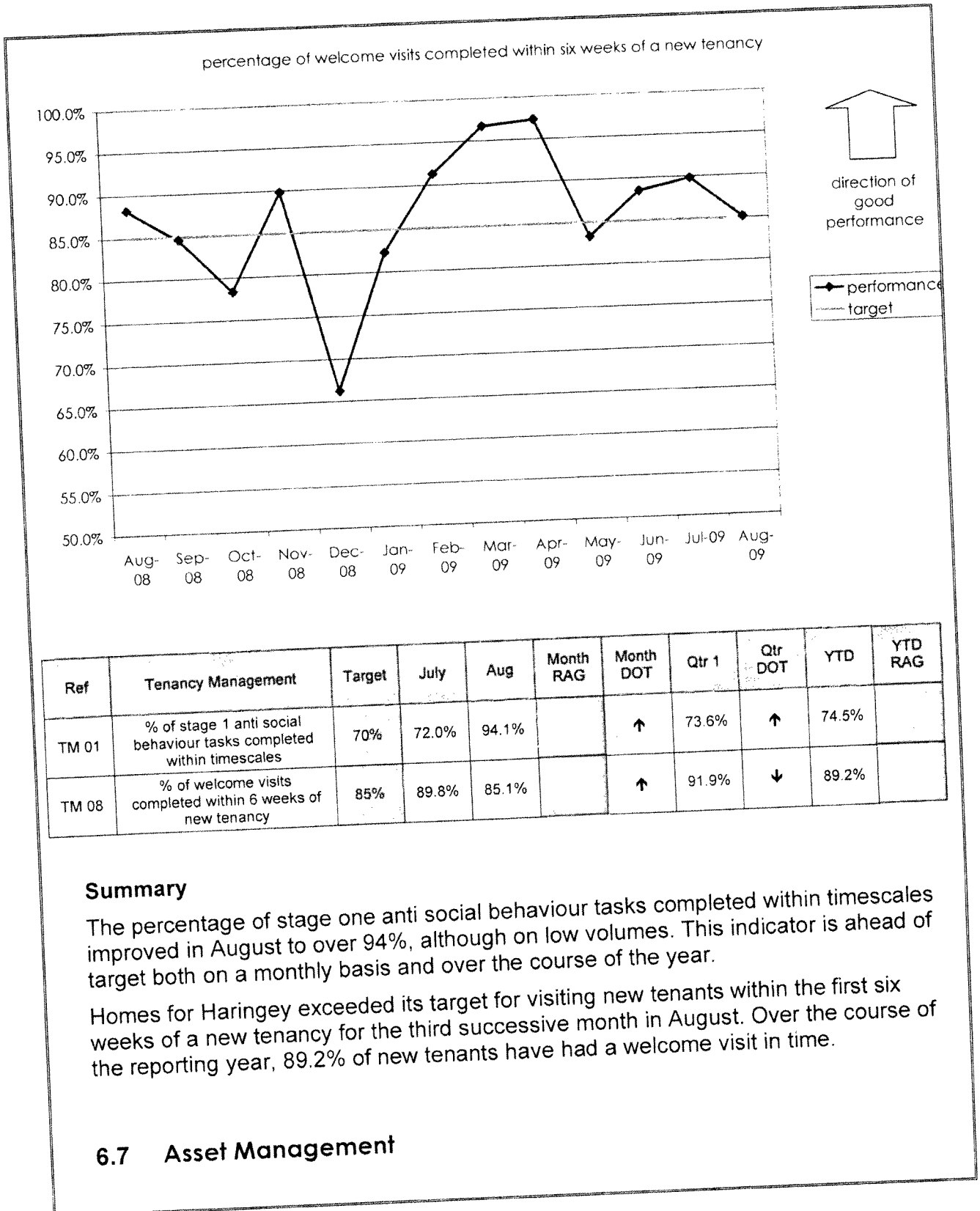
The average time taken to complete a routine responsive repair improved to 12.53 days in August, although this remains in excess of the nine day target.

Please see exception report for the monthly RED-RAG item.

6.4 Design and Engineering







Ref	Asset Management	Target	July	Aug	Month RAG	Month DOT	Qtr 1	Qtr DOT	YTD	YTD RAG
NI 158	The proportion of local authority homes which were non 'decent'	30% by 03/10	N/A	34.0%	Year end RAG	N/A	35.9%	↑	34.0%	Year end RAG
AS 04	Decent Homes Programme – % of units completed against number programmed	95%	Quarterly Indicator				93.1%	↓	93.1%	

Summary

Note that the August figure is higher than the figure reported last month for July which was 33.21%. Unfortunately some of the data provided by the contractors last month which was used to calculate NI158 was incorrect.

We are re-calculating the July figures and will detail this in the September report. The current non-decency percentage, at 34.02% is tracking in the correct direction from the June figure of 35.86%.

The year to date position for those items that are measured quarterly reflect their position at the end of the previous quarter (end of June).

6.8 Home Ownership

Ref	Home Ownership	Target	July	Aug	Month RAG	Month DOT	Qtr 1	Qtr DOT	YTD	YTD RAG
HO01	% of day to day service charges collected	100%	105%	88%		↓	114%	↑	107%	

Summary

The percentage of day to day service charges collected dropped below target in August. As this is the first time this year that the target has not been met, the year to date position is still in excess of 100%.

Please see exception report for the monthly RED-RAG item.

6.9 Customer Contact

Ref	Customer Contact	Target	July	Aug	Month RAG	Month DOT	Qtr 1	Qtr DOT	YTD	YTD RAG
CA01	% of all phone calls answered	90%	89.0%	86.7%		↓	90.6%	↓	89.6%	
CA08	% of customers seen within 15 minutes at Customer Service Centres	70%	Information currently unavailable							

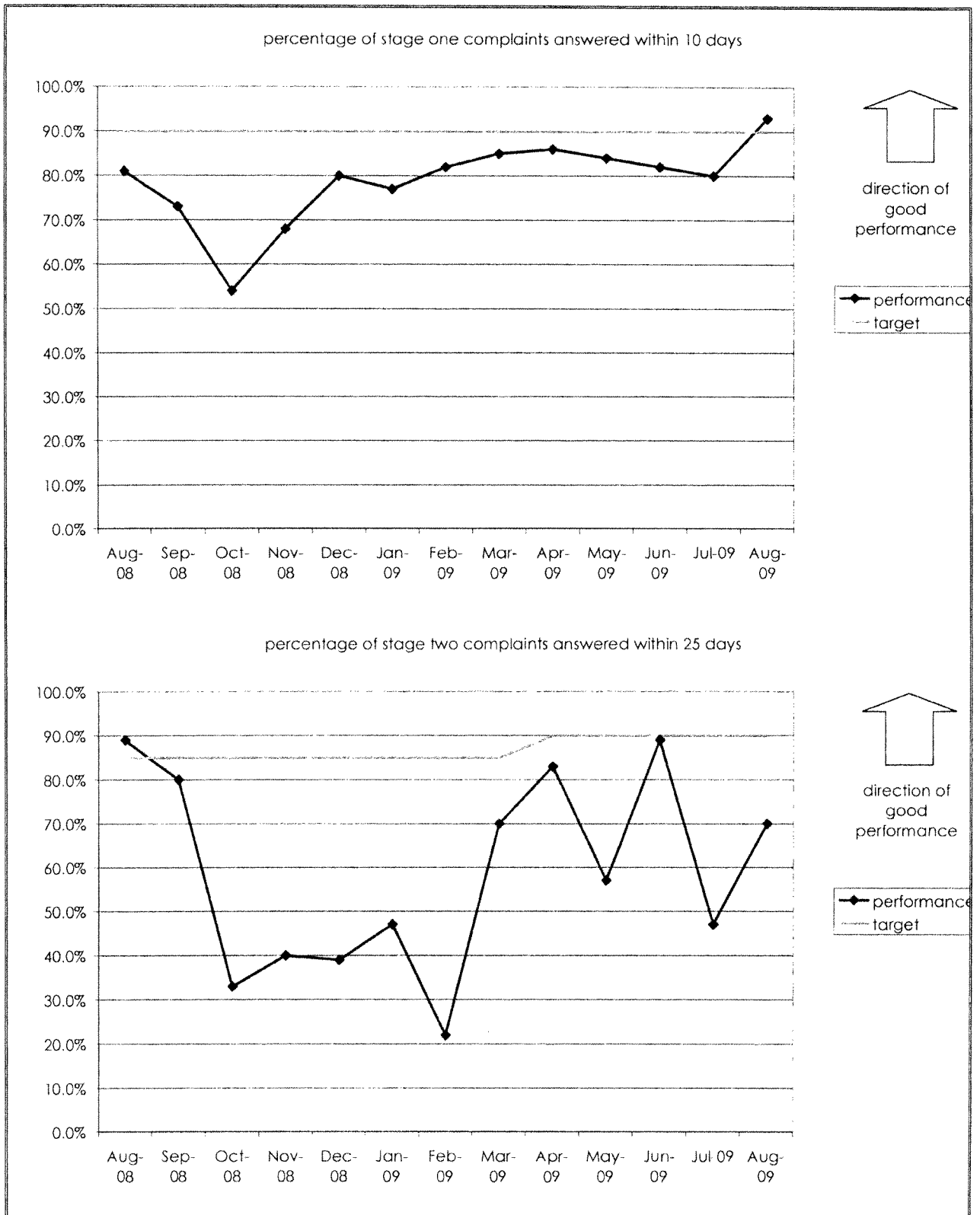
Summary

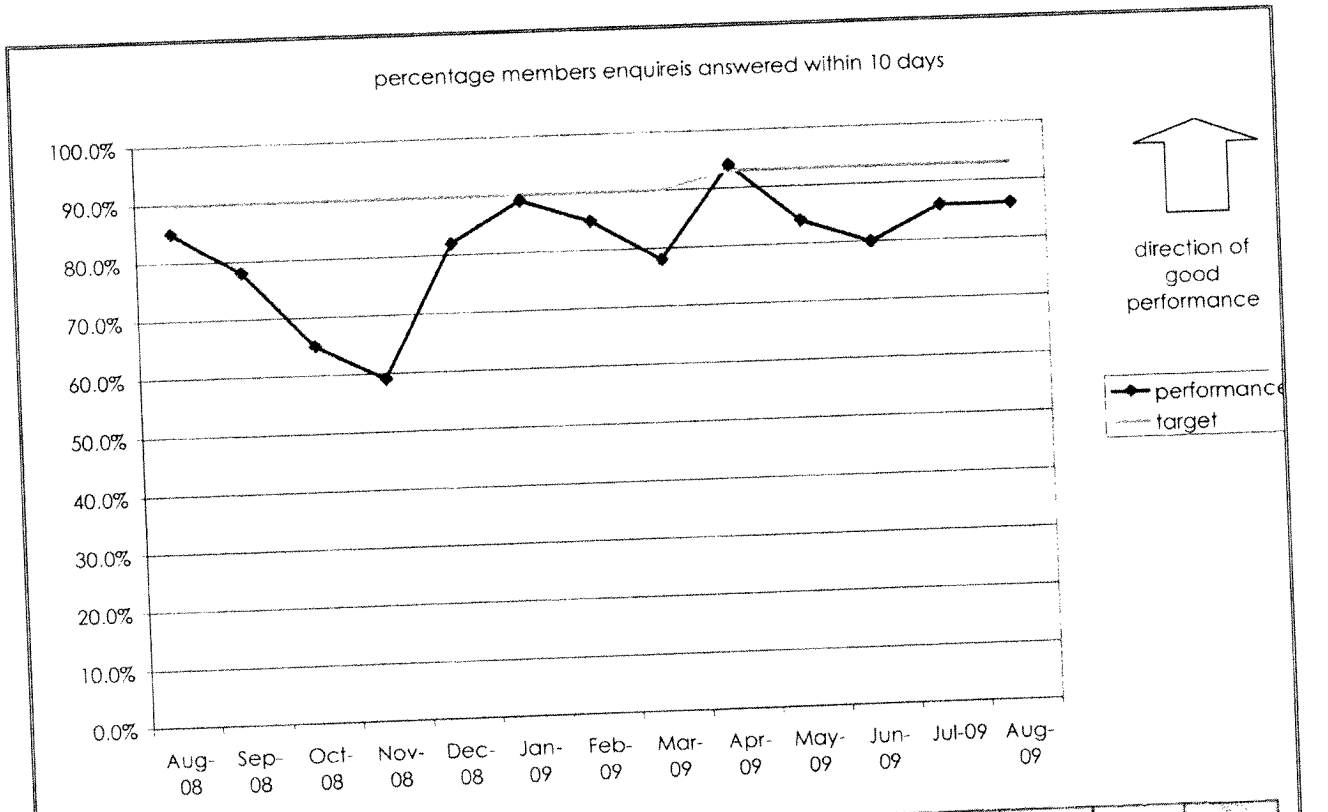
Indicator CA01, the percentage of telephone calls answered, is the conflation of three data sources. At the moment, Homes for Haringey has information on the two biggest of these sources, our own back office extensions and the Repairs Control Centre. The missing component is supplied by the Council's Customer Service Centre. Here, the Council have been implementing a new reporting regime which has affected their ability to report performance. Until the Council is able to supply us with data, the reported figure for CA01 only includes the two areas for which we have information.

