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## Overview and Scrutiny Committee

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MONDAY, 9TH MAY, 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 Sandra 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 14 below).

#### **4. DECLARATIONS OF INTEREST**

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

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

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

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

#### **6. CABINET MEMBER QUESTIONS - CABINET MEMBER FOR HOUSING (PAGES 1 - 4)**

Briefing and answers to questions – Councillor John Bevan, Cabinet Member for Housing.

#### **7. PERIOD 11 COUNCIL PERFORMANCE - EXCEPTIONS REPORT AND COUNCIL BUDGET MONITORING - EXCEPTIONS REPORT (PAGES 5 - 34)**

To receive the exceptions report on financial and performance information for period 11 of 2010/11.

#### **8. SCHOOL EXCLUSIONS (PAGES 35 - 76)**

To receive the report on school exclusions in Haringey.

#### **9. IVF SUSPENSION PROPOSALS (PAGES 77 - 86)**

To receive a briefing on the NHS proposals to suspend IVF (In vitro fertilization) treatment.

#### **10. HOMES FOR HARINGEY PERFORMANCE REPORT (PAGES 87 - 120)**

To consider the Homes for Haringey performance report.

#### **11. CORPORATE PARENTING SCRUTINY REVIEW**

To receive the scrutiny review report on corporate parenting. **TO FOLLOW**

**12. HEALTH INEQUALITIES SCRUTINY REVIEW**

To receive the scrutiny review report on health inequalities. **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 121 - 134)**

To approve the minutes of the meetings held on 14<sup>th</sup> March (attached), 16<sup>th</sup> March (attached), 28<sup>th</sup> March 2011 (**to follow**) and 30<sup>th</sup> March 2011 (**to follow**).

**16. REFLECTIONS ON THE PAST YEAR**

Committee discussion.

**17. FUTURE MEETINGS**

To be announced.

**18. SCRUTINY COMMITTEE ACTIONS REQUESTED (PAGES 135 - 198)**

To note the actions completed since the last meeting.

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Member Services  
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Principal Committee Co-Ordinator  
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Thursday, 21<sup>st</sup> April 2011

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## **CABINET MEMBER FOR HOUSING SERVICES**

### **KEY ISSUES – STRATEGIC AND COMMUNITY HOUSING SERVICES**

#### **Key functions of Strategic and Community Housing Services**

- To develop and implement an overarching housing strategy, together with a range of sub strategies including those relating to homelessness, affordable warmth, private sector housing, rough sleeping and older people.
- To provide a robust ALMO client function that ensures that Homes for Haringey manages and maintains the Council's housing stock to the required standards, and delivers Haringey's decent homes programme within budget and on time.
- To develop and implement an affordable housing programme, in partnership with registered providers, to provide affordable homes for rent and purchase.
- To improve and enforce standards in private sector housing, including houses in multiple occupation, empty homes and private rented accommodation.
- To provide expert housing advice, and work with private sector landlords and other housing providers, in order to prevent homelessness, sustain tenancies and provide a range of viable housing options.
- To manage and maintain a housing register, assess the housing and support needs of housing applicants (including homeless households living in temporary accommodation, and social housing tenants seeking a transfer), operate the borough's choice based lettings scheme, and allocate social rented housing.
- To procure and manage a stock of temporary accommodation, and discharge the Council's duties in accordance with the homelessness legislation.
- To assist the co-ordination and delivery of advice and support services for survivors of domestic violence and vulnerable people in housing need.

#### **Principal objectives of Strategic and Community Housing Services**

- To prevent homelessness
- To reduce the number of households in temporary accommodation
- To make best use of Haringey's social housing stock.
- To maximise the development of affordable housing.
- To improve the quality of private housing.
- To ensure the supply of private rented housing to meet demand.
- To ensure the effective and efficient management of the Council's housing stock.
- To support the Council's strategic agenda
- To achieve continuous service improvement

### Recent developments and events

- Work has started on the production of Haringey's new multi agency Homelessness Strategy, due for publication later this year. Building on the achievements of the past three years, the new Strategy will again focus on preventing homelessness (with an emphasis on targeted interventions, planned move-on and tenancy sustainment), tackling the causes of homelessness, and improving the housing options and life chances of people who are homeless.
- During 2010/11, the Council reduced by 253 (from 3,547 to 3,294) the number of homeless households living in temporary accommodation. Unfortunately, the rate of reduction slowed considerably during the year and, since November 2010, the number of households has levelled off at between 3,294 and 3,305.
- Increased rents and reduced supply have made it increasingly difficult for the Council to discharge its homelessness duty in the private rented sector. During 2010/11, Haringey placed a total of 500 households in the private rented sector; this was only half of the number of placements made during 2009/10.
- Despite widespread concerns about its likely impact on homelessness and the 'outward migration' of low income households from Central London, the Government implemented its plans to base the Local Housing Allowance (LHA) on the 30th percentile of local rents – and to 'cap' weekly LHA rates at £250 for one-bedroom homes, £290 for 2-bedroom homes, £340 for 3-bedroom homes and £400 for homes with at least 4 bedrooms – for new claims from 1 April 2011.
- Although existing tenants affected by the LHA 'caps' will receive time-limited transitional protection, most will be expected to move to alternative, less expensive private rented accommodation (in the Outer London boroughs or outside of London) when their transitional protection comes to an end in 2012.
- In February 2011, the Government announced the outcome of local authority bids for funding under its Decent Homes Backlog Funding Programme 2011-15. Although Haringey fared better than many other local authorities, its award of £69.9m over the next 4 years is £28.7m less than what we were expecting to receive to fund the remaining 3 years of our Decent Homes programme. Furthermore, almost £30m of the funding – due in the third and fourth years of the programme – is only an 'indicative allocation' and not guaranteed.
- It remains the longer term aspiration of the Council and Homes for Haringey to complete the Decent Homes programme. However, in order to achieve this, we will need to adopt an 'elemental' approach to Decent Homes (which prioritises works that are essential to ensure that homes are safe, warm and watertight, but leaves only very limited scope for new bathrooms and kitchens) and to consider more innovative and flexible funding solutions that enable us to deal effectively with homes and estates that require very high levels of investment.
- Sustained improvement has been made to void turnaround times in relation to the Council's housing stock and, during 2010/11, the average time taken to repair and re-let routine voids was 35½ days. Although this was a lot higher than the target of 25 days, it was 9 days less than the average for 2009/10 and 8 days less than the average for 2008/09. During the last 7 months of 2010/11, the monthly average repair and re-let times for General Needs homes were always less than 30 days and the average was less than 25 days in 4 of the 7 months,.

- Haringey's new Housing Allocations Policy (based on Housing Needs Bands) came into effect on 1 March 2011. Applicants awarded the highest priority were put into Bands A and B and all other applicants were informed of their 'provisional' banding in Bands C, D or E. Approximately 2,000 of the letters sent to lower banded applicants were either returned (because the applicants were not known at that address) or resulted in the applicant cancelling their application.
- New housing applicants will be able to register on-line from the end of May 2011. All applicants in Bands C, D and E will be required to re-register, on-line, from the beginning of June 2011. The introduction of on-line registration and a rolling annual review of applications, together with better management of customer expectations, is expected to substantially reduce the size of Haringey's Housing Register and the cost of its administration.
- The new Housing Allocations Policy awards extra priority to council and housing association tenants who are willing to give up their family homes and transfer to accommodation with fewer bedrooms. It will support the Council's efforts to tackle under-occupation and overcrowding which, in 2010/11, enabled 63 under-occupiers and 33 overcrowded tenants to move into more suitable homes.
- The 63 under-occupation moves successfully 'freed up' 5 four-bedroom homes, 30 three-bedroom homes and 28 two-bedroom homes. Of the 12 tenants who moved into sheltered housing, 10 moved into sheltered housing in Haringey.
- Of the 33 overcrowded tenants assisted by the Council in 2010/11, 23 required a four-bedroom home, 3 required a 5-bedroom home and 1 required a six-bedroom home. Two thirds of these tenants (including 18 requiring a four-bedroom home) were helped to obtain suitable, good quality private rented accommodation.
- In February 2011, the Homes & Communities Agency provided London & Quadrant Housing Trust with almost £4m to fund the conversion of 48 temporary homes in Haringey (occupied by homeless families nominated by the Council) into permanent homes, let on assured tenancies at social rents. This relieved pressure on the Temporary Accommodation budget and was only possible, within the very tight timescales, with the assistance of Council officers.
- Since the Comprehensive Spending Review in October 2010, the Government and Homes & Communities Agency have spent a considerable amount of time and effort urging local authorities and registered providers to adopt an Affordable Rent Model that has been designed to enable new homes to be developed with only minimal grant subsidy, at rents equivalent to up to 80% of the market rent.
- Officers from Haringey have met regularly with the Homes & Communities Agency and registered providers to discuss the Affordable Rent Model. However, Ministers' reluctance to exclude housing costs from the £500 per week 'cap' on Universal Credit – and to confirm whether or not the Housing Benefit payable for such properties will be paid direct to the registered provider – has prevented any meaningful assessment of the affordability and viability of such development.
- Throughout 2010/11, Officers have worked hard to reduce the cost of temporary accommodation, so as to minimise the Council's financial exposure in relation to the housing subsidy arrangements. Following re-negotiation of rents and leases – and after handing back homes that are especially expensive – the Council has renewed 660 leases and managed to reduce the number of higher cost leased properties, by 418 (85%), to just 70.
- Consultation has now been completed on the second phase of the 'downsizing' and re-shaping of Strategic & Community Housing Services. Further reductions in

the staffing establishment will be achieved by rationalising teams and services, and by placing increased emphasis on strategic commissioning.

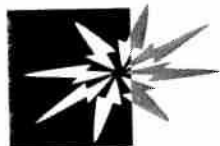
### **Key issues and challenges for 2011/2012**

For the foreseeable future, the severe constraints on public expenditure will continue to have a very serious impact on housing need and the delivery of housing services.

Welfare reform and the proposed changes to the funding arrangements in relation to the Housing Revenue Account, decent homes and the provision of new affordable housing will present Haringey with considerable challenges in the year ahead.

- Despite Officers' success in re-negotiating the rents paid to housing suppliers, the amount of money that the Council is able to claim towards the cost of providing homeless households with temporary accommodation (TA) is still not sufficient to cover the full cost of procuring and managing the accommodation. The problem is compounded by the fact that, from 1 April 2011, the TA housing subsidy arrangements that have applied to local authorities will also apply to any registered providers providing TA under the homelessness legislation.
- In order to minimise the impact of 'outward migration' from Central London (resulting from the introduction of LHA 'caps' and the difficulties that London boroughs are experiencing in securing reasonably priced temporary accommodation within their own boroughs), Haringey has taken the lead on a joint procurement initiative with Barnet, Enfield and Camden that involves a common pricing policy and set of standards for nightly-charged annexes.
- This common pricing policy will be enforced by a Pan London Agreement (approved by the Leaders of all London boroughs) which prohibits the London boroughs from paying housing suppliers more for out-of-borough TA than is being offered by the boroughs in which the TA is situated..
- The Government's decision to calculate the Local Housing Allowance on the basis of the 30th percentile of rents from April 2011 – six months earlier than originally proposed – will severely limit the Council's ability to secure good quality private rented accommodation. It will also result in a substantial increase in the number of private tenants who are at risk of becoming homeless because they are unable to meet their contractual rent payments.
- An announcement will shortly be made on the Government's reform of the Housing Revenue Account (due to be implemented in April 2012) and the details of the debt settlement that is required to enable councils to achieve a sustainable, self-financing business plan. In order to inform the Council's decision making, a 30 year Business Plan will be produced, based on the HRA self financing model and taking into account the results of this year's stock condition surveys.
- In view of the high investment needs of the Council's housing stock, the reduction in the Decent Homes funding and the introduction of the HRA self-financing, Homes for Haringey and the Council will need to appraise the range of available options for the future delivery of sustainable investment in the housing stock. Options that may be explored could include regeneration initiatives, managed disposal and reinvestment, local stock transfer, and increased rents.
- Given our commitment to the regeneration of the borough, it is essential that we adopt a flexible and pragmatic approach to the Affordable Rent Model where its use can assist the regeneration of estates and brownfield sites, reduce the East/West polarisation and enable us to implement the Borough Investment Plan.





Haringey Council

Agenda item:

Overview and Scrutiny

9 May 2011

Report Title. The Council's Performance: February 2011 (Period 11)

Report of The Chief Executive and the Director of Corporate Resources

Signed :

*J. Parker 21/4/11*

Contact Officer : Margaret Gallagher – Performance Manager  
 Eve Pelekanos – Head of Policy & Performance  
 Telephone 020 8489 2971/2508

Kevin Bartle – Lead Finance Officer  
 Telephone 020 8489 5972

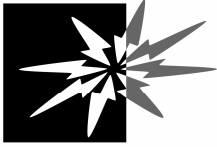
Wards(s) affected: All

Report for: Information

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

1.1. Attached for the consideration and review of Overview and Scrutiny Committee is the Council's Performance (Period 11 2010/11) Cabinet report.

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**Haringey** Council

Agenda item:

**Cabinet**

**26 April 2011**

Report Title. **The Council's Performance: February 2011 (Period 11)**

Report of **The Chief Executive and the Director of Corporate Resources**

Signed :

Contact Officer : **Margaret Gallagher – Performance Manager**  
**Eve Pelekanos – Head of Policy & Performance**  
**Telephone 020 8489 2971/2508**

**Kevin Bartle – Lead Finance Officer**  
**Telephone 020 8489 5972**

Wards(s) affected: **All**

Report for: **Key Decision**

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

- 1.1. To report on an exception basis financial and performance information for the year to February 2011.
- 1.2. To agree the budget virements set out in this report in accordance with financial regulations.
- 1.3. To agree the recommendations set out in paragraph 4.

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

2.1. I am pleased to see that the Council has exceeded its annual target for the number of social care clients receiving self-directed support. Importantly this progress is also echoed in the positive feedback received from our service users and carers. It is also encouraging that our ambition to become London's greenest borough continues with improved recycling rates and cleaner streets.

2.2. I am disappointed that the number of carers that are receiving a review and needs assessment falls short of what we expect, and look forward to seeing further progress in this area. I would also like to see improvements in the Council's response to public complaints, for which our targets are not currently being met.

**2.3. Introduction by Cabinet Member for Finance & Sustainability (Cllr Joe Goldberg)**

2.4. I draw attention to section 15 and to Appendix 2 which show that there has been an £0.9m reduction in the projected overspend for the year which is now down to £1.5m. This reduction is from a high of over £10m earlier in the financial year when the government announced its in-year cuts in funding. There is, of course, now a limited period within which the overspend can be eliminated however, the continuing downward trend encourages me to believe that we will be closer to having balanced the budget by the year end.

2.5. There remain though real concerns about the level of demand for some key services which highlights the need for us to reduce our unit costs in those areas through improved efficiencies and procurement. The number of Looked After Children went back up again in February and demand for both adult and housing services remains high. These will doubtless be areas of concern throughout 2011-12 as the economic climate continues to have a significant impact on both the Council's finances and those of our residents.

2.6. Again I should highlight in paragraph 7.3 that the outturn figure assumes the use of £1.7m unallocated ABG grant without which the overall financial position this year would be worse. Directors must continue to push to bring the year end figure down and to effectively manage unit costs as, with the pressure facing Council budgets in 2011/12 and beyond, we can not afford to incur any budget over spends.

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

3.1 This report sets out performance against a number of indicators that measure progress against the Council priorities and the Local Area Agreement targets.

#### **4 Recommendations**

- 4.1 To consider the report and the progress being made against the Council's priorities.
- 4.2 To agree the budget virement set out in this report in accordance with financial regulations.
- 4.3 To require Directors, where possible, to take necessary action to bring current year spending to within their approved budget.

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

- 5.1 To ensure that Members are kept informed about service and financial performance against the priorities and targets set.

#### **6 Summary (Performance)**

6.1 Paragraph 14 and Appendix 1 of this report provide a summary of performance for this reporting period. Of the 38 key service indicators monitored 26 have improved since 2009/10; one is the same and seven are worse with no comparison possible for 4 indicators. Some areas where targets are being met or where there has been an improvement are highlighted below.

- The annual target of 30% for social care clients receiving self directed support has been met a month early. Excellent progress has been made in this area over the past few months.
- The time taken to process benefit claims reduced by a further day to 18 days in February, 1 day short of the 17 day target but significantly better than this time last year (28 days).
- Council tax due and received in the year so far exceeds target at 92.5%. The increase in collection reflects work undertaken in respect of data cleansing and the pro-active chasing of debt through available channels such as phone calls and visits.
- An improvement in call centre performance in February with 88% of calls answered in 30 seconds and the year to date position now meeting the target.
- The number of most serious violent crimes has reduced by 28.1% compared with the same period last year.
- Recycling and cleanliness targets continue to be exceeded including the cleanliness of our parks.

6.2 Areas where targets are not being met include:

- Carers receiving needs assessment or review and a specific carer's service, or advice and information at 18.3% remain below target. An action plan to improve both the recording of services for this indicator and services to Carers is in place.
- Average re-let times for local authority dwellings was 33.9 days in February but the direction of travel is positive. The year to date position is 36.3 days and

remains above the 25 day target.

- A reduction of 242 households in temporary accommodation since March but the rate of reduction has slowed and there remain more households in temporary accommodation than planned for this point in the year.

## **7 Chief Financial Officer Comments**

7.1 There is a projected net over-spend at the year end of £1.5m based on the position as at the end of February, a reduction from the £2.4m reported last period. The main reason for this movement is a further increase in the Non-Service Revenue (NSR) under-spend.

7.2 Although there has been no increase in the projected over-spend in Children and Young Peoples' Services (CYPS) the budget position for Looked after Children (LAC) has worsened, with increases in numbers of both LAC and unaccompanied minors. These additional costs have been offset by additional income and savings in other budget areas however, in the next financial year these options will be severely limited. As indicated last month, the LAC unit costs will therefore need to be reduced going forward to ensure that the spend does not exceed the 2011-12 budget provision.

7.3 Within the Council's revenue budget as a whole, the underlying areas of pressure remain unchanged and are caused by the high level of service demand particularly within Children and Young Peoples' Services (CYPS) along with the increased financial liability due to changes in Housing Benefit Subsidy rules. The year end projection still assumes that £1.7m of unallocated ABG is used to offset the position.

7.4 As highlighted in previous reports, given the challenging 2011/12 grant settlement, it remains imperative that the in year overspend in 2010/11 is minimised to ensure that no additional pressure is placed on the tight budget position in 2011/12 and beyond. There must be no let up in effort to bring the budget in on target by the year-end and it is positive to note a reduction in the Urban Environment (UE) forecast during this period.

7.5 The Council's Non-Service Revenue (NSR) budget has increased the forecast under-spend for the year by £0.5m to £3.5m. This is made up of a £1.0m uncommitted general contingency; £2.0m reduction debt financing costs as a result of the use of internal cash balances instead of external borrowing, and additionally this period, a reduction in the projected outstanding single status liability.

7.6 The dedicated schools budget (DSB) element of the overall CYPS budget is projected to spend at budget.

7.7 The forecast revenue outturn for the Housing Revenue Account (HRA) is now an under-spend of £0.8m which is an increase of £0.3m compared to that reported

last period.

7.8 The projected capital year end variance, based on the February position, is an under-spend of £19.7m compared to the £17.7m reported last period. The detail is set out in section 15.

## **8 Head of Legal Services Comments**

8.1 There are no specific legal implications in this report.

## **9 Equalities & Community Cohesion Comments**

9.1 Equalities are a central thread throughout the Council's performance and many of the indicators have equalities implications. Equality impact is considered alongside performance by services.

## **10 Consultation**

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

10.2 The Council consults widely on its budget proposals with residents, businesses, service users and other interested parties.

## **11 Use of appendices /Tables and photographs**

11.1 Appendix 1 details the indicators where performance is not meeting the target.

11.2 Appendix 1a February performance for top service outcomes (not attached) [http://www.haringey.gov.uk/index/council/performance\\_and\\_finance/council\\_performance/performance-reports/council\\_scorecards\\_2010\\_11.htm](http://www.haringey.gov.uk/index/council/performance_and_finance/council_performance/performance-reports/council_scorecards_2010_11.htm)

11.3 Appendix 2. Financial tables. The aggregate projected positions for revenue and capital, proposed budget changes (virements) for approval in accordance with financial regulations, and the Red, Amber Green (RAG) status of planned savings and planned investments.

## **12 Local Government (Access to Information) Act 1985**

12.1 Budget management papers and HR metrics

12.2 Service PI returns

12.3 Business Plans

## **13. Background**

13.1 This is the February report for 2010/11, covering the period April 2010 to the end of February 2011, detailing the Council's performance against agreed targets for

2010/11. Financial and performance information is based on the financial monitoring reports prepared for the budget and performance review meetings for period 11.

- 13.2 We have revised our approach to performance reporting so that we focus on a smaller number of indicators (38) that reflect the council's priorities. These are detailed in appendix 1a which can be accessed via this link:

[http://www.haringey.gov.uk/index/council/performance\\_and\\_finance/council\\_performance/performance-reports/council\\_scorecards\\_2010\\_11.htm](http://www.haringey.gov.uk/index/council/performance_and_finance/council_performance/performance-reports/council_scorecards_2010_11.htm)

## 14. Performance Highlights

**Performance highlights in terms of service outcomes for February are as follows:**

- 14.1 30% of adult social care clients are receiving self directed support – this remains higher than the profiled target of 27.5% for this period and the annual target has now been met. In addition the first ever National Personal Budget Survey for which Haringey is one of 10 demonstrator sites has revealed some positive outcomes. Although the survey is still in its early stages over 300 surveys have been sent to both personal budget holders and their carers and of those who returned their questionnaires 74% of service users said that their personal budget had “Made things better or a lot better”.
- 14.2 Call centre performance improved in February to 88% telephone calls answered in 30 seconds and the year to date performance at 70% is now meeting the target. There has been an improving trend in call answering over recent months and performance is significantly better than at this time last year (23 percentage points better than the figure reported in February 2010).
- 14.3 28.5% of household waste has been reused, recycled or composted in the year to February exceeding the 27% target set for 2010/11. Recycling tonnage has remained at a consistent level however, domestic waste (which is part of the calculation of the recycling rate) has dipped markedly in the last month which has the effect of increasing the recycling rate.
- 14.4 In the year to February 3.4% of streets were recorded as having unacceptable levels of litter, better than the 10% target.
- 14.5 There have been 6,694 serious acquisitive crimes in the year to the end of February, 107 fewer crimes when compared with the same period last year.
- 14.6 There have been 307 serious violent crimes in the period April to February, 28.1% fewer when compared with the same period last year and exceeding the 4% reduction target.
- 14.7 In the rolling year to February 8.25 days were lost due to sickness absence per full time equivalent member of staff, bettering the 8.5 day target for the second consecutive month.

**Areas where targets are not currently being met include:**



- 14.8 In the year April to February 1,571 public complaints (stage 1) have been received across the council and 90% of these have been dealt with in the 10 day timescale, the target is 93%. There has been a slight decline in performance since November with monthly performance dipping below 90%, 85% in February.
- 14.9 18.3% of carers have received a review and a needs assessment and a specific service. Whilst there has been continued progress in this area, performance is below the levels achieved by this time last year and remains slightly short of the target set for this period (22.6%). The service are confident that work in progress should enable them to meet the target by the end of the financial year.
- 14.10 At the end of February, the average time taken to process new claims and change events is 23 days for the year to date (18 days in February) against a 17 day target. Despite the ever increasing caseload (currently at the highest point that it has ever been), the Service has managed to ensure that performance against this indicator continues to steadily improve despite the unprecedented demand for assistance which the service is receiving. Further improvement in performance is also predicted for March. We continue to monitor demand and have developed further control reports which allow us to make informed decisions on the allocation of resources. The continual promotion of e-benefits and our close working partnership with Customer Services will continue to be key to performance improvement in this area. We continue to monitor demand and have developed further control reports which allow us to make informed decisions on the allocation of resources. The continual promotion of e-benefits and our close working partnership with Customer Services will continue to be key to performance improvement in this area.
- 14.11 E-benefits continues to be a resounding success both in terms of performance and customer perception. Benefit claims submitted through e-benefits are currently paid within 15 days (target 32 days) and 88% of all e-benefit claims are paid within the 32 day target. The take up of e-benefits has continued to increase and Customer Services now issue 91% less paper forms than they did before e-benefits was introduced, making a value for money saving for the service in terms of design, printing and paper cost.
- 14.12 In February performance improved to 73.9% of children's social care initial assessments carried out in 10 working days and 65% of core assessments completed in 35 days both against a 70% target. The year to date positions are 66.2% and 60.5% respectively. There has been an increased level of court work and efforts to complete older core assessments with a Head of Service audit and review of assessments older than 40 days. The focus continues to be on providing high quality and analytical work and the assessment process continues to form part of a regular programme of audits of quality of practice
- 14.13 Although the number of households in Temporary Accommodation reduced by 253 during the year, the rate of reduction started to slow in August 2010 and the Council's use of Temporary Accommodation has remained fairly constant since January 2011. This was due, in the main, to the severe shortage of

affordable private rented accommodation in Haringey and neighbouring boroughs. This has reduced the Council's ability to prevent homelessness and rehouse Temporary Accommodation residents in the private rented sector. Proposed changes to Local Housing Allowance (LHA) rates have also had an adverse effect on housing supply and landlord confidence

- 14.14 The average re-let time for local authority dwellings was 33.9 days in February, for the year to date it is 36.3 days. This is an amalgamation of relet times 45.6 days for supported housing and 28.5 days for general needs. There is a positive direction of travel on this measure but performance remains below the target of 25 days.

## **15. Finance**

- 15.1 There is a projected net over-spend at the year end of £1.5m based on the position as at the end of February, a reduction from the £2.4m reported last period. The main reason for this movement is a further increase in the Non-Service Revenue (NSR) under-spend. An analysis of the main variations within each directorate is set out in the following paragraphs.
- 15.2 Adults are continuing to experience high client numbers, but are mitigating much of this pressure with a vacancy factor against all non-statutory positions: to date this has been a successful strategy. The year-end forecast has worsened slightly this period and there is now a projected over-spend of £0.1m, largely caused by cost pressures within Mental Health. NHS Haringey has reviewed funding for a number of service users which has resulted in a reduction in Health contributions to packages primarily in Mental Health services. The impact in the current financial year is a funding reduction of approximately £1.2m.
- 15.3 The estimated outturn for the Children and Young People's Service remains at £7.7m above budget as reported last period. Both the numbers of Looked after Children (LAC) and unaccompanied minors increased during February by eleven and 5 respectively. However, the service continue to maximise grant and other income which has enabled the projection to remain at the P10 figure.
- 15.4 The Urban Environment directorate has reduced the year end forecast again this month and it now stands at £0.3m over spent compared to the £0.7m reported in January. The main change has been within Safer & Stronger Communities as spend in Neighbourhood Management is effectively frozen ahead of the disestablishment of the unit. There have also been efficiencies within Front Line Services and Planning, Regeneration and Economy.
- 15.5 The February year end forecast for Corporate Resources remains as an under-spend of £0.5m. There has been little overall change with the cost pressures continuing to be the high levels of service demand and problems in dealing with backlog claims in the early part of the year within the Benefits and Local Taxation

service, and under achievement of commercial rent income due to low occupancy at Technopark. The restrictions on discretionary spend and recruitment along with other interim savings are still forecast to both offset the pressures being felt and also to deliver the under-spend reported.

- 15.6 The forecast outturn under-spend for the three Chief Executive directorates (Policy, Performance, Partnerships & Communications (PPP&C), People & Organisational Development (POD) and the Chief Executives (CE)) has increased by £0.1m during February and now shows a combined under spend of £0.8m. The under-spend is mainly due to the impact of the restrictions on discretionary spend.
- 15.7 During February the year end forecast for Non-service revenue (NSR), which largely consists of budgets for capital financing costs, levies and contingencies, has changed by £0.5m and now stands at an under-spend of £3.5m. This figure is made up of the uncommitted £1.0m general contingency built into the 2010/11 budget and an under-spend of £2.0m against the debt financing costs due to the use of internal cash balances in lieu of borrowing. However, additionally this period, there is a £0.5m reduction in the forecast single status liability. The Alexandra Palace and Park Trust continues to work to maximise the profit generated by APTL and keep discretionary expenditure to a minimum although the delay to the re-opening of the ice rink has inevitably had an impact on income levels and the year end forecast over-spend is now likely to exceed the £100k previously reported.
- 15.8 The under-spend in respect to the 2010/11 unallocated Area Based Grant reported previously is still being used to help offset the net over-spend in other service areas. As discussed in previous reports, Directors are still expected to work at bringing forecast over-spends down as it would be more beneficial to have recourse to this sum to smooth the transition into 2011/12.
- 15.9 The RAG status of agreed 2010/11 revenue savings and investments is shown in Appendix 2 and has not changed this period. Only 2% (£0.140m) of savings is currently flagged as red and is largely due to under-achievement of planned external income. This is factored into the directorate year end forecasts.

### **Treasury Management**

- 15.10 The Treasury Management activity in 2010/11 continues to be compliant with the Treasury Management Strategy Statement agreed in February 2010. Following the repayment of maturing debt in October, the level of cash balances dropped, and in February averaged £21m. Investments have been limited to AAA rated money market funds and an instant access account to ensure sufficient liquidity is maintained. These accounts pay an interest rate equivalent to one month fixed term deposits but have the advantage of instant access. Due to the significant use of money market funds, the average long term credit rating of the portfolio has been maintained at AA+.

15.11 £50m of Council debt has matured this financial year which had in part been refinanced through £20m of new borrowing in August 2010. Due to the significant difference between short term investment interest rates and long term borrowing rates, the Council had continued to finance the balance through the use of internal cash balances. However, the Council's cash flow position became such that it was necessary to undertake further longer term borrowing of £27m during February 2011 albeit at very competitive rates of interest. Officers will continue to monitor the position closely in consultation with the Council's treasury management advisers.

## **Capital**

15.12 The aggregate capital programme position for 2010/11 is as shown in Appendix 2 and at Period 11 is forecasting an under-spend of £19.7m, an increase of £2.0m from the £17.7m under-spend reported in period 10. The change is not due to any one large variation but is spread across most directorates. The detail behind the figures is set out by Directorate in the following paragraphs

15.13 The Adults, Culture and Community Services forecast under-spend has increased from £1.4m to £1.8m. The variance is still principally due to slippage on the Broadwater Farm Community Centre, Muswell Hill Library and the Lordship Recreation projects.

15.14 The projected under-spend on the Urban Environment general fund capital programme remains at £2.8m in P11. This is largely in relation to the Marsh Lane project which is on hold until the options to fill the funding gap are reviewed. In the interim the site is being advertised for rental. The HRA capital programme is now forecasting a small under-spend of £0.7m spread across a variety of projects.

15.15 The Corporate Resources Period 11 forecast remains largely unchanged with an under-spend of £5.3m. As outlined last period, some £1.9m of this relates to the IT programme where approximately £0.9m budget remains unallocated and a further £1.0m is due to the profiling of payments on key projects which will result in the actual expenditure falling into the next financial year. The Hornsey Town Hall project continues to forecast slippage of £0.8m against budget caused by the time needed to assess the optimum overall proposal for the site. The Accommodation Strategy programme has been forecasting sizeable slippage this year as the programme was put on hold whilst a comprehensive review was undertaken as a result of the downturn in the property market and the anticipated changes to staff structure. Following Cabinet approval of the revised plan in December 2010 a virement to re-phase £2.7m of the budget into 2011/12 has been proposed which will be reflected in P12 figures.

15.16 The Non-BSF programme is now projecting an overall reduction against planned budget for the year of £1.5m. This is a £0.3m increase over last period and is largely due to a more accurate forecast as a number of Primary Capital Programme projects near completion. As highlighted last period, the main reason

for the overall under-spend is the re-profiling of the cash flow for the Broadwater Farm Integrated Learning Campus scheme: with the movement of £1.7m of expenditure into the next financial year. However the project remains on schedule overall with good progress being made on site.

15.17 The BSF capital programme overall continues to forecast a balanced position although some further re-profiling of expenditure into 2011/12 has been made this month. This is largely due to recent approved use of programme contingency requiring profiling into future years. Expenditure on all school construction projects is on target for the year, with 10 of the 12 school projects now completed and closed.

15.18 The target level of in year receipts from asset disposals is £2m. The actual usable receipts generated to date against this target are £6.392m. The current forecast for this year based on latest progress on remaining disposals is approximately £6.6m, slightly above the figure reported last month of £6.2m. A number of the usable receipts generated are already ring-fenced by Members for specific purposes and will therefore not be available to generally supplement the capital programme. The forecast excess receipts result from the identification of additional properties considered surplus to requirement and recommended for disposal in this financial year and also actions to bring forward some disposals planned for 2011/12 to 2010/11.


### **Virements**

15.19 There is one request for virement approval of £2.7m relating to the Corporate Resources capital budget for the accommodation strategy as detailed in paragraph 15.15 above.

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Appendix 1

ACCS

<b>NI 135</b>	<b>% of carers receiving needs assessment or review and a specific carer's service, or advice and information - YTD (LAA)</b>			
<b>Status:</b>	<b>YTD against last year</b>	<b>February 2011</b>	<b>Current Target:</b>	<b>Polarity:</b>
<b>Red</b>		<b>18.3%</b>	22.6%	Aim to Maximise

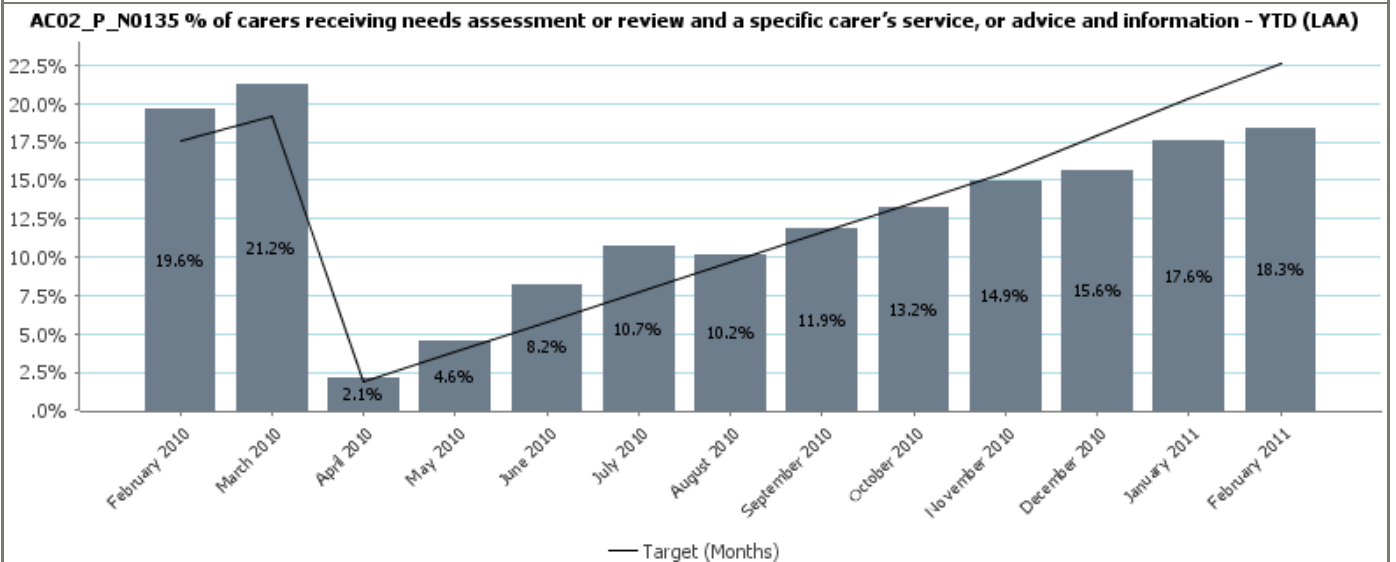
**Rationale**

This indicator measures the number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year.

**Related PIs**

The number of adults receiving a community-based service during the year	2010/11	4460
Number of carers receiving a specific carers service, advice or information, following a carer's assessment or review	2010/11	818

**Monthly Performance**




**Comment**

Please be advised that there are currently 282 carer's assessments to be added to Framework-1 by the end of March 2011. We anticipate that these additional assessments will ensure that we will hit the end of year target. Managers have a clear work plan and timeline to ensure this work is completed.

**Past Performance and Benchmarking**

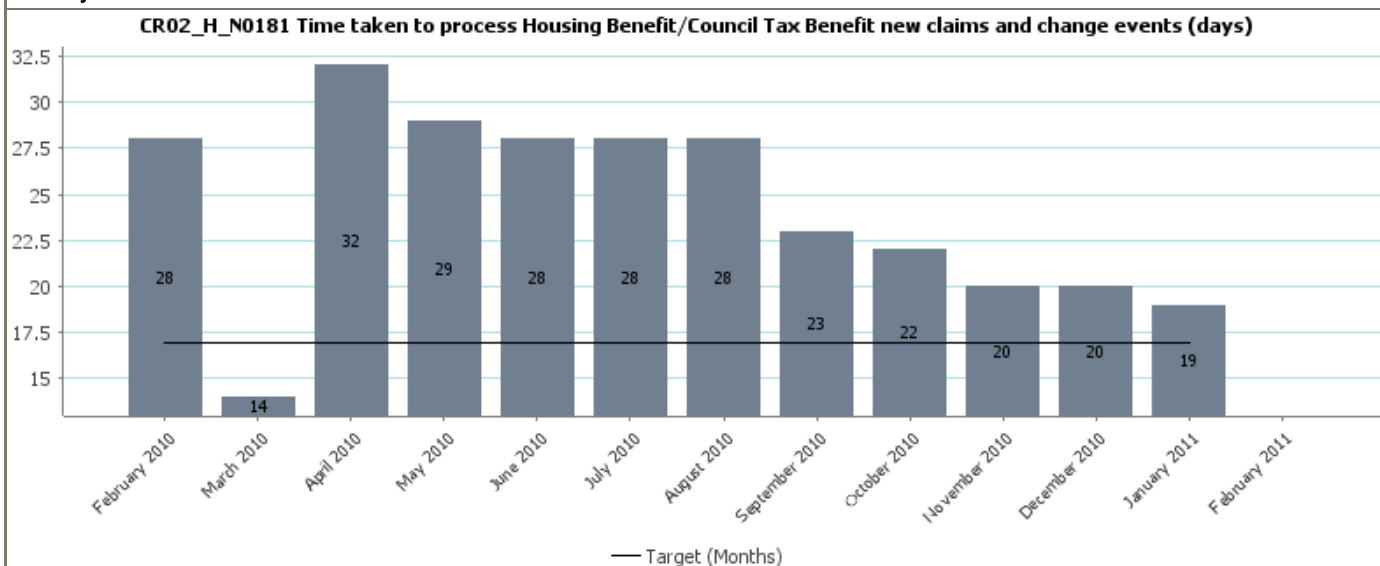
	Value	London Average
2008/09	22.1%	21.0%
2009/10	21.2%	24.6%
		Value
April 2010		2.1%
May 2010		4.6%
June 2010		8.2%
July 2010		10.7%
August 2010		10.2%
September 2010		11.9%
October 2010		13.2%
November 2010		14.9%
December 2010		15.6%
January 2011		17.6%
February 2011		18.3%
March 2011		

CR

<b>NI 181</b>	<b>Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)</b>		
<b>Status:</b>	<b>YTD against last year</b>	<b>2010/11</b>	<b>Current Target:</b>
<b>Red</b>		<b>23</b>	<b>17</b>
			<b>Polarity:</b>
			Aim to Minimise

**Rationale**

This indicator is designed to ensure that local authorities deal promptly with both new claims to HB and CTB and change of circumstances reported by customers receiving those benefits.

**Related PIs****Monthly Performance****Comment**


Despite the ever increasing caseload (currently at it's highest point that it has ever been), the Service has managed to ensure that performance against this indicator continues to steadily improve despite the unprecedented demand for assistance which the service is receiving. We continue to monitor demand and have developed further control reports which further allow us to make informed decisions on the allocation of resources. The continual promotion of e-benefits and our close working partnership with Customer Services will continue to be key to performance improvement in this area.

