



**Haringey** Council

---

## Environment and Housing Scrutiny Panel

---

TUESDAY, 8TH JANUARY, 2013 at 18:30 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

**MEMBERS:** Councillors Alexander, Bloch, Gibson, McNamara (Chair) and Stanton

### **AGENDA**

#### **1. APOLOGIES**

#### **2. DECLARATIONS OF INTEREST**

A member with a disclosable pecuniary interest or a prejudicial interest in a matter who attends a meeting of the authority at which the matter is considered:

(i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and

(ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Members' Register of Interests or the subject of a pending notification must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal interests and prejudicial interest are defined at Paragraphs 5-7 and Appendix A of the Members' Code of Conduct.

#### **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 13 below.

**4. MINUTES (PAGES 1 - 18)**

To approve minutes of:

i) 24<sup>th</sup> September 2012

ii) 4<sup>th</sup> December 2012

**5. BUDGET SCRUTINY**

To approve panel recommendations from the from the budget scrutiny process.

**6. CABINET MEMBER QUESTIONS**

Cllr Bevan, Cabinet Member for Housing portfolio

Further questions resulting from item 7.

**7. TENANT SCRUTINY PANELS (PAGES 19 - 22)**

Eamon McGoldrick (Director, Housing Management, Homes for Haringey) to discuss with the panel:

i) The development of tenant scrutiny panels

ii) Scrutiny undertaken by other Homes for Haringey committees

iii) Opportunities to collaborate in work programme

iv) Estate inspections.

**8. CABINET MEMBER QUESTIONS (PAGES 23 - 36)**

Cllr Canver, Cabinet Member for the Environment portfolio.

i) To formally report back on Waste and Recycling Report and Recommendations. (Cabinet response attached).

ii) Further questions resulting from agenda items 9, 10 and 11.

**9. INTEGRATING COUNCIL ENFORCEMENT FUNCTIONS (LICENSING AND PLANNING)**

Stephen McDonnell (Assistant Director, Single Front Line) to present an interim report on the integration enforcement functions (licensing and planning)

Report to follow.

N.B. The panel will be undertaking two connected pieces of work in the future 1) public engagement within planning and licensing services 2) strategic enforcement.

**10. STRATEGIC PARKING ISSUES AHEAD OF THE TOTTENHAM HOTSPUR REDEVELOPMENT (PAGES 37 - 44)**

i) To agree scoping report (objectives and plan of work)

ii) Controlled Parking Zones (Ann Cunningham, Head of Traffic Management)

Report to follow.

iii) Feedback on the case study (Phillip Lane) walkabout.

iv) Other issues relating to scoping report.

**11. WASTE AND RECYCLING**

i) Cabinet member response to interim report and recommendations (linked to item 8).

ii) An update on work completed to date

iii) Forward plan of work (future meetings)

- Evidence gathering session
- Visit to Edmonton waste and recycling

iv) A report from the consultation undertaken to support the panel's assessment of the new waste and recycling collection service.

Report to follow.

**12. WORK PROGRAMME (PAGES 45 - 48)**

To monitor and develop the future work programme for the Environment and Housing Scrutiny Panel.

**13. ANY OTHER BUSINESS**

**14. FUTURE MEETINGS**

David McNulty  
Head of Local Democracy  
and Member Services  
Level 5, River Park House  
225 High Road  
Wood Green  
London N22 8HQ

Martin Bradford x 6950  
Policy Officer  
Level 7, River Park House  
225 High Road  
Wood Green  
London N22 8HQ

Tel: 0208 489 6950

Email: [martin.bradford@haringey.gov.uk](mailto:martin.bradford@haringey.gov.uk)

Thursday, 27 December 2012

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL**  
**MONDAY, 24 SEPTEMBER 2012**

Councillor Alexander, Bloch, Gibson, McNamara (Chair) and Stanton  
s

In Councillor Weber  
attendance

**LC1. APOLOGIES**

None received.

**LC2. DECLARATION OF INTERESTS**

Cllr Stanton indicated that he was on the Board of Homes for Haringey and thus would need to declare this interest in housing related matters of the Panel.

**LC3. URGENT BUSINESS**

The Chair indicated that Steve Russell, Housing Improvement Manager (Private Housing) had been invited to attend the meeting to discuss Houses of Multiple Occupation (HMO) issues in relation to the new waste and recycling service and would be invited to speak under the relevant agenda item (number 8).

**LC4. DEPUTATIONS**

None received.

**LC5. ENVIRONMENT AND HOUSING SCRUTINY PANEL - TERMS OF REFERENCE**

The panel noted the report which outlined the agreed terms of reference of the Environment and Housing Scrutiny Panel (E & H SP).

The panel wished it to be noted that there should be a visual public record of the scrutiny process which should include scrutiny panels as well as the main overarching Overview & Scrutiny Committee. It was agreed that webcasting would aid transparency of scrutiny process and help to develop public engagement and it should therefore be an aim of the council for webcasting to be introduced for all scrutiny panels.

**AGREED:** That the necessary adaptations can be made to appropriate committee rooms to enable future webcasting of scrutiny panel meetings and for more than one room to be webcast if the Council Chamber is already in use. (OSC)

**LC6. PANEL WORK PROGRAMME**

The Chair highlighted the main issues that the E & H SP would be considering during it's work in the year ahead. These included:

- The roll out of the new waste and recycling contract
- Strategic review of parking (CPZ) in North Tottenham in relation to THFC
- Community engagement within the regulatory process e.g. planning & licensing
- Strategic enforcement (integration of enforcement functions across the Council)

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
MONDAY, 24 SEPTEMBER 2012**

The panel requested that it be noted, that there was an unacceptable time gap between when the new structure for scrutiny was agreed by Council (May 2012) and the first meeting cycle of scrutiny panels (September 2012). It was hoped that there would be a reduced delay in the next municipal cycle.

**LC7. BUDGET MONITORING 2012/ 13**

The panel noted the budget monitoring report which was presented to Cabinet in September 2012.

The panel noted that there were a number of budgetary pressures in relation to services covered by the Environment and Housing Scrutiny Panel these included:

- a £800k spending pressure on the housing repairs budget
- impact of benefit changes
- budget pressures from the increasing cost of landfill (tax) and,
- a projected income shortfall (£200k) derived from parking fees and charges.

Parking fee income

The panel briefly discussed the issue of income from parking further to the work undertaken by Overview & Scrutiny Committee in the last municipal year and the discussion had at this Committee on 23/7/12. The main points of this discussion were:

- An income of £5.8m was forecast for parking fees and charges against an expected total of £6.0m (£200k shortfall);
- Panel members noted that charges had increased recently and noted claims by local residents and businesses that this was having an impact on local businesses and that greater consideration needs to be paid to the sustainability of local town centres in setting charges;
- Parking income performance was not uniformly across local town centres, as in some areas this had increased (Green Lanes, Muswell Hill and Crouch End) though in others it had declined (Wood Green)
- It was noted that the Council undertook regular assessments of parking pressures in local town centres and evaluated vacancy rates at points throughout the day.

The panel also noted, that at a meeting of Overview & Scrutiny Committee (July 2012), the Leader had agreed that any further scrutiny of parking pay and display charges should be delegated to the Environment & Housing Scrutiny Panel. The panel noted that although no decisions had been taken, this may be explored further by the panel in the future

Welfare reforms

The panel noted that there were likely to be significant but as yet uncertain budget pressures on the whole council budget welfare reforms coming in to effect from April 2013 onwards. It was noted that the introduction of a welfare cap (£26k) and changes to housing benefit rules would have a far reaching impact on local people. These reforms would present major operational and financial pressures in relation to homelessness and temporary accommodation services. Initial estimates suggested that together this may result in an additional £5.9m service pressure.