Indicator CA 08, the percentage of customers seen within 15 minutes at the Council's Customer Service Centres has also been affected by technology updates.

We will shortly be implementing a new Customer Relations Manager (CRM) contact system in our Homes for Haringey Control Centre. This will enable us to measure the new national indicator NI 14, Avoidable Contact. Homes for Haringey anticipates that we will be able to provide information on this measure in our September report.

6.10 Customer Contact (Feedback)





Ref	Customer Contact - Feedback	Target	July	Aug	Month RAG	Month DOT	Qtr 1	Qtr DOT	YTD	YTD RAG
CA10	% stage 1 complaints answered within timescales	90%	80%	93%		↑	84%	↑	85%	
CA12	% stage 2 complaints answered within timescales	90%	47%	70%		↑	79%	↑	71%	
CA14	% members' enquiries answered within timescales	93%	86%	86%		→	85%	↑	86%	
CA18	Number of ombudsman investigations	Trend	Quarterly Indicator				9	New	9	Trend

Summary

Feedback performance was positive in August with respect to July. Two of the three indicators improved, and the other matched the previous month's figures.

Indicator CA10, the percentage of stage one complaints answered within timescales, exceeded target for the first time in over a year. Although the year to date figure trails the 90% target, August clearly represents a positive result.

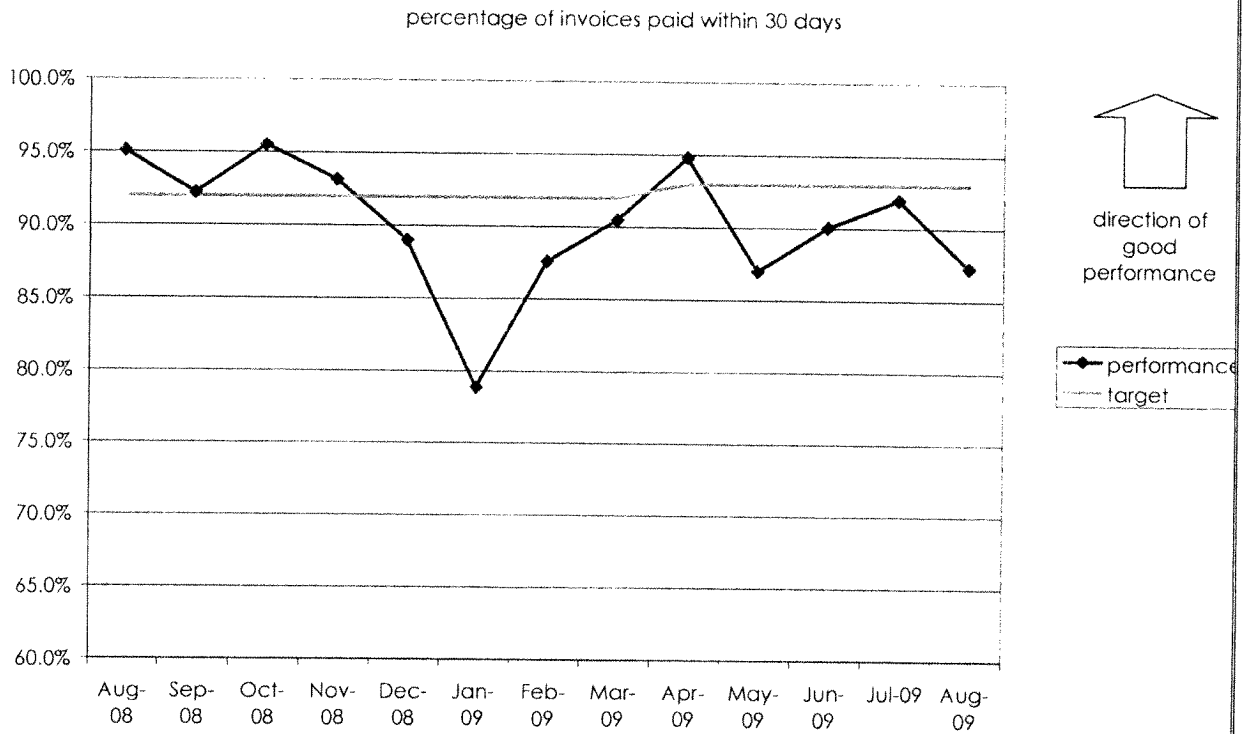
Performance on a month by month basis is quite variable on indicator CA12. The reason for this is the low numbers involved. On a year to date basis however, this indicator still trails its target.

Performance in the percentage of members enquiries answered within timescales matched its previous result in August. It is at an Amber RAG status for the month and

also for the year.

Please see exception report for the monthly RED-RAG items.

6.11 Finance



Ref	Finance	Target	July	Aug	Month RAG	Month DOT	Qtr 1	Qtr DOT	YTD	YTD RAG
BV 08	% of invoices paid within 30 days	93%	92.0%	87.3%		↓	90.9%	↑	90.4%	
F02	% of invoices paid within 10 days	75% by 12/09	65.3%	57.5%	Trend until 12/09	↓	61.7%	New	61.6%	Trend until 12/09

Summary

The indicator in relation to invoice payments paid within thirty days declined in August with respect to July. Despite this, the indicator is still at an amber RAG status for both the month and year to date.

For 2009/10 Homes for Haringey is also monitoring the shorter timescale of payments made within ten days. As this is a new indicator, we will only be reporting on its RAG status from December.

7 Appendix – Exception Reports

7.1 Income Collection

Out of hours cold calling commenced in August whereby tenants with low level arrears are asked to clear arrears or make agreements over the phone and a targeted summer mail out was also sent to tenants in rent arrears – both initiative aimed at seeking to minimise the impact of fall in performance targets during the summer months. This has helped to maintain performance against these cumulative performance indicators and these activities will continue to the end of year (with a further mail out being planned for Christmas).

Together with the Citizens Advice Bureau, the Income Collection service will be running a debt/money management workshop for tenant in rent arrears to raise awareness of how to deal with debt and maximise income within the current economic climate.

7.2 Voids

The average time taken to repair void properties has been hovering around the 20 day mark for some months. A voids transformation project with external support has been established to achieve significant and sustained improvement in end to end void performance. Three project teams have been set up covering the termination process, repairs and lettings. The repairs project team has met twice and improvements are already being delivered as described below. The performance in July at 18.5 days was the best achieved for over a year and although there was an increase in August due to resource availability in the peak holiday period, it is anticipated that September will be back below 20 days and there will be a steady reduction towards the target with this being achieved by March 2010.

Mobile working has been implemented for void surveyors who are using PDAs to specify voids. All information is being updated live in OHMS to assist lettings staff with accurate expected completion dates. A master key system has been introduced which will reduce travel time for key pick up for DLO staff and contractors. Void notification is being identified at the earliest opportunity and, if possible, properties are visited and works specified before the outgoing tenant leaves. Productivity and quality is being managed closely by coordinators and all properties are inspected at least once a week. Since the void surveyors have been mobile they are achieving 0.7 days against a target of 1 day for pre inspections. Performance reports are currently at draft form and will be fully operational in October so that cost, performance and productivity reports will be available to each coordinator.

7.3 Repairs

The overall picture for repairs is very positive with two out of the three performance

indicators meeting target in August. The measure for average days to complete non urgent repairs did not achieve target although there was a small improvement in August. It should be noted that unlike other similar ALMO's and Local Authorities we do not exclude any repairs from our calculation, so even major works such as damp proof course works or joinery replacements are included. This achieves 100% coverage when urgent and non urgent repairs are taken together.

There are a number of actions in place to reduce the time taken to complete non urgent repairs including work to adjust the IT system to enable a reduction in time from when the repair job is first reported to the point of the actual appointment date; essentially, this change should decrease the average number of days taken to complete new repair jobs. Further work is to be undertaken in the next reporting period to improve the planning and diagnosis of jobs which will improve productivity and the rate of first time fix.

We have also taken delivery of the first tranche of new vehicles; the new fleet contains specialised racking and imprest stock enabling the operatives to complete a greater number of jobs at the first appointment, thus further reducing the time taken to complete repairs.

7.4 Home Ownership

Debt profile is such that the receipts cannot be accurately predicted. Income is usually maximised at the beginning of the financial year since leaseholders pay at this point in time.

7.5 Complaints and Member Enquiries

- 7.5.1 There has been a marked improvement in repairs performance with 82% of Stage Two complaints completed on time in August. This is a 24% increase from July where performance was 56%.
- 7.5.2 Our overall performance with Stage Two complaints has dropped by 9% to 71% since quarter one. However, our performance for August represents a 12% increase on last month's performance of 59% with 15 out of 21 cases answered on time.
- 7.5.3 Housing Management performance has been static at 67% over the last three months which is a drop of 9% since quarter one from 78%. This slip in performance is due to the complicated and multiple nature of some of the complaints. Staff leave has also had an impact and we will be striving to make up the shortfall by year end.
- 7.5.4 Performance for our Resources directorate in August remains at 67% with 4 out of 7 cases answered on time which is no change from has last month. This represents a drop of 14% from 71% in quarter one. Amended arrangements for the allocation of complaints in August led to some complaints being answered by staff outside the directorate; the changes have since been reversed. As at 16/9/09 we have only one overdue Stage Two complaint pending.

7.5.5 Actions taken to improve our performance on feedback:

- A complaints improvement / action plan is underway to improve culture and behaviours and all aspects of performance including customer satisfaction.
- The Complaints Panel reviews the Respond reports and any issues and learning emanating from the business on a monthly basis.
- A new post to handle all Cabinet Member, MP enquiries and co-ordinating complex complaints is being piloted.
- The new role of Deputy Director of Repairs Service has been created with specific responsibility for performance management as well as a number of initiatives to improve the service generally. These include mobile working and SMS text messages to customers to avoid missed appointments.
- The cross functional complaints Repairs Resolution Team, dedicated to resolving customer problems including investigating and responding to all repairs complaints, has shown improvement in performance. The number of outstanding overdue cases has dropped significantly.

8 Financial Comments by the Executive Director of Resources, Homes for Haringey.

8.1 The improvement in some of the indicators has a direct impact on the financial health of the Housing Revenue Account. Better collection rate performance reduces the need to provide for bad debt.

8.2 Void turn around time continues to be an issue, as the length of time a property is vacant will have a negative impact on the Housing Revenue Account. Consequently there is the continued need to reduce turn around times and the overall numbers void at any point.

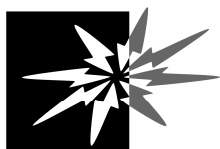
9 Head of Legal Services Comments

9.1 None for this report

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

5.1. None for this report
11 Equalities & Community Cohesion Comments 11.1 None for this report
12. Consultation 12.1 None for this report
13 Use of appendices /Tables and photographs 13.1
14 Local Government (Access to Information) Act 1985

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Haringey Council

Overview and Scrutiny Committee

On 26 October 2009

Report Title: Scrutiny Review of Sexual Health in Teenagers

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 approve the draft scope, terms of reference and work plan for the scrutiny review on sexual health in teenagers

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. Council Plan: Encouraging lifetime well-being at home, work, play and learning

Sustainable Community Strategy outcome: Healthier people with a better quality of life

4. Recommendations

- 4.1. That the scope, terms of reference and work plan for the review be approved.

