

Overview and Scrutiny Committee

MONDAY, 28TH MARCH, 2011 at 18:00 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

MEMBERS: Councillors Bull (Chair), Browne (Vice-Chair), Alexander, Basu, Ejiofor, Newton and Winskill

Co-Optees: Ms Y. Denny (church representative), 1 Church of England vacancy, Ms M Jemide (Parent Governor), Ms S Marsh (Parent Governor), Ms S Young (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 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 NEIGHBOURHOODS (PAGES 1 - 8)

Briefing and answers to questions – Councillor Nilgun Canver, Cabinet Member for Neighbourhoods.

7. RECYCLING AND COLLECTION METHODOLOGIES (PAGES 9 - 14)

To receive an update from the service on the recommendations of the recycling review of source separated and co-mingled collection methods in Haringey presented to the Cabinet on 13th October 2009.

8. IMPLICATIONS FOR THE OVERVIEW AND SCRUTINY COMMITTEE OF THE HEALTH AND SOCIAL CARE BILL AND THE LOCALISM BILL (PAGES 15 - 22)

To consider the briefing on the Health and Wellbeing Board and implications for scrutiny.

9. PERFORMANCE OF REGISTERED HOUSING PROVIDERS (PAGES 23 - 36)

To receive the Annual Report on the performance of registered housing providers.

10. ANIMAL WELFARE UPDATE (PAGES 37 - 52)

To receive an update on the progress made against the recommendations made by the Overview and Scrutiny review of Animal Welfare in Haringey as reported to Cabinet on 16th June 2009.

11. 20 MPH SPEED LIMIT - SCRUTINY REVIEW

To receive the report on the Scrutiny Review of the 20 mile per hour (mph) speed limit. **(TO FOLLOW)**

12. HARINGEY GUARANTEE - SCRUTINY REVIEW

To receive the report on the Scrutiny Review of the Haringey Guarantee. **(TO FOLLOW)**

13. PRE-SCRUTINY UPDATES

An opportunity for members to be updated on pre-scrutiny reports and to suggest future pre-scrutiny reports.

14. NEW ITEMS OF URGENT BUSINESS

15. MINUTES (PAGES 53 - 64)

To approve the minutes of the Overview & Scrutiny Committee meetings held on 1st November 2010 (call-in) and 21st February 2011.

16. FUTURE MEETINGS

Wednesday 30th March 2011 (Child Protection)
Monday 9th May 2011

17. SCRUTINY COMMITTEE ACTIONS REQUESTED (PAGES 65 - 106)

To note the actions completed since the last meeting.

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Monday 14th March 2011

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Cabinet Member Briefing to Overview & Scrutiny Committee 28th March 2011

1.0 Single Frontline

Cabinet agreed on the 21st January 2011 to disestablish Neighbourhood Management and create a new Single Frontline Service. The objectives of the new service include:

- to create an instantly recognisable on-street presence that reinforces a single face of the Council;
- to institute a service delivery model that allows flexibility in how resources are deployed to address and resolve local community needs that will vary by locality and or over time;
- to deliver clean and safe streets, offering protection to citizens and responsive local services;
- to provide a street management function to reduce congestion and improve road safety;
- to maintain and where possible improve the quality of the Council's Highway's infrastructure;
- to have a transparent financial model that will show how street management income is reinvested back into Council Services;
- to empower, facilitate and work with residents and businesses to identify local priorities to tackle environmental problems together, encouraging resident involvement in delivery of services and co-production of outcomes;
- to work more effectively with partners, i.e. SNT's, contractors and voluntary sector to commission services that will deliver local outcomes and priorities;
- to integrate the customer interface, invest in the use of appropriate IT solutions to engender a single working platform across the frontline; and
- to deliver £3.7 Million savings whilst minimising the impact on services for residents and traders.

The Single Frontline Service will incorporate Community Safety, ASBAT Team, CYPS transport, HMO, Catering and existing Frontline Services. The reorganisation will include:

- The development of a new engagement and enablement team. The Team's main purpose will be to identify the local needs/priorities and translate these into a deliverable Area Committee action plans. The team will also be tasked to help facilitate local actions so that communities can address and resolve some of the issues identified.
- The establishment of Neighbourhood Action Teams, multi-disciplined uniformed officers to carryout street enforcement, highways inspection and contract monitoring roles.
- The establishment of a new Street Management team incorporating parking & NRSWA/Permit enforcement teams, engineering design, debt recovery and support teams.
- The establishment of a new Direct Services division incorporating catering, CYPS transport and Pest control services.

Formal consultation on the proposals will take place with staff at the end of March 2011, and subject to approval from General Purposes Committee at the end of May 2011, recruitment to new posts will start from June 2011. It is intended that the new Single Frontline Service will be fully operational from January 2012.

2.0 Environmental Resources Service

2.1 North London Waste Authority (NLWA)

The principal area of work is on establishing a position where the seven constituent boroughs of NLWA can agree a legally binding Inter Authority Agreement (IAA), which will set out clearly the relationships between all partners. The IAA will then be used as the basis of the contractual relationship between partners and the successful bidder for NLWA's waste services and fuel contracts.

The procurement of the new waste services and fuel contracts is entering the next phase of the competitive dialogue process where bidders develop, through discussions with NLWA and Borough officers, their detailed solutions.

2.2 Recycling Collection Service

Haringey Council's current performance for household waste arisings which have been sent for reuse, recycling and composting stands at over 28% against a recycling target of 27%.

2.3 Street Cleansing

Each year Haringey Council is surveyed for NI195 recording levels of street cleanliness in line with NI195 guidelines. The survey consists of 918 transects from 10 land uses, recording grades for Litter, Detritus, Graffiti and Fly Posting using A-D grades. The survey is conducted within 3 Tranches throughout the year. In a Tranche Period 306 transects are surveyed. In terms of NI195 the lower the percentage the better the score.

Please see table below for contractual targets set with current contractor Enterprise for litter and detritus and existing targets for Graffiti and Fly posting during Tranche 1, Tranche 2 and Tranche 3 2010-11.

		T1	T2	T3 provisional	10-11 provisional	10-11 Targets	09-10 result
NI195a	Litter	4%	3%	5%	4%	6.5%	8%
NI195b	Detritus	11%	11%	18%	13.3%	15%	15%
NI195c	Graffiti	0%	1%	1%	0.6%	3%	3%
NI195d	Fly posting	1%	0%	3%	1.3%	2%	1%

The NI195 scores achieved for 2010-11 are good and are an improvement on the 2009-10 results.

2.4 Winter Maintenance

The current level of stock for salt is just over 1,000 tonnes. The Winter Service season runs until 31st March 2011. Based on current medium term forecast, it is not expected that there will be any difficulties responding to severe weather conditions this season.

2.5 New Waste Service Provider – Veolia

Cabinet agreed in December to select Veolia Environmental Services as its preferred bidder for the new Integrated Waste Management Contract, which commences on April 17th. Veolia will deliver recycling, refuse, street cleansing and other environmental services including graffiti and fly post removal, over a period 14 years.

The new contract with Veolia will introduce a number of service changes which will include:

- Increasing recycling rates to 40% by 2015/16.
- Reducing the Carbon Footprint of the service by 40%.
- Delivering top quartile performance (London) for street cleansing, which will include an average of two sweeps for residential roads and providing a full street cleansing service over six days, Monday to Saturday.
- Street cleansing services to be delivered on an Area Committee basis with sweepers having individual neighbourhood branding.
- Dog mess to be removed in 24 hours.
- Introduction of commercial waste collection service which will include providing a recycling service for traders.
- The development of a rolling two year action plan to reduce flytipping within each Area Committee. A commitment to reduce the number of reported fly tips by 20% in the first two years of the contract.
- Veolia to take more active role within each of the Area Committees, engaging with residents groups to directly resolve local issues.

3.0 Parking Service

3.1 New developments:-

The implementation of the new IT (Civica) system is progressing. This major project will deliver a number of customer service improvements and general efficiencies. Online permit renewals will be available by the end of March 2011. Work on the second phase of transferring Penalty Charge Notice processing to the new system has commenced and once fully implemented will be the platform for further efficiencies; allowing the public on line access to viewing digital images of their contraventions and also making appeals direct to the relevant PCN. We now have the facility that now allows motorist to pay for a notice on line.

The service has now completed the statutory notification of proposals to increase parking charges and carried out additional work to assess the likely impact of this increase on Town Centres. The feedback in relation to pay & display charges will be presented to Cabinet on 22 March 2011. The feedback on permit charges will be considered by the Director of Urban Environment under delegated authority before making a decision to implement the new charges.

3.2 CCTV

We have awarded a new contract for the management and operation of the Councils Community safety CCTV surveillance service. The contract was awarded to NSL who were the incumbent contractor. NSL have delivered a greatly improved service and we have every expectation that they will continue to do so.

3.3 Concessionary Travel

The service is assessing the impact of the DfT announcement of reforms to the Disabled Blue Badge Scheme. Those reforms include

- Transferring the budget for mobility assessments from the NHS to Local Authorities.
- Investment from a private sector company who will process the 'automatic' applications, create the Blue Badge and send on to the applicant or the Local Authority.
- Increasing the charge that may be applied for issuing a badge from £2 to £10
- Extension of eligibility to more children under the age of three and disabled service men.

3.4 Successful prosecutions

Civil Enforcement Officers (CEOs) are subject to significant levels of verbal abuse and assault while carrying out their work on behalf of the Council. We work very close with the police to ensure staff are trained to manage those situations when they arise and to take appropriate action when they are assaulted. We are pleased that the police have successfully prosecuted two drivers who assaulted our CEOs.

3.5 Increasing demand for enforcement

The service is meeting the increased demand for enforcement outside of schools during the start and end of the school day. We are deploying additional staff during those hours and ensuring that the mobile CCTV units pay particular attention to the schools with most need.

4.0 Sustainable Transport Service

The draft LIP was approved by Cabinet on 21 December 2010 and submitted to TfL. TfL have provided feedback which indicates that most of the LIP is acceptable and have asked for further information on some of the sections and a couple of the schemes. TfL have also approved the funding profile for the next three years which we requested. This is very positive feedback from TfL as many other local authorities have been told that sections of their LIP are unacceptable and will be having to make significant changes. The main schemes are

- Over £1.25m for Green Lanes Corridor over the next three years to address road safety, congestion, bus reliability and streetscape issues.
- £1m for cycling investment over the next three years including the development of Wood Green as a Cycling Hub
- The development of a Major Scheme for Wood Green, which could see up to £4m additional investment in the town centre
- £500,000 each year for the promotion of walking, cycling and public transport

Due to prudent management of the highways reactive budget, we have been able to effectively tackle the increase in the number of potholes that have resulted from the very cold weather before Christmas. In addition, we have started a re-surfacing programme to tackle some of the worst roads before their condition deteriorates further.

The expansion of the Crouch End CPZs is due to go live from 4 April 2011 and will significantly increase the scale of resident controlled parking for two hours in this part of the

borough. Next year an extension of the Finsbury Park CPZ is planned following consultation with residents this year.

A full spend of the Council's capital and TfL funding on highways, street lighting and transport scheme is expected. Over £9 million will have been spent on improving the Council's streets, street lighting, reducing accidents, helping people live healthier lifestyles and reducing carbon emissions.

5.0 Enforcement Service

5.1 Street Enforcement - Area Action

Over the last quarter the wards of Fortis Green, Haringay, Bruce Grove and Muswell Hill have received week long programmes of intensive enforcement activity in combination with police and other partners. Activity either through a 'Cleansweep' or police led 'Action Week' was targeted to reduce environmental offending and other criminal activity. Action included enforcement against licensing breaches, littering, dog fouling, and dumping.

In December Street Enforcement published its fourth round of ward level action plans. These plans identify the key enforcement priorities for each ward based upon concerns raised by Members and other active residents through walkabouts and other intelligence sources. Progress against each action plan is published monthly on Haringey web site.

5.2 Introduction of new Highway FPNs

New powers under The London Local Authorities and Transport for London Act 2003 Act has allowed authorised officers to issue on the spot fines for minor Highways offences such as persons who place unlicensed skips onto the highway, wilful obstruction of the highway and other minor offences that affect the Boroughs roads and pavements.

Fixed penalty fines under the Act are set at £100 if paid within 28 days of receiving the fixed penalty. However, the fine is reduced to £50 if paid within 14 days. Each of the 22 offences covered by the Act carry a £100 fine.

Street Enforcement began the use of the fixed penalty notices in January 2011.

5.3 Street Drinking Control Zones

An evaluation of the existing and potential street drinking control zones has been undertaken. After extensive monitoring and consultation it was established that the existing control zones do not need to be extended at present and are proportionate and effective.

5.4 Air Quality Action Plan 2010-2018

Haringey council declared the whole borough as an Air Quality Management Area in 2001, because it was projected that two key air pollutants (particulate matter and nitrogen dioxide) most significantly associated with motor vehicles would continue to be above limits set by UK legislation.

Our latest Air Quality Action Plan was published in February and sets out a range of new and measures for reducing air pollution and how we will link up with our other strategic approaches to transport planning, energy efficiency and climate change. Specifically the

work we will undertake to improve air quality will also help us to deliver our ambition for carbon reduction.

Our plan details 19 measures that Haringey is putting in place to improve air quality. The measures broadly include:

- Reducing the Council's own transport fleet emissions and challenging other employers to do the same.
- Promoting and facilitating the use of car clubs, electric vehicles, travel plans, walking and cycling.
- Requiring developers to build car free developments and challenging them to show how they will reduce the pollution caused by their development.
- Challenging motorists to switch off their engines when not moving.
- Enforcing pollution reduction by industry.
- Enforcing against illegal burning of waste and encouraging proper waste disposal.
- Promoting awareness, particularly amongst younger people on sources of pollutions and the choices we can make.
- Providing people and businesses with the tools to choose less polluting travel option.

5.5 Food Safety

The Food Standards Agency (FSA) has undertaken an audit of our Food Safety Service and published its findings. The audit was very positive about many aspects of the service and recognised areas of best practice as well as making some recommendations to further strengthen service provision. The food safety service has also maintained its ISO 9000 Quality Assurance accreditation following a successful audit in February .

The Commercial Environmental Health Team has trained 53 local food handlers in the Level 2 Certificate in Food Safety for Catering – achieving a 99% pass rate. Additionally, in preparation for the Olympics and funded by the Olympic Authority, 40 non-compliant businesses in Haringey were targeted for one to one coaching sessions at their business to assist them in improving food safety compliance.

5.6 Pest Control

Pest control performance and satisfaction remains high, with 1479 visits in total carried out over the last 3 months. 91% of service requests for rats and mice were Respond to within 5 working days. 94% of service requests for other pests were responded to within 10 working days.

5.7 Enforcement Response (Noise)

Enforcement response performance and satisfaction remains high with 1599 service requests received in the last 3 months. 95% of service requests were responded to within 30 minutes. 76% of service requests where a visit was required carried out in 1 hour.

5.8 Planning Enforcement

269 cases were opened in the last 3 months. 179 cases were closed in the last 3 months after investigation. 23% of cases closed within 8 weeks of opening and 70% within 6 months of opening. 100% of initial site visits were carried out within required time scales. There have been 22 successful prosecutions and cautions accepted resulting in compliance

6.0 Neighbourhood Management

6.1 Neighbourhood Management Service

The decision to dis-establish the Neighbourhood Management Service was made by the Cabinet on 25th January 2011. This was because it is no longer viable to maintain this Service which is neither statutory nor essential, given the need for the Council to set a legal budget for 2011/12, and the significant reduction in local authority monies.

Of the 28 staff involved, 10 successfully applied for voluntary redundancy, leaving 18 staff remaining. A report is being submitted to the General Purposes committee on 10th March 2011 regarding serving notice on these post holders. Staff subject to redundancy will become re-deployees and the usual redundancy and re-deployee procedures will be followed.

Along with the Head of Service, each Neighbourhood Manager has developed an action plan covering all their work areas (Making the Difference projects, local area projects and longer term work programmes etc) to ensure everything is either transferred to the appropriate Council department/partner agency/community group, or closed due to the work coming to a natural end, before each NMS team disappears through redundancy.

The buildings occupied or managed by NMS are being transferred according to ownership to Homes for Haringey or Property Service.

The Working Group dealing with the Governance report is covering the development of the new Area Assembly and Area Committee arrangements, as well as preparing recommendations regarding the future of the reduced Making the Difference funds.

A message has been placed on Haringey's web site (paper copies have been sent out to residents who attend Area Assemblies, but who do not have email addresses) explaining that cycle 4 of the Area Assemblies for 2010/11 has been cancelled and the next cycle will be later this year. Contact details of Area Assembly chairs have been included in this message, and any enquiries needing officer involvement will be dealt with through the Member's Enquiries system.

A message is being prepared to go on the web site (and paper copies sent out where this is necessary) explaining that the NMS is being closed down, and this will include a message from the Cabinet Member for Neighbourhoods.

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Haringey Council

[No.]

Agenda item:

Overview and Scrutiny**On 28th March 2011**

Report Title: Progress implementing Cabinet Recommendations on Recycling Collection Methodologies in Haringey

Forward Plan reference number (if applicable):

Report of **Director Of Urban Environment, Niall Bolger**

N Bolger 7/03/11

Wards(s) affected: **All**

Report for: **Key**

1. Purpose

1.1 This report provides an update, on the progress made against recommendations made by an Overview and Scrutiny review of Recycling Collection Methodologies in Haringey, as reported to Cabinet on 13 October 2009.

2. Introduction by Executive Member

2.1 [click here to type]

3. Recommendations

3.1 That the Overview and Scrutiny Committee notes the update provided in Appendix A

Report Authorised by: **[Designation of Chief Officer (Include signature here)]**

Contact Officer: **Stephen McDonnell**

4. Background and Progress

4.1 Overview and Scrutiny Committee of 29 July 2009 recommended that a detailed study of recycling collection methodologies should be undertaken in Haringey to

<p>review the benefits of source separation against co-mingled collection</p> <p>4.2 Cabinet on 13 October 2009 agreed that the Competitive Dialogue Procurement process being undertaken to let the new Waste Services Contract would achieve the objectives of this recommendation.</p> <p>4.3 This report provides an update, summarised in Appendix A of the progress and conclusion of the Competitive Dialogue process</p>
<p>5. Reasons for any change in policy or for new policy development (if applicable)</p> <p>5.1 Not applicable</p>
<p>6. Local Government (Access to Information) Act 1985</p> <p>6.1 Not Applicable</p>

7. Consultation

7.1 Full consultation with stakeholders has been undertaken as part of the Competitive Dialogue process

8. Summary and Conclusions

8.1 That the recommendations have been achieved as a result of undertaking the Competitive Dialogue process on waste collection methodologies as summarised in Appendix A

9. Recommendations

9.1 That Members note the progress achieved to date.

10. Comments of the Director of Finance

10.1 The new integrated waste management contract achieved the pre-agreed savings required from the 2010-11 budget process of £1,165,000 and also delivered an additional £500,000 of savings towards the 2011-12 requirement

11. Comments of the Head of Legal Services

11.1 The Head of Legal Services notes the contents of this report and advises that there are no specific legal comments at this stage.

12. Equalities Implications

12.1 No equalities issues have been identified for this report.

13. Use of Appendices / Tables / Photographs

13.1 Appendix A – Summary of Progress

Appendix A

Urban Environment – Overview & Scrutiny 28 March – Waste Collection Recycling

Recommendations O&S 29 July 2009	Service Response to Cabinet Oct 2009	Service Update February 2011
<p>The Panel recommends that the council commission a report on commingled and source separation collection methods, including separate glass and paper collection, as part of the procurement process for the new Waste Services Contract. The report should consider the costs and benefits, environmental impacts and carbon dioxide emissions of both collection systems. The report should be creative in its approach and explore and provide options that could reduce the need for additional vehicles and staff.</p>	<p>The procurement of the integrated waste management contract is utilising the competitive dialogue process. This will involve engaging with short-listed bidders to identify detailed solutions for the provision of recycling services, with the objective of delivering the most cost-effective and environmentally beneficial service possible within the Council's affordability envelope.</p> <p>The competitive dialogue process will therefore achieve the objectives of this recommendation, and by its nature, facilitate detailed and critical analysis and evaluation of different collection systems, taking into account cost benefits (including through the rationalisation of waste services), carbon footprint and wider environmental objectives related to the sustainable management of waste.</p>	<p>The Competitive Dialogue process to select the Waste Services contractor has now concluded and Cabinet agreed the recommendation to award the contract to Veolia ES (UK) Ltd on 21 December 2010.</p> <p>The objectives of the new waste contract were to achieve;</p> <ul style="list-style-type: none"> • Improved Performance and value for money • Improved Public Perception of the Service being provided • Efficiencies and cost savings through economies of scale • Flexibility and Innovation in the way the services are delivered • That Haringey becomes a top-quartile performer in London <p>and to achieve the objectives in the Greenest Borough Strategy.</p> <p>10 suppliers completed Pre-Qualification Questionnaires, which resulted in a long list of 6 Suppliers being invited into the first phase of dialogue. Subsequently, this long list was reduced to a short list of 3 who were invited to</p>

		<p>develop detailed solutions with the Council.</p> <p>This competitive dialogue process, considered various collection methodologies, and their impact on recycling rates and CO2 emissions. Of the 3 suppliers who submitted initial detailed solutions, 2 based their offer on a co-mingled collection methodology, and the 3rd was based on source separation. Detailed evaluation against the agreed evaluation criteria, achieving the Council's objectives resulted in the final two bidders both proposing co-mingled solutions.</p> <p>This process through competition and dialogue has concluded that the co-mingled recycling methodology, balancing cost, recycling rates and CO2 emissions is best placed to meet the Council's objectives in letting the Contract.</p>
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Haringey Council

Briefing for:	Overview and Scrutiny Committee
Title:	Implications for the Overview and Scrutiny Committee of the Health and Social Care Bill and the Localism Bill.
Lead Officer:	Melanie Ponomarenko Principal Scrutiny Support Officer Melanie.Ponomarenko@Haringey.gov.uk 0208 489 2933
Date:	28 March 2011

1. Background

1.1. The [NHS White Paper: Equity and Excellence](#) was published in Summer 2010. Amongst other things, this paper outlined plans to:

- shift the total £80bn worth of commissioning from 152 Primary Care Trusts (PCTS) to new compulsory GP consortia by 2013
- produce an outcomes framework for health and social care to replace the current targets
- set up an NHS Commissioning Board in England by 2011 to commission GPs and specialist services
- open up health provision to “any willing provider” extending the private provider market
- abolish PCTs from April 2013 and Strategic Health Authorities (SHAs) by 2012/2013
- strengthen local democratic legitimacy of the NHS
- transfer responsibility for public health and local health strategy to local authorities.
- set up new statutory local authority Health and Well-being Boards by April 2012
- Create HealthWatch which will build on and replace Local Involvement Networks (LINKs)
- Transfer Health Scrutiny powers to the new Health and Wellbeing Boards.

2. [The Health and Social Care Bill 2011](#) was published in January 2011. The Bill contains provisions covering five themes:

- strengthening commissioning of NHS services
- increasing democratic accountability and public voice
- liberating provision of NHS services
- strengthening public health services



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2.1. This Bill has a number of implications for scrutiny which are outlined below. Please note that this Bill is currently being debated and a number of amendments and points of clarity are being discussed. The Committee stage is due to end on 31st March.

2.1.1. A verbal update on any amendments impacting Scrutiny will be provided to the Overview and Scrutiny Committee verbally at the meeting.

3. Health and Social Care Bill¹

(Clause 175)

Health Scrutiny powers

3.1. Following consultation the government revised their early intention to transfer health scrutiny powers to the new Health and Wellbeing Boards. Instead, the intention is to extend formal scrutiny powers to cover all NHS funded services, and give Local Authorities 'greater freedom in how they exercise these functions'².

3.2. It is important to note that the Bill gives the health overview and scrutiny functions to the Local Authority itself. The Local Authority can then arrange for these functions to be discharged by the Overview and Scrutiny Committee³.

3.2.1. This arrangement is aimed to bring the Health and Social Care Bill in line with the intentions of the Localism Bill (which grants Local Authorities greater freedoms in their governance structures and allows for the return to the Committee system).

3.3. The Local Authority can not delegate the health scrutiny powers to the Health and Wellbeing board.

3.4. An amendment tabled for Overview and Scrutiny to retain the function directly was not agreed at the Committee stage⁴.

Attendance at meetings by the local NHS

3.5. Current health scrutiny powers enable local authorities to request NHS bodies to appear before them to answer questions and to provide information. The Health and Social Care Bill will extend regulations to cover GP consortia, the NHS commissioning board and all other providers of NHS-funded services for example, primary medical dental or pharmacy services, independent sector treatment centres, as well as any NHS commissioner. The powers will also include scrutiny of local public health services.

¹ Amends section 244 of the NHS Act 2006

² Liberating the NHS: Legislative Framework and Next Steps, December 2010.

³ Health and Social Care Bill, Explanatory notes

⁴ <http://www.publications.parliament.uk/pa/cm201011/cmpublic/health/110310/pm/110310s01.htm>



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3.6. There has been discussion at the Committee stage with reference to the relationship between Overview and Scrutiny and GP Consortia. There was concern expressed that spending decisions made by the GP Consortia do not have to be taken in public and the impact that this could have on the ability of scrutiny to sufficiently carry out its role in relation to NHS-funded services. In response the Minister for Care Services stated that *“there is no information that a Scrutiny Committee cannot ask of a GP commissioning consortia⁵”*.

Referral power

3.7. Individual Overview and Scrutiny Committees currently have the power to refer matters of significant service change to the Secretary of State for consideration. The Bill proposes that in future any decision to refer a matter must be triggered by a meeting of Full Council.

3.7.1. Referrals will in future apply to ‘any type of provider of NHS-funded services, whatever their governance arrangements and ownership structure⁶’.

3.8. Referral decisions taken by Joint Overview and Scrutiny Committees (JOSCs) do not have to go through Full Council as JOSCs will themselves hold the referral power. It is proposed that when JOSCs are established they are done so on the basis that ‘at an early stage they agree for the decisions of the JOSC to be binding by all contributing councils⁷’.

3.9. It is proposed that the referral power will only relate to decisions around ‘designated services’. However, the services which constitute designated services have not yet been defined by Monitor (who are to become the financial regulator for health and social care) and in their evidence at committee stage; Monitor was unable to provide information as to when this would happen⁸.

3.10. Concern has been raised that once ‘designated services’ have been defined there may be a large number of services left which can be changed with little democratic accountability (whereas at present it is left to local discretion as to what constitutes a substantial variation).

3.11. Alongside this, concern has been raised that should an Overview and Scrutiny Committee decide to refer a decision to the Secretary of State, the ultimate say as to whether this were to happen would be taken by Full Council, who had not scrutinised the decision in detail and who may take

⁵ <http://www.publications.parliament.uk/pa/cm201011/cmpublic/health/110310/pm/110310s01.htm>, Column 654

⁶ Liberating the NHS: Legislative Framework and Next Steps, December 2010.

⁷ Liberating the NHS: Legislative Framework and Next Steps, December 2010.

⁸ <http://www.publications.parliament.uk/pa/cm201011/cmpublic/health/110301/am/110301s01.htm>



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decisions along party lines with the London Scrutiny Network also arguing that it also significantly weakens accountability⁹.

3.12. This was discussed at the Committee stage, where the Minister for Care Services informed the Committee that every local authority must be consulted by Monitor on what should constitute a 'designated service'¹⁰, and that the services which are not then constituted as 'designated services' would still come under the 'duty to consult', meaning the public would be consulted on changes to services and that 'overview and scrutiny will...be able to conduct their scrutiny of such reconfiguration decisions'¹¹. The Minister of Care Services was asked to clarify the position in writing to the Committee.

Referrals from Local Involvement Networks (LINK)

3.13. The Local Government and Public Involvement in Health Act, 2007 gives LINKs the power to refer matters to the Overview and Scrutiny Committee and receive a response. This power will continue to apply in relation to referrals from HealthWatch¹².

Timeline

3.14. The final phase of the Bill implementation will be April 2013 onwards, when statutory duties and powers will take full effect. It is at this stage that the enhanced scrutiny powers will begin.

3.15. The Government intends to consult on regulations in relation to changes to scrutiny.

4. Localism Bill

4.1. The Localism Bill aims to decentralise power and empower communities. The Bill has significant implications for the powers of local government, community involvement in service delivery, the planning system and social housing.

4.2. Some key elements of the Bill are:

Decentralisation and Local Democracy

- Local Authorities will have a General Power of Competence.
- Local Authorities will be able to return to the committee system.
- Local Authorities will be required to produce an annual statement setting out the policy on the remuneration of chief officers.

⁹ London Scrutiny Network submission to the Public Bill Committee, Health and Social Care Bill, 2011

¹⁰ <http://www.publications.parliament.uk/pa/cm201011/cmpublic/health/110310/pm/110310s01.htm>, Column 659

¹¹ <http://www.publications.parliament.uk/pa/cm201011/cmpublic/health/110310/pm/110310s01.htm>, Column 660

¹² Health and Social Care Bill, Explanatory notes



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- Local Authorities will have the power to grant a discount in business rates.

Community Empowerment

- Communities will be given powers to save local assets threatened with closure and will also be given greater opportunity to identify and bid for assets in order to deliver existing or new services.
- Residents will have the power to instigate, via a petition, local referendums on any local issue.
- Council Tax capping will end but local residents will have the power to veto council tax rises above a certain threshold, via a referendum.

4.3. Points relating specifically to the Overview and Scrutiny function are set out below.

4.3.1. The Bill aims to consolidate the previous Scrutiny legislation into one act, for example by including scrutiny sections from the Local Government Act 2000 and the Local Government and Public Involvement in Health Act 2007.

4.3.2. Local Authorities are to be given the power to return to the **Committee System**. 'Authorities operating the committee system will not be obliged to operate a formal overview and scrutiny committee. However, where they choose to do so, the Secretary of State may prescribe by regulations how the system is to operate'¹³.

4.3.2.1. However, where a Local Authority continues with Executive arrangements it must still have an Overview and Scrutiny Committee. This point links directly to the Health and Social Care Bill proposal to give the health scrutiny powers directly to the Local Authority as opposed to Overview and Scrutiny Committees.

4.3.3. The **Councillor Call for Action** power continues under the Localism Bill (Under the Local Government and Public Involvement in Health Act 2007 any Member can refer to the Overview and Scrutiny Committee any local government matter which is relevant to the function of that committee. A "local government matter" is defined as one which:

- Relates to the discharge of any functions of the authority
- Affects all or part of the electoral area for which the Member is elected or any person who lives or works in the area
- Is not a local crime and disorder matter which falls within Section 19 of the Police and Justice Act 2006.
- Has not been excluded by an Order made by the Secretary of State.)

¹³ Localism Bill: Local government and community empowerment', RESEARCH PAPER 11/02 , House of Commons Research Paper, January 2011



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4.3.4. The Local Democracy, Economic Development and Construction Act 2009 introduced the duty on Local Authorities to respond to **petitions**. With specific reference to scrutiny, this duty meant that where a certain threshold of signatures was met, a designated Officer of the Local Authority could be requested to appear before an Overview and Scrutiny Committee. Also, that petition organisers could request that Overview and Scrutiny reviewed the Council's response to a petition. This duty is to be repealed by the Localism Bill. However, this is to be replaced with a power which states that if 5% or more of people in an area sign a petition it can trigger a local referendum on an issue.

4.3.5. The Bill requires Partners to continue to "have regard to" scrutiny recommendations, but does not include a power to compel attendance at meetings¹⁴.

4.3.6. The Bill refers to Scrutiny powers around partnerships with regards to the Local Improvement Targets (as per the Local Government and Public Involvement in Health Act). These targets have now been abolished by central Government and so this section of the bill will be amended according. As far as scrutiny powers in relation to partnerships go - the Bill does give power to Overview and Scrutiny to 'make reports or recommendations to the authority or the executive on matters which affect the authority's area or the inhabitants of that area'¹⁵ which would cover partnership agencies.

5. Department of Communities and Local Government (DCLG) [Review](#).

5.1. The DCLG is undertaking a review of the statutory duties placed on local government to determine which duties are no longer needed. The Government then intends to remove these duties.

5.1.1. There are a number of statutory duties relating to Overview and Scrutiny which form part of this review, for example the duty to appoint one or more Overview and Scrutiny Committees, responding to Overview and Scrutiny Committees, appointing a Statutory Scrutiny Officer, considering LINK referrals, and scrutinising crime and disorder functions.

5.2. The DCLG are seeking views on the following:

- What duties are vital to keep?
- What duties should be repealed?

¹⁴ Centre for Public Scrutiny, Localism Bill and Grant Allocation briefing, 2010

¹⁵ Section 9FA(2)(e), Localism Bill, <http://services.parliament.uk/bills/2010-11/localism/documents.html>



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- What burdens have been created through particular duties, and associated regulations and guidance?
- What duties have not been included on the attached list and should also be considered in the review?

5.3. N.b Many of the duties included in the above review currently form part of the Localism Bill, and so further amendments may be made to the Bill before it is enacted to take note of any changes put forward by the DCLG.

5.4. The Centre for Public Scrutiny and the London Scrutiny Network will be responding to this review, which closes on 25th April 2011.

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Haringey Council

Briefing for:	Overview & Scrutiny Committee
Title:	Annual Performance Report of Registered Providers
Author:	Michael Kelleher Housing Enabling Manager Tel: 0208 489 4574 E-mail: michael.kelleher@haringey.gov.uk
Director:	Niall Bolger Director of Urban Environment <i>Niall Bolger . 09/03/11</i>
Date:	Monday 21 February 2011

1 Purpose

- 1.1 To provide Overview and Scrutiny Committee with an update of performance of registered providers (housing associations) during 2010/11. The report focuses on three areas of performance: -
- i. Provision of affordable housing
 - ii. Nominations
 - iii. General Management of estates, complaints and members enquiries

2 Background: partnership with registered providers in Haringey

- 2.1 Haringey Council has a good relationship with its housing partners. During 2008 Strategic & Community Housing Services reviewed the existing arrangements in order to develop an infrastructure for the meaningful engagement with key external partners for the delivery of Haringey's Housing Strategy.
- 2.2 The revised framework was agreed by Integrated Housing Board in October 2008.



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2.3 Strategic & Community Housing Services supports liaison and partnership working with registered providers through a number of strategic and housing fora: -

- An Annual Housing Conference involving housing association partners to discuss key strategic issues and influence the direction of Haringey's Housing Strategy;
- The Integrated Housing Board (theme board of the Haringey Strategic Partnership) including the key housing association partners for high level strategic discussions;
- A regular Registered Provider/Developers Forum to consider issues relating to the supply of new affordable housing;
- A regular Registered Providers Lettings Forum to consider issues relating to the allocation and letting of affordable housing including nominations to housing associations.

2.4 This framework has been in place since 2009. All forums are active and generally well attended.

2.5 Haringey's Housing Strategy is a partnership document incorporating stakeholders from across the spectrum of housing-related activity in the borough, including the Council, Homes for Haringey and housing associations. Housing associations are involved in the development and delivery of the Housing Strategy and all its various sub-strategies, for example the Homelessness Strategy 2008-11 through providing both permanent and temporary accommodation.

2.6 A recent Audit Commission Re-inspection judged Haringey Council as having improved; now providing allocations, lettings and homelessness services which have excellent prospects for improvement. The Audit Commission's judgement made the following observations regarding partnership working including housing associations:

"An effective homelessness strategy is in place and being delivered by partners. There is now a comprehensive approach to preventing homelessness and offering housing options... There has been a significant reduction in the use of temporary accommodation, increased support to the households that remain, and bed and breakfast targets have been met."

3 Haringey Partnership Agreement for Housing Associations:

3.1 The 2008 review concluded that preferred partner arrangements (where the Council worked exclusively with half a dozen preferred housing association partners) were not working and needed to be reviewed.



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- 3.2 Preferred Partnership Status has been replaced by a Partnership Agreement between Strategic & Community Housing Services and all Registered Housing Providers.
- 3.3 Introduced in 2010 this agreement sets out a framework for partnership working among local housing providers and although it is not legally binding, is a statement of intent by signatories. Key elements of the Partnership Agreement include:
- A commitment to support the council in delivering its key strategies (e.g. Community Strategy, Council Plan, Wellbeing Framework, Greenest Borough);
 - Roles and expectations for key areas of local housing service provision such as nominations and lettings, management and repairs and development & marketing;
 - Cooperative and consistent approaches to other community priorities such as tackling anti social behaviour and domestic violence and ensuring appropriate safeguarding of children and vulnerable adults.
- 3.4 The Partnership Agreement has now been in operation for twelve months and all of the Council's main local Registered Housing Provider partners have signed up, more than doubling the amount of housing associations we now work with. Very few housing associations have chosen to opt out. The Agreement was developed in partnership with the housing associations and approved by the Integrated Housing Board.
- 3.5 Day to day relationships with housing associations and monitoring of the Partnership Agreement are maintained by the Housing Enabling Team. Officers hold regular meetings with colleagues from housing associations to discuss development opportunities and estate management issues and put in place measures to ensure high quality services are maintained. The Enabling Team also provides a lead for Members' enquires that relate to estate management issues on housing association or mixed landlord estates. The Agreement is regularly reviewed and the conclusions of the ongoing scrutiny review about how effective this Agreement has been in developing cooperation and partnership work with Registered Housing Providers are welcome.