**Past Performance and Benchmarking**

	Value	London Average
2008/09	18.3	
2009/10	24	11.9
		Value
April 2010		32
May 2010		29
June 2010		28
July 2010		28
August 2010		28
September 2010		23
October 2010		22
November 2010		20
December 2010		20
January 2011		19
February 2011		18
March 2011		



## CYPS

<b>NI 59 (10 days)</b>	<b>Percentage of initial assessments for children's social care carried out within 10 working days of referral</b>			
<b>Status:</b>	<b>YTD against last year</b>	<b>2010/11</b>	<b>Current Target:</b>	<b>Polarity:</b>
<b>Red</b>		<b>66.2%</b>	70%	Aim to Maximise

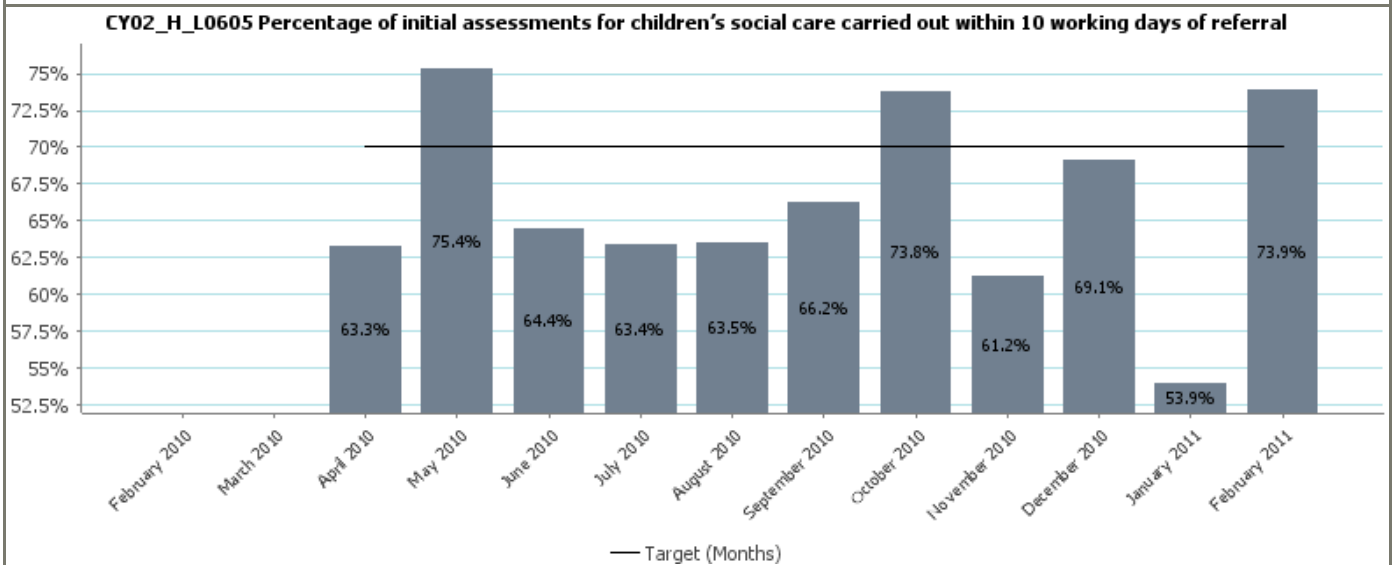
**Rationale**

This process indicator is included as a proxy as robust data is not available for outcomes of improved child safety. Initial assessments are an important indicator of how quickly services can respond when a child is thought to be at risk of serious harm. As the assessments involve a range of local agencies, this indicator would also show how well multi-agency working arrangements are established in local authority areas

The number of initial assessments completed in the period between 1 April and 31 March, within ten working days of referral, as a percentage of the number of initial assessments completed in the period between 1 April and 31 March.

**Related PIs**


The number of initial assessments completed within ten working days of referral	2010/11	1261
Percentage of initial assessments for children's social care carried out within 7 working days of referral (LAA)	2010/11	31%
The overall of initial assessments completed in the period	2010/11	1904

**Monthly Performance****Comment**

The timescale for completion of initial assessments has changed from 2010/11 to allow 10 days for initial assessments to be completed rather than 7 to ensure an early and timely view is taken of children's needs. The year to date percentage of assessments completed in 10 days is 66% against a plan of 70%. The February position for this indicator showed much improvement with 136 out of 184 initial assessments completed in timescale, 74%. Assessment processes and timeliness are subject to on-going monitoring, review and audit.

**Past Performance and Benchmarking**

	Value
2009/10	
	Value
April 2010	63.3%
May 2010	75.4%
June 2010	64.4%
July 2010	63.4%
August 2010	63.5%
September 2010	66.2%
October 2010	73.8%
November 2010	61.2%
December 2010	69.1%
January 2011	53.9%
February 2011	73.9%

<b>NI 60</b>	<b>Percentage of core assessments for children's social care that were carried out within 35 working days (LAA)</b>			
<b>Status:</b>	<b>YTD against last year</b>	<b>2010/11</b>	<b>Current Target:</b>	<b>Polarity:</b>
<b>Red</b>		<b>60.5%</b>	70%	Aim to Maximise

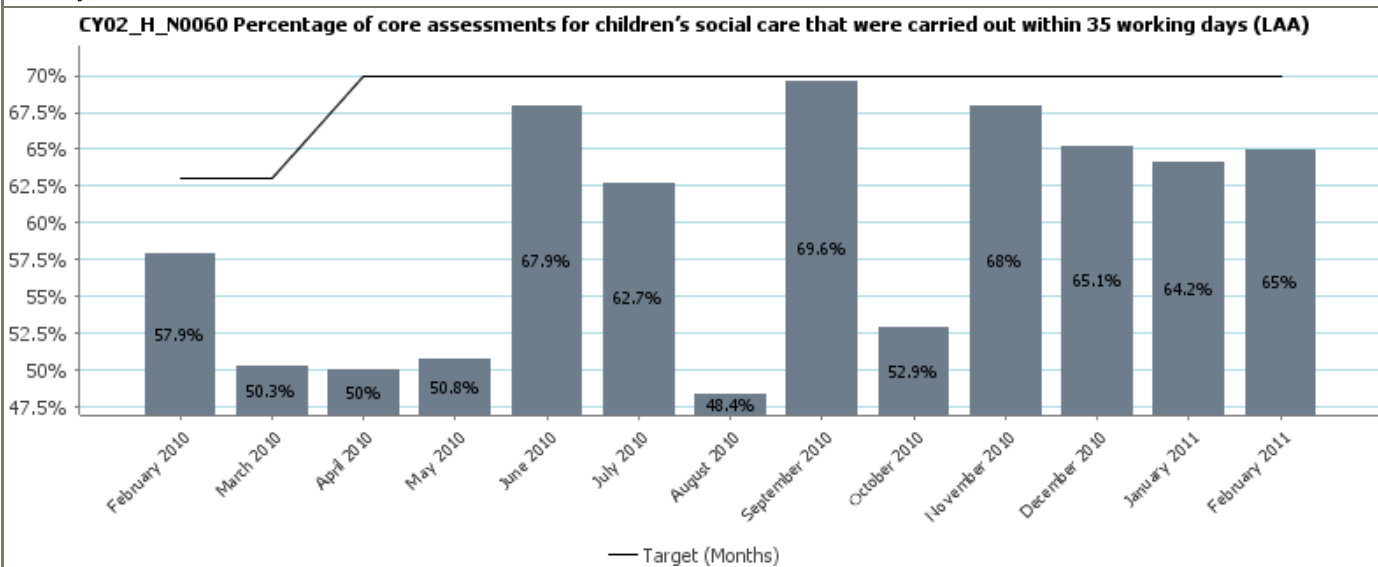
**Rationale**

This indicator measures the percentage of core assessments which were completed within 35 working days.

**Related PIs**

The total number of core assessments completed	2010/11	1149
The number of core assessments that had been completed within 35 working days	2010/11	695

**Monthly Performance**




**Comment**

There has been an increase in cores completed in the month partly due to a focus on completion of older core assessments outstanding, therein affecting overall timeliness. The Head of Service for First Response is in the process of undertaking an audit and review of assessments older than 40 days.

**Past Performance and Benchmarking**

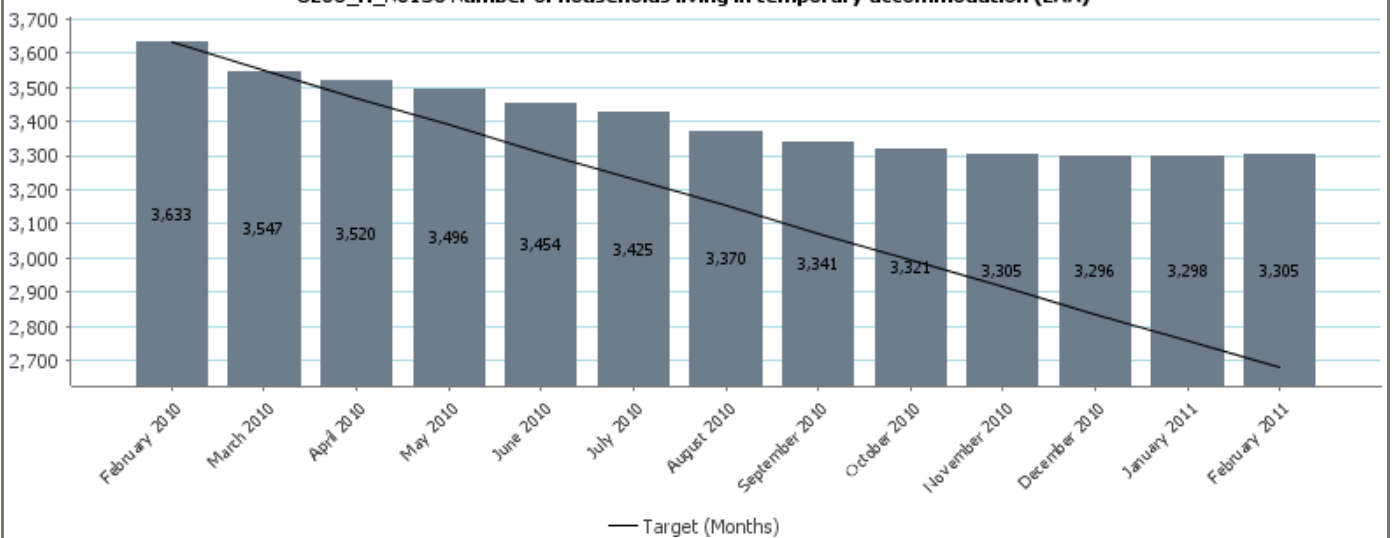
	Value	London Average
2008/09		80.4%
2009/10	47.3%	73%
		Value
April 2010		50%
May 2010		50.8%
June 2010		67.9%
July 2010		62.7%
August 2010		48.4%
September 2010		69.6%
October 2010		52.9%
November 2010		68%
December 2010		65.1%
January 2011		64.2%
February 2011		65%
March 2011		

UE

<b>NI 156</b>	<b>Number of households living in temporary accommodation (LAA)</b>			
<b>Status:</b>	<b>YTD against last year</b>	<b>2010/11</b>	<b>Current Target:</b>	<b>Polarity:</b>
<b>Red</b>		<b>3,305</b>	2,678	Aim to Minimise

**Rationale**


This indicator measures the numbers of households living in temporary accommodation provided under the homelessness legislation.

**Related PIs****Monthly Performance****UE06\_H\_N0156 Number of households living in temporary accommodation (LAA)****Comment**

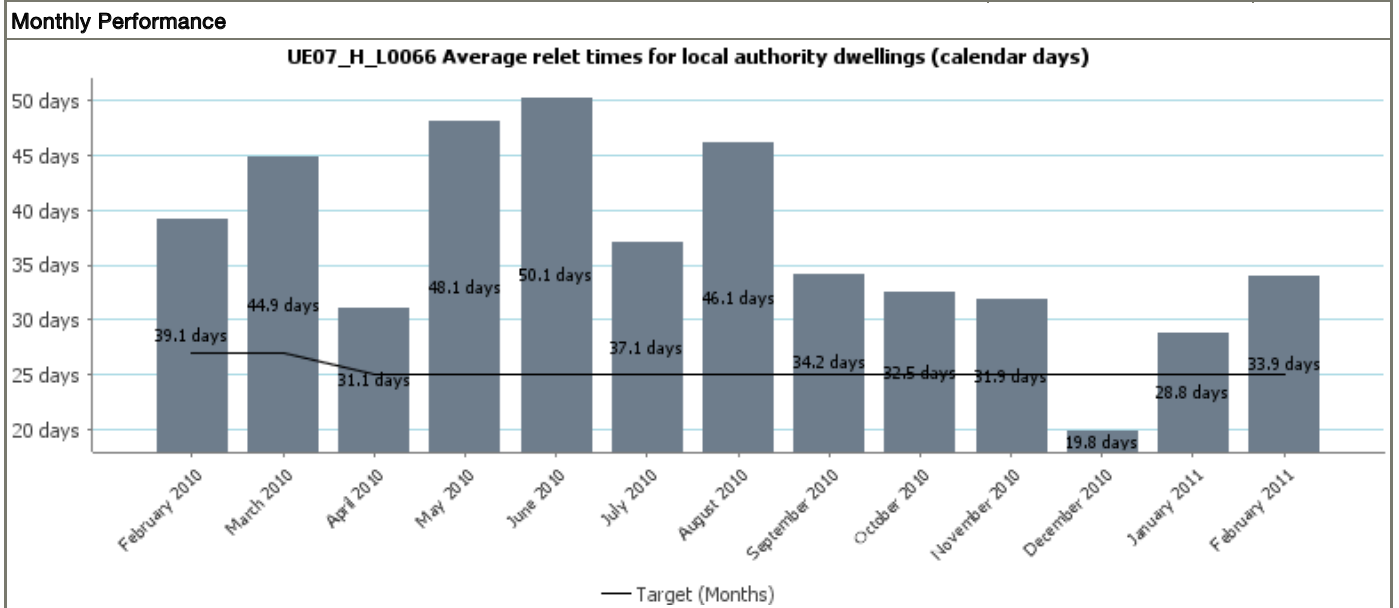
Temporary Accommodation numbers levelled off in February 2011. This was due, in the main, to the severe shortage of affordable private rented accommodation in Haringey and neighbouring boroughs. This has reduced the Council's ability to prevent homelessness and rehouse Temporary Accommodation residents in the private rented sector. Proposed changes to LHA rates have also had an adverse effect on housing supply and landlord confidence.

**Past Performance and Benchmarking**

	Value	London Average
2008/09	4,548	1,448
2009/10	3,547	1,183
		Value
April 2010		3,520
May 2010		3,496
June 2010		3,454
July 2010		3,425
August 2010		3,370
September 2010		3,341
October 2010		3,321
November 2010		3,305
December 2010		3,296
January 2011		3,298
February 2011		3,305
March 2011		

<b>L0066 BV 212</b>	<b>Average relet times for local authority dwellings (calendar days)</b>			
<b>Status:</b>	<b>YTD against last year</b>	<b>2010/11</b>	<b>Current Target:</b>	<b>Polarity:</b>
<b>Red</b>		<b>36.3 days</b>	25 days	Aim to Minimise

<b>Related PIs</b>		
Number of voids becoming ready to let	February 2011	38
Number of council lets made	February 2011	50
Average general needs relet times for local authority dwellings(calendar days)	2010/11	32.4 days
Average supported housing relet times for local authority dwellings (calendar days)	2010/11	50.6 days



<b>Comment</b>	<b>Past Performance and Benchmarking</b>																																
<p>The figure provided for February 2011 is only provisional until approved by HfH's EMT Board. HfH will provide a commentary following the EMT Board meeting and therefore the commentary provided relates to last month's performance.</p> <p>The commentary below relates to the previous months performance for January 2011:                  The Homes for Haringey Voids Team are turning around the minor works (VAV) voids available at 17.0 calendar days, slightly behind their 15-day target. Over the course of the year, this has consistently moved in the right direction, contributing to the general reduction in the headline ex BV212 void figure. Void turn-around performance, declined in January to 28.8 calendar days from 19.8 days a month earlier. However, the longer-term trend remains positive. Performance in December was strong and there was a slight shift back in January. However, despite the general negative direction of travel for the month, performance is still trending positively. Despite a monthly increase in the number of days to re-let a void property, the January figure of 28.8 calendar days was the second lowest return for over a year. As mentioned, void turnaround performance increased to 28.8 days in January, nine days more than the previous month. This however is broadly in line with the third quarter performance of 28.0 days. Consequently, the movement should be considered a return to trend rather than a precipitous fall in performance. Indeed, the longer-term movement is positive, with reducing turnaround times in four of the last five months. There were 48 new tenancies that started in January, 9 of which were in sheltered housing. HouseMark benchmarked top quartile performance on this indicator was 21.5 calendar days.</p>	<table border="1"> <thead> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2008/09</td><td>44.3 days</td></tr> <tr><td>2009/10</td><td>44.6 days</td></tr> <tr><td></td><td>Value</td></tr> <tr><td>April 2010</td><td>31.1 days</td></tr> <tr><td>May 2010</td><td>48.1 days</td></tr> <tr><td>June 2010</td><td>50.1 days</td></tr> <tr><td>July 2010</td><td>37.1 days</td></tr> <tr><td>August 2010</td><td>46.1 days</td></tr> <tr><td>September 2010</td><td>34.2 days</td></tr> <tr><td>October 2010</td><td>32.5 days</td></tr> <tr><td>November 2010</td><td>31.9 days</td></tr> <tr><td>December 2010</td><td>19.8 days</td></tr> <tr><td>January 2011</td><td>28.8 days</td></tr> <tr><td>February 2011</td><td>33.9 days</td></tr> <tr><td>March 2011</td><td></td></tr> </tbody> </table>		Value	2008/09	44.3 days	2009/10	44.6 days		Value	April 2010	31.1 days	May 2010	48.1 days	June 2010	50.1 days	July 2010	37.1 days	August 2010	46.1 days	September 2010	34.2 days	October 2010	32.5 days	November 2010	31.9 days	December 2010	19.8 days	January 2011	28.8 days	February 2011	33.9 days	March 2011	
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December 2010	19.8 days																																
January 2011	28.8 days																																
February 2011	33.9 days																																
March 2011																																	

Appendix 1a

<b>Service Performance</b>				
● 8	△ 7	☑ 22	? 1	
☑ ACCS	☑ ?	● ☑	●	☑ ☑
△ CR	● △	☑	☑	☑
△ CYPs	● ●	△ ☑	☑	△
☑ POD	☑			☑
△ PPPC	☑ △	△	△	☑
☑ UE	☑ ●	● ☑	☑ △ ●	☑ △ ☑

For a list of the indicators turn to next page. Full details of indicators where targets have not been achieved are shown in the exception reports which follow.

<b>People</b>				
● 0	△ 2	☑ 4	? 0	

△ ACCS	△
☑ CR	☑
☑ CYPs	☑
☑ POD	☑
☑ PPPC	☑
△ UE	△

<b>Finance</b>				
● 1	△ 2	☑ 7	? 0	
? ACCS	△	☑	☑	☑
? CR	☑		☑	☑
? CYPs	●		☑	☑
? POD	☑		☑	
? PPPC	☑		☑	
? UE	△			☑

Council Performance Scorecard

<b>Key</b>	
☑ Green: On target	△ Amber: Just below target
● Red: Target not achieved	? Missing data or target not set

A full list of progress against all National Indicators is available on request

ACCS													
Ref:	Description	Last Year		Month			Year to Date		Traffic Light	YTD against last year	Comment		
		2009/10 Value	London Average 2009/10	Dec 2010 Value	Jan 2011 Value	Feb 2011 Value	2010/11 Value	2010/11 Target					
NI 130	Social care clients receiving Self Directed Support (2010 Definition)			26.7%	28.3%	30%	30%	27.5%	Green	23.8 for Feb 10 (2009 definition)			
NI 130 L0692	Self Directed Support - Personalised budgets			158	184	219	219	238	Red				
NI 131	Delayed transfers of care	13.4	7.3	5.2	4.9	4.8	4.8	11.0	Green	Improving			
NI 135	% of carers receiving needs assessment or review and a specific carer's service, or advice and information - YTD (LAA)	21.2%	24.6%	15.6%	17.6%	18.3%	18.3%	22.6%	Red	19.6% for Feb 10			
L0083a	Local street and environmental cleanliness, parks and open spaces with unacceptable levels of litter	5%		0%	2%	4%	5%	8.5%	Green	No Change 6% for Feb 10			
L0568a	Satisfaction with parks and open spaces	69%			-				Green	65% reported in the 08/09 residents survey			
L0568b	Satisfaction with leisure and sports facilities	45%			-				Green	40% reported in 2009			
L0568c	Satisfaction with libraries	63%			-				Green	61% reported in 2009			

CR		Description	Last Year		Month			Year to Date		Traffic Light	YTD against last year	Comment
			2009/10	London Average 2009/10	Dec 2010	Jan 2011	Feb 2011	2010/11				
								Value	Value			
NI 181		Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	24	11.9	20	19	18	23	17	Red	Improving	28 days February 10 27 days February 10 YTD
BV 8		Council - invoices paid within 30 days	92.23%		81.57%	71.19%	82.26%	88.39%	91%	Amber	Getting Worse	
BV 9		% of council taxes due for the financial year which were received in year (Annual Target 93.5%)			82.28%	90.17%	92.53	92.53%	91.25%	Green		Profiled targets for 2010/11 – end of year target of 93.5%
CS2		Call centre telephone answering in 30 seconds - of calls presented (all call centre calls)	52%		92%	70%	88%	70%	70%	Green	Improving	54% for Feb 10 YTD
L0568d		Satisfaction with housing benefit service	23%		-	-	-	-	-	Green	Improving	19% reported in 2009 Resident's Survey
L0568e		Satisfaction with collection of council tax	51%							Green	Improving	47% reported in 2009
		<b>CYPS</b>										
CYPS		Description	Last Year		Month			Year to Date		Traffic Light	YTD against last year	Comment
			2009/10	London Average 2009/10	Dec 2010	Jan 2011	Feb 2011	2010/11				
								Value	Value			
NI 59 (10 days)		Percentage of initial assessments for children's social care carried out within 10 working days of referral			69.1%	53.9%	73.9%	66.2%	70%	Red		2009/10 was measured against 7 working days
NI 60		Percentage of core assessments for children's social care that were carried out within 35 working days (LAA)	47.3%	73%	65.1%	64.2%	65%	60.5%	70%	Red	Improving	
NI 62		Stability of placements of looked after children: number of moves (LAA local)	13.88%	11.44%	15.67%	16.53%	14.78%	14.78%	10%	Amber	Getting Worse	
NI 64		Child Protection Plans lasting 2 years or more	16.9%		0%	9.5%	4%	5.4%	9.5%	Green	Improving	

Ref:	Description	Last Year		Month				Year to Date		Traffic Light	YTD against last year	Comment
		2009/10	London Average 2009/10	Dec 2010	Jan 2011	Feb 2011	2010/11					
		Value		Value	Value	Value	Value	Target				
NI 65	Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time	11.7%		6.2%	17.2%	7.7%	9.2%	10%	Green	Improving	The target for this indicator is a range between 7.5% and 12.5%	
NI 73	Achievement at level 4 or above in both English and Maths at Key Stage 2 (LAA)	68.0%	75.1%		-		75.0%	75.0%	Green	Improving		
NI 75	Achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths (LAA)	45.7%	54.6%		-		48.0%	55.0%	Amber	Improving		

### POD

Ref:	Description	Last Year		Month				Year to Date		Traffic Light	YTD against last year	Comment
		2009/10	London Average 2009/10	Dec 2010	Jan 2011	Feb 2011	2010/11					
		Value		Value	Value	Value	Value	Target				
BV 12-rollingytr	The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year. COUNCIL	9.38	8.62	8.75	8.46	8.25	8.25	8.5	Green	Improving		

### PPPC

Ref:	Description	Last Year		Month				Year to Date		Traffic Light	YTD against last year	Comment
		2009/10	London Average 2009/10	Dec 2010	Jan 2011	Feb 2011	2010/11					
		Value		Value	Value	Value	Value	Target				
NI 15 N	No. of recorded most serious violent crimes	476		248	283	307	307	412	Green	Improving	437 reported in Feb 10	
NI 16_N_YTD	No. of recorded serious acquisitive crimes YTD	7,421		5,402	6,207	6,694	6,694	6,693	Amber	Improving	6951 reported in Feb 10	
L0038	% of Stage 1 public complaints dealt within target (10 day) timescale. Council wide.	91%		89%	84%	85%	90%	93%	Amber	Getting Worse		



UE

Ref:	Description	Last Year		Month			Year to Date		Traffic Light	YTD against last year	Comment
		2009/10	London Average 2009/10	Dec 2010	Jan 2011	Feb 2011	2010/11				
		Value		Value	Value	Value	Value	Target			
NI 117	% of 16 to 18 year olds who are not in education, employment or training (NEET) (2007-2010 LAA stretch target)	6.8%	5.3%	6.58%	6.56%	6.83%	6.6%	8.9%	Green	Improving	
NI 155	Number of affordable homes delivered (gross) (LAA local)	207	465	-	-	-	-	340	Red	Getting Worse	415 reported in 2008/09
NI 156	Number of households living in temporary accommodation (LAA)	3,547	1,183	3,296	3,298	3,305	3,305	2,678	Red	Improving	
NI 158	% non-decent council homes (LAA local)	27.5%	23.5%	-	-	-	-	23%	Green	Improving	21.8% at quarter 3 10/11
NI 192	Percentage of household waste sent for reuse, recycling and composting (2007-2010 LAA stretch target)	26.1%	31.61%	26.37%	28.84%	28.76%	28.5%	27%	Green	Improving	
NI 195a L0478a	Percentage of highways having deposits of litter that fall below an acceptable level - in house monitoring	4.3%		0%	2%	5%	3.4%	10%	Green	Improving	
IC01	% of rent collected (of rent due - excluding arrears)	N/A		98.86%	99.24%	99.55%	99.55%	100.5%	Amber		
L0066 BV 212	Average relet times for local authority dwellings (calendar days)	44.6 days		19.8 days	28.8 days	33.9 days	36.3 days	25 days	Red	Improving	General needs relet time Feb 28.5 days with a YTD average of 32.4 days. Supported housing relet times Feb 45.6 days with a YTD average of 50.6 days
L0568h	Satisfaction with refuse collection	73%		-	-	-	-	-	Green	Improving	
L0568i	Satisfaction with street cleaning	55%		-	-	-	-	-	Green	Improving	
L0568j	Satisfaction with repair of roads and pavements	33%		-	-	-	-	-	Amber	Getting Worse	
L0568k	Satisfaction with council housing	19%		-	-	-	-	-	Green	Improving	
L0568l	Satisfaction with recycling facilities	71%		-	-	-	-	-	Green	Improving	

## People Perspective

Generated on: 17 March 2011

Ref:	Description	2009/10	Latest Value	Current Target	Status	Trend
		Value				
BV 12-rollingyr	The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year. UE	13.55	11.09	10.7	Amber	Improving
BV 12-rollingyr	The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year. PPP&C	10.5	7.23	8.2	Green	Improving
BV 12-rollingyr	The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year. ACCS	9.04	8.97	8.6	Amber	Getting Worse
BV 12-rollingyr	The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year. POD	5.62	3.43	4.7	Green	Improving
BV 12-rollingyr	The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year. CYPS	11.25	8.97	9.6	Green	Improving
BV 12-rollingyr	The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year. CR	9.84	7.89	8.3	Green	Improving

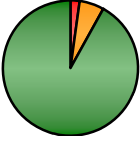
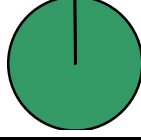
Table 1: **Revenue 2010/11** - The aggregate revenue projected position in 2010/11 is shown in the following table.

	Approved Budget	Projected variation
	£m	£m
Children and Young People	70.6	7.7
Adults, Culture & Community	78.6	0.1
Corporate Resources	6.1	(0.5)
Urban Environment	56.9	0.3
Policy, Performance, Partnerships & Communications	1.7	0.0
People, Organisation & Development	(0.7)	(0.8)
Chief Executive	1.0	(0.1)
Non-service revenue	29.3	(3.5)
Unallocated Area Based Grant	1.7	(1.7)
<b>Total - General Fund</b>	<b>245.1</b>	<b>1.5</b>
Children and Young People (DSG) - Non-Schools	0.0	0.0
Children and Young People (DSG) - ISB	0.0	0.0
<b>Total - Dedicated Schools Grant</b>	<b>0.0</b>	<b>0.0</b>
<b>Total - Housing Revenue Account</b>	<b>2.9</b>	<b>(0.8)</b>

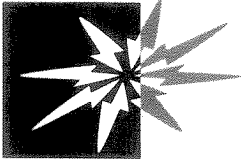
Table 2: **Capital 2010/11** - The aggregate capital projected position in 2010/11 is as shown in the follow

Capital	Approved Budget	Spend to date	Projected variation
	£m	£m	£m
<b>Children &amp; Young People</b>			
BSF Schools Capital Programme	62.9	47.6	(7.5)
Primary Capital Programme	9.9	6.4	(1.1)
Early Years, Community and Access	4.1	2.6	(0.1)
Planned Asset Maintenance	0.9	1.3	
Devolved Schools Capital	1.6	0.0	
Social care and other	0.4	0.1	(0.3)
<b>Total - Children &amp; Young People</b>	<b>79.7</b>	<b>57.9</b>	<b>(9.1)</b>
Libraries	1.1	0.5	(0.5)
Agency (DFG)	1.6	1.2	
Housing Aids & Adaptations	1.5	1.2	
Lordship Recreation Grounds	0.9	0.3	(0.6)
Sports and Leisure Improvement Programme	0.9	0.8	
Play Provisions	0.7	0.0	(0.2)
Other schemes/projects under £1m	2.5	1.4	(0.5)
<b>Total - Adults, Culture &amp; Community</b>	<b>9.1</b>	<b>5.5</b>	<b>(1.8)</b>
<b>Corporate Resources</b>			
Information Technology	2.6	0.7	(1.9)
Property Services	0.2	0.1	
Corporate Management of Property	0.9	0.5	(0.1)
Accommodation Strategy Phase 2	3.2	0.4	(2.8)
Hornsey Town Hall	1.2	0.3	(0.9)
Alexandra Palace - Replacement Ice Rink& Repairs& Maintenance	2.8	(0.1)	
Other schemes/projects under £1m	0.3	0.4	0.3
<b>Total - Corporate Resources</b>	<b>11.1</b>	<b>2.3</b>	<b>(5.3)</b>
<b>Urban Environment – General Fund</b>			
Parking Plan	0.6	0.4	
Street Lighting	0.8	0.6	
BorRds,H'Ways Resurfacing	2.6	1.9	
TFL	4.2	3.0	
Marsh Lane Depot Project - GAF 3	2.8	0.5	(2.3)
Tottenham Gyrotory	3.6	2.9	
Other schemes/projects under £1m	3.0	1.7	(0.6)
<b>Total - Urban Environment – General Fund</b>	<b>17.5</b>	<b>10.9</b>	<b>(2.8)</b>
<b>Urban Environment - HRA</b>			
Planned Preventative Maintenance	3.0	2.3	0.3
Housing Extensive Void Works	1.2	1.0	0.1
Boiler Replacement	2.4	2.2	(0.0)
Capitalised Repairs	4.4	4.0	
Lift Improvements	1.5	1.0	(0.3)
Decent Homes Standard	33.5	25.2	1.5
Mechanical & Electrical Works	3.0	0.5	(1.5)
Professional Fees	1.4	1.5	0.3
Fire Protection Work	1.6	1.3	(0.2)
Other schemes/projects under £1m	3.0	1.1	(0.9)
<b>Total - Urban Environment - HRA</b>	<b>55.0</b>	<b>40.1</b>	<b>(0.7)</b>
<b>Total- Haringey Capital Programme</b>	<b>172.5</b>	<b>116.7</b>	<b>(19.7)</b>

Table 3: **RAG status** of planned savings and planned investments

Council Wide Savings and Investments	2010/11 Target £'000	Feb-11	
Planned Savings - Red		180	
Planned Savings - Amber		469	
Planned Savings - Green	8,004	7,355	
Planned Investments - Red		0	
Planned Investments - Amber		0	
Planned Investments - Green	8,899	8,899	

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Haringey Council

Agenda item:

**Overview and Scrutiny**on **9 May 2011**

Report Title: Analysis of Fixed Term and Permanent Exclusions Academic Year 2008/9 and Academic Year 2009/10

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

Wards(s) affected: **All**

Report for: **Information**

**1. Purpose**

- 1.1 To inform Lead Members of the Haringey school exclusion figures for 2008/09 and 2009/10 and plans to instigate improvement.

**2. Introduction by Cabinet Member (if necessary)**

- 2.1 We encourage all schools to use exclusion as a last resort and I am pleased that we have a number of schools, both primary and secondary, who have not had to permanently exclude any pupils during this period. We also use our Pupil Referral Units to take pupils at risk of exclusion and work with them to avoid actual exclusions, often in conjunction with a managed move to another school.
- 2.2 This report and associated appendices contain a wealth of information about the background of excluded pupils and the schools they attend. This is included to ensure Scrutiny members can interrogate the data in sufficient detail to understand the full picture across the borough. I hope it also serves to reassure members that CYPS is properly monitoring what is going on in our schools to this group of pupils.

**3. Recommendations**

- 3.1 To note and comment on the report

Report Authorised by:

IAN BALLEW  
PR

Peter Lewis

Director of The Children and Young People's Service

Contact Officers: Heather Johnston Head of Alternative Provision Tel: 020 8489 5083  
Deborah Tucker Inclusion Manager, Lead on Exclusions

**4. Executive Summary**

4.1 This report provides data and analysis of permanent and fixed term school exclusions for the academic years 2008/9 and 2009/10. The report compares Haringey data with national trends and outlines plans for intervention in order to reduce school exclusions.

**5. Chief Financial Officer Comments**

5.1 There are no direct financial implications arising from this report, However:

- The cost of educating children who are excluded on a fixed term basis for periods in excess of 6 days is a school's responsibility, discharged on their behalf through Local Authority provision which is funded using Dedicated Schools Grant (DSG) resources retained by the Local Authority.
- Resources for Haringey pupils whom are permanently excluded 'follow the child' to their destination school/LA provision.

5.2 Schools can be further incentivised to reduce fixed term exclusions in excess of 6 days by charging schools for funding alternative provision on a case by case basis rather than collectively.

**6. Head of Legal Services Comments**

6.1 The Head of Legal Services has been consulted on the content of this report and has no specific comment to make.

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

**7. Headlines**

**Permanent exclusions**

7.1 The number of secondary school permanent exclusions has increased from 27 to 31 in 2009/10. As a percentage of the cohort this is 0.25% (2009/10) which is above the national value of 0.17% in 2008/09.

7.2 Twenty Haringey children who were attending out of borough schools were excluded in 2009/10. This is 0.67% of that cohort and is a significantly higher rate than in Haringey schools.

7.3 The number of primary school permanent exclusions reduced from 9 to 7 in 2009/10. As a percentage of the cohort this is 0.03% (2009/10) which is above the national value of 0.02% in 2008/09.

7.4 There were no permanent exclusions in special schools.

**Fixed Term Exclusions (FTE)**

7.5 The number of secondary fixed term exclusions has decreased from 1196 to 940 (2008/09 to 2009/10). This is a reduction from 9.7% to 7.7% of the secondary cohort. The national value in 2008/09 was 9.4%.



- 7.6 The total number of days lost to FTE in secondary schools reduced from 4024 to 2673. The average length of a FTE reduced from 3.4 to 2.8 days.
- 7.7 The number of primary fixed term exclusions has increased from 181 to 184 (2008/09 to 2009/10). This has remained at 0.84% of the primary cohort. The national value in 2008/09 was 0.97%.
- 7.8 The total number of days lost to FTE in primary schools increased from 552 to 558. The average length of a FTE remained at 3 days.
- 7.9 There were only 6 FTE in special schools.

**9. Equalities Implications**

- 9.1 The report looks at the numbers and rates of exclusions of different groups of pupils in Haringey schools. It identifies some groups that are over-represented in both permanent and fixed term exclusions and notes that boys significantly outnumber girls. Comparison with national data shows that there are similar issues of over-representation across England. The data that underpins the analysis is included in the report and is used to inform the strategy to reduce exclusions.

**10. Conclusion**

- 10.1 The exclusions are analysed each year to help us to identify any emerging issues and disproportionate trends in permanent and fixed term exclusions.

**Analyses of Permanent and Fixed Term exclusions in Haringey schools 2008/09 to 2009/10**

**DATA ON PERMANENT AND FIXED TERM EXCLUSIONS IN PRIMARY, SECONDARY AND SPECIAL SCHOOLS IN HARINGEY 2008/09 AND 2009/10**

**Secondary Permanent exclusions**

There has been an increase in the number of permanent secondary exclusions from 27 in 2008/09 to 31 in 2009/10. This is an increase from 0.22% to 0.25% of the secondary cohort and is above the England value of 0.17%. (Table 1)

The number of boys excluded is over twice the number of girls. This is in line with national exclusion rates. (Table 2)

1 pupil with a statement of special educational need was excluded in 2008/09 and 1 in 2009/10. (Table 3)

1 pupil in care was excluded in 2008/09 and 3 were excluded in 2009/10. (Table 3)

In 2009/10 pupils in the category of Any Other, Kurdish and Mixed White – Black Caribbean were most over-represented as a percentage of their ethnic group. Black Caribbean exclusions dropped from 0.71% to 0.40% as a percentage of their ethnic group from 2008/09 to 2009/10. (Table 4)

These percentages can change significantly year on year, particularly in smaller ethnic groups where small numbers have a big effect on the percentage change.

Northumberland Park and St Thomas More both excluded 7 pupils in 2009/10. (Table 5)

Twenty Haringey children who were attending out of borough schools were excluded in 2009/10. This is 0.67% of that cohort and is a significantly higher rate than in Haringey schools. (Table 6)

**Primary Permanent exclusions**

The number of permanent exclusions reduced from 9 (0.04% of cohort) to 7 (0.03%) from 2008/09 to 2009/10. This is still above the national rate of 0.02% in 2008/09. (Table 7)

Nearly all exclusions were boys; there was 1 girl excluded in 2008/09 and none in 2009/10. This is also in line with national data where very few girls are excluded in the primary years. (Table 8)

2 pupils with a statement of special educational need were excluded in 2008/09 and 1 in 2009/10. (Table 9)

No children in care were excluded in 2008/09 and 2009/10. (Table 9)

Four Black Caribbean (0.19% of ethnic minority cohort), 1 Mixed White – Black Caribbean (0.17% of ethnic cohort) and 1 Turkish (0.08% of ethnic cohort) are most over-represented as a percentage of their ethnic group. Care needs to be taken with percentages where the number of pupils excluded or in the cohort is small, this can then give the appearance of over-representation. (Table 10)

**Special schools Permanent exclusions**

There were no permanent exclusions.

**Permanent exclusions compared to national data**

National data for England gives information about exclusions by ethnicity by combining the exclusions of primary, secondary and special schools.