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
MONDAY, 24 SEPTEMBER 2012**

It was noted that the AD for Adults and Housing would be producing a report for Cabinet in November 2012, which would provide further detail of the welfare reforms, the anticipated impact and mitigating actions that the Council might take. The panel felt that it would be useful if Overview & Scrutiny Committee could receive this report at a future meeting.

**AGREED:** That the report by the AD for Adults and Housing on the impact of (housing) welfare reforms (due at Cabinet in November) is also sent to a future meeting of Overview & Scrutiny Committee (OSC).

The panel noted that as part of its work programme for 2012/13, Overview & Scrutiny Committee were scoping the impact of welfare reforms to ascertain if there were any benefit of scrutiny involvement.

**AGREED:** That the project work relating to welfare reforms undertaken by the Overview & Scrutiny Committee is communicated to members once this has been agreed. (OSC)

Budget Scrutiny Process

The panel discussed the current budget monitoring process (12/13) and the scrutiny of the prospective budget (2013-2015). It was noted that in the region of £25m of savings would have to be found across the Council within the new budget (2013-2015) and approximately £4m of this would need to be achieved from savings in the Place and Sustainability Directorate. The departments are currently preparing savings plans how these will be achieved to be published in the new Medium Term Financial Plan (November 2012).

In considering the future budget monitoring process and the dedicated budget scrutiny meeting planned for December 2012, it was suggested that the panel should focus on five key issues within the service areas covered by the E & H SP.

**AGREED:** The panel indicated that the 5 themes on which it may wish to focus at the dedicated budget scrutiny meeting on the 4<sup>th</sup> December 2012 would be:

- Financial impact of the housing welfare reforms
- Waste costs (landfill and levy) and possible mitigation through increased recycling
- How projected Council savings of £25m (over 2013/14 and 2014/15) will impact on Environment and Housing budgets
- Existing budgetary plans (12/13)
- Other items (e.g. concessionary fares). (OSC/ Corporate Finance)

The panel discussed future budget monitoring and requested that a short summary of financial monitoring information be provided on service areas relevant to the E & H SP.

**AGREED:** It was agreed that Corporate Finance would provide a short and simple summary of budget lines for the Environment and Housing Scrutiny Panel (budget, variance, risks) once this data has been seen by relevant Cabinet member(s). (Corporate Finance)

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
MONDAY, 24 SEPTEMBER 2012**

Terms of reference

The panel reiterated that it wanted to undertake an objective assessment of the service which encompassed both successes and areas for service improvement. The panel also wanted to reinforce that the purpose of this work was to (1) provide feedback that could assist the phase 3 roll out of the new service and (2) identify how the Council could encourage more people to recycle.

**AGREED:** The terms of reference report for scrutiny involvement with the waste and recycling service was noted and agreed by the panel.

Report back from Panel visits

The panel visited a number of areas around the borough on the 18<sup>th</sup> September 2012 to look at 'case studies' in relation to the waste and recycling service. A report of the panel visit was tabled at the meeting (attached). These case studies were also discussed by Single Front Line in the following agenda sub-item.

Evidence from Single Front Line Service and Housing Management

Officers from Single Front Line Service provided a presentation on a number of case studies to illustrate issues which it has faced in the implementation of the new waste and recycling service across Haringey. In addition, an officer from the Housing Improvement Team discussed the regulation of houses of multiple occupation (HMO) with the panel. The following provides a summary of the discussions of the panel, which has been categorised in to themes for ease of reference.

*Community engagement / consultation*

The panel visited Milton Avenue (N6) to view the problem of wheelie bins in a conservation area. The properties in this area had little front garden space to store wheelie bins and so these were kept on the street. The panel noted that some residents felt that the presence of bins on the street detracted from its character. Whilst there had been some rationalisation of bins (new 360l bins being shared among residents), there was a perception that there was still an unacceptable number of bins on the street.

It was noted that residents of the street had been visited twice as part of a consultation for preferred receptacles for waste and recycling collection that involved two rounds of door knocking for each property. Of the 140 households surveyed, there were 42 responses of which 76% indicated that they wanted to retain the wheelie bins. It was noted however, that there was still some ongoing dissatisfaction with the new service by some local residents who would have preferred twice weekly collections for residual waste, a system which was operational in adjacent Camden.

**AGREED:** The panel requested clarification on waste collection arrangements in Camden and that this is reported back. (EHSP)

The panel noted that community engagement was important prior to the establishment of the new waste and recycling service to ascertain the preferred options of local residents. It was noted that street assessments were undertaken in all areas in Phase 1 and Phase 2 to identify specific street issues (i.e. small gardens) and assess what waste receptacles would be most appropriate. Given the expected difficulties in areas in Phase 3, all properties would be visited beforehand to help assess local needs prior to bin distribution and to identify potential hotspots.



**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
MONDAY, 24 SEPTEMBER 2012**

The panel were keen to assess the comparative level of engagement undertaken by the contractor (Veolia) when similar fortnightly collection schemes had been introduced in other boroughs. It was reported to the panel that the level of engagement has been much higher in Haringey than in other boroughs: for example in Southwark, surveys had been undertaken on a street by street basis, though in Haringey, this was property by property. It was noted that in the east of the borough (phase 3) this will mean that every household will be contacted.

**Agreed:** The panel requested that comparative data of the communication and engagement processes used in other boroughs be communicated to the panel. (Veolia)

The panel noted that the Single Front Line Service may find it helpful to include local ward councillors in engagement strategies ahead of the planned roll out what with their local knowledge and ability to access local contacts and forums (for awareness raising).

**Agreed:** That it would be beneficial if there was engagement with local ward Councillors ahead of the phase 3 roll out of the waste and recycling service in relation to street assessments particularly where problems were anticipated. (Veolia/SFS)

The panel noted that there were significant problems with encouraging a culture of recycling, particularly in areas where there was a high churn rate in the local population. In some areas, it was estimated that there was a 40% population turnover which would make engagement, awareness and education to promote recycling difficult.

The panel suggested that a wider process of community engagement should be developed ahead of phase 3 roll out to ensure that hard to reach households are contacted, particular those properties which are let. In this context, it was suggested that landlords, Estate Agents and residents associations should be contacted as this would provide an indirect means to contact local residents to promote the new service and help to develop greater compliance. This was supported by the officer from the Housing Improvement Team.

The panel were keen to understand what planning had taken place to engage local communities ahead of the phase 3 roll out of the new waste and recycling service. It was noted that Veolia had developed an engagement plan and would be forwarded on to panel members.

**Agreed:** The panel requested that it is sent a summary of the community engagement plan ahead of the phase 3 roll out (Veolia/SFS)

The panel noted that in preparation for Phase 3 of the roll out, 95 out of the 400 roads had been identified as potentially problematic (for example, small or no front gardens or high concentrations of houses of multiple occupation). It was noted that Single Front Line Service would verify all the decisions that Veolia had made to ensure that the appropriate collection system/ receptacles for each street/ property were selected.

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
MONDAY, 24 SEPTEMBER 2012**

The panel noted that the resident population within areas covered in Phase 3 may be significantly different from those in earlier phases, and that community engagement ahead of this should reflect that. The panel noted that Veolia now used pictorial flash cards to help communicate the new system to householders who may not have English as a first language. In phase 3, the panel noted that Veolia would also be using the assistance of Language Line (a telephone translation system) to further improve communication with residents whose first language was not English.