4 Performance Update

Newbuild

- 4.1 Registered providers receive grant assistance from the Homes and Communities Agency (HCA) to build new affordable housing. The Housing Enabling Team holds quarterly performance update meetings with the HCA and registered providers to maximise the number of affordable units delivered in the borough. These meetings give all parties



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an early indication of any problems and allow corrective action to be taken where necessary. They also allow for the identification of new opportunities.

4.2 Table one shows performance over the past four years.

Year	Affordable Completions
2007/08	250
2008/09	415
2009/10	207
2010/11 (projected)	200 approx

Table one: new affordable housing

4.3 The annual target for affordable homes in Haringey is 340, rising to 410 from 2011/12. The recession and credit crunch has resulted in a fall in the number of units being delivered at both a national level and in London. The high level of completions in 2008/09 was achieved through record levels of investment by the HCA as a response to the onset of the recession. This level of investment has since fallen away and has been significantly cut by the coalition government. Investment over the next four year period (2011/15) will be at approximately 40% of the amount invested between 2008/11. This will require the Council working harder and smarter to deliver more affordable homes at a time when its own funding is being reduced.

Nominations Performance (2009/10)

- 4.4 Haringey's nomination agreement was revised in 2006 to provide a detailed agreement between Haringey's housing associations and the Council in terms of nomination quotas.
- 4.5 Under Haringey's nomination agreement, 100% of newly built or acquired stock should be referred to the Council for a nomination. In 2009/10 100% of referrals of this type were made available for nomination by the Council. As one property referred to the Council was subsequently taken back by Paddington Churches HA performance against all resulted nominations for 2009/10 stands at 98.9%.
- 4.6 According to Haringey's nomination agreement 50% of bed-sits and 1 bedroom true-void properties should be referred to the Council for a nomination. In 2009/10 64.7% of allocations of this type were made available for nomination by the Council.
- 4.7 If the figures are adjusted to include non true-void properties referred to the Council for nomination, performance against the 50% target increases to 84.6%.



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- 4.8 According to Haringey's nomination agreement 75% of 2 bedroom or larger true-void properties should be referred to the Council for a nomination. In 2009/10 50% of allocations of this type were made available for nomination by the Council.
- 4.9 If the figures are adjusted to include non true-void properties referred to the Council for nomination, performance against the 75% target increases to 81.7%.

General

- 4.10 Registered providers are independent organisations regulated by the Tenant Services Authority (TSA). They are required to put in place clear service standards and have an easily accessible complaints procedure to deal with customer complaints. The Housing Ombudsman deals with complaints that cannot be resolved by the registered providers' own complaints procedure.
- 4.11 While the Council has no power to act against a registered provider, officers from both organisations work closely to develop a common approach to local housing and estate management.
- 4.12 Regular meetings and estate walkabouts are conducted whenever the need arises and measures put in place to resolve any issues and problems that are identified. The Housing Enabling Team acts to follow through councillor enquiries and make sure they are answered appropriately.

5 Conclusion

- 5.1 The relationship between the Council and registered providers is healthy, with a variety of checks and balances in place to ensure that the service they provide meets with customer expectations and satisfaction is maintained as high as possible. Overall, performance is generally good across the Borough.
- 5.2 We face real challenges ahead in light of Government cuts to public sector funding; no more so than in delivering new affordable homes. This will require a real coming together of the Council and its partners to ensure the delivery of new homes is maximised.
- 5.3 The Council will use the outcome of the current Scrutiny Review of Registered Providers to inform the development of its future relationships and arrangements to continue to provide a first rate housing service in Haringey.

Appendix 1

Audit Commission Inspection of Haringey's Allocations, Lettings and Homelessness Services

HOUSING ASSOCIATION NOMINATIONS 2009/10

Background

The purpose of this briefing note is to provide details of the number of nominations received from housing associations during 2009/10 and to demonstrate that the Council has received the correct level of nominations from those housing associations that have entered into a nomination agreement.

As the new Housing Association Partnership Agreement has not long been in operation, the analysis will focus on those housing associations that were signatories to the Council's nomination agreement over the last financial year in its entirety (see table 1)

The primary source used for information on nominations (or referrals from Haringey Council) is the COntinuous REcording system (CORE)¹ which monitors allocations from social housing providers across the country. This data source is used to measure the level of subsequent allocations (allocations to existing stock).

A data comparison between the Council's Development Pipeline system and the housing Management system (OHMS) is used to determine the level of referrals received for new build properties and new acquisitions.

Nomination Agreements Background

Haringey's nomination agreement was revised in 2006 to provide a detailed agreement between Haringey's housing associations and the Council in terms of nomination quotas. The agreement was signed by 15 housing associations working in the borough.

Unless otherwise indicated (see table 1) the nomination quotas for housing associations are:

- For initial allocation of newly built or acquired schemes – 100%
- For subsequent allocations:
 - 50% of bed-sit and one bedroom true void² properties
 - 75% of two bedroom or larger true void properties

¹ CORE is administered by the Tenant Services Authority (TSA)

² See appendix I for definition of true void

Table 1: Housing Association signatories to Haringey's nominations agreement

Organisation name	Variation to nomination agreement
ASRA	
Carr-Gomm	
Christian Action	
Circle 33	
Family Mosaic	
Hsg 21	50% of all allocations
Innisfree	
L&Q	
MHT	
Newlon	
PCHA	
Peabody	
Servite Houses	
Shian	
Teachers	50% of all allocations

Nominations agreement performance 2009/10

As Haringey's nomination agreement has different quotas for different sized properties and only applies to true void properties we cannot rely on a straight forward calculation of total number of allocations versus total number of nominations given to the Council. However, a breakdown of total allocations (as measured by CORE) is included at appendix II for information.

New build properties & newly acquired stock 2009/10

According to Haringey's nomination agreement, 100% of newly built or acquired stock should be referred to the Council for a nomination. In 2009/10 100% of referrals of this type were made available for nomination by the Council (for more detail see appendix III).

As one property referred to the Council was subsequently taken back by Paddington Churches HA performance against all resulted nominations for 2009/10 stands at 98.9%.

Subsequent allocations to bed-sits and 1 bed true-void properties 2009/10

According to Haringey's nomination agreement 50% of bed-sits and 1 bedroom true-void properties should be referred to the Council for a nomination. In 2009/10 64.7% of allocations of this type were made available for nomination by the Council (see appendix IV).

Discounting housing associations not signed up to the agreement performance increases to 66.2%.

If the figures are adjusted to include non true-void properties (appendix VI) referred to the Council for nomination, performance against the 50% target increases to 84.6%.

Subsequent allocations to 2 bedroom or larger true-void properties 2009/10

According to Haringey's nomination agreement 75% of 2 bedroom or larger true-void properties should be referred to the Council for a nomination. In 2009/10 50% of allocations of this type were made available for nomination by the Council (see appendix V).

Discounting housing associations not signed up to the agreement performance remains at 50%.

If the figures are adjusted to include non true-void properties (appendix VI) referred to the Council for nomination, performance against the 75% target increases to 81.7%.

Comparison with nomination information from the Council's housing management system (OHMS)

The data analysed from the CORE returns is our best tool to determine whether the Council has received the nominations to which it is entitled, at least for subsequent allocations.

However there are a number of organisations who do not appear in the annual returns that are operational in Haringey.

In 2009/10 Haringey recorded 268³ successful nominations to housing associations compared to 198 recorded by CORE. Further work is necessary to encourage these organisations to submit data in the future.

Conclusion

Based on analysis of available data from CORE Strategic & Community Housing Services has exceeded its targets for subsequent allocations. Although S&CHS met the 100% target for housing association referrals for new properties, further work is necessary to determine why one new build referral was taken back by PCHA.

Recommended actions

- Work to ensure that all signatories to the new Housing Association Partnership Agreement submitted data to CORE
- Investigate hand back of one PCHA property at Dowsett Road

³ See Appendix VII for tabulated results

Appendices

Organisations in **RED** are signatories to Haringey's nominations agreement

APPENDIX I: DEFINITIONS

Definition of "true void" in HA stock

In calculating the proportion of "true void" properties to be made available to Haringey Council, HAs shall define a "true void" as being:

- i. Voids within new build, newly acquired or newly rehabilitated schemes
- ii. Voids created through tenant moves to other landlords where no reciprocal arrangement exists, including moves made under mobility schemes
- iii. Voids created by housing association transfers within Haringey where the transfer is to another landlord
- iv. Voids created through tenant transfers to another borough or another landlord where no reciprocal arrangement exists except when such transfers are made on the grounds of racial harassment or violence
- v. Voids created by tenants buying or renting their own property in the private sector, through the Tenants Incentive Scheme, or through making other accommodation arrangements
- vi. Voids created by the death of a tenant where there is no statutory or contractual right to succession
- vii. Voids created by eviction or abandonment of the property
- viii. Voids created by decants once works are completed

Definition of non "true void"

- i. Voids created by temporarily decanted tenants
- ii. Voids created by mutual exchanges
- iii. Voids created as a result of tenant transfers within HA own stock and within the borough of Haringey

APPENDIX II: TOTAL 2009/10 HOUSING ASSOCIATION ALLOCATIONS

Owning Organisation	HA lettings only - nominated by local housing authority	Other	Other social landlord	Tenant applied direct (no referral or nomination)	Tenant applied for internal transfer	Voluntary agency	Grand Total
AGUDAS ISRAEL HA Ltd				1			1
ARHAG HA Ltd			1				1
ASRA GREATER LONDON HA Ltd	1					1	2
CHRISTIAN ACTION (ENFIELD) HA Ltd	1						1
CIRCLE 33 HT	76	1	1	2	16		96
HABINTEG HA Ltd	1						1
HANOVER HA				1			1
HOME GROUP				1			1
LONDON AND QUADRANT HOUSING TRUST	47	20	1	2	18	2	90
METROPOLITAN HT Ltd	18	16	3		23		60
NEWLON HT	6		1		3		10
PCHA Ltd	11						11
PEABODY TRUST	6				1		7
SANCTUARY HA	18				7		25
SHIAN HA Ltd	1				1		2
SPH HA	1						1
TAMIL COMMUNITY HA					1		1
TEACHERS HA Ltd	1						1
PRESENTATION HA Ltd	3				1	1	5
LIEN VIET HA					1		1
STADIUM HA Ltd	7						7
Grand Total	198	37	7	7	72	4	325

APPENDIX III: 2009/10 REFERRALS WHERE HARINGEY SHOULD HAVE RECEIVED 100% NOMINATION RIGHTS - NEW BUILDS/NEW ACQUISITIONS [Development Pipeline & Council housing management system – OHMS]

Development/Property	RSL	Type	PC	Total	1 bed	2 bed	3 bed	4 bed	Check
Harold Newton Road	Sanctuary	New	Apr-09	6		3	1	2	✓
Penstock Path	Circle	New	May-09	7		2		5	✓
Asplins Road	L&Q	P&R	Jun-09	1			1		✓
Erskine Cres	L&Q	P&R	Jun-09	1			1		✓
Laburnam	L&Q	P&R	Jun-09	1			1		✓
Stamford	L&Q	P&R	Jun-09	1			1		✓
Perth, 122	L&Q	P&R	Jun-09	1			1		✓
Perth, 124	L&Q	P&R	Jun-09	1			1		✓
Oak Avenue, 19	L&Q	P&R	Aug-09	1			1		✓
Oak Avenue, 3	L&Q	P&R	Aug-09	1			1		✓
Bromley Road	L&Q	P&R	Oct-09	1			1		✓
Fairbanks Road, 17	L&Q	P&R	Oct-09	1			1		✓
Lynx Express	MHT	New	Jun-09	2			1	1	✓
Brabant Road, 2A	MHT	New	Jul-09	4	2	2			✓
Dowsett Road	Genesis	New	Jul-09	8	1	3	4		
Lynx Express	MHT	New	Oct-09	8	2	5	1		✓
Pulford Road	Family Mosaic	New	Oct-09	12				12	✓
Narrowboat	Sanctuary	New	Feb-10	12		2	8	2	✓
Hampden Lane, 31	L&Q	P&R	Mar-10				1		✓
Dickenson House - returnees	L&Q	New	Nov-09	17	5	3	8	1	✓
Dickenson House - noms	L&Q	New	Nov-09	6		2	3	1	✓
			TOTAL	93	10	22	37	24	

APPENDIX IV: 2009/10 ALLOCATIONS WHERE HARINGEY SHOULD HAVE RECEIVED 50% NOMINATION RIGHTS – BED-SITS AND 1 BED TRUE VOIDS [CORE data]

Owning Organisation	HA lettings only - nominated by local housing authority	Other	Other social landlord	Tenant applied direct (no referral or nomination)	Tenant applied for internal transfer	Voluntary agency	Grand Total	Percentage
ASRA GREATER LONDON HA Ltd	1						1	100.0%
CIRCLE 33 HT	21						21	100.0%
HANOVER HA				1			1	0.0%
HOME GROUP				1			1	0.0%
LONDON AND QUADRANT HOUSING	4			2	3	2	11	36.4%
METROPOLITAN HT Ltd	5	8	2		5		20	25.0%
PCHA Ltd	1						1	100.0%
PEABODY TRUST	4						4	100.0%
SANCTUARY HA	6						6	100.0%
TEACHERS HA Ltd	1						1	100.0%
PRESENTATION HA Ltd	1						1	100.0%
Grand Total	44	8	2	4	8	2	68	64.7%

APPENDIX V: 2009/10 ALLOCATIONS WHERE HARINGEY SHOULD HAVE RECEIVED 75% NOMINATION RIGHTS – 2 BEDROOM OR LARGER TRUE-VOID PROPERTIES [CORE data]

Owning Organisation	HA lettings only - nominated by local housing authority	Other	Other social landlord	Tenant applied direct (no referral or nomination)	Tenant applied for internal transfer	Grand Total	Percentage
AGUDAS ISRAEL HA Ltd				1		1	0.0%
CHRISTIAN ACTION (ENFIELD) HA Ltd	1					1	100.0%
CIRCLE 33 HT	7			1	8	16	43.8%
LONDON AND QUADRANT HOUSING TRUST	11		1		5	17	64.7%
METROPOLITAN HT Ltd	2	1			4	7	28.6%
NEWLON HT	3				3	6	50.0%
PCHA Ltd	1					1	100.0%
PEABODY TRUST	2				1	3	66.7%
SANCTUARY HA	4				6	10	40.0%
PRESENTATION HA Ltd	1				1	2	50.0%
Grand Total	32	1	1	2	28	64	50.0%

APPENDIX VI: 2009/10 ALLOCATIONS RESULTING FROM A COUNCIL NOMINATION TO NON TRUE-VOID PROPERTIES [CORE data]

Owning Organisation	1 Beds	2 Beds+
CIRCLE 33 HT	2	2
LONDON AND QUADRANT HOUSING	5	12
METROPOLITAN HT Ltd	4	2
SANCTUARY HA	1	1
NEWLON HT		1
SHIAN		1
PRESENTATION HA		1
HABINTEG HA	1	
Grand Total	13	20

APPENDIX VII: 2009/10 NOMINATIONS TO HOUSING ASSOCIATIONS [Council housing management system – OHMS]

Owning Organisation	0	1	2	3	4	6	(blank)	Grand Total
Aldwyck Housing Association LTD		1						1
Apna Ghar Housing Association		1	3					4
Arhag Housing Association			2					2
Christian Action Housing Association		2	1					3
Church Action Housing Limited		1						1
Circle 33 Housing Trust		40	33	2			4	79
Family Housing Association		3	3	3	9			18
Habinteg Housing Association		1		1				2
Housing Associations		1						1
Karin Housing Association		1	4	1				6
Kush Housing Association			1					1
London & Quadrant Housing Trust		10	18	19	1	1	2	51
Metropolitan Housing Trust	2	5	6	1	1		1	16
Newlon Housing Trust			5		1			6
PCHA Housing Association		2	8	4				14
Peabody Housing Trust	1	2	2	1				6
Pelham Court Housing Cooperation		1			1			2
Presentation Housing Association		1	2					3
Private Sector Lettings Scheme			1	1				2
Sanctuary Housing Association	1	11	8	1	2			23
Shian Housing Association			2	8	2			12
SPH Housing			8					8
Stadium Housing Association			1	3	2			6
Teachers Housing Association							1	1
Grand Total	4	83	108	45	19	1	8	268



Haringey Council

[No.]

Agenda item:

Overview and Scrutiny

On 28th March 2011

Report Title. **Progress implementing Scrutiny recommendations on Animal Welfare**

Report of **Director Of Urban Environment, Niall Bolger**

Signed :

N Bolger . 7th March . 2011

Contact Officer : **Robin Payne, Head of Enforcement**

Wards(s) affected: **All**

Report for: **Non Key Decision**

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

- 1.1. This report provides an update on the progress made against recommendations made by an Overview and Scrutiny review of Animal Welfare in Haringey as reported to Cabinet on 16 June 2009.

2. Introduction by Cabinet Member (if necessary)

- 2.1. [click here to type]

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

- 3.1. The improvements reflected in this plan are consistent with Council Plan priorities for a Better Haringey with cleaner, greener and safer places and for Driving

<p>change, improving quality.</p>
<p>4. Recommendations</p> <p>4.1. That the Overview and Scrutiny Committee notes the update provided in Appendix 1</p>
<p>5. Reason for recommendation(s)</p> <p>5.1. This is a report back on progress.</p>
<p>6. Other options considered</p> <p>6.1. None considered.</p>
<p>7. Summary</p> <p>7.1. The recommendations made by the Scrutiny review of Animal Welfare focussed on the council performance against an RSPCA benchmark for local authorities, and a specific recommendation to amend the policy banning performing animals on Council owned land.</p> <p>7.2. The RSPCA benchmark covers four areas of responsibility; stray dogs, animals in managed housing, emergency planning and animal welfare principles. Under each element of this standard three categories of award are available by the RSPCA. The Council has established a Haringey Animal Welfare partnership involving key Council services and local partner agencies to develop how animal welfare and control is delivered in Haringey. This group has developed a programme of activity and a draft charter covering the full range of scrutiny recommendations.</p> <p>7.3. The Cabinet agreed a Scrutiny recommendation to allow, for a trial period, performing domestic animals on Council land. A review of the policy amendment has been undertaken and shown that feedback from those attending performances was positive with no complaints being received about specific animal welfare concerns. Veterinary and officer inspections also showed full compliance with animal welfare standards.</p>
<p>8. Chief Financial Officer Comments</p> <p>8.1. The actions to address the recommendations as outlined in this report have been contained within existing budgets.</p>

9. Head of Legal Services Comments

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

10. Equalities & Community Cohesion Comments

10.1. No equalities issues have been identified for this report.

11. Consultation

11.1. The Animal Welfare Partnership has been consulted upon the proposed Animal Welfare Charter.

11.2. The Parks service has provided specific feedback on their review of performing animals at circuses on their land.

12. Service Financial Comments

12.1. There are new financial implications arising from this report for the Enforcement service. The impact on income for the Parks service is included in the report.

13. Use of appendices /Tables and photographs

13.1. Appendix 1 – Table of recommendations, service comments and progress.

14. Local Government (Access to Information) Act 1985

14.1. Scrutiny review of Animal Welfare in Haringey 2009

14.2. Cabinet Report on Scrutiny review of Animal Welfare in Haringey 2009

15. Background

15.1 This report provides an update on the progress made delivering recommendations made by an Overview and Scrutiny review of Animal Welfare in Haringey and reported to Cabinet on 16 June 2009.

16 Update on Animal Welfare in Haringey

16.1 Most of the recommendations made by the Scrutiny review of Animal Welfare focussed on the council performance against an RSPCA benchmark for local authorities called Community Animal Welfare Footprints (CAWF). These provide 4 categories of standard and awards from bronze to gold. Scrutiny believed that this

standard would provide a framework for improvement and a mechanism for demonstrating success.

16.2 In response to the recommendations by Scrutiny, a new Haringey Animal Welfare Partnership was established in 2009 involving agencies and services involved in animal welfare and control in Haringey. This group is chaired by Haringey Council's Head of Enforcement and includes –

- Council - Enforcement Service, Recreation - Parks service, Haringey Youth Offending Service, ASBAT and Emergency Planning.
- Partners - Wood Green Animal Shelter, Homes for Haringey, Haringey Police, and the Status Dogs Unit – Metropolitan Police.

16.3 The partnership has been developing a response to the Scrutiny recommendations as they relate to the RSPCA Community Animal Welfare Footprints (CAWF) for –

- Stray Dogs – collection, re-homing and schemes and services that may reduce the number of strays, such as micro-chipping and neutering. An application for a bronze award was submitted for 2010 but was unsuccessful largely because the Council has been unable to retain a permanent Dog Warden. This post remains vacant pending restructuring of Frontline Services. The service will reapply in 2012 and based upon improvements in place believes it could achieve a gold standard.
- Housing – the provision of a positive and clear policy on pet ownership, which is both enforceable and enforced. Other elements include proactive work to educate tenants about responsible pet ownership, and the benefits of micro-chipping and neutering. Homes for Haringey have undertaken an initial consultation on proposals for compulsory micro chipping of dogs and are looking into the issues raised.
- Emergency Planning – arrangements for managing domestic pets during an emergency have been reviewed and the Council has received a silver award in 2010 for the work undertaken.
- Animal Welfare Principles – this includes the provision of a written policy on animal welfare and examples of good practice sharing. The Haringey Animal Welfare Partnership has been steering progress on all CAWF projects and has developed a draft charter that establishes the roles, responsibilities and policies for animal welfare and control in Haringey. In addition this partnership has developed surveillance and intervention group working on dangerous and status dogs, and a responsible dog ownership project initially focussing on dog fouling.

16.4 Provided as Appendix 1 is a table that shows the original Scrutiny recommendations, the service response reported to Cabinet and a summary progress report for February 2011.

17 Performing Animals

- 17.1 Recommendation 12 specifically referred to circuses and allowing animals to perform. The Council's policy for the use of performing animals in circuses on Council land was amended in July 2009 to allow certain domestic animals (horses, ponies, donkeys, dogs and budgerigars) to appear for a trial period.
- 17.2 Since this agreement a circus operator using performing domestic animals (Zippos) applied to hold a circus in Finsbury Park on two occasions (i.e. 8 – 13 October 2009 and 22 – 27 April 2010). These two events generated income of £9,466 for the Parks service. A planned event for March 2011 will generate £3,888 of income
- 17.3 Zippos circus had historic evidence of compliance with animal welfare requirements and adhered to strict criteria to ensure no animal suffered by performing or being part of a travelling circus.
- 17.4 The Council appointed a vet at the expense of the operator to verify that the operator met high standards of welfare when on site in Haringey. Inspections were undertaken by a vet together with Council Officers together with mystery shopping visits. No concern was reported by any person attending a show and no problems were found during any inspection or visit made.
- 17.5 Whilst some in principle objections to the use of performing animal were received, these often reflected a misunderstanding of the council's policy and the assumption wild animals were involved.
- 17.6 The Parks Service will be seeking agreement by Cabinet that the current policy as amended should remain. It is hoped to include circuses with performing animals as part of the regular Parks events booking programme.

18 Summary and Conclusions

- 18.1 There has been good progress establishing a partnership of key services operating in Haringey on animal welfare. This group has developed an agenda for work that is using the RSPCA Community Animal Welfare Footprint standard and has made two applications for award status in 2010. Most recommendation areas are developing although the absence of a permanent Dog warden has been a limiting factor. This issue will be addressed as part of the pending Single Frontline restructure. A specific success has been the Emergency Planning service achieving a Silver award from the RSPCA for its work.
- 18.2 The Council has amended its policy on performing animals to allow certain domesticated animals to perform on council land for a trial period. A review has demonstrated that there is no evidence that any animal has suffered as a consequence of this policy change.

APPENDIX 1 – Service Update - Overview & Scrutiny Recommendations for Animal Welfare

Recommendations	Service Response to Cabinet July 2009	Service Update February 2011
<p>1. The Panel recommend that the Council adopt the Community Animal Welfare Footprints scheme to measure its performance in animal welfare and sets the Bronze award as a minimum local target for 2009/2010. Once achieved, the Service should carry out an assessment into the feasibility of achieving Gold Standard.</p>	<p>Agreed</p> <p>The service believes it can easily meet Bronze Standard. A new Dog Warden took up his post on 15 June. This role will support achievement of the bronze standard.</p> <p>A feasibility study for the Gold Standard for stray dog collection will substantially look at options for delivering micro chipping and will build on recommendations for a welfare strategy.</p> <p>We will aim to apply for bronze standard by March 2010</p>	<p>The RSPCA Community Animal Welfare Footprints scheme in 2010 had 4 categories.</p> <ul style="list-style-type: none"> • stray dog services • housing • contingency planning • animal welfare principles <p>The Council made two applications in 2010 achieving one silver award.</p> <p>Stray dogs - The Council has been unable to retain a permanent dog warden and has covered the service with a pool of trained Street Enforcement Officers. The Council applied for the bronze standard for its stray dog collection but failed to achieve an award largely due to the lack of a permanent Dog Warden. This post remains vacant pending restructuring of Frontline Services. The service will reapply in 2012 and based upon improvements in place believes it could achieve a gold standard.</p> <p>Emergency Planning - The Council's Emergency Planning Service applied for and achieved a silver standard for contingency planning.</p>
<p>2. The panel recommends that the appointment of a Dog Warden should be a priority for the Service and that other strategic roles around</p>	<p>Agreed</p> <p>The Enforcement service has appointed a new Dog Warden.</p>	<p>Subsequent to the review the service appointed a dog warden. However this officer was subsequently successfully promoted to a Street Enforcement Officer role. Apart from an</p>

APPENDIX 1 – Service Update - Overview & Scrutiny Recommendations for Animal Welfare

Recommendations	Service Response to Cabinet July 2009	Service Update February 2011
<p>animal are carried out as part of the duties of other posts.</p>	<p>Strategic and other operational responsibility for animal related enforcement has been built into enforcement roles for Street Enforcement, Enforcement Response, Commercial Inspections and Licensing.</p> <p>The Head of Enforcement will act as a Strategic Coordinator for other roles identified within a proposed Animal Welfare Strategy</p> <p>Achieved</p>	<p>unsuccessful re-deployment the post has remained vacant. The post will form a part of the future Single Frontline service.</p> <p>Despite this vacancy the service maintains a 24/7 reception facility and kennels offering chipping, re-homing and responsible dog ownership advice.</p> <p>Remaining functions of animal control and welfare have been developed.</p> <ul style="list-style-type: none"> • A specialist Environmental Health Officer undertakes welfare investigations; • The Service Manager for Street Enforcement is the borough's Dangerous Dog Coordinator, and works with intelligence from the Police, Status Dog Unit, ASBAT, Homes for Haringey and Animal Wood Green Shelter. • Responsible pet ownership activity is delivered through a range of partners and steered through a Haringey Animal Welfare Partnership. • Dog Fouling – the Street Enforcement Service initiated a programme at dog fouling hotspots. Activity in 2010 reflected 38 patrols, distribution of over 7,000 leaflets and a schools competition. • Inspection of licensed premises is a contracted service paid for through licensing fees.

APPENDIX 1 – Service Update - Overview & Scrutiny Recommendations for Animal Welfare

Recommendations	Service Response to Cabinet July 2009	Service Update February 2011
<p>3. The Panel recommends that the Urban Environment Directorate explore the idea of encouraging voluntary micro chipping or tattoo for all cats and dogs.</p>	<p>Agreed</p> <p>Micro chipping is part of the Gold Standard in recommendation 1 above. This can assist the return of stay dogs or reconnecting an owner with an animal found killed.</p> <p>The new Dog Warden will promote a responsible dog ownership campaign as part of their normal duties. This is particularly relevant given the council's statutory role to collect stray dogs.</p> <p>Any activity will need to be self funding and linked to other strategies for promoting responsible pet ownership such as links to tenancy conditions.</p> <p>Review to be considered as part of a wider Animal Welfare Strategy by October 2009</p>	<p>The Enforcement service provides a chipping service for stray dogs at full cost to the owner.</p> <p>The service signposts pet owners to alternative providers of chipping services for other pets, including the Wood Green Animal Shelter.</p> <p>In 2010 Homes for Haringey consulted their Tenancy, Estate Management and Leaseholder Panel. Views at this stage are mixed with concerns over funding, the efficacy of the scheme and enforcement arrangements. Next actions are under discussion but will reflect future budget and resources available to support any initiative.</p>
<p>4. The Panel recommends the Urban Environment Directorate should look into whether or not there are any illegal dog breeding activities in the Borough and to take appropriate action against any individuals found to be breaking the law</p>	<p>Agreed</p> <p>This review will be undertaken. The licensing rules in relation to dog breeding relates to commercial scale operations and does allow for small scale hobby breeding to take place without regulation. Where a breeder is licensed controls include restrictions on how puppies can be</p>	<p>The Breeding of Dogs Act 1973 and Breeding and Sale of Dogs (Welfare) Act 1999 restrict sale of dogs and breeding. Under this legislation anyone considered to be carrying on a dog breeding business will normally be regarded as needing a licence. However, a person is only presumed to be carrying on a business if in a 12 month period any number of their bitches gave birth in total (i.e. collectively)</p>

APPENDIX 1 – Service Update - Overview & Scrutiny Recommendations for Animal Welfare

Recommendations	Service Response to Cabinet July 2009	Service Update February 2011
	<p>sold and this would therefore be part of any review.</p> <p>Review to be considered as part of a wider Animal Welfare Strategy by October 2009</p>	<p>to 5 litters or more.</p> <p>Currently there are no licensed dog breeders in Haringey and no specific evidence available that any breeders have exceeded the threshold of 5 litters per year. However, once a dog warden is employed further work will be undertaken to monitor private sales.</p>
<p>5. The Panel recommends that the Urban Environment Directorate carry out an assessment with Community and Strategic Housing for a commitment from Homes for Haringey for developing a Service Level Agreement with Community and Strategic Housing Services; and Registered Social Landlords to ensure an effective animal welfare service across the borough</p>	<p>Agreed</p> <p>Action proposed:</p> <ul style="list-style-type: none"> • ALMO team to ensure Homes for Haringey develops Service Level Agreement with Community and Strategic Housing Services and; • Involve Housing Development team to ensure SLA is extended to RSLs through the RSL forum. <p>Review to be considered as part of a wider Animal Welfare Strategy by October 2009</p>	<p>Both Strategic and Community Housing and Homes for Haringey are active members of the Haringey Welfare Partnership.</p> <p>Activity to date has reflected a review of tenancy conditions for Homes for Haringey tenants and consultation on micro chipping.</p> <p>No SLA is currently in place; however provision will be made into the Animal Welfare charter to include a requirement for all council owned accommodation to meet minimum welfare standards. Again, next actions are under discussion but will reflect future budget and resources available to support any initiative.</p>
<p>6. The Panel recommends that the Urban Environment Directorate encourage Homes for Haringey to participate in educational initiatives to ensure that tenants and leaseholders are aware of issues</p>	<p>Agreed</p> <p>Action proposed:</p> <p>ALMO team to encourage Homes for Haringey to participate in educational</p>	<p>A poster campaign around responsible pet ownership was delivered by Tenancy Management and was subsequently displayed on HfH poster Boards around the Borough.</p>

APPENDIX 1 – Service Update - Overview & Scrutiny Recommendations for Animal Welfare

Recommendations	Service Response to Cabinet July 2009	Service Update February 2011
<p>relating to animal welfare and responsible pet ownership.</p>	<p>initiatives by raising awareness of animal welfare issues in Home Zone newsletter for secured tenants and for new tenants during induction. It is anticipated that this can be achieved within existing resources.</p> <p>Review to be considered as part of a wider Animal Welfare Strategy by October 2009</p>	
<p>7. The Panel recommends that the Emergency Planning Officer work with Homes for Haringey and Registered Social Landlords to agree emergency contingency procedures to ensure a managed response for the evacuation of pets in the event of a local emergency.</p>	<p>Agreed</p> <p>The following actions are proposed.</p> <ul style="list-style-type: none"> - Emergency Planning and Business Continuity Team (EPBC) to work with local vets and animal welfare organisations to draw up a Memorandum of Understanding covering support available to pet owners in emergencies, and to map local capacity - EPBC team to provide information on preparing for emergencies for pet owners on the Council website and elsewhere - EPBC team to ensure issues 	<p>An agreement on emergency planning has been included in the Haringey Animal Welfare Charter.</p> <p>The Council's Emergency Planning Team have developed credit card sized folding guides which offer advice on how to prepare for an emergency. These awareness guides can be carried in your wallet, purse or pocket and remind people about what to do in an emergency. The Emergency Awareness Pocket Guides can be collected from libraries, leisure centres and Council customer service centres. An Emergency Awareness Pocket Guide has been developed specifically for pet owners, this focuses on how to plan for an emergency in regards to the welfare of your pet. These can also be collected from the Wood Green Animal Shelter on Lordship Lane.</p>

APPENDIX 1 – Service Update - Overview & Scrutiny Recommendations for Animal Welfare

Recommendations	Service Response to Cabinet July 2009	Service Update February 2011
	<p>relating to pet evacuation are addressed in training events and exercises on an ongoing basis.</p> <p>To be considered as part of a wider Animal Welfare Strategy by October 2009</p>	<p>Pet evacuation is part of planned training events.</p>
<p>8. The Panel recommends the Urban Environment Directorate, as part of the Corporate Animal Welfare Strategy, ensure that the Animal Welfare Education Program pull together existing resources and support from local organisations such as Wood Green Animal Shelter and the RSPCA to ensure a proactive, co-ordinated education approach</p>	<p>Agreed</p> <p>The Head of Enforcement will seek to develop a Strategy Steering Group to implement this proposal. Contributions from those bodies named will be included.</p> <p>Review to be considered as part of a wider Animal Welfare Strategy by October 2009</p>	<p>Haringey has an Animal Welfare Partnership chaired by the Head of Enforcement. This partnership includes</p> <p><u>Council</u></p> <ul style="list-style-type: none"> • Enforcement Service • Parks and Leisure • Haringey Youth Offending Service • ASBAT • Emergency Planning <p><u>Partners</u></p> <ul style="list-style-type: none"> • Wood Green Animal Shelter • Homes for Haringey • Haringey Police • Status Dogs Unit – Metropolitan Police <p>This group meets to pursue a range of educational measures including status dog training, responsible pet and dog ownership, dog fouling. A charter representing the roles and responsibilities of each member is under development.</p>

APPENDIX 1 – Service Update - Overview & Scrutiny Recommendations for Animal Welfare

Recommendations	Service Response to Cabinet July 2009	Service Update February 2011
<p>9. The Urban Environment Directorate consult with Homes for Haringey, Registered Social Landlords, Children and Young People Services and Adult Social Services; the RSPCA; Battersea Cats and Dogs Home and Wood Green Animal Shelter to devise appropriate procedures to enable the sharing of information when animal welfare issues, child abuse or domestic violence are brought to their attention. These bodies should be alert to animal abuse as a possible indicator for domestic violence and child abuse.</p>	<p>Agreed</p> <p>The Head of Enforcement will seek to develop a Strategy Steering Group to implement this proposal. Specifically this will include –</p> <ul style="list-style-type: none"> - Reporting arrangements will be proposed to the Local safeguarding Children Board. - A process for referral of domestic violence cases to Hearthstone will be put in place. <p>Action on above to be effective July 2009.</p> <ul style="list-style-type: none"> - The ALMO team will work in partnership with relevant teams within Strategic Community Housing to raise awareness about animal welfare issues with all the named agencies. - Links will be made to agencies including the Dog Trust Freedom Project, Battersea dog and cats home, RSPCA and Wood Green Animal Shelter. <p>We will go further here and look at</p>	<p>The Haringey Animal Welfare Partnership has established a sub group that meets to review intelligence on dangerous dog activity. This group will make links to relevant safeguarding and domestic violence agencies where intelligence makes this appropriate. The partnership includes housing and youth services.</p> <p>Strategic and Community Housing and Homes for Haringey are actively involved with other Haringey Animal Welfare partners.</p> <p>The RSPCA has recently launched an educational outreach programme called; 'Breaking the Chain', working in partnership with Local Authority Youth Offending Services. The scheme is primarily aimed at raising awareness of animal abuse as a possible indicator for domestic violence and child abuse. The Animal Welfare Partnership has agreed in principle to work with the RSPCA and other partners to implement this scheme. Next steps should be agreed at the next meeting of the group on the 3rd March.</p>

APPENDIX 1 – Service Update - Overview & Scrutiny Recommendations for Animal Welfare

Recommendations	Service Response to Cabinet July 2009	Service Update February 2011
<p>options that facilitate pet homing for those at risk of domestic violence.</p> <p>To be considered as part of Animal Welfare Strategy by October 2009.</p> <p>Agreed</p> <p>The Head of Enforcement will seek to develop a Strategy Steering Group to implement this proposal.</p> <p>Recreation Services have welcomed more coordinated approach, and will actively contribute to developing content/ implementation.</p> <p>Draft to be considered as part of a wider Animal Welfare Strategy by October 2009</p>	<p>The Haringey Animal Welfare Partnership is expected to agree a draft charter at it next meeting on the 3rd March. The charter will compile Council and partner policies and priorities in areas of animal welfare that we are responsible for overseeing.</p> <p>It is intended that the charter will form the cornerstone of the Council's developing welfare agenda.</p> <p>The charter contains the Council's key policies in relation allotments and to wildlife and habitat preservation.</p>	<p>The Cabinet has amended its policy on performing animals to allow animal circuses to operate on Council land. This policy is subject to review by Cabinet in 2011.</p> <p>Any permitted event will be subject to examination by a veterinary surgeon, and only equine, canine and budgerigar acts are permitted.</p>
<p>10. The Panel recommends that the Urban Environment Services produce an Animal Welfare Charter/Policy for Haringey that this should include animals on allotments</p> <p>11. The Panel recommends that consideration be given to amending the current policy prohibiting the use of performing animals at organised events on Council land in order to allow animal circuses using domestic animals to be held on the Council's open spaces.</p>	<p>Agreed</p> <p>This will enable the Council to broaden the range of acceptable leisure provision available to borough residents. It would also support delivery of income generation from events use of our parks sites, and thus contribute to our revenue strategy.</p> <p>High standards and compliance will be condition to any agreement to operate on Haringey Council land.</p>	

APPENDIX 1 – Service Update - Overview & Scrutiny Recommendations for Animal Welfare

Recommendations	Service Response to Cabinet July 2009	Service Update February 2011
<p>12. The Panel recommends that procedures be put in place for the registration and inspection of any circuses under the relevant legislation as part of the event application process</p>	<p>To have immediate effect, subject to Cabinet agreement.</p> <p>Agreed</p> <p>The Council is responsible for the health and safety of circuses visiting the borough, the licensing of regulated entertainment and has powers available under the Animal Welfare Act to take action where animal welfare is prejudiced. There are no registration requirements beyond the need for the licensing of regulated entertainment.</p> <p>In circumstances where the Council allows a circus to use our land, we can require as part of the hire agreement that appropriate veterinary inspection takes place as part of our general enforcement inspection. This can ensure that the care of animals meets welfare standards, and restrict the animals used.</p> <p>Where any circus fails obligations to ensure animal welfare, offences can be pursued under the Animal Welfare Act. Where any issue purely relates to conditions of the hire agreement, enforcement would be through the agreement not through use of powers and</p>	<p>Circuses operating on Council land are regulated by the land rental agreements which bind the operator to restrictions and conditions of use.</p> <p>Inspection is by veterinary surgeon contracted to the Enforcement Service but paid for by the operator.</p> <p>No evidence of breach or welfare infringement has been identified for any circus that has performed since the policy was amended by Cabinet.</p>

APPENDIX 1 – Service Update - Overview & Scrutiny Recommendations for Animal Welfare

Recommendations	Service Response to Cabinet July 2009	Service Update February 2011
	<p>criminal sanction.</p> <p>Veterinary costs incurred will be recovered through the hire agreement.</p> <p>To have immediate effect, subject to Cabinet agreement.</p>	

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Agenda item:

[No.]**Overview and Scrutiny Committee****On 28 March 2011**

Report Title. Scrutiny Review – 20 mph Speed Limit

Report of Councillor Bull, Chair of Review Panel

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

Wards(s) affected: All

Report for: Non Key Decision

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

That Members approve the report and recommendations of the review, as outlined in the report.