The overall exclusion rate in Haringey in both 2008/09 and 2009/10 was 0.11% compared to the national figure of 0.10% in 2008/09. Nationally in 2008/09, 0.30% of Black Caribbean pupils were permanently excluded (Haringey was 0.41% in the same year but has since dropped to 0.28%). Mixed White & Black Caribbean national figure was 0.25% (Haringey was 0.19% in the same year but rose to 0.48% in 2009/10). National data is not produced for Kurdish and Turkish pupils separately. (Table 12)

## Secondary Fixed Term Exclusions (FTE)

### Number of fixed term exclusions

The total number of secondary fixed term exclusions has decreased from 1196 in 2008/09 to 940 in 2009/10. This is a reduction from 9.7% to 7.7% of the secondary cohort. The national figure in 2008/09 was 9.4%. (Tables 13 & 14)

The number of female exclusions reduced from 335 to 304, male exclusions reduced from 861 to 636. This gender ratio is similar to national data. (Table 13)

The total number of days lost to FTE reduced from 4024 to 2673. Female exclusion days reduced from 1026.5 to 795.5, male reduced from 2997.5 to 1877.5. (Table 13)

The average length of a FTE reduced from 3.4 to 2.8 days. (Table 13)

### Number of distinct individual pupils with one or more FTE

Some pupils may be excluded more than once in any one year:

The 335 female exclusions in 2008/09 were made up of 208 distinct individuals. The 304 exclusions in 2009/10 were 204 distinct individuals. (Table 17)

The 861 male exclusions in 2008/09 were made up of 531 distinct individuals. The 636 exclusions in 2009/10 were 430 distinct individuals. (Table 17)

This means that the number of distinct pupils who have had one or more FTE has decreased from 739 in 2008/09 to 634 in 2009/10 and the number of distinct pupils as a percentage of the overall cohort total has decreased from 6.0% to 5.2% (2008/09 to 2009/10) (Table 15)

Seven out of the 11 secondary schools reduced the number of distinct pupils who had a FTE. (Table 16)

Some ethnic groups have a significantly higher rate of FTE than the average 2009/10 Haringey rate of 5.2% (for distinct individuals). These include Black Caribbean (10.8%), Black Other (10.2%), Black African (6.6%), Kurdish (7.3%), Irish (6.5%), Kosovan (6.9%) and Turkish (6.1%). (Table 20)

The number of distinct pupils with a statement of special educational needs who had 1 or more FTE was 41 in 2008/09 and 40 in 2009/10. This is 10.1% (2009/10) of the cohort with a statement and is significantly above the Haringey average of 5.2%. (Table 21)

The number of distinct Children in Care who had 1 or more FTE was 8 in 2008/09 and 12 in 2009/10. This is 16.2% (2009/10) of the LAC cohort and is also significantly above the Haringey average. (Table 22)

### Reasons for FTE in secondary schools

The most common reasons for FTE in 2008/09 and 2009/10 were: physical assault against pupil, verbal abuse/threatening behaviour to adult and 'other' (Table 20A). The 'other' category include behaviours such as ignoring or refusing to follow instructions, general low level disrespectful behaviour and violence related incidences. A new category for weapons related incidents has been added in the 2010/11 academic year and this will help us distinguish the more serious incidents from the general 'other' category. (Table 24)

## Primary Fixed Term Exclusions (FTE)

The total number of primary fixed term exclusions has increased from 181 in 2008/09 to 184 in 2009/10. This has remained at 0.84% of the primary cohort and is below the national rate of 0.97% in 2008/09. (Table 25 & 25A)

The number of female exclusions increased from 16 to 24, male exclusions reduced from 165 to 160. The ratio of female to male exclusions is similar to national data. (Table 25)

The total number of days lost to FTE increased slightly from 552 to 558. Female exclusion days increased from 33 to 76, male reduced from 519 to 482. (Table 25)

The average length of a FTE stayed at 3 days. (Table 25)

### Number of distinct individual pupils with one or more FTE

Some pupils may be excluded more than once in any one year:

The 16 female exclusions in 2008/09 were made up of 11 distinct individuals. The 24 exclusions in 2009/10 were 13 distinct individuals. (Table 26)

The 165 male exclusions in 2008/09 were made up of 93 distinct individuals. The 160 exclusions in 2009/10 were 86 distinct individuals. (Table 26)

The number of distinct pupils who have had one or more FTE has decreased slightly from 104 to 99, and as a percentage of the primary cohort this has reduced from 0.48% to 0.45%. (Table 26)

**SEN statement.** The number of distinct pupils with a statement of SEN who experienced 1 or more FTE shows little change from 12 in 2008/09 to 13 in 2009/10. The 13 pupils who had a FTE in 2009/10 represent 3.7% of their cohort, which is significantly higher than the Haringey average of 0.45%. (Table 27)

**Children in care** The number of distinct pupils in care who experienced 1 or more FTE was just 1 in 2008/09 and 1 in 2009/10. The 1 pupil in 2009/10 represents 1.1% of their cohort. (Table 28)

Some ethnic groups have a significantly higher rate of distinct FTE than the Haringey average of 0.45% in 2009/10. These include; Black Caribbean (1.87%), Mixed White Caribbean (1.35%), Black Other (1.13%), White Kosovan (1.00%), and White Irish (0.89%). (Table 29)

### Reasons for FTE in primary schools

The most common reasons for FTE in 2008/09 and 2009/10 were: physical assault against adult and physical assault against pupil. (Table 31)

## Special schools Fixed Term Exclusions

There was a total of 3 FTE in 2008/09 (all distinct pupils). There was a total of 3 FTE in 2009/10 (2 distinct pupils). All the FTEs were at Moselle special school.

### Fixed Term exclusions compared to national data

National data for England gives information about FTE exclusions by ethnicity by combining the exclusions of primary, secondary and special schools.

The overall FTE rate in Haringey in 2008/09 was 4.1% and reduced to 3.3% in 2009/10. The national figure for 2008/09 was 5.5%. Nationally in 2008/09, 11.2% of Black Caribbean pupils had a FTE (Haringey was 10.8% in the same year and has since dropped to 8.9%). Mixed White & Black Caribbean national figure was 11.4% (Haringey was 11.0% in the same year and has dropped to 6.7% in 2009/10). Black Other national figure was 9.2% (Haringey was 6.9% in the same year and has increased to 7.2% in 2009/10). The Haringey rate for Kurdish pupils in 2009/10 was 7.4% but there is no national comparative figure. (Table 32)

## Work to support reductions in permanent and fixed term exclusions

From the information we collect on exclusions we are aware that some groups of vulnerable children are at greater risk of exclusion e.g. pupils with Statements. Permanent exclusion from school can have a long term, detrimental effect in terms of loss of education and lower educational attainment. It can also impact on the wider community as young people out of school may become involved in anti social behaviour or youth offending.

The responsibility for reducing all categories of exclusion rests with schools and they are monitored through the OfSTED Inspection Framework on their capacity to manage behaviour.

The Local Authority maintains some services that support children and young people who have social, emotional and behavioural difficulties who meet the Haringey Thresholds of Needs. These are allocated through the SEN statutory assessment process and the Common Assessment processes as appropriate.

The Local Authority, through its challenge and support role will work with targeted schools to:

- review and identify good practice and ensure this is shared across schools.
- audit their current trends and practices in behaviour management to enable them to identify any gaps in practice and groups that are disproportionately at risk of exclusion;
- challenge schools causing concern as a result of disproportionate rates of exclusion, to identify alternative and preventative strategies.
- identify those students at risk of exclusion and ensure that effective holistic plans are put in place involving the child, parent/carer and relevant services;
- adopt, or develop, alternatives to exclusion which enable the child to remain in, and engage with, the school.
- We will work with the social care colleagues to identify children in need who may be at particular risk due to high stress life events and times of transition; and
- deliver training to governing bodies on their roles and responsibilities in relation to behaviour and exclusions.



Secondary Permanent Exclusions

Table 1 Secondary trend in permanent exclusions

	2008/09	2009/10
Secondary total	27	31
Secondary total as % of secondary cohort	0.22%	0.25%
England	0.17%	Not available

Table 2 Gender

	2008/09	2009/10
Female	8	9
Male	19	22
Total	27	31

Table 3 SEN and Children in Care

	2008/09	2009/10
SEN statement	1	1
In Care	1	3

Table 4 Secondary ethnicity  
Ethnicity

Ethnicity	2008/9		2008/9		2009/10		2008/09		2009/10	
	Total	Census	Total	Census	Total	Census	% excluded (out of cohort)	Total	Census	% excluded (out of cohort)
Any Other	1	191	2	183			0.52%		183	1.09%
Black African	3	1998	6	1920			0.15%		1920	0.31%
Black Caribbean	11	1542	6	1476			0.71%		1476	0.41%
Black Other		263	1	255			0.00%		255	0.39%
Kurdish		448	4	423			0.00%		423	0.95%
Mixed Race – White & Black Caribbean	2	453	4	455			0.44%		455	0.88%
White British	6	2408	3	2404			0.25%		2404	0.12%
White Turkish	2	804	2	831			0.25%		831	0.24%
White Other	2	1146	2	1186			0.17%		1186	0.17%
Grand Total	27	12294	31	12215			0.22%		12215	0.25%

Table 5 Permanent exclusions with schools

	2008/09	2009/10
Permanent Exclusions		
Alexandra Park	5	5
Fortismere	2	0
Gladesmore	0	0
Greig City Academy	1	1
Highgate Wood	6	2

Permanent Exclusions	2008/09	2009/10
Hornsey	0	5
John Loughborough	2	0
NPCS	4	7
Park View	0	0
St Thomas More	5	7
Woodside High	2	4

Table 6 Haringey resident pupils attending out borough schools

Year	Number of out borough permanent exclusions of Haringey pupils	Number of Haringey secondary pupils attending out borough schools	
2009-2010	20	3006	0.67%
2008-2009	17	2955	0.58%

**Primary Trends in permanent exclusions**

Table 7 Overall trend in permanent exclusions

	2008/09	2009/10
Primary total	9	7
Primary total as % of primary cohort	0.04%	0.03%
England	0.02%	Not available

Table 8 Gender

	2008/09	2009/10
Female	1	7
Male	8	0
Total	9	7

Table 9 SEN and Children in Care

	2008/09	2009/10
SEN statement	2	1
In Care	0	0

Table 10 Primary ethnicity

Ethnicity	2008/9		2008/9		2009/10		2009/10	
	Total	Census	Total	Census	Total	Census	% excluded (out of cohort)	% excluded (out of cohort)
Any Other		389				400	0.00%	0.00%
Black African	1	3012	0			3025	0.03%	0.00%
Black Caribbean	4	2083	4			2088	0.19%	0.19%
Black Other		252				266	0.00%	0.00%
Kurdish		431				388	0.00%	0.00%
Mixed Race – White & Black Caribbean	0	587	1			591	0.00%	0.17%
White British	2	3285	1			3362	0.06%	0.03%
Turkish	0	1236	1			1283	0.00%	0.08%
White Other	2	1767	0			1976	0.11%	0.00%
Grand Total	9	21599	7			21960	0.04%	0.03%

Table 11 Primary schools permanent exclusions

	2008/09	2009/10
Belmont Junior		1
Campsbourne	1	
Chestnuts		1
Devonshire Hill	2	2
Earlsmead		1
Lordship Lane	1	

	2008/09	2009/10
Nightingale	2	1
North Harringay	1	
St. Gilda's	1	
St. Paul's and All Hallows	1	
The Green		1

Table 12 Combined Primary, Secondary and Special Permanent exclusions with national data

Ethnicity	2008/9		2009/10		2008/09		2009/10	
	Total	Census	Total	Census number	Haringey % excluded (out of cohort)	Haringey % excluded (out of cohort)	England	England
Any Other	1	803	2	807	0.12%	0.25%	0.09%	0.09%
Black African	4	5026	6	4963	0.08%	0.12%	0.11%	0.11%
Black Caribbean	15	3635	10	3573	0.41%	0.28%	0.30%	0.30%
Black Other	0	519	1	525	0.00%	0.19%	0.20%	0.20%
Kurdish	0	882	4	816	0.00%	0.49%		
Mixed Race – White & Black Caribbean	2	1044	5	1049	0.19%	0.48%	0.25%	0.25%
White British	8	5701	4	5774	0.14%	0.07%	0.09%	0.09%
White Turkish	2	2045	3	2121	0.10%	0.14%		
White Other	4	2920	2	3168	0.14%	0.06%	0.08%	0.08%
Grand Total	36	33965	38	34251	0.11%	0.11%	0.10%	0.10%

## Secondary Fixed Term Exclusions Tables

**Table 13** Secondary FTE

	Number of exclusions 2008/09	Number of exclusions 2009/10	Number of days 2008/09	Number of days 2009/10	Average length of FTE (days) 2008/09	Average length of FTE (days) 2009/10
Gender						
F	335	304	1026.5	795.5	3.1	2.6
M	861	636	2997.5	1877.5	3.5	3.0
Grand Total	1196	940	4024	2673	3.4	2.8

**Table 14** Secondary FTE and national data

	Number of exclusions 2008/09	Number of exclusions 2009/10	Cohort number 2008/09	Cohort number 2009/10	% of exclusions out of cohort 2008/09	% of exclusions out of cohort 2009/10
Haringey	1196	940	12,294	12,215	9.7%	7.7%
England	-	-	-	-	9.4%	Not available

**Table 15** Secondary distinct FTE

	Census		Secondary distinct FTE		Sum of days excluded		Distinct exclusions as a percentage of pupils in the census
	2008/09 census	2009/10 census	2008/09	2009/10	2008/09	2009/10	
Grand Total	12294	12215	739	634	4022	2671	5.2%
							6.0%

Table 16 Secondary distinct FTE with schools

	Census		Secondary distinct FTE		Sum of days excluded		Distinct exclusions as a percentage of roll	
	2008/09 census	2009/10 census	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
	School	1311	1344	101	118	611	555	7.7%
Alexandra Park Total	1618	1634	27	19	99	62	1.7%	1.2%
Fortismere Total								
Gladesmore Community Total	1240	1246	30	49	101	187	2.4%	3.9%
Greig City Academy Total	953	1043	22	12	86	46	2.3%	1.2%
Highgate Wood Total	1420	1372	92	80	475	234	6.5%	5.8%
Hornsey School for Girls Total	1367	1363	31	45	109	155.5	2.3%	3.3%
John Loughborough Total	246	247	48	35	319	201	19.5%	14.2%
Northumberland Park Total	1023	1028	183	110	977	480	17.8%	10.7%
Park View Total	1207	1212	56	42	337	203	4.6%	3.5%
St. Thomas More Catholic School Total	962	841	106	102	736	458.5	11.0%	12.1%
Woodside High Total	947	885	43	22	172	89	4.5%	2.7%
Grand Total	12294	12215	739	634	4022	2671	6.0%	5.2%

Table 17 Secondary distinct FTE and gender

	Distinct exclusions		Census		Distinct FTE by gender as % of gender cohort	
	2008/09	2009/10	2008/09 census	2009/10 census	2008/09	2009/10
Gender	208	204	6031	6053	3.4%	3.4%
F Total	531	430	6263	6162	8.5%	7.0%
M Total	739	634	12294	12215	6.0%	5.2%



Table 18 Secondary distinct FTE with gender and schools

School	Female		Male	
	2008/09	2009/10	2008/09	2009/10
Alexandra Park	6.0%	6.8%	9.2%	10.4%
Fortismere	0.5%	0.8%	2.8%	1.6%
Gladesmore	2.1%	2.0%	2.6%	5.4%
GCA	1.1%	0.7%	3.1%	1.4%
Hightgate Wood	2.8%	2.6%	9.0%	8.2%
Hornsey Girls	2.3%	3.3%	-	-
John Loughborough	11.1%	12.3%	27.1%	16.0%
NPCS	12.9%	6.3%	21.9%	14.6%
Park View Academy	2.1%	1.1%	6.2%	5.0%
St. Thomas More	5.4%	8.8%	14.6%	14.1%
Woodside High	1.0%	1.1%	7.1%	3.5%

Table 19 Secondary distinct FTE with gender and schools – more detail

Gender	School	Distinct exclusions				Census				Distinct FTE by gender as % of gender cohort	
		2008/09	2009/10	2008/09 census	2009/10 census	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
F	Alexandra Park	36	42	603	614					6.0%	6.8%
	Fortismere	4	6	794	797					0.5%	0.8%
	Gladesmore	11	11	520	544					2.1%	2.0%
	GCA	4	3	366	406					1.1%	0.7%
	Highgate Wood	16	15	574	577					2.8%	2.6%
	Hornsey	31	45	1367	1363					2.3%	3.3%
	John Loughborough	13	15	117	122					11.1%	12.3%
	NPCS	59	30	457	479					12.9%	6.3%
	Park View Academy	10	5	467	468					2.1%	1.1%
	St. Thomas More	20	28	371	317					5.4%	8.8%
	Woodside High	4	4	395	366					1.0%	1.1%
<b>F Total</b>		<b>208</b>	<b>204</b>	<b>6031</b>	<b>6053</b>					<b>3.4%</b>	<b>3.4%</b>
M	Alexandra Park	65	76	708	730					9.2%	10.4%
	Fortismere	23	13	824	837					2.8%	1.6%
	Gladesmore	19	38	720	702					2.6%	5.4%
	GCA	18	9	587	637					3.1%	1.4%
	Highgate Wood	76	65	846	795					9.0%	8.2%
	John Loughborough	35	20	129	125					27.1%	16.0%
	NPCS	124	80	566	549					21.9%	14.6%
	Park View Academy	46	37	740	744					6.2%	5.0%
	St. Thomas More	86	74	591	524					14.6%	14.1%
	Woodside High	39	18	552	519					7.1%	3.5%
<b>M Total</b>		<b>531</b>	<b>430</b>	<b>6263</b>	<b>6162</b>					<b>8.5%</b>	<b>7.0%</b>

Table 20 Secondary distinct FTE with ethnicity

Ethnicity	2009/10 census			2008/09 census			2009/10 Distinct FTE			2008/09 Distinct FTE			Distinct exclusions as a percentage of ethnic group on census		
	2009/10 census	2008/09 census	2009/10 Distinct FTE	2008/09 census	2008/09 Distinct FTE	2009/10 Distinct FTE	2008/09 census	2008/09 Distinct FTE	2009/10 Distinct FTE	2008/09 Distinct FTE	2008/09	2009/10	2008/09	2009/10	
Asian Bangladeshi	348	330	5	348	5	4	330	5	4	1.5%	1.1%	1.5%	1.1%		
Asian Indian	198	211	2	198	2	3	211	2	3	0.9%	1.5%	0.9%	1.5%		
Asian Other	183	191	5	183	5	4	191	5	4	2.6%	2.2%	2.6%	2.2%		
Asian Pakistani	132	137	2	132	2	2	137	2	2	1.5%	1.5%	1.5%	1.5%		
Black Caribbean	1476	1542	196	1476	196	160	1542	196	160	12.7%	10.8%	12.7%	10.8%		
Black Other	255	263	31	255	31	26	263	31	26	11.8%	10.2%	11.8%	10.2%		
Black African	1920	1998	173	1920	173	127	1998	173	127	8.7%	6.6%	8.7%	6.6%		
Chinese	48	52		48			52			0.0%	0.0%	0.0%	0.0%		
Mixed Other	618	510	12	618	12	26	510	12	26	2.4%	4.2%	2.4%	4.2%		
Mixed White African	157	142	4	157	4	4	142	4	4	2.8%	2.5%	2.8%	2.5%		
Mixed White Asian	81	90		81			90			0.0%	0.0%	0.0%	0.0%		
Mixed White															
Caribbean	455	453	51	455	51	30	453	51	30	11.3%	6.6%	11.3%	6.6%		
Other	407	413	15	407	15	18	413	15	18	3.6%	4.4%	3.6%	4.4%		
Other Kurdish	423	448	41	423	41	31	448	41	31	9.2%	7.3%	9.2%	7.3%		
Other Latin American	143	144	3	143	3	3	144	3	3	2.1%	2.1%	2.1%	2.1%		
Other Vietnamese	107	111	1	107	1	3	111	1	3	0.9%	2.8%	0.9%	2.8%		
Refused/Not obtained	156	161	0	156	0	5	161	0	5	0.0%	3.2%	0.0%	3.2%		
White Albanian	126	91	2	126	2	3	91	2	3	2.2%	2.4%	2.2%	2.4%		
White British	2404	2408	67	2404	67	69	2408	67	69	2.8%	2.9%	2.8%	2.9%		
White Greek															
Cypriot	96	103	6	96	6	3	103	6	3	5.8%	3.1%	5.8%	3.1%		
White Gypsy/Roma	52	33		52			33			0.0%	0.0%	0.0%	0.0%		
White Irish	107	122	7	107	7	7	122	7	7	5.7%	6.5%	5.7%	6.5%		

Ethnicity	Distinct exclusions as a percentage of ethnic group on census			
	2008/09 census	2009/10 census	2008/09 Distinct FTE	2009/10 Distinct FTE
White Irish Traveller	13	19	1	1
White Kosovan	132	131	5	9
White Other	1146	1186	44	43
White Turkish	804	831	64	51
White Turkish Cypriot	246	156	4	3
Total	12294	12215	741	635
			2008/09	2009/10
			7.7%	5.3%
			3.8%	6.9%
			3.8%	3.6%
			8.0%	6.1%
			1.6%	1.9%
			6.0%	5.2%

Table 21 Secondary distinct pupils with SEN – Statement

Statement	Distinct FTE		Census		Distinct FTE as % of cohort	
	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
Grand Total	41	40	409	397	10.0%	10.1%

Table 22 Secondary distinct Pupils in care

Statement	In Care Distinct FTE		Census		Distinct FTE as % of cohort	
	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
Grand Total	8	12	71	74	11.3%	16.2%

Table 23 Secondary distinct pupils with school and ethnicity

	Ethnicity	Census		Secondary distinct FTE		Distinct exclusions as a % of ethnic group in census	
		2009 census	2010 census	2008/09	2009/10	2008/09	2009/10
Alexandra Park Secondary	Asian Bangladeshi	17	17	2	2	11.8%	11.8%
	Asian Indian	27	29				
	Asian Other	32	26				
	Asian Pakistani	7	8				
	Black Caribbean	113	104	32	20	28.3%	19.2%
	Black Other	26	26	6	6	23.1%	23.1%
	Black African	116	119	20	21	17.2%	17.6%
	Chinese	9	7				
	Mixed Other	51	67	1	5	2.0%	7.4%
	Mixed White African	15	19				
	Mixed White Asian	27	25				
	Mixed White Caribbean	49	53	6	5	12.2%	9.4%
	Other	46	44	1	3	2.2%	6.8%
	Other Kurdish	43	39	6	6	14.0%	15.4%
	Other Latin American	6	7	1		16.7%	
	Other Vietnamese	4	3				
	Refused/Not obtained	26	54		5		9.3%
	White Albanian	13	11		2		18.2%
	White British	460	407	12	17	2.6%	4.2%
	White Greek Cypriot	29	25		1		4.0%
	White Gypsy/Roma						
	White Irish	21	19	2	1	9.5%	5.3%

	Ethnicity	Census		Secondary distinct FTE		Distinct exclusions as a % of ethnic group in census	
		2009 census	2010 census	2008/09	2009/10	2008/09	2009/10
	White Irish Traveller	1	3				
	White Kosovan	9	11	1	3	11.1%	27.3%
	White Other	83	134	4	13	4.8%	9.7%
	White Turkish	68	74	6	7	8.8%	9.5%
	White Turkish Cypriot	13	13	1	1	7.7%	7.7%
Alexandra Park Secondary Total		1311	1344	101	118	7.7%	8.8%
Fortismere	Asian Bangladeshi	8	9				
	Asian Indian	17	14				
	Asian Other	10	11				
	Asian Pakistani	10	8	1		10.0%	
	Black Caribbean	58	53	2	3	3.4%	5.7%
	Black Other	17	16				
	Black African	70	66				
	Chinese	3	6				
	Mixed Other	92	94	1	3	1.1%	3.2%
	Mixed White African	28	24				
	Mixed White Asian	39	42				
	Mixed White Caribbean	72	68	5	2	6.9%	2.9%
	Other	28	33				
	Other Kurdish	4	7				
	Other Latin American	4	3	1		25.0%	
	Other Vietnamese						
	Refused/Not obtained	27	42				
	White Albanian	1	1				
	White British	778	809	15	7	1.9%	0.9%

Ethnicity	Census		Secondary distinct FTE		Distinct exclusions as a % of ethnic group in census	
	2009 census	2010 census	2008/09	2009/10	2008/09	2009/10
White Greek Cypriot	18	14				
White Gypsy/Roma						
White Irish	26	21		1		4.8%
White Irish Traveller						
White Kosovan	10	9		1		11.1%
White Other	276	261	2	2	0.7%	0.8%
White Turkish	13	13				
White Turkish Cypriot	9	10				
<b>Fortismere Total</b>	<b>1618</b>	<b>1634</b>	<b>27</b>	<b>19</b>	<b>1.7%</b>	<b>1.2%</b>
Asian Indian	52	44	1	1	1.9%	2.3%
Asian Other	31	22	1	1	3.2%	4.5%
Asian Pakistani	35	29	1	2	2.9%	6.9%
Black Caribbean	224	217	7	13	3.1%	6.0%
Black Other	25	20	3	1	12.0%	5.0%
Black African	226	226	6	6	2.7%	2.7%
Mixed Other	25	24	1	2	4.0%	8.3%
Mixed White Caribbean	53	59	3	3	5.7%	0.0%
Other	37	44	3	8	8.1%	18.2%
Other Kurdish	34	30	2	1	5.9%	3.3%
Other Latin American	35	36		2	0.0%	5.6%
Other Vietnamese	20	20		1	0.0%	5.0%
White British	107	100	1	4	0.9%	4.0%
White Irish	6	6	1		16.7%	0.0%
White Other	92	94		2	0.0%	2.1%
White Turkish	122	132		5	0.0%	3.8%
<b>Gladesmore Community</b>						

	Ethnicity	Census		Secondary distinct FTE		Distinct exclusions as a % of ethnic group in census	
		2009 census	2010 census	2008/09	2009/10	2008/09	2009/10
Gladesmore Community Total		1240	1246	30	49	2.4%	3.9%
Greig City Academy	Asian Indian	15	15			0.0%	0.0%
	Asian Other	20	28		1	0.0%	3.6%
	Asian Pakistani	3	3			0.0%	0.0%
	Black Caribbean	289	313	9	6	3.1%	1.9%
	Black Other	20	18	1	1	5.0%	5.6%
	Black African	232	259	6	1	2.6%	0.4%
	Mixed Other	8	10	1		12.5%	0.0%
	Mixed White Caribbean	40	43		2	0.0%	4.7%
	Other	17	15	1		5.9%	0.0%
	Other Latin American	22	27	1		4.5%	0.0%
	White British	52	56	1		1.9%	0.0%
	White Irish	1	2			0.0%	0.0%
	White Other	71	79	1	1	1.4%	1.3%
	White Turkish	35	46	1		2.9%	0.0%
Greig City Academy Total		953	1043	22	12	2.3%	1.2%
Highgate Wood	Asian Bangladeshi	14	14	1	1	7.1%	7.1%
	Asian Indian	20	17		2		11.8%
	Asian Other	17	16	2	2	11.8%	12.5%
	Asian Pakistani	11	8				
	Black Caribbean	86	80	14	14	16.3%	17.5%
	Black Other	11	10	3	3	27.3%	30.0%
	Black African	80	79	10	3	12.5%	3.8%
	Chinese	10	11				



	Ethnicity	Census		Secondary distinct FTE		Distinct exclusions as a % of ethnic group in census	
		2009 census	2010 census	2008/09	2009/10	2008/09	2009/10
	Mixed Other	88	175		8		4.6%
	Mixed White African	24	26	2	1	8.3%	3.8%
	Mixed White Asian		1				
	Mixed White Caribbean	67	65	8	5	11.9%	7.7%
	Other	57	45	5	1	8.8%	2.2%
	Other Kurdish	33	35	6	6	18.2%	17.1%
	Other Latin American	3	2				
	Other Vietnamese	4	3	1		25.0%	
	Refused/Not obtained	20	7				
	White Albanian	8	6	1		12.5%	
	White British	661	651	11	18	1.7%	2.8%
	White Greek Cypriot	11	10	1		9.1%	
	White Gypsy/Roma	3	1				
	White Irish	17	13				
	White Irish Traveller	1	2				
	White Kosovan	7	7	1	2	14.3%	28.6%
	White Other	81	17	16	8	19.8%	47.1%
	White Turkish	67	60	10	6	14.9%	10.0%
	White Turkish Cypriot	19	11				
Highgate Wood Total		1420	1372	92	80	6.5%	5.8%
Hornsey School for Girls	Asian Bangladeshi	112	111				
	Asian Indian	35	29				
	Asian Other	27	24	1		3.7%	

Ethnicity	Census		Secondary distinct FTE		Distinct exclusions as a % of ethnic group in census	
	2009 census	2010 census	2008/09	2009/10	2008/09	2009/10
Asian Pakistani	50	53				
Black Caribbean	171	157	9	11	5.3%	7.0%
Black Other	59	54		1		1.9%
Black African	262	263	10	10	3.8%	3.8%
Chinese	4	2				
Mixed Other	100	117	1	2	1.0%	1.7%
Mixed White African	22	25		1		4.0%
Mixed White Asian	12					
Mixed White Caribbean	49	53	4	1	8.2%	1.9%
Other	76	82				
Other Kurdish	62	64	2	6	3.2%	9.4%
Other Latin American	6	5				
Other Vietnamese	11	9				
Refused/Not obtained		9				
White Albanian	21	25				
White British	87	100	2	4	2.3%	4.0%
White Greek Cypriot			1	1		
White Gypsy/Roma	5					
White Irish	8	5				
White Kosovan	5	5				
White Other	111	175	1	3	0.9%	1.7%
White Turkish		2	1	5		50.0%**
White Turkish Cypriot	79	2				
<b>Hornsey School for Girls Total</b>	<b>1374</b>	<b>1371</b>	<b>32</b>	<b>45</b>	<b>2.3%</b>	<b>3.3%</b>

	Ethnicity	Census		Secondary distinct FTE		Distinct exclusions as a % of ethnic group in census	
		2009 census	2010 census	2008/09	2009/10	2008/09	2009/10
John Loughborough	Asian Bangladeshi						
	Black Caribbean	152	137	30	22	19.7%	16.1%
	Black Other	9	14	2	3	22.2%	21.4%
	Black African	69	61	12	8	17.4%	13.1%
	Mixed Other	2	7		1		14.3%
	Mixed White African	1	3	1		100.0%	
	Mixed White Asian						
	Mixed White Caribbean	2	2	2		100.0%	
	Other	7	3				
	Other Latin American		3				
	Other Vietnamese		2				
	White Albanian			1			
	White Other	4	13		1		7.7%
White Turkish		2					
John Loughborough Total		246	247	48	35	19.5%	14.2%
Northumberland Park	Asian Bangladeshi	16	22	2	1	12.5%	4.5%
	Asian Indian	8	12				
	Asian Other	6	11	1		16.7%	
	Asian Pakistani	2	2				
	Black Caribbean	137	125	37	30	27.0%	24.0%
	Black Other	4	7	5	3	125.0%**	42.9%

Ethnicity	Census		Secondary distinct FTE		Distinct exclusions as a % of ethnic group in census	
	2009 census	2010 census	2008/09	2009/10	2008/09	2009/10
Black African	232	240	47	22	20.3%	9.2%
Chinese	1	1				
Mixed Other	19	15	3	2	15.8%	13.3%
Mixed White African	8	9	1		12.5%	
Mixed White Asian						
Mixed White Caribbean	45	45	13	7	28.9%	15.6%
Other	23	18	3	1	13.0%	5.6%
Other Kurdish	95	76	16	7	16.8%	9.2%
Other Latin American	11	8				
Other Vietnamese	21	24		1		4.2%
White Albanian	5	2				
White British	84	87	19	13	22.6%	14.9%
White Greek Cypriot	6	6	2		33.3%	
White Gypsy/Roma	10	10				
White Irish	6	5				
White Irish Traveller	2	2	1		50.0%	
White Kosovan	20	18	1		5.0%	
White Other	70	70	6	3	8.6%	4.3%
White Turkish	160	177	22	19	13.8%	10.7%
White Turkish Cypriot	32	36	3	1	9.4%	2.8%
	1023	1028	182	110	17.8%	10.7%
Northumberland Park Total						
Asian Bangladeshi	63	74				
Asian Indian	23	23	1		4.3%	
Park View Academy						

Ethnicity	Census		Secondary distinct FTE		Distinct exclusions as a % of ethnic group in census	
	2009 census	2010 census	2008/09	2009/10	2008/09	2009/10
Asian Other	27	28				
Asian Pakistani	6	6				
Black Caribbean	109	115	14	11	12.8%	9.6%
Black Other	18	18	1		5.6%	
Black African	207	214	8	4	3.9%	1.9%
Chinese	10	8				
Mixed Other	51	39	2	3	3.9%	7.7%
Mixed White African	10	12				
Mixed White Asian	3	3				
Mixed White Caribbean	23	19	2	4	8.7%	21.1%
Other	50	60		1		1.7%
Other Kurdish	74	69	6	5	8.1%	7.2%
Other Latin American	25	21				
Other Vietnamese	24	21		1		4.8%
Refused/Not obtained				1		
White Albanian	18	19		1		5.3%
White British	70	69	1	2	1.4%	2.9%
White Greek Cypriot	18	19	1	1	5.6%	5.3%
White Gypsy/Roma	7	21				
White Irish	6	8	2	1	33.3%	12.5%
White Irish Traveller	1	3				
White Kosovan	38	37	1	1	2.6%	2.7%
White Other	119	118	5	1	4.2%	0.8%
White Turkish	167	154	11	5	6.6%	3.2%
White Turkish Cypriot	40	34		1		2.9%

	Ethnicity	Census		Secondary distinct FTE		Distinct exclusions as a % of ethnic group in census	
		2009 census	2010 census	2008/09	2009/10	2008/09	2009/10
Park View Academy Total		1207	1212	56	42	4.6%	3.5%
St. Thomas More Catholic School							
	Asian Bangladeshi		3				
	Asian Pakistani	2					
	Black Caribbean	177	157	36	28	20.3%	17.8%
	Black Other	60	59	8	5	13.3%	8.5%
	Black African	350	271	43	45	12.3%	16.6%
	Chinese	4	3				
	Mixed Other	18	26	1		5.6%	
	Mixed White African	11	8		2		25.0%
	Mixed White Caribbean	26	24	6	2	23.1%	8.3%
	Other	43	34		3		8.8%
	Other Kurdish	2	3				
	Other Latin American	29	30		1		3.3%
	Other Vietnamese	7	7				
	Refused/Not obtained	1	3		2		66.7%
	White Albanian	6	4				
	White British	35	34	2	1	5.7%	2.9%
	White Greek Cypriot	5	4	1		20.0%	
	White Gypsy/Roma	2	7				
	White Irish	24	17	2	3	8.3%	17.6%
	White Irish Traveller	4	3		1		33.3%

	Ethnicity	Census		Secondary distinct FTE		Distinct exclusions as a % of ethnic group in census	
		2009 census	2010 census	2008/09	2009/10	2008/09	2009/10
St. Thomas More Catholic School Total	White Kosovan	3	4				
	White Other	129	116	7	9	5.4%	7.8%
	White Turkish	1	1				
		962	841	106	102	11.0%	12.1%
Woodside High	Asian Bangladeshi	35	34				
	Asian Indian	3	3				
	Asian Other	10	7				
	Asian Pakistani	13	14				
	Black Caribbean	36	27	6	3	16.7%	11.1%
	Black Other	18	17	1	1	5.6%	5.9%
	Black African	170	140	10	3	5.9%	2.1%
	Mixed Other	57	47	1		1.8%	
	Mixed White African	8	8				
	Mixed White Caribbean	31	27	2	2	6.5%	7.4%
	Other	30	29	2	1	6.7%	3.4%
	Other Kurdish	46	51	3		6.5%	
	Other Latin American	3	1				
	Other Vietnamese	17	14				
	Refused/Not obtained	11	10				
	White Albanian	9	8				
	White British	82	69	3	2	3.7%	2.9%
	White Greek Cypriot	8	10				
	White Gypsy/Roma	6	13		1		7.7%
	White Irish	7	11		1		9.1%

	Census		Secondary distinct FTE		Distinct exclusions as a % of ethnic group in census	
	2009 census	2010 census	2008/09	2009/10	2008/09	2009/10
Ethnicity						
White Irish Traveller	4	6				
White Kosovan	16	14	1	2	6.3%	14.3%
White Other	117	115	2	3	1.7%	2.6%
White Turkish	176	177	12	4	6.8%	2.3%
White Turkish Cypriot	34	33				
Woodside High Total	947	885	43	24	4.5%	2.7%

\*\* Some anomalies in the data occur when the reported ethnicity of the excluded pupil is not the same as the reported ethnicity in the census



Table 24 Secondary FTE – reasons for exclusion

Exclusion code	Academic Year		Grand Total
	2008/09	2009/10	
Bullying	12	16	28
Drug and alcohol related	13	12	25
Persistent disruptive behaviour	33	65	98
Damage	31	12	43
Other	305	185	490
Physical assault against adult	81	52	133
Physical assault against pupil	337	353	690
Racist abuse	6	4	10
Sexual misconduct	4	3	7
Theft	53	26	79
Verbal abuse/threatening behaviour against adult	326	213	539
Verbal abuse/threatening behaviour against a pupil	31	30	61
Grand Total	1232	971	2203

**Primary Fixed Term Exclusions Tables**

**Table 25 Primary FTE**

	Number of exclusions		Number of days	Number of days		Number of days	Average length of FTE (days)	
	2008/09	2009/10		2008/09	2009/10		2008/09	2009/10
Gender								
F	16	24	33	76	481.5	2.1	3.2	
M	165	160	518.5	481.5	3.1	3.1	3.0	
Grand Total	181	184	551.5	557.5	3.0	3.0	3.0	

**Table 25A Primary FTE and national data**

	Number of exclusions		Number of exclusions 2009/10	Cohort number		% of exclusions out of cohort 2008/09	% of exclusions out of cohort 2009/10
	2008/09	2009/10		2008/09	2009/10		
Haringey England	181	-	184	21599	21960	0.84%	0.84%
				-	-	0.97%	Not available

**Table 26 Primary distinct FTE**

	Distinct FTE		Census		Distinct FTE as % of cohort	
	2008/09	2009/10	2008/09	2009/10	2008/09	2009/10
Gender						
F	11	13	10269	10459	0.11%	0.12%
M	93	86	11330	11501	0.82%	0.75%
Grand Total	104	99	21599	21960	0.48%	0.45%

**Table 27 Primary distinct pupils with SEN - Statement**



Ethnicity obtained	Distinct FTE		Census		Distinct FTE as % of cohort 2008/09	Distinct FTE as % of cohort 2009/10
	2008/09	2009/10	2008/09	2009/10		
White Albanian	1		172	192	0.58%	0.00%
White British	11	11	3285	3362	0.33%	0.33%
White Irish	5	2	216	224	2.31%	0.89%
White Irish Traveller	1		67	63	1.49%	0.00%
White Kosovan		2	192	201	0.00%	1.00%
White Other	8	3	1767	1976	0.45%	0.15%
White Turkish	6	6	1236	1283	0.49%	0.47%
White Turkish Cypriot	1		124	117	0.81%	0.00%
Grand Total	104	99	21599	21960	0.48%	0.45%

Table 30 Primary distinct FTE with schools

School	2008/09	2009/10
Alexandra Primary	1	1
Belmont Junior		1
Bruce Grove	2	1
Chestnuts	1	2
Coldfall	2	
Coleraine	7	4
Coleridge		1
Crowland		1
Devonshire Hill	7	6
Earlham	2	1
Earlsmead	5	5

School	2008/09	2009/10
Ferry Lane	2	4
Highgate	2	
Lancasterian	3	3
Lordship Lane	5	3
Moselle	1	1
Muswell Hill	3	1
Nightingale	13	18
Noel Park	1	2
Rhodes Avenue	1	1
Risley	2	5
Rokesly Inf	1	1
Rokesly Jun	2	3
Seven Sisters	2	1
South Harringay Jun	4	
St. Ann's	1	
St. Francis de Sales	7	7
St. Gilda's	2	1
St. Michael's N22	1	
St. Paul's and All Hallows	6	5
St. Paul's RC	1	1
The Green	7	12
Tiverton	6	5
Tuition Service	1	
Welbourne	3	
Weston Park		1
Grand Total	104	98

Table 31 Primary FTE -- reasons for exclusion

Count of Exclusion code	Academic Year		Grand Total
	2008/09	2009/10	
Exclusion Type			
Bullying		1	1
Damage	8	1	9
Other	18	15	33
Persistent disruptive behaviour	7	4	11
Physical assault against adult	69	87	156
Physical assault against pupil	51	57	108
Racist abuse	2		2
Theft	1	1	2
Verbal abuse/threatening behaviour against a	1		1
Verbal abuse/threatening behaviour against a pupil	6	4	10
Verbal abuse/threatening behaviour against adult	18	14	32
Grand Total	181	184	365

Table 32 Combined Primary secondary and special school total (not distinct) fixed term exclusion data with National data

Ethnicity	FTE Primary and secondary		2009		2010		FTE Primary and secondary (as % of cohort)			England FTE Primary and secondary (as % of cohort)
	2008-09	2009-2010	Census	Census	Census	Census	2008-09	2009-2010	2008-09	
Asian Bangladeshi	7	6	787	820	0.9%	0.7%	0.9%	0.7%	3.2%	
Asian Indian	2	2	442	429	0.5%	0.5%	0.5%	0.5%	1.3%	
Asian Other	6	4	463	466	1.3%	0.9%	1.3%	0.9%	2.2%	
Asian Pakistani	2		325	311	0.6%	0.0%	0.6%	0.0%	3.5%	
Black African	260	177	5026	4963	5.2%	3.6%	5.2%	3.6%	5.6%	
Black Caribbean	393	318	3635	3573	10.8%	8.9%	10.8%	8.9%	11.2%	
Black Other	36	38	519	525	6.9%	7.2%	6.9%	7.2%	9.2%	
Mixed Other	20	39	1080	1226	1.9%	3.2%	1.9%	3.2%	6.0%	
Mixed White African	15	4	358	368	4.2%	1.1%	4.2%	1.1%	6.4%	
Mixed White Caribbean	115	70	1044	1049	11.0%	6.7%	11.0%	6.7%	11.4%	
Other	31	35	803	807	3.9%	4.3%	3.9%	4.3%	3.6%	
Other Kurdish	56	60	882	816	6.3%	7.4%	6.3%	7.4%	not published	
Other Latin American	2	2	371	403	0.5%	0.5%	0.5%	0.5%	not published	
Other Vietnamese	1	2	228	214	0.4%	0.9%	0.4%	0.9%	not published	
Refused/Not obtained	52	67	5169	5057	1.0%	1.3%	1.0%	1.3%	not published	
White Albanian	3	4	264	280	1.1%	1.4%	1.1%	1.4%	not published	
White British	135	111	5701	5774	2.4%	1.9%	2.4%	1.9%	5.6%	
White Greek Cypriot	13	5	209	200	6.2%	2.5%	6.2%	2.5%	not published	
White Irish	20	16	338	331	5.9%	4.8%	5.9%	4.8%	6.2%	
White Irish Traveller	2	4	80	82	2.5%	4.9%	2.5%	4.9%	17.1%	
White Kosovan	8	16	326	335	2.5%	4.8%	2.5%	4.8%	not published	
White Other	76	66	2920	3168	2.6%	2.1%	2.6%	2.1%	4.1%	
White Turkish	106	68	2045	2121	5.2%	3.2%	5.2%	3.2%	not published	
White Turkish Cypriot	16	10	372	275	4.3%	3.6%	4.3%	3.6%	not published	
Grand Total	1377	1124	33965	34251	4.1%	3.3%	4.1%	3.3%	5.5%	







## **Proposal**

NHS Haringey wishes to engage with key stakeholders on its proposal to introduce a one year suspension of the provision of fertility treatments to residents in Haringey. The suspension would include most of the people currently on the waiting list for treatment, although there would be some exclusions.