*Bin rationalisation*

The panel discussed the visit to Lyndhurst Road N22, where the issue of bin proliferation was evident. The structure of properties (4 close entrance doorways in close succession meant that there were large numbers of bins in a relatively small space. In some parts of this street, the panel noted that there were 11 or 12 bins in these doorways.

The panel noted from their visit, that there clearly had been some engagement between Council officers and local residents in that there was evidence of bin rationalisation (i.e. there were smaller 240l bins at some properties, and some properties were sharing larger 360l bins). The panel noted that there was probably further potential for bin rationalisation on this (Lyndhurst) and other streets (Milton Road) which they visited and local groups would be key to this.

The panel noted that many households preferred to have a bin which they identified as belonging their property which made attempts to rationalise bins before distribution problematic. In addition, it was noted that it was also difficult to rationalise bins as they were being introduced as the new system would take some time to 'bed down' with residents and for them to identify the capacity and number of bins they needed. It was noted that rationalisation would have to be with the consent of any residents affected.

The panel noted that, for efficiency purposes, it was important to have some level of standardisation when introducing the new waste and recycling service. It was reported to the panel however, that where appropriate, it may be possible to develop a hybrid system to respond to local conditions (i.e. different bins or sacks).

The panel noted that there was some reticence to return to the use of bin bags as these were liable to be ripped open by foxes, cats or other such animals. The panel noted that there was a persistent problem with foxes across the borough which affected waste collection systems. There was felt to be a particular issue with foxes in the east, and this should be a consideration in the phase 3 rollout especially when householders do not wash their dry recyclables which may have food residue.

The panel wished to note that wheelie bin clustering and bin rationalisation was a significant issue that needed to be addressed, in particular, how residents could engage with the Single Front Line Service / Veolia to commence this process. In addition, it was not clear how this process was communicated to local residents and that further clarification may be needed in phase 3 roll out.

*Bin lids*

The panel noted that there were a number of properties where wheelie bins for both residual waste and recycling did not have a proper lid. It was reported that collection personnel are required to record those properties where lids were absent and that

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
MONDAY, 24 SEPTEMBER 2012**

replacement lids would then be delivered (via a special vehicle). It was not possible to deliver new lids alongside the collection of green boxes.

*Houses of multiple occupancy (HMO)*

There was some debate as to what properties constituted an HMO. Estimates from SFS, derived from survey work ahead of the introduction of the waste and recycling service suggest that there were about 20,000 HMO (though these did include those properties which had been legally subdivided into flats). Other definitions were those which were licensable (5 or more people in two or more households).

The panel noted that they had visited Eldon Road (N22) where there was a problem with overflowing bins and side waste at a number of properties. The problem was attributable to multiple occupancy flats, where the volume of waste being generated exceeded capacity of residual bins. This problem was exacerbated by tenant's failure to recycle (this was evident upon inspection of green bins and residual bins).

In the above instance (Eldon Road, N22), it was noted that officers had visited the properties but had not managed to contact the tenants within the properties concerned. It was noted that for some tenants, there may be some reticence in responding to face to face contact for communication or other reasons.

More generally, it was noted that there had been an engagement process adopted by SFS with landlords in an attempt to communicate the prospective changes to waste and recycling services to tenants. It was noted that the Landlords Forum had been contacted and that landlords had received written notification (letter and enclosed poster) notifying them of the new service. The panel indicated that it would be useful to have some assessment of how effective this process had been. The panel also indicated that it would be helpful to receive letters and posters sent to landlords as well as assessments of how much emphasis was placed on chasing up problems with the landlords and or letting agents as opposed to only the tenant.

**AGREED:** The panel requested examples of letters and posters sent to landlords to ensure compliance with new waste and recycling service. (SFS)

The panel noted that so far, there has been limited enforcement action with landlords in respect of tenants who were not complying with the new waste and recycling service. The approach that had been adopted thus far had been centred on awareness raising and education. A different and more enforcement led approach may be adopted after the final phase of the roll-out and where the borough wide service had bedded in.

The panel noted evidence from officers which suggested that there were between 400-450 properties (from a total of 44,000 households) in Phase 2 which were problematic (i.e. repeat offenders). Of these 400-450 properties, approximately 20% were HMO's pointing to the problem not being exclusively associated with HMOs but more to behaviour.

The panel noted that enforcement options may be available through the Discretionary Licensing Scheme which is being introduced in parts of Tottenham (under Article 4 Direction). HMO's would be required to be licensed in this area (estimated cost of between £5,000-20,000). Licensing conditions and costs may be varied in relation to HMO compliance with other enforceable actions (e.g. waste and recycling, benefits,

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
MONDAY, 24 SEPTEMBER 2012**

council tax, noise and nuisance, ASB etc). In addition, there may be opportunities to enforce greater compliance with the new waste and recycling service under existing Management Regulations, as per Housing Act 2004.

Further discussions of the licensing scheme noted that:

- it would need to demonstrate an impact in a given area
- would require a multidisciplinary approach to support its operation and enforcement (e.g. local services collaborate and pool information on waste and recycling, benefits, council tax, noise and nuisance, ASB etc)
- the above would need to be cross referenced with properties that require a license or are in the licensing scheme
- the council would determine the duration of license held by a landlord (depending on compliance behaviour)
- fines for non compliance would be kept by the court, though the council would retain income from actual licensing process (to support operation of the scheme)
- Newham were developing a special licensing scheme which operated borough wide and not in a defined location.

Overall, this pointed to a clear rationale for the linking the future success of the phase 3 roll out with the work on HMO's and the operation of the Discretionary Licensing Scheme over the next 1-2 years.

**Agreed:** Further details of the Newham special licensing scheme (applicable across the whole borough) to be circulated to the panel (EHSP/ Housing Improvement).

**Agreed:** That a short note on the current and future operation of the licensing scheme (and current Management Regulations) in relation to the management of private sector housing be provided to the panel. (Housing Improvement)

The panel noted that although the licensing scheme is due to be rolled out Tottenham in June 2013, it is already effective in Harringay ward. In this context, it was suggested that local services develop a pilot project or case study approach to sharing enforcement data in Harringay area to support the operation of the HMO licensing scheme in this area what with the existing scheme being in phase 2 and there being significant learning opportunities for phase 3.

**Agreed:** Local services to liaise in linking enforcement data with HMOs in Harringay ward, for possible action under the licensing scheme. (SFS/Housing Improvement).

The panel noted that work had commenced within the council to assess how enforcement functions of the council can work together more effectively (e.g. licensing, planning). It was noted that SFS were leading on this work and it was agreed that an update report would be provided to the panel at its meeting on January 8<sup>th</sup> 2013.

**AGREED:** Single Front Line to attend E & H SP on January 8<sup>th</sup> to report back on preliminary work to integrate enforcement functions of the council. (SM/SFS)

*Resolution of resident concerns*

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
MONDAY, 24 SEPTEMBER 2012**

The panel sought clarification as to the first point of contact for residents if there was an issue with the waste and recycling service. Officers presented indicated that in the first instance, residents should contact the Veolia call centre. SFS will become involved if the issue has not been resolved or where a site visit is required to support further investigation.

Veolia reported that they had learnt from the operation of Phase 1 and 2 where there had been a major spike in calls after the introduction of the new service and some residents had experienced problems in getting through to the call centre. The panel noted that call centre staffing had been doubled (6 to 12) to increase capacity and handle resident concerns better and that the situation with this had normalised.

Litter

The panel questioned whether the rise in litter (recorded at an earlier Cabinet meeting) was in any part attributable to the introduction of the new waste and recycling service. Officers present, indicated that given the types of areas included within this assessment, it was unlikely to be affected by the new service. It was also indicated that this data related to the first ¼ of 2012/13 and was subject to seasonal fluctuations and that the full year figure would offer a better comparison for performance.