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

- Council Plan: A cleaner, greener Haringey
- Sustainable Community Strategy outcomes: Safer for All and An Environmentally Sustainable Future.

3. Recommendation

3.1 That the report and its recommendations be approved and referred to Cabinet for a response.

4. Reasons for recommendations

Please refer to the scrutiny review report (attached)

5. Other options considered

Please refer to the scrutiny review report (attached)

6. Chief Financial Officer Comments

- 6.1 The recommendations of the Scrutiny Review Panel include consultation on the introduction of a 20mph speed limit for all side roads within the borough, a pilot 20 mph speed limit in a suitable town centre and a comprehensive publicity and promotional campaign.
- 6.2 No work has been undertaken to date to assess the costs of each of these recommendations and there is currently no earmarked capital or revenue funding within the Council's Medium term Financial Plan. It would be possible to capitalise an element of the cost of implementing a pilot scheme within a town centre which could be funded from existing LIP capital allocations but all associated revenue costs would need to be contained within existing highways budget provisions.
- 6.3 The report highlights that the introduction of a 20 mph limit without the use of physical traffic calming measures would be significantly more cost effective than a similar scheme with traffic calming measures although the on-going enforcement costs would be greater.

7. Head of Legal Services Comments

The Head of Legal Services has been consulted and has no specific legal implications arising from this report.

8. Head of Procurement Comments

N/A

9. Equalities &Community Cohesion Comments

These are considered throughout the report.

10. Consultation

- 10.1 The review sought and received evidence from a wide range of stakeholders as well as local community and resident organisations.

11. Service Financial Comments: The overall cost of establishing a default 20 mph speed limit enforced by signage alone is likely to be significantly less than that of the Council's extending the number of 20 mph zones by physical calming measures. The

Islington scheme cost £1.6 million to implement which compares with a cost of £10 million for Haringey's current strategy. However, the expenditure is likely to be incurred over two financial years rather than spread over 10 – 15 years. The Panel has recommended that it be financed via the using of LIP funding.

12. Local Government (Access to Information) Act 1985

The background papers relating to this report are:

Braking Point – Report by the Transport Committee of the London Assembly – April 2009

Interim Evaluation of the Implementation of 20 mph Speed Limits in Portsmouth - Atkins - Final Report

These can be obtained from Robert Mack, Principal Scrutiny Support Officer on 0208 489 2921, 7th Floor, River Park House,

E- Mail rob.mack@haringey.gov.uk

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Scrutiny Review – 20 mph Speed Limit



A REVIEW BY THE OVERVIEW AND SCRUTINY COMMITTEE

MARCH 2011

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Chair's Foreword:

Research on road traffic collisions shows quite clearly that speed kills. Even small reductions in speed can have a significant effect on casualty figures. Slowing traffic down has therefore been a priority for many local Councils across the country and considerable success has been achieved in recent years. Physical calming measures, such as road humps and chicanes, have contributed significantly to this. The setting of default 20 mph speed limits for whole areas, enforced by signage alone, can be seen as the logical next step to this. Our review looked specifically at the feasibility of adopting this approach in Haringey.

The Panel considered the evidence from schemes currently in place as well as the views of a range of local stakeholders and community and resident associations. There is no doubt that significant progress has been made in recent years in reducing road casualties. However, there is still scope for further improvement and I hope that the Panel's conclusions and recommendations, which are outlined in the following report, will contribute towards this.



Councillor Gideon Bull
Chair of the Review Panel

Executive Summary

In recent years, considerable success has been achieved in reducing road casualties through the establishment of 20 mph zones, particularly in London. These are self enforcing due to the use of appropriate physical calming measures, such as road humps. Generally, the most high risk or dangerous locations have been prioritised for action. In London, many local authorities have already addressed most, if not all, of such areas. Some, such as Hackney, have been considering joining up all their 20 mph zones to form a borough wide 20 speed limit. Haringey, in common with many other authorities, has a long term strategy of increasing the number of 20 mph zones in the borough until most residential streets are covered.

Several local authorities, such as Portsmouth, Islington and Oxford, have taken the step of setting 20 mph as the default speed limit for their area, enforced by signage alone. The scheme in Portsmouth has been independently evaluated and showed that it has been associated with reduced traffic speeds and casualty figures. Islington Council has also recently implemented a borough wide 20 mph speed limit which has been well supported amongst local residents. Whilst more evidence is needed on the long term effectiveness of default 20 mph speed limits, that which is currently available has demonstrated some promising results.

The cost of establishing a default 20 mph speed limit enforced by signage alone is considerably less than that of extending the number of 20 mph zones by physical calming measures. The Islington scheme cost £1.6 million to implement which compares with a cost of £10 million for Haringey's current strategy. A default 20 mph speed limit can also be established quickly – in approximately two years as opposed for the Council's current strategy which will take 10 – 15 years to complete.

The Panel is therefore of the view that there would be merit in introducing, subject to consultation with residents, a default 20 mph speed limit for the borough for all side roads. This would be enforced by signage alone in areas not currently within 20 mph zones. It is essential that local residents are fully engaged in the process as the success of such a scheme is dependent on their support. The Panel also believes that the Council should work with Transport for London to set up a pilot 20 mph speed limit in a town centre. This should be subject to monitoring, evaluation and, if successful, extended to suitable other town centres

Realistic expectations should be built for the scheme. Whilst the Panel is of the view that it is likely to reduce average traffic speeds, the change is unlikely to be substantial, at least in the first instance. This is due in part to the fact that many of the side streets included in the new speed limit are likely to already have low traffic speeds thus limiting the potential for reductions. In addition, reductions in casualties may be modest due in part to the fact that many of the higher risk locations are already in 20 mph zones.

The Panel nevertheless feels that a default 20 mph speed limit would be of benefit. In addition to reducing road casualties, it has the potential to lead to a long term change in the behaviour of drivers, simplifies the issue of speed limits and makes expectations clearer. Over time, drivers will become more familiar with the lower speed limit and therefore more sympathetic to it. There is also evidence that it increases the perception of safety and makes residents feel more positive about their area.

The Panel notes the concerns about enforcement but is of the view that it should not necessarily be a major issue. The 30 mph speed limit is not enforced rigorously by the

Police and it would therefore be unrealistic to expect any great level of enforcement of a 20 mph speed limit. Where persistent problems do occur, ward panels can make the issue a priority for their Police Safer Neighbourhood team. Physical calming measures can be considered as a last resort in areas where problems prove to be difficult to resolve.

Finally, the body of evidence on 20 mph speed limits, although increasing, is still limited. Any Haringey scheme should therefore be carefully monitored and evaluated so that progress can be mapped and the borough can contribute to developing a stronger evidence base on the issue.

Recommendations:

1. That the Council undertake a borough wide consultation process on the proposal to establish a default 20 mph speed limit for all side roads within the borough and the establishment, in consultation with TfL, of a pilot 20 mph speed limit in a suitable town centre.
2. That such a scheme be financed with the use of appropriate LIP funding.
3. That a comprehensive publicity and promotional campaign be developed for the scheme to encourage compliance.
4. That Council vehicles and those of contractors be specifically required to comply with the new speed limit.
5. That such a scheme be subject to monitoring and evaluation.
6. That where persistent problems are identified that are not possible to resolve, officers work with local residents to identify creative and cost effective solutions such as psychological traffic calming.

1. Background

- 1.1 A scrutiny review on sustainable transport was undertaken by the Overview and Scrutiny Committee in 2009/10. It recommended that the Council develop a borough wide 20 mph speed limit to be operational in all residential areas and, where appropriate, enforced by traffic calming measures. The recommendation was partially agreed by the Cabinet on the basis that a 20 mph speed limit in residential areas was only effective with physical measures to slow traffic.
- 1.2 Following this, a motion was submitted to Council on 19 July 2010 proposing that a 20 mph speed limit be implemented on all residential roads in Haringey over a four year period and that a town centre 20 mph speed limit be piloted. In response to this, the issue referred to the Overview and Scrutiny Committee to look at the proposal.
- 1.3 The Committee commissioned a time limited scrutiny review on the issue, with the following membership:
- Councillors Gideon Bull (Chair), Dhiren Basu, Martin Newton and Lyn Weber
- 1.4 The Panel agreed the following terms of reference for the review:
- “To consider:
- the feasibility of the introduction of a default borough wide 20 mph speed limit for suitable residential streets and, in particular, whether reductions in traffic speeds and casualty figures are likely to be achieved without the need for physical calming measures and enforced by signage alone;
 - whether a time limited pilot scheme in a suitable town centre *location* should be set up to test the potential effectiveness of such a scheme”.
- 1.5 In undertaking its work, the Panel considered:
- The potential for reductions in traffic speeds and road casualties through the introduction of 20 mph speed limits in areas not already covered by existing 20 mph zones that are enforced by signage alone
 - The views of local residents and whether such a policy has potential to gain wide support. As such schemes are intended to be self enforcing, this is particularly important.
 - The relative cost effectiveness of this approach in comparison to the current approach to reducing speed limits, where appropriate, to 20 mph
 - The sustainability of potential benefits i.e. whether initial improvements are likely to be maintained without the need for physical calming measures
- 1.6 The review considered the following sources of evidence in undertaking the review:
- Interviews with key stakeholders and local residents organisations
 - Research documentation and national guidance

- Evidence on the effectiveness and outcomes of schemes in local authorities which have already implemented default 20 mph speed limits, such as such as Portsmouth, Bristol and Islington.
- Information on relevant work in this area being by Transport for London and the Mayor
- Relevant financial data including comparative costs of specific schemes

2. Introduction

Background

- 2.1 It has been established clearly that there is a link between traffic speed and road collisions. Excessive speed has been shown to be a direct contributory factor in about 20% of all collisions and a major factor on a third of all road deaths. This does not necessarily mean that drivers are breaking the speed limit but may instead be driving faster than appropriate for the conditions. Reducing speed limits has therefore been widely accepted as an important means of reducing road casualties. Research has shown that for every 1 mph reduction on average traffic speed, road collisions are reduced by 5%.
- 2.2 London boroughs have lead responsibility for changing and enforcing speed limits on minor roads in London whilst Transport for London (TfL) is responsible for major arterial roads. Many local authorities have introduced measures to reduce traffic speed to 20 mph. Nationally, police forces have generally been reluctant to enforce lower speed limits and there is an expectation that any such schemes should therefore be self enforcing. For example, the current policy of the Metropolitan Police is not to enforce 20mph speed limits except in exceptional circumstances.
- 2.3 Self enforcement has typically been through the use of physical calming features such as speed humps and cushions, speed cameras, width restrictions and chicanes. Research published by the Royal Society for the Prevention of Accidents in 2009 showed that the more disruptive measures are the most effective:
- Signage alone reduces speeds by 1 mph
 - Road humps reduce average speed by 10 mph
 - Speed cameras reduce average speed by 20 mph

20 mph Zones

- 2.4 Until recently, the principal means used to reduce speed limits to 20 mph was through designating specific areas as 20 mph “zones”. These are areas where speed is restricted to 20mph by boundary signage and enforced by physical traffic calming measures such as speed humps or chicanes. Although zones can be limited to a single road, they normally include a cluster of streets. There are now around 400 of these in London, covering 11% of total road length. Their use has been targeted particularly at areas that are considered to be “high risk”, such as around schools and hospitals.
- 2.5 Evidence from Transport for London (TfL) has shown that 20 mph zones have been very effective in reducing road casualties. Casualties have gone down by 42% and fatal or serious casualties by 46% in streets where zones have been introduced. The impact has been particularly great in more deprived areas, which typically suffer higher road casualty figures.

Default 20 mph speed limits

- 2.6 A number of local authorities have considered introducing default 20 mph speed limits for entire areas. Some, such as Portsmouth City Council, Oxford City Council and the London Borough of Islington, have implemented specific schemes. As with

a zone, a 20mph limit is applied to roads to restrict the maximum legal speed to 20mph. In streets not already within 20 mph zones and subject to physical calming measures, enforcement is by signage alone i.e. *without* any physical calming measures. The limits apply to all residential roads in a particular area.

DfT Guidance

- 2.7 The introduction of limits and zones is subject to specific Department for Transport (DfT) guidance which states that if the mean speed on a road is 24 mph or lower, a 20 mph speed limit can be set and enforced by signage alone. If mean speeds are any higher than this, physical calming measures should be used. The Metropolitan Police currently require that the relevant guidance is followed or appropriate exemption is sought for the Department for Transport.

3. Stakeholder Views

Current Council Policy

- 3.1 The Panel received a presentation from Tony Kennedy, the Group Manager for Transport Policy and Projects in the Urban Environment Directorate which outlined the Council's current position. It noted that it was looking to further increase the number of areas with 20 mph speed limits. The overall policy had been discussed at the Council's Transport Forum and received approval, in principle, from all user groups. The method of implementing such a limit was the main issue and, in particular;
- Whether it should be achieved by zones or limits
 - Whether it should be in priority areas only
 - The enforcement implications
 - The raising of public expectations
 - Financial implications
- 3.2 He stated that the option of achieving the speed reduction by speed limits and without physical calming measures was considerably cheaper than through zones - £600,000 to £1 million compared to £10 million. The Tower Gardens zone alone had cost £400,000.
- 3.3 The Council valued the benefits of 20mph and recognised its contribution to accident reduction, the perception of safer roads and encouragement of walking and cycling. Its current policy was to increase the number of 20mph zones in the borough through the neighbourhoods programme. This programme looked holistically at neighbourhoods with a view to providing physical measures and initiatives to make them safer and more pleasant.
- 3.4 As part of this approach, work was currently being undertaken on a scheme called DIY Streets. This was an initiative run by the sustainable transport charity Sustrans who had been contracted to work with the local community for 2 years in order to help residents develop low cost solutions to making streets safer and more attractive. It aimed to find simple interventions and materials which can be both effective and durable.
- 3.5 The neighbourhood to the south-east of Turnpike Lane station, which includes Langham Road, Carlingford Road, Stanmore Road and Graham Road, was being looked at this year. This was a pilot project and it was intended to roll it out in other neighbourhoods and to cover 2 to 3 each year, including 7 to 8 roads in each exercise. The current policy was ongoing and would take approximately 10 – 15 years to complete. DIY Streets would look at possible ways forward, such as cycle training and car clubs, in order to try and change the way that people think. £68,000 had been invested in this so far. Residents led on the scheme and the intention would that they would come up with an outline scheme for a bid to TfL. In addition, the Council had also set up a Sustainable Transport Commission to review its sustainable transport policies.
- 3.6 He stated that the London Borough of Islington was the only borough to implement a default 20mph limit on residential roads at the present time. The majority of their streets (78%) were already in 20 mph zones and there were already relatively low

average speeds in the borough. It would be more difficult to follow such an approach in Haringey where only 30% of streets were currently in 20 mph zones. However, he felt that there might be some merit in introducing a pilot scheme in a street with an average speed of around 27/28 mph to see what effect it had.

- 3.7 In the event of a pilot scheme being set up in a town centre, he felt that Crouch End or Muswell Hill would probably be the best options. Wood Green was already slow and calmed and Green Lanes was also already fairly slow. It would be important to obtain measurable statistics so the effectiveness of the pilot scheme could be properly evaluated.
- 3.8 He had reservations that setting 20 mph speed limits without physical calming measures might raise expectations that could not be met. If a default 20 mph speed limit was introduced across the borough, it probably would not be possible to enforce it. It was noted that 12 of the 19 Police Safer Neighbourhood Team (SNT) areas of the borough had officers trained to use speed guns. The trained officers currently also covered the 7 areas without dedicated trained officers. However, SNTs only work until midnight. Average speed cameras could be used but were currently very expensive, although the price was likely to come down. Flashing speed signs were introduced where needed and worked well. Mobile ones were available but needed to be manned. He stated that, in general, the number of prosecutions for speeding within the borough was currently comparatively small.

Enforcement

- 3.9 Inspector Mark Long from the Police Safer Transport Team and Martin Young from the Traffic Police gave the Panel their views on 20 mph speed limits. Mr Long reported that the Police were not against the 20 mph speed limit in principle. The issue for them was how it was to be achieved and enforced. Policing resources were finite. He felt that signage alone would not be enough to reduce speeds. Whilst speeds in some side roads were relatively slow due to their narrowness, reducing speed would be a problem on wider roads.
- 3.10 Mr Young felt that signs alone would probably only reduce speeds slightly and many vehicles were likely to travel well in excess of the limit. There needed to be some physical means of enforcing limits. The Police would not be able to enforce a 20 mph speed limit unless it was properly implemented using an engineered solution. However, if speeds were already under 24 mph, it was unlikely to be a major problem. This would probably be the case where streets were narrow. In such circumstances, there might not be any need for engineering measures such as speed humps.
- 3.11 It was noted that the government had relaxed the requirements for introducing 20 mph speed limits and it was now more a matter for local determination. However, local authorities would normally consult the police regarding enforcement. Safer Neighbourhood Teams (SNTs) had ward panels who decided upon priorities for their area and it was possible for them to make enforcement of speed limits one of these. 5 wards out of 19 in Haringey had already set traffic as a priority. These are Alexandra, Harringay, Noel Park, Northumberland Park and Woodside.
- 3.12 Mr Long stated that if SNTs were asked to focus on speeding, they would. Whilst they were supportive of the principle of 20 mph speed limits, they were concerned about enforcement. There was a balance between forcing traffic to slow down

through physical measures and, if this did not work, through enforcement by the police. If there was likely to be a significant amount of additional enforcement required, it would not be possible for the police to commit the extra resources that would be required. The Police would have a clear preference for engineering instead of enforcement as a solution.

- 3.13 Mr Young stated that the traffic police liaised with SNTs on a regular basis. If necessary, speeds could be monitored. It was quite often found that the reality did not match the perception that speeding was a problem in an area. Where an issue was identified, the information gathered could be used to decide whether an engineering solution or education was required.
- 3.14 Mr Young stated that properly engineered physical calming measures worked and removed the need for enforcement. Without them, the speed limit would only work with the aid of enforcement. Traffic issues needed to be investigated properly and expenditure focussed on where there had been collisions. He was of the view that if speed limits were brought in haphazardly, it could bring them into disrepute. Hackney and other boroughs were bringing in a borough 20 mph wide speed limit through a patchwork of zones. He felt that this was a better way of achieving a 20 mph speed limit on a borough wide basis.

4. Evidence from Other Local Authorities

London Assembly

- 4.1 A London Assembly report entitled “Braking Point” looked at the issue of default 20 mph speed limits in detail. The report was of the view that there was, as yet, incomplete evidence to determine the potential effectiveness of default 20 mph speed limits. It concluded that there was a case for testing further the likely benefits and recommended that the Mayor work with boroughs planning to introduce default 20 mph limits to monitor their effectiveness and that the results of the programme should be published and used to inform future TfL and borough policy.
- 4.2 In terms of cost, the report noted that Islington were planning to spend £1 million to introduce a borough wide default limit. The cost of zones could vary considerably depending on their size and the enforcement measures that are used. The report quotes a range between £40,000 and £250,000. Southwark had calculated an average figure of £143,000 per zone and a total of £1.9 to cover the remaining 20 mph zones that it was planning.
- 4.3 The Panel received evidence from Jenny Jones, a Member of the London Assembly. As a member of its Transport Committee, she had played a leading role in the “Braking Point” investigation. She reported that each road death cost the economy approximately £1.5 million. Serious injuries could cost almost as much. Road casualties disproportionately affected children and people from black and ethnic minority and deprived communities. There was a general consensus that reducing speeds to 20 mph saved lives and this included motoring organisations such as the AA and the RAC. A reduction in speed of only 1 mph could lead to a significant reduction in road casualties.
- 4.4 She was of the view that having a default 20 mph speed limit made expectations clearer and simplified the issue. Physical calming measures had found by the Assembly to be very effective in reducing casualties. A further 900 were planned in London for future years. The move to default 20 mph speed limits was a logical and practical progression from this. However, the overall effectiveness of them had not yet been fully tested although the scheme in Portsmouth had been evaluated. In Hull, all of the individual zones had been joined together to produce an overall 20 mph speed limit. There was a need for the introduction of such schemes to be accompanied by widespread public consultation.
- 4.5 Department of Transport advice was that a steady speed could improve traffic flow and reduce emissions. A 20 mph speed limit could have a small positive effect on this. There was a lack of research currently about whether lower speed limits had the potential to get people out of cars, although Hull had seen a huge increase in cycling following the implementation of its 20 mph scheme.
- 4.6 There were a range of views amongst London boroughs about the potential of default 20 mph speed limits:
- Eight boroughs had been actively pursuing the option
 - Other boroughs felt that further evidence was required on their impact
 - Some did not believe that they should be considered and were taking forward alternative approaches.

- 4.7 Several boroughs were intending to implement 20 mph speed limits on a piecemeal basis through introducing more 20 mph zones over a period of time until all their residential streets were covered. Hackney had wanted to extend its 20 mph speed limit to TfL roads as well, although permission from them would be required. The Mayor had previously agreed to fund the setting up of pilot 20 mph default speed limits in two boroughs. Hackney and Southwark had been interested and were ready to implement this. Hackney were no longer interested but Southwark still were and a potential agreement had been brokered. The Mayor had been asked for the funding but this had not yet been forthcoming.
- 4.8 The biggest sticking point had been the attitude of the Police. ACPO advice was not favourable to default 20 mph limits. The Police did not like road humps and preferred road narrowing or speed cameras. The Police view was that government guidance had to be followed and that they could not, in the normal course of events, enforce 20 mph speed limits. Nevertheless, residents could determine the priorities for Police Safer Neighbourhood Teams (SNTs) and speeding cars were nearly always amongst the top three concerns. Ms Jones was of the view that the Police had sufficient resources to pursue speeding issues. There was a feeling that traffic policing was not proper policing and attempts had been made to cut funding.
- 4.9 The transport research laboratory had shown that there could be more emissions at 20 mph. However, less emissions were produced where traffic moved at a steady speed. Ms Jones felt that the speed limit should be 20 mph everywhere except for main roads. In her view, 20 mph speed limits reduced the level of road danger and delivered significant cost benefits to communities.

Portsmouth

- 4.10 Portsmouth was the first local authority to introduce a default 20 mph limit on all residential roads. It has a population of approximately 200,000 which is slightly smaller than Haringey (circa 225,000). On most of the roads where the speed limit signs and road markings were installed, the average speeds before installation were less than or equal to 24 mph. The relatively low speeds on these roads before the implementation of the scheme were mainly due to the narrow carriageways and on-street parking that are common within the city, which reduces the effective width. 20 mph signs were also provided on roads with median speeds greater than 24 mph in order to avoid inconsistency and confusion. These were not accompanied by any physical calming measures. As this was contrary to the Department for Transport guidance, special dispensation from the Secretary of State needed to be obtained before implementation.
- 4.11 An independent evaluation of the scheme was published by the Department for Transport in September 2010. The evaluation found that the overall average speed after the 20 mph speed limits were imposed was 1.3 miles per hour lower than the average speed beforehand. At sites where the average before speed was greater than 24 mph, the average speed reduced by 6.3 mph. Despite a reduction in the number of sites with average speeds above 24 mph, which was 21 before the schemes implementation, 19 sites were found to still have average speeds between 24 mph and 29 mph after the schemes were implemented. The changes were regarded as being statistically significant.

Average Traffic speed changes after 20 mph speed limit implementation

Sector	Average Before Speed (mph)	Average After Speed (mph)	Speed Change (mph)
Central West	20.2	19.1	-1.1
South East	19.6	18.6	-1.0
Central East	18.5	17.9	-0.6
North East	18.2	16.4	-1.8
South West	18.4	16.9	-1.5
North West	23.9	22.2	-1.7
All Sectors	19.8	18.5	-1.3

4.12 The analysis showed the total accident reduction was 21% and the number of casualties fell by 22%. The number of killed or seriously injured (KSI) accidents increased by 8% and casualties by 6%. However, the total numbers of KSI accidents were very small and therefore susceptible to variations. These figures compare against a national reduction in casualty rates of 14% and of 12% in KSI casualties.

4.13 The evaluation came to the following conclusion:

“early figures suggest that the implementation of the 20 mph Speed Limit scheme has been associated with reductions in road casualty numbers. The scheme has reduced average speeds and been well-supported during its first two years of operation.”

4.14 In summary, the report states that the effects of implementing the 20 mph Speed Limit scheme (use of signing alone) were as follows:

1. “The average speed reduction achieved by installing speed limit signs alone is less than that achieved by the introduction of 20 mph zones partly because 20 mph Speed Limits are implemented where existing speeds are already low;
2. Within an area-wide application of 20mph sign only limits, those roads with average speeds higher than 24 mph may benefit from significant speed reductions, but not to the extent that the 20mph speed limit is self enforcing;
3. Based on the available data for two years after scheme implementation, casualty benefits greater than the national trend have not been demonstrated”;

Islington

4.15 Islington is London's smallest borough, with a size of six square miles. It has a population of approximately 200,000. The Council has recently decided to implement of default 20 mph speed limit for the borough.

4.16 The Panel met with Zahur Khan, Bram Kainth and Michelle Thompson from the Council. They reported that Islington had completed its programme of setting up 20 mph zones in 2009. It had then been decided to extend 20 mph speed limit to the remaining 22% of the borough's roads not covered by zones through the use of signage alone. The Council's Cabinet had made this decision but there was unanimous cross party support. The Council's new administration had re-affirmed this position.

- 4.17 There had been strong cross party support for reducing traffic speeds. This had initially been through the setting up of 20 mph zones. The number of accidents had gone down from 227 in 2001 to 71 last year following the implementation of them. The most dangerous streets within the borough had been done first. There normally had to be an accident before any action could be taken. The approximate cost of an accident was £80,000. Schemes had to demonstrate to TfL that they were cost effective. The original plan had been to extend 20 mph zones to every part of the borough and there had been a programme to do this until 2016 but this had been built on the assumption of there being continued funding.
- 4.18 The implementation of a default 20 mph speed limit had cost £1 million initially. However, the Department for Transport (DfT) and the Police had advised that the signs should all be illuminated and this had added another £600,000 to the cost. This was contrary to the approach that Portsmouth had adopted with the setting up of their scheme as the signage used there was not illuminated. The costs of the scheme came more from excluding particular roads as illuminated repeater signs were needed where speed limits changed. If signs were not properly illuminated, it might cause any prosecutions to fail. The DfT had worked closely with Islington on the implementation of their scheme.
- 4.19 It was doubtful whether the streets that had not been incorporated into 20 mph zones would have received funding. Residents appeared to generally feel safer and happier about their area following implementation of a lower speed limit. A traffic survey would be undertaken to evaluate how well the new scheme worked. This would use radar technology and be undertaken during the first 18 months.
- 4.20 Reducing traffic speeds could, conversely, reduce journey times through increasing the capacity of roads. This had been tried on both the M1 and M25 and had shown to be effective. The issue of whether to put main roads in the scheme was controversial and would be reconsidered after the scheme had been reviewed. The Police had generally been supportive. Safer Neighbourhood Teams (SNTs) would deal with any issues arising from complaints in relation to speeding. The Police had admitted that they were not even able to enforce the 30 mph speed limit.
- 4.21 They felt that, before implementing a scheme such as this, local authorities needed to ask themselves what their criterion for success was – whether it was reducing speed and accidents or increasing the perception of safety or making people feel happier about their environment. They were of the view that it was not a road safety issue - traffic calming was the most effective way of addressing this. Although there was not much evidence available on the effectiveness of default 20 mph speed limits, that which there was had shown that they made a minimal difference. They could not recommend a default 20 speed limit as professionals as there was limited evidence that they would reduce collisions or traffic speed.
- 4.22 However, the lower speed limit could nevertheless deliver some benefits. It might make residents feel happier about their area. The lower speed limit could also possibly make it possible to prosecute people for driving at 29 – 30 mph. Where default 20 mph speed limits had been implemented, reductions in traffic speed had been bigger in streets areas where speeds had been comparatively high before implementation but this might not be sustainable.
- 4.23 It was not possible to say whether the lower speed limit would increase cycling or

walking. There was also no evidence so far the default 20 mph speed limits led to a step change in the psychology of drivers. It was nevertheless hoped that speeding would eventually become as unacceptable as drink driving. If it was possible to get the Police to enforce 20 mph speed limits, there was a chance that they might work.

- 4.24 There had been a backlash against speed humps and default 20 speed limits were probably more popular now. A large scale consultation exercise had been undertaken before their scheme had been implemented and 25% of the 40,000 people consulted had responded. Two thirds had been favourable. Residents would not be aware of average traffic speeds in their area so would be unable to quantify any improvement. The scheme could nevertheless be used to identify problem areas and help to change mind sets and would not do any active harm.
- 4.25 The decision to introduce the default 20 mph speed limit had been contrary to officer advice. Members had the right to ignore officer advice but their view had been that there was no factual evidence to support the policy. However, they had been able to make the scheme work effectively. Given the choice, officers would prefer to spend what money was available on where particular problems had been identified. It would have cost £3 to £3.5 million to put the remaining part of the borough into 20 mph zones. This would have been undertaken in stages and not all at once. It could not be done now due to the financial climate.
- 4.26 There had been little negative feedback to the introduction of the scheme so far and there had only been good publicity. However, the lack of complaints from residents suggested that the policy had been ineffectual. There were some resources available for enforcement. Although 20 mph speed limits were cheaper to implement, there was still a significant cost. In the long term, it was possible that it would lead to a change in culture and mindset. It was noted that much less of Haringey was currently covered by 20 mph zones so implementing a similar scheme was likely to be more challenging.

5. Feedback from Community Organisations

5.1 The Panel received evidence from a number of community and residents organisations. They also received a written submission from 20's Plenty.

5.2 The view of Rod King, from 20's Plenty, was that in today's economic climate, value for money was very important. A comparison between traditional 20 mph zones and 20 mph limits was therefore an important one. In the past 20 mph zones had been used to target the streets most requiring speed reduction and in these cases had usually been effective. However they were expensive. 20's Plenty had done a comparison between the use of zones and limits and were of the view that 20mph speed limits were 7 times more cost effective than zones.

5.3 He highlighted the fact that Portsmouth had spent just £1,100 per km for limits compared to £60,000 per km for physically calmed zones. Comparing £100,000 spent within a community with 50 miles of roads, they had found that 20 mph limits with signage alone gave better value for money than 20 mph zones. This was demonstrated by the following:

Option 1: Spending £100,000 on 20mph zones with physical calming; This would fund one mile of streets with a 20 mph zone with physical calming. Average speed was likely to drop by 9 mph. As the speed limit on the other 49 miles of roads remained the same, the average speed reduction across the whole network would be 0.18 mph.

Option 2: Spending £100,000 on 20mph limits without physical calming; This would fund 56 miles of streets with a 20mph limit and cover the whole community. The average speed reduction (based on the results of the Portsmouth evaluation) will be 1.3 mph.

5.4 From this, he concluded that 20mph area-wide limits were 7.2 times more cost effective than physically calmed zones. He stated that there are other benefits from community-wide limits such as the fact that they:

- Increase the collective ownership of lower speeds where people live.
- Deliver a 20 mph street to most drivers, hence increasing value and compliance.
- Provide a more consistent approach linked to road usage rather than road design.

5.5 He stated that there are now over 5m people living in Local Authorities who had adopted a 20 mph speed limit policy for all residential roads. He hoped that Haringey would be the next to be added to that list.

5.6 The Panel also received evidence from Paul Bumstead from the West Green Residents Association and, in particular, on the DIY Streets Scheme operating in the neighbourhood. The area was primarily residential in nature with streets that were often short and narrow and therefore traffic speeds were normally comparatively low. There were nevertheless some exceptions to this, such as the link between Lordship Lane and West Green Road formed by Downhills Way and Belmont Road. The DIY Streets programme was not supportive of physical calming. However, there was a need for lower speed limits to be self enforcing. Signage and

appropriate road markings were preferable as well as being cheaper options.