5. Reason for recommendation(s)

- 5.1. Included within the body of the report.

6. Other options considered

6.1. Included within the body of the report.

7. Summary

7.1 The Committee has previously agreed to commission a scrutiny review on improving the sexual health of teenagers chaired by Councillor Bull. Following consideration by panel members and consultation with relevant stakeholders, a scope, terms of reference and a work plan have been developed.

7.2 The review will focus on prevention and the promotion of good sexual health and will aim to contribute to the development of the new sexual health strategy for the Borough. It will obtain its evidence by considering relevant documentation, including statistics and interviewing a range of stakeholders. In addition, it will aim to obtain the views of young people and service users, both potential and actual.

8. Chief Financial Officer Comments

8.1. The Chief Financial Officer has been consulted in the preparation of this report and comments that the recommendations do not give rise to any additional financial commitments.

9. Head of Legal Services Comments

9.1. The proposed draft scope, terms of reference and work plan for the 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 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 plans and proposals outlined in the report facilitate the discharge of local authority statutory duties in accordance with 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. (Section 2).

9.3. The Authority also has a duty to have regard to every local improvement target specified in the local area agreement which relates to it. (S108 Local Government and Public Involvement in Health Act 2007).

9.4. The proposed scrutiny review will help in discharging those statutory duties towards children in the local authority's area.

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

10.1. N/A

11. Equalities & Community Cohesion Comments

11.1. Sexual ill health disproportionately affects some communities within the Borough and the review will consider, as part of its work, what is currently done to address the needs of the diverse communities within the Borough and how this could be improved using the evidence base and good practice. In addition, teenage pregnancy can adversely affect the life chances of young women. The review will also consider how effective current joint action by the Council and its partners to reduce unplanned conceptions amongst teenagers can be enhanced.

12. Consultation

12.1. The review will aim to obtain the views of young people by working with Haringey Youth Council and the out Service.

13. Service Financial Comments

13.1. The cost of undertaking the scrutiny review is provided for in the budget for overview and scrutiny. In addition, value for money issues and any potential financial implications arising from the review will be considered in liaison with the service finance lead.

14. Use of appendices/tables and photographs

14.1. None

15. Local Government (Access to Information) Act 1985

15.1. Background papers are as follows:

- Scrutiny Review of Teenage Pregnancy (March 2006)
- Progress Report from Scrutiny Review of Teenage Pregnancy (Feb 2008)
- Haringey Sexual Health Strategy, parts 1 and 2 (Sept. 2005)
- Progress and priorities – working together for high quality sexual health – review of national strategy for sexual health and HIV
- Profile of Sexual Health in Haringey (June 2009)
- London Sexual Health Indicators – LHO/HPA (November 2008)
- Sex and our City – MedFASH (November 2008)
- Discussing Haringey Changes for 2006 – Discussion paper – Family Planning Service - NHS Haringey
- Scrutiny Improving Sexual Health among young people – Leeds City Council (April 2009)
- Teenage Conception and Sexual Health – Nottingham City Council (May 2005)
- Sexual Health Services – London Borough of Hackney (Nov 2005)
- Under 18 conceptions data for LAD1 and LAD2 (all LAs including county districts),

1998-00 - 2005-07

Department of Health National Support Team visit report (October 2008)

16. Report*Aims/Objectives of Review*

- 16.1 It is proposed that the review will focus on what the Council and its partners currently do to promote and improve the sexual health of teenagers with the Borough. This will include what is done to reduce the levels of sexually transmitted infections (STIs) and conceptions. Rather than focus on what happens to young people when, for example, they become infected with a STI or pregnant, it is proposed that the review concentrates instead on the issue of prevention and the promotion of good sexual health.
- 16.2 A scrutiny review on teenage pregnancy took place on in 2005/6 and this covered several issues relating to conceptions that will be directly relevant to this review. In 2006, NHS Haringey made changes to the Family Planning Service in response to budgetary pressures. These proposals were considered in detail by the Overview and Scrutiny Committee. It is suggested that both of these areas be revisited to see what changes have taken place since the previous review and their outcomes and impact.
- 16.3 There are two targets within the Local Area Agreement (LAA) that are directly relevant to the areas to be covered by the review:
- NI112; Rate of under-18 conceptions (per 1000 girls aged 15-17 as compared with the 1998 baseline rate). The target is - 5%, Current performance shows an increase of 14.4%.
 - NI113: Prevalence of Chlamydia in under 20 year olds. This target relates to the percentage of young people being screened. The target is 15%. Current performance is 15.7%.
- 16.4 NHS Haringey will be revising and updating the sexual health strategy and this process has started with the development of an updated needs assessment.
- 16.5 The Chlamydia positivity rate for young people under 25 who were screened as part of the National Chlamydia Screening Programme (NCSP) was 8.9% in Haringey in 2007/8, which is the 23rd. highest rate in London. This gives a general indication of the possible prevalence of the disease amongst those tested. Current figures – quarter 4, 2008/9 - for the number of under 20s being screened are 15.7% against a Department of Health target of 15%.
- 16.6 The most recent (2007) under 18 conception rate is currently 70.0 per 1000 female population which represents an increase of 12.4% against the 1998 baseline. This compares against a London wide rate of 45.6 per 1000. Haringey is the only borough classified as inner London to have shown an increase in rates since 1998 but both Lambeth (74.4) and Lewisham (70.6) still have higher overall rates of conception despite a reduction since 1998. Some boroughs, such as Hackney and Hammersmith and Fulham, have seen particularly large reductions – 25.9% and 26.5% respectively.

- 16.7 The picture for outer London boroughs is different from that of inner London, with 8 boroughs showing increases since 1998, with some of these as high as 23.0% (Barnet) and 19.6% (Redbridge). These nevertheless have to be viewed in the context of, with a few exceptions, generally lower overall conception rates. There is a clear link between deprivation and teenage pregnancy figures which appears to be mirrored within conception rates but not the changes in rates that have taken place since 1998.
- 16.8 There are 4 community contraceptive clinics within Haringey. Each has two weekly sessions of which approximately half are held in the evening. The 4YP service is aimed at young people under the age of 18 and provides information on sexual health and contraception, free condoms and pregnancy testing. All community contraceptive clinics and 4YP drop-ins offer pregnancy testing. There is a condom distribution scheme targeted to reduce HIV transmission operated through the voluntary sector and NHS Haringey provider services. The scheme is to be extended with the introduction of a scheme for young people. There is an Emergency Hormonal Contraception (EHC) scheme within the Borough which operates with participating pharmacies.
- 16.9 Sex and Relationship Education (SRE) is undertaken in schools. The biological element of this is part of the national curriculum for science and parents cannot withdraw their children from this. However, SRE outside of science is discretionary. Teachers cannot be compelled to teach it and parents have the right to withdraw their children.
- 16.10 There is a Haringey Teenage Pregnancy Prevention Strategy and Action Plan. This is delivered through a number of different agencies and services from the Children's Trust including:
- NHS Haringey
 - The Children's Service
 - Connexions
 - 4YP
 - Schools
 - Colleges of further education
- 16.11 A joint three year sexual health strategy was published by NHS Haringey and the Council in 2005 which set out a vision, principles, a framework for sexual health services delivery and a model for an integrated sexual health network. The strategy is now due to be revised and the timing of this provides an opportunity for the scrutiny review to influence it.
- 16.12 The process is being initiated through a needs assessment for the Borough. This will:
1. Assess need and develop a baseline picture of sexual health and service provision in Haringey.
 2. Assess service capacity and capability, including mapping of services.
 3. Engagement with the local community

Appendix A

Proposed Scope, Terms of Reference and Plan for Review

1. Membership of Review Panel

Cllrs Bull (Chair), Santry, Scott and Newton

Co-opted Members: Yvonne Denny (church representative), Marcelle Jemide, Joseph Ejiofor and Sarah Marsh (parent governors), Helena Kania (LINKs)

2. Timescale

The effectiveness of the review in influencing policy will, to some extent, be dependent on the timing of its final report. In order to maximise influence over funding decisions, the review will aim to finish its work by January.

3. Terms of Reference/Scope

“To consider actions currently undertaken by NHS Haringey, the Council and other relevant partners to prevent sexually transmitted infections and re-infection and conceptions amongst teenagers through the promotion of good sexual health within the Borough and make recommendations on how this might be improved”

As part of this, the review will consider:

- Actions being taken to achieve the relevant LAA targets
- The relationship between Sexual Health outcomes and Family Planning Services
- How the views of users are sought and responded to
- Value for money

4. Methodology

The review will undertake its work through the following:

- Interviewing key stakeholders to obtain their views
- Obtaining the views of service users, both potential and actual
- Considering relevant documentary and research evidence
- Looking at best practice elsewhere
- Providing an element of external challenge

5. Key Stakeholders

Council

Councillor Lorna Reith – Cabinet Member for Children and Young People

Janette Karklins – Deputy Director (School Standards), Children and Young People’s Service

Belinda Evans – Head of Youth Service, Children and Young People’s Service

Vivien Hanney – Teenage Pregnancy Co-ordinator, Children and Young People’s Service

Jude Clements – Health, Well Being and Sustainability Manager, Children and Young People’s Service

Partners

Eugenia Cronin – Joint Director of Public Health and Chair of Sexual Health Partnership Board

Susan Oti – Associate Director of Public Health
Family Planning Consultant

Dr. Sally Dowler (local GP) – Sexual health collaborative lead, NHS Haringey

Claire O'Connor – Head of Sexual Health, 4YP

Mesfin Ali - Pan African and Caribbean Sexual Health Project

Community/Service Users

Haringey Youth Council

Chair of Secondary Heads Association

Chair of Primary Heads Association

Haringey Teachers Association

Further education

6. Consultation and User Involvement

The views of teenagers will be obtained through working together with Haringey Youth Council. In addition, the review will also obtain the views of people who work with teenagers, such as officers from the Youth Service, and therefore may be in a position to provide a snap shot of their views.

7. Provisional Evidence Sessions:

Meeting 1:

Aim:

- To obtain an understanding of how partners currently aim to reduce the prevalence of sexually transmitted diseases and teenage conceptions within the Borough
- To receive the outcome of the sexual health needs assessment
- To consider relevant performance data including information relating to cost of service, efficiency, effectiveness and outcomes
- To identify progress made and any issues arising that relate to the prevention of conception from the previous teenage pregnancy scrutiny review

Background Information:

Sexual health needs assessment

Performance data

Strategy documents

Possible Witnesses:

Jude Clements – Health, Well Being and Sustainability Manager, Children and Young People's Service

Vivien Hanney - Teenage Pregnancy Co-ordinator, Children and Young People's Service

Susan Oti – Associate Director of Public Health

Patrick Dollard - Public Health Officer

Meeting 2:

Aims:

- To obtain the views of young people and people who work with young people on current practice and policy and its effectiveness

Possible Witnesses:

Haringey Youth Council

Mike Davis – PSHE/Citizenship/Participation Manager, Children and Young People’s Service

Belinda Evans – Head of Youth Service, Children and Young People’s Service

Chair of Secondary Heads Association

Chair of Primary Heads Association

Haringey Teachers Association

CoNEL

Meeting 3:

Aims:

- To obtain the response of key stakeholders and service providers

Possible Witnesses:

Dr. Sally Dowler – Sexual Health collaborative lead

Family Planning Consultant

Claire O’Connor – Head of Sexual Health, 4YP

Mesfin Ali - Pan African and Caribbean Sexual Health Project

Further education

Meeting 4: Conclusions and recommendations

Aim:

- To consider evidence obtained during the course of the review
- To agree appropriate conclusions and recommendations

Background Information

Issues paper highlighting key matters from the evidence received

Visit

The Panel will also seek the views of Adrian Kelly, Regional Teenage Pregnancy Co-ordinator, Government Office for London and Joint Teenage Pregnancy Co-ordinator for City and Hackney PCT. Particular progress has been made in reducing teenage conceptions within Hackney and his input may assist the Panel in determining the sort of interventions that are likely to be effective and why. This will either be undertaken by inviting him to attend a panel meeting or visiting him at his offices in Hackney.