**AGREED:** In response to the question about the rise in litter, the panel did request further information on how litter scores were compiled and assessed. (SFS)

The Chair thanked officers from SFS for attending and giving evidence to the panel.

Officers from the waste and recycling collection contractor (Veolia) gave a presentation to the panel on the key aspects of the new service and plans for future phase 3 roll out (attached). A summary of the main points of this presentation and subsequent panel discussion are presented below.

The panel noted the volume of calls in to the contacts centre to report missed bin collections or other issues with the new waste and recycling service. Contacts to the call centre peaked during the service change (Phase 2) and the service responded by placing additional staff within the centre. This will be maintained for Phase 3 rollout.

The panel noted that October 22<sup>nd</sup> marks the commencement of the final phase (3) of the roll out, and the date when the collection day changes for all kerbside properties in the borough. Currently the collection day for local residents forms a 'patchwork of areas' across the borough which is inefficient. From 22/10/12, collection crews will work in 5 defined zones (Monday to Friday) which will be more efficient, help to cover missed collections, back up in the event of a truck breakdown and other such issues. The panel noted that engagement and raising awareness within the community would be important ahead of this important change.

The panel noted that Veolia had received and delivered more bins (recycling and food waste) to local residents in Phase 2 than planned. This was seen at a positive development in that the community were engaging and responding to recycling initiatives.

The panel noted that there were a number of additional service developments to help assist with the final phase 3 roll out and identify and respond to potential problems

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
MONDAY, 24 SEPTEMBER 2012**

(e.g. roads missed off schedule, incorrect information or bins delivered, missed collections and residents not being aware of bin change date). These included:

- Additional crews to increase collection capacity/ flexibility for 2+ weeks
- Saturday working
- Joint monitoring with Haringey Council
- (as above) additional call centre staff.

The panel suggested a number of ways in which to assist the roll-out for phase 3, which included:

- Coloured stickers to go on bins that noted what can items of waste can be put in to different bins and which would also remind residents of their collection days
- Education work in local schools (longer term to improve awareness and take up of recycling)

The Chair thanked for officers from Veolia for attending and giving evidence to the panel.

**LC9. REPRESENTATIONS FROM AREA CHAIRS**

None.

**LC10. NEW ITEMS OF URGENT BUSINESS**

**Clr Stuart McNamara**

**Chair**

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
TUESDAY, 4 DECEMBER 2012**

Councillors Bloch, McNamara (Chair) and Strang (substitute for Cllr Alexander)

In Cllr Weber  
attendance

**LC11. APOLOGIES**

Apologies were received from Cllr Alexander.

**LC12. DECLARATIONS OF INTEREST**

None received.

**LC13. URGENT BUSINESS**

None received.

**LC14. DEPUTATIONS**

None received.

**LC15. DRAFT MEDIUM TERM FINANCIAL PLAN**

Environment - Savings Proposals

The Cabinet Member for Environment introduced the budget proposals for their portfolio area. It was noted that the Place and Sustainability Directorate was required to contribute to a £25 million budget gap over the MTFP period. Whilst this figure has been offset by some increase in fees and charges, budget proposals had involved some difficult decisions to ensure that front line services were protected.

The panel discussed budget proposals for environment services. The following provides a summary of these discussions and any conclusions reached. The reference number refers to appropriate budget line in Appendix 2 of the MTFP (savings proposals).

**P3** – Additional income from planning fees. The panel noted that central government has authorised local planning authorities to increase planning application fees by up to 15%. This, together with an expected increase in the number of applications received, will generate additional income (£25k) for planning and regeneration.

**P4-5** – The panel noted the deletion of middle management posts from planning and carbon management services.

**P6** – The panel discussed proposals to increase allotment fees to develop income by £60k. It was noted that this increase would result in a 100% increase for the land element of allotment holder's rental. Thus as the average rent is currently £45.50 per annum, made up of £31.75 for land rental and the remainder for water charges, and

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
TUESDAY, 4 DECEMBER 2012**

the former would rise to approximately £63.50 per annum. The proposal also included £30k for capital investment in allotments.

The panel noted that there were approximately 1,600 tenants across 27 allotment sites. 80% of tenants were resident in Haringey. The panel were keen to assess what impact such an increase would have for low income tenants, or those on benefits.

The panel heard from a representative from Haringey Allotment Forum, who noted that:

- Allotment holders had already had a 50% increase in rent two years ago
- The £30k capital investment will not go far among 27 sites
- Previous match funding for capital projects had not been identified. T
- The increase would not be well received by allotment holders.

**Action:** Leisure Services to provide data on allotment holders in respect of geographical distribution and demographics, and if available, those on low income.

**P8** – Amend policy to increase the number of events in Finsbury Park. Current arrangements allow for 5 events per year, none of which can occur in the summer holidays. A policy change is proposed to provide more flexibility and to allow more events to take place (up to 12 per annum). It was anticipated that this would increase income from £65k to £150k per annum.

Panel members noted that Finsbury Park was well connected for transport which made it very desirable for event hire. In this context, the panel questioned whether the Council charges adequately reflected this and how prices compared with similar venues. It was not clear if the £150k income was a net figure, once all associated costs had been deducted.

**The panel recommended that:** instead of more events in Finsbury Park, which may be disruptive to the local community, that the council raise charges for those 5 events which are currently agreed and ensure that charges are broken down by stages (e.g. setting up, taking down). The panel also requested a breakdown of those consulted on the proposed changes (e.g. London Borough of Islington, Hackney and FinFuture).

**P11** - Restructure of enforcement (out of hours noise reporting). The panel noted that Single Front Line had undertaken an analysis of calls to out of hour's service and proposed a cut to those times when fewest calls were received. Although this would result in a 10% reduction of out of hours service, total remaining coverage (121 hours) would still be well beyond that of neighbouring boroughs. Complaints received during these times would still be investigated when these were picked up.

**Action:** It was noted that the panel would be looking at strategic enforcement services across the borough in 2013 and that this may be an opportunity to look at this issue in further detail.



**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
TUESDAY, 4 DECEMBER 2012**

**P13** – Increase in pest control charges to Homes for Haringey. This increase (£19k) would be realised in the Housing Revenue Account.

**P14** – Parking Plan Income (increase in Penalty Charge Notice). The Council would be applying to London Councils so that Penalty Charge Notice is in higher Band A for the whole borough (as opposed to just Wood Green). This would see a rise in FPN fees (depending on the seriousness of the offence) from £110 to £130 and £60 to £80.

This would bring the Council in line with other Inner London boroughs and parts of Waltham Forest. The panel noted that this application would have been put forward regardless of the need to achieve cost savings.

**P15** – Reorganisation efficiency savings. The panel noted that this relates to senior management changes and would need further member approval.

**P16** – Increased income from co-mingled recycling. The panel noted that additional income would be generated through increased local tonnage of waste sent for recycling.

**P17** - Street cleansing service review. The panel noted it was proposed to develop a new street sweeping regimen based on need as opposed to scheduled twice weekly sweeps. The panel noted that the £200k saving is additional to the £450k already identified for this service. The panel noted that this review would be considered by the Waste management Advisory Group.

The panel noted that there may be quality assurance issues with the current street sweeping regimen on estates which may need further investigation.

Environment – Investment Proposals

The panel discussed the investment proposals outlined in the draft MTFP. A summary of the main points discussed is provided below. The reference number refers to appropriate budget line in Appendix 3 of the MTFP (investment proposals).