NHS Haringey intends to introduce this measure because of the financial pressures that currently exist on its budget. This means it has to make difficult decisions around which services it must prioritise over others for funding.

### **NHS Haringey's proposal to temporarily suspend IVF treatments in Haringey**

The number of cycles funded by PCTs varies across the country. Locally, NHS Manchester and NHS Bolton have historically only funded one cycle; more recently NHS Warrington, NHS Stockport and NHS Bury have suspended treatment as a result of cost pressures.

Given the pressures on its budget, NHS Haringey is forced to make decisions about which services it will choose to fund, and those service it chooses either to reduce funding for, or stop funding altogether.

NHS Haringey therefore proposes to suspend its funding of fertility treatments in 2011/12, as it believes that there are other more important services that it needs to continue to fund. Like most other primary care trusts that offer fertility treatments, NHS Haringey has a long waiting list for treatments, i.e. people who have been accepted for IVF/ICSI treatment but, for various reasons, have not yet received it. There are currently 110 people waiting for IVF treatment in Haringey. The suspension would apply to these people on the waiting list as well unless:

- women who will be the age of 40 by 31 March 2012;
- Patients who have started IVF work up and drug regime;
- Patients on a waiting list for donor eggs; and
- Egg and sperm retrieval and storage for patients who are due to undergo life saving treatment which may cause infertility

## **PATIENT PATHWAY**

GPs will either test for infertility or refer to consultant gynaecologist.

Once infertility is confirmed the patient details are sent to the PCT to confirm whether the criteria are met and if funding is available.

The patient is given choice of provider at the point of funding being confirmed

and advised to research the providers using the Human Fertilisation and Embryology Authority web-site.

An Equality Impact Assessment has been completed (attached – appendix A) and presented to the NHS Haringey Board.

Also attached (Appendix B) – Consultation Document

**Appendix A - Equality Impact Assessment**

<p><b>Service Information</b></p>	<p><b>Service Name</b></p>	<p>In Vitro Fertilisation (IVF)</p>
<p><b>Provider</b></p>		<p>Local GPs refer all suspected sub-fertility patients to a local acute trust e.g. Whittington, UCLH, Royal Free, North Middlesex Hospital etc. for initial investigation of the cause of sub-fertility. These trusts will provide treatment for sub-fertility and if unsuccessful will then refer to the tertiary service The Homerton Hospital for IVF/Intra-cytoplasmic sperm injection.</p>
<p><b>Target Client Group(s)</b></p>		<p>People within the reproductive age group (23 to 39 years of age) who have problems with conceiving and having a child of their own.</p>
<p><b>Basic Service Description</b></p>		<p>NHS Haringey currently has a 'service restriction policy'. Currently Haringey PCT offers one full cycle of In Vitro Fertilisation to all patients who meet the access criteria. The definition of a single full treatment cycle is transfer of a fresh embryo and subsequent transfers of all the frozen embryos derived from that cycle. NHS Haringey is restricting IVF funding to only one subsequent transfer of up to two frozen embryos in a full cycle. One full cycle includes one transfer** of up to two fresh embryos and one subsequent transfer of up to two frozen embryos. All other frozen embryos could be kept for a maximum of five years on the PCT funding but additional transfers (implantation) should be funded at patient's own cost. Equally so, the ownership of the frozen embryos should be agreed between the provider and clients, on their discretion. **An embryo transfer is from egg retrieval to transfer to the uterus and is recommended that no more than two embryos should be transferred at the same time. A fresh cycle would be considered completed if it leads to egg retrieval even if fertilization of eggs is not achieved.</p>
<p><b>Responsible Leads</b></p>	<p><b>Provider</b></p>	<p>Jennifer Clacy, The Homerton Hospital, Jennifer.clacy@homerton.nhs.uk</p>

<sup>i</sup> NHS Haringey policy

## Appendix A - Equality Impact Assessment

<b>Commissioner</b>	Claire Hodgeson, Head of Commissioning – East, NHS Haringey, <a href="mailto:Claire.hodgeson@haringey.nhs.uk">Claire.hodgeson@haringey.nhs.uk</a>	
<b>Proposed Change</b>	Short-term	<ul style="list-style-type: none"> <li>Stop new referrals this year 2010/11</li> </ul>
	Long-term	<ul style="list-style-type: none"> <li>Stop all referrals from 2011/12</li> </ul>

Equality Groups	Age	Disability	Ethnicity	Gender	Religion/Belief	Sexual Orientation
<b>Impact(s) of Change</b>	This is a decision based on affordability and equity.  The impact will be the same across equality groups.	√	√	√	√	N/A
<b>Mitigation Measures</b>						
<b>Public Engagement</b>	The plan is for full 90 day consultation with clinicians and the public.					
<b>Training</b>	Not at this time					
<b>Monitoring</b>						

**Appendix A - Equality Impact Assessment**

<b>Summary of Decision</b>	NCL sector is currently working on a sector wide policy.
----------------------------	--

<b>Name</b>	<b>Position</b>	<b>Signature</b>	<b>Date</b>
Susan Oti	Associate Director of Public Health		15 <sup>th</sup> December 2010

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## **Appendix B**

### **Engagement document: temporary suspension of fertility treatments in Haringey**

**March 2011**

#### **Proposal**

NHS Haringey wishes to engage with key stakeholders on its proposal to introduce a one year suspension of the provision of fertility treatments to residents in Haringey. The suspension would include most of the people currently on the waiting list for treatment, although there would be some exclusions.

NHS Haringey intends to introduce this measure because of the financial pressures that currently exist on its budget. This means it has to make difficult decisions around which services it must prioritise over others for funding.

#### **Background**

Infertility is defined as a failure to conceive after regular unprotected sexual intercourse for two years in couples in the reproductive age group in the absence of known pre-existing reproductive pathology.

There are a number of types of fertility treatment to assist pregnancy. The following are currently offered to eligible Haringey patients:

- In-Vitro Fertilisation (IVF): Eggs are collected from a woman and fertilised with a man's sperm outside the body. One or two resulting embryos from this procedure are usually transferred to the womb with the aim of starting a pregnancy. NHS Haringey currently offers one full cycle of In Vitro Fertilisation to all patients who meet the access criteria. NICE guidelines on fertility published in February 2004 recommends up to three cycles of IVF for eligible patients and all PCTs in the UK were asked to plan to fully implement NICE guidelines. This is not a legal requirement. Due to current financial climate in the NHS, many primary care trusts are having to delay the full implementation of the NICE guidelines.
- Intracytoplasmic Sperm Injection (ICSI): a variation of the IVF in which a single sperm is injected into the inner cellular structure of an egg.
- Intra Uterine Insemination (IUI): a procedure in which sperm is placed in the uterine cavity. NHS Haringey funds up to six cycles of IUI and which can include ovarian stimulation to encourage the production of eggs.

#### **Current Commissioning Arrangements**

Local GPs refer all suspected sub-fertility patients to a local acute trust e.g. Whittington, UCLH, Royal Free, North Middlesex Hospital etc. for initial investigation of the cause of sub-fertility. These trusts will provide treatment for sub-fertility and if

unsuccessful will then refer to more specialist tertiary services, which NHS Haringey commissions from the Homerton Hospital.

IVF prices differ for each hospital but it is in a range of £ 2,500 to £3,500. In 2009/2010 NHS Haringey commissioned 108 IVF cycles at a total cost of £343,677.

PCTs are statutorily required to keep within the resources made available to them. This means that they are legally required not to overspend. There is currently a high risk that NHS Haringey will fail to meet agreed control total for 2011/12, which means that its financial position will not be sustainable.

The very substantial pressures on the budgets of PCTs in the next two years, and on the North Central London Sector as a whole, mean that we also have to take affordability into account when considering what treatments can be funded.

### **NHS Haringey's proposal to temporarily suspend IVF treatments in Haringey**

Given the pressures on its budget, NHS Haringey is forced to make decisions about which services it will choose to fund, and those service it chooses either to reduce funding for, or stop funding altogether.

Fertility treatments are not life-saving treatments, or even clinical necessities, as is, for example, treatment for most types of cancer, or treatment for coronary heart disease or diabetes. Treating conditions such as osteoarthritis, ankylosing spondylitis and severe psoriasis can significantly increase a person's independence and enable them to undertake everyday living activities that they could otherwise not.

A number of primary care trusts have already decided to stop funding IVF and related procedures, for example Stockport, Warrington, Surrey, North Yorkshire and York.

NHS Haringey therefore proposes to suspend its funding of fertility treatments in 2011/12, as it believes that there are other more important services that it needs to continue to fund. Like most other primary care trusts that offer fertility treatments, NHS Haringey has a long waiting list for treatments, i.e. people who have been accepted for IVF/ICSI treatment but, for various reasons, have not yet received it. There are currently 110 people waiting for IVF treatment in Haringey. The suspension would apply to these people on the waiting list as well unless:

- women who will be the age of 40 by 31 March 2012;
- Patients who have started IVF work up and drug regime;
- Patients on a waiting list for donor eggs; and
- Egg and sperm retrieval and storage for patients who are due to undergo life saving treatment which may cause infertility



## **We need your views**

We want to give service users, patients and the organisations we work in partnership with the opportunity to have their say on changes.

This will help ensure that in future we have clear, fair and equitable guidelines covering who is eligible for continuing care. We hope that you will take time to give your views on the important changes being proposed.

Copies of this briefing document are being sent to key community groups and charities, and service users and their families. We are arranging meetings for service users, carers and community and charity groups. Details of these meetings will be publicised shortly.

## **Engagement**

NHS Haringey is seeking the views of stakeholders on its proposal to temporarily suspend the funding of IVF treatments in the borough, including most of the people on its waiting list.

Below are a list of questions to guide responses to the proposal, although respondents are free to make any comments that they wish:

1. What are your views on NHS Haringey's proposal to temporarily suspend the provision of IVF treatments?
2. If NHS Haringey is to continue funding IVF treatments, it would mean less money would be available for treating other patients. For what reasons do you think IVF treatments be offered above treatments for patients with other medical conditions?
3. Do you think NHS Haringey should suspend funding for people who are on the waiting list for fertility treatments? Please give your reasons.
4. Are the exceptions for patients on the waiting list who will receive treatment appropriate?

## **What happens next?**

During the consultation, all the feedback and responses, along with notes of the public meetings, will be collated and analysed. At the end of the consultation we will produce a report identifying the themes and issues raised which will be presented to the NHS Haringey board.

The final decision will be made in public by the board of NHS Haringey, once they have had time to consider the consultation feedback and responses.

Comments should be sent to the Communications Team at NHS Haringey by 22 June 2011.

[your.views@haringey.nhs.uk](mailto:your.views@haringey.nhs.uk)

or contact Dilo Lalande, NHS Haringey should you require further information.

Dilo Lalande 020 8442 6874 [dilo.lalande@haringey.nhs.uk](mailto:dilo.lalande@haringey.nhs.uk)

Comments can also be posted to:

Dilo Lalande

Head of Engagement

NHS Haringey

Trust Headquarters

St Ann's Hospital

St Ann's Road

London N15 3TH



Agenda item:

[No.]

Overview &amp; Scrutiny

On 9<sup>th</sup> May 2011

Report Title: Homes for Haringey Performance Report April 2010 - February 2011

Report of Mun Thong Phung, Director of Adult and Housing Services

Signed:

Date: 20<sup>th</sup> April 2011.

Contact Officer: Nick Powell, Head of Housing Strategy, Development & Partnerships  
 Tel: 020 8489 4774  
 Email: [nick.powell@haringey.gov.uk](mailto:nick.powell@haringey.gov.uk)

Rowann Limond, Executive Director Resources, HfH  
 Tel: 020 8489 5339  
 Email: [rowann.limond@homesforharingey.org](mailto:rowann.limond@homesforharingey.org)

Wards(s) affected: All

Report for: Non - Key Decision

## 1. Purpose of the report

- 1.1 This report introduces Homes for Haringey's performance monitoring period from April 2010 to February 2011.

## 2. Introduction by Cabinet Member (if necessary)

- 2.1 Not applicable for this report

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

- 3.1 This report is being presented following a request by Overview & Scrutiny Committee for Homes for Haringey's performance data for the financial year 2010/11.
- 3.2. This report sets out the performance of Homes for Haringey which includes the year to date figures for eleven months of the reporting year in relation to the key performance indicators (KPIs) that the Council agreed it would monitor. The performance indicators cover customer-facing services as well as detailing planned improvement actions for those areas where there are weaker performances.

**4. Recommendations**

4.1 Cabinet is asked to;

4.2 Note the content of Homes for Haringey's performance report for the period April 2010 to February 2011 (see attached).

**5. Background**

5.1 Strategic and Community Housing is responsible for monitoring HfH's performance and ensuring that it contributes to the Council's aims and objectives in relation to housing and other community initiatives.

5.2 The Council agrees key performance indicators and targets annually with HfH and their performance is reported to the Council via the monthly monitoring and strategic quarterly meetings.

5.3 The suite of performance information for this financial year was approved by Cabinet 20<sup>th</sup> April 2010 and was included in HfH's Business Plan.

5.4 These key performance indicators are vital part of the performance management framework in place and gives a clear view of how services are performing in the area of service delivery.

**6. Performance Summary**

6.1 Homes for Haringey's performance report shows the current status of all the indicators and provides narrative on those indicators performing well or below target. The report also gives details of any relevant improvement actions and the implications.

**6.2 Performing Well**

6.2.1 A number of indicators that are performing well are highlighted in pages 1 and 2 of the report as follows;

- (a) Decent Homes Programme.
- (b) Percentage of properties with a valid Gas Safety Certificate.
- (c) Two of the three repairs indicators in February.
- (d) Estate Services.
- (e) Feedback performance.
- (f) Welcome visits
- (g) Stage one anti-social behaviour tasks completed

**6.3 Areas of Concern**

6.3.1 The areas of concerns on page 2 of the report provides details on indicators where performance did not achieve the agreed target.

- (a) Percentage of invoices paid within thirty calendar days.
- (b) BV212 - Average re-let time in calendar days was 33.9 days in February from 28.8 days a month earlier.
- (c) Percentage of day to day service charges collected.

**7. Chief Financial Officer's Comments**

**7.1** Any rent income lost due to the increased re-let time and service charges not collected will need to be contained within existing resources. The latest projection for Housing Revenue Account is currently to come in on budget.

**8. Head of Legal Services Comments**

**8.1** None for this report

**9. Head of Procurement Comments**

**9.1** None for this report

**10. Equalities & Community Cohesion Comments**

**10.1** None for this report





<b>Report Title</b>	<b>Homes for Haringey Performance – February 2011</b>
<b>Reporting Officer, Team, Role and Contact Details</b>	<b>Joy Walton, Performance and Business Planning Manager, 020 8489 1333</b>
<b>Executive Director</b>	<b>Rowann Limond, Executive Director of Resources</b>
<b>Meeting Description</b>	<b>Monthly liaison meeting with the Council</b>
<b>Meeting Date</b>	<b>24/3/11</b>
<b>Agenda Item</b>	
<b>Status of Report</b>	<b>Non-confidential</b>

## 1.0 Summary

This report sets out the performance of Homes for Haringey (HfH) for February 2011. It also includes year to date information for the key performance indicators (KPIs) that the Council agreed that it would monitor. The most recent quarterly figures (quarters two and three 2010/11) are also noted.

Council Members are to note performance for the period concerned and the actions being taken to improve performance where targets are not being met.

Graphs have been included to assist with the understanding of performance movements. Each of these graphs includes the target and an indication of the direction of positive performance. The graphs also include a line indicating the 'intervention point'. Performance beyond the intervention point indicates that the measure was at a Red-RAG status and that remedial action is being taken.

On some of the indicators it is possible to benchmark our performance against our peers through the external HouseMark system. The comparator group are ALMOs from the London region. Where possible to benchmark, the top quartile figure has been noted. This is the minimum figure to be ranked in the top 25% of reporting organisations. The data from these other organisations is based upon their quarter three submissions (NB these figures are unaudited).

## 1.1 Performing Well

The Decent Homes Programme is progressing through its third year, and the level of non-decency continues to reduce. At the end of February this figure stands at 21.15%, tracking well to meet its March 2011 target of 21%.

The percentage of properties with a valid Gas Safety Certificate once again recorded 100% at the end of the month.

Two repairs indicators are achieving target, and one more is only marginally behind its aspirational level as at the end of February. The percentage of non-urgent repair jobs where an appointment was made and kept achieved 97.6%. The percentage of urgent jobs completed within government time limits was at 98.9% for the month. The average time taken to complete a non-urgent routine repair was 9.4 calendar days.

Estate Services continue to deliver positive performance. The percentage of estates graded A or B by Estate Service Managers (overall grade) was 97.7% for the month, the second highest performance for the current reporting year 2010/11.

Each of the feedback performance targets were met for the month. The percentage of stage one complaints answered within ten working days recorded 93%. Each of the 14 stage two complaints were responded to in time. The percentage of Members Enquiries' responded to within ten working days achieved 94% for the month.

Each of the 51 welcome visits due in February was completed. Although two of these visits were completed outside of the four week target, we attempted to complete the visit within time in every instance.

The percentage of stage one anti-social behaviour tasks completed within timescales rose in February to 88.9%. This is ahead of the 75% target on this item.

### 1.2 **Moving in the Right Direction**

The simple collection rate (IC01) improved in February compared to a month earlier, and income collection remains at its highest level (at this point of the year) for the last 5 years. The percentage of tenants evicted due to rent arrears remains low.

Telephone answering performance has improved in February to 92.3%, but this still remains outside of target. Target performance on this item is 93%.

### 1.3 **Areas of Concern**

The percentage of invoices paid within thirty calendar days did not achieve the 93% target in February. Its monthly performance, at 79.3%, also places it outside of tolerance. The year to date position is better however, at 86.7%.

Void turn-around performance, reflected in indicator BV 212, declined in February to 33.9 calendar days from 28.8 days a month earlier. However, the longer term trend remains positive.

Our Voids team are turning around regular, or VAV, voids at 22.7 calendar days, behind the 15 day target.

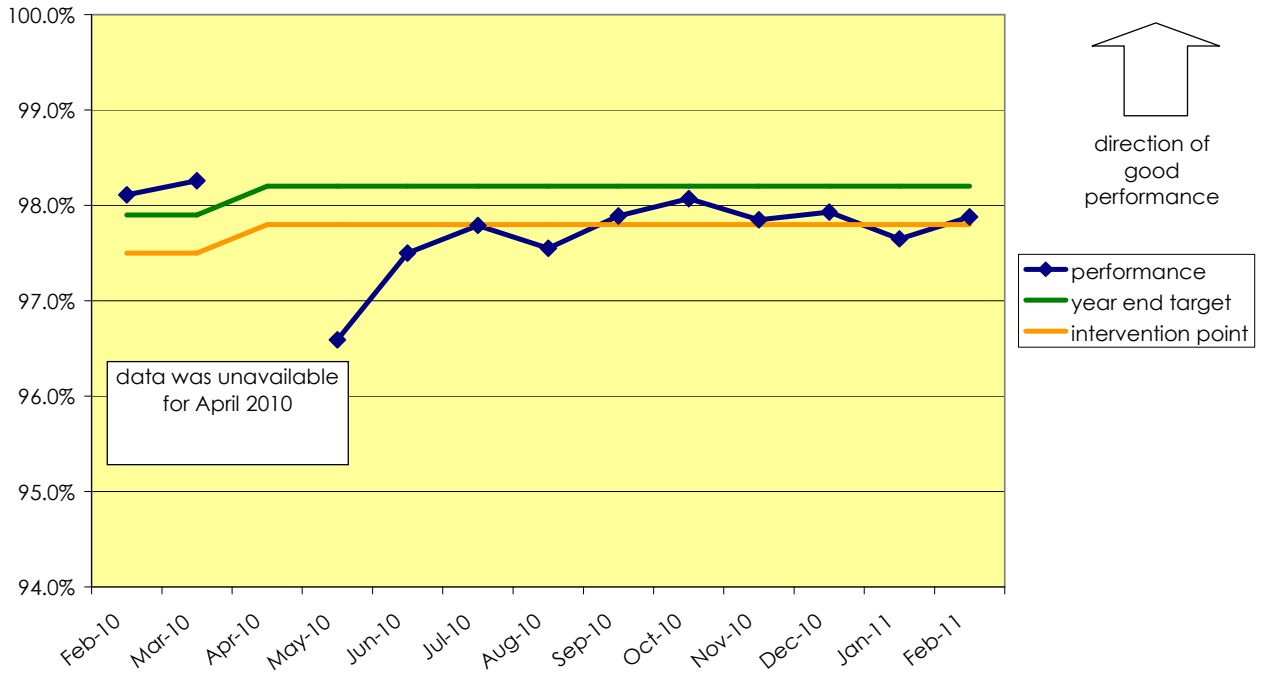
The percentage of day to day service charges collected by the Home Ownership team fell behind target in February. Performance recorded 76% against a 100% target and 80% tolerance rate. However, this item is heavily affected by service charge collection profile, so the February actual should be considered in this context.



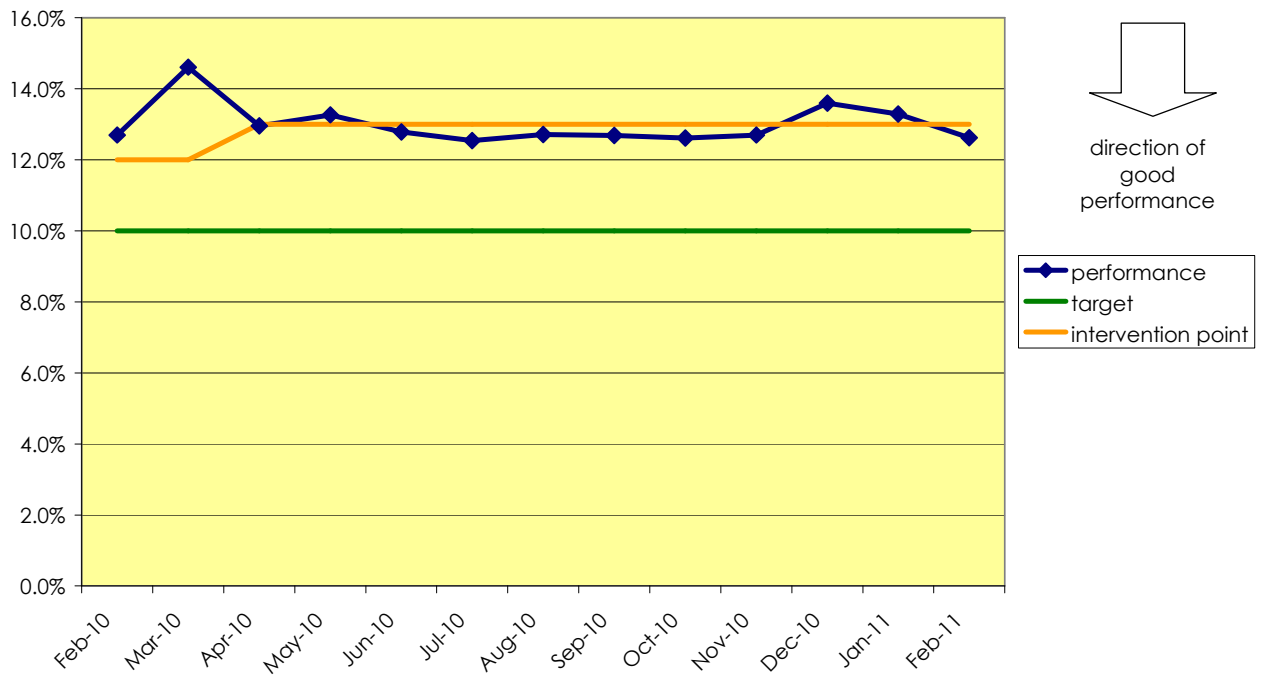
2.0 Analysis

2.1 Income Collection

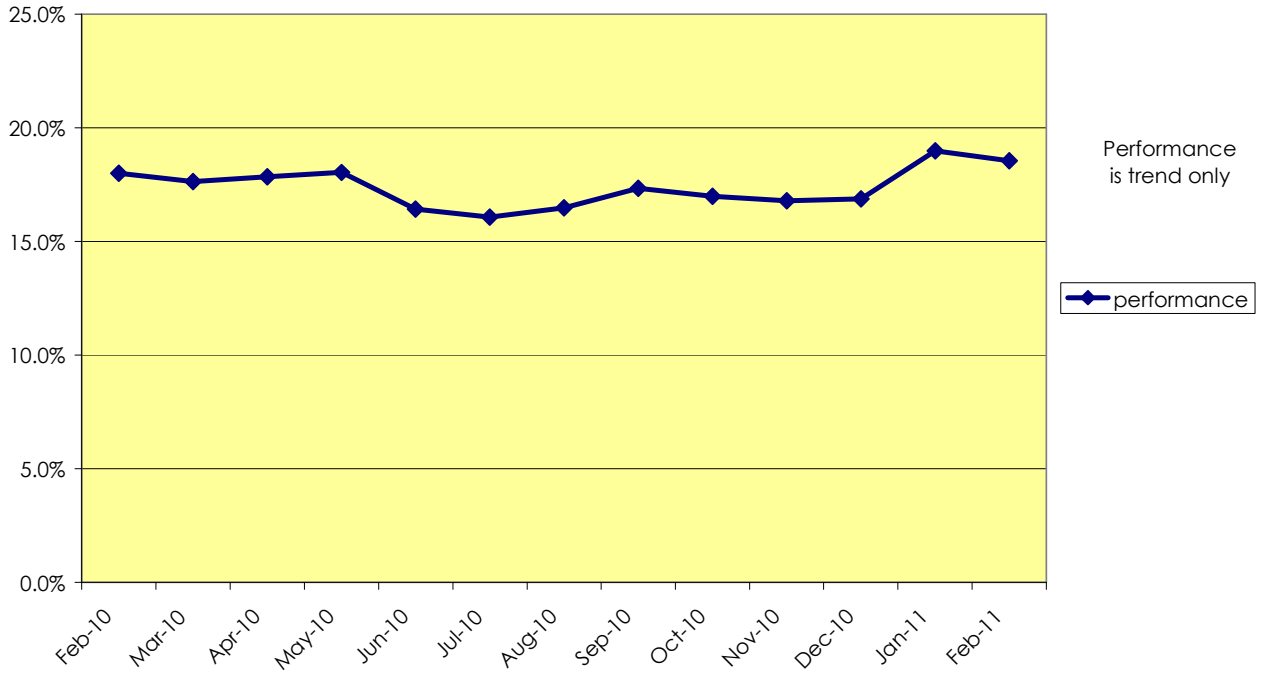
percentage of rent collected (including arrears and excluding water rates)



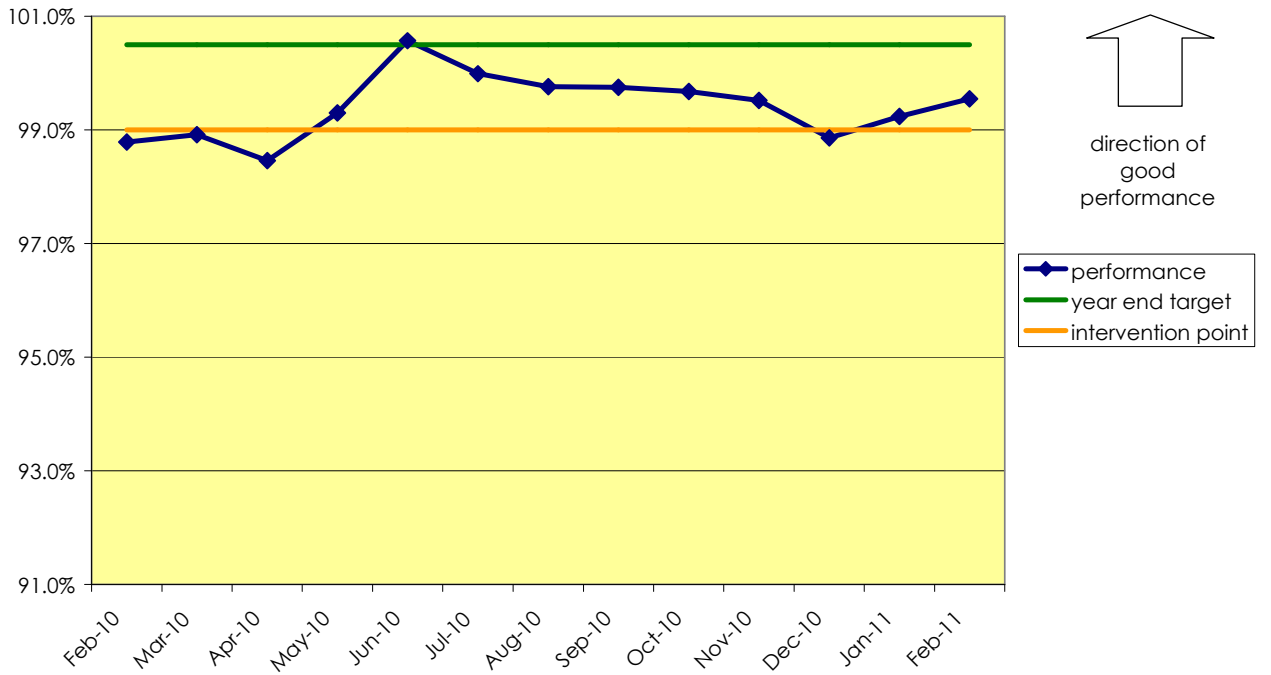
percentage of tenants more than seven weeks in arrears



percentage of tenants in arrears who have had a notice seeking possession served



percentage of rent collected (of rent due excluding arrears)



Ref	Income collection	Target	Jan	Feb	Month RAG	Month DOT	Qtr 2	Qtr 3	Qtr DOT	YTD	YTD RAG	
Ex BV 66a	% of rent collected (including arrears and excluding water rates)	98.2% by 03/11	97.65 %	97.88 %	Year end RAG	↑	97.89 %	97.93 %	↑	97.88 %	Year end RAG	
Ex BV 66b	% of tenants with more than seven weeks rent arrears	10%	13.29 %	12.62 %		↑	12.69 %	13.60 %	↓	12.62 %		
Ex BV 66c	% of tenants in arrears who have had notices seeking possession served	Trend	18.99 %	18.55 %	Trend	↓	17.35 %	16.88 %	↓	18.55 %	Trend	
Ex BV 66d	% of tenants evicted as a result of rent arrears	0.6%	0.20%	0.24%		↓	0.19%	0.17%	↑	0.24%		
IC01	% of rent collected (of rent due excluding arrears)	100.5 % by 03/11	99.24 %	99.55 %	Year end RAG	↑	99.75 %	98.86 %	↓	99.55 %	Year end RAG	
IC 04	Former tenant arrears collected as a portion year start FTAs	Trend	Quarterly Indicator					9.66%	13.80 %	↑	13.80 %	Trend

Income Collection performance improved in all but one target set measure in February with respect to January. Only one item is currently failing to meet target.

The complex rent collection figure, that including arrears yet excluding water rates, BV 66a, recorded 97.88% in February. This is an improvement on the January figure of 97.65%.

Performance improved with respect to the percentage of tenants more than seven weeks in arrears, ex BV66b. At the end of February, 12.62% of residents had in excess of seven weeks' arrears. This figure is in line with performance seen at this stage of the year in 2009-10 and 2008-09.

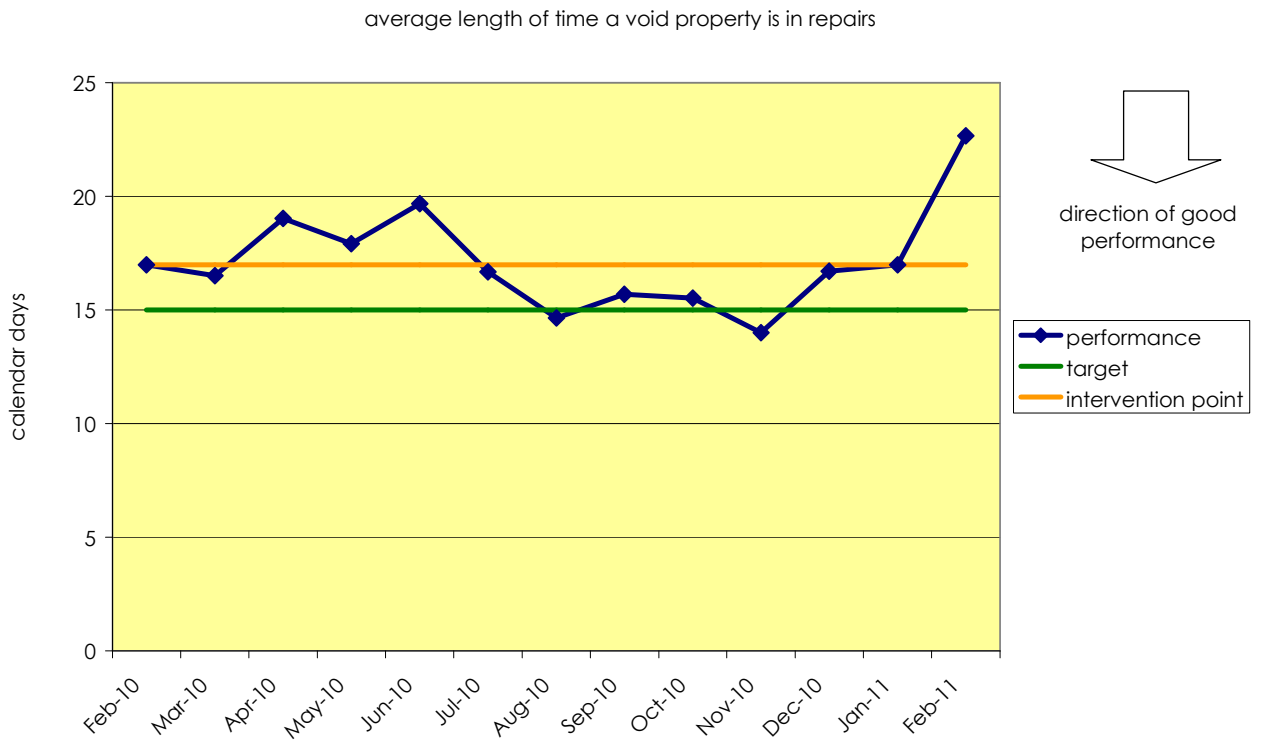
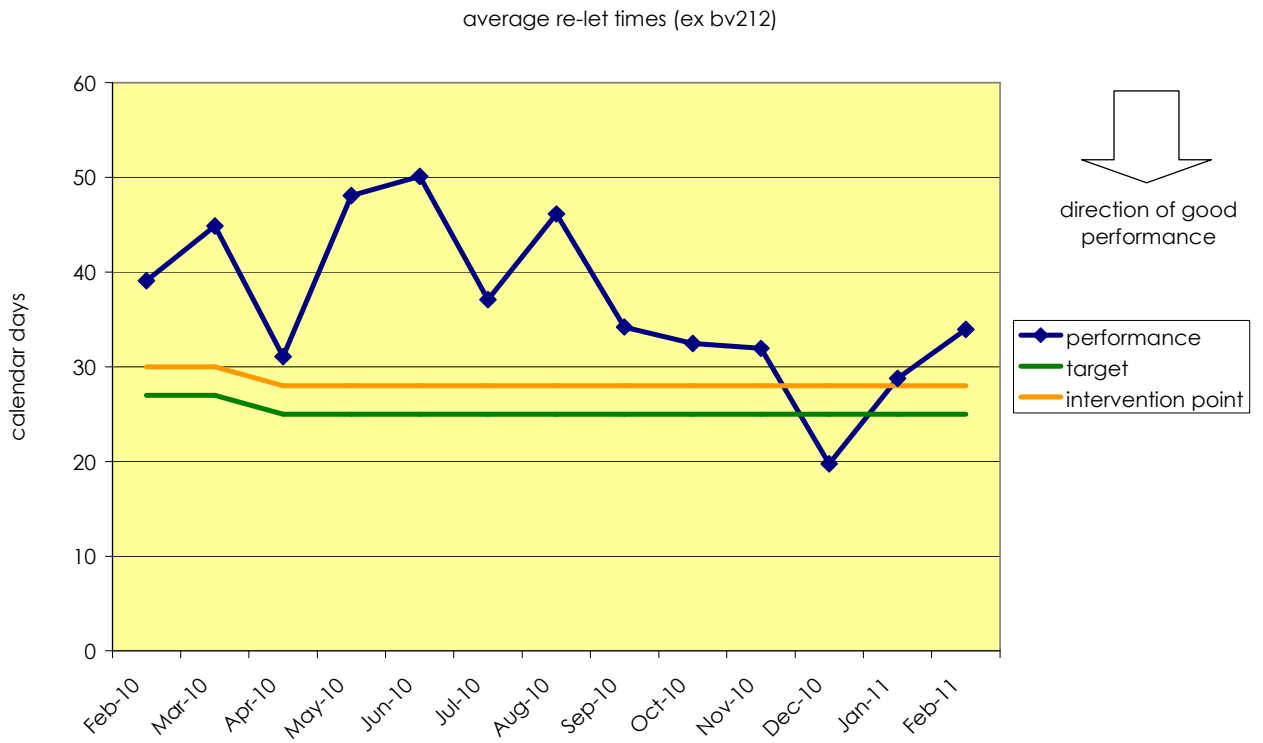
The percentage of tenants in arrears who have had a notice seeking possession served, BV66c, reduced in February on this trend item.

The second collection indicator, that excluding arrears, IC01, improved in February to 99.55%. This figure represents the best performance at this stage of the year since the inception of the ALMO 5 years ago.

The HouseMark top quartile performance on measure ex BV66b was 3.9% and IC01 – 99.94 %.

Note that the year to date figure on those items that are measured quarterly reflect their position at the end of the last quarter (December).

2.2 Voids



Ref	Voids	Target	Jan	Feb	Month RAG	Month DOT	Qtr 2	Qtr 3	Qtr DOT	YTD	YTD RAG	
Ex BV 212	Average re-let time in calendar days	25 days	28.8	33.9		↓	39.8	28.0	↑	36.3		
Ex BV 69	Rent loss from voids	1.5%	1.25%	1.18%		↑	1.25%	1.25%	→	1.18%		
VO 03	Average time in calendar days a void is in repairs (VAV)	15 days	17.0	22.7		↓	15.9	15.3	↑	16.8		
VO 04	Number of calendar days for a void to reach ready to let status (VAV)	16 days	20.5	24.4		↓	19.9	17.1	↑	19.8		
VO 08	Average time in calendar days in Lettings (General Needs stock)	Lower is better	19.5	18.6	No target	↑	29.4	12.8	↑	23.6	No target	
VO 09	Average time in calendar days in Lettings (Sheltered Housing stock)	Lower is better	37.9	37.9	No target	→	41.0	37.8	↑	39.3	No target	
VO 10	Average time in calendar days in Lettings (All)	Lower is better	23.0	24.7	No target	↓	30.9	17.8	↑	26.7	No target	
VO 06	% of new tenants satisfied with the physical condition of the property	90%	Quarterly Indicator					72.9%	83.0%	↑	76.7%	
VO 07	Average cost of void	£2,200	Quarterly Indicator					N/A	£2056	N/A	£1542	

There was a general drop in Voids performance in February. Three of the four target set measures declined and are now outside of both target and tolerance.