- 5.7 Evidence was received from Chris Barker from the Sustainable Haringey Network, Haringey Living Streets and Haringey Federation of Residents Associations. Experience had shown that schemes enforced by signage alone could bring speeds down by a little and this approach should therefore be considered as beneficial. As the 20 mph speed limit became more prevalent, it was possible that there would be a greater level of observance. Drivers would be more likely to live in an area with such a limit and therefore become used to it. He felt that, given time, people would begin to drive slightly more slowly if there was a default 20 mph speed limit. For example, there was now a greater observance of the 30 mph speed limit than previously.
- 5.8 However, enforcement was not the most critical issue. Most people ignored the 30 mph speed limit. It was acknowledged that most people disliked speed humps but streets that appeared to be long and open needed some means of reducing traffic speed. Entry arches, narrower road sections and chicanes could all be used. Vegetation could also be used, such as trees in pots. Such calming measures were not necessary where streets were narrow. If signage alone was found not to work, then physical calming measures could then be considered. It was acknowledged that enforcement was important but it would not be necessary for the Police to stop everyone who was exceeding 20 mph – it could be applied selectively. Speed guns were an excellent idea as were average speed cameras.
- 5.9 Jennifer Bell from Hawthorn Road Residents Association stated that speeding was often a problem in her area. Nightingale Lane was narrow and motorists often speeded up after passing through it. She had written to complain about this but the response she had received had stated that accident rates were low and therefore there was no immediate need for action. She felt that it should not be necessary to wait until there was a fatality for action to be taken and that it would be beneficial to make a cultural change. She acknowledged that it would be difficult to stop “boy racers” from speeding but there were a lot of other people who were likely to be more receptive to lower speed limits. She felt that the default speed limit should be 20 mph in residential areas. A lower speed limit would make people feel safer and increase awareness amongst drivers. Debora Lucarelli, also from Hawthorn Road Residents Association, felt that the Council needed to take into consideration a range of different options as there was not a single solution.
- 5.10 David Rennie of the Crescent Road Residents Association felt that psychological traffic calming, such as trees being placed in close proximity to traffic, could be effective. Research had shown this to work well. One option that could be used was to place trees within concrete boxes. These also had the advantage of being moveable. Chevron parking and chicanes were other options but these could also result in the loss of parking space, which was not always popular. He drew attention to the removal of railings and road markings in areas of Kensington and Chelsea. As well as reducing speeds, these could make streets less cluttered and save money. Innovative schemes had the potential to work but relied on local councils being brave enough to adopt them.
- 5.11 Adam Coffman from Haringey Cycling Campaign stated that the SNT in his neighbourhood, which was Harringay, had been proactive in addressing traffic issues and used creative means of addressing the issue. However, the enthusiasm of the Police for addressing speeding was something of a “post code lottery”. He

felt that pressure should be put on the Police to enforce lower speed limits. Speeding affected everyone and there should be a strong message given out that it was a serious issue. He noted that the DIY Street project was looking at alternatives to road humps but he was nevertheless still in favour of them. He felt that the main issue with road humps was that they were often not well built. The project was looking at cheap ways to calm traffic and these could be used in other areas of the borough.

- 5.12 He felt that 20 mph speed limits were beneficial. They built confidence in cyclists. There was a correlation between low speed limits and the number of cyclists. For example, Germany and Denmark both had low speed limits and large numbers of people cycled. In contrast, the default speed limit in Australia was 60 kmh and there were fewer cyclists. A 20 mph speed default limit for Haringey would be consistent with the greenest borough strategy and be a brave move by the Council. It could be promoted in a number of ways such as car stickers and other publicity. In addition, Council employees could sign pledges to observe the 20 mph speed limit and Council vehicles required to observe it.
- 5.13 John MacBryde, from Kingsley Place Residents Association and Bus Watch West Haringey, reported on efforts being made to centralise access to bus services in Highgate Village. The angled parking that was used in certain areas was only feasible where there was a 20 mph speed limit. He felt that the Village area would benefit from a 20 mph speed limit. It was noted that it was possible to have cross borough arrangements on speed limits so that any issues around borders could be resolved.

6. The Panel's Conclusions

- 6.1 The Panel is of the view that, on balance, there is sufficient evidence to demonstrate that a default 20 mph speed limit will be of benefit to the borough. However, the Panel believes that it is important that there are realistic expectations from such a scheme. There is clear evidence to suggest that it should lead to a reduction in traffic speeds and casualties. Whilst these are likely to be relatively modest, they will nevertheless be beneficial. Due to congestion and the narrow nature of some streets, traffic speeds in many areas may already be relatively low and therefore the scope for reduction will be limited. For example, the current average speed on 'A' roads within the borough during peak hours is only 12 mph. In addition, many higher risk areas are already in 20 mph zones and have already benefited from the considerable difference that these have made.
- 6.2 A default 20 mph speed limit should nevertheless deliver a number of long term benefits to the borough and have the potential to provide a more cost effective approach than the current policy. The potential cost of the current strategy will ultimately be around £10 million and will take 10 -15 years to complete. This compares with a potential cost of £600k to £1 million for implementing a default 20 mph speed limit. Even if one uses the £1.6 million cost of the Islington scheme as a more realistic benchmark, this is still a substantial saving. This could also be achieved in around two years.
- 6.3 The Panel believes that the introduction of a default 20 mph speed limit has the potential to lead to a long term change in the behaviour of drivers. A default limit simplifies the issue of speed limits and makes expectations clearer. Over time, drivers will become more familiar with the lower speed limit. In addition to driving in streets with such limits, many will also live in streets with 20 mph limits and therefore be aware of their potential benefits. The ultimate aim should be to make speeding as socially unacceptable as drink driving.
- 6.4 In respect of enforcement, the Panel notes that the 30 mph speed limit is generally not enforced rigorously by the Police due to the resource implications of this. In such circumstances, it would be unrealistic to expect any great level of enforcement of a 20 mph speed limit. However, it may increase the likelihood of motorists being prosecuted for lower speeds than is currently the case e.g. for speeds of 33 – 34 mph in areas with a 20 mph speed limit as opposed to 40 mph where there is a 30 mph speed limit. Where persistent problems do occur, ward panels can make the issue a priority for their Police Safer Neighbourhood team. Physical calming measures can be considered as a last resort in areas where problems prove to be difficult to resolve.
- 6.5 There is clear evidence from Islington and Portsmouth that residents are likely to be favourable to the introduction of a default 20 mph speed limit. In addition, there have been very few if no complaints from Islington residents since its introduction. The Panel is nevertheless of the view that the introduction of any scheme should be accompanied by widespread consultation and a publicity campaign. The Council itself can play a key role in promoting compliance through leading by example. This could be done by ensuring that Council vehicles and, where possible, those of contractors observe the lower speed limit. In addition, Council vehicles and those of staff could be used to publicise the speed limits through, for example, bumper stickers.

- 6.6 The Panel is of the view that all side roads should be included in the Haringey scheme. It was noted that much of the costs associated with implementing the scheme in Islington came from roads that were *not* included as it is necessary to install signs in all places where there is a change of speed limit. There will nevertheless still be a need for some signs to be located in areas within the areas where the 20 mph speed limit applies.
- 6.7 The Panel is of the view that the Council should work with Transport for London to also set up a pilot 20 mph speed limit in a town centre. This should be subject to monitoring and evaluation and, if successful, extended to suitable other town centres.
- 6.8 The risks associated from the introduction of a default 20 mph speed limit would appear to be relatively small. The experience from both Islington and Portsmouth has been that the schemes have been well supported and have not lead to any major problems. The main risks associated with such a scheme would seem to be that it might be ineffectual and raise unrealistic expectations. However, a realistic approach to the likely outcomes may assist in reducing the potential for this.
- 6.9 The Panel notes that the body of evidence on the effectiveness of 20 mph speed limits is still fairly limited. It is therefore of the view that any Haringey scheme should be carefully monitored and evaluated so that progress can be mapped and the borough can contribute to the body of evidence on the issue. In addition, it could also be used to identify any problems that may arise where further action may be need to be considered, such as the installation of physical calming measures.

Recommendations:

- That the Council undertake a borough wide consultation process on the proposal to establish a default 20 mph speed limit for all side roads within the borough and the establishment, in consultation with TfL, of a pilot 20 mph speed limit in a suitable town centre.
- That such a scheme be financed with the use of appropriate LIP funding.
- That a comprehensive publicity and promotional campaign be developed for the scheme to encourage compliance.
- That Council vehicles and those of contractors be specifically required to comply with the new speed limit.
- That such a scheme be subject to monitoring and evaluation.
- That where persistent problems are identified that are not possible to resolve, officers work with local residents to identify creative and cost effective solutions such as psychological traffic calming.

Appendix A

Participants in the review:

Tony Kennedy, Group Manager for Transport Policy and Projects, Urban Environment Directorate.

Inspector Mark Long, Police Safer Transport Team

PC Matin Young, North East Area Traffic Police.

Jenny Jones, London Assembly Transport Committee

Richard Berry, Scrutiny Manager, London Assembly

Zahur Khan, Head of Traffic and Engineering Services (Public Realm), Environment and Regeneration, Islington Council

Bram Kainth Service Director (Public Realm), Environment & Regeneration Department, Islington Council

Michelle Thompson, Environment & Regeneration Department, Islington Council

Paul Bumstead, West Green Residents Association.

Chris Barker. Sustainable Haringey Network, Haringey Living Streets and Haringey Federation of Residents Associations

Jennifer Bell, Hawthorn Road Residents Association

Debora Lucarelli, Hawthorn Road Residents Association

David Rennie, Crescent Road Residents Association

Adam Coffman, Haringey Cycling Campaign

John MacBryde, Kingsley Place Residents Association and Bus Watch West Haringey

Appendix B

Documents referred to in the preparation of this review report:

Interim Evaluation of the Implementation of 20 mph Speed Limits in Portsmouth
Final Report – Atkins (September 2010)

Interim Evaluation of the Implementation of 20 mph Speed Limits in Portsmouth –
Summary Report

Braking point; 20mph speed limits in London - London Assembly Transport Committee
(April 2009)

Introduction of 20mph Speed Limits – Report to Colchester Borough Council Policy
Development and Review Panel, 1 September 2010

Introduction Of 20mph Zones - Report of Regeneration And Employment Review
Committee, Islington Council, March 2011

Report of the 20 mph Speed Limits/Zones Scrutiny Panel, Brighton and Hove City Council,
May 2010

Roads; Speed Limits – House of Commons Standard Note (11 October 2011)



INVESTOR IN PEOPLE



2005-2006
Getting Closer to Communities

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Agenda item:

[No.]**Overview and Scrutiny Committee****On 28th March 2011**Report Title: **Scrutiny Review of the Haringey Guarantee**Report of: **Councillor Basu, Chair of the review panel**

Contact Officer : Melanie Ponomarenko, Principal Scrutiny Support Officer

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 recommendations laid out in the attached 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:

- 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

4. Recommendations

4.1. Review recommendations are laid out in the attached report.

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 Haringey Guarantee, established in 2006, is the council's strategic approach to tackling worklessness in the borough and is the main vehicle for delivering the Local Area Agreements around worklessness in Haringey.

7.2. The Haringey Guarantee has been funded through the Area Based Grant which no longer exists.

7.3. The Government is introducing a new 'Work Programme' which will replace all current pathways into work and will be contracted from the Department of Work and Pensions to Prime Contractors, who can then sub-contract some of this work locally. The Haringey Guarantee is hoping to become a sub-contractor under the Work Programme.

7.4. During the course of the review Panel Members spoke to a number of partners, providers and stakeholders for the Haringey Guarantee in order to make the recommendations as outlines below. The panel hopes that these recommendations add value to the work already being undertaken in Haringey around reducing worklessness and also that they assist in taking this work, and the work of the Haringey Guarantee forward under the Work Programme.

7.5. Key findings include:

- There is a need to focus on 18-24 year olds in any local programme around worklessness.
- Greater engagement is needed with local businesses to highlight the Haringey Guarantee and get local jobs for local people.
- There is a challenge in moving away from public sector jobs to private sector jobs.

<ul style="list-style-type: none"> • The holistic approach used by the Haringey Guarantee projects is beneficial to local residents. • Commissioning for outcomes should be continued where possible, alongside the Work Programme output measures (should the Haringey Guarantee become a sub-contractor).
<p>8. Chief Financial Officer Comments 8.1. Will be available at the meeting</p>
<p>9. Head of Legal Services Comments 9.1. Will be available at the meeting</p>
<p>10. Service Financial comments Will be available at the meeting</p>
<p>11. Head of Procurement Comments – [Required for Procurement Committee] 11.1. N/A</p>
<p>12. Equalities & Community Cohesion Comments</p> <p>12.1. In Feb 2011, 6.9% (10,159) of the working age population were claiming Job Seekers Allowance (JSA). This includes 7.9% of all working age males and 4.7% of working age females. All three rates are the third highest in London.</p> <p>12.2. Location – In Feb 2011, 11.6% (1026) of the working age population in Northumberland Park were claiming JSA. This is the highest ward in London.</p> <p>12.3. Age – In Feb 2011, 10.4% of all 20-24 year olds in Haringey are claiming JSA. This is the highest proportion for all the 5 year age bands.</p> <p>12.4. Disability – In August 2011, 1.71% (2660) of the working age population were claiming Employment and Support Allowance (ESA). This is the 7th highest proportion in London.</p> <p>12.5. Ethnicity – The annual population survey states the unemployment rate for Haringey’s ethnic minority groups was 17.2% (June 2009 – July 2010). This is the 4th highest rate in London.</p>
<p>11 Consultation 11.2 Throughout the scrutiny review process views and evidence was</p>

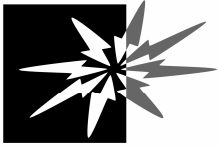
considered from Council departments, NHS Haringey, Northumberland Park Community School, Families into Work, Job Centre Plus, Reed in Partnership, College of North East London, North London Partnership Consortium Ltd, Positive Employment, Women Like Us, ECORYS and Ecotec.

12 Use of appendices /Tables and photographs

12.2 Please see Contents page in main report for appendices

13 Local Government (Access to Information) Act 1985

- Initial Work and Skills Plan, Haringey Council, April 2010
- Framework agreement for the provision of employment related support services, Department for Work and Pensions
- Haringey Guarantee Service Standards, Haringey Council
- The Coalition: Our programme for Government, Cabinet Office, 2010
- <http://www.dwp.gov.uk/policy/welfare-reform>
- Sustainable Community Strategy, Haringey Council, 2007-2016
- The Work Programme, Questions and Answers, DWP, 2010
- London Borough of Haringey, Integrated Youth Support Management Information Report, January 2011.
- The Cost of Exclusions: Counting the cost of youth disadvantage in the UK, Prince's Trust, 2010
- Mid Year Estimates, Office of National Statistics, 2009
- <http://www.dwp.gov.uk/policy/welfare-reform/>
- <http://www.dwp.gov.uk/policy/welfare%2Dreform/pathways%2Dto%2Dwork/>

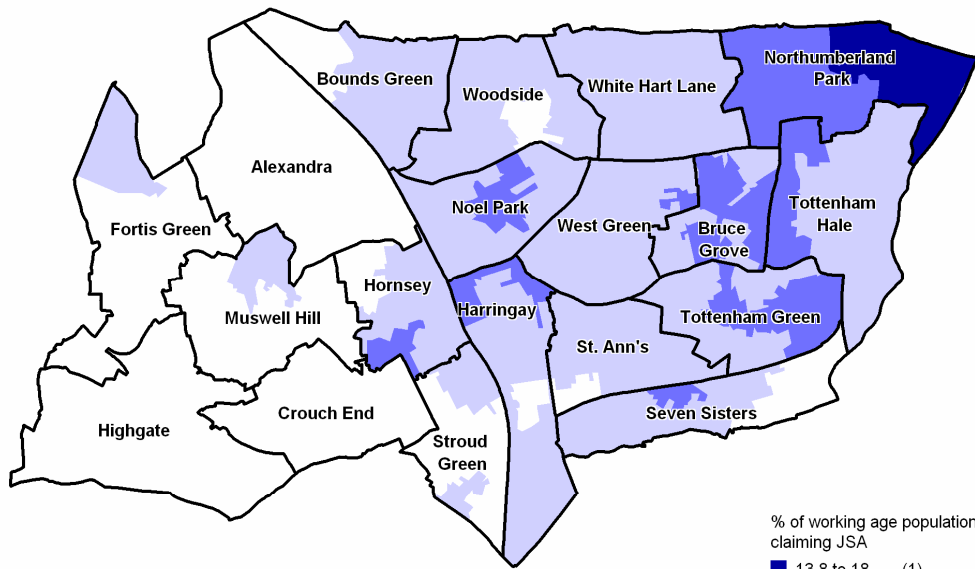


Haringey Council

Scrutiny Review of the Haringey Guarantee

Percentage of working age population claiming Job Seekers Allowance (JSA)
Haringey Super Output Areas
February 2011

Proportion is calculated using working age population statistics from the 2009 Mid Year Estimates



Source: ONS
Produced by Policy and Performance
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A REVIEW BY THE OVERVIEW AND SCRUTINY COMMITTEE

March 2011

Chair's Foreword

I would like to thank all of those who took time to contribute to this extremely interesting review. On behalf of the panel I would particularly like to thank those who provide invaluable support to residents of Haringey who need support to access employment opportunities.

I hope that the recommendations made in this report are able to assist the Haringey Guarantee in continuing its work, in ever changing times and under the forthcoming Work Programme.



Cllr Dhiren Basu

Panel Membership:

Cllr David Browne
Cllr Pat Egan
Cllr David Schmitz
Cllr Juliet Solomon
Cllr Paul Strang

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Appendix C – Written submission from Women Like Us.....Page 26

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Consortium Ltd...Page 27

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Appendix F – Haringey Guarantee: Effectiveness and Value for Money
(see separate document)

Executive Summary

The Haringey Guarantee, established in 2006, is the council's strategic approach to tackling worklessness in the borough and is the main vehicle for delivering the Local Area Agreements around worklessness in Haringey.

The Haringey Guarantee has been funded through the Area Based Grant which no longer exists.

The Government is introducing a new 'Work Programme' which will replace all current pathways into work and will be contracted from the Department of Work and Pensions to Prime Contractors, who can then sub-contract some of this work locally. The Haringey Guarantee is hoping to become a sub-contractor under the Work Programme.

During the course of the review Panel Members spoke to a number of partners, providers and stakeholders for the Haringey Guarantee in order to make the recommendations as outlines below. The panel hopes that these recommendations add value to the work already being undertaken in Haringey around reducing worklessness and also that they assist in taking this work, and the work of the Haringey Guarantee forward under the Work Programme.

Key findings include:

- There is a need to focus on 18-24 year olds in any local programme around worklessness.
- Greater engagement is needed with local businesses to highlight the Haringey Guarantee and get local jobs for local people.
- There is a challenge in moving away from public sector jobs to private sector jobs.
- The holistic approach used by the Haringey Guarantee projects is beneficial to local residents.
- Commissioning for outcomes should be continued where possible, alongside the Work Programme output measures (should the Haringey Guarantee become a sub-contractor).

Recommendations

18-24 Year olds

1. 18-24 Year olds should be mainstreamed in all programmes aimed at tackling worklessness in the borough.

Work with Local Businesses

2. Haringey Council should continue to regenerate Tottenham and lift its profile in order to facilitate a positive perception of N17.
3. The Haringey Guarantee should re-visit and build on the work undertaken during the initial commissioning of the Haringey Guarantee in order to actively engage with local businesses, small business federations and trader associations to:
 - Gain an understanding in the skill set they are looking for in potential employees.
 - Promote the Haringey Guarantee brand.
 - Work to reduce the perceived stigma of people with mental health needs and those who have been on Incapacity Benefit.
 - Work to reduce the perceived stigma of N17.
 - Get local businesses to sign up to the 'Job ready' Haringey Guarantee stamp.
 - Encourage the recruitment of local people in local jobs.
 - Identify opportunities for apprenticeships.
4. Work should be undertaken, to identify who our local big employers are outside the public sector. These employers should be actively encouraged to recruit local residents for local jobs.

Geographical Barriers

5. Full Council/Cabinet to lobby the Greater London Authority through the new Local Enterprise Partnership to consider ways to overcome geographical barriers, both in terms of financial barriers and resident perceptions of travelling for work.
6. Where possible and practical the Haringey Guarantee should build travel confidence training in its support package.

Haringey Guarantee projects

7. That Full Council recognises that worklessness is not an individual issue but a household issue and continues to support the holistic approach which has been introduced by Haringey Guarantee projects such as Families into Work.
8. Consideration to be given to ways in which the council can support the continuation of this holistic approach and where resources allow replicate principles of Families into Work model in other areas where this may add value.

Meganexus

9. That Meganexus' capabilities are effectively and fully utilised by all providers under the Haringey Guarantee.

Future of the Haringey Guarantee

10. That the qualitative outcomes of any Haringey Guarantee project are given equal weighting to quantitative outcomes.

11. Haringey Council should continue to support the Haringey Guarantee so that all of those who need support get it and not just those who fall into the Work Programme Customer Groups.
12. That the Haringey Guarantees continues with it's flexible approach in order to shape itself for the new Work Programme whilst continuing to support the most vulnerable into work.

The Haringey Guarantee

1. What is the Haringey Guarantee?

- 1.1. The Haringey Guarantee, established in 2006, is the council's strategic approach to tackling worklessness in the borough and is the main vehicle for delivering the Local Area Agreements around worklessness in Haringey. An initial aim of the Haringey Guarantee was to bring all employment and skills projects running across the borough together as a new strategic approach with 6 streamlined and focused projects, commissioned based on outcomes.
- 1.2. Prior to 2006 there was a number of projects running but making a negligible difference to unemployment in the borough.
- 1.3. Some examples of the projects included:
 - Working closely with the NHS e.g. Working for Health project
 - Working with Northumberland Community School to focus on those people who were at risk of NEET (Not in Employment, Education or Training). This project supported Support Workers to work with 40 children away from the every day class room environment.
 - Out of the 40 pupils – 38 went onto 6th Form or into employment,

N.b. "The definition of worklessness is wider than referring to unemployment. Whereas unemployment is a term that captures people who are actively seeking work or have sought work within a specified period of time, worklessness is a term that also captures people that are not actively seeking but would like to find work.¹"

- 1.4. "The Haringey Guarantee works with employers, schools and colleges, skills training providers, employment services and local communities to deliver:
 - Jobs for unemployed local people who already have skills to a level required by employers
 - Jobs for local people with relevant skills following completion of training courses and/or work placements
 - Routes into structured, relevant, training and education for local young people (including under 16's).
 - Support for local businesses by providing a local committed and skilled workforce.
- 1.5. The Haringey guarantee is offered in three parts:

¹ Initial Work and Skills Plan, Haringey Council, April 2010

- That our **local residents** will receive high quality information, advice and guidance, tailored education and training, and guaranteed interviews for job opportunities.
- That **delivery partners and providers** will deliver high quality, focused and professional services to jobseekers and employers.
- That we will produce committed trained workers to meet recruitment and skills needs of local businesses.²

Introduction

2. The Panel is aware that the recommendations made in this report are done so within the context of an ever changing environment and that there is a risk of none of the Prime Contractors who have offered the Haringey Guarantee a sub-contract being successful. However, the Panel hopes that the recommendations made will assist in the provision of support for residents of the borough.

2.1. It is important to note that the Work Programme is a mandatory programme and as such providers (including the Haringey Guarantee) will have responsibility for ensuring that participants comply with the conditionality imposed on them. As with other programmes of this nature failure to comply with these conditions can lead to participants being sanctioned through loss of benefits. Recommendations of this report are made with this in mind.

Policy Context

3. National Context

3.1. The Government believes that the current system is too complex and work incentives are poor³. It has therefore committed to introducing a 'Work Programme' to replace existing employment programmes (for example, Pathways to Work) and aims to deliver comprehensive support to help longer-term benefit customers into work⁴.

3.2. Early on the Coalition Government announced plans for radical reform of the welfare to work system and the implementation of The Work Programme. The Work Programme will be an integrated package of support providing personalised help for people who find themselves out of work based on need rather than benefit claimed.

3.3. The Government plans to set up a new contracting vehicle for the delivery of the Work Programme - a 'Framework Agreement'. The Government anticipates that the Framework arrangement will enable them to call on the services of providers which they have 'pre-qualified' as being capable of delivering the services which they believe will be needed over the coming years. The framework covers eleven 'lots', one of which is London and the government envisages that there will be a number of providers on each lot.

3.4. For delivery of London employment services there will be between 3-8 contracts, however each provider must show that it has the capacity to deliver across the whole of London (even though it may only be delivering to 1/8).

² Haringey Guarantee Service Standards, Haringey Council

³ <http://www.dwp.gov.uk/policy/welfare-reform/>

⁴ <http://www.dwp.gov.uk/policy/welfare%2Dreform/pathways%2Dto%2Dwork/>

- 3.5. The intention of the new approach is to put the financial risk onto the Prime Contractor.
- 3.6. It is estimated that the annual saving to the treasury when someone is in employment/off benefits is £9,000. This saving would be used to pay the provider once a person has been in sustained employment. Out of the £9,000, under the Work Programme, it is estimated that £5,000 would be spend getting a person into employment, £2,000 would be given to the provider and the Government would save £2,000.
- 3.7. Under welfare reform changes when someone who is receiving Incapacity Benefit (IB) is reassessed by a physician they will either be migrated onto Employment Support Allowance (ESA) or moved onto Job Seekers Allowance (JSA). There is an appeals process, however it is expected that high numbers of people will be moved onto JSA. There is concern about people being put onto JSA who are not ready for it, particularly as the kind of support being provided to people on IB would stop as well as the continued support being provided to people once they do move into employment. There is concern that people will ultimately drop out of work again.

Findings

4. 18-24 Year olds

- 4.1. Educational success has a dramatic impact on a person's quality of life and wellbeing. A strong positive relationship exists between education and health outcomes whether measured by death rates (mortality), illness (morbidity), health behaviours or health knowledge⁵. Poor educational attainment can also keep families excluded, as it has a pivotal role in the intergenerational transmission of social exclusion.
- 4.2. The panel heard from the Principal of the College of North East London who expressed concern about young people and their future prospects given the current economic situation. The panel heard that if people have not been successful in employment by the time they are 25 years of age then they are highly likely to become long term unemployed and subsequently are at increased risk of becoming the next wave of inter-generational workless.
- 4.3. This is of particular relevance to a borough such as Haringey where 18-24 year olds currently make up 9.1%⁶ of the population, and thus has the potential to have significant financial implications for local services in later years.
- 4.4. A recent report by the Prince's Trust⁷ drew the following conclusions:
- Annual cost of a young jobseeker on the economy is £5,400 (however, this can be up to £16,000 depending on circumstances).
 - "The cost to the Exchequer of youth unemployment and inactivity is £22 million per week in JSA.

⁵ Institute of Public Health, Ireland

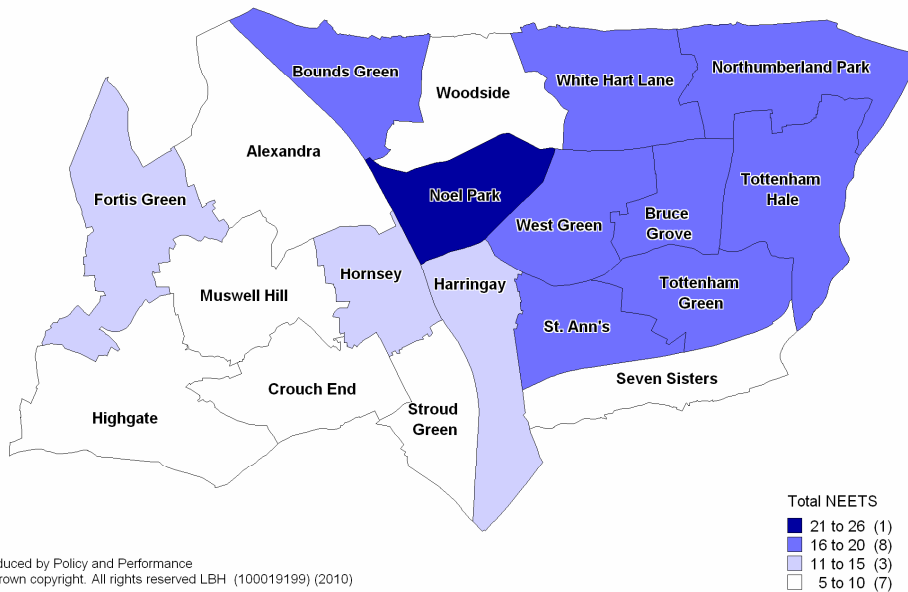
⁶ Mid Year Estimates, Office of National Statistics, 2009

⁷ The Cost of Exclusions: Counting the cost of youth disadvantage in the UK, Prince's Trust, 2010

- A conservative estimate of the productivity loss to the economy would be around this amount again. An upper estimate is £133 million a week⁸.
- “‘psychological scarring’ due to unemployment can leave young people at risk of lower happiness and poorer health”⁹.
- “youth unemployment imposes a wage scar on individuals in the order of 12-15 per cent at the age of 42”¹⁰

4.5. The panel noted that those Not in Education Employment or Training (NEET) has decreased in the borough in recent years but the challenge preventing this from going up is going to increase given the current economic climate and reduction of job opportunities.

16 to 18 year olds not in education, employment or training (NEET)
Haringey wards
January 2011



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4.6. The importance of preparation and support for young people, for example teaching them about the recruitment process and supporting them when they are in employment to ensure they keep the job was noted by the panel as well as the need to get commitment for local apprenticeships (which the panel notes is part of the forthcoming Work Programme).

The panel recommends that:
18-24 Year olds should be mainstreamed in all programmes aimed at tackling worklessness in the borough.

5. Employment and Health

5.1. Employment is one of the most important determinants of health. Having a job or an occupation is an important determinant of self-esteem. It provides a vital link

⁸ The Cost of Exclusions: Counting the cost of youth disadvantage in the UK, Prince’s Trust, 2010, page 9

⁹ “ “, page 24

¹⁰ “ “, page 24

between the individual and society and enables people to contribute to society and achieve personal fulfilment. The World Health Organisation identifies a number of ways in which employment benefits mental health. These include the provision of structured time, social contact and satisfaction arising from involvement in a collective effort.

- 5.2. The Panel heard that approximately 60% of people supported by Reed in Partnership have mental health needs. Whilst this is not necessarily the main reason why they are not working/in receipt of health related benefits. Once someone has been out of work for an extended period they may begin to feel isolated and depressed which is an additional health need from why they are originally out of work. This is applicable to a broad spectrum of age groups.
- 5.3. The panel also heard that any discrimination around employment opportunities tends to be weighted towards people with mental health needs and employers perception of these mental health needs, as well as of those who have been on Incapacity benefit longer term. A key challenge is finding employers who are will to employee people who have been receiving benefits.
 - 5.3.1. Approximately 75% of those on Incapacity Benefit in Haringey have been on this benefit for 2 years or more. Statistically, people who have been on Incapacity Benefit for 2 years or more are more likely to die than to work.
- 5.4. The panel noted concern over the fact that prevention is the first area to suffer in times of budgetary constraint. This is not cost effective and will mean that further down the line more money is needed at the acute end.

Please see below for a recommendation relating to this area.

6. Work with Local Businesses

- 6.1. The majority of job placements for Haringey Guarantee participants have been in the retail and public sector. The panel heard from a number of stakeholders about the challenge for the Haringey Guarantee of moving from a public sector focus to a private sector focus, in order to access job opportunities for residents particularly due to the contraction of the public sector. The panel noted that there is a need to link up more with the private sector and also engage with local employers who tend to view themselves as London based as opposed to Haringey based, and subsequently focus on a wider geographic area than Haringey when recruiting staff.
- 6.2. The panel also noted anecdotal evidence with regards to a business based in N17 who pay a premium to staff from outside of the area in order to encourage them to apply for the jobs rather than employ residents from N17 itself due to the negative perception sometimes associated with the area. The panel felt that should this be the case then it is an area which should directly be addressed with local companies and felt that the Haringey Guarantee would be an ideal vehicle for this due to its pool of job-ready applicants.
- 6.3. The panel heard of initial work undertaken by the Haringey Guarantee with local businesses in order to get them to sign up to the principles of the Haringey Guarantee and felt that more work could be done in this area. The panel recognises that there are resource implications due to Council restructuring, but is however hopeful that should the Haringey Guarantee be successful in securing

a sub-contract this work could be supported by a new Employer Engagement post.

- 6.4. Further to this the panel discussed the advantages of developing a Haringey Guarantee 'job ready' stamp which could be put on the Curriculum Vitae's of those who have participated in the programme and would show that the person has completed a training and support programme and that they come with a recommendation from the Haringey Guarantee. The panel felt that this would enable Haringey Guarantee participants to stand out from other potential employees.
- 6.5. As a way of ensuring that local businesses are fully engaged with the 'job ready' stamp the panel felt that it would be beneficial to talk to local businesses and find out what key skills they would look for a potential employee to have. The Haringey Guarantee could then ensure that these are covered in any support programme, giving the local business confidence that the prospective employee comes with the skill set.
- 6.6. The panel noted the comment by ECORYS that "there is much which can be done to improve the overall visibility of the Haringey Guarantee brand, to raise the profile of the programme amongst its target group. 77 percent of participants were not aware of the programme before they accessed support".¹¹

The Panel recommends:

Haringey Council should continue to regenerate Tottenham and lift its profile in order to facilitate a positive perception of N17.

The Haringey Guarantee should re-visit and build on the work undertaken during the initial commissioning of the Haringey Guarantee in order to actively engage with local businesses, small business federations and trader associations to:

- Gain an understanding in the skill set they are looking for in potential employees.
- Promote the Haringey Guarantee brand.
- Work to reduce the perceived stigma of people with mental health needs and those who have been on Incapacity Benefit.
- Work to reduce the perceived stigma of N17.
- Get local businesses to sign up to the 'Job ready' Haringey Guarantee stamp.
- Encourage the recruitment of local people in local jobs.
- Identify opportunities for apprenticeships.

Work should be undertaken, to identify who our local big employers are outside the public sector. These employers should be actively encouraged to recruit local residents for local jobs.

7. Geographical Barriers

¹¹ ECORYS submission to the Haringey Guarantee Panel

- 7.1. The panel heard evidence from a wide range of stakeholders with regards to the geographical barriers faced when trying to support people into work. This is particularly pertinent in the East of the borough. This included evidence heard at a visit to the Families into Work project where the panel heard that there is a challenge is encouraging people to work outside of their immediate area, with the idea of travelling even across the borough alien to some families. There are also challenges such as travel costs and gang/post-code culture for younger people. The panel feels that excursions for young people, such as taking them into central London as undertaken by the Families into Work project, where they have often never been, is beneficial in beginning to break down these barriers.
- 7.2. The panel heard that the South of Haringey is the key to employment opportunities for Haringey residents for example, Camden and noted the need to not only look within Haringey boundaries for job creation and opportunities, particularly as the borough has changed in terms of no longer being an industrial borough. The panel felt that 'Local' needs to mean 'London Sub-regional'.
- 7.3. Under the Work Programme, Haringey is categorised as being in the West London area. This area incorporates boroughs such as Islington, Westminster, Kensington and Chelsea. It is hoped that this will open up job opportunities in the future for the residents of Haringey. However, to enable residents to fully take advantage of these opportunities there is work to be done in widening resident's geographic boundaries.

The panel recommends that:

Full Council/Cabinet should lobby the Greater London Authority through the new Local Enterprise Partnership to consider ways to overcome geographical barriers, both in terms of financial barriers and resident perceptions of travelling for work.

Where possible and practical the Haringey Guarantee should build travel confidence training in its support package.

8. Haringey Guarantee projects

- 8.1. Members of the panel visited Families into Work, Northumberland Park Community School and Positive Employment during the course of the review and also heard from the North London Partnership Consortium Ltd; all of which have been commissioned by the Haringey Guarantee.

8.2. Families into Work

- 8.2.1. A family dimension to the Haringey Guarantee was devised to consider the impact of a person's family as a barrier to employment e.g. cultural and generational worklessness, health, housing, alcohol, drugs etc. 'Families into Work' was set up with a team based in Northumberland Park. This project made a commitment to see everyone of working age in a family within 6 weeks. The project offers tailored support in return for agreed actions from family members.

- 8.2.2. The Panel felt that Families into Work is an impressive project which has engaged over 140 families, above their target number of 100 families.
- 8.2.3. The project works intensively with families furthest away from employment and assists them in overcoming a range of barriers back into work. The panel were impressed with the holistic approach of the project and the way in which it works around the family to consider aspirations rather than just trying to fit a person to a job role.
- 8.2.4. The panel also noted that the families being worked with have a huge range of barriers, including knowledge, experience, skills, understanding of the job market, lack of role models, child care, education etc. The panel noted the high level of dedication and enthusiasm of the staff and were impressed with the wide ranging, complicated and labour intensive support provided to each family whilst being able to build strong and trusting relationships with those being supported over a long period.
- 8.2.5. The panel felt that the model used by Families into Work could benefit a number of other areas in the borough and feels that the project is an example of good practice which should be shared widely. The panel noted that this is a unique project nationally and feels that the positive outcomes of the project should be disseminated widely nationally as best practice.
- 8.2.6. The panel noted the lack of certainty for the future of the project with concern. The panel were also greatly concerned about the gap in funding from March 2011 to September 2011 should the project secure funding under the forthcoming Work Programme.