Implementation of Recommendations

A joint response to the recommendations will collated and co-ordinated by the Children and Young People’s Service on behalf of the Cabinet Member.



Overview and Scrutiny Committee

On 26th October 2009

Report Title: **Scoping report for Scrutiny review: Engaging with Hard to Reach communities**

Report of: **Councillor Gideon Bull, Chair of Panel**

Contact Officer : Melanie Ponomarenko

Email: Melanie.Ponomarenko@haringey.gov.uk

Tel: 0208 489 2933

Wards(s) affected: **All**

Report for: **[Key / Non-Key Decision]**

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

1.1. That the Overview and Scrutiny Committee approve the scope and terms of reference as laid out in the accompanying report.

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. This review links with the Sustainable Community Strategy Outcomes of:

- People at the heart of change
 - Promote community cohesion
- Be people and customer focused
 - Provide greater opportunity for civic engagement and participation

3.2. This review links with the Council Plan priority of “driving change, improving quality”.

- Engaging Citizens
- Support communities to influence and shape the quality of services in their

neighbourhoods

3.3. This review links with the following Local Area Agreements:

- NI 4 - % of people who feel that they can influence decisions in their locality
- NI140 – Fair treatment by local services

3.4. Priority stated in the CAA self assessment:

- Enhance community engagement and partnership working

4. Recommendations

4.1. That the scope and terms of reference be approved by the Committee

5. Reason for recommendation(s)

5.1. Reasons for the recommendations laid out in the main report are covered within the main body of the attached report.

6. Other options considered

6.1. N/A

7. Summary

7.1. The Overview and Scrutiny Committee commissioned a review into engaging with hard to reach communities as part of their 2009/10 work programme.

7.2. From a National perspective there is increased emphasis on ensuring that our communities are fully engaged and able to participate in the decisions made and the services provided to them in their local area.

7.3. This review aims to identify the groups which are deemed as hard to reach in Haringey, assess what organisations are doing to engage with these groups, what barriers to engagement exist and make recommendations to improve the engagement and involvement of these groups.

7.4. It is recognised that not all groups will be identified and that any in-depth research may need to focus on a few groups. In this case the review will consider whether the learning can be applied to other groups.

8. Chief Financial Officer Comments

8.1. The Chief Financial Officer has read the report and concurs that any costs associated with the review itself will be contained within the overview and scrutiny service.

8.2. Any financial implications arising from the recommendations of the final report will be

addressed in that final report.

9. Head of Legal Services Comments

9.1. The Scrutiny Review will provide a valuable and reliable source of evidence that can then be fed into the Comprehensive Area Assessment and help to ensure that a wider range of the Council's residents have a greater opportunity to contribute to the Council's policies and objectives. Legal Services supports this initiative and the recommendation.

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

10.1. N/A

11. Equalities & Community Cohesion Comments

11.1. Haringey is an extremely diverse borough.

11.2. An example of factors of the Haringey population are as follows:

- Over 50% of our population overall, and three-quarters of our young people, have a non white British ethnic group.
- Almost 50% of residents born outside the UK are from Asia and Africa.
- The most prevalent countries for new national insurance registrations are Poland, Turkey, Italy, France, Australia, Hungary and Lithuania.
- Over half of the Haringey population is under 35 years of age.
- 11.3% of Haringey residents stated their religion as Muslim,
- 2.1% of residents stated their religion as Hindu,
- 20% of Haringey residents stated that they did not have a religion.
- 13.6% of households are lone parents.

11.3. The Community Engagement Framework Equalities Impact Assessment¹ identifies factors along the six equalities strand which may have an impact on engagement:

- Age – People not feeling like events are relevant to them or the media used does not reach them.
- Disability – Information may not be accessible if not produced in a range of formats.
- Ethnicity – Language barriers
- Religion – Content may not be considered appropriate within some religious groups.
- Sexuality – Engagement activities may not take place in locations accessed by the Lesbian, Gay, Bi-sexual and transgender communities.

¹ Community Engagement Framework, Haringey Strategic Partnership, 2009

- Gender – Women are more likely to have caring responsibilities and thereby be unable to participate.

11.4. Equalities and community cohesion are key strands to this review and will therefore run throughout the review and form a significant part of the final review report.

11 Consultation

11.2 The review will seek the views of a range of stakeholders (as outlined in the main body of the report).

11.3 The review will also aim to speak to members of those groups identified as 'hard to reach' where possible.

11.4 When considering the terms of reference and scope of this report the main stakeholders as identified within the main body have been consulted.

12 Use of appendices /Tables and photographs

N/A

13 Local Government (Access to Information) Act 1985

- Council Plan - Year 3, 2009-10, Haringey Council
- Sustainable Community Strategy, Haringey Strategic Partnership
- Haringey Community Engagement Framework, Haringey Strategic Partnership, 2009
- Use of Resources, Auditor Guidance, Audit Commission, June 2009
- World Class Commissioning Competencies, Department of Health, December 2007
- Strengthening Local Democracy, Department for Communities and Local Government, July 2009
- Real Involvement, Working with people to improve health services, Department of Health, 2008
- Creating Strong and Prosperous Communities, Statutory Guidance, Department for Communities and Local Government, July 2008
- Communities in Control: Real People Real Power, Department for Communities and Local Government, July 2008
- Haringey Borough Profile, www.haringey.gov.uk
- Mid-year Population estimates – 2008, Office of National Statistics August 2009
- 2001 Census, Office for National Statistics
- Haringey Local Area Agreement Refresh, 2009-2011, Haringey Strategic Partnership
- Community Engagement Framework, Haringey Strategic Partnership, 2009
- Community Engagement Framework Equalities Impact Assessment, Haringey Strategic Partnership, 2009



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Overview and Scrutiny Committee

On 26th October 2009

Report Title.

Scrutiny Review on engaging with Hard to Reach communities in Haringey Scoping Report

Report of **Councillor Gideon Bull, Chair of Overview and Scrutiny and the review Panel**

Signed :

Contact Officer: **Melanie Ponomarenko, Research Officer**

Tel: **0208 489 2933**

Email: Melanie.Ponomarenko@Haringey.gov.uk

Wards(s) affected: **[All / Some (Specify)]**

Report for: **[Key / Non-Key Decision]**

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

1.1. To approve the scope and terms of reference and work plan for the Scrutiny Review of engaging with hard to reach communities.

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. This review links with the Sustainable Community Strategy Outcomes of:

- People at the heart of change
 - Promote community cohesion
- Be people and customer focused

- Provide greater opportunity for civic engagement and participation
- 3.2. This review links with the Council Plan priority of “driving change, improving quality”.
- Engaging Citizens
 - Support communities to influence and shape the quality of services in their neighbourhoods
- 3.3. This review links with the following Local Area Agreements:
- NI 4 - % of people who feel that they can influence decisions in their locality
 - NI140 – Fair treatment by local services
- 3.4. Priority stated in the CAA self assessment:
- Enhance community engagement and partnership working

4. Recommendations

4.1. That the scope and terms of reference be approved by the Committee.

5. Reason for recommendation(s)

5.1. Reasons for the above recommendation are laid out in the main body of this report.

6. Other options considered

6.1. N/A

7. Summary

- 7.1. The Overview and Scrutiny Committee commissioned a review into engaging with hard to reach communities as part of their 2009/10 work programme.
- 7.2. From a National perspective there is increased emphasis on ensuring that our communities are fully engaged and able to participate in the decisions made and the services provided to them in their local area.
- 7.3. This review aims to identify the groups which are deemed as hard to reach in Haringey, assess what organisations are doing to engage with these groups, what barriers to engagement exist and make recommendations to improve the engagement and involvement of these groups.
- 7.4. It is recognised that not all groups will be identified and that any in-depth research may need to focus on a few groups. In this case the review will consider whether the learning can be applied to other groups.

8. Chief Financial Officer Comments

- 8.1. The Chief Financial Officer has read the report and concurs that any costs associated with the review itself will be contained within the overview and scrutiny service.
- 8.2. Any financial implications arising from the recommendations of the final report will be addressed in that final report.

9. Head of Legal Services Comments

- 9.1. The Scrutiny Review will provide a valuable and reliable source of evidence that can then be fed into the Comprehensive Area Assessment and help to ensure that a wider range of the Council's residents have a greater opportunity to contribute to the Council's policies and objectives. Legal Services supports this initiative and the recommendation.

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

- 10.1. N/A

11. Equalities & Community Cohesion Comments

- 11.1. Haringey is an extremely diverse borough.
- 11.2. An example of factors of the Haringey population are as follows:
- Over 50% of our population overall, and three-quarters of our young people, have a non white British ethnic group.
 - Almost 50% of residents born outside the UK are from Asia and Africa.
 - The most prevalent countries for new national insurance registrations are Poland, Turkey, Italy, France, Australia, Hungary and Lithuania.
 - Over half of the Haringey population is under 35 years of age.
 - 11.3% of Haringey residents stated their religion as Muslim,
 - 2.1% of residents stated their religion as Hindu,
 - 20% of Haringey residents stated that they did not have a religion.
 - 13.6% of households are lone parents.
- 11.3. The Community Engagement Framework Equalities Impact Assessment¹ identifies factors along the six equalities strand which may have an impact on engagement:
- Age – People not feeling like events are relevant to them or the media used does not reach them.
 - Disability – Information may not be accessible if not produced in a range of formats.

¹ Community Engagement Framework, Haringey Strategic Partnership, 2009

- Ethnicity – Language barriers
- Religion – Content may not be considered appropriate within some religious groups.
- Sexuality – Engagement activities may not take place in locations accessed by the Lesbian, Gay, Bi-sexual and transgender communities.
- Gender – Women are more likely to have caring responsibilities and thereby be unable to participate.

11.4. Equalities and community cohesion are key strands to this review and will therefore run throughout the review and form a significant part of the final review report.

12. Consultation

- 12.1. The review will seek the views of a range of stakeholders (as outlined in the main body of the report).
- 12.2. The review will also aim to speak to members of those groups identified as 'hard to reach' where possible.

13. Service Financial Comments

13.1. This review will be carried out within the current resources of the Overview and Scrutiny Service.

13.2 Any financial implications of the final report will be covered within that report.

14. Use of appendices /Tables and photographs

14.1. N/A

15. Local Government (Access to Information) Act 1985

- Council Plan - Year 3, 2009-10, Haringey Council
- Sustainable Community Strategy, Haringey Strategic Partnership
- Haringey Community Engagement Framework, Haringey Strategic Partnership, 2009
- Use of Resources, Auditor Guidance, Audit Commission, June 2009
- World Class Commissioning Competencies, Department of Health, December 2007
- Strengthening Local Democracy, Department for Communities and Local Government, July 2009
- Real Involvement, Working with people to improve health services, Department of Health, 2008
- Creating Strong and Prosperous Communities, Statutory Guidance, Department for Communities and Local Government, July 2008

- Communities in Control: Real People Real Power, Department for Communities and Local Government, July 2008
- Haringey Borough Profile, www.haringey.gov.uk
- Mid-year Population estimates – 2008, Office of National Statistics August 2009
- 2001 Census, Office for National Statistics
- Haringey Local Area Agreement Refresh, 2009-2011, Haringey Strategic Partnership
- Community Engagement Framework, Haringey Strategic Partnership, 2009
- Community Engagement Framework Equalities Impact Assessment, Haringey Strategic Partnership, 2009

16. Background

16.1. The Overview and Scrutiny Committee commissioned a task and finish review into engaging with hard to reach communities in Haringey as part of their 2009/10 work programme.

17. Local Context

17.1. The **Use of Resources** Assessment forms part of the Comprehensive Area Assessment and has a number of Key Lines of Enquiry (KLOE) to assist auditors in making judgements. KLOE 2.1 asks whether the “organisation commission[s] and procure[s] quality services and supplies, tailored to local needs, to deliver sustainable outcomes and value for money²”. Specifically with regards to Involvement in Commissioning Local Authorities and Police Forces are expected to show that they are “engaging with a range of stakeholders and people who use services, including those groups who are difficult to engage with...³”.

17.2. The draft feedback from the 2008/09 Use of Resources self evaluation from auditors, states that Haringey should “*improve arrangements for understanding minority or ‘seldom heard’ groups and use this to inform service planning and commissioning*”.