**P1** – Neighbourhood Planning. The panel noted that £100k investment related to the need to support ‘Community Right to Bid’ applications (under the Localism Act). This would involve developing a list of community buildings which the community may be interested in purchasing and to support bidding or application processes when these are received. There is currently one application pending in Crouch End.

Environment - Capital Programme

The Panel discussed the 19 items detailed within the capital investment programme for service area covered by the EHSP. At the outset, the panel noted that there was a significant reliance on capital receipts (sale of council assets) to fund the capital programme to 2016 and questioned whether this would affect future capital programme plans.

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
TUESDAY, 4 DECEMBER 2012**

A summary of the panel discussions on individual planned capital investments is described below. The reference number refers to budget lines in Appendix 6 (Capital Programme).

- **18** – Hornsey Town Hall (HTH) £5.3m. The panel noted that Mountview School were bidding for lottery funding to continue the development of HTH. This is matched funding bid, but there was an opportunity to develop land around the Town Hall to help secure funding for this.

The panel noted the sale of the C.A.B. office on Hattersley gardens in 2006/7.

- **12** – Accommodation Strategy £4.775m. This related to overall strategy of developing the Wood Green Hub for the Council and reflected the need for capital investment in council building to allow for release and sale. It was noted that the accommodation strategy would generate receipts in excess of this investment.

**Action:** The panel noted that a Corporate Building Review was intended to be submitted to Cabinet in February and it was recommended that this should be referred to Overview & Scrutiny Committee before any decisions are made.

- **13** – Street Lighting £1.2m. The panel noted that there are 17,000 street lamps in the borough: 7,000 have been replaced, 5,000 are EE compliant and a further 5,000 are part of a replacement programme. As each column costs £2k the total cost of the programme would be £10m, thus the proposed capital investment reflects the prioritisation of those columns which need to be replaced in relation to an assessed risk.

The panel noted that capital receipts will become clearer throughout the duration of the MTFP which would clarify the level of funding for capital investments.

#### Housing - Savings Proposals

The Cabinet member for Housing introduced the budget savings proposals within his portfolio. The Cabinet member indicated that there continued to be significant pressures on the housing budget, particularly in the current economic downturn, this had made the current savings proposals difficult. The Cabinet Member welcomed scrutiny in-put in to these decisions.

The panel noted that there was a total budget of approximately £15.5m for Community Housing Services and that there was significant pressure to manage and contain demands within this service, particularly in relation to preventing homelessness. The reference number refers to budget lines in Appendix 2 of the MTFP (savings proposals).

**A18-A23** Remodelling of Community Housing services teams. The panel noted proposals to restructure a number of teams within the housing service that would aim to improve service performance whilst achieving savings. These included the merging

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
TUESDAY, 4 DECEMBER 2012**

of two lettings teams, remodelling Housing Benefit Assessment Teams, remodelling Technical/ Service Support and the deletion of vacant posts (Overcrowding Officer).

The panel suggested that proposed staffing reductions in the Housing Benefit service may be a strategic loss for the council. As such expertise could be used in other departments, namely fraud identification / prevention, where there was a need for such knowledgeable and experienced staff. It was suggested that redeployment in this manner could represent an 'invest to save' approach.

**Action:** The panel indicated that it will refer to this issue again at its January meeting where a report on the strategic enforcement functions of the council will be discussed.

In response to panel questioning around the use of agency staff whilst the service was cutting personnel, it was noted that there were few instances (1-2 occasions) where service reductions had gone too far and there was a need to re-recruit.

The panel noted that the service had a number of performance measures which it would continue to monitor closely to assess the impact of the planned changes to ensure that performance did not dip.

A number of service developments, such as on-line registration for social housing had helped to ease the administrative burden in the service, and supported savings proposals (particularly as this was now an annual registration process within the new lettings policy).

The panel discussed the use of private sector landlords by the council to support housing objectives (preventing homelessness). It was noted that a team of officers support work with private sector landlords by ensuring that accommodation is compliant with health and safety as well as housing standards. The panel noted that private landlords who do not comply are removed from the councils list of accredited landlords; in a recent case, a landlord with 12 properties was removed from the council list.

The panel noted that the proposed savings in this arm of Community Housing represented a significant sum of approximately £560k over three years. The panel heard that whilst there were always associated risks with such savings proposals, they had a good chance of working.

The panel discussed some alternative ways in which savings may be achieved within the Community Housing service. It was noted that a merger or bringing in house the Arms Length Management Organisation may yield similar savings.

**Action:** It was agreed that the panel would like to meet representatives of the Homes for Haringey Board. It was noted that representatives from Homes for Haringey would be attending the January meeting to discuss Tenant Scrutiny Panels and other scrutiny work being undertaken in the ALMO to determine areas of demarcation and possible joint working.

Housing – Investment Proposals

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
TUESDAY, 4 DECEMBER 2012**

The reference number refers to budget lines in Appendix 3 of the MTFP (investment proposals).

**A3** – The Panel discussed the investment proposal for the Community Housing service of £800k which would be used to support housing options in the local private rented sector for local families on the housing register. Investment proposals would use a variety of financial incentives to landlords to increase supply of local to let properties. The council's duty to provide social housing to families or individuals is discharged if this option is chosen.

This may include a rent deposit scheme where £1,250 may be provided in year 1 and £750 provided in year 2.

This investment can help to increase opportunities within the local private rented sector and contribute to efforts to reduce those numbers in temporary accommodation. Additional savings to the Council could also be achieved through not having to process and support those in temporary accommodation which is generally more expensive option to support homeless people.

The panel noted that this scheme offered significant onward savings for the Council.

Housing - Capital Programme

The panel discussed items in the capital investment programme relating to the Community Housing services. The reference number refers to budget lines in Appendix 6 of the MTFP (capital programme).

**40** – Major adaptations (non-council properties) £4.6m (to 2016). The panel noted that these are adaptations made to local accommodation to enable people to live independently at home (such as the disabled or older people). The panel noted that the full budget is allocated each year, highlighting demand for this service.

**41** – Compulsory purchase order £1.5m (to 2016). This is a budget to buy housing that fall into long term disrepair to the extent that it affects the character and amenity of the local area. Such decisions are taken by Cabinet and whilst 20 properties may go to Cabinet for decision, this final process generally precipitates owner action (i.e. only 5-6 may be eventually compulsory purchased). This budget is self financing. It was noted that 13 properties were up for compulsory purchase at Cabinet on 18<sup>th</sup> December 2012.

The panel noted that compulsory purchase could be an important tool in efforts to support local regeneration.

**42-59** – Capital items within the Housing Revenue Account and managed by Home for Haringey, though require approval by the Community Housing Service.

**42-48** – Capital items categorised within a regular programme of update and renewal as dictated by the stock condition survey (e.g. boiler replacement, lift improvement or structural works).

**MINUTES OF THE ENVIRONMENT AND HOUSING SCRUTINY PANEL  
TUESDAY, 4 DECEMBER 2012**

**49** - £82m is outlined for improvements within the Decent Homes Programme. The panel noted that full details of proposed spend in this budget are due to be considered at Cabinet on 18<sup>th</sup> December.

**56** – Loft conversions (£250k). Panel members noted that this capital investment would create additional room in council owned properties which could help to relieve pressures on overcrowding (and increase overall housing options). Given the significant potential, panel members felt that there could be a case for additional investment.

**Action:** Panel members requested further information on the stock numbers which may potentially benefit from loft conversions.

**57** – Supported living (£1.5m) Panel members noted that this related to the conversion of large properties within the Councils property portfolio for the purpose of supported independent living. In a recent example, a conversion helped to support four people with a learning disability in the community.