Void turnaround performance, ex BV212, increased to 33.9 calendar days in February, five days more than the previous month. This however remains below the year to date figure of 36.3 calendar days. HouseMark benchmarked top quartile performance on this item was 21.5 calendar days.

There were 47 new tenancies commencing in February, 15 of which were in Sheltered Housing. This compares to 48 and 9 the month prior. It is important to note the portion of new lets amongst Sheltered Housing stock (32% in February compared to 19% in January). Sheltered Housing voids typically experience extended void times, both in repairs and lettings. Therefore the rate of new lets amongst Sheltered Housing can have a significant effect upon the overall void turnaround, ex BV212. However, the change in the composition of lets was insufficient in itself to completely explain the drop in turnaround performance.

The percentage of rent lost through vacant dwellings reduced to 1.18% for the month. Note that we are now using a slightly different version of our void rent loss report. This is due to adjustments incorrectly summing in the previous version. The HouseMark top quartile performance was 0.80%.

The average length of time that a void was in repairs, VO 03, declined sharply to 22.7 calendar days in January from 17.0 days a month earlier. This

is the longest average turnaround recorded in a single month since July 2009.

There are two sets of figures which relate to the time taken for a property to reach its ready to let date. The first of these is restricted to the time taken by repairs, whereas the second includes the time prior to our void repairs team receiving the keys. This second measure increased to 24.4 calendar days in February.

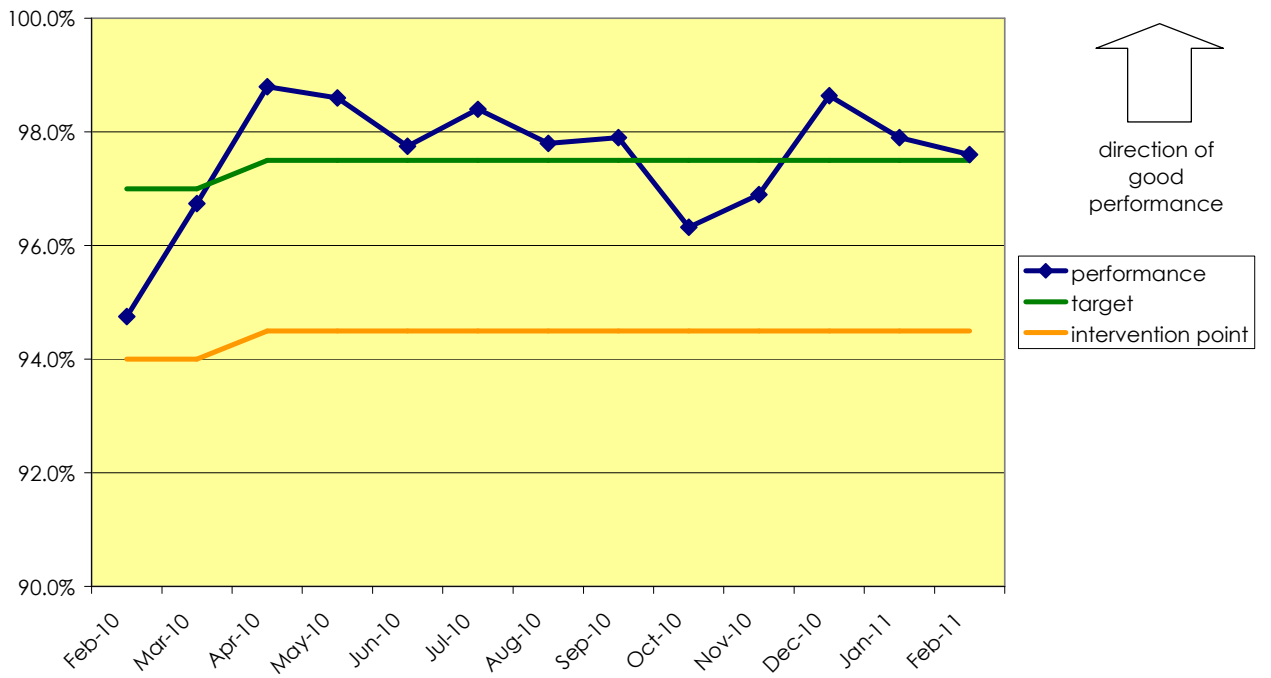
There are three measures that note Lettings performance, split by accommodation type: General Needs, Sheltered Housing and All. This is the time taken between the property being declared ready for let and its new tenancy commencement date. Although neither General Needs nor Sheltered Housing saw increased lettings time in February, the overall figure increased. This was due, as detailed earlier, to the higher portion of lets in Sheltered Housing stock. HfH is not responsible for this function, although it does help to contextualise overall voids performance.

Please see Appendix A for the exception report in relation to the monthly measures recording a red RAG status.

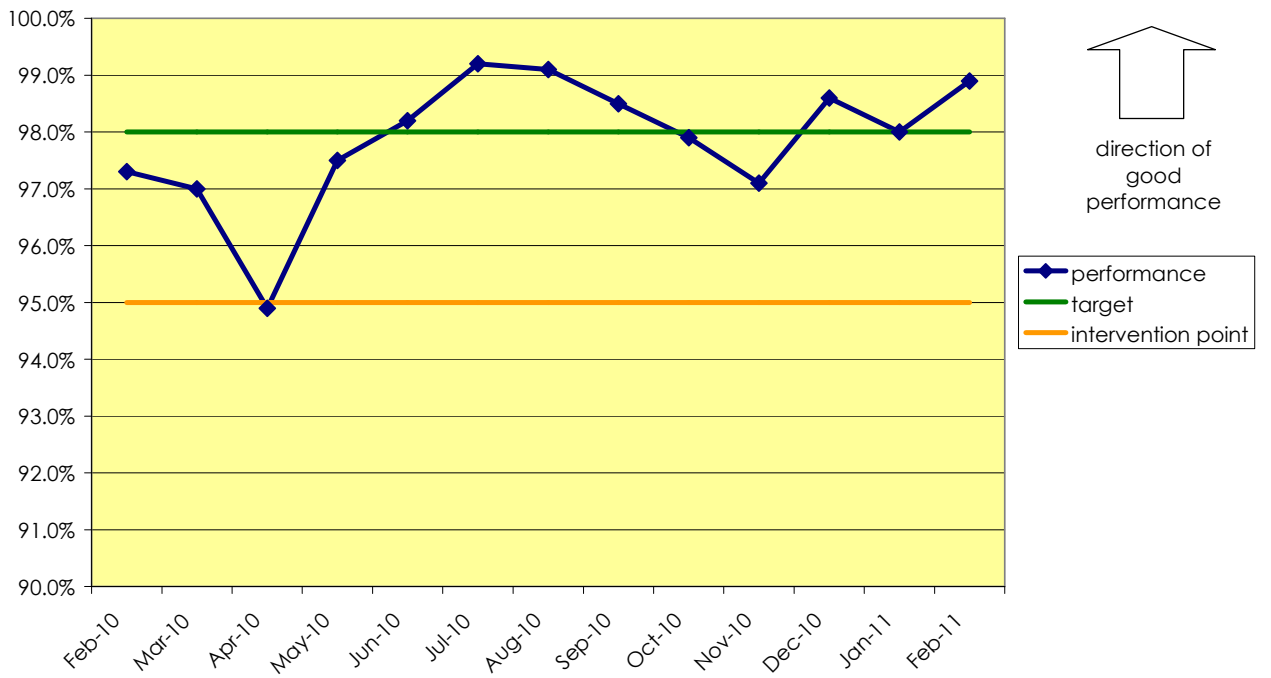
Note that the year to date figure on those items that are measured quarterly reflect their position at the end of the last quarter (December).

2.3 Repairs

percentage of non-emergency repairs where appointment made and kept



percentage of urgent repairs completed within Government time limits



Ref	Repairs	Target	Jan	Feb	Month RAG	Month DOT	Qtr 2	Qtr 3	Qtr DOT	YTD	YTD RAG
BV 185	% of non-emergency repairs where appointment made and kept	97.5%	97.9%	97.6%		↓	98.3%	97.8%	↓	98.4%	
BV 72	% of urgent (RTR) repairs completed within Government time limits	98%	98.0%	98.9%		↑	98.9%	97.8%	↓	98.0%	
BV 73	Average time taken in calendar days to complete non-urgent responsive repairs (excluding programmed works)	9.0 days	9.5	9.4		↑	9.4	8.5	↑	9.5	

Performance was ahead of target in two of the three repairs indicators in February. The remaining measure was within tolerance. No measures ended the month at a Red-RAG status.

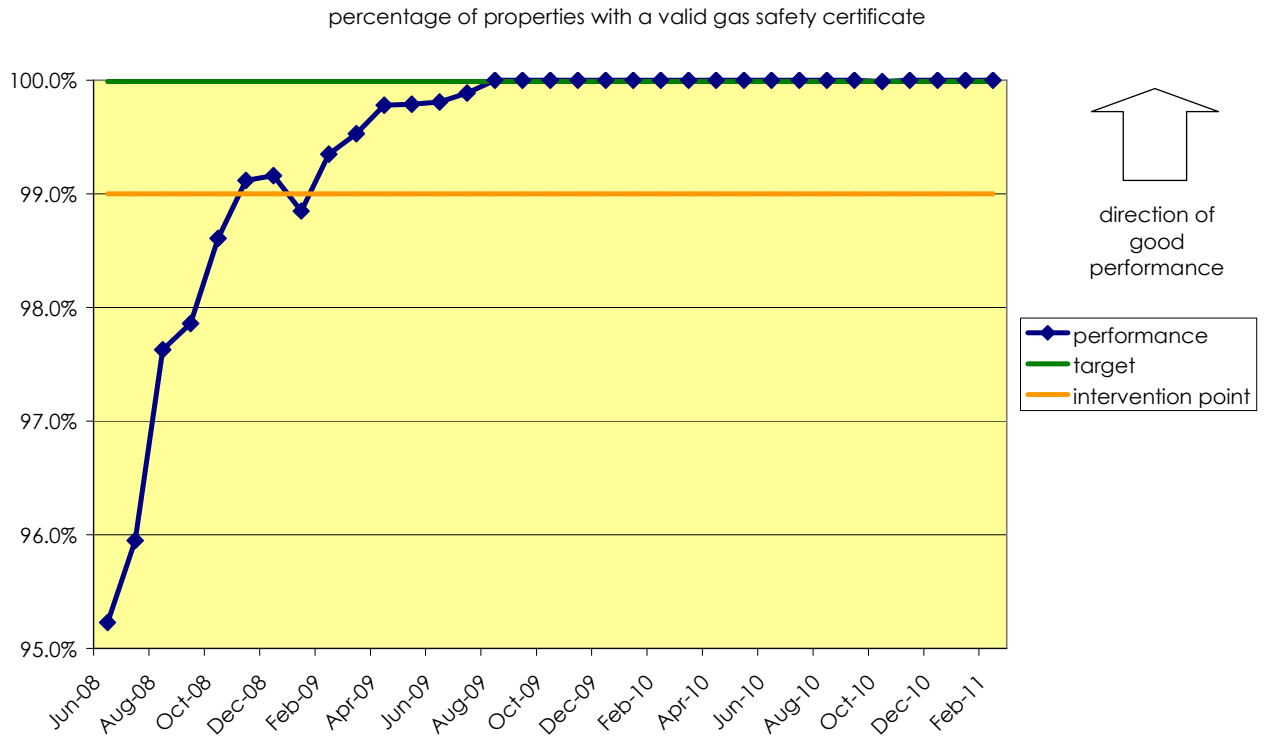
The percentage of non-emergency repairs where an appointment was made and kept, BV 185, declined slightly in February. Of the 3306 appointments made for February, only 85 were not kept. This compares with 3217 and 69 a month earlier. The greatest number of missed appointments was with Carpentry and Electrical work types. This is unsurprising as these trades constitute two of the top three by job volume. HouseMark top quartile performance is 98.4% on this item.

There was a month-on-month improvement in the percentage of urgent (RTR) repairs completed within Government specified time limits, BV 72. This measure remains above target both monthly and over the course of the year.

The average time taken to complete a non-urgent responsive repair, BV 73 improved marginally to 9.4 calendar days in February from 9.5 days a month earlier. This remains behind the 9.0 day target on the measure. The HouseMark top quartile performance on this item was 5.3 calendar days.



2.4 Design and Engineering

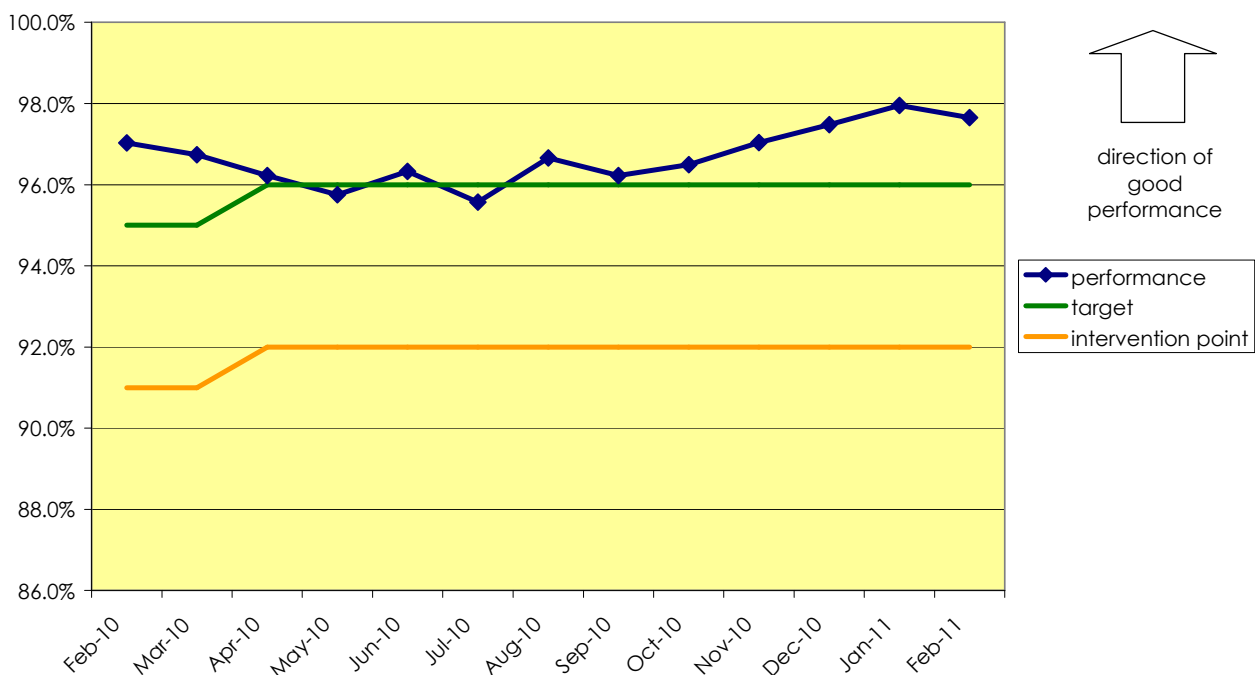


Ref	Design and Engineering	Target	Jan	Feb	Month RAG	Month DOT	Qtr 2	Qtr 3	Qtr DOT	YTD	YTD RAG
GS 01	% of properties with a valid gas safety certificate	100%	100%	100%		→	100%	100%	→	100%	

Gas servicing achieved 100% compliance in February. This means that no tenanted property was without a valid gas safety certificate. Note that the time period on the graph above is longer than for the other graphs in this report. The HouseMark top quartile performance on this measure was 99.99%.

2.5 Estate Services

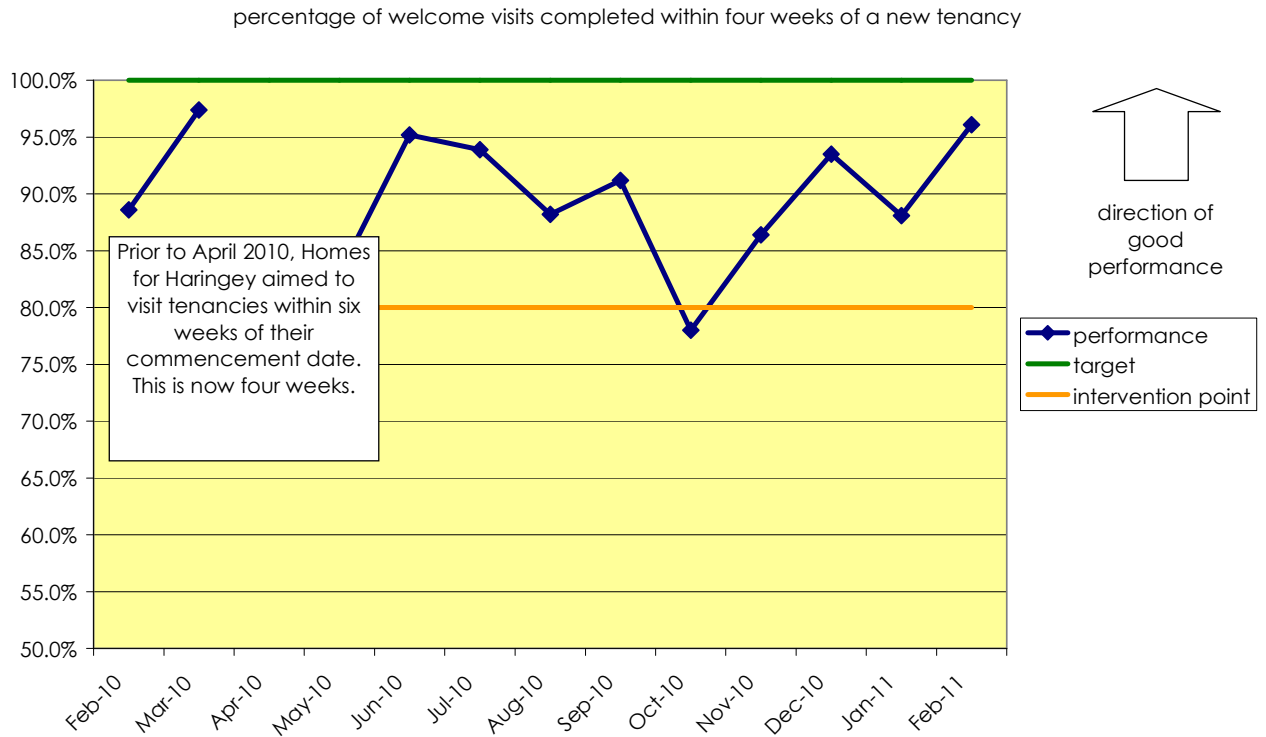
percentage of estates graded at A or B by Estate Service Managers (overall grade)



Ref	Estate Services	Target	Jan	Feb	Month RAG	Month DOT	Qtr 2	Qtr 3	Qtr DOT	YTD	YTD RAG
ES01	% of estates graded at A or B by Estate Service Managers – overall grade	96%	98.0%	97.7%	⬆	⬇	96.2%	96.9%	⬆	96.6%	⬆

The headline performance figure, the percentage of estates graded A or B by Estate Service Managers exceeded target in February for the seventh successive month. There was a small month on month decline of 0.3% when compared to January, but clearly performance remains positive.

2.6 Tenancy Management



Ref	Tenancy Management	Target	Jan	Feb	Month RAG	Month DOT	Qtr 2	Qtr 3	Qtr DOT	YTD	YTD RAG
TM 01	% of stage 1 anti social behaviour tasks completed within timescales	75%	66.7%	88.9%	Green	↑	88.4%	74.5%	↓	81.1%	Green
TM 07	% of welcome visits completed	100%	98.3%	100%	Green	↑	98.0%	98.4%	↑	98.2%	Yellow
TM 08	% of welcome visits completed within 4 weeks of new tenancy	100%	88.1%	96.1%	Yellow	↑	90.3%	85.5%	↓	89.1%	Yellow
TM 09	% of welcome visits attempted within 4 weeks of new tenancy	100%	98.3%	100%	Green	↑	97.9%	95.7%	↓	97.4%	Yellow

All four of the Tenancy Management performance measures improved in February from the month prior. Three of the items finished the month ahead of target, with the remaining measure within tolerance.

The percentage of stage one anti-social behaviour (ASB) tasks completed within timescales recorded 88.9% in February. This improvement moved the measure from an amber RAG status to green. There were nine stage one ASB tasks completed in February, eight of which were completed in time. This compares to six and four the month prior.

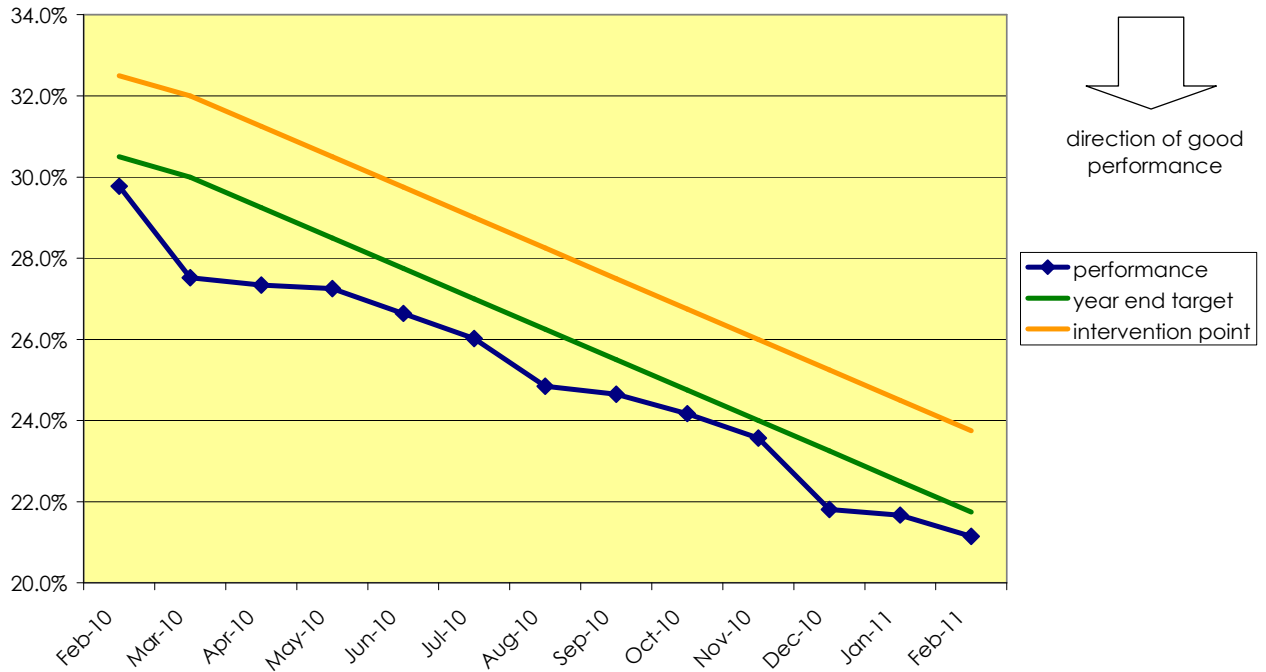
In February, all 51 welcome visits due for completion were attempted by officers. The target timescale is four weeks. The February figure for completing these visits within four weeks improved to 96.1% (49 of the 51 visits).

For each of the welcome visits that were not completed within four weeks we have sought the reasons for the delay. These reasons are noted in

Appendix B. In each of the two cases where HfH did not complete the welcome visit within four weeks, we attempted to do so every time.

2.7 Asset Management

percentage of non-decent properties



Ref	Asset Management	Target	Jan	Feb	Month RAG	Month DOT	Qtr 2	Qtr 3	Qtr DOT	YTD	YTD RAG	
NI 158	The proportion of local authority homes which were non 'decent'	21% by 03/11	21.7%	21.2%	Year end RAG	↑	24.7%	21.8%	↑	21.2%	Year end RAG	
AS 04	Decent Homes Programme – % of units completed against number programmed	95%	Quarterly Indicator					123.1 %	156.3 %	↑	124.3 %	

At the end of February, 21.15% of properties were classed as non-decent. The end of January figure was 21.67%. HfH has targeted this figure to fall to 21% by the end of the financial year. Since April 2010, 1665 properties have been made decent.

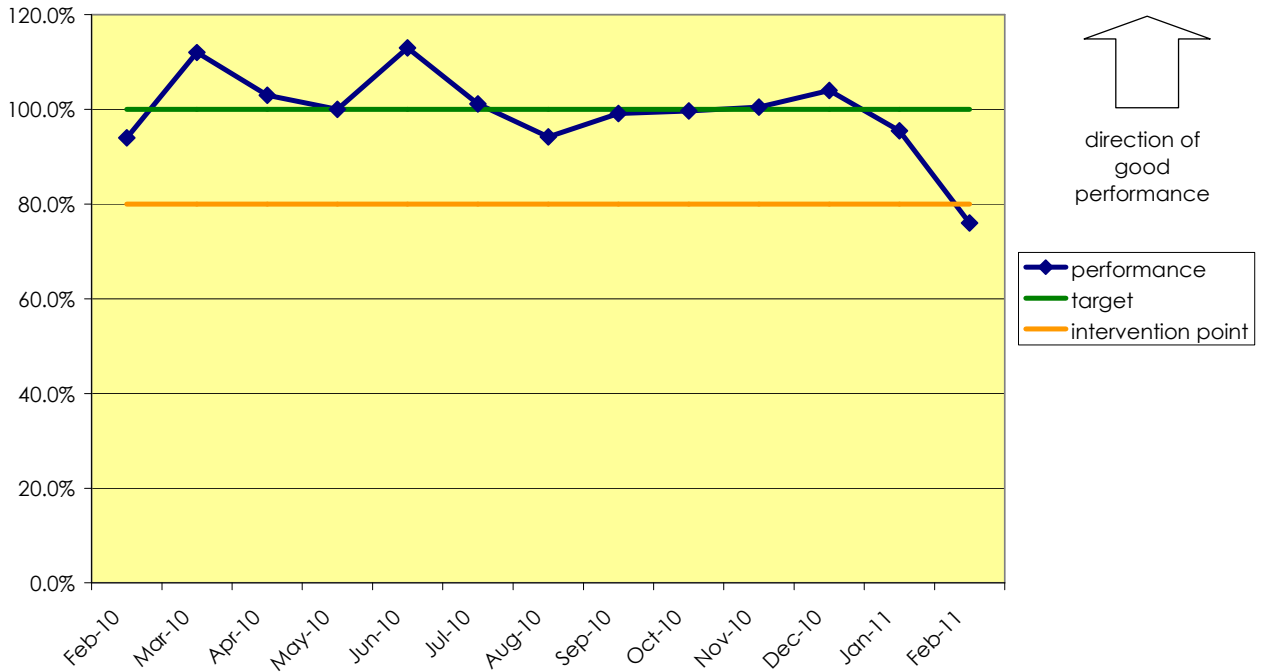
There are currently 3409 properties which do not meet the Decent Homes Standard; this figure includes properties which have become non-decent since the start of the financial year.

Please note that the decision was taken to accelerate the DHP part way through the year; hence the YTD figure of 124.3% for AS 04.

Finally, please note that the year to date figure on those items that are measured quarterly reflect their position at the end of the last quarter (December).

2.8 Home Ownership

percentage of day to day service charge collected

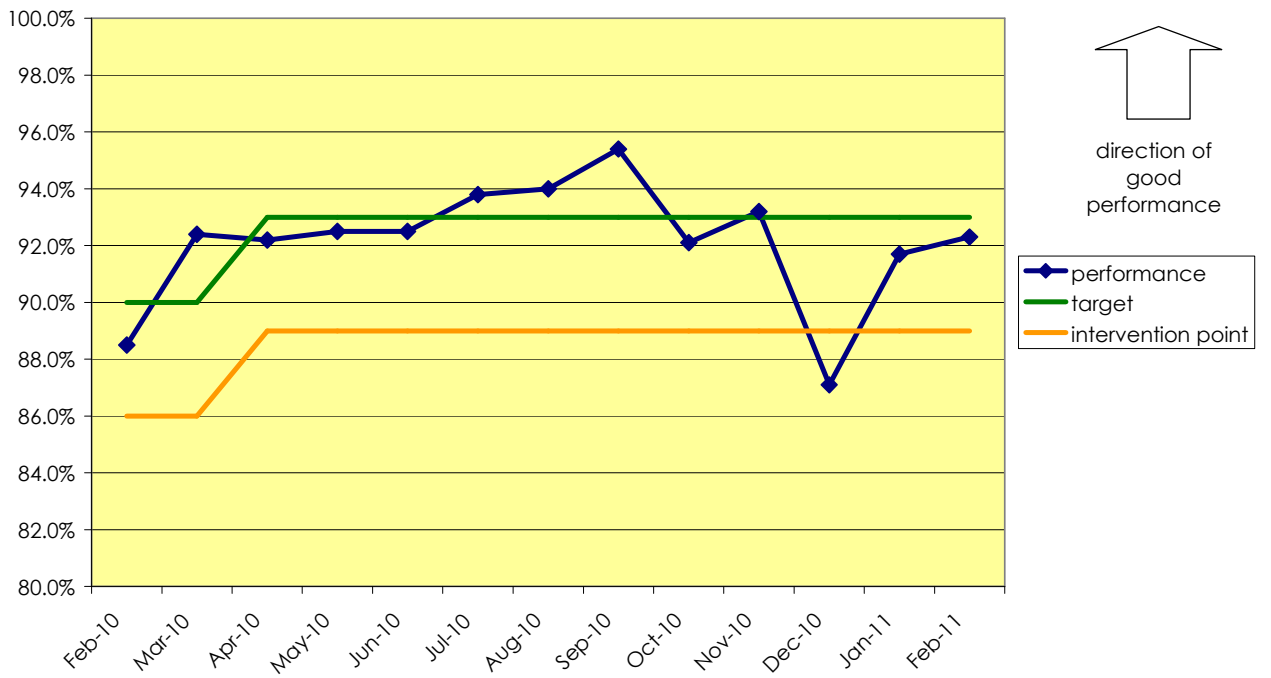


Ref	Home Ownership	Target	Jan	Feb	Month RAG	Month DOT	Qtr 2	Qtr 3	Qtr DOT	YTD	YTD RAG
HO01	% of day to day service charges collected	100%	95.5%	76.0%	↓	↓	98.3%	101.3%	↑	100.2%	↑

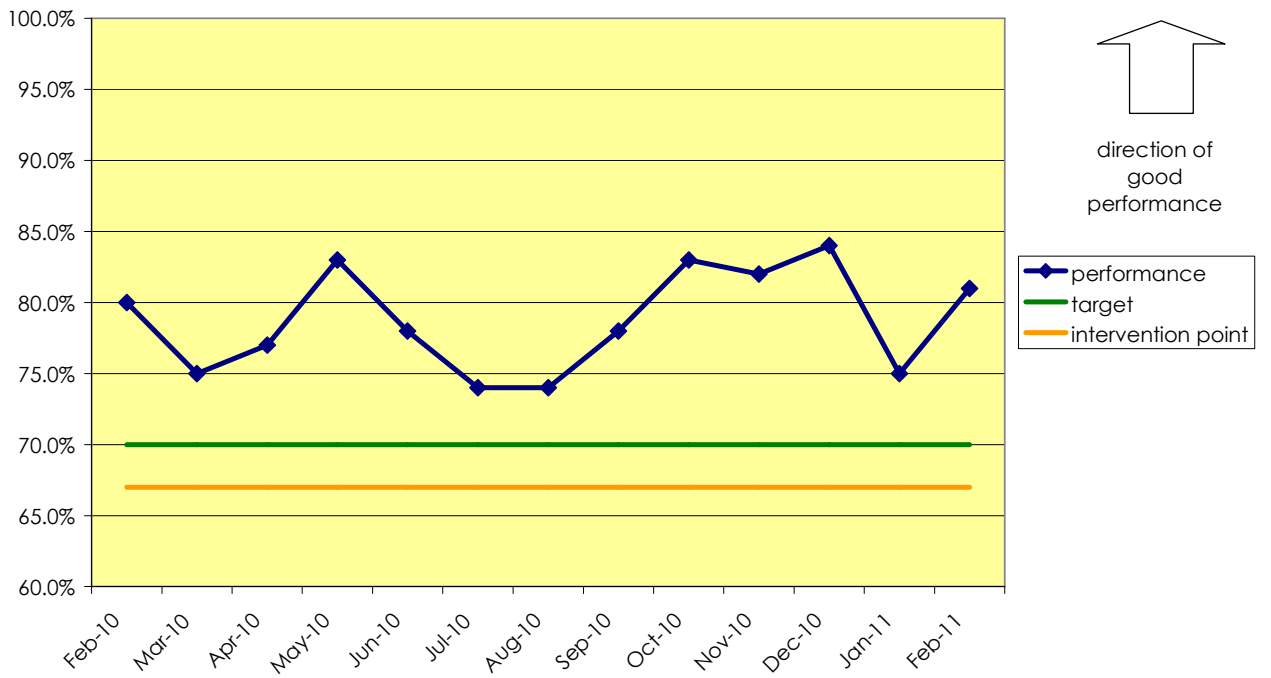
The percentage of day to day service charges collected declined in February to 76%. This negative movement is principally based upon the debt profile for February. A fuller description can be found in the exception report in Appendix A. Despite this negative monthly movement, the year to date performance remains ahead of target.

2.9 Customer Contact

percentage of all phone calls answered



percentage of customers seen within 15 minutes at Customer Service Centres



Ref	Customer Contact	Target	Jan	Feb	Month RAG	Month DOT	Qtr 2	Qtr 3	Qtr DOT	YTD	YTD RAG
CA01	% of all phone calls answered (HfH offices and Control Centre)	93%	91.7%	92.3%		↑	94.5%	90.9%	↓	92.5%	
CA 08	% of customers seen within 15 minutes at customer service centres	70%	75%	81.0%		↑	74.6%	82.9%	↑	79.1%	

The overall telephone answer rate takes into account both Control Centre (Repairs) performance and HfH extensions. The Control Centre has rectified the drop in their answer rate performance seen in December and January. This improvement has fed back into the overall telephony performance which is now only 0.7% off target.

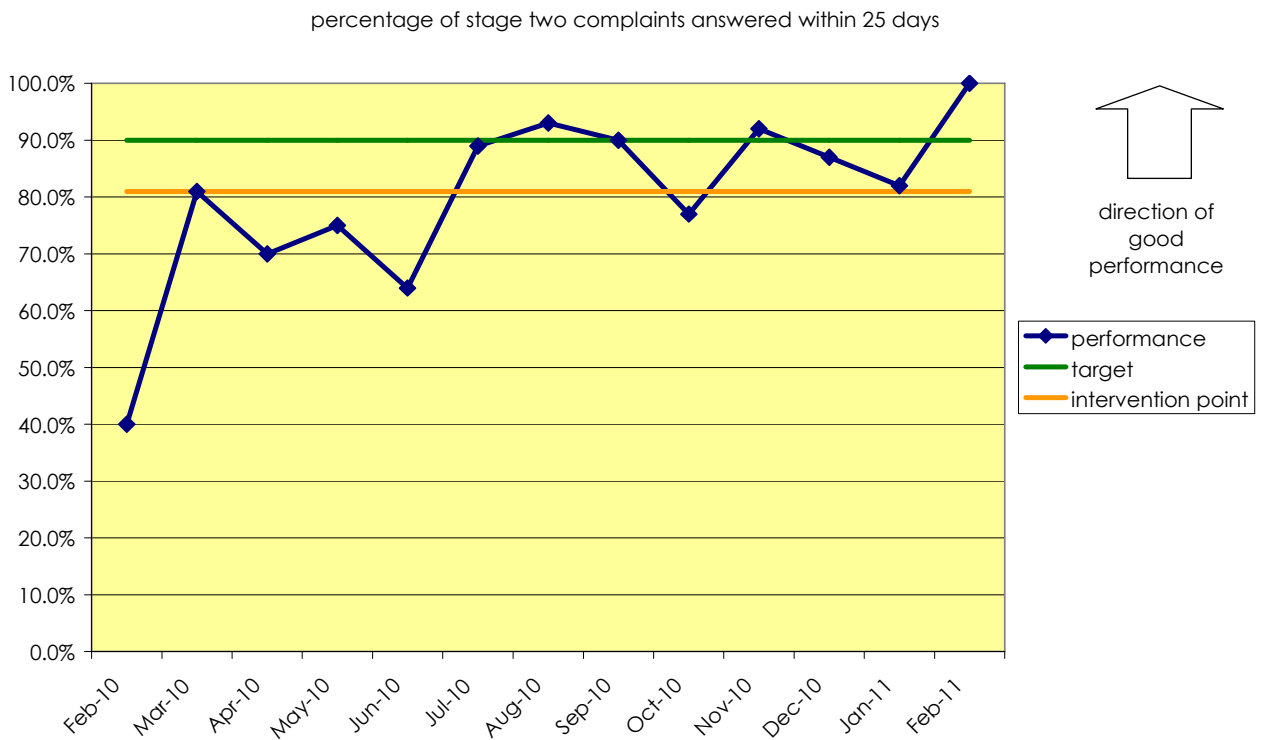
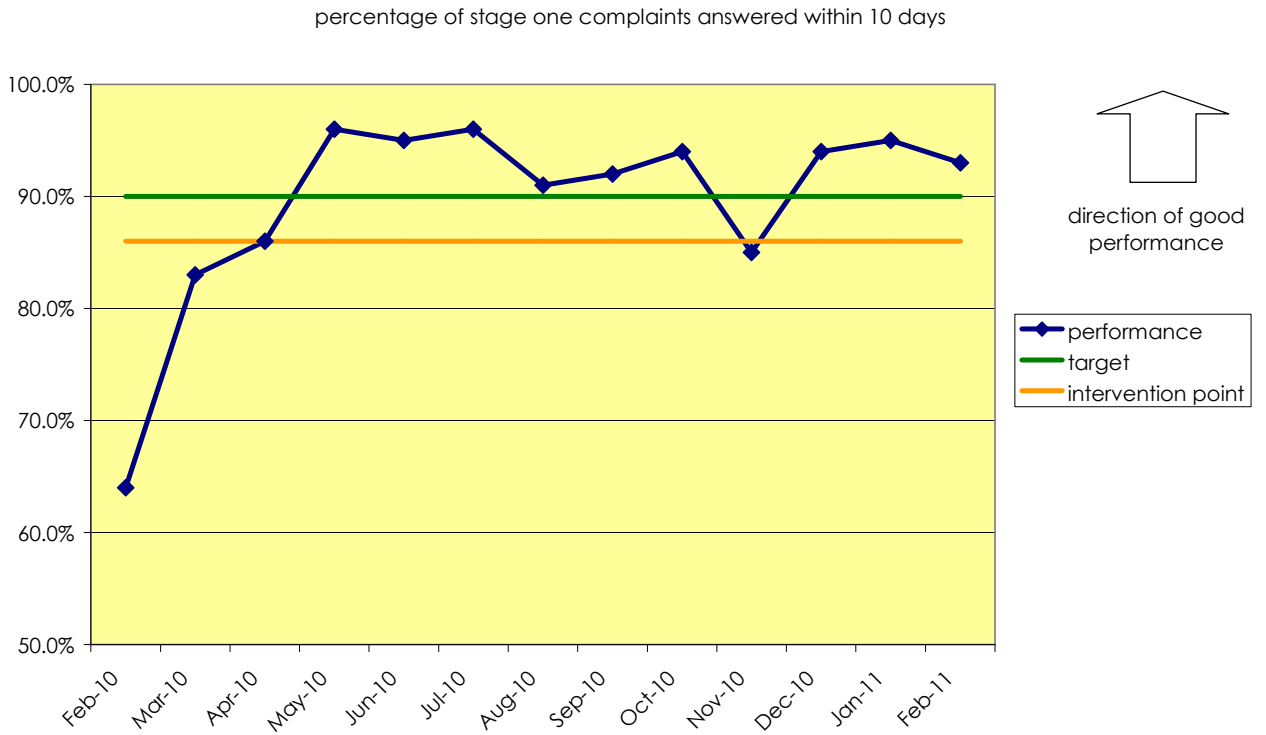
The percentage of customers seen within 15 minutes at Customer Service Centres remained in excess of target, and also recorded a month on month improvement in performance.

The HouseMark top quartile performance for organisational call answer rates was 97.2% for the year to quarter three.