17.3. KLOE 2.1 does not currently include Primary Care Trusts in order to avoid duplication with the World Class Commissioning assessment.

17.4. The **World Class Commissioning programme** aims to will deliver a more strategic and long-term approach to commissioning services. There are four key elements to the programme; a vision for world class commissioning, a set of world class commissioning competencies, an assurance system and a support and development framework⁴. These competencies include ‘engaging with public and patients’ where

² Use of Resources, Auditor Guidance, Audit Commission, June 2009

³ Use of Resources, Auditor Guidance, Audit Commission, June 2009

⁴ <http://www.dh.gov.uk/en/Managingyourorganisation/Commissioning/Worldclasscommissioning>

Primary Care Trusts are expected to show “proactive listening and communication...to seek and engage the voice of those who are seldom heard”⁵.

17.5.A **Community Engagement Framework**⁶ was agreed by the Haringey Strategic Partnership (HSP) in April 2009. This Framework outlines key principles to be used when organisations carry out community engagement activities in Haringey and aims to enable the HSP “*to engage with local communities and empower them to shape policies, strategies and services that affect their lives*”. The principles as laid out in the framework are:

- “Work in partnership to join up our engagement activities
- Engage when it will make a difference
- Be clear about what we are asking
- Be inclusive and aim to engage with all communities
- Communicate the results of our engagement activities
- Build capacity of communities to take part in engagement activities”

17.5.1 The Framework also has a list of defined methods of community engagement:

- Informing
- Listening
- Consulting
- Involving
- Collaborating
- Empowering

17.5.2 The accompanying Delivery Plan and Equalities Impact Assessment are currently being drafted, but once it has been complete this, along with the above, will assist in guiding the review and ensuring that recommendations are in line with the agreed framework.

17.6. Haringey Association of Voluntary and Community Organisations (HAVCO) is currently undertaking a **Third Sector mapping exercise** being funded through the Area Based Grant by the Council and NHS Haringey. This exercise is due to be completed late in 2009 and will give us greater accessibility to community groups which are hard to reach and that we do not know about.

18 National Context

18.1 **Comprehensive Area Assessment Framework**⁷ document states that scrutiny reviews carried out locally will provide valuable evidence that can feed into the CAA and may help inspectors understand issues without having to carry out additional work. The three key area assessment questions are as follows:

⁵ World Class Commissioning Competencies, Department of Health, December 2007

⁶ Haringey’s Community Engagement Framework, Haringey Strategic Partnership, April 2009

⁷ Comprehensive Area Assessment Framework, Audit Commission, February 2009

- How well do local priorities express community needs and aspirations?
- How well outcomes and improvements needed being delivered?
- What are the prospects for future improvement?

18.1.1 Specific to this review is the question “How well do local priorities express community needs and aspirations?” as this question considers how well local partners understand their communities and listen and respond to local people.

18.2 The **Strengthening Local Democracy**⁸ consultation document was published in July 2009 and further builds on the principle of empowering local communities. The consultation document states that the “founding principle of local government is that citizens have the right to influence the decisions that affect their lives and their communities”⁹. This principle is also highly relevant to the other organisations in the partnership and is key to ensuring that the services provided reflect the needs and wishes of the community which they serve, particularly alongside the drive for more personalised service provision.

18.3 Section 242 of the **NHS Act 2006** (as amended by the Local Government and Public Involvement in Health Act 2007) places a duty on NHS trusts, primary care trusts and strategic health authorities to make arrangements to involve patients and the public in service planning and operation, and in the development of proposals for changes. This duty is supported by the guidance Real involvement: working with people to improve health services¹⁰.

18.3.1 With regards to hard to reach groups this guidance states that “it is easy to overlook these [groups], and it will help to make sure that you involve the right people if you are clear from the outset exactly who you need to involve in the work you are planning”¹¹.

18.4 Section 138 of the **Local Government and Public Involvement in Health Act 2007** (LGPIH Act 2007) places a duty of involvement mainly on Local Authorities which came into force on 1st April 2009. This duty aims to ensure that “people have greater opportunities to have their say....[and] embed a culture of engagement and empowerment”¹². The guidance also states that this engagement should include those who can be seen as hard to reach and that ‘consultation and involvement opportunities are not limited to those with the loudest voice’¹³.

⁸ Strengthening Local Democracy, Department for Communities and Local Government, July 2009

⁹ Strengthening Local Democracy, Point 2

¹⁰ Real Involvement, Working with people to improve health services, Department of Health, 2008

¹¹ Real Involvement, Working with people to improve health services, page 66

¹² Creating Strong and Prosperous Communities, Statutory Guidance, Department for Communities and Local Government, July 2008

¹³ Creating Strong and Prosperous Communities, Statutory Guidance, Page 23

18.4.1 Under the proposals set out in the **Communities in Control**¹⁴ White Paper this duty would be extended to other names bodies including Police Forces, probation services and Job Centre Plus etc.

19 Haringey Population

19.5 Key factors of the Haringey population are as follows (further details can be found in the Borough Profile¹⁵):

- Haringey's population is estimated to be 226,200¹⁶.

Diversity

- Haringey's is the 5th most diverse borough in London.
- Over 50% of our population overall, and three-quarters of our young people, have a non white British ethnic group.
- Almost 50% of residents born outside the UK are from Asia and Africa.
- The most prevalent countries for new national insurance registrations are Poland, Turkey, Italy, France, Australia, Hungary and Lithuania.

Deprivation

- Haringey is the 18th most deprived authority nationally and the 5th most deprived in London¹⁷.
- 27% of Haringey Super Output Areas are amongst the most deprived in the country.

Age

- Over half of the Haringey population is under 35 years of age.

Age group	2008 Mid Year Estimate	Age group	2008 Mid Year Estimate	Age group	2008 Mid Year Estimate	Age group	2008 Mid Year Estimate
0	4200	20-24	16300	45-49	15600	70-74	5600
1-4	13900	25-29	24300	50-54	11300	75-79	4300
5-9	12700	30-34	24900	55-59	9300	80-84	2600
10-14	11200	35-39	21800	60-64	7800	85-89	1500
15-19	12200	40-44	20000	65-69	6200	90+	900

Religion¹⁸

- 11.3% of Haringey residents stated their religion as Muslim,
- 2.1% of residents stated their religion as Hindu,

¹⁴ Communities in Control: Real People Real Power, Department for Communities and Local Government, July 2008

¹⁵ Haringey Borough Profile, www.haringey.gov.uk

¹⁶ Office of National Statistics, Mid-year Population estimates – 2008, August 2009

¹⁷ Haringey Council, www.haringey.gov.uk, Key Facts

¹⁸ 2001 Census

- 20% of Haringey residents stated that they did not have a religion.

Other

- 13.6% of households are lone parents.

20 What do we understand of the term 'hard to reach'?

20.1 For the purpose of this review the term 'hard to reach' will be defined as:

“Those groups which are difficult to engage with from an organisational perspective because they do not feel empowered to do so, or due to barriers which may be overcome.”

21 The Scrutiny Review

21.1 It is proposed that the review works to identify which groups are deemed 'hard to reach' by a number of organisations in Haringey. It may be that particular groups deemed 'hard to reach' by one organisations are not deemed 'hard to reach' by another organisation. In this case it is proposed that the review identifies practice being used with a view to sharing this across the organisations.

21.2 It is also proposed that the review considers what is being done by the various organisations to engage with these groups and what more can be done for example, what are the barriers in the engagement process? What characteristics do these groups have which make them hard to reach and what successful approaches have been used to overcome these?

21.3 It is important to recognise that there may be some groups who are not interested in engaging with organisations and also that there are some groups that may not wish to engage with us due to legal barriers e.g. those working illegally.

21.4 Other issues which the review will consider throughout its work include:

- People who have a low commitment to the local area or no vested interest in local issues and disengaged people who are disillusioned with, or feel disconnected from, the organisational process.
- People could be hard to reach because they feel agencies are not interested in them or their views or that the agencies are not relevant to them.
- People who would like to have a say in local issues, but do not know how to access engagement processes.
- Whether the groups that we consider 'hard to reach' actually are hard to reach? What do these groups think?

22 Terms of reference

“To identify who the hard to reach groups in Haringey are with a view to gaining a shared understanding of ideas and best practice to remove, avoid or reduce barriers to engagement and participation.”

23 Objectives of the Review:

- Obtain an understanding of who our hard to reach groups are.
- Identify barriers which prevent engagement.
- Assess what is currently being done to reach these groups.
- Identify and share best practice examples across the organisations in Haringey.
- Identify areas where there is room for improvement.
- Identify opportunities for smarter engagement across the organisations.
- Make recommendations both to the Haringey Strategic Partnership and to individual organisations to improve the participation and engagement of the groups identified.

Specific questions which will need to be explored in order to meet the above objectives include:

- Who do we consider to be our hard to reach groups and why?
- Where are our hard to reach groups based?
- What are organisations already doing to reach these groups?
- How successful are these attempts? If unsuccessful, why?
- Are there methods of engagement that have been successfully applied to any hard-to-reach groups here in Haringey or elsewhere?
 - If yes, what can we learn from them?
- Can these methods be applied successfully with other hard-to-reach groups and by other Services?
- What would enable the barriers to successful engagement to be broken down?
- How are we sharing information and best practice across the organisations?
- Are there opportunities for collaborative engagement?

Questions which the review will aim to contribute in answering associated with the Comprehensive Area Assessment are as follows:

- How well do local priorities express community needs and aspirations?
 - How well do the organisations know and engage with their hard to reach groups?
 - How effective are partners in coordinating community engagement of hard to reach groups and communicating the impact on their decisions?
- How well outcomes and improvements needed being delivered?
- What are the prospects for future improvement?

24 Methodology

24.5 Panel Membership:

Cllr Gideon Bull (Chair), Cllr Gina Adamou, Cllr Ron Aitken

24.6 Stakeholders:

Borough Police	Eric Monk - Police Borough Liaison Officer Shawn Goodchild – Police Community engagement Team
NHS Haringey	Duncan Stroud - Director of Engagement Dilo Lalande - Head of Partnerships and Stakeholder Engagement
North Middlesex University Hospital Trust	Richard Milner – Director of Service Development
Haringey Council	Cllr Amin - Cabinet Member for Community Cohesion and Involvement TBC - Consultation Manager Jean Croot – Head of Safer Communities Sally Collins – Head of Neighbourhood Management
Whittington Hospital NHS Hospital Trust	Siobhan Harrington
Haringey Association of Voluntary and Community Organisations	Naeem Sheikh – Chief Executive (TBC)
Community Link Forum	TBC
Homes for Haringey	Simon Godfrey - Involvement, Communication & Equalities Manager

24.7 Sources of evidence include, but are not limited to:

- Neighbourhood Managers
- Safer Neighbourhoods Teams
- Haringey Council Consultation Network
- Place Survey
- Patient Survey
- Patient Advice and Liaison Services
- Community Link Forum
- Bringing Unity Back into the Community
- Office of National Statistics
- Joseph Rowntree Foundation

- GIS and MOSAIC

24.8 Independent Expert Advice

24.8.1 In addition, the Panel may wish to consider if their work would be assisted by the provision of some independent expert advice. This could “add value” to the review by:

- Impartially evaluating current practice providing advice on successful approaches and strategies that are being employed elsewhere
- Suggesting possible lines of inquiry
- Commenting on the final report and, in particular, the feasibility of draft recommendations.

24.9 Timescale

The review aims to report to the Overview and Scrutiny Committee by March 2010. The recommendations will then go to Cabinet and other bodies, for example the Haringey Strategic Partnership, following this.

	July 09	Aug.	Sept.	Oct.	Nov.	Dec.	Jan. 10	Feb.	Mar.	Apr.
Scoping										
Meetings			1	2	3	4	5			
Visits										
Reporting										
OSC										
Cabinet										



[Name of Meeting]

On [Date]

Report Title. **Scoping report – Scrutiny review on Support to Carers in Haringey**

Report of **Cllr Adamou, Chair of the review panel**

Signed :

Contact Officer : **Melanie Ponomarenko**

Tel: **0208 489 2933**

Email: Melanie.Ponomarenko@haringey.gov.uk

Wards(s) affected: **[All / Some (Specify)]**

Report for: **[Key / Non-Key Decision]**

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

1.1. For the Overview and Scrutiny Committee to consider and approve the scope and terms of reference for the scrutiny review of support to carers in Haringey.