8.3. The Northumberland Park Community School project

- 8.3.1. The Northumberland Park Community School project works with 40 students per year who are at risk of becoming NEET (Not in Education, Employment or Training). The panel noted that as well as supporting this number of students annually the staff are also supporting the 40 students from the preceding year as well as having an 'open door policy' for other students who have been supported.
- 8.3.2. The panel were again impressed with the dedication and persistence of the staff who offer systematic mentoring in a very personalised way to the students on the project. The staff had gained the trust of the young people and in turn the young people had begun engaging in education and training. The panel was also interested to note that the young people each spoke of having to break away from their circle of friends in order to achieve this.
- 8.3.3. Members of the panel spoke to a number of young people who have participated in the project as part of their visit and were also impressed with the turn around of the young people's lives which they heard. The young people had gone from either not attending school or being extremely disruptive at school to getting qualifications and started college courses. It was also noted from the young people that the support they had received had a positive impact on their home lives.
- 8.3.4. The panel again noted with concern the uncertain funding, both long term and in the shorter term for the project.

8.4. Positive Employment

- 8.4.1. Positive Employment is a job brokerage organisation which receives referrals from the Haringey Guarantee, Job Centre Plus and word of mouth.
- 8.4.2. As well as helping people to find work Positive Employment also walks people through the process into sustained work. For example, interview techniques, what to ask, coaching, follow up phone calls, provision of references etc, they also call people when a job becomes available.
- 8.4.3. The panel was again impressed with the dedication of the staff and the high level of support provided to people who use the facilities.
- 8.4.4. The panel noted with concern the uncertain funding of the project.
- 8.5. The panel feels that the successes of current projects is that it is not solely focused on getting people into work but about supporting them into sustained work and giving them the skills. Overall the panel was extremely impressed with the staff met at projects and feel that they add a lot to the projects successes.
- 8.6. At the same time the panel noted the comment by ECORYS that “here is potentially a need to raise the profile of the Families into Work project and further establish its identity as a unique whole family approach to worklessness. Project staff and partners feel that Families into Work may not stand out sufficiently as one of several programmes that Jobcentre Plus advisers could refer beneficiaries to.¹²”

The Panel recommends that:

That Full Council recognises that worklessness is not an individual issue but a household issue and continues to support the holistic approach which has been introduced by Haringey Guarantee projects such as Families into Work.

Consideration to be given to ways in which the council can support the continuation of this holistic approach and where resources allow replicate principles of Families into Work model in other areas where this may add value.

9. Meganexus

- 9.1. Meganexus is a web based software system used by the Haringey Guarantee to store information on Haringey Guarantee participants. Information provided by participants on the Haringey Guarantee is transferred to Meganexus ensuring a central record is held. The information is used for performance management of providers (providers only get paid once they have input all of the relevant data and this has then been verified by the external monitoring agency, GLE) and also for monitoring service users progress into sustained employment.
- 9.2. Referrals between projects can also be done via the software ensuring that participants do not have to give the same information over and over again to a variety of providers.

¹² ECORYS submission to the Haringey Guarantee Panel

- 9.3. The direction of travel under the Work Programme is likely to be more of a move towards increased use of the system, for example allowing service users to log onto the system to view their details, store papers e.g. CVs.

The panel recommends that:

That Meganexus' capabilities are effectively and fully utilised by all providers under the Haringey Guarantee.

10. Future of the Haringey Guarantee

- 10.1. The panel feels that one of the strongest characteristics of the Haringey Guarantee is that they focus on those who are furthest away from the job market and most in need of intensive support and provide this for them. The panel heard from Reed in Partnership who stated that it often takes 6-12 months to get someone into work whilst providing them with support and can be providing further support to people overall for anything between 5 months and two years after this time.
- 10.2. The panel has concerns that under the Work Programme this level of support for individuals furthest away from the job market will cease, with Prime Contractors focused on quantitative aspects, e.g. number in employment and sustained employment as opposed to the qualitative aspects which are also focused on by the Haringey Guarantee.
- 10.3. The panel supports the approach taken by the Haringey Guarantee around commissioning projects to deliver on pre-agreed outcomes and not on process targets.
- 10.4. Reed in Partnership, CONEL and Job Centre Plus all felt that another strength of the Haringey Guarantee is the network which it has built up across the partnership. Concern was expressed that this local infrastructure would be lost without transitional funding for the Haringey Guarantee and also that there was a possibility that any Prime Contactor could remove this infrastructure, losing a wealth of experience, knowledge and contacts. The panel therefore hopes that any Prime Contactor under the Work Programme is able to utilise and retain aspects of the Haringey Guarantee.
- 10.5. The panel agreed that there is a real need to ensure seamless pathways under the Work Programme and therefore partnership and joint working is the key. As the overall funding is less then residents are likely to suffer unless all organisations continue to work together and join up. The panel also noted the importance of the role of the voluntary and community sector in continuing work to support the most vulnerable into work.
- 10.6. The Haringey Guarantee has approached the companies bidding for the West London Prime Contract under the Work Programme to discuss becoming a sub-contractor and has received offers from four of the Prime Contractors (on the basis that they are awarded a Prime Contract).

The panel recommends that:

That the qualitative outcomes of any Haringey Guarantee project are given equal weighting to quantitative outcomes.

Haringey Council should continue to support the Haringey Guarantee so that all of those who need support get it and not just those who fall into the Work Programme Customer Groups.

That the Haringey Guarantees continues with it's flexible approach in order to shape itself for the new Work Programme whilst continuing to support the most vulnerable into work.

Value for Money

10.7. Please see Appendix F for an independent assessment by ECORYS on the effectiveness and value for money provided by the Haringey Guarantee.

10.8. Some keys areas of this report as discussed by the Panel are as follows:

- The unit cost per Haringey Guarantee participant is £800 – this includes support and training. Other comparable programmes range from approximately £250 to just over £1800. Whilst Haringey is therefore not one of the lowest costs, there is a need to bear in mind that the support offered by the Haringey Guarantee is more intensive than some other programmes and that overall the Haringey Guarantee is working with more people of lower literacy levels who are further from the employment market.
- The unit cost per person supported into employment on the Haringey Guarantee £3,200. This is at the lower end of the comparables across London.
- ECORYS found the Haringey Guarantee to be one of the more effective programmes at supporting people into employment.
- When considering data on programmes where the unit cost is lower than the Haringey Guarantee there is a need to consider other elements. For example, the Thames Gateway project is more 'light touch' than the Haringey Guarantee and there is also easier access to employment opportunities in the area than in Haringey. The Thames Gateway project was also alongside a number of other funded projects around employment – therefore these other projects may also have contributed to the outcomes. This does not appear evident in the analysis.
- The economic benefit of getting people into work is effectively twice what you put in. Projects like Families into Work not only have a high economic value

but also knock on values both economic and otherwise, for example the 'whole family' dimension.

10.9. Please see Appendix E for an Economic Impact Assessment undertaken by ECORYS on the Haringey Guarantee. This paper concludes with the following information:

“Over the first year of programme delivery, projects funded through the Haringey Guarantee spent £556,500¹³. This equates to a cost per net additional person into employment of £2,800 (£7,900 at the London level) and a return on investment of £6.3 in GVA per £1 of spending (£2.2 at the London level).

These value for money ratios are compared against the results of recent evaluations of other London based employability programmes in the table below, which have tended to focus on impacts at the regional rather than the local level:

- The cost per net additional person supported into employment is low in comparison to other initiatives. GVA per £1 invested is broadly comparable, and is likely due to the high proportion of participants that have obtained part-time employment.
- It should be noted that, some of the evaluation studies made more favourable assumptions than utilised here. For example, impacts were assumed to endure for 3 years (rather than the 1 year assumed here) for the Local Employment and Training Framework, which will inflate estimates of impact as compared to estimates here.
- Overall, this suggests the Haringey Guarantee has demonstrated reasonably good value for money. Additionally, the programme will generate further impacts in the future when further current and new participants enter employment, which may further improve value for money measures.

It should be noted, however, that these estimates do not reflect all costs involved in delivering the programme and associated employment outcomes. Participants may have received support from other public sector agencies that may have contributed to these outcomes either directly or indirectly, and the costs of these interventions are not reflected here. In addition, participants themselves incur costs (including additional transport costs, childcare costs, and loss of leisure time) that are not captured in this estimate of return on investment.

*Table 0.1 Value for Money Benchmarks*¹⁴

¹³ Note that this excludes payments made to projects in Year 1 for outputs that would be delivered in year 2.

¹⁴ Economic Impact Assessment, ECORYS submission the Haringey Guarantee Panel, 2011

Programme	Local impacts		Regional impacts	
	Cost per net additional job created (£)	£ of GVA per £1 invested	Cost per net additional job created (£)	£ of GVA per £1 invested
Haringey Guarantee	2,800	6.3	7,900	2.2
Relay London Jobs ¹⁵	-	-	13,700	1.4
Local Employment and Training Framework ¹⁶	-	-	13,900	2.0
London South Central Enterprise and Employment Programme ¹⁷	-	-	14,600	4.8
Thames Gateway JobNet ¹⁸	-	-	10,400	2.1

¹⁵ Source: Evaluation of the London Employment and Skills Taskforce, ECOTEC Research and Consulting, 2010. Results include multiplier effects but exclude monetised losses of leisure time to ensure comparability.

¹⁶ Source: Evaluation of the London Employment and Training Framework, Roger Tyms and Partners, 2009. This study assumed the GVA effects of the programme would endure for 3 years, not 1 as assumed here.

¹⁷ Source: Evaluation of the London South Central Employment and Enterprise Programme, ECOTEC Research and Consulting, 2009. Results include effects of a range of enterprise projects, for which impacts are assumed to endure for 3 years.

¹⁸ Source: Interim Evaluation of the Thames Gateway JobNet, Adroit Economics, 2008, results are based on all sources of funding, note that £ of GVA per £1 invested rises to £4.1 where impacts are assumed to endure for 3 years.

Appendices

Appendix A – Contributors to the review

Martin Tucker	Economic Regeneration, Haringey Council
Ambrose Quashie	Economic Regeneration, Haringey Council
Peter Ryan	Jobcentre Plus
Paul Head	Principal, College of Haringey, Enfield and North East London
John Egbo	Community Link Forum and North London Consortium Partnership Limited
Tony Azubike	Reed in Partnership
Leo Atkins	Head of Healthy Communities Programme NHS Haringey
Jonathan France Principal Consultant	Ecotec – Haringey Guarantee Evaluation
Chris Hale	Ecotec – Haringey Guarantee Evaluation
Josephine Roarty Programme Manager GLE Consulting	Greater London Enterprise – Haringey Guarantee Monitoring
Diane Liversidge	Northumberland Park Community School
Sharon Bolton Nadine Clarke Tracey Williams Roland Wodehouse Naomi tucker	Families into work
Hyacinth Bonaparte	Positive Employment
Rachael Bailey	Women like us

Appendix B – Written submission from ECORYS on the Families into Work Project

Families into Work Evaluation

Progress Update and Emerging Findings

This note provides an update and emerging findings from Ecorys' (formally ECOTEC Research & Consulting) evaluation of the Families into Work (FiW) project.

1.1 Overview

The Families into Work initiative is a special project of the Haringey Guarantee. It is a multi-agency approach based in Northumberland Park to address wider social exclusion issues by working intensively with families to improve the life chances of all family members. The initiative aims to:

- Improve the life chances of people in Northumberland Park by working with families to identify and address their barriers to employment
- Support children and young people to achieve success in education and develop knowledge and skills to gain work with career prospects
- To increase family aspirations to succeed and gain independence

The project team work with families:

- to identify barriers to work for parents and older children
- to identify barriers to educational achievement for younger children
- to identify a family action plan, including a combination of services and projects
- to contact service providers to negotiate and agree access to the appropriate projects and services and shared action plans for the family which will support them into work
- to ensure services are provided in a sensible way for the family
- to provide support to reduce drop out when things get tough and troubleshoot any problems which arise with service provision
- to monitor progress against each family action plan

Although the project focuses primarily on reducing worklessness, it aims to help families deal with other issues in their lives which although not directly related to work, create problems for family members and become barriers to work.

1.2 Evaluation methodology and progress update

Ecorys are utilising a range of methods to evaluate the FiW project. The specific strands of the evaluation and details of the tasks undertaken to date are provided below:

Approach	Progress to date
Qualitative in-depth interviews/focus group with project staff	<ul style="list-style-type: none"> • Focus group completed with Project Manager and 4 Family Support Officers
Qualitative in-depth telephone interviews with partners	<ul style="list-style-type: none"> • Interviews completed with 3 partners • Still to be completed: 3 further interviews with partners

Qualitative in-depth interviews with beneficiaries	<ul style="list-style-type: none"> •Interviews completed with 16 beneficiaries •Still to be completed: 2 further interviews with beneficiaries
Focus group with Youth User Forum	<ul style="list-style-type: none"> •Still to be completed: FG arranged for Tuesday 8th November
Analysis of MI and Family Action Plans	<ul style="list-style-type: none"> •Ongoing
Literature/document review to set FiW in context	<ul style="list-style-type: none"> •Ongoing

1.3 Emerging findings

1.3.1 Project concept and operation

- The evaluation evidence available to date suggests that the concept behind the FiW project (i.e. to provide intensive help to families to deal with other issues which create problems for family members and become barriers to work) responds to the needs of workless families in Northumberland Park. Evidence from partners and beneficiaries suggests that other employment providers do not provide the same intensity and tailoring of support.
- The project team have successfully utilised a range of approaches to market and raise awareness of the project. The most effective referral mechanisms appear to be word of mouth and working in partnership with other organisations based in Northumberland Park. Useful lessons have been learnt about other referral mechanisms:
 - ▶ Whilst large scale advertising has been effective in achieving a volume of potential beneficiaries, this has generated interest from outside of the defined geographical boundaries within which the project is operating, so some referrals could not be registered.
 - ▶ Fewer than expected referrals have been received from Jobcentre Plus as a result of the defined geographical focus of the project (i.e. advisers would need to carefully check postcodes to assess eligibility for referral, as a result it is perceived that they are referring to other programmes).
- There is potentially a need to raise the profile of the FiW project and further establish its identity as a unique whole family approach to worklessness. Project staff and partners feel that FiW may not stand out sufficiently as one of several programmes that Jobcentre Plus advisers could refer beneficiaries to. Project staff also reported some confusion over their job titles as 'Family Support Officers' with some partners misunderstanding the employment focus of the project.
- The voluntary aspect of the project is considered by project staff, partners and beneficiaries to be important in facilitating initial engagement. Beneficiaries, in particular, reported that they were more likely to engage and maximise the support available if they felt they weren't being forced to engage.
- The range of employment support offered includes working to identify aspirations and barriers to employment, building confidence, updating and enhancing skills and job

search assistance. In line with the aim to address wider issues that if unresolved become barriers to work, there was also examples of FiW staff providing support to deal with debts, including contacting providers on a beneficiaries behalf to agree a repayment plan, arranging alternative accommodation for a beneficiary to move away from domestic violence and facilitating relationships between parents and schools to address educational issues.

- Beneficiaries were generally very positive about the support and advice they had received from the FiW project. Beneficiaries particularly appreciated seeing the same adviser, who built up knowledge about their circumstances and who contacted them regularly to check on their progress.

1.3.2 Outputs and outcomes

- The FiW project has exceeded its targets in terms of beneficiary engagement. The target was to register 50 families in year one and a further 50 in year two, by the end of the first year, the project had registered approximately 70 families.
- To date there have been 33 positive outcomes for FiW beneficiaries. This includes 11 employment outputs. (*Figures as at September 2010*).
- Regardless of whether or not individuals have so far found work, the evidence suggests that FiW has impacted on soft outcomes and job readiness. Beneficiaries suggest that the support from FiW made for more effective job search, boosted their confidence and broadened their horizons.
 - ▶ In many instances the beneficiaries was suffering from severe loss of **confidence** after lengthy disengagement from the labour market or from never having engaged with the labour market; in these cases FiW staff were supportive, providing reassurance and boosting confidence regarding skills and abilities as suggested by this beneficiary:

"It [engaging with FiW] gave me a bit more confidence as I didn't really have confidence before I went there. It brought me out of myself. I now deal with 100s of students everyday, but before my confidence wasn't very high and I wouldn't have been able to deal with that." (Beneficiary 11)
 - ▶ The intensity and personalised support offered by FiW staff was felt by beneficiaries to have a **motivational** impact:

"She [FiW FSO] showed a lot of interest right through the whole programme. She'd ring me up to find out how I was getting on and if everything was okay. The fact that my adviser rings me up to check on progress spurs me on to keep looking for work." (Beneficiary 5)

"I feel more focused and ambitious than before I went to them. Before I went to them I was feeling low that I couldn't do many things but they made me aware that this is not the end that I can build myself up." (Beneficiary 12)

1.3.3 Case study

The following example is illustrative of the support and impact of FiW:

Beneficiary A was finding it difficult to find or focus on looking for employment as she had 3 teenage sons who were at risk of offending. After a period of building trust with the family, FiW engaged all members of the family through individual sessions; providing support and advice to the sons about college courses and job search and

coaching support for the mother. The family is now thriving, with all three sons in college and Beneficiary A undertaking an apprenticeship working towards an NVQ in Business Administration.

1.4 Next steps

The next steps for the evaluation are to complete the programme of beneficiary and partner interviews and focus groups. The evaluation will continue to gather and analyse the MI data and evidence contained within family action plans. All strands of the evaluation will be brought together to produce a final report and findings will be disseminated at the celebration event planned for early December.

Appendix C – Written submission from Women Like Us***Women Like Us – an Introduction***
December 2010***Brief history***

Women Like Us (WLU) is a multi award winning social enterprise that reaches lone parents, carers, and other workless mothers and helps them prepare for and find flexible, part time work they can fit around their families.

Our approach has been developed out of parent-focused grassroots experience. Our uniqueness is our focus on the needs of women with children and we have developed a model focused on successfully engaging and supporting this client group. WLU have been delivering publicly funded parent-focused employment support contracts for six years. We deliver our service in 17 London boroughs, with a focus on areas with high levels of deprivation.

We have won numerous awards including Best New Social Enterprise, sponsored by Office of the Third Sector. In 2009 we were awarded the Queen's Award for Enterprise in the innovation category in recognition of our work.

Delivery experience

We have a strong track record delivering for a range of agencies including DWP, LDA, Skills Funding Agency and have held contracts with 12 local authorities. We have supported more than 4,000 parents on funded programmes and over 1,300 into employment through funded programmes and our recruitment service.

We have an established school gates outreach network engaging with parents at the gates of their children's primary schools, employing local parents to promote our service through 240 partner schools and children's centres. We have over 20,800 mothers registered, of whom 25% are lone parents, 59% are BAME, and 80% in the top 40% most deprived local super output areas.

We support mothers (both coupled and lone parents) to build their skills and confidence through employability support and career coaching programmes. WLU have a database detailing over 600 organisations through which we refer clients for additional support. In addition we undertake research to identify organisations to meet individual client needs.

When clients are ready to work, we help them find employment through both our job brokerage team and our recruitment service specialising in quality part time and flexible work. Our recruitment service also provides practical support and training to employers to help them design and successfully implement part time working within their businesses.

We also work to influence opinion amongst policy makers and through the media to make the case for part time working, and the direct impact this has on worklessness and child poverty.

Appendix D – Written submission from North London Partnership Consortium Ltd

Snapshot Overview Report to the Scrutiny Board (Dec 2010) by NLPC Ltd

Government Proposed Work Programme: Current Issues and Future Considerations

As a Voluntary and Community sector organisation, NLPC have been committed to getting the most vulnerable and marginalised local residents into sustained employment in order to fulfil our charitable objectives.

In Haringey over the last 4 years we have been able to successfully sustain this commitment through the Haringey Guarantee Partnership model for tackling worklessness. The emphasis has been on meeting clearly agreed job related outcomes and outputs, within an integrated multi-agency, cross-sector, service provision that builds on the expertise of partners. At the core of this is getting local people into Jobs, through clear pathways that include clients, delivery agencies and employers.

The work programme is a huge ambitious undertaking and Prime contractors will need to get some of the most marginalised and disadvantaged back into sustained work, across enormous contract packages, to make their contracts profitable.

Here, volume is the key and the task is on how we can build on our successful model to ensure that local residents are able to access the service and receive to one to one intervention necessary for their entry into the labour market.

- Haringey Guarantee has been excellent at engaging with and supporting people who mainstream services have failed to reach, in particular the most marginalised and vulnerable; partly because it's a voluntary intervention.
- The innovative nature of the programme with the pathways to work model taking on board a range partners has been a key success. Losing this infrastructure could be detrimental to the organisations, many of whom are small voluntary sector organisations, delivering services, therefore impacting on service users.
- Expected rising unemployment/worklessness actually makes it more important for a programme such as this to exist. We've tested the model and it's proven to work so it would appear counter intuitive to withdraw it at a time when it's most needed. There is no guarantee that the Work Programme will offer any improvement on this.
- Serious consideration should be given to "transitional" support package that ensures that there is continuity and allow the Haringey Guarantee partners to properly assess the work programme and its delivery impact in Haringey
- The need for strategic co-ordination from the Economic Development Dept that would enable Haringey Guarantee Partnership to seek sub-contracting arrangements with Prime Contractors as well as seek other alternative sources of grant/revenue for targeted worklessness assistance
- Changes to the Welfare Benefit are likely to have a huge impact on this group and their ability to access and sustain programmes designed to enable into the labour market. In the main these group are going to grow in Haringey – **and the key question is whether we are prepared to invest now or face greater social and economic cost later.**
- The need for Prime Contractors to make contracts "profitable" - could result in the most difficult groups not receiving the "targeted and sustained2 intervention designed to improve their pathway progression into the labour market.

- The Work Programme will not cover all client groups that the Haringey Guarantee has historically supported such as Incapacity Benefit claimants awaiting a Work Capability Assessment, lone parents on Income Support and non-benefit claimants.

Who we are

NLPC (North London Partnership Consortium Ltd) is a Matrix and NOCN accredited voluntary and community sector organisation based in Northumberland Park, Tottenham. The organisation works to enable marginalized communities to actively participate and contribute to community economic development and urban renewal, through cross sector partnerships and community economic initiatives.

The organisations works in FOUR primary areas:

- Employment, Enterprise, Educational and Training initiatives aimed at helping local residents to enter and sustain jobs within the labour market
- Employment, Enterprise and Training initiatives designed to improve the social and economic welfare of disadvantaged communities and enable the competitiveness, sustainability and performance of local businesses.
- Organisational development and capacity building support aimed at local residents and third sector organisations, including governance and management, work force development and procurement support.
- Voluntary and community sector representation within cross-sector strategic forums. The organisations director's have over the past 10 years played a pivotal part in cross-sector partnerships, including current sector representation on the Enterprise Partnership Board, and played an integral role in the Boards commissioning process in 2009. Our Director is currently the Chair of the Haringey Community Link Forum – the sectors formal representative forum for the HSP (Standing Leadership Conference), structure.

As a local Employer, we have remained committed to the ethos of local jobs for local people, with a history of successful integration of volunteers/local residents into paid positions within the organisation.

We are current partners in successful Future Jobs Fund bids by Haringey Council and Urban Futures and have given 25 people jobs with a minimum of 6 months contracts as a result of these two projects.

Our track Record

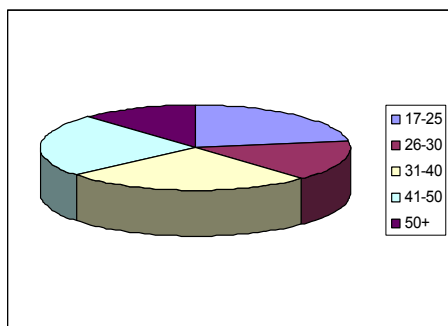
NLPC have over the past 9 years developed a successful track record for the delivery education, employment and enterprise related interventions, in partnership with mainstream and third sector organisations. This has included SRB 3/4/5/6, ESF, and ERDF, Equal 1 and 2 and European Refugee Fund. Examples of programmes include Health and Social Care, Community Economic Development and Leadership, Accredited Employability Skills Training, Social Enterprises, ESOL and Work Placements. Our wealth of experience in developing and delivering similar interventions has enabled us to develop robust quality assured systems and processes for such interventions, and strong understanding and appreciation of integrated partnership working.

Following an initial successful pilot programme in 2004/2005, since 2006, (following successive tendering process), NLPC has delivered the Work Placement element of the Haringey Guarantee Programme aimed at tackling worklessness within the borough. Over the past 3.5 years the organisation has developed a successful track record

underpinned by quality assurance and value for money in this particular area. During this time NLPC has also successfully piloted and delivered an innovative NOCN accredited Level 2 Work Placement Employability Skills Training programme.

Community Engagement and Access

17-25	26-30	31-40	41-50	50+	Total
259	171	295	271	137	1133
23%	15%	26%	24%	12%	100%



NLPC have established a strong track record of effective promotion and marketing of its programmes to the target group. From August 2006 to December 2010, the organisation accessed over 1133 local residents from 13 priority wards, including strong penetration on the top 5 most deprived wards (Bruce Grove, Noel Park, Northumberland Park, Tottenham Green, and White Hart Lane). We have accessed over 80 disabled beneficiaries through the implementation of effective engagement with the priority Equality Groups and

NLPC strategic linkages with key partners, such as BUBIC, the Haringey Disability Consortium, and HG delivery partners,

Client destinations – out puts and outcomes

IAG and Action Plan	Volunteer	Work Placement	Employed	Training	F/T Education	BOC	CRB	Total
1133	140	350	200	145	392	150	250	1133

Quality Employment and Advice and Career Action Plans

- NLPC has provided 1133 beneficiaries with IAG, Action Planning; provided HG partners with over 500 referrals for/to other identified employment/education/training and enterprise interventions.

Accredited Vocational Training and Support

145 beneficiaries have received level 2 accredited training, including Employability Skills Training. The range of training is designed to complement/enhance trainees existing skills, equip with new knowledge and skills and enable trainee job sustainability

Volunteering

- Over 140 clients were accessed into volunteering positions across sectors.

Better of Calculation (BOC)

- NLPC has undertaken 150 BOC's. This was introduced in 2009 and it is a mechanism to show clients how they would be better of in-job as opposed to claiming benefits. Clients are provided with calculations that shows if they would be "better – off".

Criminal Record Bureau (CRB)

- NLPC have facilitated over 265 CRB checks for clients, our partnership with external organisations has resulted in free service or discounted cost

Work Placements

- **NLPC have placed over 350 trainees into sustained work placements, i.e., until the completion of the designated placement period.**

“Work placement is distinct from volunteering – it is a period of planned work based learning/experience. It offers trainees an opportunity for vocational learning and personal development without which they are likely to remain detached from the labour market. It acts as a stepping stone from unemployment and paid employment”. Clients could undertake full-time placement for 6 weeks or part-time placement 2.5 days over 3 months. During placement they are treated like other employees and the employer must have a properly defined job with agreed knowledge/skills/experience that the clients from prior to placement”.

Employer/Business Engagement (Host Organisations)

- NLPC has been able to ensure awareness, uptake and participation by Employers for work placement support and pathway progression into paid work. We have established strong partnership working with employers across many sectors and developed a database of over 350 Employers (Host organisations), who have taken part in our HG work placement programme and have actively worked with over 160 diverse employers, big and small who have undertaken trainees on work placement. Examples include, Peacocks, Bonmarche, Superdrug, AWWG, BLFW, Haringey Council, Gladesmore School, North London Business, I-BMEDIA, BUBIC and HAVCO.
- We have successfully placed beneficiaries across diverse job sectors, examples include, Administration, Accounts, Housing, Security, IT, Recycling, Teaching Assistance, Youth Service, Health and Social Care, and Construction
- We have developed a quality assured customer service framework for engaging with and getting employers consensus through effective customer service based on the employers needs.
- We have developed innovative Beneficiary / Employer support systems such as a Compact Agreement of Understanding, and Work Programme forms designed to document and underpin practical experience gained.

Jobs

- **In the past 3.5 years NLPC delivery of the HG work placement programme has successfully enabled over 200 beneficiaries to gain employment. Our overall rate of job outcome per placement is 57%.**

Client Ethnicity

Ethnicity	Quantity	%
White British	123	11
White Irish	19	2
Other white	131	12
Black African	369	32
Black British	100	9
Black Caribbean	192	17
Pakistani	11	1
Bangladeshi	15	1
Indian	21	2
Mauritian	2	
Bulgarian	1	
Italian	2	
Polish	6	1
Chinese	8	1
South American	5	
Turkish	22	2
Mixed race	49	4
Other	57	5
	1133	100%

The organisation has attracted over 18 different ethnic categories, including a strong recruitment within the White British (11%) and White Other (12%) base (3rd and 4th highest group). The organisation has also established a strong recruitment base across different age groups, including the 31 – 50 years age group (50% of all recruitment) and 17-25 age groups (23% of all recruitment).

Our programme focus –

The programme is intended to address needs faced by:

1. Workless residents of the 12 most deprived wards in Haringey, including those from BAME and recently arrived communities, who face high levels of labour market detachment and multiple barriers to initially accessing employment including low skills, language needs, educational underachievement, labour market discrimination linked to ethnicity, gender or disability, welfare benefit dependence and a lack of relevant work experience
2. Recently unemployed residents of the same wards who have lost their employment due to the economic downturn and may require re-skilling and appropriate work experience in order to re-enter sustainable employment
3. Local employers, predominantly SMEs, who require a high quality, job- ready workforce in order to be competitive, raise productivity and innovation;
4. Regional and Sub- regional employers, including large organisations who require high quality skilled workforce to enable them maintain competitive advantage
5. Social Housing residents who have high incidence of unemployment
6. Third sector employers who require support in responding to the economic downturn
7. HG programme partners who require supported exit pathway for their clients into the labour market with a mix of SME, third sector and large employers across sectors.
8. HG programme partners who need an integrated partnership approach to Worklessness intervention without issues associated with “chasing outputs” and/or project “duplication”

Examples of Programme Approach, Innovation and Uniqueness

1. Joined up approach to addressing the needs of Employers and tackling worklessness in the borough through the provision of an integrated pathway progression from Outreach –Assessment- Career Development Action Plan – Referrals/Work placements –Interview Guarantee – Employment
2. A “matching” process that meets the needs of Employers with the needs of Unemployed residents
3. Referrals to and from HG partner organisations and other training providers within the borough
4. At the heart of our programme is Personalisation – ensuring that Unemployed clients receive a service in line with their specific needs and have available options for related interventions that could address their needs.
5. Proactive approach to Local residents and Employer Engagement including dedicated officers, community outreach workers, and volunteers.
6. Extensive community outreach and promotion within key neighbourhoods, promotion and marketing including Open Days, local media, roadshows, and leaflet drops.
7. Dedicated communication info-mail aimed at Employers and Unemployed residents highlighting opportunities (clients looking for placements and Employers wanting to take up trainees for placements)

The longer term achievements include:

- Effective contribution in helping reduce / eradicate the issue of worklessness within the most deprived neighbourhoods in Haringey
- Helping to ensure that the borough is able to meet and surpass its LAA stretch targets
- Creating an effective, integrated pathway progression into employment
- Creation of a model of good practice in partnership working for tackling employment issues
- Meeting the employers needs for a knowledgeable, skilled and trained workforce able to meet its challenges
- Helping to increase the skills / qualification base for the borough workforce
- Creating a Job Ready workforce “databank” that employers can use for future job opportunities
- Establishing work placement as an effective tool for pathway progression into work and increasing the level of employers offering work placement opportunities
- Increased motivation, self-belief and self-esteem among participants;
- Greater economic independence for members of target groups who have been marginalised from the labour market;
- Reduced reliance on state benefits for participants who have been unemployed;
- Increased economic activity rates for participants who have been economically inactive;
- Greater purchasing power within low income communities as a result of increased employment of members of target groups;
- Greater health, well being and quality of life of participants, as a wealth of evidence indicates that being in work is associated with better physical health.

Appendix E: Haringey Guarantee: Economic Impact Assessment ECORYS

This paper provides an assessment of the economic impacts associated with the support provided through the Haringey Guarantee to those individuals participating in the initiative between April 2009 and July 2010. The assessment covers the impacts of the two Haringey Guarantee Extension projects (Women Like Us and 5E).

The results are based on a survey of 114 Haringey Guarantee participants undertaken in July 2010. The methodology employed has been designed to comply with the Government's guidance on establishing the economic impacts of employability initiatives, including the HM Treasury's Green Book, and the Impact Evaluation Framework (and supplementary guidance, such as the IEF plus¹⁹) developed by the Department for Business, Innovation and Skills.

Analytical Framework

This section sets out our approach for estimating the net economic impacts of the Haringey Guarantee, and is based on the general framework set out in the Homes and Communities Agency's Additionality Guide for assessing the economic impact of area based initiatives. This states that the economic impact should be estimated using the following:

$$\text{Net impact} = \text{Gross Impact} - \text{Deadweight} - \text{Crowding Out} - \text{Substitution Effects} - \text{Leakage} - \text{Displacement} + \text{Multiplier Effects}$$

Where:

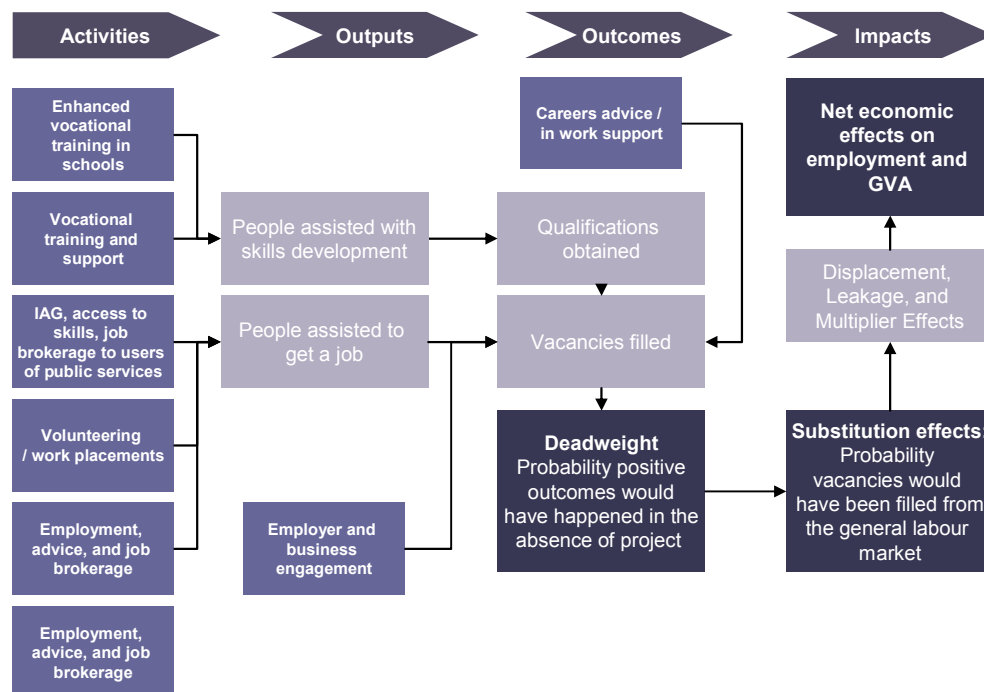
- **Gross impact** is the positive economic impacts achieved by programmes among participants. In the case of the Haringey Guarantee, these will be achieved where programme participants enter employment, and generate GVA impacts.
- **Deadweight** is the extent to which those gross impacts would have occurred in the absence of the intervention (i.e. the number of participants that would have entered employment in the absence of the programme).
- **Crowding Out** is the extent to which programme investment has crowded out private sector investment in similar initiatives. Crowding out is assumed not to apply in the case of the Haringey Guarantee; it is unlikely

¹⁹ Practical Guidance on Implementing the Impact Evaluation Framework, BIS, December 2009

that Haringey's investment in the initiative has prevented the private sector developing pre-employment support schemes.

- **Substitution Effects** occur where employers filling vacancies with participants of the Haringey Guarantee would have filled vacancies with other residents of the borough in the absence of the scheme. Related to this, it is also important to consider whether firms have been able to recruit workers that were more suitably trained or at an earlier date than in the absence of the programme.
- **Leakage** occurs where the benefits of the programme go to other areas outside Haringey. For example, if a resident that is supported into employment leaves the borough, then this impact benefits another area. Where residents of the borough have been supported into jobs outside the borough, then the GVA impacts are lost to Haringey (although Haringey retains the employment impact).
- **Displacement** may occur where firms filling vacancies with Haringey Guarantee participants are able to produce more and generate more sales. If these sales are taken away from other firms in Haringey then there are potentially negative effects on employment
- **Multiplier Effects** occur through two main mechanisms: firms filling vacancies with Haringey Guarantee participants may increase procurement spend among local firms, generating positive local impacts (supply chain multiplier effects). Further benefits will be gained by local firms where the additional income (i.e. the increase above any benefits participants may be claiming) are spent by programme participants in the local economy (induced multiplier effects).