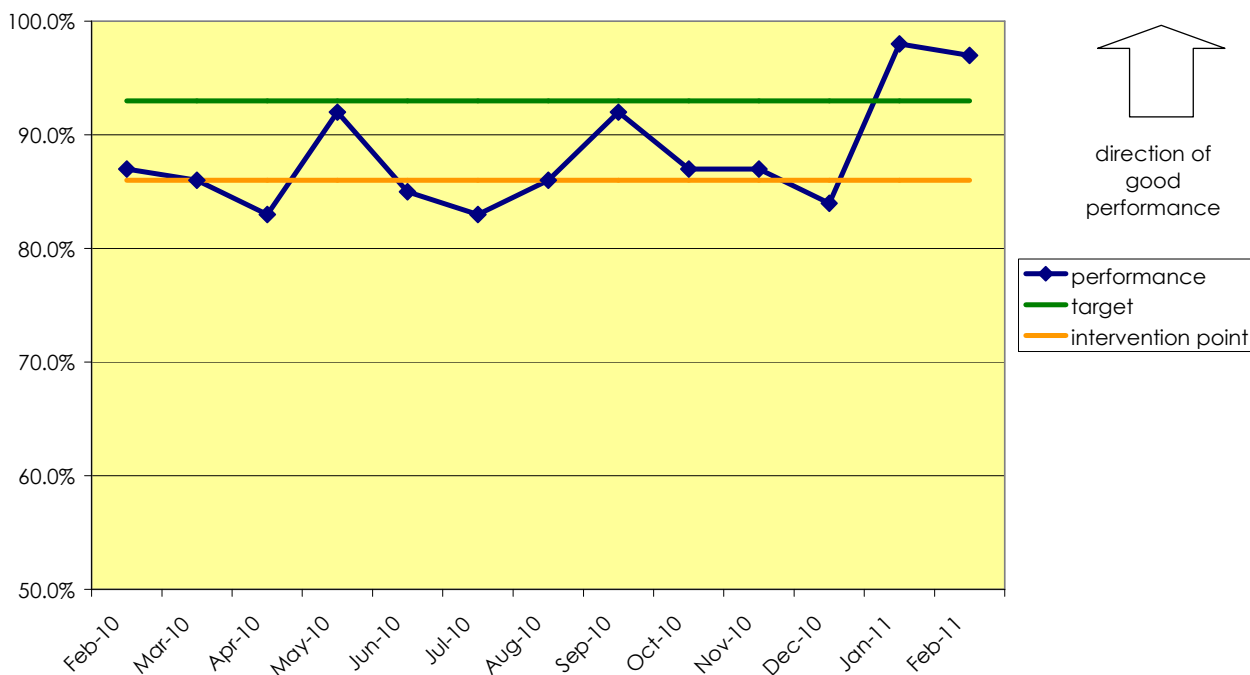
Please see Appendix C for call volumes.



2.10 Customer Contact (Feedback)



percentage members enquiries answered within 10 days



Ref	Customer Contact – Feedback	Target	Jan	Feb	Month RAG	Month DOT	Qtr 2	Qtr 3	Qtr DOT	YTD	YTD RAG	
CA10	% stage 1 complaints answered within 10 working days	90%	95%	93%	█	↓	93%	91%	↓	92%	█	
CA12	% stage 2 complaints answered within 25 working days	90%	82%	100%	█	↑	90%	85%	↓	82%	█	
CA14	% members' enquiries answered within 10 working days	93%	98%	94%	█	↓	87%	86%	↓	88%	█	
CA18	Number of ombudsman investigations	Trend	Quarterly Indicator					5	3	↓	13	Trend

Following extensive consultation, HfH have begun to pilot a new feedback scheme that is designed to speed up the complaints and enquiry process, and increase customer satisfaction. In February, 59 enquiries went through this new scheme, 56 of which we were able to respond to within target timescales. Preliminary results are encouraging; 97% of customers noting that they were satisfied with the complaint handling.

Note that the overall performance figures include customer feedback that went through the pilot scheme.

The percentage of stage one complaints answered within ten working days dropped marginally to 93% in February, remaining ahead of the 90% target. For February, 106 of 114 stage zero and stage one complaints were responded to in time. Property services accounted for 84% of all stage zero and stage one complaints.

Note that the Feedback team will produce an annual report of complaints in the first quarter of 11/12. This report will provide a detailed analysis of the

types and volumes of complaints that HfH deal with, turnaround time and how we build the results of investigations back into service improvement.

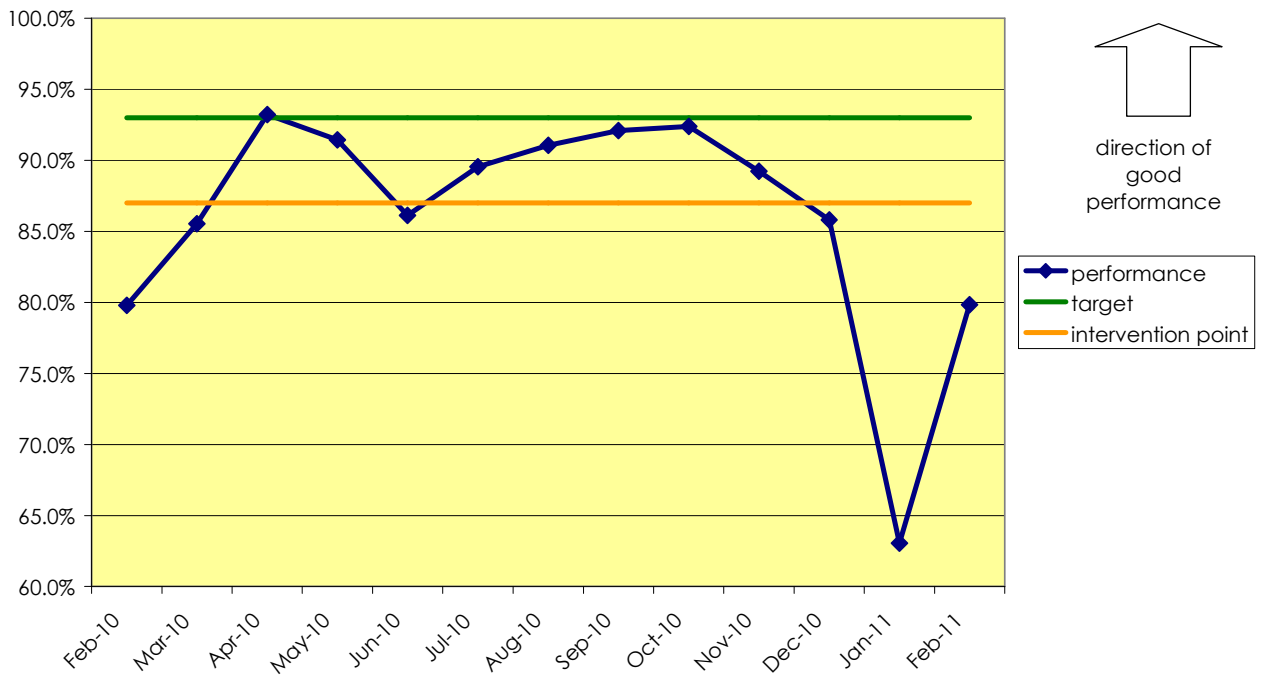
The percentage of stage two complaints answered within 25 working days improved to 100% for the month. Each of the fourteen stage two complaints were responded to in time.

The percentage of members' enquiries answered within ten working days moved back slightly from the near perfect performance seen in January. In February, all but four of the 68 enquires logged were responded to in time.

Note that the year to date figure on those items that are measured quarterly reflect their position at the end of the last quarter (December).

2.11 Finance

percentage of invoices paid within 30 days



Ref	Finance	Target	Jan	Feb	Month RAG	Month DOT	Qtr 2	Qtr 3	Qtr DOT	YTD	YTD RAG
BV 08	% of invoices paid within 30 calendar days	93%	63.0%	79.9%		↑	90.8%	89.5%	↓	86.7%	

The percentage of invoices paid within thirty calendar days improved in February to 79.9% but this was not sufficient to lift performance above target. The two successive months of disappointing performance has dragged the year to date figure below tolerance. Please see Appendix A for the Exception Report.

3.0 **Comments of the Director of Resources**

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

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

4.0 **Appendix A – Exception Reports**4.1 **Voids**

Name of Performance Indicator / Actual / Target	Lead Officer
<p><b>VO 03 – Average number of calendar days to repair a VAV (or regular) void property</b></p> <p>Target 15 days, tolerance 17 days</p> <p>Performance 22.7 calendar days in February, 16.8 days year to date (YTD).</p> <p><b>VO 04 – Average number of calendar days for a VAV void property to reach a ready for let (RFL) status.</b></p> <p>Target 16 days, tolerance 17 days</p> <p>Performance 22.4 calendar days in February, 19.8 days year to date.</p>	
Analysis of why below target	Lead Officer
<p><b>VO 03</b></p> <p>Performance in February was below target. For the month 42 properties were made ready for let. These had an average turnaround of 22.67 calendar days, behind the 15 day target on this measure. Year to date performance is an average turnaround of 16.84 calendar days on 687 voids made ready for let. Year to date performance remains within tolerance on this item.</p> <p>Issues in the voids process has contributed to poor performance in February. This has lead to significant dead time in the cycle from keys being passed to the voids contractor to it being assessed as RFL. The use of efficient work planning and management should increase operative productivity and reduce these idle process times.</p> <p><b>VO 04</b></p> <p>Performance in February recorded 24.47 calendar days against a 16 day target on this item. Year to date performance is better at an average turn around time of 19.75 days.</p> <p>The inconsistency between this item and VO 03 is due to voids being incorrectly established in our management systems. To resolve this, void operatives are checking on a daily basis that new vacancies are being correctly established and that the correct dates are being used.</p>	<p>Paul Young John Byrne</p>

<p>This issue has been raised at the Voids Improvement Group (VIP). Discussions have also been held between HfH and Haringey Council to ensure that notification periods are being used fully. This should remove the current disparity between the dates used for the establishment date (when it is recorded in the system) and the void start date (when rent is no longer charged).</p> <p>Both VO 03 and VO 04 are being monitored by the VIG fortnightly.</p> <p>A major contributing factor in performance declining for both measures is the ongoing Property Services restructure. Many members of staff have had to interview for positions within the new structure and some redundancies have been made.</p>	
<p><b>Action Plan to return performance to target</b></p>	<p><b>Lead Officer</b></p>
<p>Considerable work has been undertaken to improve void turnaround as part of the Voids Improvement Programme. Building on these improvements, we have started to review all DLO and Repairs functions to disaggregate the separate elements. By benchmarking and process analysis we should be able to reconfigure our methods to include best in class deadlines across each activity.</p> <p>The restructure will enable the Voids Team to improve the management of repairs to vacant properties. This will be done by minimising operative downtime, identified as an issue previously. Void surveyors will be working closely with the repairs teams to ensure consistency of work, and that the Lettings Standard has been met.</p> <p>Repairs processes are also being reviewed to incorporate the use of Gas Safe registered plumbers within the repairs department.</p>	<p>Paul Young John Byrne</p>
<p><b>Emerging Risk</b></p>	<p><b>Lead Officer</b></p>
<p>The Property Services restructure continues to cause concern amongst staff. This will be managed through regular consultation and team briefs. Morale, however, may be impacted.</p>	<p>Paul Young John Byrne</p>
<p><b>Action Plan to mitigate risk</b></p>	<p><b>Lead Officer</b></p>
<ul style="list-style-type: none"> <li>• Weekly performance meetings using the performance management software</li> </ul>	<p>Paul Young</p>

AspireView. <ul style="list-style-type: none"> <li>Team meetings to discuss and promote the restructure.</li> </ul>	
<b>Best Practice</b>	
We are currently members of the London Voids Club, the Direct Works Forum, Housing Quality Network TeamNet and HouseMark.	
<b>Discussion Meetings</b>	
Weekly meetings with the key stake holders in delivering the Voids service including Repairs, Tenancy Management and Lettings.	
<b>Equalities Impact</b>	
No specific equalities impacts have been identified.	

#### 4.2 Home Ownership

<b>Name of Performance Indicator / Actual / Target</b>	
<b>HO 01 – The percentage of day to day service change collected</b>  Target 100%, tolerance 80%  Performance 76% in February, 100.15% year to date (YTD)	
<b>Analysis of why below target</b>	
Unlike Income Collection, the Home Ownership debt profile is such that the receipts cannot be accurately predicted. Income is usually maximised at the beginning of the financial year since leaseholders pay at this point in time. Also, the final instalments of those who pay by direct debit usually end in Jan of each year. The year to date collection rate remains positive, at 100.15%	
<b>Action Plan to return performance to target</b>	<b>Lead Officer</b>
As part of the recovery procedure, the Home Ownership Team (HOT) can only issue legal claims for the last two quarters in respect of any service charges due. This is only possible after the 25 <sup>th</sup> of December. We have issued 839 claims (including Decent Homes' bills) to date.  In addition, HOT usually offsets any credits offered to leaseholders in respect of direct debit promotion, email subscriptions and prompt	Nesan Thevanesan



payment discounts at the end of the financial year. Each of these activities will reduce the amount shown as recoverable.	
<b>Emerging Risk</b>	<b>Lead Officer</b>
It must be noted the YTD collection rate is still above target.	
<b>Action Plan to mitigate risk</b>	<b>Lead Officer</b>
Please see Action Plan above.	
<b>Best Practice</b>	
<b>Discussion Meetings</b>	
Performance issues are routinely dealt with as part of HOT management and 1-2-1 meetings with team leaders.	
<b>Equalities Impact</b>	
Help is given to leaseholders who are on income support (Citizens Advice Bureaux referrals).	

#### 4.3 Finance

<b>Name of Performance Indicator / Actual / Target</b>	
<b>Ex BV 08 – The percentage of invoices paid within 30 calendar days</b> Target 93%, Tolerance 87% Performance 79.9% for February, 86.7% year to date (YTD)	
<b>Analysis of why below target</b>	
Generally speaking, the majority of invoices are processed by HfH teams with enough time to have the final payment made within 30 days. Invoices are then sent to the Accounts Payable (AP) team who arrange this final payment. However the AP team have lost all their agency staff, leaving them with 12 individuals inputting invoices for both the Council and HfH. The Council have also not met their targets since December for the same reason.	
<b>Action Plan to return performance to target</b>	<b>Lead Officer</b>
Several teams have been contacted individually and will have to provide the reasons as to why the invoices are late. Support and training now in progress for teams to access payments on the	Ramel Persaud

<p>computer system SAP.</p> <p>At the moment our staff are doing their best in sending most invoices promptly.</p> <p>I have advised all staff to send invoices to the AP team as soon as possible to avoid further delays.</p>	
<b>Emerging Risk</b>	<b>Lead Officer</b>
None identified.	Ramel Persaud
<b>Action Plan to mitigate risk</b>	<b>Lead Officer</b>
As per Action Plan detailed above.	
<b>Best Practice</b>	
No benchmarking done in period concerned.	<b>Ramel Persaud</b>
<b>Discussion Meetings</b>	
As part of the Property Services restructure a new post of Financial Controller has been created. The newly appointed individual has been apprised of the issue. The majority of HfH invoices relate to this service, so progress in this area will make a considerable impact on overall performance.	<b>Ramel Persaud</b>
<b>Equalities Impact</b>	
None identified.	

5.0 **Appendix B – Welcome Visits**

In February 2011, HfH did not successfully complete a welcome visit within four weeks of a new tenancy on two occasions. The reasons for the delays are detailed in the table below.

<b>Area Office</b>	<b>Tenancy Start Date</b>	<b>Date of Welcome Visit</b>	<b>Reason for delay</b>
Broadwater Farm	31-Jan-11	01-Mar-11	The tenant applied for a review of the offer which delayed their moving in date
North Tottenham	24-Jan-11	03-Mar-11	There was no reply to the attempted welcome visits

6.0 **Appendix C – Call Volumes**

Where HfH is Homes for Haringey back office extensions and CC is the Repairs Control Centre.

Month	Calls Placed			Calls Answered			Answered in 30s		
	HfH	CC	All	HfH	CC	All	HfH	CC	All
April	26107	12183	38290	23486	11810	35296	22980	10175	33155
May	25640	10548	36188	23291	10166	33457	22843	8554	31397
June	28843	11489	40332	26013	11298	37311	25512	10231	35743
July	28060	11108	39168	25796	10949	36745	25220	10078	35298
August	25356	11359	36175	23458	11051	34509	23079	9471	32550
September	28671	13955	42626	27446	13240	40686	26888	10409	37297
October	27464	14264	41728	26220	12203	38243	25627	6913	32540
November	28343	14699	43042	27082	13049	40131	26521	7819	34340
December	23555	14166	37721	22067	10775	32842	21588	5809	27397
January	26430	14071	40501	24802	12332	37134	24366	6834	31200
February	26704	12018	38722	24618	11111	35729	24106	6957	31063
March									
Quarter 1	80590	34220	114810	72790	33274	106064	71335	28960	100295
Quarter 2	82087	36422	118509	76700	35240	111940	75187	29958	105145
Quarter 3	79362	43129	122491	75369	36027	111396	73736	20541	94277
Quarter 4									
Year to Date	295173	139860	435033	274276	127984	402260	268730	93250	361980

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MONDAY, 14 MARCH 2011**

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

Apologies Yvonne Denny (Church Representative)

Also Present: **Co-optees:** Helena Kania (Local Involvement Network (LINK))  
**Councillors:** John Bevan, Isidoros Diakides, Dilek Dogus, Gail Engert, Claire Kober (Leader), Toni Mallett.  
**Officers:** Kevin Crompton (Chief Executive), Stuart young (Assistant Chief Executive), Lisa Redfern (Assistant Director – Adult Services), Helen Constantine (Head of Governance & Partnerships – Adults & Community Services), Rosie Green (Strategy & Partnerships Manager – Housing), Bernie Ryan (Assistant Head of Legal Services - Litigation & Corporate), Rob Mack (Principal Scrutiny Officer), Natalie Cole (Clerk)  
**Also Attending:** Jane Ray (Care Quality Commission (CQC)), Nurcan Culleton (CQC), Maria Kane (Chief Executive – Mental Health Trust (MHT)), Andrew Wright (MHT), Geoffrey Ocen (MHT), Peter Durrant (Haringey LINK)

**MINUTE  
NO.**

**SUBJECT/DECISION**

<b>OSCO184.</b>	<b>WEBCASTING</b>  The meeting was not webcast.
<b>OSCO185.</b>	<b>APOLOGIES FOR ABSENCE</b>  An apology for absence was received from Yvonne Denny (Church Co-opted Representative).
<b>OSCO186.</b>	<b>URGENT BUSINESS</b>  There was no urgent business.
<b>OSCO187.</b>	<b>DECLARATIONS OF INTEREST</b>  Councillors Bull and Winskill declared personal interests as they were Council Leaseholders.
<b>OSCO188.</b>	<b>DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS</b>  There were no such items.
<b>OSCO189.</b>	<b>CARE QUALITY COMMISSION</b>  Jane Ray (Care Quality Commission (CQC) Compliance Manager) and Nercan Culleton (CQC Inspector) introduced the work of CQC, the regulator for health and social care, which merged three inspectorates - Healthcare Commission (HCC), Commission for Social Care Inspection (CSCI) and Mental Health Act Commission.

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Ms Ray's team inspected Mental Health for Enfield and Haringey and some social care services. A programme of reviews had started with Haringey PCT wards on St Anne's site (and other non-Haringey sites) and some adult care services being inspected. The order in which services were inspected was determined by a variety of sources including if a partner such as the Local Involvement Network (LINK) had a concern about a particular service, this service would be one of the first to be inspected.

In response to the Committee's questions the following was noted:

- CQC would continue to inspect care homes although reporting would be more focused on a set of outcomes including quality of care, medication being administered was in line with service user records, nutritional needs were being met, residents received assistance when they requested it as well as interviews with staff and service users' families. Additional aspects of care could be inspected; often in response to issues raised about a service.
- CQC was involving LINKs before large inspections were taking place although it was recognised that discretion was required to ensure that a service was not made aware that inspectors would be visiting.
- Services were inspected every 2 years but more regularly if a service was failing to improve.
- It was not CQC's role to comment on efficiency savings being made by local authorities although it will monitor the services that were closing to ensure people were adequately cared for during transitional periods.

The Committee agreed that the Chair would write to the Care Quality Commission suggesting that services inspected by Haringey CQC teams were aligned with NHS configurations rather than different CQC teams working across different sectors. The Committee suggested that CQC inspectors be more systematic in seeking out the experiences of families and carers (Action No. 189).

**RESOLVED** to note the presentation about the work of the Care Quality Commission (CQC).

**OSCO190. CABINET MEMBER QUESTIONS - CABINET MEMBER FOR PLANNING AND REGENERATION**

The Committee received the briefing from Councillor Tony Mallett, the Cabinet Member for Planning and Regeneration and written answers to the advance questions submitted. The following information was noted in response to supplementary questions from the Committee.

Q2 – Economic Development - The Committee requested regular updates to all Council Members on how the shared service with Waltham Forest would operate (Action No. 190.1).

Q3 – Town Centre Business Partnerships – The Committee noted that the Council assisted with the setting up of Town Centre partnerships but with no area based grant funding available they will be encouraged to bid for external funding and supported by the Council in these bids.

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	<p>Q7 – Tottenham Hotspur FC – A briefing note was requested on the discussions held with Spurs about the regeneration of Tottenham as part of the stadium redevelopment. Committee members expressed concerns that no fixed commitments had been made by the Club to employ and train local people and that a health centre had not been included in the development plans (Action No. 190.2).</p> <p>Q11 – Alexandra Palace – The Assistant Director of Planning, Regeneration and Economy rejected the suggestion that the Charitable Trust status of the Palace was a potential obstacle for redevelopment and stated that the issue was about finding a cost effective solution acceptable to both the Council and the local people.</p> <p>Q12 – St Ann’s Hospital – Officers expected a health facility on the site as well as a mixed use development including housing and allotments with a bus route going through the site in accordance with the Council’s Unitary Development Plan. In response to a question about whether a general hospital might be re-established the Assistant Director Planning, Regeneration and Economy explained that this could not be ruled out and once a set of health outcomes was clear the Council would consider the infrastructure of the site and the possible investment strategies.</p> <p>Q16 &amp; Q22 – Wards Corner – The Committee requested that a briefing note be provided to Members on the history of Wards Corner and what the current plans for the site were (Action No. 190.3). The Committee heard from three local people from Wards Corner supporting a community led development of the site and expressing concerns about the Grainger proposal and that any future equalities impact assessment was fair. It was noted that when the Community led planning application was complete and the Council had all the information it required it would be processed. The Cabinet Member stated that she was keen to have a development supported by all parties concerned and that any proposals going forward would be considered by the Planning Committee.</p> <p>A question on Transport would be referred to Councillor Canver who was attending OSC on 28<sup>th</sup> March (Action No. 190.3).</p> <p><b>RESOLVED</b> to note the briefing and answers to supplementary questions.</p>
<p><b>OSCO191.</b></p>	<p><b>OLDER PEOPLE'S HOUSING STRATEGY 2010-2020 - PRE-DECISION SCRUTINY</b></p> <p>The Committee received Haringey’s Older People’s Housing Strategy 2011-2021, introduced by Rosie Green (Housing Strategy and Partnerships Manager) who highlighted that there was a lack of specialist housing in the Borough and over-provision of sheltered housing compared to other boroughs. Ms Green gave thanks to Haringey’s Forum for Older People for its help during consultation.</p> <p>The Committee asked for more information on the Housing Minister’s commitment of £180m as part of the Disabled Facilities Grant programme for councils to help fund home adaptations to help those with disabilities to live</p>

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	<p>comfortably and independently in their own home (Action No. 191).</p> <p>The following was noted in response to questions and concerns raised by Committee Members</p> <ul style="list-style-type: none"> <li>• If the Council was to develop more Older People housing it would have to work closely with housing associations.</li> <li>• It was reported that two extra care schemes would be developed in the west of the borough and, in the east of the borough, residential care blocks would be decommissioned. Extra care facilities will be developed in areas including Hornsey, Highgate and Seven Sisters High Road.</li> <li>• As part of a Supporting People review the use of existing sheltered housing stock will be considered and the housing strategy and adults services teams will have an input.</li> <li>• Despite a waiting list for sheltered housing the Council had void properties because some areas were not popular, for example many people would prefer to live in the west of the borough or people were not willing to live in the void properties.</li> </ul> <p>It was noted that it was difficult for the Council to reduce under-occupancy of properties and the Committee recommended that the strategy include additional information about what further could be done to manage under-occupancy.</p> <p><b>RESOLVED</b> to note the report and recommend that more information about under-occupancy work be included in the Older People's Strategy.</p>
<p><b>OSCO192.</b></p>	<p><b>CABINET MEMBER QUESTIONS - LEADER'S PORTFOLIO</b></p> <p>The Committee received the Leader's briefing and responses to the advance questions submitted and the following information was noted in response to supplementary questions.</p> <p>Q3 – Debts outstanding – The Committee expressed concern about the large amount of outstanding debt and was provided with a breakdown of some of the figures. In relation to parking debt it was reported that the Council was in line with other London local authorities although Haringey saw a high number of unregistered vehicles.</p> <p>Q5 – Shared Services – In response to concerns that the Council was not further advanced in arrangements for shared services the Leader explained that there was little evidence that other local authorities were any further ahead than Haringey. It was noted that Haringey had agreed a Memorandum of Understanding with Waltham Forest about shared services and it could take three or four years for savings to be realised, which would not solve the Council's current financial pressures.</p> <p>Q9 – The Committee expressed concerns that its Budget recommendations were not agreed and that it was not able to scrutinise the original list of potential services from which money could be withdrawn and put forward alternative options in the short space of time available. The Leader recognised that scrutiny of the Budget had been a positive process.</p> <p>The Committee requested timeframes for the refreshing of the Council's website</p>



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which was currently being undertaken. It was reported that the first phase would look at the customer experience of the website such as making things easier to find as well as removing pages that were not used, and the second phase would introduce systems for transactions to be conducted online for those Haringey residents who would prefer this to face to face contact (Action No. 192).

The Committee asked that Councillors be consulted on new procedures for member enquiries. The Leader explained that there would be cross party consultation about the process for members enquiries in order to make the system more streamlined and more responsive. It was recognised that some members and even members of local community groups received responses to their enquiries quicker than others and this could be due to the members themselves sending requests directly to the relevant officers, or an enquiry being sent to the wrong officer and causing a delay or simply a response being dealt with quickly.

In relation to the Council's Governance review the Leader clarified that an Officer Board meeting led by the Governance Development Group will be drafting protocols for the new governance arrangements. Anything requiring constitutional changes would be presented to the Constitution Review Group at the end of March and workshops for members would be arranged in the future.

The Committee expressed concerns about its ability to scrutinise Health and Wellbeing, outside agencies and the work of Cabinet Members in the future if it was restricted in numbers of meetings it could hold. The Chair stated that he envisaged a minimum of 8 Overview & Scrutiny meetings for ordinary business and 2 Child Protection Scrutiny meetings each year. The Leader stated that it was widely recognised that fewer meetings were required across the Council but that the numbers stipulated in the Governance Review report were a guideline.

In response to a question on how the new governance arrangements would affect corporate parenting the Leader emphasised that there were clear arrangements for carrying out this role and all members of the Council had received training and shared the role.

**RESOLVED** to note the Leader's briefing and response to questions.

**OSCO193. CARE QUALITY COMMISSION ANNUAL PERFORMANCE ASSESSMENT - ADULTS**

The Committee received the report on the Care Quality Commission's Annual Performance Assessment of Adult Social Care 2009/10 introduced by Lisa Redfern (Assistant Director – Adult Services) and Helen Constantine (Head of Governance and Partnership).

The Committee noted that the assessment judged Haringey as "Performing Well" and congratulated officers and commented that the challenge would be to maintain the same level of service in the future with all the funding cuts. Ms Redfern explained that there would be no changes to the Council's commissioning budgets and policy and users would continue to be placed in facilities CQC rated as "Excellent" or "Good".

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	<p>In response to the Committee's concerns about the closure of drop-in centres and the transition to personalised budgets and how this would be managed it was reported that the service was hitting the target to have 30% of personalised budgets in place and could take this forward. Until consultations and re-assessments had concluded it was not possible to estimate how many service users would take up personalised budgets.</p> <p>In response to the Committee's concerns that the pressure on the service would be even greater due to NHS budget cuts officers explained that there were options to work closely with the NHS and share back office functions, Some PCT health commissioners would be transferring to the Council when the PCT closed.</p> <p><b>RESOLVED</b> to note the Care Quality Commission Annual Performance Assessment and congratulate Adult Services on the result.</p>
<p><b>OSCO194.</b></p>	<p><b>MENTAL HEALTH TRUST - PROPOSALS FOR CHANGE</b></p> <p>The Committee received a Powerpoint presentation updating on future plans for mental health services presented by Maria Kane (BEH Mental Health Trust (MHT) Chief Executive) and Andrew Wright (BEH MHT Director of Strategic Development), including that there was potential for primary care services to be placed at the St Ann's Hospital site, which the Committee supported.</p> <p>It was recognised that there was a general desire to have a master-plan in place for investment at St Ann's and community engagement and consultation on potential options was taking place. It was noted that prior to any discussions with developers the MHT would consult with local people and other stakeholders, including GPs and apply for planning consent within the year and, until the St Ann's site became a Foundation Trust, the NHS London would be required to approve any plans for Capital investment.</p> <p>The Committee requested a briefing note on the meeting between Haringey Mental Health Trust and the Whittington hospital about the structure of services and how community health structures and the new relationship with the Whittington would deliver homogenous services across the Borough (Action No. 194.1).</p> <p>A visit would be arranged to the Whittington Hospital to meet the new Chief Executive (Action 194.2).</p> <p>The Committee requested a briefing note about how the Mental Health Trust was contributing to the safeguarding of children and how it linked with the Council (Action No. 194.2).</p> <p>The Committee requested a meeting with MHT and a tour of the St Ann's Hospital site (Action No. 194.3).</p> <p><b>RESOLVED</b> to note the presentation on the future of Mental Health Services.</p>

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 14 MARCH 2011**

<b>OSCO195.</b>	<p><b>BUDGET SCRUTINY PROCESS FEEDBACK</b></p> <p>The Committee expressed disappointment that there were no clear outcomes from the budget scrutiny process and agreed that a letter should be sent to the Leader expressing the Committee's concerns about the Cabinet response to the budget scrutiny process (Action No. 195).</p> <p>Members expressed that they would be reluctant to contribute the same amount of time and effort into future budget scrutiny due to a general feeling that decisions had already been made and the Committee had not been given the time or opportunity to consider alternative options.</p>
<b>OSCO196.</b>	<p><b>PRE-SCRUTINY UPDATES</b></p> <p>There were no such items.</p>
<b>OSCO197.</b>	<p><b>NEW ITEMS OF URGENT BUSINESS</b></p> <p>There were no such items.</p>
<b>OSCO198.</b>	<p><b>MINUTES</b></p> <p><b>RESOLVED</b></p> <p>The minutes of the meetings held on 5<sup>th</sup> and 31<sup>st</sup> January 2011 were approved as correct records of the meetings.</p> <p>The minutes of the meetings held on 17<sup>th</sup> January 2011 were confirmed as a correct record subject to the following amendment:</p> <p><u>Minute No OSCO156 – Declarations of Interest</u> "Haynes Centre" will be replaced with "The Haven".</p>
<b>OSCO199.</b>	<p><b>FUTURE MEETINGS</b></p> <p>The Committee noted the future meeting dates.</p>
<b>OSCO200.</b>	<p><b>SCRUTINY COMMITTEE ACTIONS REQUESTED</b></p> <p>The Committee noted the actions.</p> <p>The meeting ended at 21:30pm.</p>

COUNCILLOR GIDEON BULL

Chair

Councillor .....

Chair

**SIGNED AT MEETING.....DAY**

**OF.....**

**CHAIR.....**

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**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
WEDNESDAY, 16 MARCH 2011**

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

Apologies Yvonne Denny (Church Representative), Sarah Marsh (Parent Governor)

Also Present: **Co-optees:** Helena Kania (Local Involvement Network (LINK))  
**Councillors:** Bevan, Brabazon and Stanton  
**Officers:** Jeanelle De Gruchy (Joint Director of Public Health), Helena Pugh (LBH Head of Policy), Liz Marnham (LBH Policy Officer)  
**Also Attending:** Duncan Stroud (NHS Associate Director - Communications, Stakeholder Engagement and Partnerships), Ian Wilson (Chief Executive – Whittington Hospital), Pauline Taylor (NHS - Head of Medicines Management), 18 members of the public and press.

MINUTE NO.	SUBJECT/DECISION
OSCO201.	<p><b>APOLOGIES FOR ABSENCE</b></p> <p>Apologies for absence were received from Yvonne Denny (Co-optee), Sarah March (Co-optee), Rachel Hughes and Lainya Offside-Keivani (Bridge Renewal Trust).</p> <p>An apology for lateness was received from Councillor Joseph Ejiofor.</p>
OSCO202.	<p><b>URGENT BUSINESS</b></p> <p>There was no urgent business.</p>
OSCO203.	<p><b>DECLARATIONS OF INTEREST</b></p> <p>There were no declarations of interest.</p>
OSCO204.	<p><b>DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS</b></p> <p>The Committee received the deputation by Dave King on behalf of the Better Local Healthcare Campaign (BLHC) opposing the Health and Social Care Bill, including:</p> <ul style="list-style-type: none"> <li>• Concerns that the bill would lead to further privatisation of health services and divert resources from patients to profits and increased competition would result in poorer quality care.</li> <li>• Doctor-Patient relationships will be affected.</li> <li>• Concerns about the financial costs and local expertise lost during implementation of the bill.</li> <li>• Lack of public accountability of the GP consortia.</li> <li>• Concerns that health inequalities would occur.</li> </ul> <p><b>RESOLVED</b> to note the deputation.</p>

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
WEDNESDAY, 16 MARCH 2011****OSCO205. GP CONSORTIA**

The Committee received the briefing (Pages 1 & 3 of the agenda pack) and welcomed Dr Helen Pelentrides who updated the Committee on Haringey's GP consortium. The Committee noted that after a series of GP and practice staff meetings since September 2010 it had been agreed that the four GP collaboratives in Haringey would join and apply for the Pathfinder programme, which would provide the training and support necessary for the consortium to achieve fully accountable status from 2013. The consortium's first Pathfinder bid had been rejected and was resubmitted in February 2011 and the result was expected in April 2011.

In response to the Committee's concerns and questions the following was noted:

- At present the Consortium was not directly involved in commissioning clinical services. A small team of 3 clinicians were leading and, whilst much of their time was taken up by the project, the majority of GPs were not yet directly involved.
- An estimated £440 million was expected by the Consortium in 2013 for commissioning of services. Regular meetings between the LA and the NHS were being held to discuss how services would be commissioned.
- No private services had applied to take over the commissioning of any services and all transactions would be open and transparent.
- St Ann's and Lordship Lane sites as well as the Hornsey Health Centre would be utilised for services. A Committee Member also recommended that, where possible, spaces in Council buildings should be used.
- Research suggested that a consortia should cover 500,000 residents for it to be viable but a consortia covering 32,000 residents had recently been approved.
- The Consortia would have an obligation to remain within its budget allocation and savings would be realised by implementing better ways of working and more efficient clinical contracts.

Members of the public in attendance expressed concerns that there would be less public accountability with the GP Consortia and it was noted that the Director of the Consortia was likely to be the future point of contact for the Overview & Scrutiny Committee.

In response to the suggestion that not all GPs wanted the responsibility of commissioning care, Dr Pelentrides accepted this but emphasised that there was 100% commitment by GPs to the Consortia. If local practitioners did not take on the role outside bodies would be brought-in to conduct the commissioning for Haringey.

The Committee requested quarterly updates from the GP Consortia particularly in relation to organisational issues, commissioning contracts and performance. (Action No. 205.1).

**RESOLVED** to note the update on GP Consortia.

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<p><b>OSCO206.</b></p>	<p><b>NHS HARINGEY - LOCAL PRESENCE</b></p> <p>The Committee received the briefing and local organisational chart (Pages 5 and 7 of the agenda pack), introduced by Ian Wilson (Chief Executive – Whittington Hospital). Mr Wilson explained that due to financial pressures the 31 Primary Care Trusts (PCTs) had been merged into 6 London cluster groups.</p> <p>Haringey was to be merged into a cluster with Barnet, Enfield, Haringey, Camden and Islington. Most services would be centralised and based at Stephenson House in Euston and each borough would have a local presence as shown for Haringey in the diagram on Page 7 of the agenda pack, which was planned for implementation on 1<sup>st</sup> April 2011. Mr Wilson acknowledged the Committee's concerns that local knowledge would be lost and reported that the NHS Haringey Borough Director would experienced in quickly learning about local areas. NHS staff were recording what they were working on so that effective handover notes would be available to new staff. Some PCT/ NHS staff would remain in the Borough as would some functions including support to the GP Consortia and local community services such as children, adult, mental health and dental services and health education.</p> <p>The Committee noted that buildings currently leased by the PCT would be transferred to the providers who will take over the services but would remain in the name of Haringey. PCT powers would be transferred to a Structure Sector Board, which would include Haringey-specific non executives.</p> <p>The new Chief Executive of the Whittington Hospital, Yi Mien Koh, would be invited to the next health Overview &amp; Scrutiny Committee to discuss community health issues and how homogeneity of service across the Borough would be ensured (Action No. 206.5).</p> <p><b>RESOLVED</b> to note the briefing.</p>
<p><b>OSCO207.</b></p>	<p><b>THE LAURELS</b></p> <p>The Committee received the action plan (page 9 of the agenda pack) arising from the Committee's visit to the Laurels, presented by Duncan Stroud and Pauline Taylor (NHS Haringey).</p> <p>A resident expressed concern that the Council and the PCT were paying rent to Circle 33 for the Laurels which was still in a poor state. Councillor Bevan also expressed his concern at the level at which the building was being maintained. NHS Officers explained that the refurbishment (due to be completed in the next fortnight) and mystery shops were working towards the improvement of the Laurels. The pressure on the Laurels was reflected in the queues of people waiting to be seen and the potential longer term use of St Ann's site was recognised.</p> <p>In response to the suggestion that St Ann's be utilised instead of investing more money into the Laurels Ian Wilson (Chief Executive – Whittington Hospital) highlighted that the PCT was tied into a lease with Circle 33. Mr Wilson</p>

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explained that the PCT was working with the Mental Health Trust (MHT) to devise a master-plan for the St Ann's site including the possibility of selling a section of the site to raise funds to invest into the area and place specific services on the site. The possibility of building more primary care facilities on the land opposite the Laurels would also be considered. Appropriate consultation on the master-plan would take place.

The Committee would send a letter to the Chief Executive of the Mental Health Trust (MHT) recommending that a Steering Group be established, including local residents and councillors to assist with the development of the MHT master-plan. (Action No. 207.1).

The Committee requested a briefing note on why phlebotomy (blood testing) services in the Borough could not be expanded including why there was a limit of only 40 people being tested at the Laurels in the morning and the reasons this could not be increased (Action No. 207.2).

It was agreed that an unannounced visit to the Laurels would be arranged for Members of the Committee in order to monitor progress (Action No. 207.3).

In response to questioning NHS Officers informed the Committee that:

- The Bridge Renewal Trust's initial application for a licence to open a pharmacy at the Laurels was originally turned down.
- A subsequent application for a pharmacy at the Laurels to be open for 100 hours met the exemption criteria and was accepted on the understanding that the Bridge Renewal Trust would provide any of 5 additional services if required. There were currently no gaps in the provision of these services and therefore the PCT would not be requiring the pharmacy to provide additional services.
- In response to the Committee's concerns that the pharmacy could potentially include supervised methadone administration, it was noted that the PCT would not be requiring the pharmacy to provide supervised consumption of methadone or needle exchange services.
- The PCT did not take decisions based on the financial viability of a business when assessing an application but did assess that up to 13 pharmacies in the area would be affected but would not be taken below the threshold of prescriptions that would make a pharmacy an unviable business.
- In response to Committee Members' and Councillor Brabazon's concerns that the proposal would have a negative social impact on the area and on other local businesses, Ms Taylor stated that she was not aware of any evidence that the opening of a pharmacy in an area was associated with an increase in crime or antisocial behaviour.

*Clerks note: 18:25 hrs Councillor Ejiofor joined the meeting.*

Committee Members were disappointed that Bridge Renewal Trust representatives were not at the meeting. The Committee would send a letter to the Chief Executive of the Bridge Renewal Trust requesting information on how the service spends the public money allocated to it, what community projects it was currently supporting, how establishing a pharmacy fits in with its business objectives and how it expects to make a profit (Action No. 207.4).