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. This review links with the Sustainable Community Strategy Outcomes of:

- Economic vitality shared by all, specifically:
 - Maximise income
 - Increase skills and educational achievement.
- Healthier people with a better quality of life, specifically:

- Tackle health inequalities
- Give greater opportunities to live a healthier lifestyle
- Promote independence and provide high quality support and care for those in greatest need.

3.2. This review links with the Council Plan priorities of:

- A Thriving Haringey
- A Caring Haringey
- Driving Change, Improving Quality

3.3. This review links with the following Local Area Agreement:

- NI 135 – Carers receiving needs assessment or review and a specific care's service, or advice and information

4. Recommendations

4.1. That the Terms of Reference and scope of the review be agreed.

5. Reason for recommendation(s)

5.1. Reasons for the above recommendation are laid out in the main body of this report.

6. Other options considered

6.1. N/A

7. Summary

7.1. The Overview and Scrutiny Committee commissioned a task and finish review into support for carer as part of its 2009/10 work programme.

7.2. There is increasing national emphasis on ensuring that carers have appropriate support to enable them to have a life of their own alongside their caring role. This is underpinned nationally by the National Carers Strategy and locally by the Haringey Adult Carers Strategy and accompanying delivery plan.

8. Chief Financial Officer Comments

8.1. To Follow

9. Head of Legal Services Comments

9.1. The legal service has been consulted and have no comments to make at this stage.

9.2. Any reports submitted to the panel will include legal comments where relevant and any legal implications arising from the final report and recommendations will be considered at that stage.

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

10.1. N/A

11. Equalities & Community Cohesion Comments

11.1. According to the 2001 Census 15,967 people identified themselves as carers' in Haringey.

11.2. Equalities issues as identified in the Haringey Carers Strategy Equalities Impact Assessment¹ along the six equalities strands are as follows:

- Age – under-support of young adult carers aged 18-34 years.
- Disability - Improved support for carers as a whole population has potential to benefit carers with a disability
- Ethnicity – there is under-representation of Pakistani, Bengali and Chinese Carers in provided services, each of which are identified as growing populations in Haringey.
- Gender – under representation of male carers in services and in consultations.
- Religion – lack of data available on religion or belief whilst available information points to an under-representation of muslim carers in both services and consultations.
- Carers from Charedi community not separately identified as faith group and not directly represented in service development
- Sexual orientation - Lack of information about needs of lesbian, gay, bi-sexual and transgender carers to make an evidence-based assessment of impact.

11.3. Equalities issues will be considered throughout the review and in the final review report.

12. Consultation

12.1. The review will seek the views of a range of stakeholders (as outlined in the main body of the report). This will include carers.

¹ Haringey Adult Carers Strategy, Equalities Impact Assessment, Haringey Strategic Partnership, 2009

13. Service Financial Comments

13.1. This review will be carried out within the current resources of the Overview and Scrutiny Service.

13.2. Any financial implications of the final report will be covered within that report.

14. Use of appendices /Tables and photographs

N/A

15. Local Government (Access to Information) Act 1985

- National Carers strategy: Carers at the heart of 21st Century families and communities, Department of Health, 2008
- Haringey Adult Carers Strategy 2009-2014, Haringey Strategic Partnership, 2009
- Haringey Adult Carers Strategy Delivery Plan 2009-2011, Haringey Strategic Partnership, 2009
- Comprehensive Area Assessment Framework, Audit Commission, February 2009
- Our Health, Our Care, Our Say: a new direction for community services, Department of Health, 2006
- Putting People First; a shared vision and commitment to the transformation of adult social care, Department of Health, 2007
- Employment support for carers (research report 597), Department for Work and Pensions, 2009
- Local Government Information Unit, Health and Social Care Round up briefing, 2009
- Carers (Equal Opportunities) Act 2004, Office of Public Sector Information
- Work and Families Act 2006, Office of Public Sector Information
- Commissioning for Carers, Improvement and Development Agency
- Equalities Bill 2009
- Supporting Carers to Care, Commons Public Accounts Committee, 2009
- Haringey Adult Carers Strategy, Equalities Impact Assessment, 2009
- Haringey Independence, Well-being and Choice, Safeguarding Adults Inspection, Care Quality Commission, January 2009
- High Quality Care, NHS Operating Framework for the NHS in England 2009/10, Department of Health, 2008
- Carers Grant 2008-2011 Guidance, Department of Health, 2008
- Sustainable Community Strategy, Haringey Strategic Partnership, 2007-2016
- Council Plan, Haringey Council, 2009-2010

1. Background

- 1.1. The Overview and Scrutiny Committee commissioned a task and finish review into the support given to carers in Haringey as part of their 2009/10 work programme.
- 1.2. This was initially on the work programme for 2008/09 but due to work being undertaken on the Haringey Adult Carers Strategy it was felt that the review would be able to add more value once this was completed.

2. Local Context

2.1. Haringey Carers Strategy's vision is...*"that by 2018 carers will have a place in "a caring system on your side, a life of your own" and that "carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balanced between their caring responsibilities and a life outside caring, whilst enabling the person they support to be a full and able citizen".*²

1.1. The Strategy has four outcomes and is underpinned by a delivery plan for 2009-2012.

1.2. The four outcomes are as follows:

- "Outcome 1 - Being respected and supported: Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.
- Outcome 2 – Balancing caring with a life apart from caring: Carers will be able to have a life of their own alongside their caring role.
- Outcome 3 – Carers financial security: Carers will be supported so that they are not force into financial hardship by their caring role.
- Outcome 4 – Carers well-being: Carers will be supported to stay mentally and physically well and treated with dignity."³

2.2. It is estimated that by providing unpaid care, carers in Haringey save the borough £236.5 million per year⁴.

3. Definition of a Carer

3.1. For the purpose of this review the definition of a carer is taken from the National Carers Strategy, this is also the definition used in the Haringey Adult Carers Strategy.

*"A carer spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems".*⁵

4. National Context

² Haringey Adult Carers Strategy 2009-2014, Haringey Strategic Partnership, 2009

³ Haringey Carers Strategy – Haringey's strategy for supporting unpaid adult carers, Delivery Plan 2009-2012, Haringey strategic Partnership, 2009

⁴ As noted in the Haringey adult carers strategy, source: Carers UK

⁵ National Carers Strategy: Carers at the heart of 21st Century families and communities, Department of Health, 2008

4.1. Comprehensive Area Assessment Framework⁶ document states that scrutiny reviews carried out locally will provide valuable evidence that can feed into the CAA and may help inspectors understand issues without having to carry out additional work. The three key area assessment questions are as follows:

- How well do local priorities express community needs and aspirations?
- How well outcomes and improvements needed being delivered?
- What are the prospects for future improvement?

4.2. The **National Carers Strategy**⁷ sets out to raise the profile of carers and sets out the Governments short and longer term commitment and vision for carers. The vision by 2018:

- carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role;
- carers will be able to have a life of their own alongside their caring role;
- carers will be supported so that they are not forced into financial hardship by their caring role;
- carers will be supported to stay mentally and physically well and treated with dignity⁸.

4.3. “The carers’ strategy is underpinned by £255 million to implement some immediate steps alongside with medium and long-term plans.

- New commitments in the carers’ strategy include:
- £150 million towards planned short breaks for carers;
- £38 million towards supporting carers to enter or re-enter the job market; and
- £6 million towards improving support for young carers.

4.4. Other schemes associated with the strategy include the piloting of annual health checks for carers to help them stay well and training for GPs to recognise and support carers⁹.

4.5. The **Personalisation agenda**

4.4.1 The 2005 Green Paper (Independence, Well-being and Choice) and the Our Health, Our Care, Our Say white paper both proposed the vision of a ‘personalisation’ of services. Personalisation being: “the way in which services are tailored to the needs and preferences of citizens. The overall vision is that the state should empower citizens to shape their own lives and the services they receive”¹⁰. This transformation in the way that services are shaped and provided is being compared with the changes which occurred with the introduction of the NHS and Community Care Act 1990.

⁶ Comprehensive Area Assessment Framework, Audit Commission, February 2009

⁷ National Carers Strategy, as above

⁸ National Carers Strategy, as above

⁹ http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_085345

¹⁰ Our Health, Our Care, Our Say: a new direction for community services, Department of Health, 2006

4.4.2 In December 2007 the Department of Health published a Ministerial concordat 'Putting People First'¹¹ which set out the shared aims and values to drive the transformation of adult social care, by working across sectors and agendas.

4.6. **Commissioning for Carers** guidance has been produced by the Improvement and Development Agency in consultation with carers and local authorities. The aim of this guidance is to help authorities to realise the vision of the National Carers Strategy (as above). This guide covers:

- Strategic Planning
- Commissioning Services
- Developing a provider market

4.7. The **Carers (Equal Opportunities) Act 2004** places a duty on:

- 4.4.1 Local Authorities to ensure that carers know that they are entitled to an assessment of their needs.
- 4.4.2 Councils to consider carers outside interests when carrying out an assessment e.g. leisure, education and work.
- 4.4.3 Gives Local Authorities powers to enlist the help of housing, health and education to ensure that support is delivered coherently¹².

4.8. The **Work and Families Act 2006** gives carers the right to request flexible working. This can only be refused if the change in working pattern would damage the business or impact on other employees.

4.9. The **Equalities Bill 2009** sets out to replace a number of laws with one single Act to make it easier for people to understand their legal right and for employers to understand their legal obligations. This Bill is expected to come into force in the Autumn of 2010. It is the first time that carers are included in a Bill in this way and will protect carers from discrimination and harassment by association to the person they care for and will apply in employment, as well as in the provision of services.

4.7.1. The Bill in effect implements the Coleman Judgement of the European Court of Justice in 2008. The Coleman judgement means that people now have rights not to be subjected to direct discrimination or harassment on grounds of their association with a disabled person¹³.

4.10. The **Employment support for carers**¹⁴ explores how caring responsibilities affect people's decisions about employment. The study came to the following conclusions:

- Job seeking and benefits rules were viewed by carers as complicated and inflexible.

¹¹ Putting People First; a shared vision and commitment to the transformation of adult social care, Department of Health, 2007

¹² www.direct.gov

¹³ www.equalityhumanrights.com

¹⁴ Employment support for carers (research report 597), Department for Work and Pensions, 2009

- A single point of access where carers' needs were understood was seen as important.
- Removing barriers to employment requires action from a range of stakeholders. Legislative rights would not by themselves promote flexible work opportunities.
- More clarity about benefits and entitlements is needed,
- Care packages are rarely constructed with reference to the carers need to work¹⁵.

4.11. **Supporting Carers to Care**¹⁶ recommends making benefits clearer and simpler to access and that the Department for Work and Pensions (DWP) should improve the effectiveness of its employment support to carers at Jobcentre Plus and share good practice in supporting carers across its new Care Partnership Managers. Findings of the report include:

- Benefits for carers are unnecessarily complex and cause confusion, including understanding information and requirements from the Department for Work and Pensions (DWP).
- Carers receive insufficient support to combine employment with caring responsibilities.

5. Haringey Carer's Population

5.1. According to the 2001 Census 15,967 people identified themselves as carers' in Haringey. As the Haringey Adult Carers strategy notes, this is likely to be an underestimate due to some people not identifying themselves as a carer. (NB these are the most up to date figures available).

5.2. The Haringey carers register had 1201 carers registered in March 2009. These are people who have identified themselves as carers and asked to go onto the register. This does not mean that this is the number of people receiving a carer's support service by the council, nor does it mean that they have had a carer's assessment; they may have requested not to do so.

5.3. According to the 2001 census the key demographics of the carer population in Haringey are:

5.3.1. Gender profile

- Men make up 41% of carers and women 59% compared with a male to female ratio of 48:52 for all people in the borough¹⁷.
- Women undertake more hours of caring than men.
 - Of those who care 1-19 hours, 57% are women and 43% are men
 - Of those who care 20-49 hours, 60% are women and 40% are men

¹⁵ Local Government Information Unit, Health and Social Care Roundup briefing, 2009

¹⁶ Supporting Carers to care, Commons Public Accounts Committee, 2009

¹⁷ Since 2001 the gender difference has reduced and by 2007 Mid Year estimates -224,700 people in total- there are roughly equal numbers of men and women resident in Haringey

- Of those who care 50 or more hours, 66% are women and 34% are men¹⁸.