Our overall analytical framework is set out in the diagram below.



Gross Employment and GVA Outcomes

Gross employment outcomes

At the beginning of July 2010, there were 1,751 participants of the Haringey Guarantee registered on MegaNexus, of which 259 were recorded as entering employment²⁰. All respondents to the survey were asked to report whether they had entered employment since receiving support as a means of verifying the monitoring data.

The survey evidence suggests that 26 percent of participants with no employment outcome recorded in MegaNexus had in reality entered employment at the time of the survey, while 22 percent of participants that had been recorded as achieving an employment outcome reported that they had not entered any employment since receiving support.

Overall, this suggests that the 259 employment outputs recorded by MegaNexus are an underestimate of the total gross employment outcomes of the Haringey Guarantee by July 2010. Applying the results above to the numbers of participants in the programme (by employment outcome), it is estimated that around 600 Haringey Guarantee participants have obtained employment since receiving support (closer to 35 percent).

Table 0.1 Gross employment outcomes

Employment outcome recorded on MegaNexus	Number of participants	Percentage of survey respondents reporting they had obtained employment	Estimated number of participants obtaining employment
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²⁰ Either recorded and verified as a job entry, job sustained for 13 weeks, or job sustained for 26 weeks.

Employment outcome recorded on MegaNexus	Number of participants	Percentage of survey respondents reporting they had obtained employment	Estimated number of participants obtaining employment
Employment outcome	259	78	201
No employment outcome	1,492	27	403
Total	1,751	-	604

Source: MegaNexus and Participant Survey

Gross GVA outcomes

The Haringey Guarantee will also generate economic effects in terms of GVA as a result of the output created by those individuals supported into work. The income based measure of GVA is defined as the sum of wages received by employees and profits accruing to owners of firms. More productive workers (i.e. those able to generate more GVA per hour worked) tend to obtain higher wages.

In order to assess the economic contribution of the Haringey Guarantee in terms of GVA, respondents were asked to report their average hourly earnings, and whether they worked full-time (30 or more hours per week) or part time (less than 30 hours per week).

On average, respondents reported they earned an hourly wage of £7.76. This is low in comparison to borough averages, with residents of Haringey earning £14.65 per hour in full-time work, and £9.19 in part-time work²¹, suggesting that participants have mainly found employment in lower skilled occupations. 34 percent of those finding work reported they had entered full-time time employment, and 66 percent entered part-time employment. Applying these results to the average weekly hours worked by residents of Haringey (37.5 hours for full-time workers, and 16.7 hours for part-time workers²²) it is estimated that participants entering employment work on average 23.8 hours per week, earn a weekly wage of £184, and an annual wage of £9,600.

Table 0.2 Average Weekly Hours and Earnings, Participants Entering Employment

Response to: Do/did you work full time or part time?	Total	Percentage	Average Weekly Hours / Earnings
Full time (more than 30 hours per week)	18	34	37.5
Part time (less than 30 hours per week)	35	66	16.7
Total	53	100	23.8
Average hourly earnings			£7.76
Average weekly earnings			£184.48
Estimated average annual earnings			£9,593.21

²¹ Annual Survey of Hours and Earnings, Office for National Statistics, 2009

²² Annual Survey of Hours and Earnings, Office for National Statistics, 2009

Source: Participant Survey (ECOTEC), Annual Survey of Hours and Earnings (ONS)

On the basis of average annual earnings of £9,600, the 600 individuals entering employment since participating in the Haringey Guarantee are estimated to earn a total of £5.8m per annum. In London, wage expenditure represents 54 percent of total GVA²³ (i.e. every £0.54 spent on wages generates £1 of GVA), implying the Haringey Guarantee has had a total gross impact on GVA of £10.7m per annum to date.

Table 0.3 Gross GVA Created

GVA Estimates	
People supported into employment	604
Estimated average annual income (£)	9593
Estimated total annual income (£m)	5.8
Ratio of Wage Expenditure to GVA	0.54
Estimated total gross GVA impact (£m per annum)	10.7

Source: Participant Survey

Additionality

A crucial consideration in establishing the net economic impacts of the Haringey Guarantee is how far participants would have found employment without the support they received. This comprises two elements: how far the participants entered employment as a direct result of the support provided, and how far participants would have obtained an alternative source of similar support that would led to the same outcomes.

Additionality of employment outcomes

Respondents that had entered employment were asked to report how likely they would have been to find a job if they had not received the support from the Haringey Guarantee. More than a quarter of respondents reported that they definitely would not have found a job without the support they received, and a further 10 percent reported that that they would only possibly have found a job, suggesting that in many cases, the programme is making a direct contribution to the employment prospects of participants. However, a substantial proportion (57 percent) reported that they would have definitely or probably found their job without the support they received. No respondents reported that they were able to obtain a job with greater earnings as a result of support, perhaps reflecting the low earnings received by participants. Using the additionality assumptions

²³ Annual Business Inquiry, Office for National Statistics, 2008

Response to 'Do you think you could have found a similar level of support elsewhere?'	Number of respondents	Percentage of respondents	Assumed additionality
No	99	87	1.00
Yes	15	13	-
<i>If yes, how likely is that you would take up this alternative support?</i>			
Definitely	7	6	0.00
Likely	8	7	0.25
Neither likely nor unlikely	0	0	0.50
Unlikely	0	0	0.75
Definitely not	0	0	1.00
Total	114	100	0.89

outlined in the table below, it is estimated that, on average, 45 percent of participants obtaining employment would not have done so without the support.

Table 0.4 Additionality of employment outcomes

Response 'How likely is it that you would have found this job without the support you received?'	Number of respondents	Percentage of respondents	Assumed additionality
Would definitely have found this job anyway	22	42	0.00
Would probably have found this job anyway	8	15	0.25
Would have found a job, but at a later date	4	8	1.00 ²⁴
Would have found a job, but with lower wages	0	0	1.00
Would possibly have found this job anyway	5	9	0.75
Would definitely not have found this job anyway	14	26	1.00
Total	53	100	0.45

Source: Participant Survey

Additionality of support

Respondents were also asked to report if they would have been able to find a similar level of support from an alternative source, and if so, how likely they would have been to use it. The survey results suggested that only a minority (13 percent) would have been able to find similar support elsewhere, indicating the support provided by the programme has added substantial value to support provided locally.

Using the additionality assumptions outlined in the table below, it is estimated that 89 percent of participants would not have obtained similar alternative support in the absence of the Haringey Guarantee.

Table 0.5 Additionality of support

²⁴ While the outcomes associated with those that have would have found a job at a later date are assumed to be 100 percent additional, the impacts are assumed to endure only on a temporary basis (see section 1.7 below).

Gross Additional Employment Outcomes

Estimates of the gross additional impacts of the Haringey Guarantee in terms of people supported into employment, and associated GVA, are set out in the table below.

Table 0.6 *Additionality of employment outcomes*

Impact	Gross outcome	Additionalit y of outcomes	Additionalit y of support	Gross additional outcomes
Gross additional people supported into employment	604	0.45	0.89	240
Gross additional GVA created (£m per annum)	10.7	0.45	0.89	4.2

*Gross additional impact = Gross impact x Additionality of outcomes x
Additionality of support*

Substitution Effects, Leakage, Displacement, and Multiplier Effects

Substitution effects

Substitution effects depend on how far employers would have recruited other labour market participants (either from Haringey or elsewhere in London) in the absence of the support provided by the initiative. Employer research has not yet been completed as part of the evaluation, so a value for substitution effects has been assumed on the basis of meta-research undertaken by BIS in 2009 that suggested that prior evaluation studies found a value for substitution effects of 7.6 percent (at the regional level) for employability programmes.

Applying this assumption implies that 7.6 percent of the vacancies filled by Haringey Guarantee participants would have been filled by other residents of London in the short term. It is assumed of these, 50 percent would have been Haringey residents (on the basis that many jobs will have been sourced locally), suggesting a value for local substitution effects of 3.8 percent²⁵.

Leakage

The economic impacts of the Haringey Guarantee will leak outside of the borough (or London) to the extent that non-residents have benefited from support provided by the programme. Analysis of the postcodes of participants (as recorded in MegaNexus) suggested at a small share (2 percent) of participants lived outside the borough of Haringey, and none lived outside London. Leakage is therefore assumed to be 2 percent at the local level, and zero at the regional level.

²⁵ These assumptions will be updated on completion of the employer survey.

Spatial Level	Substitution Effects	Leakage	Displacement	Multiplier Effects
Haringey	0.02	0.04	0.31	1.29
London	0.00	0.08	0.78	1.44

Displacement and Multiplier Effects

Displacement and multiplier effects depend primarily on the extent to which employers recruiting Haringey Guarantee participants compete and procure from with other firms in the borough (or London at the regional level). Assumptions for displacement are taken from a review of City Challenge programmes that suggested training programmes led to displacement of 31 percent at the local level, and 78 percent at the regional level²⁶. Most programme participants obtained employment in service industries, and assumptions for composite multiplier effects (for B1 office land use classes) of 1.29 at the local level and 1.44 at the regional level have been taken from the Homes and Communities Agency Additionality Guide²⁷.

Gross to net additionality assumptions

Gross to net additionality assumptions are set out in the table below.

Table 0.7 Summary of gross to net additionality assumptions

Net Additional Employment Impacts

Estimates of the net additional impact of Haringey Guarantee by July 2010 are set out in the table below. Overall, it is estimated that the programme has supported 201 net additional residents of Haringey into employment, with an associated GVA impact of £3.6m per annum. Owing to primarily high rates of assumed displacement at the London level, this impact falls to 70 net additional people into employment, and £1.2m per annum in GVA, at the level of the region.

Table 0.8 Net additional employment and GVA impacts

Net additional impacts	Haringey	London
Net additional people supported into employment	201	70
Net additional GVA created (£m per annum, residence based)	3.6	1.2

$$\text{Net additional impact} = \text{Gross additional impact} \times (1 - \text{Substitution}) \times (1 - \text{Leakage}) \times (1 - \text{Displacement}) \times \text{Multiplier effects}$$

²⁶ Additionality Guide, Homes and Communities Agency, 2008

²⁷ Again, these assumptions will be updated on completion of employer research

Present value of GVA impacts

In order to estimate the total GVA impact of the Haringey Guarantee, it is necessary to take to further elements into account:

- **Persistence:** The impacts outlined above measure the annual GVA impact associated with individuals supported into employment, whereas the total impact will depend on how long individuals are able sustain employment. Tracking of participants (to be undertaken over the remainder of the study) will be used to develop an understanding of the sustainability of employment outcomes. In the interim, and in line with IEF plus guidance (for the intervention type 'Matching People to Jobs'), it is assumed that impacts endure for a period of one year.
- **Accelerated effects:** Eight percent of participants reported that they would have obtained employment, but at a later date. On average, these respondents reported that they would have found a job 9 months later than they did, so in eight percent of cases, impacts are assumed to endure for 0.75 years only.
- **Discount rate:** In line with the principles of the HM Treasury Green Book, a discount rate of 3.5 percent per annum should be applied to monetary values. As the impacts of the programme have only accumulated over a single year since the programme started, an adjustment of 3.5 has been made.

Estimates of the total present value of the GVA impacts of the Haringey Guarantee by July 2010 are set out in the table below.

Table 0.9 Present value of net additional GVA impacts

Net additional impacts	Haringey	London
Present value of GVA created (£m, residence based)	3.5	1.2

Value for money

Over the first year of programme delivery, projects funded through the Haringey Guarantee spent £556,500²⁸. This equates to a cost per net additional person into employment of £2,800 (£7,900 at the London level) and a return on investment of £6.3 in GVA per £1 of spending (£2.2 at the London level).

²⁸ Note that this excludes payments made to projects in Year 1 for outputs that would be delivered in year 2.

These value for money ratios are compared against the results of recent evaluations of other London based employability programmes in the table below, which have tended to focus on impacts at the regional rather than the local level:

- The cost per net additional person supported into employment is low in comparison to other initiatives. GVA per £1 invested is broadly comparable, and is likely due to the high proportion of participants that have obtained part-time employment.
- It should be noted that, some of the evaluation studies made more favourable assumptions than utilised here. For example, impacts were assumed to endure for 3 years (rather than the 1 year assumed here) for the Local Employment and Training Framework, which will inflate estimates of impact as compared to estimates here.
- Overall, this suggests the Haringey Guarantee has demonstrated reasonably good value for money. Additionally, the programme will generate further impacts in the future when further current and new participants enter employment, which may further improve value for money measures.

It should be noted, however, that these estimates do not reflect all costs involved in delivering the programme and associated employment outcomes. Participants may have received support from other public sector agencies that may have contributed to these outcomes either directly or indirectly, and the costs of these interventions are not reflected here. In addition, participants themselves incur costs (including additional transport costs, childcare costs, and loss of leisure time) that are not captured in this estimate of return on investment.

Table 0.10 Value for Money Benchmarks

Programme	Local impacts		Regional impacts	
	Cost per net additional job created (£)	£ of GVA per £1 invested	Cost per net additional job created (£)	£ of GVA per £1 invested
Haringey Guarantee	2,800	6.3	7,900	2.2
Relay London Jobs ²⁹	-	-	13,700	1.4
Local Employment and Training Framework ³⁰	-	-	13,900	2.0

²⁹ Source: Evaluation of the London Employment and Skills Taskforce, ECOTEC Research and Consulting, 2010. Results include multiplier effects but exclude monetised losses of leisure time to ensure comparability.

³⁰ Source: Evaluation of the London Employment and Training Framework, Roger Tyms and Partners, 2009. This study assumed the GVA effects of the programme would endure for 3 years, not 1 as assumed here.

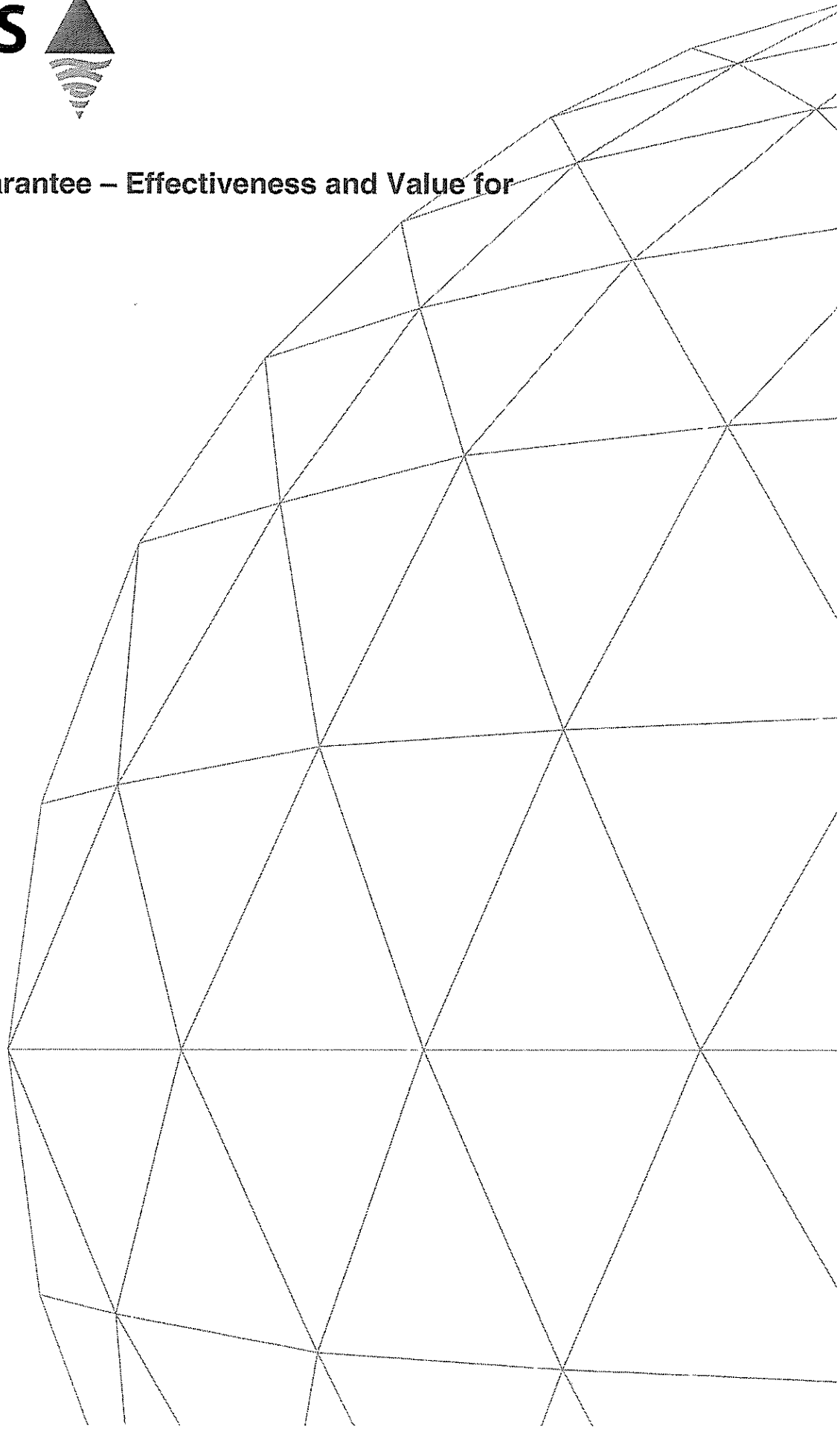
Programme	Local impacts		Regional impacts	
	Cost per net additional job created (£)	£ of GVA per £1 invested	Cost per net additional job created (£)	£ of GVA per £1 invested
London South Central Enterprise and Employment Programme ³¹	-	-	14,600	4.8
Thames Gateway JobNet ³²	-	-	10,400	2.1

³¹ Source: Evaluation of the London South Central Employment and Enterprise Programme, ECOTEC Research and Consulting, 2009. Results include effects of a range of enterprise projects, for which impacts are assumed to endure for 3 years.

³² Source: Interim Evaluation of the Thames Gateway JobNet, Adroit Economics, 2008, results are based on all sources of funding, note that £ of GVA per £1 invested rises to £4.1 where impacts are assumed to endure for 3 years.



Haringey Guarantee – Effectiveness and Value for Money



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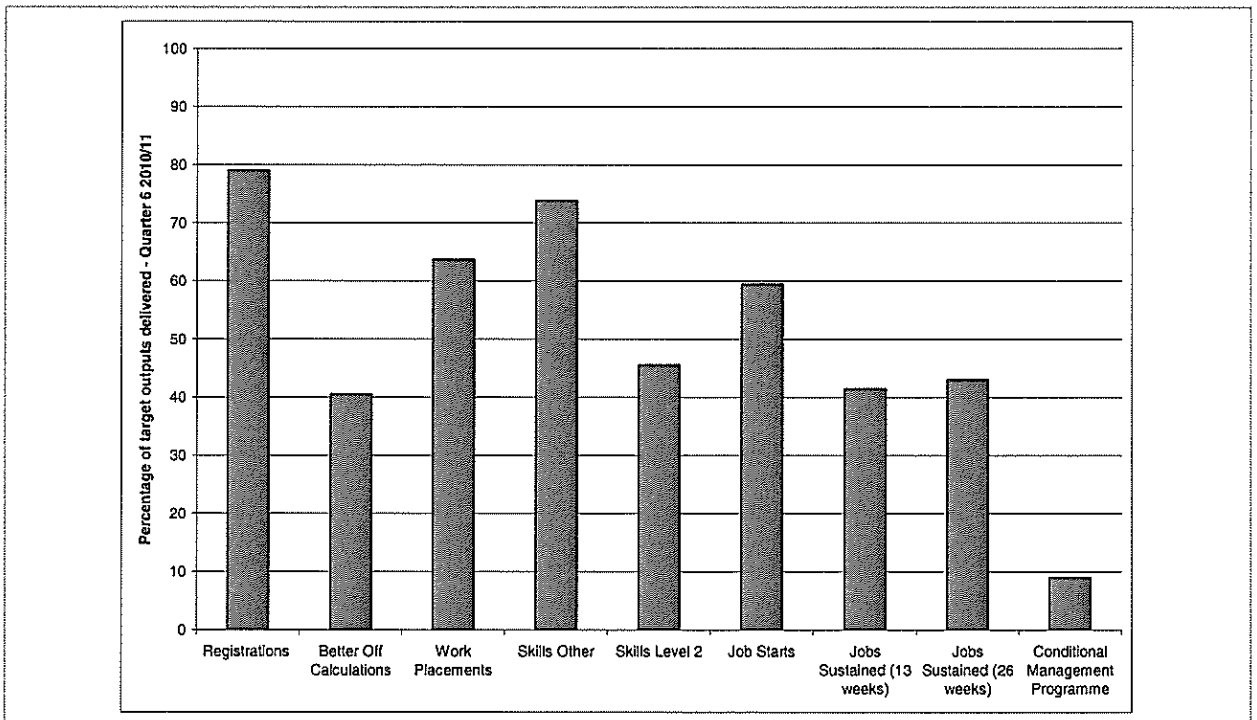
1.0 Haringey Guarantee: Scrutiny Panel Paper

1.1 Effectiveness of the Haringey Guarantee

1.1.1 Delivering outputs

The chart below shows the progress made by the Haringey Guarantee in delivering outputs by the end of Quarter 2 2010/11. Around 80 percent of overall participation targets (for the duration of the programme), and 60 percent of the target for job starts were delivered by the end of quarter 2 2010/11 with two quarters for delivery remaining. Full figures for quarter 3 are not available yet, although there are early indications that substantial further progress was made.

Figure 1.1 Percentage of Target Outputs Delivered By the End of Quarter 2 2010/11



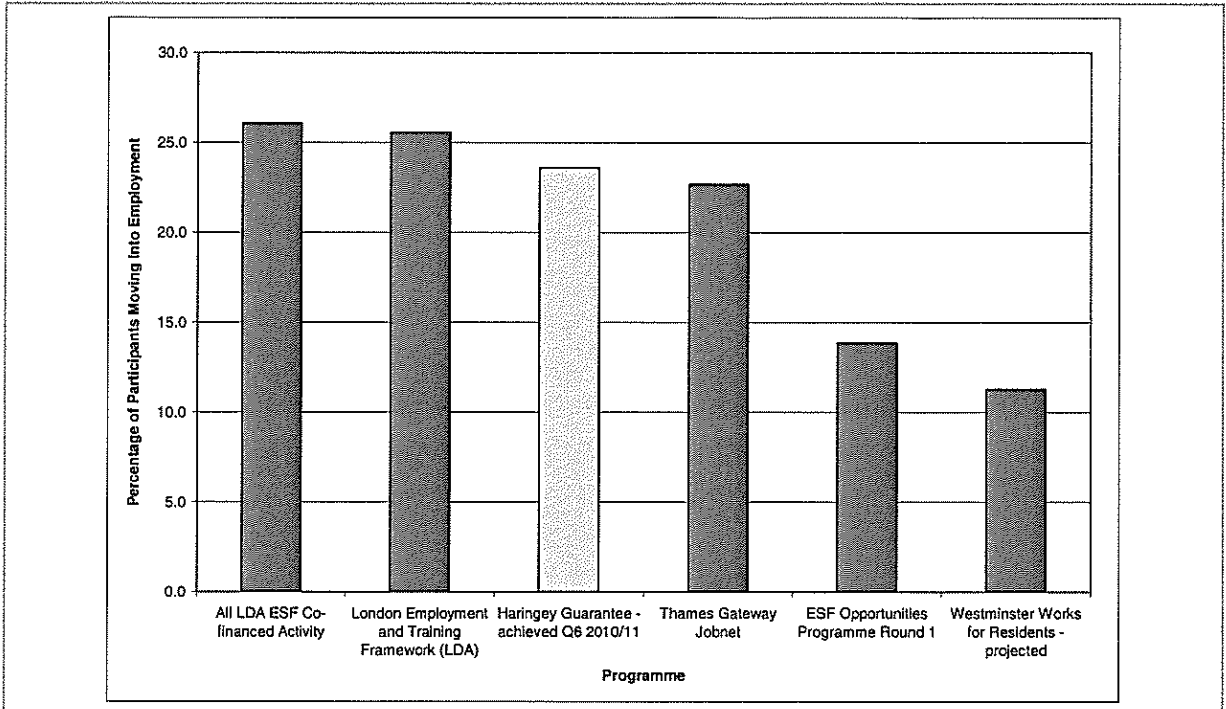
Source: GLE

1.1.2 Effectiveness in moving participants into employment

By quarter 6 2010/11, the Haringey Guarantee had moved some 24 percent of participants into employment. Comparisons against programmes suggest that the support provided is effective in moving people into employment, with this ratio at the upper end of the range established for other programmes.

68 percent of those obtaining employment have sustained employment for 13 weeks (to date). Monitoring evidence for other programmes has not tended to collect evidence on sustained employment outcomes, although evidence for the Thames Gateway Jobnet project suggested that 55 percent of those entering employment sustained employment for 13 weeks. This suggests that the Haringey Guarantee has also been effective in supporting sustained employment outcomes although the evidence is limited in this area.

Figure 1.2 Percentage of Participants Moving Into Employment



Source: Programme Evaluation Reports, Various

1.2 Value for money

This section provides a brief outline of the value for money secured by the programme, comparing unit costs for key outputs and outcomes against those delivered by comparator programmes. The Haringey Guarantee has been delivered utilising a payment-by-outputs format of contract, so the financial exposure of the Council to non-delivery has been limited to some extent, and this should be acknowledged in the figures below (i.e. some providers may have incurred delivery costs over and above the payments received through the Haringey Guarantee). The figures below exclude spending by Families Into Work, and the youth projects funded.

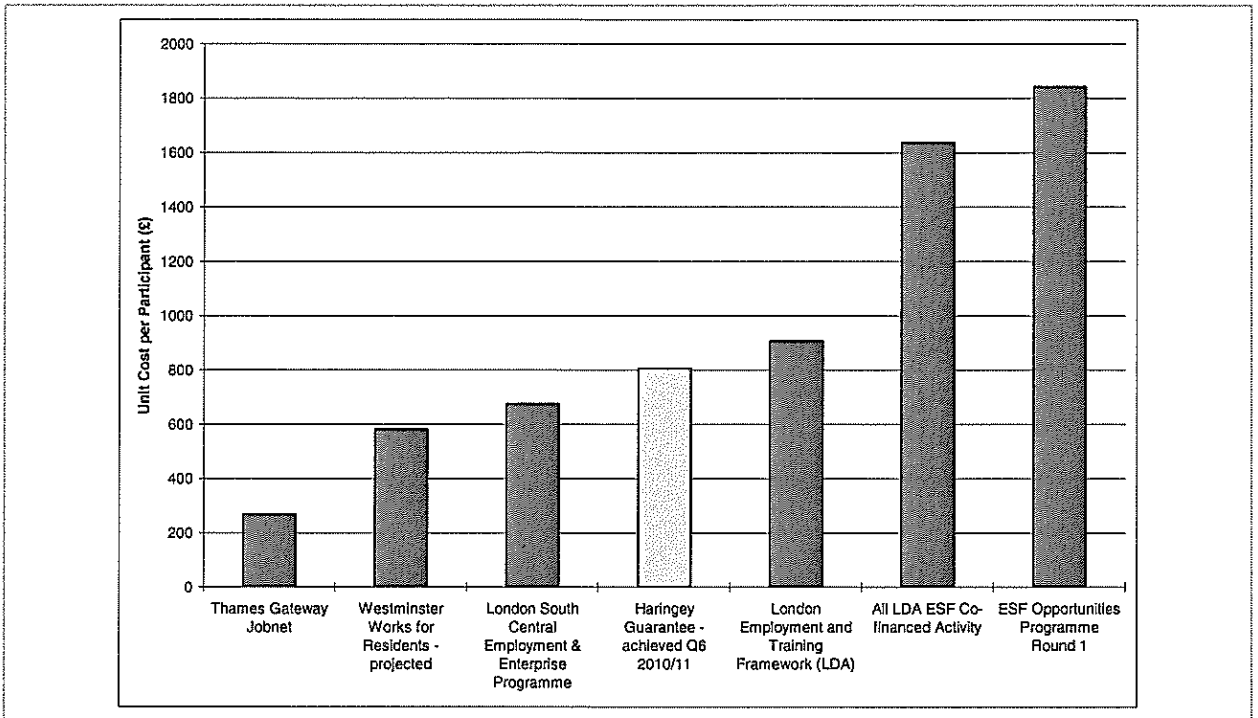
1.2.1 Cost per participant

The unit cost per Haringey Guarantee participant was just over £800 (this has been estimated by excluding the costs and outputs of youth projects funded through programme, and Families Into Work). This includes the cost of all employment support, IAG, and training provided. As the chart below shows, amongst programmes delivered via London boroughs (Thames Gateway Jobnet, Westminster Works for Residents, and the London South Central Employment and Enterprise Programme), unit costs of delivery are relatively high. ESF programmes have proven considerably more expensive to deliver, with unit costs exceeding £1,500 per participant – this also applied to the Haringey Guarantee ESF extension with a cost per starter of £1,040.

These variations are likely due to the intensity of support provided (for example, Thames Gateway Jobnet provided light touch support and referrals to rather than provision of training). However, many of the programmes delivering these outputs were contracted to deliver the LDA output 'employment support' (2 hours

of IAG) rather than to move individuals into work, which may have encouraged programmes to target engagement rather than employment outcomes. The Haringey Guarantee encourages providers to target employment outcomes, which may have resulted in a more intensive service provided to participants.

Figure 1.3 Unit Cost Per Participant

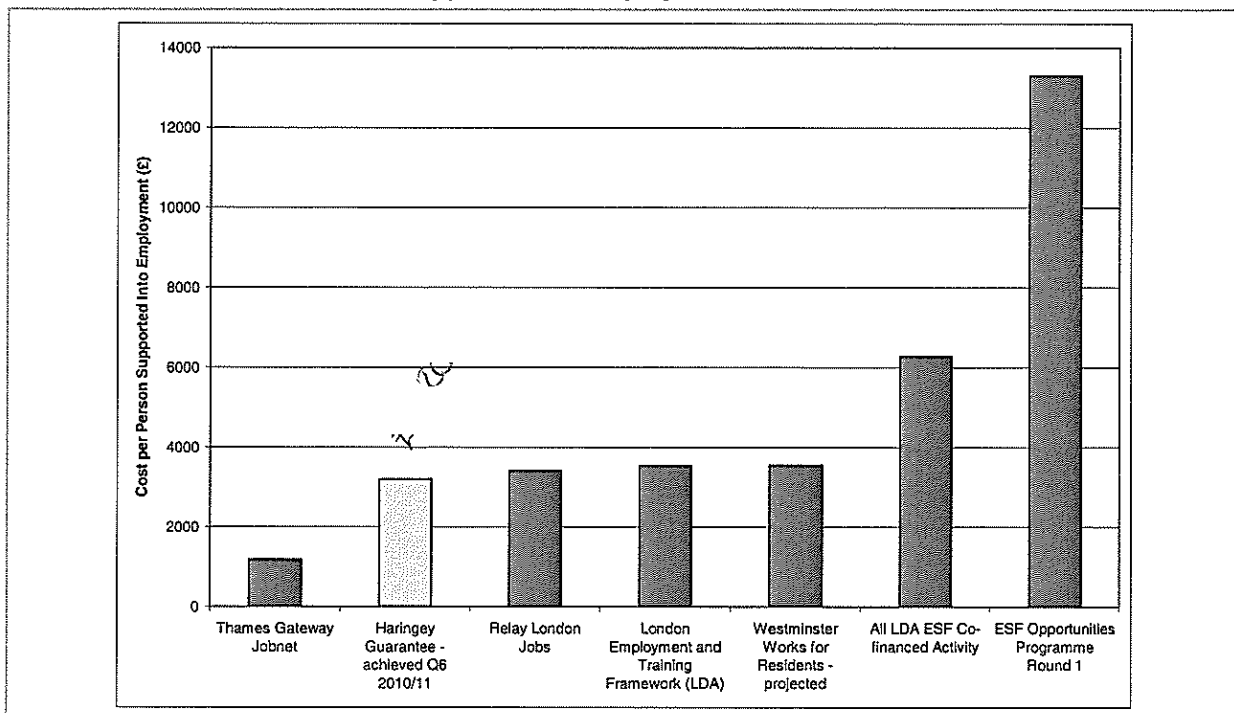


Source: Programme Evaluation Reports, Various

1.2.2 Cost per entry to employment outcome

However, although the costs of supporting participants were higher than comparable programmes, the unit cost per employment outcome was among the lowest amongst the sample of projects and programmes available (at around £3,200). As the Haringey Guarantee tended to be amongst the more effective programmes in supported individuals into employment, this resulted in lower unit costs for entry to employment outcomes.

Figure 1.4 Unit Cost Per Person Supported Into Employment



Source: Programme Evaluation Report, Various

1.2.3 Sustained employment outcomes

The programmes for which Ecorys has detailed monitoring evidence did not monitor sustained employment outcomes, and insufficient time has elapsed to allow the Haringey Guarantee to fully claim outputs sustained after 13 and 26 weeks, making it difficult to make judgements with respect to VFM.

During 2009/10 and 2010/11, the LDA began contracting on the basis of a unit cost of £5,000 for an employment outcome sustained for 12 months. If expenditure and outputs are delivered in line with targets, the Haringey Guarantee will support 200 individuals into employment sustained for 6 months at a unit cost of £6,484 (again, this excludes any expenditure associated with the projects delivered by Northumberland Park School, the Windsor Fellowship, and Families Into Work), suggesting that unit costs will be higher than anticipated by the LDA. However, the North London Pledge 2 programme was contracted with the LDA on the basis of a unit cost of £5,000 for each individual supported into employment for 6 months.

Ecorys are currently evaluating an LDA initiative contracted on the basis of £5,000 per employment outcome sustained for 12 months - CAP09 – and such unit costs for have not proved attainable, at least for a programme focused on supporting low-income parents into employment.

1.2.4 Time taken to support an individual into work

On the basis of MegaNexus data taken in July 2010, on average, participants entered employment 114 days after initial registration to enter employment. No comparator data was available to assess the effectiveness of the Guarantee in this respect.

1.3 Alignment with the Work Programme

1.3.1 Overall objectives

The objectives of the Haringey Guarantee are broadly in line with those of the Work Programme – i.e. to support individuals into work. However, the Haringey Guarantee has a broader range of objectives, for example, to support the reductions in the number of young people NEET. These broader objectives will be less relevant to the Work Programme, and a narrower focus will be required.

1.3.2 Opportunities for the Haringey Guarantee

The Work Programme will operate on a 'black-box' delivery model allowing prime contractors to subcontract to providers that can deliver the ultimate objective of supporting individuals into work. This creates opportunities for the Haringey Guarantee – the evidence suggests the programme is effective in supporting individuals into work, and helping them sustain employment, that will likely make the programme attractive to prime contractors.

1.3.3 Provider Risk and Competition

The payment model introduces substantial risks to prime contractors. The payment model is staggered such that attachment fees (£400-£600 in year 1) that are paid when a participant enters the Work Programme, fall in each subsequent year to 0 percent of the contract value in year 4/5. Job outcomes are paid after a period of time (13 to 26 weeks) the participant has sustained employment, with further payments each additional 4 weeks that outcome is sustained. Sustained outcome payments represent the greatest share of the overall contract value, with incentive payments (paid when employment outcomes exceed expectations by 30 percent) taking on increased importance over time.

This model is a departure from that used by the Haringey Guarantee. Although the Haringey Guarantee was procured on the basis of a payment-by-results format of contract, what is notable about the Work Programme is that no payments are made for intermediate activity, such as Better-Off Calculations or Work Placements. If the prime contractors pass on the payment model to subcontractors, providers will need to take on substantially greater levels of risk. Given the average time taken to support an individual into employment of 114 days (almost 4 months), this implies a long period in which no outcomes based funding would be received (i.e. from 7 to 10 months).

From the perspective of the prime contractors, this feature implies that only those approaches that have been proven to be effective in delivering employment outcomes will be attractive. While the Haringey Guarantee has proven effective in delivering employment outcomes, there is variation across projects, and the programme has been used to trial new and innovative approaches that have not all proved successful. The Haringey Guarantee will have the most to offer where it can maximise employment outcomes while minimising costs and risks, rather trialling innovative approaches.

The tables below show the performance of providers against a range of indicators for Haringey Guarantee projects. Focusing only on the best performing projects may be the most appropriate approach in light of the financial risks introduced by the Work Programme. Note that the table does not cover all Haringey Guarantee providers, only those that have claimed employment outputs.