**LC16. NEW ITEMS OF URGENT BUSINESS**

None received.

**LC17. MINUTES OF PREVIOUS MEETING**

There was insufficient time and this item was deferred to the next panel meeting (8<sup>th</sup> January).

**LC18. WORK PROGRAMME**

There was insufficient time and this item was deferred to the next panel meeting (8<sup>th</sup> January).

**LC19. DATE OF FUTURE MEETINGS**

These were confirmed as:

- 8<sup>th</sup> January 2013
- 21<sup>st</sup> March 2013

**Clr Stuart McNamara**

**Chair**

This page is intentionally left blank



<b>Report Title</b>	<b>Scrutiny Roles and Responsibilities – Homes for Haringey</b>
<b>Executive Director</b>	<b>Eamon McGoldrick Director of Housing Management (Interim) 020 8489 5912</b>
<b>Meeting Description</b>	<b>Environment &amp; Housing Scrutiny Panel</b>
<b>Meeting Date</b>	<b>8<sup>th</sup> January 2013</b>
<b>Agenda Item</b>	
<b>Status of Report</b>	<b>Non-confidential</b>

**The attached briefing:**

- **outlines scrutiny functions at Homes for Haringey**
- **possible ways which scrutiny bodies can collaborate**

## **Summary**

This report outlines the respective roles of the Residents' Scrutiny Panel and Homes for Haringey Performance Committee regarding scrutiny. It outlines ways that these scrutiny bodies could potentially collaborate with Council Scrutiny body (Environment and Housing Scrutiny Panel).

## **Background**

Scrutiny is a very important responsibility for any organisation that is serious about learning and improving performance. With the demise of the Audit Commission, there is an increased expectation that housing organisations will put in place arrangements whereby councillors, board directors and residents are all given opportunities to scrutinise service areas as part of a self regulation framework.

At present, scrutiny in terms of housing services is potentially undertaken by three bodies albeit that they are taking on this responsibility for different reasons.

- Resident Scrutiny Panels (Homes for Haringey)
- Performance Committee (Homes for Haringey)
- Environment and Housing Scrutiny Panel (Haringey Council)

## **Homes for Haringey (HfH) Resident Scrutiny Panel**

HfH has set up its own resident led Scrutiny Panel which is chaired by Roger Bush. The Resident Scrutiny Panel is still in its early days having completed a pilot review on winter maintenance. It is now undertaking a scrutiny of the repairs service and it is currently planned that a report be submitted to the HfH main Board early 2013.

It is essential that the RSP is able to maintain independence and if it is to be successful it must be given the freedom to select topics which it feels are appropriate for scrutiny. Having said that, it would also be good practice to ensure that the RSP has a work programme set for at least a year ahead so that other scrutiny bodies are aware of topics that it is likely to be investigating.

## **Performance Committee**

The HfH Performance Committee will also undertake scrutiny. Its primary function should be to look at topics which are critical to Homes for Haringey's key responsibilities as a housing organisation and a separately governed company. Although Performance Committee would be a third body undertaking scrutiny there is plenty of potential to look at issues which are unlikely to be picked up by the Council or the RSP.

It has been agreed that Performance Committee will:

- a) Look at a separate topic at each meeting with officers presenting background information for discussion and analysis. Performance Committee may invite officers and / or experts to attend the meeting to enable a fuller discussion.
- b) At the start of the year, Performance Committee will agree two or three topics for more in depth scrutiny. Topics would be examined over a number of weeks / months and could include visits to other organisations.

The terms of reference for Performance committee are attached at appendix A.

## **Proposed Topics**

Performance Committee could self select topics based on performance where this is a concern e.g. income collection. It could also draw topics from the regular performance report. Another option would be for the main Board to delegate topics to Performance Committee. Once Performance Committee has formed a view on the options above the terms of reference can be amended to reflect this.



It is recommended that before the start of the municipal year that the chairs of the three scrutiny bodies should meet to discuss potential draft work programmes for the year ahead to ensure that they are no clashes. There would also be additional benefits of the chairs sharing their own experiences of scrutiny.

It is also recommended that the outcomes of any scrutiny undertaken by both the resident scrutiny panel and the Performance Committee should be brought to the attention of the Homes for Haringey main Board.

Eamon McGoldrick  
Interim Director of Housing Management

## Terms of Reference for Performance Committee

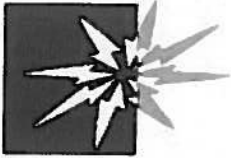
### Purpose of committee

To oversee the delivery of excellent customer services and to promote customer engagement and influence services.

	Title	Referred or Delegated
1	To consider and recommend to the Board any new housing management policies and referred by the Leadership team that will improve services to residents.	R
2	To receive and monitor detailed performance information on key targets and business objectives contained in the business plan and the delivery plan.	D
3	To determine corrective actions necessary to address any adverse trends and report to the Board on any serious service delivery failures or concerns. To receive reports on tenant satisfaction, outcomes and lessons learned. To make an annual report to the Board.	D
4	To monitor complaints about Homes for Haringey's performance and assess the effectiveness of the complaints policy and procedure. To receive feedback from the complaints process and recommendations for organisational learning.	D
5	To receive reports from the Performance Improvement Group at each committee meeting.	D
6	To maintain a close working relationship with the other scrutiny bodies to ensure co-operative working and to minimise duplication of work.	D
7	To consider one HfH service area for close scrutiny at each committee meeting. To report the outcome and recommendation from scrutiny work to the Board.	D
8	To consider reports on proposed new legislation or Ombudsman cases in regard to services monitored by this committee.	R
9	To receive and consider all Audit reports that have implications on performance.	D
10	To conduct an annual review of the effectiveness of the Committee.	D
11	To agree an annual plan for the work of the Committee.	R
12	To consider and monitor equality and diversity matters in all aspects of performance.	D

R = Referral for committee to consider and make recommendations to Board

D= Delegated authority for committee to make decision and report that decision to board



**Haringey** Council

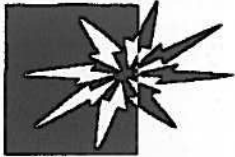
<b>Report for:</b>	Cabinet 18 <sup>th</sup> December 2012	<b>Item Number:</b>	TBC
<b>Title:</b>	Response to Environment and Housing Scrutiny Panel interim report on the Waste and Recycling Services		
<b>Report Authorised by:</b>	Lyn Garner Director of Place and Sustainability		
<b>Lead Officer:</b>	Stephen McDonnell- Assistant Director Single Frontline		
<b>Ward(s) affected:</b> All	<b>Report for Key/Non Key Decisions:</b>		

## 1. Describe the issue under consideration

- 1.1. The interim report of the Environment and Housing Scrutiny Panel on the new waste and recycling service contained a number of recommendations in regards to the final stage of the roll-out of the changes to the waste collection services as set out in Appendix A. This report provides a proposed Cabinet response to the recommendations made by the Panel and received by Cabinet on 13<sup>th</sup> November.

## 2. Cabinet Member introduction

- 2.1. The changes to the waste and recycling services in Haringey have been one of the biggest service changes that have been undertaken and directly affected approximately 75% of Haringey's households. This provision is one of the main services which affect resident perception of the Council as it is delivered to every household on a weekly basis. The last phase, which saw the introduction of the weekly recycling and fortnightly residual collection to 13,000 households in Tottenham as well as a change in the collection day for 80% of households across the borough is still to settle down and being closely monitored.
- 2.2. I welcome the interim recommendations from the Scrutiny Panel. The resident survey of the new service shows that overall residents are satisfied with the changes with 87% very satisfied or satisfied with the weekly recycling and 62%



**Haringey Council**

very satisfied or satisfied with the fortnightly residual collection. Many of the recommendations are concerned with communication and consultation with ward members and residents. There has been an unprecedented amount of resident engagement on this service change and in agreeing to many of the recommendations, Cabinet will be demonstrating that it accepts that improvements can still be implemented as engagement with residents will be ongoing on waste and recycling.