5.3.2. Age profile

- The peak age for caring in Haringey is between 35-49 years.
- Haringey has the most young adult carers aged 18-34 years.

5.3.3. Ethnic profile

- Ethnic groups over-represented as carers (by more than 1%) compared with their profile in the local population:

Ethnic group	Ethnic profile all residents	Ethnic profile of carers
White British	45.3%	47%
Indian	2.9%	5%

- Ethnic groups under-represented as carers (by more than 1%) compared with their profile in the local population:

Ethnic group	Ethnic profile all residents	Ethnic profile of carers
White Other	16.1%	14%
Black African	9.2%	7%

5.3.4. Further information on all of the above can be found in the Haringey Adult Carers Strategy Equalities Impact Assessment.

6. The Scrutiny Review

6.1. This review will consider the support given to adult carers of adults. However, should information suggest that there is a need for a further review into either child carers or adult carers of children then a recommendation may be considered for a piece of work at a later date by the Overview and Scrutiny Committee.

6.2. As part of the consultation for the Haringey Adult Carers Strategy a questionnaire was carried out asking carers a number of questions including:

- How support services could be improved.
 - 24.74% Face to face carers' assessments
 - 21.65% Annual health checks for carers
- What practical help could be provided to the person as a carer?
 - 27.78% - A payment to cover transport/travel costs
 - 21.11% - Reliable safe transport for the cared for person
 - 22.22% - Financial advice for carers
- What services would provide personal support to you as a carer?
 - 28.42% - Counselling for carers
 - 28.42% - Support group for carers

¹⁸ Haringey Adult Carers Strategy, Draft Equalities Impact Assessment, 2009

- 18.95% - Telephone support

6.2.1. A total of 127 completed questionnaires were received.

6.3. The Independence, Wellbeing and Choice, Safeguarding Adults¹⁹ inspection whilst overall positive in relation to carers made a number of points relevant to this review:

- “Services were in place to support carers in their role and there were positive reports where support had been received but this was not the experience of all. The council had recognised the need to further review and develop these services and this work had begun. There was a good range of services to meet the needs of people from black and minority ethnic communities available but staff did not always use them in the most effective way.²⁰”
- “The council had increased the number of carers assessments completed over the last 12 months. This had not always improved the quality of life for some carers. A Local Area Agreement target was supporting the further development of carer’s services.....²¹ “
- “The council should...ensure that the review of the carers strategy is progressed to deliver improved support and outcomes for carers..²²” (N.b the Haringey Adult Carers Strategy is due at the Haringey Strategic Partnership later this year).

6.4. The Carers Grant is paid to local authorities as part of the Area Based Grant. It is a non ring-fenced general grant and it is therefore left to authorities to locally determine how best to spend the grant to meet local and national priorities. However, the guidance states that “whilst there are no conditions attached to the Carers Grant money for 2008/09, the Self Assessment Survey will continue to monitor the provision of services to support carers. The approach to carers set out in the Social Care Concordat ‘Putting People First’ should be reflected in the development of any services and policies²³”.

6.4.1. The indicative allocation for 2010/2011 £1,405,684²⁴

7. Terms of Reference

“To assess the support provided to adult carers of adults in Haringey specifically to provide an objective view of these services and whether they provide value for money”

8. Objectives of the review:

- Assess how NHS Haringey and Haringey Council work together to provide carers’ breaks considering the requirement for PCT/LAs to have joint plans²⁵ for carers’ breaks.

¹⁹ Independence, Well-being and Choice, Safeguarding Adults Inspection, Care Quality Commission, January 2009

²⁰ As above

²¹ As above

²² As above

²³ Carers Grant 2008-2011 Guidance, Department of Health, 2008

²⁴ <http://www.communities.gov.uk/documents/localgovernment/xls/7707021.xls>

- Assess how the partners are working together to support carers.
- Consider the effectiveness of the assessment process.
- Feed into the Haringey Carer' Strategy Delivery Plan.
- Assess whether services that deliver support to carers in Haringey provide Value for Money.
- Council funding and NHS Haringey funding
- To assess whether the services provided are appropriate to the needs of Carers.
- To consider the extent in which carers are engaged and involved in shaping support services.
- To consider what Haringey Council, as an employer, is doing to meet the needs of carers.
- Make recommendations to improve the support carers receive in Haringey.
- Provide evidence for the Comprehensive Area Assessment Process

8.1. The specific areas of the Haringey Adult Carers Strategy Delivery Plan that the review will incorporate are:

- Number and availability of carers breaks
- Emergency cover
- Information provision including income maximisation
- Remain in or return to work
- Specialised carers service or resource centre
- Access to health and well-being services
- Training for care giving

8.2. With reference to Value for money the review aims to consider the following questions:

- Do costs compare well with others (allowing for external factors)?
- Are costs commensurate with service delivery, performance and outcomes achieved?
- Do costs reflect policy decisions?
- How is Value for Money monitored and reviewed?
- How is procurement managed?
- How external funding is obtained?

8.3. With reference to the Comprehensive Area Assessment process the following questions will be considered in relation to carers:

- How healthy and well supported are people?
- How is adult social care meeting people's needs and choices?

9. Methodology

9.1. Panel Membership

- Councillor Gina Adamou (Chair)

²⁵ High Quality Care, NHS Operating Framework for the NHS in England 2009/10, Department of Health, 2008

- Councillor Karen Alexander
- Councillor Ray Dodds
- Councillor Richard Wilson

9.2. Stakeholders

Cllr Catherine Harris	Chair of the Carers Partnership Board
Lisa Redfern	Assistant Director Adults
Barbara Nicholls	Head of Commissioning
James Slater	Director of Commissioning (West and Adults)
Susan Otiti	Associate Director of Public Health
Paul Clarke	Programme Manager - Employment and Skills
Phil Harris	Housing Strategy and Needs
Pat Duffy	Head of Adult Learning Service
Andy Briggs	Head of Sport and Leisure Services
Steve Davies	Head of Human Resources
Phylis Fealy	Job Centre Plus
Linda Barton	Job Centre Plus
Faiza Rizvi	BME Carers
Celia Bower	Local Involvement Network Representative
Robert Edmonds	Director, Age Concern Haringey
Charlotte Law	Corporate Accountant
Eve Featherstone	Equalities Manager
Colleen Fiffie	Carers Centre
Dekh Bhaal	Asian Carers Support Group
Ray Churchill	Mental Health Carers' Support Group
Nick Bishop	Mental Health Carer' Support Group
Theresa Wilson	
Freda Wilson	Carers Partnership Board Representative
Regina Fleming	Carers Partnership Board Representative
Marylyn Duncan	Carers Partnership Board Representative
Brudunnisha Mansoor	Carers Partnership Board Representative
Ifeome Akubue	Carers Partnership Board Representative
Mr Gabriel Lock (TBC)	Carers Partnership Board Representative

10. Timescale

10.1. The review aims to report to the Overview and Scrutiny Committee by March/April 2010. The recommendations will then go to Cabinet and other bodies, for example the NHS Haringey, following this.

	Aug. 09	Sept.	Oct.	Nov.	Dec.	Jan. 10	Feb.	Mar.	Apr.
Scoping									
Meetings			1	2	3	4	5		
Visits									
Reporting									
OSC									
Cabinet									

10.2. The proposed meeting structure is as follows:

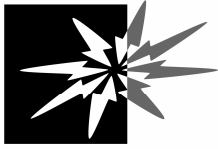
Evidence Sessions		
Meeting 1 13 th October	Context of the review ACCS presentation Equalities Scoping report and Terms of reference	Barbara Nicholls Eve Featherstone
Meeting 2 Tuesday 3 rd November – 10am	1. Job Centre Plus 2. Economic Regeneration 3. Adult learning 4. Leisure 5. Housing 6. HR	Paul Clarke Pat Duffy Andy Briggs Phil Harris Steve Davies
Meeting 3 Thursday 26 th November – 7pm	Voluntary and Community Sector 1. Carers Partnership Board 2. BME Carers 3. Carers Centre 4. Mental Health Carers Support Groups 5. Asian Carers Support Group 6. Local involvement Network	Cllr Catherine Harris Faiza Rizvi Colleen Fiffie Ray Churchill Dekh Bhaal Celia Bower
Meeting 4 Tuesday 15 th December – 10am	<i>NHS Haringey</i> Commissioner Provider Arm (Community	Susan Oti James Slater Anne Daley/Jill Shattock TBC

	matron/District Nursing) <i>Adults</i>	Lisa Redfern
Meeting 5 Tuesday 19 th January – 10am January 2010	<i>Value for Money</i> <i>Adults</i> Corporate Accountant Service Finance NHS Haringey Further TBC	Lisa Redfern Charlotte Law Niyazi Soyel Susan Oti James Slater
Meeting 6 Thursday 21 st January – 7pm	Conclusions and Recommendations	
Panel Member Visits		
November 17 th Or December 19 th	BME Carers Meeting Selby Centre	
December TBC	Carers Partnership Board	

11. Independent Expert Advice

11.1. In addition, the Panel may wish to consider if their work would be assisted by the provision of some independent expert advice. This could “add value” to the review by:

- Impartially evaluating current practice providing advice on successful approaches and strategies that are being employed elsewhere
- Suggesting possible lines of inquiry
- Commenting on the final report and, in particular, the feasibility of draft recommendations.



Haringey Council

Overview and Scrutiny Committee	On 26 October 2009
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Report Title: Scrutiny Review on Support to Victims of Crime
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Report of: Chair of Overview and Scrutiny Committee

Contact Officer : Robert Mack, Principal Scrutiny Support Officer Tel: 0208 489 2921
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Wards(s) affected: All	Report for: N/A
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1. Purpose of the report (That is, the decision required)
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1.1. To approve the scope, terms of reference and work plan

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. Creating a better Haringey: cleaner, greener, safer
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4. Recommendations

4.1. That the draft scope, terms of reference and work plan for the review be approved.

4.2. That Haringey CPCG be invited to nominate a representative for co-option onto the Panel.

5. Reason for recommendation(s)
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5.1. Included within the body of the report.
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6. Other options considered

6.1. Included within the body of the report.

7. Summary

- 7.1 The Committee has previously agreed to commission a scrutiny review on support for victims of crime, chaired by Councillor Aitken. Following consideration by panel members and consultation with relevant stakeholders, a draft scope, terms of reference and a work plan have been developed.
- 7.2 The review will focus on the range of support that is provided for victims of crime from when the crime is committed until the trial of the offender. It will consider how well services are co-ordinated, how the views of users are sought and responded to, value for money issues and plans for improvement.
- 7.3 Overall responsibility for increasing the satisfaction of victims and witnesses is the responsibility of Local Criminal Justice Boards (LCJBs) and the review will need to engage with the local group for Haringey as part of its work as well as its constituent agencies, such as the Police Service and the Crown Prosecution Service (CPS).

8. Chief Financial Officer Comments

8.1. The costs of undertaking the review itself should be contained within existing budgets in the scrutiny team. Given that the resources and direct responsibility for providing support for victims of crime fall outside the remit of the Council, any forthcoming recommendations are unlikely to have financial implications for the Council.

9. Head of Legal Services Comments

- 9.1. The local authority has statutory duties under 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. (Section 2).
- 9.1. The Overview and Scrutiny Committee is proposing to undertake a review of support services available to persons within the community affected by crime. The Committee is empowered to do this by virtue of Section 21 Local Government Act 2000.
- 9.2. The proposed review will help facilitate the Council's duty under Section 10 Children Act 2004 to promote co-operation with partners with a view to improving the physical, mental health and emotional well being of children in the area.

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

10.1. N/A

11. Equalities & Community Cohesion Comments

11.1. There are particular sections of the community who are at greater risk of being victims of crime, such as young people, people from some minority ethnic groups and women and the review will consider how services currently meet their particular needs.