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	<p><b>RESOLVED</b> to note the briefing.</p>
<p><b>OSCO208.</b></p>	<p><b>NHS HARINGEY FINANCE AND SAVINGS PROGRAMME</b></p> <p>The Committee received the update on the NHS Haringey Finance and Savings Programme, introduced by Duncan Stroud (NHS Haringey) and Ian Wilson (Chief Executive - Whittington Hospital). It was noted that NHS Haringey received £28 million from the NHS Trust Board to cover its deficit, which meant that the budget was balanced at the end of the year. GPs would have responsibility of managing the budget next year with support from the NHS.</p> <p>In response to questions from the Committee it was noted that the few savings proposals which had been rejected had not been replaced by alternative cuts and the deficit for next year would be approximately £8 million. Mr Wilson recognised the Committee's concerns that some savings would have a disproportionate impact on disadvantaged groups in the community and would result in increased health costs in the longer term but emphasised that the money was not currently available and the cuts had to be made.</p> <p>A member of the public raised concern that there would be a lack of computerised records of the costs of unscheduled care when functions were transferred to the North Central London cluster. Mr Wilson explained that new urgent care centres at North Middlesex and the Whittington hospitals would maintain computerised records of these services, which would cost £1 million at both sites. There were attempts to scale back on acute care spending by negotiating contracts. In response to questioning from the Committee Mr Wilson reported that there would be an £8 million deficit next year if the services highlighted in red on the savings schemes list were not cut.</p> <p>In response to the Committee's concerns it was reported that the GP Consortium and sector organisations will monitor that GPs were providing the services in their contracts.</p> <p>That the Chair write to the Chief Executive of NHS North Central London requesting information on a quarterly basis on the specific services that GPs are currently commissioned (via their contract) to undertake and performance levels (Action No. 208).</p> <p><b>RESOLVED</b> to note the report and thank colleagues at the Primary Care Trust for regularly attending Overview &amp; Scrutiny Committees.</p>
<p><b>OSCO209.</b></p>	<p><b>RESPONDING TO THE NHS AND PUBLIC HEALTH WHITE PAPERS - PRE-DECISION SCRUTINY</b></p> <p>The Committee received the briefing and Powerpoint presentation on Haringey's response to the changes set out in the NHS White Papers, introduced by Jeanelle De Gruchy, Director of Public Health.</p> <p>Ms De Gruchy recognised the Committee's concerns about the lack of clarity of funding for public health and highlighted that consultation was taking place around the Public Health Outcomes Framework. The Chair would write to the</p>

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	<p>Joint Director of Public Health emphasising the Committee's long-standing concerns about health inequalities and funding for health services and the Borough's particularly deprived areas (Action 209.2).</p> <p>The Chair would circulate the Council's Constitution amendment relevant to Health Scrutiny (Action 209.3).</p> <p><b>RESOLVED</b> to note the briefing and presentation.</p>
<b>OSCO210.</b>	<p><b>FUTURE MEETINGS</b></p> <p>The Committee noted the dates of future meetings.</p> <p>The meeting ended at 20:35 hrs.</p>

COUNCILLOR GIDEON BULL

Chair

**SIGNED AT MEETING.....DAY**

**OF.....**

**CHAIR.....**

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43	29.07.2010	<p><b>Item 12 – Quarterly Council Performance Exceptions Report &amp; Quarterly Council Budget Monitoring Exceptions Report</b></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). <i>(Cllr Newton)</i></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) <i>(Cllr Winskill)</i></p>	<p>Performance Management Team Manager</p> <p>Director of Urban Environment ( AD Frontline Services )</p>		
OSCO 59	06.09.2010	<p><b>Item 6 – Cabinet Member Questions – Cabinet Member for Housing</b></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 <i>(Cllr Alexander)</i>. 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. <i>(Cllr Ejiofor)</i></p>	<p>Assistant Director of Strategic &amp; Community Housing</p> <p>Strategy &amp; Partnerships Manager</p>	Page 135	
62	06.09.2010	<p><b>Item 10 – Cabinet Member questions – Cabinet Member for Finance and Sustainability</b></p> <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. <i>(Cllr</i></p>	<p>27.10.10 Response from Alex Fraser but further information requested from <b>Urban</b></p>		

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				<i>Environment by Committee</i>	
70	04.10.2010	<p><i>Winskill</i>)</p> <p><b>Item 7 – Cabinet Member Questions – Cabinet Member for Planning and Regeneration</b></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. (<i>Cllr Ejiofor</i>)</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. (<i>Cllr Winskill</i>)</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 (<i>Cllr Winskill</i>)</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 current economic survey of the borough were known. (<i>Cllr Winskill</i>)</p> <p><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</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> <p>Assistant Director of</p>		

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
				Planning, Regeneration and Economy  Assistant Director of Planning, Regeneration and Economy  Assistant Director of Planning, Regeneration and Economy	
71	04.10.2010	<p>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></p> <p><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></p> <p><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.</p>			Page 137
72	04.10.2010	<p><b>Item 11 – Flow of Section 106 Money</b></p> <p><u>Action 71.1</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></p> <p><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.</p> <p><b>Item 8 – Breast Screening – NHS Response to Scrutiny Report</b></p> <p><u>Action 72.1</u> Further to a discussion regarding the validation of practice 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></p>		Assistant Director of Planning, Regeneration and Economy  Assistant Director of Planning, Regeneration and Economy	20.04.2011

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
74	04.10.2010	<p><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>)</p> <p><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>)</p> <p><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>).</p> <p><b>Item 10 – Winter Service Plan</b></p> <p><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.</p> <p><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.</p>	<p>NHS Haringey – Associate Director of Public Health</p> <p>Scrutiny officer</p> <p>Scrutiny officer</p> <p>Client &amp; Performance Manager – Environmental Resources</p> <p>Client &amp; Performance Manager – Environmental Resources</p>	20.04.2011	
90	20.10.2010	<p><b>Item 7 – Changing for Good – Mental Health Trust (MHT) presentation</b></p> <p><u>Action 90.1</u> - The Committee requested a briefing note detailing how</p>	BEH MHT Director Strategic Development		

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		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>  <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>		The Chair/ Scrutiny Officer	
99	01.11.2010	<b>Item 7 – Safeguarding Plan for Haringey</b>  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>		Director C&YP	
100	01.11.2010	<b>Item 9 – Key Performance Issues in Child Protection</b>  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).  The Committee asked for information on the 7 out of 21 care leavers who were not in education, employment or training (NEET) on their 19 <sup>th</sup> birthday (Page 66, NI 148) (action 100.2). <i>(Cllr Alexander)</i>  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		Director C&YP  Director C&YP  Director C&YP  OSC Members	25.03.2011  25.03.2011

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101	01.11.2010	<p>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). <i>(Cllr Ejiofor)</i></p> <p><b>Item 10 – New Items of Urgent Business – Health Visitors</b></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). <i>(Cllr Ejiofor)</i></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). <i>(Cllr Allison)</i></p>	<p>NHS Associate Director – Communications, Engagement and Partnerships</p> <p>NHS Associate Director – Communications, Engagement and Partnerships</p>	Page 140	
116	06.12.2010	<p><b>Item 7 – Cabinet Member Questions – Cabinet Member for Community Cohesion</b></p> <p>Q4 &amp; 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 Ejiofor</i></p>	<p>Head of Safer &amp; Stronger Communities Unit</p> <p>Head of Safer &amp; Stronger Communities Unit</p>		



Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
117	06.12.2010	<p><b>Item 8 – Homes for Haringey Performance Report</b></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>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>HfH Executive Director of Finance</p> <p>HfH Executive Director of Finance</p> <p>HfH Executive Director of Finance</p>		
120	06.12.2010	<p><b>Item 11 – Decent Homes Progress Report</b></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</p>	<p>HfH Head of Asset Management</p> <p>HfH Head of Asset Management</p> <p>HfH Head of Asset</p>		

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
				Management	
121	06.12.2010	<b>Item 12 – Haringey Efficiency Programme</b> 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>	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>	Programme Director, Haringey Forward	
123	06.12.2010	<b>Item 14 – Use of Consultants</b> 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	Page 142
143	20.12.2010	<b>Item 8 – RNIB Lost &amp; Found Campaign</b> 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	
144	20.12.2010	<b>Item 9 – Integrated Care Organisation (ICO)</b> The Committee requested a report in March/April 2011 updating on the ICO project.		Associate Director - Communications, Stakeholder Engagement and	

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
159	17.01.2011	<p><b>Item 7 – Budget Scrutiny Review of Financial Planning for 2011/12 to 2013/14</b></p> <p>Re: Q5 – The Committee requested benchmarking information on legal costs per child safeguarding case. (Action No. 159)</p> <p>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></p> <p>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></p> <p>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></p> <p>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></p> <p>Re. Q46 – The Committee requested further details on the potential implications of the various Enforcement saving proposals.</p>	Partnerships		
				Director CYPS	
				Director - Corporate Resources	
				Director - Corporate Resources	
				Director CYPS	
				Director CYPS	
				Director Urban Environment	
167	31.01.2011	<p><b>Item 7 – Budget Scrutiny Review of Financial Planning for 2011/12 to</b></p>			

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
		<p><b>2013/14</b></p> <p><u>Re: Q6.1 – Legal Staff in Children’s Services</u> In response to the rising cost of legal services the Committee requested a 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: 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><u>Re: Q41 – Adult, Culture and Community Services</u> 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 17<sup>th</sup> January 2011</u></p> <p><u>Re: Ref. 8 – Council Tax benefits Subsidy - a briefing note would be</u></p>	<p><b>Director – CYPs</b></p> <p><b>Director – Corporate Resources</b></p> <p><b>Assistant Director for Planning, Regeneration and Economy</b></p> <p><b>The Leader</b></p> <p><b>Director – Corporate</b></p>		

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
174	21.02.2011	<p>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><b>Item 7 – Homes for Haringey Inspection</b></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). <i>(Chair)</i></p> <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). <i>(Cllr Winskill)</i></p>	<p>Services</p>	<p>Homes for Haringey Business Improvement Manager</p>	
175	21.02.2011	<p><b>Item 8 – Cabinet Member Questions – Cabinet Member for Finance and Sustainability</b></p> <p>Re. Q6 – Committee Members noted that some NHS services would be moving into the 4<sup>th</sup> 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) <i>(Cllr Winskill)</i></p> <p>The Committee requested a 1-page briefing note on the history of the</p>	<p>Homes for Haringey Business Improvement Manager</p>	<p>Director – Corporate Resources</p>	

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
		<p>Hornsey Depot for which a development partner was being chosen. (Action No. 175.2) <i>(Cllr Winskill)</i></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) <i>(Chair)</i></p>		<p><b>Resources</b></p> <p><b>Director – Corporate Resources</b></p>	
176	21.02.2011	<p><b>Item 9 – Periods 8 &amp; 9 – Council Performance Exceptions report &amp; Council Budget Monitoring Exceptions report</b></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"> <li>1. How many units there were?</li> <li>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?</li> <li>3. How many units (%) were used by council services?</li> <li>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) <i>(Cllr Newton)</i></li> </ol> <p>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) <i>(Cllr Winskill)</i></p> <p>In response to questions about whether the Council had entered into discussions with magistrates about how the legal side of children's</p>	<p><b>Resources</b></p> <p><b>Director – Corporate Resources</b></p> <p><b>Director - CYPS</b></p> <p><b>Director – CYPS</b></p>	<p>Page 146</p>	

Minute Number	DATE OF COMMITTEE	OUTSTANDING ACTIONS LIST	COMMITTEE REQUEST / ACTION	RESPONDEE RESPONSIBLE	DATE RESPONDED?
		<p>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) <i>(Cllr Winskill)</i></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) <i>(Cllr Winskill)</i></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 prioritisation of work. An update on the issues raised above (Actions 176.2 – 176.5) would be provided at the OSC Child Protection meeting on 30<sup>th</sup> March 2011. (Action 176.6)</p> <p>Paragraph 14.8 (Period 9) – The Committee requested a breakdown of stage 1 complaints received. (Action 176.8) <i>(Chair)</i></p> <p>Paragraph 14.10 (Period 9) – The Committee asked for the monetary 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)</p>	<p><b>Director - CYPS</b></p> <p><b>Director – CYPS / Cabinet Member for Children's Services</b></p> <p><b>Performance Management Team Manager</b></p> <p><b>Director – Corporate Resources</b></p> <p><b>Director – Corporate Resources</b></p>		

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189	14.03.2011	<p><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><b>Item 6 – Care Quality Commission</b></p> <p>The Committee agreed that the Chair would write to the Care Quality Commission suggesting that services inspected by Haringey CQC teams were aligned with NHS configurations rather than different CQC teams working across different sectors. The Committee suggested that CQC inspectors be more systematic in seeking out the experiences of families and carers (Action No. 189). <i>Cllr Winskill</i></p>	<p><b>Director – Children's Services</b></p> <p><b>Scrutiny Officer/ Chair</b></p>	29.03.2011	
190	14.03.2011	<p><b>Item 7 – Cabinet Member questions: Cabinet Member for Planning &amp; Regeneration</b></p> <p>Q2 – Economic Development - The Committee requested regular updates to all Council Members on how the shared service with Waltham Forest would operate (Action No. 190.1). <i>Cllr Winskill</i></p> <p>Q7 – Tottenham Hotspur FC – A briefing note was requested on the discussions held with Spurs about the regeneration of Tottenham as part of the stadium redevelopment. Committee members expressed concerns that no fixed commitments had been made by the Club to employ and train local people and that a health centre had not been included in the development plans (Action No. 190.2). <i>Cllr Winskill</i></p>	<p><b>Assistant Director for Planning, Regeneration and Economy</b></p> <p><b>Assistant Director for Planning, Regeneration and Economy</b></p>		



Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
191	14.03.2011	<p>Q16 &amp; Q22 – Wards Corner – The Committee requested a briefing note be provided to Members on the history of Wards Corner and what the current plans for the site were (Action No. 190.3). <i>Chair</i></p> <p><b>Item 8 – Older People's Housing Strategy 2010-2020</b></p> <p>The Committee asked for more information on the Housing Minister's commitment of £180m as part of the Disabled Facilities Grant programme for councils to help fund home adaptations to help those with disabilities to live comfortably and independently in their own home (Action No. 191).</p>	<p>Assistant Director for Planning, Regeneration and Economy</p> <p>completed 15.03.2011</p>		
192	14.03.2011	<p><b>Item 9 – Cabinet Member questions: Leader's Portfolio</b></p> <p>The Committee requested timeframes for the refreshing of the Council's website which was currently being undertaken. It was reported that the first phase would look at the experience of the website such as making things easier to find as well as removing pages that were not used, and the second phase would introduce systems for transactions to be conducted online for those Haringey residents who would prefer this to face to face contact (Action No. 192).</p>	<p>Assistant Chief Executive</p>	Page 149	
194	14.03.2011	<p><b>Item 11 – Mental Health Trust proposals</b></p> <p>The Committee requested a briefing note on the meeting between Haringey Mental Health Trust and the Whittington hospital about the structure of services and how community health structures and the new relationship with the Whittington would deliver homogenous services across the Borough (Action No. 194.1). <i>Cllr Winskill</i></p>	<p>MHT Chief Executive</p>		

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195	14.03.2011	<p>That a visit be arranged to the Whittington Hospital to meet the new Chief Executive, (Action 194.2). <i>Chair/ Cllr Winskill</i></p> <p>The Committee requested a briefing note about how the Mental Health Trust was contributing to the safeguarding of children and how it linked with the Council (Action No. 194.2). <i>Cllr Newton</i></p> <p>The Committee requested a meeting with MHT and a tour of the St Anne's Hospital site (Action No. 194.3). <i>Chair/ Cllr Winskill</i></p> <p><b>Item 12 – Budget Scrutiny Process Feedback</b></p> <p>A letter would be sent to the Leader expressing the Committee's concerns about the Cabinet response to the budget scrutiny process (Action No. 195). <i>Chair</i></p>	<p>Scrutiny Officer/MHT</p> <p>MHT Chief Executive</p> <p>Scrutiny Officer/MHT</p>	28.03.2011	
205	16.03.2011	<p><b>Item 5 – GP Consortia</b></p> <p>The Committee requested quarterly updates from the GP Consortia particularly in relation to organisational issues, commissioning contracts and performance. (Action No. 205.1). <i>Cllr Winskill</i></p>	<p>Dr H Peletrides/ CE of GP Consortia/ Chair/ Scrutiny Officer/ NHS - Associate Director of Communications &amp; Engagement</p>		
206	16.03.2011	<p><b>Item 6 – NHS Local Presence</b></p> <p>The new Chief Executive of the Whittington Hospital, Yi Mien Koh, would</p>	<p>Clerk/ Scrutiny</p>		

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207	16.03.2011	<p>be invited to the next health Overview &amp; Scrutiny Committee to discuss community health issues and how homogeneity of service across the Borough would be ensured (Action No. 206.5). <i>Chair</i></p> <p><b>Item 7 – The Laurels</b></p> <p>The Committee would send a letter to the Chief Executive of the Mental Health Trust recommending that a Steering Group be established, including local residents and councillors to assist with the development of the MHT master-plan. (Action No. 207.1). <i>Chair</i></p> <p>The Committee requested a briefing note on why phlebotomy (blood testing) services in the Borough could not be expanded including why there was a limit of only 40 people being tested at the Laurels in the morning and the reasons this could not be increased (Action No. 207.2). <i>Cllr Winskill</i></p> <p>That another unannounced visit to the Laurels be arranged for Members of the Committee in order to monitor progress (Action No. 207.3). <i>Cllr Winskill/Chair</i></p> <p>The Committee would send a letter to the Chief Executive of the Bridge Renewal Trust requesting information on how the service spends the public money allocated to it, what community projects it was currently supporting, how establishing a pharmacy fits in with its business objectives and how it expects to make a profit (Action No. 207.4). <i>Chair</i></p>	<p><b>Officer</b></p> <p><b>Scrutiny Officer/Chair</b></p> <p><b>NHS - Associate Director of Communications &amp; Engagement</b></p> <p><b>Scrutiny Officer/Chair</b></p> <p><b>Scrutiny Officer/Chair</b></p>	<p>08.04.2011</p> <p>Part provided 06.04.11</p>	
208	16.03.2011	<p><b>Item 8 – PCT Savings Proposals</b></p>			

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				<b>Scrutiny Officer/Chair</b>	
209	16.03.2011	That the Chair write to the Chief Executive of NHS North Central London requesting information on a quarterly basis on the specific services that GPs are currently commissioned (via their contract) to undertake and performance levels (Action No. 208). <i>Cllr Winskill</i>  <b>Item 9 – Responding to the NHS and Public Health White Papers</b>  The Committee would be sent all tabled documents by email (Action 209.1). <i>Chair</i>  The Chair would write to the Joint Director of Public Health emphasising the Committee's long-standing concerns about health inequalities and funding for health services and the Borough's particularly deprived areas (Action 209.2). <i>Chair</i>  The Chair would circulate the Council's Constitution amendment relevant to Health Scrutiny (Action 209.3). <i>Chair</i>		<b>Clerk</b>  <b>Scrutiny Officer/Chair</b>  <b>Chair/ Clerk</b>	18.03.2011  08.04.2011
216	28.03.2011	<b>Item 6 – Cabinet Member Questions – Cabinet Member for Neighbourhoods</b>  The Cabinet Member would circulate a briefing about and a letter responding to the Localism Bill introducing a power to recover from local and public authorities European Union infraction fines for non compliance with EU law (Action No. 216.1).  The Cabinet Member would email the colour brochure from Veolia, the new waste service provider (Action No. 216.2).		<b>Cabinet Member for Neighbourhoods</b>  <b>Cabinet Member for Neighbourhoods</b>	05.04.2011  03.04.2011

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
				Head of Environmental Resources Cabinet Member for Neighbourhoods	01.04.2011
217	28.03.2011	<p>Q22 – Cranford Way Recycling Site – The Committee asked for a briefing note (to be copied to Hornsey Ward Councillors) providing history and plans for the site including clarity about the Council paying business rates for the site (Action No. 216.3).</p> <p>The Cabinet Member would circulate to all Council Members proposals by Transport for London (TfL) to reduce the number of bus stops in the Borough so that their feedback can be reported at the next quarterly meeting with TfL (Action No. 216.4).</p> <p><b>Item 7 – Recycling and Collection Methodologies</b></p> <p>A briefing note on the proposals for a new waste depot in Pinkham Way would be circulated to the Committee (Action No. 217.1).</p> <p>A briefing note on the reasons for co-mingled recycling collections would be provided to the Committee (Action No. 217.2).</p> <p>The Recycling and Collection Methodologies report will be considered at the OSC meeting on 9<sup>th</sup> May 2011.</p>	<p>Head of Environmental Resources</p> <p>Head of Enviro. Resources</p> <p>Head of Enviro. Resources</p>	Page 153	
218	28.03.2011	<p><b>Item 8 – Implications for the OSC of the Health &amp; Social Care Bill and the Localism Bill</b></p> <p>The Committee would, at such a time that the Health and Social Bill is finalised, seek confirmation from the Leader of the Council that statutory health scrutiny powers will be retained by the Overview &amp; Scrutiny Committee (Action No. 218.1).</p>	Chair / Scrutiny Officer	Due to confusion on a national level about what constitutes a designated service & when & how this	

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219	28.03.2011	<p>The Committee asked for a briefing note on "designated services" mentioned in the Health and Social Care Bill (Action No 218.2).</p> <p><b>Item 9 – Performance of Registered Housing Providers</b></p> <p>The Committee asked for figures for the number of Extra Care housing units that will be available in the Borough (Action No. 219.1).</p>	<p>The Committee asked for a briefing note on "designated services" mentioned in the Health and Social Care Bill (Action No 218.2).</p>	<p><b>Scrutiny Officer</b></p> <p><b>Head Of Housing Strategy, Development &amp; Partnership</b></p>	<p>will be decided for each locality this action will be delayed</p> <p>07.04.2011</p>
220	28.03.2011	<p><b>Item 10 – Animal Welfare and Circus Pilots</b></p> <p>The Animal Welfare programme of action would be circulated to Committee Members once signed off by the Animal Welfare Partnership (Action No. 220.1)</p> <p>The Cabinet Member would email all Council Members details on how they could report details of breeders of dangerous dogs. (Action No. 220.2)</p>	<p><b>Item 10 – Animal Welfare and Circus Pilots</b></p> <p>The Animal Welfare programme of action would be circulated to Committee Members once signed off by the Animal Welfare Partnership (Action No. 220.1)</p> <p>The Cabinet Member would email all Council Members details on how they could report details of breeders of dangerous dogs. (Action No. 220.2)</p>	<p><b>Head of Enforcement</b> <i>(to be circulated end of June 2011 when signed)</i></p> <p><b>Cabinet Member for Neighbourhoods</b></p>	<p>Page 154</p>
234	30.03.2011	<p><b>Item 7 – Cabinet Member Questions – Cabinet Member for Children's Services</b></p> <p>Re. Q5 – The Committee requested a more expansive briefing note on why more children being placed in care needed re-placements and more specific detail about legal costs with reference to Action 98.1 from the meeting held on 1<sup>st</sup> November 2010, Page 114 of agenda pack, (and Action 159 from Budget Scrutiny 17<sup>th</sup> January 2011). It was noted that some of the re-placements were due to bringing together children as a</p>	<p><b>Item 7 – Cabinet Member Questions – Cabinet Member for Children's Services</b></p> <p>Re. Q5 – The Committee requested a more expansive briefing note on why more children being placed in care needed re-placements and more specific detail about legal costs with reference to Action 98.1 from the meeting held on 1<sup>st</sup> November 2010, Page 114 of agenda pack, (and Action 159 from Budget Scrutiny 17<sup>th</sup> January 2011). It was noted that some of the re-placements were due to bringing together children as a</p>	<p><b>Director CYPS</b></p>	

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		<p>family group when they had been separated as emergency interim measures. Such re-placements did not require additional court action as court orders had already been obtained for the children (Action No. 234.1). <i>Cllr Winskill</i></p> <p>Re. Q23 – School Meals Take Up – The answer focussed on free school meals; the Committee would be provided with an updated answer in relation to general school meals take up, particularly in primary schools (Action No. 234.2). <i>Cllr Allison</i></p>		<b>Director CYPS</b>	
235	30.03.2011	<p><b>Item 8 – Children’s Safeguarding Policy and Practice Advisory Committee</b></p> <p>The Committee, the Cabinet Member and the Chair of the Safeguarding Policy &amp; Practice Advisory Committee all recognised that there was duplication of work among committees. The Committee asked that the Children &amp; Young People’s Service provide a short report on the roles, remits and composition of the different committees which consider the safeguarding of children including the Children’s Safeguarding Policy and Practice Advisory Committee, Local Safeguarding Children’s Board and the Children’s Trust, for future consideration by the Committee. (Action No. 235.1). <i>Cllr Winskill</i></p> <p>The Chair of the Safeguarding Policy &amp; Practice Advisory Committee would discuss the issue of children’s needs assessments being undertaken by assistant social workers with Hilary Corrick (Independent Social Work Consultant and Independent Member of the Advisory Committee) (Action 235.2). <i>Cllr Winskill</i></p>		<b>Director CYPS</b>	

Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
236	30.03.2011	<p><b>Item 9 – Safeguarding Action Plan – Update on Progress</b></p> <p>The Committee requested information on how children in care homes (including the 5 private homes) were monitored in terms of where children spent their time if they were not at the home and who they mixed with and whether the Police were involved when there were concerns (Action No. 236.1). <i>Cllr Winskill</i></p> <p>The Committee recommended that the Safeguarding Action Plan be considered by the Committee twice per year (Action No. 236.2).</p>	<p><b>Director CYPS</b></p> <p><b>Director CYPS</b></p>		
237	30.03.2011	<p><b>Item 10 – Child Protection Performance and Key Issues Report</b></p> <p>The Committee questioned the discrepancy between the figures provided on Page 90 (Children with a Child Protection Plan (CPP) moving into the Borough) and Page 115 (minutes of the previous Child Protection Overview &amp; Scrutiny Committee meeting) of the agenda pack. Page 90 stated that 43 Children on CPPs had moved-into the Borough and 36 had moved out since January 2011 and Page 115 provided the figure of 40 children on CPPs moving into the Borough. The Director of Children and Young People's Service would investigate and provide Committee members with an explanation (Action No. 237.1). <i>Cllr Allison</i></p> <p>The Director of Children and Young People's Service and Councillor Joseph Ejiofor would be meeting to discuss how information should be reported to the Committee and would include how to clarify the performance indicators NI 59 and NI60 (Action No. 237.2). <i>Cllr Ejiofor</i></p> <p>The Committee asked for a presentation at a future meeting on the causes for delays in assessments (Action No. 237.3).</p>	<p><b>Director CYPS</b></p> <p><b>Director CYPS &amp; Cllr Ejiofor</b></p> <p><b>Director CYPS</b></p>	Page 156	



Minute Number	DATE OF COMMITTEE	COMMITTEE REQUEST / ACTION	OUTSTANDING ACTIONS LIST	RESPONDEE RESPONSIBLE	DATE RESPONDED?
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238	30.03.2011	<p><b>Item 11- School Exclusions</b></p> <p>The report of a previous Scrutiny Review on Exclusions would be circulated to the Committee (Action no 238.1). <i>Chair</i></p> <p>The Committee asked for details about whether children who were being excluded had accessed Children's Centres. (Action No. 238.2). <i>Cllr Allison</i></p> <p>The Director of Children &amp; Young People's Services had identified some inaccuracies in the report. An amended School Exclusions report would be considered by the Committee at its meeting on 9<sup>th</sup> May 2011 and the Headteachers from Thomas More and Gladesmore Secondary Schools would be invited (Action No 238.3). <i>Chair/ Director</i></p>	<p>Scrutiny Officer/ Clerk</p> <p>Director CYPS</p> <p>Director CYPS / Clerk</p>		
241	30.03.2011	<p><b>Item 14 – Minutes</b></p> <p>Re: Action 100.2 – NI 148 – Number of Care Leavers not in Education, Employment or Training (NEET) – a Committee Member requested more information on why the numbers had increased from 7 to 9 since the last meeting (Action 241.1). <i>Cllr Ejiofor</i></p> <p>Re: Gap Widening – In relation to P112 of the agenda pack, Summary of Provisional Results, the Committee expressed concern that officers were stating that results had improved when, whilst the national average was increasing, Haringey's figures were decreasing. (Action 241.2). <i>Cllr Allison</i></p>	<p>Director CYPS</p> <p>07.04.2011</p>		

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**Item 8 – Older People’s Housing Strategy 2010-2020**  
**OSC – 14 March 2011**

The Committee asked for more information on how Haringey could be affected by the Housing Minister’s commitment of £180m as part of the Disabled Facilities Grant programme for councils to help fund home adaptations to help those with disabilities to live comfortably and independently in their own home (Action No. 191).

Response:

Dear Cllr Browne,

At last night’s Overview and Scrutiny meeting you mentioned a new grant for equipment? Is this the announcement that you referred to? **Disabled Facilities Grant -**

<http://www.communities.gov.uk/statements/corporate/1857592>. We are already in receipt of this grant-which in essence funds all major adaptations for those people who meet the eligibility criteria. But I will confirm if we already have received this updated information.

Thank you for alerting us to this.

Kind regards,

Lisa Redfern  
Assistant Director  
Adult Services and Commissioning

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Cabinet Member for Neighbourhoods Councillor Nilgun Canver

**Haringey Council**

David Lammy MP  
House of Commons  
London  
SW1A 0AA

**Your ref:**

Date: 26<sup>th</sup> January 2011

Our ref:

Direct dial: 020 8489 2687

Email: [Nilgun.canver@haringey.gov.uk](mailto:Nilgun.canver@haringey.gov.uk)

Dear David,

I am writing to express my deep concern with the EU Fines section of the Localism Bill, which will be scrutinised in Commons Committee over the next few weeks. The proposal to give Ministers the power to fine local authorities as a consequence of fines being passed down to the UK by the European Union is unfair, unworkable, dangerous and unconstitutional, as I set out below. I urge you to take action to oppose it as the Bill progresses through Parliament.

1. The policy is unfair. Real influence at European level lies with UK Government which negotiates, and signs up to, EU laws and targets. On issues such as air quality, Government never made clear in national law, which councils work towards, that this was related to EU law, or subject to an EU fine. This legislation would therefore completely change the nature and scope of agreements previously made between councils and the national government. It is especially concerning that there has been no consultation with local government at all on this.
2. The policy is unworkable. In many cases, such as with air quality, it would be impossible to accurately attribute liability for fines between countries of the UK, and then between individual English and Welsh councils. There are also numerous mitigating factors that mean that local fines would be impossible to accurately assess and fairly distribute.
3. The policy is dangerous for local economies. We are already struggling to protect vital public services following an exceptionally tough financial settlement. The possibility of our being forced by Ministers to pay EU fines, especially when these cannot be distributed fairly, will create new financial uncertainty that makes future economic planning much more difficult. The UK is potentially facing, for example, a £300million EU fine for breaches of air quality targets. At local level this translates as a £15 annual increase on your constituents' council tax bills. The legislation would also apply to any laws passed by the EU in the future.
4. The policy is unconstitutional. It would put in place an entirely new regime for the Government to impose fines on councils extra-judicially through executive action. This is an unprecedented creation of new and unwarranted powers for the Government at a time when they have promised to remove financial shackles and improve the ability of local authorities to plan for their futures, and must be challenged. There is a significant danger that the imposition of fines could lead to costly and unnecessary legal battles.

It is important to be clear that any argument suggesting this is a localist policy is nullified once the above issues are taken into account, in particular the arbitrary powers for unfair fines to be passed down from the centre, and the fact that so many issues relating to European legislation at the local level are out of the hands of local authorities.

I would like you to write to Greg Clark MP, the Decentralisation Minister, to set out our concerns and those of the sector as a whole, and to let me know of any response you receive. The Local Government

Association will be campaigning for its complete removal, and I would also urge you to register your support for any amendments made at Committee Stage or beyond to strike this section from the Bill.

I look forward to hearing from you.

Best regards,

A handwritten signature in black ink, appearing to read 'N Canver', with a stylized flourish at the end.

Cllr Nilgun Canver  
Cabinet Member for Neighbourhoods

LGA European and International Programme Board Member

UK Delegate to European Union 'Committee of the Regions'

**From:** McDonnell Stephen  
**Sent:** 01 April 2011 10:35  
**To:** Cole Natalie  
**Cc:** Cllr Canver Nilgun; Cllr Bull Gideon; Lippitt Anne  
**Subject:** FW: Cranford Way R&R

**Attachments:** 2627c - Site A (Units 20-21) & Site B (yard adjoining) Cranford Way N8 location.doc  
Natalie

Further to the request for clarification on the payment of business rates on the proposed Cranford Way R&R site please see response from property service colleagues confirming the position as stated at Overview & Scrutiny on 28<sup>th</sup> March 2011.

Regards

**Stephen McDonnell**  
Haringey Council  
Head of Environmental Resources  
Tel:020 8489 2485  
email:stephen.mcdonnell@haringey.gov.uk

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**From:** Jawando Olayinka  
**Sent:** 01 April 2011 09:49  
**To:** McDonnell Stephen  
**Subject:** RE: Cranford Way R&R

My understanding is that National Non-Domestic Rates (NNDR) is payable if a vacant site is entered on the Valuation Office (VO) rating list as a commercial property. However, to the best of my knowledge, the land in question i.e. vacant site at Cranford Way which the Council is proposing to use for a Re-Use & Recycling Centre identified as site 'B' on the attached plan does appear to be entered on the VO rating and as such is not subject for rates. We have not received any rates demand and are not paying any.

Regards

*Olayinka Jawando*

Development Surveyor  
Asset Strategy & Development Team  
Corporate Property Services  
Haringey Council


 020 8489 2179

 020 8489 2111

 [olayinka.jawando@haringey.gov.uk](mailto:olayinka.jawando@haringey.gov.uk)

 Alexandra House, 10 Station Road, Wood Green, London N22 7TR

Haringey's Sustainable Community Strategy: **People at the heart of change, Environmentally sustainable future, Economic vitality and prosperity shared by all, Safer for all, Healthier people with a better quality of life, Be people and customer focused.**

 please don't print this e-mail unless you really need to if so please use double sided option if you can

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**From:** McDonnell Stephen  
**Sent:** 31 March 2011 23:25  
**To:** Jawando Olayinka  
**Subject:** RE: Cranford Way R&R

Yinka

Following our discussion today can you please confirm the position regarding business rates on the industrial land where we intend to site the new R&R.

Regards

Stephen

---

**From:** Jawando Olayinka  
**Sent:** 30 March 2011 16:01  
**To:** McDonnell Stephen  
**Subject:**


Stephen,


I have been trying to call you since receipt of your message yesterday but keep getting a request to enter my ID whenever I call you extension.

Call me when you are free.

*Olayinka Jawando*

Development Surveyor  
Asset Strategy & Development Team  
Corporate Property Services  
Haringey Council


 020 8489 2179

 020 8489 2111

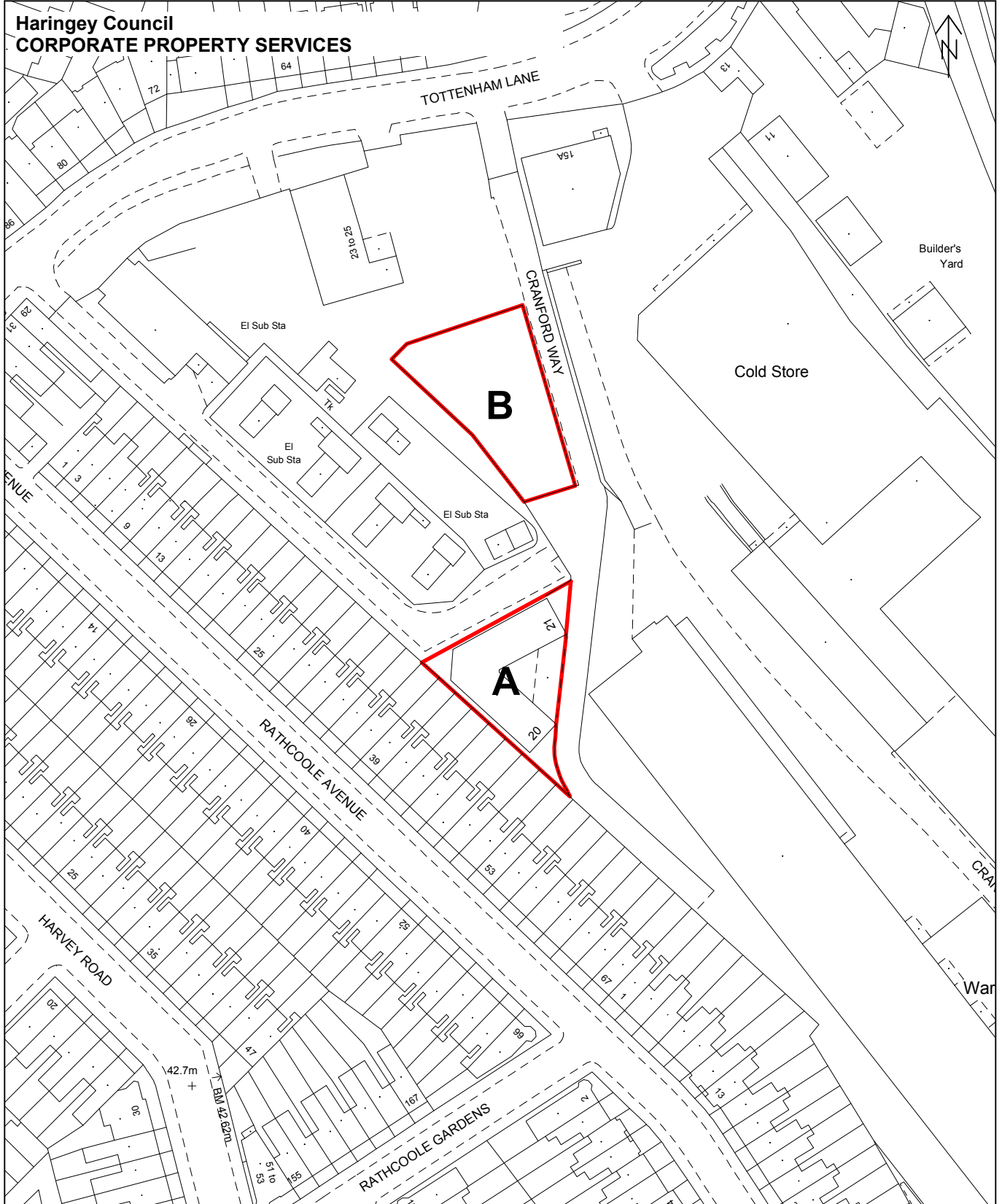
 [olayinka.jawando@haringey.gov.uk](mailto:olayinka.jawando@haringey.gov.uk)

 Alexandra House, 10 Station Road, Wood Green, London N22 7TR

Haringey's Sustainable Community Strategy: **People at the heart of change, Environmentally sustainable future, Economic vitality and prosperity shared by all, Safer for all, Healthier people with a better quality of life, Be people and customer focused.**

 please don't print this e-mail unless you really need to if so please use double sided option if you can





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**Site A (Units 20 & 21 Cranford Way)**  
**Site B (Yard adjoining)**  
**Cranford Way**  
**LONDON**  
**N8**

Deed Doc. No. : Freehold

LR title no. :

CPM No.

Site Area (hectares) :

Overlay : *Environment - Depots*

Scale 1:1250

Plan produced by Janice Dabinett on 22/02/2011

Drawing No. BVES A4 2627c

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## Our added value

### Engagement

We firmly believe that to achieve Haringey's goals, successful service delivery is hugely reliant upon the quality of our communication and the way we engage with all residents, neighbourhoods, community groups, Haringey Council and our own employees.

We have produced a detailed engagement strategy that incorporates proven methodologies and activities which will increase awareness and perception of both Haringey and Veolia, all of the services being provided and the clear benefits to the Haringey environment and quality of life that these services bring.

## Environmental benefits

### Haringey's Greenest Borough Strategy

Veolia will create a bespoke Environmental Strategy that will align with the principles of Haringey's Greenest Borough Strategy, namely to tackle climate change and provide a secure, clean and safe environment for all in Haringey. The seven key priorities of the Council's strategy are fundamental to the way in which we operate across our current activities and our experience in this area can be utilised to make significant improvements in Haringey.