- 2.3. I look forward to the final report of the Scrutiny Panel which will also provide a further opportunity to update Cabinet on the progress that has been made.

**3. Recommendations**

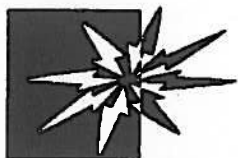
- 3.1. The Cabinet is asked to agree the response to the interim recommendations as set out in Appendix B.

**4. Alternative options considered**

- 4.1. Not applicable

**5. Background information**

- 5.1. The council has rolled out a new waste collection service designed to increase recycling rates and reduce carbon emissions. The changes have been introduced in a three phased approach to all street fronting properties :
- Phase 1 (5<sup>th</sup> March 2012) to 22,000 households predominantly in the west of the borough;
  - Phase 2 (18<sup>th</sup> June 2012) to 44,000 households predominantly in central parts of the borough;
  - Phase 3 (22<sup>nd</sup> October 2012) to 15,000 households predominantly in the east of the borough.
- 5.2. All dry recyclables, food and garden waste are continued to be collected on a weekly basis. The remaining residual waste is being collected fortnightly. The implementation of the new service is a key component of delivering the waste contract targets of 40% recycling rate and a 40% reduction in carbon emissions by 2015.
- 5.3. The full year effect of introducing fortnightly collections across all three phases is an increase in recycling of 7%. Throughout the year the Veolia Engagement Team will continue to engage with households to maximise the amount of waste recycled and composted.
- 5.4. The Council is on target to deliver its 2012/13 target of 31.7%.



**Haringey Council**

- 5.5. Achieving the 2015 target will result in the Council saving up to £1 million in avoided landfill disposal cost. In addition it is anticipated that this will save 12,000 tonnes CO2 equivalent.
- 5.6. The interim report was presented to the Environment and Housing Panel on 22 October 2012, which was the same day that the last phase of the roll-out of the waste service changes started. Both the Council and Veolia will be continuing to work with residents on the implemented changes on an on-going basis and it is in this context that many of the recommendations are accepted.
- 5.7. Of the ten recommendations, eight are agreed and two are partly agreed. In responding to recommendation 1, it is not possible to agree the return to weekly collections in particular circumstances as this would be contrary to current policy and likely to require additional budget provision. The response to recommendation 7 on the minimum training for staff it is not considered practical for all local officers (neighbourhood action teams, village manager, crew, street cleaners, Veolia monitoring staff and Councillors) to have complete knowledge of all recycling facilities in the borough and all collection days, but they should be able to advise residents on where to get the information.

**6. Comments of the Chief Finance Officer and financial implications**

- 6.1. The majority of the interim recommendations can be implemented at no or minimal costs and thus can be auctioned within existing resources.
- 6.2. However, where a recommendation has clear budgetary implications which would incur additional cost outside of the contractual budget envelope, for example recommendation one of the interim recommendations, then Cabinet would need to agree appropriate budgetary provision before the recommendation could be agreed and implemented.

**7. Head of Legal Services and legal implications**

- 7.1. The Head of Legal Services notes the contents of the report and the response to the Environment and Housing Scrutiny Panel Report and advises that there are no specific legal issues.
- 7.2. The interim recommendations will need to be carried out pursuant to the Council's Waste Management Contract with Veolia.

**8. Equalities and Community Cohesion Comments**



**Haringey** Council

**9. Head of Procurement Comments**

9.1. Not applicable

**10. Policy Implication**

**11. Reasons for Decision**

11.1. The Scrutiny Panel heard evidence from a wide range of stakeholders and visited a number of sites across the borough to gather evidence on issues that have arisen following the introduction of the changes. This report provides a response to the recommendations.

**12. Use of Appendices**

12.1. Appendix A- Environment & Housing Panel Interim Report on Waste & Recycling Service

12.2. Appendix B- Response to Scrutiny recommendations

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

**Appendix B:**

**Response to Environment and Housing Scrutiny Panel recommendations for the Waste and Recycling Services**

<b>Recommendations</b>	<b>Service Response</b>
<p>1. Where the successful application of the new waste and recycling collection system is not immediately deliverable (e.g. no room for wheellie bins), a more bespoke system is developed which utilises the full range of available receptacles: bags; boxes; boxes with bags; 120, 240 &amp; 360 litre bins; food waste bins; hessian sacks and community bins and is undertaken in consultation with ward councillors, local residents, residents associations and community groups. This should also include the option of returning to weekly collection of residual waste in exceptional circumstances where other options have been ruled out as unworkable.</p>	<p>Partially agreed</p> <p>Two key objectives of the waste service are to increase recycling and to ensure, where possible, that waste is stored in containers and does not overspill.</p> <p>We have provided a range of different containers for residents depending on their property. However, it is not possible to provide a completely free choice due to some operational restrictions.</p> <p>It is no longer possible for residents to use the green box for dry recycling as the new service has seen a fundamental change to the way in which recycling is collected. Previously, the green boxes were emptied into a service bin and the service bin was wheeled to the back of the collection vehicle to be lifted into the vehicle. With the introduction of wheeled bins these service bins have been removed. This means that if green boxes were still used the collection staff would have to lean over into the back of the vehicle to empty the contents of the box. This is an unacceptable practice from a health and safety perspective. Therefore, recycling must now be presented for collection in the supplied wheellie bin or recycling sacks. Should residents wish to present the sacks in the box they can do so. We have investigated that Southwark still use green boxes for recycling but they still use the service bin method described above and so this does not pose a health and safety issue.</p>

**Recommendations**

**Service Response**

Where residents do not have wheelie bins, for example due to step access to the property, then we provide bags to contain both waste and dry recycling.

In terms of requests for different containers these are assessed and may require a site visit to ensure that there will still be an increase in recycling and waste contained. For small households (1 or 2 people) whom require a smaller wheelie bin, no site visit is normally required

Both Veolia and the council have worked with individual households and multiple households such as HMOs or houses converted in flats to ensure an appropriate number of containers is provided, and this can be smaller/bigger or less/more containers than originally provided.

Further work is due to be undertaken on rationalising containers with multiple households in multiple properties, particularly wheelie bins. Different options will be explored with ward councillors, local residents, resident associations and community groups as requested and where resources permit.

The current policy is to continue with the existing weekly collection of recycling and fortnightly collection of residual waste. It is still considered that due to the provision of a weekly recycling service there should not be a need for a weekly collection of residual waste as well.