Table 1.1 Project Level Performance

Project	% supported into employment	Days between registration and job starts	Job starts	Spend	Unit Cost
Family Mosaic	20	84	49	31,443	642
Positive Employment	35	167	62	88,349	1,425
Working Links	26	59	106	279,944	2,641
Working for Health	23	95	27	113,631	4,209
NLPC	28	125	33	139,344	4,223
2XL	9	183	20	87,624	4,381
Fashion Enter	12	306	7	60,000	8,571

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 1 NOVEMBER 2010**

Councillors Councillors Bull (Chair), Browne (Vice-Chair), Alexander, Basu, Ejiofor, Newton and Winskill

Apologies Sarah Marsh (Parent Governor Co-optee)

Also Present: **Co-optees:** Yvonne Denny (Church Representative)
Councillors: John Bevan
Officers: Nick Powell (Head of Housing Strategy, Development & Partnerships), Rosie Green (Strategy & Partnerships Manager), Trevor Cripps (Scrutiny Manager) and Natalie Cole (Clerk)

**MINUTE
NO.**

SUBJECT/DECISION

OSCO93.	APOLOGIES FOR ABSENCE An apology for absence was received from Sarah Marsh (Parent Governor Co-optee).
OSCO94.	URGENT BUSINESS There were no urgent items.
OSCO95.	DECLARATIONS OF INTEREST Councillor David Winskill declared a personal interest as he was a Council Leaseholder. Councillor Gideon Bull declared a personal interest as he was a White Hart Lane Ward Councillor.
OSCO96.	DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS There were no such items.
OSCO97.	SUPPORTED HOUSING REVIEW The Committee received the report updating on the progress of the Supported Housing Review affecting the Council's sheltered housing schemes at Protheroe House, Larkspur Close and Stokley Court, introduced by Nick Powell, Head of Housing Strategy, Development and Partnerships. The Committee was asked to note that proposals for Larkspur Close and Stokley Court would be presented to the Committee in future and Haringey's multi-agency Older People's Housing strategy was currently being consulted on. The Committee was also invited to provide feedback and recommendations to the Cabinet on the recommendations for Protheroe Housing and the Extra Care Supported Housing model. A discussion took place and the following responses to Committee Members' questions were noted:

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The charging system under the new Extra Care scheme would remain the same as current schemes; residents paid rent plus a supporting people charge (for support staff) but additional services such as cleaning were paid for separately by tenants.

The Extra Care model enabled significant financial savings for the social care provider and tenants but provided the same access to support as in residential housing.

The age profile of ethnic minorities had been previously predicted as younger than the white population but there was in fact more of a demand for services related to advanced old age in ethnic minority communities, which presented difficulties in providing a viable service.

Initially Protheroe House tenants had not wanted change but through the different stages of consultation since May 2009 including, individual and group discussions, to find out what tenants wanted in future provision, they were now looking forward to moving.

Officers recognised the Committee's recommendation during previous discussions that an Extra Care scheme in Haringey should be owned by the Council and advised that future reports will state that, financially, this was not a feasible option. Opportunities were being explored to work with partners and the Cabinet would be presented with options including the cost of developing an Extra Care scheme in partnership with local government and housing associations and the possibility for negotiating the Council's placement allocation which would be financially beneficial.

Extra Care provision would provide a more appropriate setting for dementia care than current supported housing schemes although it would not provide for all types of dementia.

Committee Members expressed concern at the impact of the deferral of a decision on the future of Larkspur Close on Tenants.

RESOLVED

- i. That the progress of the Supported Housing Review be noted.
- ii. That any future reports on redevelopment proposals for Protheroe House as an Extra Care scheme should confirm that the Primary Care Trust (PCT) and Mental Health Trust (MHT) have been consulted.
- iii. That officers be asked to provide definite dates for the proposals for Lakspur Close and Stokley Court and note that the deferral of decisions caused anxiety for the tenants.

The meeting ended at 18:45hrs

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COUNCILLOR GIDEON BULL

Chair

Councillor

Chair

SIGNED AT MEETING.....DAY

OF.....

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**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
MONDAY, 21 FEBRUARY 2011**

Councillors Councillors Bull (Chair), Browne (Vice-Chair), Alexander, Basu, Ejiofor, Newton and Winskill

Apologies Yvonne Denny (Church Representative) and Helena Kania (LINK)

Also Present: **Co-optees:** Sarah Marsh (Parent Governor Representative) and Marcelle Jemide (Parent Governor Representative)

Councillors: John Bevan, Joe Goldberg

Officers: Julie Parker (Director Corporate Resources), Kevin Bartle (Chief Finance Officer), Mustafa Ibrahim (Strategic & Community Housing – Service Improvement Manager), Denise Gandy (Head of Housing Support & Options), Marc Dorfman (Assistant Director – Planning, Regeneration and Economy), Doris Acquah (ALMO Clients Manager), Jackie Thomas (Director – Housing Management, Homes for Haringey), Margaret Gallagher (Performance Management Team Manager), Debbie Haith (Deputy Director – Children & Families), Steve Russell (Homes for Haringey - Housing Improvement Team), Len Weir (Head of Provider Service- Older people/Mental Health), Beverley Tarka (Head of Learning Disabilities – Adult)

MINUTE NO.	SUBJECT/DECISION
OSCO168.	<p>WEBCASTING</p> <p>NOTED that the meeting was recorded for future or live broadcasting on the Council's website.</p>
OSCO169.	<p>APOLOGIES FOR ABSENCE</p> <p>Apologies for absence were received from Yvonne Denny (Church Representative) and Helena Kania (LINK Representative).</p> <p>Apologies for lateness were received from Councillors Browne and Ejiofor.</p>
OSCO170.	<p>URGENT BUSINESS</p> <p>NONE.</p>
OSCO171.	<p>DECLARATIONS OF INTEREST</p> <p>The Chair and Councillor Winskill declared personal interests in agenda items 6 (Cabinet Member for Housing Questions) and 7 (Homes for Haringey Inspection Report) as both were Haringey Council leaseholders.</p>
OSCO172.	<p>DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS</p> <p>There were no such items.</p>
OSCO173.	<p>CABINET MEMBER QUESTIONS - CABINET MEMBER FOR HOUSING</p>

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The Committee received the portfolio briefing from Councillor John Bevan, Cabinet Member for Housing and written responses to advance questions and noted the responses to supplementary questions below.

Councillor Bevan reported that Haringey had received the outcome of its bid for Decent Homes funding which included guaranteed funding for the next two years (although less than previously allocated) and indicated funding for 2013/14. The reduced funding meant that some of the planned decent homes work would not be conducted. The Council would consult with tenants on the options when deciding what works should take place. The Council could also bid for funding to contribute towards making estates more energy efficient to tie into the Decent Homes projects.

Re: Q1 – Void Properties – The Committee noted that void turnaround times of Council properties was down to an average of 19.8 days; this was slightly longer for sheltered housing properties. In response to questions it was noted that this was down to better co-operation between the Council and Homes for Haringey. The Cabinet Member would be consulting with Homes for Haringey and Haringey Housing staff to gain their views on what has worked and what else could be done to improve services.

Re: Q2 – Under Occupation - The allocations service had also made substantial improvements and the Council was moving quickly to free up under occupied properties. The Cabinet Member stressed that the allocation of Haringey housing, along with housing association and private sector housing allocations, would remain within the Council's control and would not be transferred to Homes for Haringey.

Re: Q3 – Homelessness - The Committee noted that the Council was implementing the changes to the Local Housing Allowance. Council officers were liaising with government officers with the involvement of London Councils to try to ensure, as far as possible, that other boroughs did not move housing tenants to Haringey as a cheaper option. In response to a question, the Cabinet Member confirmed that where a person on benefits was under occupying a property their housing benefit would be reduced, which should encourage them to move into smaller properties so that the benefit would cover the entire rent.

Re: Q10 – Temporary Accommodation – The Committee were concerned that less than 200 of the 700 temporary accommodation homes promised by the three housing associations and six private housing suppliers had been built. It was noted that the Government had reduced funding since the target of 700 new homes was set and so these providers were no longer able to conduct work that was initially intended. The Committee noted that the Council would currently not pursue the possibility of placing homeless households in less expensive areas outside London.

The Cabinet Member suggested that the Homes and Communities Agency Report on affordable housing estimates be circulated to the Committee (Action No. 173.1).

Re: Q11 - The Committee noted that if the licensing scheme for Houses of Multiple Occupation (HMOs) was agreed by the Cabinet in June it would start on

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	<p>1st October 2011 with landlords being required to obtain a HMO license in advance of renting out the property.</p> <p>RESOLVED to note the briefing.</p>
<p>OSCO174.</p>	<p>HOMES FOR HARINGEY INSPECTION REPORT</p> <p>The Committee received the Homes for Haringey report on the inspection by the Audit Commission in June –July 2010, introduced by Sue Hunter (Homes for Haringey (HfH) – Business Improvement Manager) and Doris Acquah (ALMO Clients Manager).</p> <p>The Committee discussed concerns about squatters taking over void properties and noted that some deterrents were in place for example HfH staff tried to ensure that empty properties looked as though they were inhabited e.g. curtains hanging, and also that boilers and other utilities were disconnected. Properties that staff perceived as vulnerable to squatting had security doors, window screens and sometimes alarms fitted, although some squatters had the equipment to get through such security measures. Investigation into the possibility of using house-sitters was being conducted but this solution would mean associated costs.</p> <p>In response to a question on what happened if a tenant refused decent homes work to the property they lived in, officers explained that the works would be added to a “mop-up” programme to be conducted in the last year of the Decent Homes Programme or when the property became vacant. The Committee asked for more information on this (Action No. 174.1). The Committee noted, in response to a question, that there was a compliance team who inspected Decent Homes work once completed.</p> <p>The Committee observed that the inspection concluded that improvements were required in customer services and understanding customer needs. The Business Improvement Manager explained that this was based largely on Mystery Shopping results and Homes for Haringey’s 2007 STATUS survey results. Mystery shopping results had improved steadily over time. The 2007 STATUS survey was done during year 1 of the Decent Homes Programme. Homes for Haringey will undertake a further tenant survey this year to check progress. The Audit Commission also commented that not all staff had had recent customer care training. The Business Improvement Manager explained that this referred to a group of Customer Service Centre staff whose training was not controlled by Homes for Haringey –inspectors took the view that HfH should be able to insist on this through the service level agreement. Whilst HfH had over 90% of demographic information against most strands (information was collected by surveys and by going out and talking to people (door knocking)) the inspection concluded that understanding customer needs was low. HfH is continuing to increase collection and has plans in place to do so. HfH staff also respond to customer needs in less formal ways – examples given were that estate-based staff will call on a resident if they have not seen them for a couple of days or after a hospital stay, staff knowledge of residents is fed into plans for Estate Action Days.</p> <p>The Committee was informed that the role of an income collection officer</p>

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	<p>included working with tenants who were not keeping up with rent payments. More information about Homes for Haringey's approach to income collection was requested, including figures for outstanding rental payments, and what specific actions would be taken to improve the collection rate. (Action No. 174.2).</p> <p>RESOLVED to note the report.</p>
<p>OSCO175.</p>	<p>CABINET MEMBER QUESTIONS - CABINET MEMBER FOR FINANCE AND SUSTAINABILITY</p> <p>The Committee received the briefing on the Cabinet Member for Finance and Sustainability portfolio and responses to the advance questions submitted. Committee members asked supplementary questions, the responses of which are recorded below.</p> <p>Re. Q1 & Q2 – Corporate Property and Disposals – The Cabinet Member reported that property disposals were considered on a case by case basis including issues such as value, running costs, carbon emissions and regeneration.</p> <p>Re. Q3 – Public Liability Claims – It was reported that the number of public liability claims had fallen largely due to work with service departments to target high risk areas. The Council was part of an insurance consortium which shared best practice among the local authorities.</p> <p>The Committee enquired about whether the number of claims due to damaged paving and potholes, caused by the recent bad weather, had increased. Officers reported that this was possible, however, there had been a gradual reduction in such claims over a period of 4 or 5 years and highways maintenance projects targeted areas which involved large numbers of claims.</p> <p>Re. Q4 – Audit and Risk Management – The Cabinet Member stated that he was confident about the level of shared services being considered, particularly with Waltham Forest which was socially and politically similar to Haringey, and that some services were already being shared. He recognised that there were risks and outcomes other than efficiency to consider such as delivering better services and economic development.</p> <p>Re. Q5 – Benefits and Local Taxation – The Director of Corporate Resources reported that the Housing Department held discussions with central London Boroughs about a “handover” of clients receiving housing benefits. The Committee noted that the Council was looking at practical ways of improving processes including: investigating the possibility of using the Direct Payments scheme for housing benefits and being involved with an implementation group set up by the Department for Work and Pensions to consider making benefit payments fair.</p> <p>Re. Q6 – Corporate Property Services - Committee Members noted that some NHS services would be moving into the 4th Floor of River Park House and discussions were being held with other health partners about future sharing of office space. The Committee asked for a briefing note giving more detail about</p>

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	<p>what NHS services would be moving into River Park House. (Action No. 175.1)</p> <p>The Committee requested a 1-page briefing note on the history of the Hornsey Depot for which a development partner was being chosen. (Action No. 175.2)</p> <p>The Committee observed that the briefing on Page 23 of the agenda pack stated 93% of customer service calls were answered within 30 seconds but CS2 on Page 13 of the Period 9 Performance Monitoring report gave a 69% value for 2010/11. The Cabinet Member explained that the 93% figure in the briefing was for November 2010 and the 69% was a year to date figure which took into account a very low performance in April 2010 of just 15% of calls being answered within 30 seconds.</p> <p>The Committee expressed regret at the planned closure of the North Tottenham Customer Care Centre. The Cabinet Member agreed with some of the comments made by the Committee including that local community hubs could not substitute for the closure of customer service centres. The Committee noted that better systems for managing queues were being considered and new online transaction systems should reduce the number of people using the centres. The Committee requested a list of London boroughs that operated with only one customer service centre and whether they also provided one-stop shops. (Action No. 175.3).</p> <p>RESOLVED to note the briefing.</p>
<p>OSCO176.</p>	<p>PERIOD 8 COUNCIL PERFORMANCE - EXCEPTIONS REPORT & PERIOD 8 COUNCIL BUDGET MONITORING - EXCEPTIONS REPORT</p> <p>The Committee received the report on Period 8 of the Council's Performance Exceptions and Budget Monitoring Exceptions and the Period 9 Performance Exceptions and Budget Monitoring Exceptions report, circulated as a second dispatch. The following was noted in response to questions posted by the Committee:</p> <p><i>(Clerk's note: 19:50 hrs – Cllr Bull left the meeting and the Vice Chair, Cllr Browne took over chairing the meeting)</i></p> <p>The Committee noted that it would be expensive for the Council to exit the lease of the Techonopark and that renting out the free space would be more effective but the local area had been particularly affected by the recession and so this was proving difficult.</p> <p>The Committee asked for a briefing note on the low occupancy of the Technopark (paragraph 15.5 – Period 9) including:</p> <ol style="list-style-type: none"> 1. How many units there were? 2. How many units were let (what %) and to what sort of businesses, how many people were employed in them and what income they yielded? 3. How many units (%) were used by council services? 4. How many units (%) were occupied by the community and voluntary sector and were these provided for free or at a reduced rent (detail to be provided)? (Action No. 176.1)

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Clerk's note: 19:55 hrs - Clerk's note: 19:50 hrs – Cllr Bull returned to the meeting and took over as chair.

Paragraph 15.5 and 15.6 (Period 8) - NI 73 and NI 74 – The Committee expressed concern about the low target for achievement of 5 or more A*-C grades in core subjects at GCSE and requested more information on achievements in relation to the new standard (Action No. 176.2).

The Committee noted the responses to the advance questions submitted in relation to Children's Services and the following was noted in response to discussions.

Paragraph 15.18 (Period 8) – Looked After Children (LAC) –The Committee stated its concern about the large overspend in this area and the unsettling nature of moving looked after children from one placement to another. Officers were reviewing how and why placement moves for these children had come about and any special action taken – a briefing would be provided to the Committee when this piece of work was complete (Action No. 176.3).

In response to questions about whether the Council had entered into discussions with magistrates about how the legal side of children's placements could be improved, officers reported that the Director of Children's Services had recently met with the Head of the Court Service about the legal process and costs. The Committee requested feedback from this meeting (Action No. 176.4).

In response to the Committee's concerns about the closure of Children Centres, the Deputy Director – Children and Families, stated that she did not expect there to be a direct link to the number of referrals as a result of the closure of Children's Centres as partners were aware of the Council's thresholds. The Committee asked for a future report back to the Committee if there was a drop in the number of referrals and more details about the areas of referrals (Action 176.5).

The Committee sought reassurance that targets were appropriate and vulnerable children were identified and assessed in a timely way. It was noted that work was allocated immediately to a social worker to undertake an assessment but if, in the meantime an urgent investigation was received then there would be a reprioritisation of work. An update on the issues raised above (Actions 176.2 – 176.5) would be provided at the OSC Child Protection meeting on 30th March 2011 (Action 176.6).

NI 135 - % of Carers received needs assessment or review and a specific care's service, or advice and information – the Committee requested a briefing note on how this target will be improved (Page 12 of Period 9 document) (Action 176.7).

Paragraph 14.8 (Period 9) – The Committee requested a breakdown of stage 1 complaints received (Action 176.8).

Paragraph 14.10 (Period 9) – The Committee asked for the monetary figure of the shortfall in collected council tax (Action 176.9).

Paragraph 14.11 (Period 9) – The Committee asked what impact on demand for

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	<p>services new benefit claims were having (Action 176.10).</p> <p>The Committee requested a briefing note on the demographic pressures on children's services to justify the closure of some adult services. (Action 176.11).</p> <p>Paragraph 15.4 (Period 9) – The Committee questioned the delay in implementing revised fees and charges for parking and was informed that this was due to the decision being called-in (which required the decision to be reconsidered) and equalities impact assessment work required.</p> <p>IC 01 - % of rent collected – The Committee noted that Performance Officers had queried how this target could be 100.5% and further information would be circulated once received (Action 176.12).</p> <p>The Committee enquired, in response to Page 16 of the report on Period 9, whether sickness absence levels had reduced since the Council started preparing to make redundancies. In response it was reported that whilst the stress of redundancies was a potential cause for increased sickness absence the Council's sickness levels had decreased.</p> <p>RESOLVED to note the report.</p>
<p>OSCO177.</p>	<p>HOUSES IN MULTIPLE OCCUPATION</p> <p>The Committee received the report on Housing in Multiple Occupation (HMO) Licensing and the proposed discretionary additional scheme for Harringey Ward and parts of St Ann's and Noel Park Wards (pages 57-63 of the agenda pack). It was noted that the licence would only be relevant to 3 storey buildings.</p> <p>In response to the Committee's comments and concerns, Steve Russell (Housing Improvement Team Manager) explained the difficulty in controlling the number of HMOs. It was estimated that there could be between 5,000 and 10,000 HMOs and that many properties had been converted without the relevant planning permission and could not be converted back to the property's previous state due to 4 years elapsing since the conversions. With newer conversions the Council's enforcement team could only take action once a property was being inhabited as an HMO and landlords would be held to account and forced to obtain a licence and meet standards. The Committee noted that landlords were going to great lengths to legitimise their work through "certificates of lawfulness".</p> <p>The Committee questioned whether local lettings agencies were assisting the Council in identifying unlicensed HMOs and encouraging landlords to have licences before letting out a HMO. It was noted that the Council officers had visited all 30 agencies in Green Lanes and provided a booklet about services for all Houses in Multiple Occupation.</p> <p>RESOLVED to note the report.</p>
<p>OSCO178.</p>	<p>SOCIAL CARE TRANSPORT</p> <p>The Committee received and noted the progress update on the</p>

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	<p>recommendations made in the Overview and Scrutiny Review of Service Based Transport in Adult Social Care.</p> <p>The Committee questioned whether the planned closures of day centre provision would impact the transport service in terms of staff redundancies. The Head of Provider Service (Older People/ Mental Health), Len Weir, stated that whilst it was very early, there were unlikely to be staff redundancies but drivers would have less time driving and more down time. There had recently been a reduction in use of the transport service which could be due to personalised budgets, where people were choosing alternative services.</p> <p>RESOLVED to note the report.</p>
OSCO179.	<p>MEMBER SUGGESTIONS FOR PRE-SCRUTINY</p> <p>Councillor Winskill suggested that the reorganisation of Haringey's Overview & Scrutiny Committee (as part of new governance arrangements) be considered at a future meeting.</p>
OSCO180.	<p>NEW ITEMS OF URGENT BUSINESS</p> <p>There were no new items.</p>
OSCO181.	<p>MINUTES</p> <p>The minutes of the meetings held on 6th December, 8th December (Call-in) and 20th December 2010 were confirmed as a correct record and were signed by the Chair.</p>
OSCO182.	<p>FUTURE MEETINGS</p> <p>The Committee noted the dates for future meetings as follow:</p> <p>Monday 14th March 2011 Monday 28th March 2011 Wednesday 30th March 2011 Monday 9th May 2011</p>
OSCO183.	<p>SCRUTINY COMMITTEE ACTIONS REQUESTED</p> <p>The Committee noted the actions which had been completed since the last meeting.</p> <p>The meeting ended at 21:00hrs.</p>

COUNCILLOR GIDEON BULL
Chair

SIGNED AT MEETING.....DAY OF.....

CHAIR.....

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
43	29.07.2010	<p>Item 12 – Quarterly Council Performance Exceptions Report & Quarterly Council Budget Monitoring Exceptions Report</p> <p>The Committee requested more information on Haringey's figures for the delayed transfers of care from hospital including whether mental health service users were included (paragraph 15.11 on page 69 of the agenda pack) (action no. 43.1). (Cllr Newton)</p> <p>The Committee asked to be informed of the reasons why the household waste target for reuse, recycling and composting had been lowered. (action no 43.2) (Cllr Winskill)</p>		<p>Performance Management Team Manager</p> <p>Director of Urban Environment (AD Frontline Services)</p>	
OSCO 59	06.09.2010	<p>Item 6 – Cabinet Member Questions – Cabinet Member for Housing</p> <p><u>Action 59.1</u> During the discussion about temporary accommodation it was agreed that the minimum standards criteria would be circulated to Committee members (Cllr Alexander). Members were encouraged to notify the department about any cases of concern.</p> <p><u>Action 59.3</u> The Committee asked for the exact number of rough sleepers in Haringey and the number of individuals who were still rough sleepers in 2010 following from last year. (Cllr Ejiofor)</p>		<p>Assistant Director of Strategic & Community Housing</p> <p>Strategy & Partnerships Manager</p>	
62	06.09.2010	<p>Item 10 – Cabinet Member questions – Cabinet Member for Finance and Sustainability</p> <p><u>Action 62.1</u> The Committee requested a milestone report of the impact of the Council's emergency expenditure restrictions imposed to tackle projected in-year overspend.</p>		<p>Director of Corporate Resources</p>	<p>OSC on 21.02.2011</p>

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
				27.10.10 Response from Alex Fraser but further information requested from Urban Environment by Committee	
70	04.10.2010	<p><u>Action 62.2</u> The Committee highlighted previous discussions on the possibility of using wasteland for allotment space and offenders on the Community Payback scheme to work on those spaces. The feasibility of this would be investigated and reported back to the Committee. (Cllr Winskill)</p> <p>Item 7 – Cabinet Member Questions – Cabinet Member for Planning and Regeneration</p> <p><u>Action 70.1</u> The Committee would be provided with information on the number of residents who had obtained a job, of those who had received employment support and skills training as part of the North London Pledge 1. (Cllr Ejiofor)</p> <p><u>Action 70.2</u> Further to concerns being expressed regarding the 21% of cases of unauthorised residential conversion which were immune from prosecution, comparison information would be provided to the Committee on the level of unauthorised cases that were immune from prosecution. (Cllr Winskill)</p> <p><u>Action 70.3</u> Further information on the negotiations regarding the NE Tottenham Polyclinic and on the discussions that would be taking place with Tottenham Hotspur Football Club regarding their future in the borough would be provided to the Committee (Cllr Winskill)</p> <p><u>Action 70.4</u> The Committee that more comprehensive figures on the cost of worklessness in the borough, for example including benefit figures, the impact on local health services, retraining costs and reduced consumer spending to be reported back to the Committee, after the findings of the</p>	<p>Assistant Director of Planning, Regeneration and Economy</p> <p>Assistant Director of Planning, Regeneration and Economy</p> <p>Assistant Director of Planning, Regeneration and Economy</p> <p>Assistant Director of Planning, Regeneration and Economy</p>	Page 150	

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
		current economic survey of the borough were known. <i>(Cllr Winskill)</i>		Assistant Director of Planning, Regeneration and Economy	
		<u>Action 70.5</u> The Committee would be provided with a written response to question 13 submitted for the Cabinet member for Planning and Regeneration, in respect of what happened to those 56 people of the 94 engaged in the Families into Work Programme, who are not in work, on skill courses or work placements. <i>(Cllr Newton)</i>		Assistant Director of Planning, Regeneration and Economy	
		<u>Action 70.6</u> Further to a discussion regarding the Bridge NDC, the full value for money and performance report relating to the NDC would be circulated to the Committee. <i>(Cllr Newton)</i>		Assistant Director of Planning, Regeneration and Economy	
		<u>Action 70.7</u> The Committee requested that a full written response to written question 17 on the Mayor's proposed WiFi platform across London, and the consultation this would entail, be provided to the Committee.		Assistant Director of Planning, Regeneration and Economy	
71	04.10.2010	Item 11 – Flow of Section 106 Money		Assistant Director of Planning, Regeneration and Economy	
		<u>Action 71.1.1</u> The Committee asked that further ways of engaging the wider community for idea on s106 agreements be looked into and reported back to the Committee <i>(Cllr Winskill)</i>		Assistant Director of Planning, Regeneration and Economy	
		<u>Action 71.2</u> The Committee requested a 1-page briefing note on the current position in respect of Hale Village and the section 106 agreement.		Assistant Director of Planning, Regeneration and Economy	
72	04.10.2010	Item 8 – Breast Screening – NHS Response to Scrutiny Report		NHS Haringey –	
		<u>Action 72.1</u> Further to a discussion regarding the validation of practice			

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
				Associate Director of Public Health	
			lists, the Committee requested that a full explanation of the decision to remove patients from practice lists after 6 months, if they did not respond to a letter to confirm their address, be sought and reported back to the Committee. <i>(Helena Kania)</i>	NHS Haringey – Associate Director of Public Health	
			<u>Action 72.2</u> The Committee requested that a full written answer to the question of why clinics at the Whittington were not included in the NHS response on out of hours access at recommendation 2.11 be provided <i>(Helena Kania)</i>	Scrutiny officer	
			<u>Action 72.3</u> A copy of the NHS response to the scrutiny review of breast screening services in the borough to be circulated to all those who had participated in the review <i>(Cllr Winskill)</i>	Scrutiny officer	
			<u>Action 72.4</u> The Committee requested that the PCT be directed to the Council's communications unit to discuss the appropriateness of using community languages in their literature. <i>(Cllr Winskill)</i> .		
74	04.10.2010	Item 10 – Winter Service Plan		Client & Performance Manager – Environmental Resources	
			<u>Action 74.1</u> The Committee requested that the street-by-street analysis in the draft Plan and proposed location of all grit bins in the borough be circulated to all Council Members for information.	Client & Performance Manager – Environmental Resources	
			<u>Action 74.2</u> The Committee requested that, once approved by Cabinet, the location of all grit bins in the borough be published on the Council's website.		
90	20.10.2010	Item 7 – Changing for Good – Mental Health Trust (MHT) presentation			

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
99	01.11.2010	<p><u>Action 90.1</u> - The Committee requested a briefing note detailing how placing mental health service users in bed and breakfast accommodation would be avoided, including the proposals for a recovery house at St Anne's hospital. (<i>Cllr Winskill</i>)</p> <p><u>Action 90.2</u> - The Committee asked for information on the number of service users utilising the day centre at the Haynes Day Centre at the Hornsey Health Centre. (<i>Cllr Winskill</i>)...</p> <p><u>Action 90.4</u> – The Chair would write to NHS partners to inform them that the Save St. Anne's Hospital Group had not been consulted on proposals to the hospital. (<i>Chair</i>)</p>	<p>BEH MHT Director Strategic Development</p> <p>AD Adult Services</p> <p>The Chair/ Scrutiny Officer</p>	31.01.2011	Page 153
100	01.11.2010	<p>Item 7 – Safeguarding Plan for Haringey</p> <p>The Committee asked for the reasons that the recent South Tottenham Children's Trust Board meetings had been cancelled (action 99). (<i>Yvonne Denny</i>)</p> <p>Item 9 – Key Performance Issues in Child Protection</p> <p>The Committee noted that there had been a decrease in the numbers of assessments (NI59 and NI60) completed within the timescales (page 64) particularly over the summer period. The report contained data up to August 2010 therefore supplementary information on assessments would be circulated to Committee Members (action 100.1).</p> <p>The Committee asked for information on the 7 out of 21 care leavers who</p>	<p>Director C&YP</p> <p>Director C&YP</p> <p>Director C&YP</p>		

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
101	01.11.2010	<p>were not in education, employment or training (NEET) on their 19th birthday (Page 66, NI 148) (action 100.2). (Cllr Alexander)</p> <p>Committee members noted that the statistics provided in the performance reports were agreed by Council Members through a process conducted by the policy and performance team. Committee members were invited to email the Cabinet Member if they had suggestions on specific variations on data that they wished the Committee or the Corporate Parenting Advisory Committee to consider (action 100.3). (Cllr Ejiofor)</p>	OSC Members		
					Page 154
				<p>NHS Associate Director – Communications, Engagement and Partnerships</p> <p>NHS Associate Director – Communications, Engagement and Partnerships</p>	
115	06.12.2010	<p>Item 10 – New Items of Urgent Business – Health Visitors</p> <p>Committee members expressed concerns that only 14% of mothers in Haringey received one-year visits from a health visitor and asked officers to investigate how other boroughs such as Tower Hamlets provided a much higher level health visitor service and noted that this could be due to the higher level of funding received by other authorities (action 101.1). (Cllr Ejiofor)</p> <p>Officers would investigate a Committee Member's report that the baby-clinic in the Highgate Children's Centre only offered a baby weighing service and not universal health visitor services (action 101.2). (Cllr Allison)</p> <p>Item 6 – Cabinet Member Questions – Cabinet Member for Adult & Social Services</p> <p>Re: Q2 – The draft Health and Well Being Board Structure would be</p>		Director of Adult,	OSC on 16.03.2011

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
				Culture & Community Services Director of Adult, Culture & Community Services	On-Going
116	06.12.2010	<p>circulated to the Committee (Action no. 115.2). <i>Cllr Winskill</i></p> <p>Re. Q8 – The Committee would be sent details on any future plans for changes to the provision of mobile and housebound library services (Action no. 115.3). <i>Cllr Newton</i></p> <p>Item 7 – Cabinet Member Questions – Cabinet Member for Community Cohesion</p> <p>Q4 & 5 – The Committee requested an update towards the end of the financial year on how partnership working will be maintained to prevent and reduce re-offending (Action no. 116.1). <i>Cllr Winskill</i></p> <p>Q15 – The Committee would be sent a written response to a question about the murder conviction rate in the Borough (Action no. 116.2). <i>Cllr Ejiiofor</i></p>	<p>Head of Safer & Stronger Communities Unit</p> <p>Head of Safer & Stronger Communities Unit</p>		
117	06.12.2010	<p>Item 8 – Homes for Haringey Performance Report</p> <p>A briefing would be circulated in response to a Co-opted member asking how void turnaround times were affected by squatters (Action no. 117.1). <i>Sandra Young</i></p> <p>The Committee asked for figures for the number of tenants evicted as a result of anti-social behaviour (Action no. 117.2) and noted that Homes for Haringey was working with the Council to plan how funding could increase to ensure that the service dealing with anti-social behaviour continued. <i>(Chair)</i></p>	<p>HfH Executive Director of Finance</p> <p>HfH Executive Director of Finance</p>		

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
119	06.12.2010	<p>In response to the information on Welcome Visits, provided at Appendix 2, a Committee Member asked for more information on the Notice to Quit (NTQ) process (Action 117.4). <i>Cllr Newton</i></p> <p>Item 10 – Housing Allocations Policy</p> <p>The Committee would be sent an internet link to the Homes for Haringey web-pages which showed where in the Borough rented and empty properties were situated (Action 119.10). <i>Cllr Ejiofor</i></p>	HfH Executive Director of Finance	23.12.2011	
120	06.12.2010	<p>Item 11 – Decent Homes Progress Report</p> <p>The Committee noted that Decent Homes work to the Borough's supported housing schemes would start in December 2010 and would continue until July 2011. Specific dates for works would be circulated (Action no. 120.1). <i>Cllr Newton</i></p> <p>A Committee Member requested the performance data relating to defects further to contractors work and how quickly repairs were completed (Action no. 120.2). <i>Cllr Ejiofor</i></p> <p>A Committee Member highlighted the low figures for resident satisfaction in Wood Green compared to the 97% average. The Head of Asset Management explained that this was due to smaller properties in the Wood Green area and agreed to provide more detail in a briefing note. (Action no. 120.3). <i>Cllr Winskill</i></p>	<p>HfH Head of Asset Management</p> <p>HfH Head of Asset Management</p> <p>HfH Head of Asset Management</p>		

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
121	06.12.2010	Item 12 – Haringey Efficiency Programme A briefing note detailing the amount of money spent on achieving each Value for Money (VFM) project (listed on Page 47 of the report) was requested (Action no. 121.1). <i>Cllr Winskill</i>		Programme Director, Haringey Forward	
123	06.12.2010	Item 14 – Use of Consultants The Committee requested a briefing note detailing the benefits, long term knowledge transfer and other data relevant to the Council's use of consultants (Action no. 123.1). <i>Chair/Cllr Ejiofor/Cllr Winskill</i>		Assistant Chief Executive	
143	20.12.2010	Item 8 – RNIB Lost & Found Campaign The Committee was urged to encourage the Council to explore the possibility of funding ECLO posts. A Committee Member suggested that, whilst it was not possible to lobby for additional spending at present a letter could be sent on behalf of the Committee to the Chair of the North Central London (NCL) Review recommending the matter be discussed at the next MCL meeting.		Scrutiny Officer	Page 157
144	20.12.2010	Item 9 – Integrated Care Organisation (ICO) The Committee requested a report in March/April 2011 updating on the ICO project.		Associate Director - Communications, Stakeholder Engagement and Partnerships	
159	17.01.2011	Item 7 – Budget Scrutiny Review of Financial Planning for 2011/12 to 2013/14 Re: Q5 – The Committee requested benchmarking information on legal		Director CYPs	

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
		costs per child safeguarding case. (Action No. 159)		Director - Corporate Resources	OSC on 31.01.2011
		Re. Q9 – A copy of the working paper analysing the inflation provision would be circulated to the Committee and Councillor Gorrie (Action No. 159.1). <i>(Cllr Gorrie)</i>		Director - Corporate Resources	OSC on 31.01.2011
		Re. Q13 – The Committee requested a briefing note on the Council Tax benefits subsidy calculation that would produce a cost to the Council of £4m. The note should identify the estimated level of subsidy being withdrawn by central Government. (Action No. 159.2). <i>(Cllr Winskill)</i>		Director - Corporate Resources	OSC on 31.01.2011
		Re. Q19 – The Committee asked for details of the overall Council budget for repairs and maintenance (Action 159.3). <i>(Cllr Winskill)</i>		Director - Corporate Resources	OSC on 31.01.2011
		Re. Q22 – The Committee asked for more information than was given in the answer on IT savings and what percentage contribution to the overall savings target this proposal represented. The committee were informed that more IT savings would be included in the next set of savings and the data provided for the next O&S session should address members' concerns. (Action No. 159.4). <i>(Cllr Winskill)</i>		Director - Corporate Resources	OSC on 31.01.2011
		Re: Q25 – The Committee noted that the Council had negotiated a significant reduction in costs of telephone calls to landlines. Further details were requested to be provided (Action No. 159.5). <i>(Cllr Winskill/Chair)</i>		Director - Corporate Resources	OSC on 31.01.2011
		Re. Q34 – The Committee asked for the number of dementia patients at Cranwood Lodge and what private provision was available in the local area if Cranwood Lodge was closed (Action No. 159.6). <i>(Cllr Newton)</i>		Director - Adult, Culture & Community Services	OSC on 31.01.2011