### Carbon Reduction

- o Eco-friendly vehicles with a mix of Diesel and Electric fleet
- o Our current proposal will lead to a reduction of fleet emissions by 40%

- o At the start of the contract a Carbon Reduction

Plan will be agreed via the Partnership Board and reviewed quarterly against key performance indicators including NI 185; and CO<sub>2</sub> (eq) per Mile

- o We will organise our operations to strive towards a carbon neutral contract

### Environmental Enhancement through Engagement

o A strategy for community communications to help the environment by increasing recycling and reducing waste, litter and fly-tips

o Dedicated resources will educate and inform residents about services and environmental benefits through comprehensive range of activities and initiatives, including events, doorknocking and engagement with neighbourhoods, schools and community groups

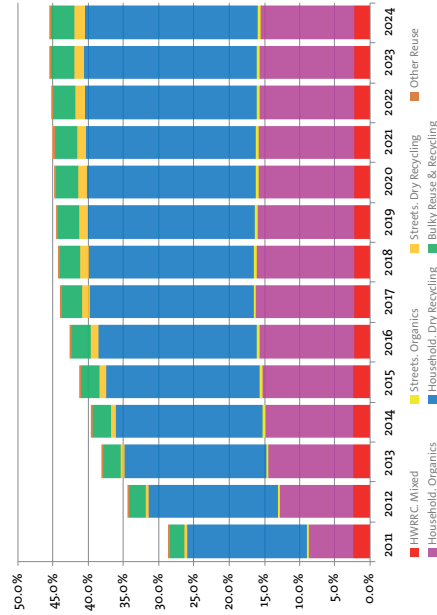


- o Advertising, public relations and vehicle livery campaigns and production of targeted materials will support the resource
- o Recruitment of Environment Champions to empower communities into taking action
- o Development of new brand to ensure consistency and repetition of key messages to help enhance customer perception
- o Optional introduction of RecycleBank® scheme to incentivise residents into recycling more

### Sustainability Officer

- o Acting as Project Manager on environmental issues and setting environmental targets
- o Active role in the Partnership Board for environment-related issues
- o Monitoring the performance of the Haringey waste services fleet including MPG, CO<sub>2</sub> emissions and mileage via CMS EcoTrak
- o Study of all sustainability projects towards noise and water reduction

### Projected Performance



# Veolia Environmental Services in Haringey

## A Key Service Summary

# Proud to work with Haringey

## Our customer charter for Haringey:

1. We will sign up to an ambitious Payment Mechanism which will include the guarantee of a recycling performance of 40% by 2015 with the view of taking this to 50%.
2. We will bring Haringey into the London Upper Quartile for performance against NI 195 targets.
3. We will reduce our impact on the environment by at least 40% from estimated current levels, via the introduction of an alternative fuel strategy, driver behaviour training and vehicle enhancement.
4. We will sign up to a Partnership Agreement that offers transparency and flexibility in order to deliver continuous enhancements and efficiencies.
5. We will create an Education Fund of a minimum of £500 per school per year for recycling and environmental promotion and awareness, alongside the implementation of an extensive public engagement and outreach strategy for all sectors of the community.

## Aligning with Haringey's objectives

- We have read and understood the Council's objectives for this procurement process and align ourselves accordingly:
- o to deliver **sustainable services** by using **innovation** to reduce the CO<sub>2</sub> emissions of our service in order to strive towards a **carbon neutral contract**
  - o to provide a **first class service** to the residents of Haringey via a dynamic approach to service management which will allow for **continuous improvement** throughout the life of the contract. To achieve this we have developed a bespoke **Performance Framework Model** focusing on the specific needs of Haringey
  - o to create a **partnership framework** that allows for contract efficiencies to be realised and a fluid approach to advancements in methodologies and technologies. This approach will **guarantee Value for Money** for the Council and its residents
  - o to **engage** with the neighbourhoods, schools and various communities so as to increase their understanding of the part they play in **minimising their impact on the environment** and encouraging their involvement through targeted communications, events and liaison groups
  - o to **monitor residents' perceptions** both locally and borough wide. This is crucial in order to **understand and affect behaviours** and engage proactively to bring about change

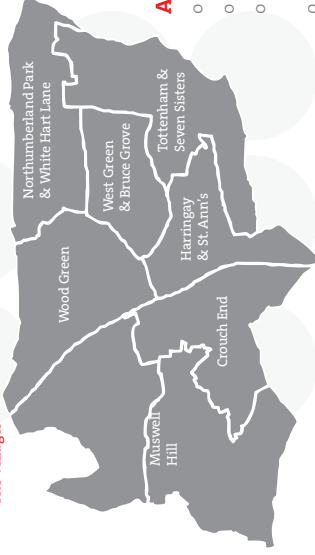


## Our key services

### Street Cleansing Improvement

- o A Village Approach to street sweeping across the borough where each existing neighbourhood will have a dedicated team (Muswell Hill will be split into 2) with localised management and resource taking ownership and pride of their area. Our employees will become ambassadors of Haringey and Veolia
- o All streets will be swept on average twice a week over a six day shift pattern increasing sweeper presence and perception
- o Change from team sweeps to beat sweepers to minimise travel time and costs and increase employees' pride in their own areas

## The Villages



## A Strategy for Commercial Waste

- o The formation of a proactive Commercial Waste sales team
- o The creation of the Commercial Waste Working Party
- o Providing a full credit control function, from invoicing to debt management
- o Our sales and communications strategy
- o A strategy to tackle and minimise unpaid waste
- o An enhancement of recycling opportunities for trade customers
- o Our plan to assist Haringey in removing bins off the public highway and introducing time-banded collections
- o A financial reward scheme that incentivises both parties to remain wholly committed

## Fleet Maintenance

- In Haringey our fleet and maintenance objectives are to ensure vehicle and plant safety, compliance, road safety, support to our operations, innovative fleet and equipment solutions and effective vehicle and plant specification and procurement.
- o Waste Service Fleet Acquisition – continuous evaluation of vehicle types, technologies and innovations, including alternative fuels, to enable us to provide the best recommendation for Haringey's vehicle replacements
  - o Corporate Fleet Acquisition – aim to provide Haringey Council with the comprehensive Veolia internal processes in respect of vehicle, plant and equipment specification and mobilisation requirements for your own in-house vehicles and services, with benefits including greater operational safety, product suitability, productivity and customised features and functions
  - o Fleet Maintenance – services we provide will exceed the minimum standards as stipulated by regulatory bodies such as VOSA, EA and HSE, therefore maintaining road safety, fleet compliance and our mutual good reputation. Our primary objectives are always to ensure a safe and compliant fleet whilst maintaining vehicle availability and controlling costs

## Refuse & Recycling Enhancements

- o Year 1 refuse and recycling service will continue as it is while we concentrate on the street scene, apart from the introduction of free bulky waste collections for recyclable and reusable items
- o Year 2 refuse will switch to fortnightly collections in 240ltr bins or coloured sacks issued four times per year as appropriate
- o Year 2 recycling will be serviced weekly in new 240ltr bins
- o The new service offers residents an increase in total capacity with the emphasis now on recycling ahead of residual waste
- o Refuse and recycling on estates will remain the same, however we will look to streamline the available containers
- o Mixed organics continue to be collected weekly from the kerbside in caddies and reusable sacks
- o The optional introduction of a recycling rewards incentive scheme, RecycleBank®, for all residents, offering national and local rewards partners as well as the opportunity to support local schools or charities

Current Service	Weekly Capacity	Refuse	Dry Recycling	Kitchen Waste	Green Waste	Total Weekly Capacity
	240 litres	240 litres	55 litres	22 litres	120 litres	437 litres
Proposed Service	Weekly Capacity	Refuse	Dry Recycling	Kitchen Waste	Green Waste	Total Weekly Capacity
	240 litres*	120 litres*	240 litres	22 litres	120 litres	502 litres

\*240 litre bin, collected fortnightly

## Fly-Tipping

- o Two-year strategy to tackle fly-tipping that focuses on specific challenges in Haringey including transience, flats above shops, FMOs and communicating to those who speak little or no English
- o Led by new Street Scene Manager
- o Responsible for maintaining high cleanliness levels on the streets and 'taking control of the streets'
- o Put processes and strategies in place to reduce fly-tips by 50%
- o Create a two-year action plan in conjunction with Village Managers to reduce fly-tips and focus on hotspots



Jane Ray  
Compliance Manager  
Care Quality Commission London  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

**Your ref:**

Date: 05 April 2011

Our ref: SR/ POC

Direct 0208 489 2921  
dial:

Email: Gideon.bull@haringey.gov.uk

Dear Jane,

**Care Quality Commission (CQC) – Alignment of CQC Teams with NHS Configurations**

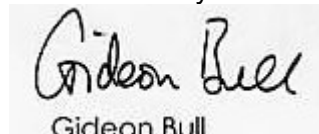
Thank you for coming along to the meeting of our Overview and Scrutiny Committee on 14 March. The Committee found your presentation very interesting and useful.

The Committee noted that the CQC inspection team that covers the borough is not aligned to fit local NHS commissioning configurations. Although the focus of the CQC is on NHS provider services, the Committee is of the view that alignment with the configuration of commissioning organisations, especially sector level bodies such as NHS North Central London, could facilitate better communication and sharing of information. This would help ensure that commissioners are made aware of relevant quality issues and therefore able to take them into account in their commissioning decisions.

The Committee also noted that the views of relatives and carers can be sought by inspectors if they are present during inspections. The Committee is glad that their views are taken into account but feels that a more proactive approach could be taken. This would enable relatives and carers to help inform the process so that inspections are better able to address any concerns that they may have.

The Committee has asked me to write to you to pass on their views on this issue. I would welcome any comments that you may have in response to this.

Yours sincerely



Gideon Bull

Chair – Overview and Scrutiny Committee



**Overview and Scrutiny**  
**14 March 2011**

**Supplementary Information in relation to question 3: Debts outstanding across ledgers (excluding Council Tax)**

**Temporary Accommodation - £8.03m**

The Council collects approximately £34m per annum in rent from temporary accommodation. Some 90% is paid through Housing Benefit. £6m of the debt relates to former tenants and whilst every effort is made to trace the debtors these debts are fully provided for by way of bad debt provisions. The collection rate for current tenants is in excess of 95%.

**Housing Rent - £10.42m**

This is Housing Revenue Account (HRA) debt. Total rent income is approximately £73m of which some 62% is paid through housing benefit. The debt covers the past six years and includes £4.5m owed by former tenants. The collection rate for current tenants is over 96%.

**NNDR - £4.1m**

The Council collects over £50million in NNDR on behalf of the government; the cost of any irrecoverable debt is borne by the government.

**Sundry Debt - £12.7m**

£5.3m of the above is over 90 days old, half of which is owed by the PCT. The Council is presently and actively in discussion with the PCT on settling the amount due. The majority of the rest of this older debt is Social Care related which is either being paid by instalments or there is a charge on the client's property. The balance of £7.4m is under 90 days old and should be collected in full.

**Leaseholder debt - £12.8m**

£7.3m of Leasehold debt is in respect of major works and Decent Homes programmes on properties. Debt is either payable by instalments for which there are a range of extended payment options available to leaseholders, or the debt is also held as a charge on the leaseholder's property. The remaining debt relates to annual service charge, £3.4m of this relates to the 2011/12 charge which has been raised in the last 30 days and is largely paid via monthly direct debit.

**Commercial Rent - £0.9m**

Some £0.4m of this debt is over 6 months old and is either being paid in instalments or is being actively recovered through legal services.

**Parking - £21.3m**

This debt relates to Penalty Charge Notices (PCNs) issued over the past six years. Approximately £10.7m of the debt relates to PCNs that will not be recovered because they were either issued in error or had untraceable car registration details. Of the balance, £2.5m is live debt (waiting to be paid),

£2.6m is registered with the courts but not yet allocated to the bailiffs and £5.5m is currently with the bailiffs.

The vast majority of the debt, which is either with bailiffs or arguably should not have been recorded as debt initially, needs to be written off and this will be dealt with over the next few months. The Council has an earmarked bad debt provision against which the write-off will be charged.

The outstanding debt should, however, be seen in the context of around £50m of income collected over the comparable time period. The collection rate for parking income is 64% which is around the London average.





## **PHLEBOTOMY SERVICES IN HARINGEY**

The O&SC have raised concerns about the length of time people have to wait at the Laurels health centre for phlebotomy services.

The service at the Laurels only has capacity for 80 blood tests each day, which is fully utilised, and so it is not possible to add any more appointments at this location.

NHS Haringey is therefore putting in place arrangements to have additional blood tests at Lordship Lane. We are also working with the North Middlesex University Hospital to open additional sessions at Bounds Green and Stuart Crescent health centres.

These will be implemented incrementally to ensure there is a steady take up. They will be promoted to GPs in Haringey, who can then advise their patients to attend the most appropriate location.

*Clerk's note: The Chair of the Overview & Scrutiny Committee would be meeting with the Interim NHS Borough Director on Monday 11<sup>th</sup> April 2011 to obtain further information.*

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OSC – 28<sup>th</sup> March 2011  
Action no 219.1

**Action no 219.1 -Item 9 – Performance of Registered Housing Providers - The Committee asked for figures for the number of Extra Care housing units that will be available in the Borough (Action No. 219.1).**

With regard to the O&SC action about Extra Care I can confirm that there are approximately 120 units of Extra Care housing in the development pipeline.

**Trees:** - The Trees scheme is now finished and practical completion was achieved on 21<sup>st</sup> March 11. Nominations to the scheme from the Council are currently being processed. There are 21 x 1beds and 19 x 2beds = total of 40 units.

**Roden Court:** - Is currently on site and is scheduled to complete Jan 2012. There will be 15 x 1beds and 25 x 2beds = total of 40 units.

**Protheroe House:** - The Council is planning to tender in the summer for another Extra Care scheme on the site of Protheroe House. The actual number of units that will come forward will become clearer when the scheme goes out to tender and we are able to see what potential partners are able to achieve on that site (estimated to be around 40-45 units).

An Extra Care strategic commissioning pilot project led by ACCS has been looking at the number of Extra Care homes required in the borough and how these might be procured in future.

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**OSC – 30<sup>th</sup> March 2011**  
**Action No 241.2**

Re: Gap Widening – In relation to P112 of the agenda pack, Summary of Provisional Results, the Committee expressed concern that officers were stating that results had improved when, whilst the national average was increasing, Haringey's figures were decreasing. (Action 241.2). *Cllr Allison*

**Analysis of Early Years Foundation Stage (EYFS) data: Response to member's Question**

“We had a situation where the results in Haringey dropped by 1% but all our neighbours raised theirs by several percentage points. We therefore slipped down the table. We have addressed this through the Every Child A Talker programme and through ensuring headteachers and early years co-ordinators as we felt that there had been some over-cautious assessments. There were also issues to do with the learning environment where there were few opportunities for children to show what they could do in certain of the scales, such as independent writing. We targeted all schools with results below 40% and provided training led by our Head of EYFS and the Regional Adviser. Moderation visits have been made to schools where there were questions about results. Issues about accuracy of school based data also have been addressed. A letter was sent to all headteachers and the contents have been discussed at a meeting with headteachers.”

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Agenda item:

**Overview and Scrutiny Committee**
**on 17 March 2008**

Report Title: **Scrutiny Review on School Exclusions**

Report of: **Chair of Review Panel**

Wards(s) affected: **ALL**

**1. Purpose**

1.1 To approve the final report of the Review Panel

**2. Recommendations**

That Members approve the conclusions and recommendations of the Review, as outlined in the Scrutiny Review report.

**Contact Officer:** Carolyn Banks Principal Scrutiny Support Officer, Tel 0208 489 2965

**3. Executive Summary**

3.1 As set out in the attached report

**4. Reasons for any change in policy or for new policy development (if applicable)**

4.1 N/A

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

5.1 The background papers relating to this report are :

*Please refer to the Scrutiny Review report (attached).*

These can be obtained from Carolyn Banks – Principal Scrutiny Support Officer on 020 8489 2965, 7<sup>th</sup>. Floor, River Park House, e-mail: [carolyn.banks@haringey.gov.uk](mailto:carolyn.banks@haringey.gov.uk)

**5. Description**

5.1 *Please refer to the Scrutiny Review report (attached).*

**6. Consultation**

6.1 The Review report has been submitted to the relevant departments for consideration of technical accuracy and feasibility of the recommendations.

**7. Summary and Conclusions**

7.1 *Please refer to the Scrutiny Review report (attached).*

**8. Recommendations**

8.1 *Please refer to the Scrutiny Review report (attached).*

**9. Legal and Finance Comments**

9.1 Full legal and financial comments will be sought for recommendations agreed by the Cabinet in the Executive Response.

**10. Equalities Implications**

10.1 These are considered throughout the review.



**Scrutiny Review – School Exclusions - Part One**

**Members of the Review Panel**

**Councillors: Pat Egan  
Councillor Bernice Vanier  
Councillor Matt Cooke  
Councillor Laura Edge  
Councillor John Oakes  
Councillor Errol Reid  
Ms Felicity Kally (Parent Governor Representative)**

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- 1. Summary**
- 2. Reasons for Review**
- 3. The Way in which the review was undertaken**
- 4. Findings from Presentations and Visits**
- 5. Protocol for Managed Moves**
- 6. Out of Borough Pupils**
- 7. Behaviour Improvement Programme**
- 8. Off site provision**
- 9. Pupil and Family Mediation Service**
- 10. Sleuth**
- 11 Behaviour Support Teams**
- 12. Recommendations**

## **Scrutiny review into processes and procedures for reducing the number of pupils excluded from schools.**

### **1. Summary**

- 1.1 This report is concerned with the Panel's review into looking at what can be done to prevent pupils from being excluded from schools. It will be followed by another looking into the help given to those who are excluded.
- 1.2 The Review panel discussed good practice with head teachers, an expert from the Department for Children, Schools and Families, relevant unions, the Director of Children and Young People's Service and her staff.
- 1.3 The Panel was impressed by what was being done by local schools and the Council to try to prevent pupils from being excluded. The services provided were very good and the Panel have made the recommendations set out in Section 5 which it is hoped will help to make the services even better.

### **2 Reasons for the Review**

- 2.1 One of the aims of the "Every Child Matters" agenda and part of the vision set out in the Haringey Children and Young People's Plan is that every young person in Haringey should be happy, healthy and safe with a bright future. To achieve this it is crucial that Haringey's pupils are encouraged to attend and enjoy school, to achieve national standards and to engage in further/higher education employment or training when they leave school. It is clear that young people who are excluded from school find it harder to gain worthwhile employment and are more likely to get into trouble. According to the Government's White Paper entitled "Reducing Re-offending through Skills and Employment", almost half of male prisoners had been excluded from school.
- 2.2 Haringey's Children and Young People's Service, local schools and other agencies involved in this area of work do take exclusion very seriously. Their efforts are acknowledged in last year's Annual Performance Assessment which stated that 'support for behaviour is effective. Permanent exclusion rates are low in both primary and secondary schools and fixed term exclusions are being reduced.'
- 2.3 In view of the importance of reducing exclusions and providing alternative education for those who have to be excluded it was decided that, despite the good services already provided, this was an area which needed to be scrutinised. It was also agreed that, because of the complexity of this issue, the review should be carried out in two stages. The first, which is the subject of this report, into what could be done to prevent young people from being excluded and that this should be followed by one into the alternative education provision given to those excluded for more than six days.

### **3 The Way in Which the Review was Undertaken**

- 3.1 The aim of the review is to look at what local schools do to try to prevent their pupils from being excluded. It was also agreed to look at the action taken by the Children and Young People's Service in providing support services, advice and encouragement to the schools.
- 3.2 The Panel met three times, visited Gladesmore Community School in Haringey and Bow School in Tower Hamlets and discussed with their head teachers the action they took and the various procedures they've adopted that have reduced the number of pupils excluded from their schools. The Panel also spoke to the Director of the Children and Young People's Service and to members of her staff involved in exclusion work, including the Pupil and Family Mediation Service. Expert advice was sought from an officer from the Department of Children, Schools and Families and the Panel met the Secretary of the Teachers Panel and a representative from the National Union of Teachers to discuss their views.
- 3.3 The Panel would like to thank all those who advised and assisted them during the course of their review.
- 3.4 It must be emphasised that the aim of the review was to find ways of improving behaviour so that a pupil does not have to be excluded. It was not about finding alternative ways of managing those who needed to be excluded as this would not have achieved anything.

### **4. Findings from Presentations and Visits**

#### **General**

- 4.1 The Panel was pleased that schools were following Government policy and using permanent exclusions as a last resort. They were, however concerned that procedures should be followed for reporting exclusions so that accurate statistics were available for use both by schools and local authorities.

#### **School Visits**

- 4.2 The two schools the Panel visited, Gladesmore and Bow, were both in their own ways regarded as models of excellence. It was clear to Panel members that the best way of tackling or reducing the need for exclusions was to encourage a 'whole school' approach and to ensure that the ethos of the school was one where there were high, shared expectations and where pupils knew that staff were interested in them. The Head teacher of Gladesmore School, for instance, told the Panel that he regarded it as important that the average pupil looked to the successful ones as their role models rather than following the example of those who caused trouble. This was done in a variety of ways including, learning skills lessons, publicising achievements, providing help to those who had particular problems or were stressed and by encouraging student participation in the school through school councils, and

so on. Fathers were also invited to attend events at the school with their children.

- 4.3 The NUT representatives were concerned that schools might not be reporting all physical assaults by pupils on staff. Although Health and Safety regularly discussed such issues it was agreed that schools should be reminded of their responsibilities. .
- 4.4 In Bow School the improvements had again been achieved by ensuring behaviour was seen as a whole school issue and that every member of the school had a part to play in establishing consistent messages about expectations. The school used a software program that enabled any member of staff to input instances of good and poor behaviour around the school and this could be analysed by year group, individual pupil, location in the school or time of day and this was informing policy changes in both teaching & learning and behaviour.
- 4.5 The Panel did consider looking at issues such as the need to have someone from the same background as the pupil being engaged in the exclusion process. It was considered, however, that such issues were really a matter for the school and needed to be dealt with by them. If necessary, Councillors should be raising these issues in their role as school governors.
- 4.6 The following sections are, therefore, concerned with good practice in specific areas and the ways in which they impact on pupil behaviour and exclusion.

## **5. Protocol for Managed Moves**

- 5.1 In certain circumstances it maybe in the interest of all concerned to transfer a young person to another school in order to reduce the risk of permanent exclusion. Head teachers in Haringey were concerned that there should be a protocol for doing this and so one has been developed by the Local Authority and Secondary School Partnership. Under the protocol, Managed Moves are monitored by the In-Year Fair Access panel of head teachers,
- 5.2 This issue did concern the Panel because the easiest place to put any un-accommodated pupil is into a school which is under subscribed. Members were concerned about the need to develop a process for tracking changes under the Managed Move protocol so that the situation could be monitored. They were assured that there was already a process in place to monitor Managed Moves – which is clearly set out in the protocol. The whole purpose of the protocol and the In-Year Fair Access Procedures was also to ensure that there was an equitable distribution of such pupils across the borough.

## **6. Out of Borough Pupils**

- 6.1 The expert from the Department of Children, Schools and Families indicated that, in common with other adjoining boroughs, Haringey schools host many children who live in other boroughs and many Haringey children are at out

Borough schools. In the case of fixed term exclusions, the Council are not always aware of action taken by out Borough schools and so are not able to support active behaviour management for these children. The creation of new school places in Haringey both in the recent past and in the future should improve this situation

- 6.2 This is a serious issue because the Council are responsible for providing alternative education for any pupil living in the borough irrespective of the location of the school from which they have been excluded. It is, therefore, recommended that existing links with out of borough schools who take Haringey pupils be strengthened to ensure that there is an 'early warning' system in place. Early discussions may not only help to prevent exclusion but will ensure that appropriate alternative education arrangements are in place when exclusion is the only option.

## **7. Behaviour Improvement Programme**

- 7.1 The Borough's Local Area Agreement confirms that Haringey is part of the national Behaviour Improvement Programme which focuses on four secondary and eight primary schools. The Safer Communities Partnership as a whole is supportive of parenting and would like to see more investment in this area with support programmes for parent and carers more closely linked to any parenting orders and contracts. Work is well under way involving schools and the Children and Young People's Service to develop plans to provide for excluded pupils facilitated by the Building Schools for the Future programme.
- 7.2 The Panel saw the success of this approach when they visited Gladesmore, in that school pupils who behave badly are sent to an on-site Suspension Centre. The building is away from the main school area and the pupils sent there are not allowed to leave it in school hours during the period of their exclusion. Last year about 485 pupils attended this Centre, normally just for one day but occasionally for two. Whilst they were there they discussed with experienced staff the ways in which they had behaved, why they had been sent there and agreed guidelines for improvements.
- 7.3 Gladesmore also had a facility which aimed to help students whose behaviour at times interfered with their learning and/or the learning of others. It was not considered a punishment, but experienced staff work with individual students and counsel them on their behaviour. They are also given help in areas such as social skills, anger management, social support, self esteem, gender attitudes and their attitudes towards education. Music and drama therapy was available as was a programme of academic and pastoral mentoring.
- 7.4 Gladesmore also had links with the primary schools which sent their pupils to it. This was helpful as it enabled strategies to be in place where needed for pupils entering the school. As an extended school they are also able to provide parental support and courses.

- 7.5 The School also organised meetings involving students, parents and teachers to discuss and review issues. Generally parents were supportive of the action being taken by the school but the aim was to encourage students to understand that their behaviour was something which they could control and which they alone were responsible for. Last year over three hundred pupils attended this facility.
- 7.6 As an additional help at Gladesmore School, there were three learning mentors who were on call to assist with early intervention when pupils were causing problem.

## **8. Off Site Provision For Pupils In Danger Of Being Excluded**

- 8.1 An excellent initiative in this area was the 'Sports Academy' at Tottenham. This initiative had been developed by Gladesmore School and made use of The Boxing Academy facilities. Young people who are in danger of being excluded, are encouraged to apply to go there and have to 'win a scholarship' to do so. The facility caters for twenty young people and normally about twelve places are taken by Gladesmore pupils. Other schools are also able to send pupils there as well but few did so.

## **9. Pupil and Family Mediation Service**

- 9.1 This service works closely with schools to support and identify pupils who are at risk of exclusion. Referrals to the service by schools are made through the Common Assessment Framework system. The Service involves the pupil, the family, the school and, where appropriate, community groups. It provides support by:
- monitoring, mentoring and tracking the pupil and reporting regularly to the school on their social, personal and behavioural development;
  - meeting weekly with pupils - either one to one or in a class or collectively in groups;
  - helping families to support the school in the development of their child by making regular contact with the home;
  - supporting the school in its communications with the pupil's parents/carers;
  - involving parents/carers, teachers, learning mentors, the community and others working with the pupil in the development of an appropriate behavioural development plan;
  - encouraging parents/carers to develop learning and behaviours in the home that can be coordinated with the pupils learning and behaviours in the school;
  - attending reviews and behaviour planning sessions.
- 9.2 The Panel was impressed by the work of this Service and wishes to praise and endorse what it does as a model of good practice. It is essential that the service should continue to be developed and to be available to all communities in Haringey. The panel were particularly concerned that:
- adequate resources are made available to meet the needs of the mediation service;
  - the Service ensures all communities are aware of the provision;

- schools and parents/carers should be encouraged to use the service in a pre-emptive manner rather than after the event;
- drop-in surgeries are accessible to all communities in Haringey across the Networks.

## 10. Sleuth

10.1 When members visited Bow School they were impressed by the use of the computer software programme 'SLEUTH' to monitor incidents, sanctions and rewards. The school indicated that it enabled them to know how effectively their behaviour policy was working and it was also used to identify staff needing support.

10.2 This software system did seem to be very effective and the Panel would recommend that all schools in the Borough consider purchasing it and training all staff in its use.

## 11. Haringey Behaviour Support Teams

11.1 The Haringey Behaviour Support Teams advocate for the most vulnerable children and young people to make sure they get the support they need to manage their behaviour to enable them to enjoy the same opportunities as other children and young people. As part of this process the teams have developed a model behaviour policy for schools to adopt and this was circulated to every school in the Borough.

11.2 They work as part of a multi-agency team and offer central and school based training to all school staff and parents/carers on promoting inclusion and emotional literacy as well as dealing with issues around behaviour, bullying and discrimination. The Panel would like to see these strategies and practices embedded in the practice of Haringey schools and that the national SEAL programme for secondary schools is implemented consistently across the Borough's schools.

## 12. RECOMMENDATIONS

That the Director of Children and Young People's Service be requested:

- a. to investigate the possibility of strengthening links with out of borough schools to enable greater consultation about Haringey pupils in danger of being excluded and to inform members of the Panel of the outcome. (Paragraph 6),
- b. to write to all secondary schools in the Borough encouraging them to make use of the "Sports Academy" at Tottenham. (Paragraph 8.1),
- c. to report to the appropriate Cabinet Member on ways of developing the Pupil and Family Mediation Service including ensuring all communities are aware of the provision, encouraging schools and parents/carers to use the



service in a pre-emptive manner with drop-in-surgeries accessible to all Borough residents. (Paragraph 9.2),

- d. to circulate the report to all Borough Schools informing them that;
- exclusion should only be used as a last resort and only when the school is able to demonstrate that all other options have been exhausted, (Paragraph 4.1)
  - that procedures for reporting exclusion data to the council are followed so that it may be properly analysed, and suitable strategies put in place.(Paragraph 4.1)
  - the best way of tackling or reducing the need for exclusion was to encourage a whole school approach as happened at Gladesmore and Bow Schools, (Paragraph 4.2),
  - they should consider purchasing SLEUTH and training staff in its use. (Paragraph 10.2),
  - the strategies and practices of the Haringey Behaviour Support Teams be embedded in school practices and that they should implement the National SEAL programme for secondary schools (Paragraph 11.2),
  - they had a responsibility to ensure that assaults by pupils on staff were reported. (para 4.3)

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# Scrutiny Review – School Exclusions - Part Two

## Members of the Review Panel

**Councillors: Pat Egan  
Councillor Bernice Vanier  
Councillor John Oakes  
Councillor Errol Reid  
Ms Felicity Kally (Parent Governor Representative)**

[www.haringey.gov.uk](http://www.haringey.gov.uk)  
January 2009

## **1. Summary**

- 1.1 This review looked at the current provision provided at the Pupil Support Unit., It also examined good practice on what should be provided and considered whether the Council complied with it.
- 1.2 Haringey was at the forefront nationally in terms of its commitment to fully inclusive schools. For instance Haringey had been engaged in work with the Department for Children, Schools and Families (DCFS) prior to the production of the White Paper. 'Back on Track' which set out the Government's strategy for modernising alternative provision for young people.
- 1.3 The Panel were pleased to note that both the DCSF and Ofsted recognised that Haringey's Pupil Support Centre formed part of the continuum of support available to children and young people, which not only complied with the requirements of the White Paper but was an example of good integrated practice. A copy of the latest inspection by Ofsted which rated the Pupil Support Centre as good is attached at Appendix A.
- 1.4 The Panel was impressed with work ongoing, not only to ensure compliance with the requirements, but to ensure compliance remained good and improved further.

## **2. Reasons for the review**

- 2.1 Following the successful review into the action which could be taken to prevent schools from having to exclude pupils, a further review into the alternative education provision to pupils excluded for more than six days was undertaken.
- 2.2 In the meantime the Government published its White Paper entitled "Back on Track which set out fundamental and far reaching changes. Consequently it was clear that there would be little value at this time in undertaking a detailed scrutiny into alternative provision. However once the Government has finalised its proposals there may well be scope for a full-scale scrutiny review into this issue. Until then it was agreed to look just at what is presently provided at the Pupil Support Centre.

## **3. Background**

- 3.1 Haringey has a statutory duty to provide appropriate education for all children and young people as well as supporting their health, safety and welfare. Education outside of mainstream schools is generally known as "alternative provision". and, as part of this, most local authorities establish and maintain schools – or units – for educating pupils who cannot be educated in mainstream or special schools.

These are normally called Pupil Referral Units although Haringey's is known as the Pupil Support Centre (PSC).

- 3.2 The Government's policy as described in "every child matters" and set out in the Children Act 2004 is to improve the outcomes for all children and young people. Many of the children and young people who attend the Council's PSC are vulnerable or disadvantaged. The Centre, therefore, has a key role to play in improving learning, behaviour attendance and attainments.

#### **4. Haringey's Pupil Support Centre**

- 4.1 The Council's Secondary Pupil Support Centre can provide for up to 100 pupils and is currently located on two sites. The site at Commerce Road is mainly for Key Stage 4 pupils and pupils undergoing assessment. The one at Coppets Wood is for Key Stage 3 pupils and pupils with fixed-term exclusions where the secondary school has commissioned the Centre to be the provider.
- 4.2 As of March 2008 there were 84 young people who attended the Centre. The net unit cost per year of keeping a child at the centre is £14,694 (gross £16,264) which compares with the national average cost for alternative provision, of £15,000 (and £4,000 for mainstream place).

#### **5. Evidence and Findings from the review**

##### Haringey as a Leading Authority

- 5.1 The Panel were delighted to be informed that as a leading edge authority Haringey had been awarded one of the 12 national grants and this had resulted in the Authority being awarded £2.85m capital funding. The money was to be utilised on providing accredited training in behaviour management for all staff in schools and partner agencies.
- 5.2 The Government plans to produce a toolkit on commissioning alternative provision and database of providers which should be available in 2009. Issues relating to quality assurance had not yet been clarified but the DCSF together with GOL were using Haringey as one of three exemplars of good practice in developing the toolkit for quality assurance.
- 5.3 Both the DCSF and Ofsted recognised Haringey's commitment to fully inclusive schools and to a Pupil Support Centre, which forms part of the continuum of support available to children and young people. This not only complies with the requirements of the white paper but is an example of good integrated practice.

- 5.4 Haringey has already received a grant from the Building Schools for the Future programme to refurbish its alternative provision to provide a smaller Pupil Support Centre, based at the Commerce Road site and to make extended provision in all secondary schools.
- 5.5 The Panel were pleased to learn that Haringey complied with best local authority best practice in relation to planning and co-ordination, supporting pupils, staffing, education provision and accommodation. Particular aspects that they wished to comment on are set out below.

### Alternative Provision

- 6.1 Haringey maintains a database of alternative providers used by schools, both as part of the 14-19 curriculum provision and new career pathways. It also has a data base of the alternative provision by schools for learners with additional needs related to Special Educational Needs or behaviour. Schools use the Haringey Quality Assurance procedures for ensuring the provision is appropriate. During 2008/09, the Council's intention is to ensure that every young person attending alternative provision has the opportunity to leave with a nationally recognised accreditation.
- 6.2 Haringey is also working closely with other London boroughs to ensure that alternative provision from out borough are, where appropriate, accessible by Haringey learners and are quality assured at the same high standard used in Haringey.

### Training

- 7.1 As mentioned previously funding has been secured for a training package on behaviour management which will be rolled out over the next 3 years. The first stage will be for every school and external partners to set aside one day for needs analysis. A training package consisting of SEAL training and other parts of a bespoke package would be the minimum quality standard of delivery. Following this it was expected that around 100 people would be identified to participate in four 3 hour sessions concentrating on a specific aspect of training need which had been identified and was relevant to their organisation. Thereafter anyone identified and wishing to be a lead behaviour specialist would undertake a masters accredited training course.
- 7.2 BSF money would be used in secondary schools to enhance or build accommodation which could be used to keep young people engaged. The aim for primary schools was to have no permanent or fixed term exclusions. Pupils would be kept in their own school in special 'nurture' units although in one primary school in each network there would be a behaviour management centre for pupils to attend. Such centres would be responsible for ensuring that all schools in their

partnership network received training and had a high level of expertise at a local level.

- 7.3 The Panel noted plans for a Haringey Website with links to quality assurance diplomas for alternative provision.
- 7.4 In the future the whole 'well being and healthy schools agenda' would be part of the inspection of schools and there would be penalties for exclusions. Haringey was already looking at the cost of exclusions of Haringey pupils attending out borough schools. Further work would be carried out with partners especially the police and the PCT on the well being agenda and in respect of access to PCT mental health services. A joint bid with the PCT had also had been submitted for mental health training issues.

### Accommodation and Staffing

- 8.1 Proposals were being drawn up to allow for greater flexibility for pupils to move in and out of the one site Pupil Support Centre at Commerce Road. This provision was likely to be available following the opening of the new Centre in 2010. It was hoped that the previous image of the Pupil Support Centre would change as the new building was launched.
- 8.2 Schools would not be expected to exclude pupils until alternative strategies and interventions had been tried. Access to the Centre was likely to be through the Common Assessment Framework Panel.
- 8.3 The proposed new design of the Commerce Road site will incorporate space and light as well as improved ICT facilities. It will also provide a range of small multi therapies and multi agency rooms so that services such as Speech and Language Therapy and Child and Adolescent Mental Health can be available.
- 8.4 The Panel were pleased to note that in addition to the Centre's staff there were currently 22 volunteers recruited from the community who acted as mentors. These volunteers were given the appropriate training and some had moved on to be more fully involved.

### Recommendations

1. That the Children and Young People's service be commended on:-
  - (a) the quality of provision currently provided at the Pupil Support Centre and in being recognised nationally as a 'leading edge' Authority of such provision
  - (b) being fully compliant with the provisions set out in the Government White Paper 'Back on Track'
2. That the Director of Children and Young People's service consider:-

a) ways to ensure that quality assurance can be embedded and made stronger

b) ensuring that further work is carried out with partners especially the police and the PCT on the well being agenda

c) how the good practice that has been developed can be further promoted with Haringey seeking Beacon status.

(d) ways of ensuring that the Pupil Support Centre had a good and positive image.

3. That Overview and Scrutiny Committee give consideration to a further review on the quality of provision in 2/3 years time after the opening of the new Centre in 2010.



## Response to Overview and Scrutiny

### 4.10.2010 (Item 8 – Breast Screening – NHS response to Scrutiny Report)

Action 72.1 Further to a discussion regarding the validation of practice 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. (*Helena Kania*)

Action 72.2 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 (*Helena Kania*)

#### **Action 72.1- Response**

Following paragraphs explain NHS Haringey's policy and procedures for list validation. A copy of Haringey's List Inflation Policy and Procedures published in October 2009 is available, if needed.

Each PCT performs regular list validation for all patients registered with GP practices. List validation includes screening verifications. The aim of list validation is to minimise the loss to the PCT by not paying capitation fees to GP Practices for patients that no longer require the services of that particular practice due to relocation, death, or withdrawal from the GPs list at the patient's request. List validation is used for updating patients' contact details that are crucial in ensuring that appropriate people are invited to screening programmes.

Using the Exeter system, a cohort of patients is selected from the appropriate GP practice list to target. Initial letter to patient is sent with option to include Language Line telephone no, and foreign translation sheet, inclusive of a reply paid envelope. NHS number is bar-coded and included on bottom of letter, with response slip. Patients should tick if they are/are not living at the address letter sent to.

2<sup>nd</sup> letter is sent to non-responders.

Shortly after the agreed and published deadline for responses, a list of non-responders is produced and notification sent to GPs. GP has 6 months to notify PCT of latest address or confirm last date of treatment/contact or if patient died.

If address details are changed by GP or date of last contact was within last 9 months, patients will not be deducted from the system. If address has changed but GP agreed to continue treating this patient, details will be updated.

If no response was received from GP, or last contact with GP was over 9 months ago, patients will be automatically removed from GP list.

Patients removed and subsequently re-registered with the same GP at the same address may be monitored by Audit Team.

Where the address of a patient who is on the GP list is no longer known to the Primary Care Trust, the Primary Care Trust shall -

(a) give to the contractor notice in writing that it intends, at the end of the period of six months commencing with the date of the notice, to remove the patient from the contractor's list of patients; and

(b) at the end of that period, remove the patient from the contractor's list of patients unless, within that period, the contractor satisfies the Primary Care Trust that it is still responsible for providing essential services to that patient.

### **Action 72.2 - Response**

The North London Breast Screening Service is one of the largest breast screening services in the country and one of six breast screening programmes serving the eligible women in London. The NLBSS is based at Edgware Community Hospital and screens from two static sites: Edgware Community Hospital and Forest Primary Care Centre, as well as a number of mobile units including St. Ann's Hospital, the Whittington Hospital and North Middlesex Hospital. The service provides a screening and assessment for eligible women resident within Barnet, Brent, Enfield, Haringey, Harrow and the southern half of West Hertfordshire.

Every three years women aged 50 and over are invited for breast screening. The way the system is organised is that women are invited in batches of GP practices clustered around specific localities (e.g., Tottenham, West Haringey etc.)

Location of mobile units follow the pattern of invitations and every effort is made to place mobile units in areas that are accessible to women invited. Haringey women are being screened now and Haringey's three year round is to be completed by June 2011.

Women from West Haringey area are invited to screening between January and June 2011 and it was initially planned to site a mobile unit at the Whittington Hospital. NLBSS however did not manage to secure Whittington site for this year because Central and East London Breast Screening Service was screening their women at the same time. London Quality Assurance Reference Centre standards do not allow more than one service to screen from the same site at the same time. It was therefore decided that women from West Haringey would be screened at mobile unit located at St. Ann's Hospital.

Additionally, organising extended hours at mobile units is a challenging task due to staffing issue and security. Extended hours are however provided at NLBSS fixed sites such as Edgware Hospital and Forest Primary Care Centre. At present, two clinics running extended hours at fixed sites are seem to be sufficient to meet current demand.

Tamara Djuretic  
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April 2011