12. Consultation

12.1. Efforts will be made during the review to obtain the views of people who have used support services but this will be subject to relevant individuals being identified who are willing and able to share their experiences with the panel.

12.2. The joint inspectorate report referred to in this report included a survey of people who had used services. Although this was undertaken on a national basis, it would appear highly likely that the experience of local people is similar.

13. Service Financial Comments

13.1. The cost of undertaking the scrutiny review is provided for within the budget for overview and scrutiny. In addition, value for money issues and any potential financial implications arising from the review will be considered in liaison with the relevant finance lead. However, the funding of the majority of services for victims comes from non Council sources and outside the scope of area based grant funding. The Panel's ability to reach meaningful conclusions on value for money issues will be dependent on the availability of relevant data.

14. Use of appendices/tables and photographs

14.1. None

15. Local Government (Access to Information) Act 1985

15.1. Background papers are as follows:

The Witness Charter; Standards of Care for Witnesses in the Criminal Justice System – Criminal Justice System (August 2007)

The Witness Charter; Our Promise to You - Criminal Justice System

The Code of Practice for Victims of Crime - Criminal Justice System

CDRPs (CSPs) and LCJBs: How to Work Together - Criminal Justice System

No Witness, No Justice (NMNJ) Pilot Evaluation Executive Summary – Avail Consulting (October 2004)

Report of a Joint Thematic Review of Victim and Witness Experiences in the Criminal Justice System – HMCPSP/HMISA/HMIC (May 2009)

Report

Background

- 16.1 Victims of crime can be defined as people who have suffered harm through criminal acts. They are often also witnesses to crime. The harm suffered can include physical or mental injury, emotional suffering including grief and economic loss. It also includes people who have suffered harm as a result of the death of a person upon whom they are financially or psychologically dependant and/or to whom they are closely related.
- 16.2 The effects of being a victim of crime may not necessarily be proportionate to the seriousness of the crime. It may also affect others such as partners, relatives, parents, siblings. It may have long term effects such as depression, anxiety-related illnesses and post traumatic stress disorder.
- 16.3 Improving the experience of victims and witnesses has been a long term government priority for the criminal justice system and a range of initiatives have been introduced. These include:
- Special measures: The Youth Justice and Criminal Evidence Act 1999 provides a range of measures to help vulnerable or intimidated witnesses in giving evidence in criminal trials such, as allowing them to give evidence through a video link or be assisted by an intermediary.
 - Victim Personal Statements; This was introduced in 2001 and provides an opportunity for victims to make a personal statement setting out the impact of a crime on them and their family.
 - Direct Communication with Victims scheme: This commits the Crown Prosecution Service (CPS) to provide an explanation to victims where a charge is dropped or substantially reduced or increased in gravity.
 - No Witness No Justice; This initiative was launched in 2003/4 and established a number of minimum requirements for the support of witnesses. It led to the introduction of witness care units (WCUs), who are responsible for providing support and information to victims and witnesses. They are jointly managed and staffed by the police and CPS and were in place in all areas of England and Wales by the end of 2005.
- 16.4 Possibly the most significant initiative has been the introduction of the Code of Practice for Victims of Crime. This was introduced in 2006 and set out minimum levels of service to victims. It imposes obligations on 11 organisations including the police, CPS, Her Majesty's Courts Service (HMCS), youth offending teams, probation service and prisons. It included an enhanced level of service for victims deemed vulnerable and/or intimidated and established the right of victims to support, privacy, physical, emotional and financial recovery and protection from offenders.

- 16.5 The code sets out the services that people should expect to receive from each of the criminal justice agencies. For the first time these agencies were required by law to provide details of the minimum standards of service that they provide for victims. Key requirements included:
- All victims were to be told about Victim Support – a national support agency for victims of crime - and either referred to them or offered their services
 - An enhanced service had to be offered for vulnerable or intimidated victims
 - Victims have a right to information about the crime including the right to be notified of any arrests and court cases
 - The Police were required to appoint a dedicated family liaison officer for bereaved relatives
 - Flexibility for victims to opt in or out of services to ensure they receive the level of service they want
- 16.6 The code enables victims to challenge criminal justice agencies if they do not feel that they are receiving good enough service. Complaints can ultimately be taken up by the Parliamentary Ombudsman.
- 16.7 Since the introduction of the code, two further initiatives have been introduced:
- Quality of Service Commitment: From November 2006, all police forces have been required to meet new service standards including keeping victims informed of progress.
 - Witness Charter; Building on the Victims' Code, this set out core standards of service that all witnesses should receive from criminal justice agencies. It is currently being implemented across England and Wales by all agencies, with the exception of the police who are expected to adopt the Charter in 2009-10.
- 16.8 Increasing the satisfaction of victims and witnesses is the overall responsibility of local criminal justice boards (LCJBs), who are responsible for the delivery of a range of national targets including ones relating to the treatment of victims and witnesses. There are 42 LCJBs in England and Wales and they are generally based on police force/criminal justice areas. Their membership comprises of the police force, Crown Prosecution Service, Court Service, Youth Offending Teams, prisons and probation. There is a LCJB for London and a local group covering Haringey, which is chaired by the Borough Commander for the Police.
- 16.9 The London LCJB has a specific target for increasing the satisfaction levels of victims and witnesses. The target is to increase the percentage of victims and witnesses that are satisfied with overall contact with the criminal justice system to 83%. The figure for Haringey is currently 81.6%, which is marginally above the London average of 80.3%.
- 16.10 A joint report was published in May 2009 by Her Majesty's Crown Prosecution Service Inspectorate, Her Majesty's Inspectorate of Constabulary and Her Majesty's Inspectorate of Court Administration and Her Majesty's Inspectorate of Court Administration. This examined the effectiveness of support to victims and witnesses and whether it was improving their confidence in the criminal justice system and included a witness and victim experience survey, undertaken by the Office for Criminal Justice.

16.11 The report identified an improvement in satisfaction levels with the criminal justice system, which the report felt was positive evidence of the impact of WCUs. The report also identified a number of areas where there was scope for improvement:

- There was a need for oversight by LCJBs of arrangements to ensure the improvement and development of local services provided to victims and witnesses. It recommended that LCJBs should take ownership for victim and witness issues and ensure a joint area strategy and improvement plans were developed and communicated effectively. These needed to be supported by effective governance and performance management arrangements.
- There needed to be wider understanding of Victim Personal Statements amongst front line police officers and prosecutors.
- There needed to be better understanding amongst front line police officers of which special measures are available to support vulnerable and intimidated witnesses. There were also weaknesses identified in the arrangements for the timely identification of the need for special measures. Police forces needed to ensure that front line police officers were able to identify vulnerable and intimidated victims and witnesses.
- The needs of victims and witnesses were not always assessed as fully as they should be.
- Police forces needed to ensure that police personnel were fully aware of the services provided by Victim Support and that they fitted in with services provided by other support organisations.
- Waiting times at court continued to be too long for a large proportion of witnesses
- Some witnesses still had concerns about their safety despite improvements that have been made.
- The review was of the view that WCU's had some way to go before they were able to meet all the minimum requirements set out for them and to do so on a consistent basis.

16.12 Locally, Victim Support Haringey provide emotional support, information and practical help for victims of crime. Victim Support is an independent charity that operates across England and Wales. It works closely with the police, courts and other parts of the criminal justice system and provides free and confidential help for victims. The Police provide the service with the contact details of victims after a crime is reported. Victims are then contacted by the service, normally within 48 hours. The service can be opted out of if a victim wishes. They can also be contacted directly. Support can also be provided for friends and family. They have a network of local offices across England and Wales which are managed by a national centre in London. They also run the witness service in every court. Most of the help is provided by specially-trained volunteers.

16.13 In addition, the Hearthstone Centre provides a service to victims of domestic violence. It provides them with access to a range of support with the aim on ensuring that as much as possible is accessible in one place. Assistance from

housing officers, Victim Support volunteers, Police community safety officers and staff from the Council's equalities and diversity unit is available. Advice on legal and health services can also be provided.

Aims/Objectives of Scrutiny Review

16.14 It is proposed that the review will look at the totality of support for victims of crime:

- From its initial reporting
- During its investigation
- Through the judicial process and its aftermath.

16.15 It will aim to obtain an understanding, from the victim's point of view, of how easy it is to access support, its effectiveness and where improvements could be made. There are particular sections of the community who are at greater risk of being victims of crime, such as young people, people from some minority ethnic groups and women and the review will consider how services currently meet their particular needs. In addition, people who are victims of crime have a disproportionate risk of being a victim again. This is particularly true of violent crime.

Terms of Reference/Scope

16.16 It is proposed that the terms of reference be as follows:

"To consider the range, accessibility, quality and co-ordination of support provided by local partners to victims of crime and make recommendations to the responsible agencies on how this might be improved"

16.17 As part of this, the review will consider:

- The LCJBs response to the joint inspectorate report
- Co-ordination of services
- How the views of users are sought and responded to
- The use of restorative justice
- Value for money

Methodology

16.18 The review will undertake its work through the following:

- Interviewing key stakeholders to obtain their views
- Obtaining the views of service users,
- Considering relevant documentary and research evidence, including information on the cost and funding arrangements for services provided
- Looking at best practice elsewhere
- Providing an element of external challenge

Membership of Review Panel

16.19 The membership of the review panel will be as follows:

Cllrs Aitken (Chair), Davies, Egan and Patel.

16.20 There is a specific expectation from the Home Office that scrutiny work involving the police will include involvement from the police authority and input will therefore be sought from the link member for Haringey from the Metropolitan Police Authority. In addition, the Committee has previously agreed that input would also be sought from Haringey Community and Police Consultative Group for scrutiny exercises on community safety issues and it is therefore recommended that they be invited to nominate a representative for co-option onto the Panel.

Consultation and User Involvement

16.21 The review would benefit greatly from receiving the views of local service users on their experiences. However, obtaining this may prove to be a challenge as victims may not be willing to participate particularly if their experience of being a victim has been traumatic. It is proposed that the feasibility of this be discussed with service providers. It may also be possible to obtain the views of service users through speaking to representatives of organisations who have experience of working with victims such as Victim Support.

Key Stakeholders

16.22 Key stakeholders are as follows:

Council

Cabinet Member for Enforcement and Safer Communities
Head of Safer Communities Unit
Domestic Violence Co-ordinator

Partners

Haringey Local Criminal Justice Board
Police Service
Metropolitan Police Authority
Court Service
Crown Prosecution Service
Victim Support Haringey
Hearthstone

Community/Service Users

Haringey Community and Police Consultative Group

Independent Expert Advice

16.23 The Panel may wish to consider if their work would be assisted by the provision of some independent expert advice. This could “add value” to the review by:

- Impartially evaluating current practice providing advice on successful approaches and strategies that are being employed elsewhere
- Suggesting possible lines of inquiry
- Commenting on the final report and, in particular, the feasibility of draft recommendations.

Provisional Evidence Sessions:

16.24 It is proposed that these be as follows:

Meeting 1 – 13 October:

Aim:

- To obtain a strategic overview of local services and how they are co-ordinated, funded and provided

Background Information:

Relevant policy/strategy documents

Possible Witnesses:

Head of Safer Communities Unit

Meeting 2 – 2 November:

Aims:

- To obtain the view of relevant service providers

Background Information,:

Possible Witnesses:

Manager - Victim Support Haringey

Domestic Violence Co-ordinator – Haringey Council

Meeting 3 – 26 November:

Aims

- To obtain the views of criminal justice partners
- To consider the response of the Haringey LCJB to the recommendations of the joint inspectorate report requiring local action

Possible Witnesses:

Chair of Haringey LCJB

Crown Prosecution Service

Courts Service

Meeting 4 – To be arranged

Aims:

- To obtain the views of people who have used the service and representatives of the local community

Possible Witnesses:

Volunteers from Victim Support

Service users

Meeting 4: Conclusions and recommendations – 14 January:

Aim:

- To consider appropriate conclusions and recommendations

Background Information

Evidence considered by the Panel

Implementation of Recommendations

16.25 The recommendations are likely to fall within the terms of reference of the LCJB. There is no previous experience of engagement with the LCJB and the Committee does not have any formal powers relating to them. However, many of the agencies on the LCJB are also on SCEB and it is chaired by the Borough Commander.