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
		Re. Q39 – More detail on the costs of the Council's three residential homes and how they compared with alternative provision within the independent sector was requested by Committee Members (Action No. 159.7). <i>(Cllr Winskill)</i>		Director - Adult, Culture & Community Services	OSC on 31.01.2011
		The Committee asked for a briefing note on how the consideration of risk in Adult Services and Children's Services savings proposals had been assessed. (Action No. 159.8). <i>(Cllr Winskill)</i>		Director Children's Services/ Director - Adult, Culture & Community Services	OSC on 31.01.2011
		The Committee would be sent details of the opening hours of the Haynes Centre (Action No. 159.9). <i>(Chair)</i>		Director - Adult, Culture & Community Services	OSC on 31.01.2011
		Re. Q44 – The Committee requested to see the Equalities Impact Assessment for the Behaviour Support and Inclusion Management saving proposal when it was completed (Action 159.11). <i>(Cllr Ejiofor)</i>		Director CYPS	
		Re. Q44 – The Committee asked for information on what the take up of places at centres for pupils who had been excluded was and what Children's Services were doing about poor attendance (Action 159.12). <i>(Yvonne Denny)</i>		Director CYPS	
		Re. Q46 – The Committee requested further details on the potential implications of the various Enforcement saving proposals.		Director Urban Environment	
167	31.01.2011	Item 7 – Budget Scrutiny Review of Financial Planning for 2011/12 to 2013/14			
		Re: Q6.1 – <u>Legal Staff in Children's Services</u> In response to the rising cost of legal services the Committee requested a		Director – CYPS	

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
		<p>briefing note on what was being done to drive costs down and a breakdown of how money was spent in the service (Action No. 167.1).</p> <p><u>Re: Q12 – IT – Infrastructure – renewal from borrowing</u> In response to question the Chief Financial Officer stated that cost of the current IT infrastructure had been written off and that more information on the saving of this write-off and the value of the renewed infrastructure would be provided to the Committee. It was noted that joint systems with Homes for Haringey might be required but this would be reviewed as the IT infrastructure proposal moved forward (Action No. 167.3). (Cllr Gorrie)</p> <p><u>Re: Q14 – Recreation Services – Review resourcing of Parkforce Activities</u> The Committee requested details on the exact effects of this proposal would be on the British Trust for Conservation Volunteers (BTCV) and what the Council currently paid for and what the Council intended to pay for under the budget cutting proposal (Action No. 167.4a). (Cllr Engert)</p> <p>The Committee asked for a composite figure for the total amount of cuts on the voluntary sector and the percentage of the Councils grants to the voluntary sector that are to be cut. Members felt it would be useful to have a list of the items and amounts within the two budget documents (Appendix 6.1 and 6.2) which affect the voluntary sector. (Action No. 167.4b). (Cllr Newton)</p> <p><u>Re: Q28 – Restructure of Planning, Regeneration and Economy</u> The Committee expressed concern that the proposal would impact residents. The Equalities Impact Assessment (EIA) would be circulated to Committee Members. (Action No. 167.7) (Cllr Winskill)</p>	<p>Director – Corporate Resources</p> <p>Director – Adult, Culture & Community Services</p> <p>Director – Adult, Culture & Community Services</p> <p>Assistant Director for Planning,</p>	<p>17.02.2011</p> <p>16.02.2011</p>	

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
				<p>Regeneration and Economy</p> <p>The Leader</p> <p>Director – Corporate Services</p>	
173	21.02.2011	<p>Re: Q41 – Adult, Culture and Community Services</p> <p>In response to concerns that Councillors had not been consulted on the Council’s Communication Strategy the Leader stated that there would be further consultation and that she would ensure a briefing was provided to Councillors. (Action No. 167.9) (Cllr Winskill)</p> <p><u>Responses to questions arising from Budget Scrutiny on 17th January 2011</u></p> <p>Re: Ref. 8 – Council Tax benefits Subsidy - a briefing note would be circulated to members on the estimated level of subsidy being withdrawn by the Government. The Committee also asked how long the 10% subsidy would last. (Action No. 167.10)</p>	<p>Item 6 – Cabinet Member Questions – Cabinet Member for Housing</p> <p>The Cabinet Member suggested that the Homes and Communities Agency Report on affordable housing estimates be circulated to the Committee (Action No. 173.1). (Cllr Bevan)</p>	Cabinet Member for Housing	22.02.2011
174	21.02.2011	<p>Item 7 – Homes for Haringey Inspection</p> <p>In response to a question on what happened if a tenant refused decent homes work to the property they lived in, officers explained that the works would be added to a “mop-up” programme to be conducted in the last year of the Decent Homes Programme or when the property became vacant. The Committee asked for more information on this (Action No. 174.1). (Chair)</p>		Homes for Haringey Business Improvement Manager	

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
175	21.02.2011	<p>The Committee requested more information about Homes for Haringey's approach to income collection, including figures for outstanding rental payments, and what specific actions would be taken to improve the collection rate. (Action No. 174.2). (Cllr Winskill)</p> <p>Item 8 – Cabinet Member Questions – Cabinet Member for Finance and Sustainability</p> <p>Re. Q6 – Committee Members noted that some NHS services would be moving into the 4th Floor of River Park House and discussions were being held with other health partners about future sharing of office space. The Committee asked for a briefing note giving more detail about what NHS services would be moving into River Park House. (Action No. 175.1) (Cllr Winskill)</p> <p>The Committee requested a 1-page briefing note on the history of the Hornsey Depot for which a development partner was being chosen. (Action No. 175.2) (Cllr Winskill)</p> <p>The Committee requested a list of London boroughs that operated with only one customer service centre and whether they also provided one-stop shops. (Action No. 175.3) (Chair)</p>	<p>Homes for Haringey Business Improvement Manager</p> <p>Director – Corporate Resources</p> <p>Director – Corporate Resources</p> <p>Director – Corporate Resources</p>		

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
			<p>Children's Services had recently met with the Head of the Court Service about the legal process and costs. The Committee requested feedback from this meeting. (Action No. 176.4) (Cllr Winskill)</p> <p>In response to the Committee's concerns, the Deputy Director – Children and Families, stated that she did not expect there to be a direct link to the number of referrals as a result of the closure of Children's Centres as partners were aware of the Council's thresholds. The Committee asked for a future report back to the Committee if there was a drop in the number of referrals and more details about the areas of referrals. (Action 176.5) (Cllr Winskill)</p> <p>The Committee sought reassurance that targets were appropriate and vulnerable children were identified and assessed in a timely way. It was noted that work was allocated immediately to a social worker to undertake an assessment but if, in the meantime an urgent investigation was received then there would be a reprioritisation of work. An update on the issues raised above (Actions 176.2 – 176.5) would be provided at the OSC Child Protection meeting on 30th March 2011. (Action 176.6)</p> <p>NI 135 - % of Carers received needs assessment or review and a specific care's service, or advice and information – the Committee requested a briefing note on how this target will be improved (Page 12 of Period 9 document). (Action 176.7) (Cllr Winskill)</p> <p>Paragraph 14.8 (Period 9) – The Committee requested a breakdown of stage 1 complaints received. (Action 176.8) (Chair)</p> <p>Paragraph 14.10 (Period 9) – The Committee asked for the monetary</p>	<p>Director - CYPS</p> <p>Director – CYPS / Cabinet Member for Children's Services</p> <p>Performance Team Manager</p> <p>Performance Management Team Manager</p> <p>Director – Corporate</p>	<p>Completed 25.02.2011</p>

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
		<p>figure of the shortfall in collected council tax. (Action 176.9) (<i>Chair</i>)</p> <p>Paragraph 14.11 (Period 9) – The Committee asked what impact on demand for services new benefit claims were having. (Action 176.10) (<i>Chair</i>)</p> <p>The Committee requested a briefing note on the demographic pressures on children’s services to justify the closure of some adult services. (Action 176.11) (<i>Chair</i>)</p> <p>IC 01 - % of rent collected – The Committee noted that Performance Officers had queried how this target could be 100.5% and further information would be circulated once received.</p>	<p>Resources</p> <p>Director – Corporate Resources</p> <p>Director – Children’s Services</p> <p>Performance Management Team Manager</p>	Completed 28.02.2011	

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Complaints completed on time by month* From: 1 April 2010 To: 31 January 2011

STAGE 1 COMPLAINTS target 93% within 10 days

	Adults		Chief		Childr		Corpo		Urban		total	
	No.	%on time	No.	%on time	No.	%on time	No.	%on time	No.	%on time	No.	%on time
Apr	29	100	4	75	3	33	106	85	41	93	183	88
May	23	91	2	50	5	60	93	88	43	93	166	89
Jun	26	96	1	100	7	86	89	91	29	97	152	93
Jul	27	100	3	33	10	100	89	98	52	94	181	96
Aug	23	100	2	0	9	78	76	91	47	98	157	92
Sep	20	100	3	100	10	70	71	92	39	90	143	91
Oct	46	98	2	100	8	88	51	86	43	86	150	90
Nov	24	100	6	50	7	71	62	97	55	73	154	86
Dec	9	78	3	100	4	75	55	95	30	83	101	89
Jan	11	73	0	-	6	33	47	91	25	88	89	84
YTD Total	238	96	26	65	69	74	739	91	404	89	1,476	90

STAGE 2 COMPLAINTS target 90% within 25 days

	Adult		Chief		Child		Corpo		Urban		total	
	No.	%on time	No.	%on time	No.	%on time	No.	%on time	No.	%on time	No.	%on time
Apr	0	-	1	100	0	-	2	100	3	67	6	83
May	0	-	0	-	0	-	5	100	8	88	13	92
Jun	0	-	0	-	0	-	9	67	7	100	16	81
Jul	0	-	0	-	1	100	5	100	6	100	12	100
Aug	0	-	0	-	0	-	5	100	7	100	12	100
Sep	0	-	0	-	0	-	10	90	8	75	18	83
Oct	2	100	0	-	0	-	3	67	9	56	14	64
Nov	1	0	1	0	3	100	5	100	10	50	20	65
Dec	2	100	0	-	0	-	4	100	8	63	14	79
Jan	0	-	0	-	0	-	4	100	6	50	10	70
YTD Total	5	80	2	50	4	100	52	90	72	74	135	81

STAGE 3 COMPLAINTS target 95% within 20 days

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	YTD total
Number	6	3	6	5	10	3	7	7	6	2	55
% on time	83	100	100	100	100	100	86	100	100	100	96

*Excluding S1&2 Homes for Haringey and all Children's/NHS Act complaints

Complaints completed on time by month* From: 1 April 2010 To: 31 January 2011
 Stage 1 By Directorate and Business Unit

Adults, Culture & Community Services

Stage 1	Adult Services		Adult Services & Commissioning		Culture, Libraries & Learning		Recreation		Safeguarding and Strategic Services		total	
	No of cases	%on time	No of cases	%on time	No of cases	%on time	No of cases	%on time	No of cases	%on time	No of cases	%on time
Apr	1	100 %	7	100 %	3	100 %	18	100 %	0	-	29	100 %
May	0	-	3	67 %	3	100 %	17	94 %	0	-	23	91 %
Jun	0	-	1	100 %	6	83 %	19	100 %	0	-	26	96 %
Jul	0	-	0	-	6	100 %	21	100 %	0	-	27	100 %
Aug	0	-	1	100 %	8	100 %	14	100 %	0	-	23	100 %
Sep	0	-	0	-	4	100 %	16	100 %	0	-	20	100 %
Oct	0	-	7	100 %	2	100 %	36	97 %	1	100 %	46	98 %
Nov	0	-	2	100 %	5	100 %	16	100 %	1	100 %	24	100 %
Dec	0	-	1	100 %	1	100 %	7	71 %	0	-	9	78 %
Jan	0	-	0	-	2	100 %	9	67 %	0	-	11	73 %
YTD total	1	100 %	22	95 %	40	98 %	173	96 %	2	100 %	238	96 %

*Excluding S1&2 Homes for Haringey and all Children's/NHS Act complaints

Chief Executive's Service

Stage 1	Electoral Services		People & Organisational Development		Policy, Partnerships, Performance & Communication		total	
	No of cases	%on time	No of cases	%on time	No of cases	%on time	No of cases	%on time
Apr	1	100 %	0	-	3	67 %	4	75 %
May	1	0 %	0	-	1	100 %	2	50 %
Jun	0	-	1	100 %	0	-	1	100 %
Jul	0	-	0	-	3	33 %	3	33 %
Aug	0	-	0	-	2	0 %	2	0 %
Sep	1	100 %	0	-	2	100 %	3	100 %
Oct	0	-	0	-	2	100 %	2	100 %
Nov	2	0 %	1	100 %	3	67 %	6	50 %
Dec	1	100 %	0	-	2	100 %	3	100 %
YTD total	6	50 %	2	100 %	18	67 %	26	65 %

*Excluding S1&2 Homes for Haringey and all Children's/NHS Act complaints

Children and Young People's Service

Stage 1	Business Support & Development		Change for Children Programme		Children & Families		Children's Networks		School Standards & Inclusion		total	
	No of cases	%on time	No of cases	%on time	No of cases	%on time	No of cases	%on time	No of cases	%on time	No of cases	%on time
Apr	0	-	0	-	3	33 %	0	-	0	-	3	33 %
May	3	67 %	0	-	2	50 %	0	-	0	-	5	60 %
Jun	2	100 %	1	100 %	4	75 %	0	-	0	-	7	86 %
Jul	3	100 %	2	100 %	5	100 %	0	-	0	-	10	100 %
Aug	3	67 %	2	100 %	4	75 %	0	-	0	-	9	78 %
Sep	4	75 %	1	0 %	4	75 %	0	-	1	100 %	10	70 %
Oct	4	100 %	1	100 %	2	50 %	0	-	1	100 %	8	88 %
Nov	2	100 %	0	-	5	60 %	0	-	0	-	7	71 %
Dec	1	100 %	0	-	2	50 %	1	100 %	0	-	4	75 %
Jan	0	-	0	-	5	20 %	1	100 %	0	-	6	33 %
YTD total	22	86 %	7	86 %	36	61 %	2	100 %	2	100 %	69	74 %

*Excluding S1&2 Homes for Haringey and all Children's/NHS Act complaints

Corporate Resources

Stage 1	Access (Customer Services & IT)		Benefits & Local Taxation		Corporate Finance & Audit and Risk Management		Legal		Property Services		total	
	No of cases	%on time	No of cases	%on time	No of cases	%on time	No of cases	%on time	No of cases	%on time	No of cases	%on time
Apr	19	74 %	84	88 %	0	-	1	0 %	2	100 %	106	85 %
May	11	73 %	78	91 %	2	100 %	1	0 %	1	100 %	93	88 %
Jun	7	57 %	75	93 %	0	-	1	100 %	6	100 %	89	91 %
Jul	5	80 %	78	99 %	4	100 %	1	100 %	1	100 %	89	98 %
Aug	5	100 %	65	91 %	3	100 %	1	0 %	2	100 %	76	91 %
Sep	5	80 %	62	92 %	2	100 %	1	100 %	1	100 %	71	92 %
Oct	5	80 %	41	88 %	3	67 %	1	100 %	1	100 %	51	86 %
Nov	5	100 %	52	100 %	3	67 %	1	0 %	1	100 %	62	97 %
Dec	11	91 %	41	95 %	0	-	1	100 %	2	100 %	55	95 %
Jan	7	71 %	38	95 %	0	-	0	-	2	100 %	47	91 %
YTD total	80	79 %	614	93 %	17	88 %	9	56 %	19	100 %	739	91 %

*Excluding S1&2 Homes for Haringey and all Children's/NHS Act complaints

Urban Environment

Stage 1	Business Improvement			Economic Regeneration			Frontline Services			Housing Services			Planning Policy & Development			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Apr	0	0	-	0	0	-	33	31	94 %	8	7	88 %	0	0	-	41	93 %
May	0	0	-	0	0	-	31	30	97 %	11	9	82 %	1	1	100 %	43	93 %
Jun	0	0	-	1	1	100 %	23	22	96 %	5	5	100 %	0	0	-	29	97 %
Jul	0	0	-	1	1	100 %	38	37	97 %	11	10	91 %	2	1	50 %	52	94 %
Aug	0	0	-	0	0	-	39	39	100 %	8	7	88 %	0	0	-	47	98 %
Sep	0	0	-	0	0	-	24	24	100 %	15	11	73 %	0	0	-	39	90 %
Oct	0	0	-	0	0	-	29	25	86 %	14	12	86 %	0	0	-	43	86 %
Nov	2	0	0 %	0	0	-	35	27	77 %	15	12	80 %	3	1	33 %	55	73 %
Dec	0	0	-	0	0	-	19	15	79 %	10	9	90 %	1	1	100 %	30	83 %
Jan	0	0	-	0	0	-	19	18	95 %	5	4	80 %	1	0	0 %	25	88 %
YTD total	2	0	0 %	2	2	100 %	290	268	92 %	102	86	84 %	8	4	50 %	404	89 %

*Excluding S1&2 Homes for Haringey and all Children's/NHS Act complaints

Complaints completed on time by month* From: 1 April 2010 To: 31 January 2011
 Stage 2 By Directorate and Business Unit

Adults, Culture & Community Services

Stage 2	Adult Services & Commissioning		Recreation		Safeguarding and Strategic Services		total	
	No of cases	%on time	No of cases	%on time	No of cases	%on time	No of cases	%on time
Oct	1	100 %	1	100 %	0	-	2	100 %
Nov	0	-	1	0 %	0	-	1	0 %
Dec	0	-	1	100 %	1	100 %	2	100 %
YTD total	1	100 %	3	67 %	1	100 %	5	80 %

Chief Executive's Service

Stage 2	Electoral Services		Policy, Partnerships, Performance & Communication		total	
	No of cases	%on time	No of cases	%on time	No of cases	%on time
Apr	0	-	1	100 %	1	100 %
Nov	1	0 %	0	-	1	0 %
YTD total	1	0 %	1	100 %	2	50 %

Children and Young People's Service

Stage 2	Business Support & Development		Children & Families		total	
	No of cases	No on time %on time	No of cases	No on time %on time	No of cases	%on time
Jul	0	0	1	100 %	1	100 %
Nov	2	100 %	1	100 %	3	100 %
YTD total	2	100 %	2	100 %	4	100 %

Corporate Resources

Stage 2	Access (Customer Services & IT)			Benefits & Local Taxation			Corporate Finance & Audit and Risk Management			Legal			Property Services			total		
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time
Apr	0	0	-	2	2	100 %	0	0	-	0	0	-	0	0	-	2	0	100 %
May	0	0	-	5	5	100 %	0	0	-	0	0	-	0	0	-	5	0	100 %
Jun	2	2	100 %	7	4	57 %	0	0	-	0	0	-	0	0	-	9	0	67 %
Jul	0	0	-	3	3	100 %	0	0	-	1	1	100 %	1	1	100 %	5	1	100 %
Aug	2	2	100 %	2	2	100 %	0	0	-	1	1	100 %	0	0	-	5	0	100 %
Sep	1	1	100 %	8	7	88 %	1	1	100 %	0	0	-	0	0	-	10	0	90 %
Oct	0	0	-	1	0	0 %	1	1	100 %	1	1	100 %	0	0	-	3	0	67 %
Nov	0	0	-	4	4	100 %	1	1	100 %	0	0	-	0	0	-	5	0	100 %
Dec	2	2	100 %	0	0	-	1	1	100 %	0	0	-	1	1	100 %	4	1	100 %
Jan	0	0	-	4	4	100 %	0	0	-	0	0	-	0	0	-	4	0	100 %
YTD total	7	7	100 %	36	31	86 %	4	4	100 %	3	3	100 %	2	2	100 %	52	2	90 %

*Excluding S1&2 Homes for Haringey and all Children's/NHS Act complaints

Urban Environment

Stage 2	Frontline Services			Housing Services			Planning Policy & Development			total	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Apr	2	1	50 %	0	0	-	1	1	100 %	3	67 %
May	3	3	100 %	5	4	80 %	0	0	-	8	88 %
Jun	5	5	100 %	2	2	100 %	0	0	-	7	100 %
Jul	5	5	100 %	1	1	100 %	0	0	-	6	100 %
Aug	3	3	100 %	2	2	100 %	2	2	100 %	7	100 %
Sep	7	5	71 %	1	1	100 %	0	0	-	8	75 %
Oct	4	2	50 %	4	2	50 %	1	1	100 %	9	56 %
Nov	5	4	80 %	5	1	20 %	0	0	-	10	50 %
Dec	5	2	40 %	3	3	100 %	0	0	-	8	63 %
Jan	4	2	50 %	2	1	50 %	0	0	-	6	50 %
YTD total	43	32	74 %	25	17	68 %	4	4	100 %	72	74 %

*Excluding S1&2 Homes for Haringey and all Children's/NHS Act complaints

Homes for Haringey

Stage 1	Chief Executive's		Group Manager		Property Services		total	
	No of cases	% on time	No of cases	% on time	No of cases	% on time	No of cases	% on time
Apr	1	100 %	20	85 %	85	80 %	106	81 %
May	1	100 %	18	89 %	83	98 %	102	96 %
Jun	0	-	25	96 %	79	95 %	104	95 %
Jul	0	-	26	81 %	68	99 %	94	94 %
Aug	0	-	24	75 %	62	94 %	86	88 %
Sep	0	-	18	89 %	74	93 %	92	92 %
Oct	0	-	18	83 %	73	93 %	91	91 %
Nov	0	-	21	90 %	77	82 %	98	84 %
Dec	0	-	17	88 %	78	92 %	95	92 %
Jan	0	-	11	91 %	94	96 %	105	95 %
YTD Total	2	100 %	198	86 %	773	92 %	973	91 %

Stage 2	Housing Management		Property Services		Repairs		Resources		total	
	No of cases	%on time	No of cases	%on time	No of cases	%on time	No of cases	%on time	No of cases	%on time
Apr	3	100 %	7	71 %	12	67 %	0	-	22	73 %
May	0	-	5	80 %	1	100 %	1	0 %	7	71 %
Jun	3	67 %	9	67 %	0	-	0	-	12	67 %
Jul	4	75 %	14	93 %	0	-	0	-	18	89 %
Aug	4	100 %	11	82 %	0	-	0	-	15	87 %
Sep	8	100 %	14	79 %	0	-	0	-	22	86 %
Oct	7	71 %	6	83 %	0	-	0	-	13	77 %
Nov	1	100 %	10	90 %	0	-	0	-	11	91 %
Dec	4	100 %	11	82 %	0	-	0	-	15	87 %
Jan	2	100 %	14	79 %	1	100 %	0	-	17	82 %
YTD Total	36	89 %	101	81 %	14	71 %	1	0 %	152	82 %

HfH Stage 2 (20 response time)	Housing Management		total	
	No of cases	%on time	No of cases	%on time
May	1	100 %	1	100 %
YTD Total	1	100 %	1	100 %

Children's Act & NHS complaints completed on time by month From: 1 April 2010 To: 31 January 2011

Stage 1	Adult Services & Commissioning		Children & Families		Safeguarding and Strategic Services	
	No of cases	%on time	No of cases	%on time	No of cases	%on time
Apr	4	100 %	7	86 %	0	-
May	6	100 %	4	75 %	0	-
Jun	10	100 %	5	80 %	0	-
Jul	9	100 %	7	71 %	0	-
Aug	8	100 %	7	100 %	2	100 %
Sep	7	100 %	5	80 %	0	-
Oct	12	100 %	7	71 %	0	-
Nov	5	100 %	7	71 %	1	100 %
Dec	11	100 %	7	57 %	1	100 %
Jan	7	100 %	6	33 %	0	-
YTD total	79	100 %	62	73 %	4	100 %

		Children & Families	
		No of cases	%on time
Stage 2			
	Nov	2	0 %
	YTD total	2	0 %

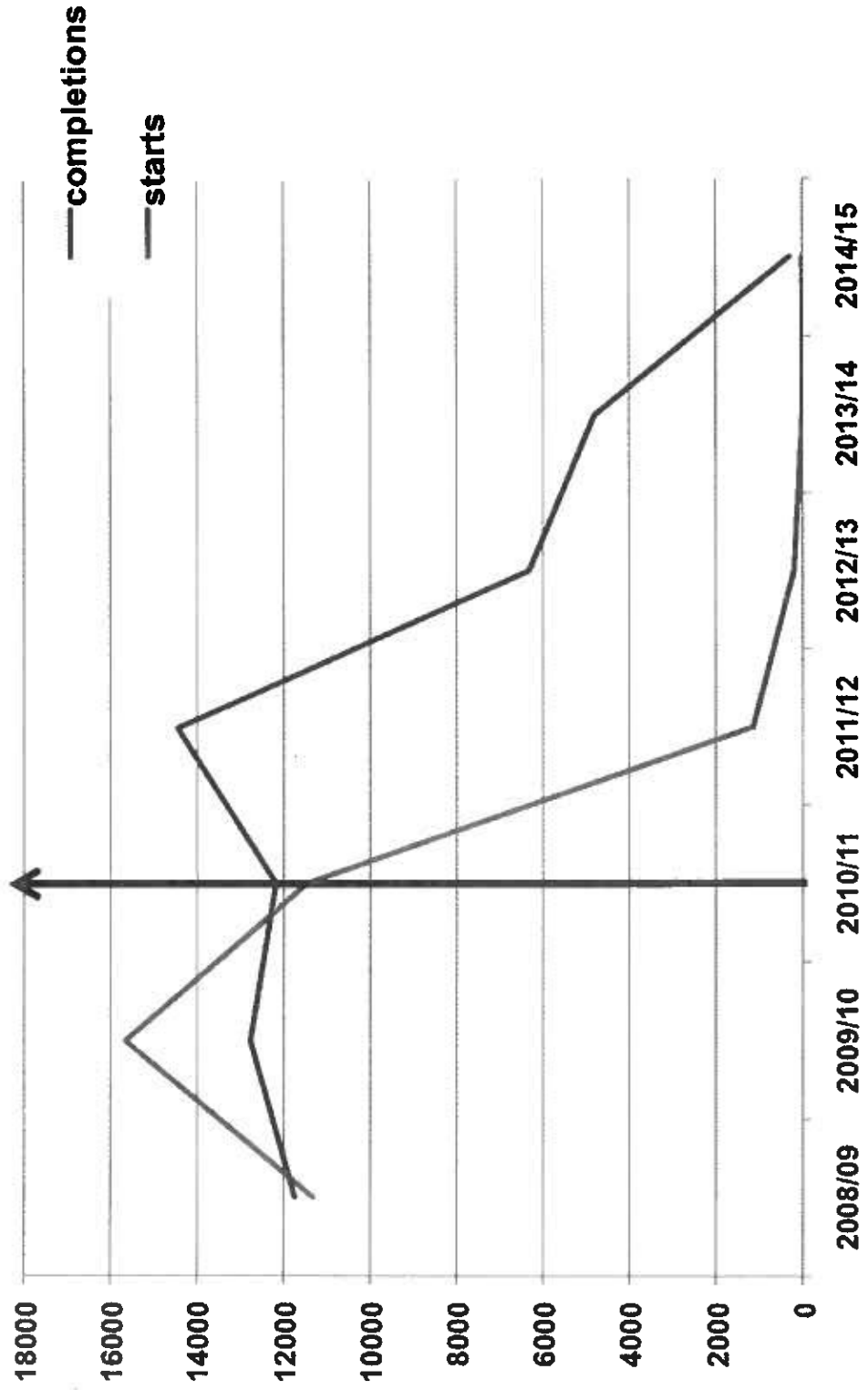
Stage 2
extended
deadline
YTD total

		Children & Families	
		No of cases	%on time
Stage 1 extended deadline			
	May	1	0 %
	Jun	1	100 %
	Aug	1	100 %
	Dec	1	100 %
	YTD total	4	75 %

We need to start the new programme urgently

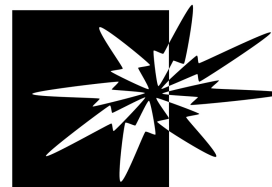


London affordable starts and completions



Thriving communities, affordable homes

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Haringey Council

OSC – 21st February 2011 – Action 176.7

NI 135 - % of Carers received needs assessment or review and a specific care's service, or advice and information – the Committee requested a briefing note on how this target will be improved (Page 12 of Period 9 document).

Further to the question in relation to what we are doing to get back on track with carers receiving needs assessment or review and a specific carer's service or advice and information, please see the attached response (action plan). Please note that some of the issues seem to be around capturing the data on Framework I so that it shows up in the indicator when performance reports are run. In addition there is increased emphasis on increasing the number of Carers' Emergency Plans completed and the note also covers work being done in this respect. There was a 2% increase in performance between December and January so that January's performance was 17.6% against a 20.3% profiled target.

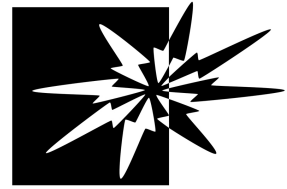
Also in relation to the discussion around average re-let times and the exceptionally good performance of 19.8 days in December, I wanted to say that we also questioned the performance and initially wondered if it was representative as Home Connexions (the biddings system) is closed for 2 weeks in December so we thought that fewer lets were processed and completed which could bring the average time down. However our investigation has shown that 51 properties were let in December, which is slightly above the average and the average letting time was just 11 days with a repairs time of 16.7 days. These do not equal the 19.8 days reported but that is due to time lags and the way the average is calculated. We are in the process of auditing the figures and the different parts of the process.

We did ask the question about whether performance could be sustained at this level and the Director of Urban Environment said that performance was sustainable.

For information the January performance figures are as follows:

The average re-let time for local authority dwellings was 28.8 days in January, for the year to date it is 36.5 days. This is an amalgamation of relet times 47 days for supported housing and 24.6 days for general needs. The repairs part of the process has seen a significant improvement in performance over the last twelve months and the trend continues to improve on voids overall with the second best performance of the year in January 2011. The repairs team are turning around regular, or VAV (Voids Available), at 16.7 days, slightly behind their 15-day target. Over the course of the year, this item has consistently moved in the right direction, contributing to the reduction in the headline void figure.

Margaret Gallagher
Performance Manager
Policy & Performance
Haringey Council

**NI 135****% of carers receiving needs assessment or review and a specific carer's service or advice and information**

Between 1st April 2010, up until 31 January 2011; **783 carers** received a needs assessment or review and a specific carer's service or advice and information.

The 2010-11 target is 25% of community based services, as of end of January performance was at 17.6%. As of August 2010, 4460 community based services were provided, 25% of this is 1115, therefore by the end of March 2011 to achieve the target we must have assessed or reviewed 1115 carers.

In order to achieve the target by 31 March 2011, approximately 300 carers assessments / reviews will need to be completed between now and 31 March.

Attached is a breakdown of the figures by team (as of 31 January) – see appendix 1.

Carers Assessments

One reason for a drop in performance over the past year is because Haringey Carers Centre is no longer completing carers assessments on behalf of the local authority.

The Integrated Access Team has recently started booking a double appointment for carers assessments when they book the service users community care assessment, if the carer is identified and consents. This practice was instigated by the team to improve efficiency and to help ensure carers are assessed in a timely, holistic manner.

Information and Advice to carers

Another reason that may attribute to the lower figure is how we record when information and advice is provided to carers. Currently the IAT does not use FW-I to capture when they provide information and advice to a carer. This may happen when they screen for eligibility re a carers assessment. If the carer is not eligible or declines an assessment, the carer may be provided with information and advice or signposted for support. IAT do use their own CRM to record how and when information and advice is provided, but it does not have the capacity to identify if the person receiving the information is a carer and is not included when the Performance Team run reports.

The FW-I team has developed a simple application for the Sensory Impairment Team and the Learning Disability Combined Team to enable them to capture when they provide information and advice to a carer on FW-i. This will be tested from Monday 28 February. This has the potential to be rolled out to IAT too.

Proposed actions to improve the target:

1. Identify designated worker(s) in the Sensory Impairment Team and Learning Disabilities Combined Team to add carers to FW-i who they have provided information and advice to once the new application is added on FW-i.
2. Performance Team to run a number of reports:
 - a. Taking the carers who have received an assessment or review this year (783 as of 31 January) and run a report against the Carers Register to identify carers who have not had an assessment this year.
 - b. Of the 4460 people receiving community based services, identify which service users are linked to a carer and then compare these carers with the list of 783 people who have received an assessment or review. From the list identify those carers who have not received an assessment and review.

The relevant teams will then be approached to offer and carry out assessments to the carers identified via the above reports (by 31 March).

3. In conjunction with the FW-I team and IAT, enable IAT to use the information and advice application on FW-I. This may take some time and is unlikely to be available in time to make a difference to the PI.

Until this is established, the Performance Team should discuss with IAT about how information from IAT's CRM (re information and advice to carers) can be incorporated into the performance monitoring.

Carers' Emergency Plans

As of 31 January, nine of the identified sample of twenty-five older carers have completed a Carers' Emergency Plan. The episode was live on FW-i from 1 November. The episode is available to all teams and should be an outcome of a carers assessment or it can be completed on its own.

It was decided that the Learning Disabilities Combined Team would pilot the episode on FW-i, due to the large number of older carers looking after someone with a learning disability.

The Learning Disabilities Combined Team are working with these older carers to complete an emergency plan. At the recent Learning Disabilities Performance Callover, it was agreed that the team would go back and ensure that where a carer has declined an emergency plan this is captured. As part of future performance callover meetings, the Performance Team agreed to run a report on how many carers have declined an emergency plan.

At the Performance Callover, it was also agreed that further work with practitioners is required to help them to have the sensitive conversations with carers about planning for the future and developing an emergency plan. It was agreed that the Commissioning Manager with a lead on carers will support this work alongside colleagues in the Learning Disabilities Combined Team. Once it is better understood as to why carers may be declining the development of an emergency plan, a PI will be developed.

Appendix 1 – team group breakdown of carers received a needs assessment or review and a specific carer’s service or advice and information between 1 April 2010 and 31 January 2011

Team Group	Info only	Services	Grand Total
Carers Support Team		1	1
Learning Disabilities Combined Team	31	87	118
Learning Disabilities Transitions Team	1	2	3
Mental Health and Learning Disabilities Commissioning		34	34
Mental Health Outreach	1		1
MH Support and Recovery SW		14	14
MH Support and Recovery NE		6	6
MH Support and Recovery NW	1	8	9
MH Support and Recovery SE	2	9	11
Older People Integrated Care	4	10	14
Older Peoples Mental Health	7	14	21
Older people's Neighbourhood	64	227	291
Physical Disabilities (H)	1		1
Physical Disability	8	95	103
Rapid Response	76	61	137
Winkfield Resource Centre		19	19
Grand Total	196	587	783

OSC – 21st February 2011 – Action No. 176.12

IC 01 - % of rent collected – The Committee noted that Performance Officers had queried how this target could be 100.5% and further information would be circulated once received. (Action 176.12).

The answer is that arrears are included in the numerator but not the denominator so that it is possible and desirable to collect more than 100% of rent. The formulae for calculating the indicator is as shown below and hopefully adds some clarity although I agree the indicator description is misleading.

$$IC01 = [A / (B + C - D)] * 100$$

where

A = Rent Collected in year from current and former General Needs tenants - GN & HfOP

B = Rent and Service charges due for the period benchmarked (whether property is occupied or not and excluding all arrears brought forward) - GN & HfOP

C = Current tenant rent arrears - start of the year - GN & HfOP

D = Rent loss due to empty properties (voids) - GN & HfOP)

So if we collect arrears *from former tenants* they are included in the numerator but *not* the denominator, thus a outcome of over 100% is possible and desirable.

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Please see comment below and Haringey's achievement in relation to the English Bacalaureat standard. I hope this is what you require but do let me know if there is anything else I can provide.

The main GCSE measure that is currently in place is the % achieving 5+ A* - C (including English and maths).

The trend for that is shown below. Haringey schools have been working hard to improve this measure with considerable success.

The new measure for the English Baccalaureate has materialised fairly suddenly from the coalition government.

The national percentage of pupils achieving the English Bacc is 15.6%, the Haringey total is 12.3%

Individual school attainment for Haringey (including the English Bacc) are published on the DFE website at

http://www.education.gov.uk/cgi-bin/performance/tables/group_10.pl?Mode=Z&Type=LA&Begin=s&No=309&Base=q&Phase=1&F=1&L=50&Year=10&Key=4&Order=asc

The English Bacc requires pupils to pass at least 5GCSE's at grade C or above which include; English, maths, science, a language and either geography or history.

Many headteachers and educationalists are very concerned at the way this measure has been introduced.

Bob Garnett is currently on leave – but in a previous email he has commented that..."Changes to the school curriculum take time to work through and for schools to be judged fairly by the "English Bacc" standard requires proper notice for schools to change their teaching. For examination classes the lead time is two years. Only then will comparisons be at all valid."

Below are links that take you to some of the views expressed over this issue in national and local papers

http://www.hornseyjournal.co.uk/news/haringey_headteachers_unhappy_as_new_traditional_gcse_league_tables_are_published_1_776901

<http://www.bbc.co.uk/news/education-12160738>