Recommendations	Service Response
<p>2. That there is greater general inclusion of ward councillors by Single Front Line Service during phase 3 of the rollout of the new waste and recycling service. Ward Councillors should be provided with a list of potential problem sites/ streets within their ward to enable them to assist in engaging and supporting residents in the development of local waste and recycling collection solutions where one is not immediately apparent.</p>	<p>Agreed</p> <p>Prior to the roll-out ward councillors in the phase three area ward councillors received a list of HMOs in their ward and were asked to add to this list by sharing their local knowledge. The list had been put together with information from the property survey conducted prior to roll-out as well as information from the Housing Improvement Team (Private sector). Wards members were also invited to accompany the Veolia Outreach Team when undertaking door-knocking in the phase 3 area.</p> <p>Where problems have been identified, either Veolia or Council staff have met with residents and ward members to explore different options and agree a solution. This work on problem locations is continuing.</p> <p>Following this launch on 22<sup>nd</sup> October a weekly progress update has been circulated to all councillors.</p> <p>Officers from the Council and Veolia continue to engage with residents and councillors where problems arise.</p>
<p>3. That an information and advice sheet is developed on the bin rationalisation options available (e.g. larger bins, bin sharing, community bins) which is circulated to local residents, residents associations and community groups and published on the Council website. This could be in the form of a 'How to Guide.' This is to be implemented once the new system has bedded down and residents have adjusted to the increase in volume of materials that they are able to recycle and establish volumes required</p>	<p>Agreed</p> <p>The service will explore producing a guide to assist residents where bin rationalisation is an option. The priority for communication prior to the service change concerned how the new service would operate and currently engagement work is focused on re-inforcing this message and encouraging recycling to reduce side waste and overfull bins.</p>

<p><b>Recommendations</b></p>	<p><b>Service Response</b></p>
<p>for residual waste.</p> <ul style="list-style-type: none"> <li>It is important to emphasise that the onus of brokering agreements between residents on bin rationalisation in shared premises should rest with the residents themselves and not the council whose responsibility should be the facilitation of reasonable changes suggested where possible;</li> <li>There should be greater use of social media to facilitate successful bin rationalisation requests.</li> </ul>	<p>The next stage of engagement will continue the emphasis on increasing recycling but also seek to address issues on container provision.</p> <p>The response to recommendation 1 sets out the work that Veolia and the Council have undertaken so far with individual households and with households sharing a property to agree provision on containers. In addition, it highlights that there will be circumstances where Veolia/Council can assist with rationalisation of containers for multiple properties.</p> <p>The use of social media will be discussed with Veolia and what other means could be used to promote and publicise rationalisation. However, the Council would still wish to be assured that recycling will increase and waste will be contained through any proposed solution.</p>
<p>4. To ensure consistency and coordination of approaches within the phase 3 roll-out, that a ward based update is provided to (1) local councillors and officers and (2) local residents and community groups that incorporates:</p> <ul style="list-style-type: none"> <li>Basic collection information (e.g. collection day);</li> <li>Veolia help desk number and other key contacts;</li> <li>Local performance measures (e.g. missed collections, side waste, open lids).</li> </ul>	<p>Agreed</p> <p>Veolia and the Council produced a range of materials prior to the roll out of the service changes. This included a letter to all households letting them know the changes were coming and the reasons for the change. This was followed up with the delivery of new containers and a leaflet setting out the details of the service changes. In the phase 3 area, all households were door-knocked and the Veolia engagement team used pictorial images of the waste and recycling containers to help engage</p>

Recommendations	Service Response
<p>5. That quality assurance and performance monitoring systems are assessed to ensure that there is a robust and effective mechanism to identify and respond to:</p> <ul style="list-style-type: none"> <li>• Missed collections;</li> <li>• Food waste not being collected;</li> <li>• Bins not returned to properties (or left on street);</li> <li>• Detritus left in the street after waste collection;</li> <li>• Broken or missing bin lids.</li> </ul>	<p>with residents on the doorstep. All communication included the Veolia call centre contact number.</p> <p>Following the introduction of phase 3 on 22<sup>nd</sup> October, the council has provided weekly updates to all councillors. This provides updates on:</p> <ul style="list-style-type: none"> <li>• Recycling performance</li> <li>• Missed collection</li> <li>• Contact Centre performance</li> </ul> <p>The council and/or Veolia has attended Area Forums, residents' association meetings and held roadshows prior to each phase to outline the changes and discuss any areas of concerns/issues that may arise. Members and residents have been encouraged at these to raise or let Council officers or Veolia know of any problems so that these can be addressed.</p>
<p>Agreed</p> <p>Mechanisms are already place to monitor the performance of the contract. In addition to the annual strategic targets, there is also Contract Operational Targets (COTs) which are reported on a monthly basis, for example missed collections and spillages post collections.</p> <p>The Neighbourhood Action Team is currently focusing heavily on monitoring of the new waste collection arrangements to ensure that collections are completed on schedule and that the quality of service is good. This includes monitoring missed collections and bins not put back properly.</p>	

Recommendations	Service Response
<p>6. Where a problem area or street has been identified in the phase 3 roll out, that a lead officer (Veolia or Haringey Council) is identified to:</p> <ul style="list-style-type: none"> <li>• Ensure that service responses are timely, coordinated and seen through to conclusion;</li> <li>• Lead on local engagement;</li> <li>• Provide liaison support between local agencies and Councillors, residents and residents groups to help identify a sustainable solution to identified problems.</li> </ul>	<p>Veolia have put in place a number of additional crews for a "transitional" period to deal with missed collections. In addition, they have made adjustments to the number of permanent crews for some rounds since 22<sup>nd</sup> October to deal with recurrent problems, mainly due to increased demand for dry and organic recycling.</p> <p>Any of the problems listed should be reported to Veolia in the first instance. In addition, all these issues are monitored as part of the contract, which has a penalty feature where there is repeated poor performance.</p> <p>Agreed</p> <p>Every effort is made to ensure that service responses are timely, co-ordinated and seen through to conclusion with a designated officer for dealing with most of the complaints relating to the service changes.</p> <p>Engagement is co-ordinated between Veolia and the Council</p> <p>The local Neighbourhood Action Team Leaders and Officers would liaise with residents, ward Members and resident groups on individual cases to understand local problems. Any follow up actions would be coordinated with the Veolia Outreach and Operational Teams.</p> <p>Please note, engagement will be ongoing and is not solely linked to the launch of phase 3.</p>

Recommendations	Service Response
<p>7. Ensure that there is a consistent level of awareness of the new waste and recycling collection system among local officers (neighbourhood enforcement team, village manager, crew, street cleansers, monitoring officer and Councillors) and that there is training to bring staff up to an acceptable minimum standard in relation to:</p> <ul style="list-style-type: none"> <li>• Consistent messaging from both Council and Veolia staff;</li> <li>• Knowledge of what, where and when materials can be recycled locally;</li> <li>• When collection days are;</li> <li>• Different types of receptacles available;</li> <li>• Appropriate signposting to address issues or concerns raised within the locality;</li> <li>• How problems that arise are dealt with and by whom.</li> </ul>	<p>Partially Agreed</p> <p>The element that is not agreed is the level of awareness that can be achieved for all the local officers mentioned. If staff are not able to answer a query, they will be able to signpost residents or members to the Veolia Call Centre to provide the information.</p> <p>Staff are briefed on the recycling service provided by the Council/Veolia in terms of the weekly collections and the bulky waste collection but they will not necessarily have comprehensive knowledge of all recycling facilities in the borough. They will also be able to advise how residents can look up their collection day, if they are not able to answer immediately.</p> <p>There has been extensive briefing on the waste service changes to all staff mentioned in the recommendation and information provided to Members.</p> <p>The Neighbourhood Action Team has been briefed on the changes to the waste collection service and receives regular updates via their monthly training sessions. This covers the points listed within the recommendations. Furthermore, briefings have been provided to the Single Frontline Business Support Team and the Council's Customer Service Team.</p> <p>With reference to Veolia, members of the Outreach Team have visited each village to discuss the changes with all street cleansing operatives and it is a regular item in monthly management team meetings.</p>

Recommendations	Service Response
<p>8. That there is greater liaison with landlords, letting agents and other managing agents to ensure that those properties which are not adhering to the new waste and recycling collection system are held to account. This should be seen as part of a general shift in emphasis towards holding to account those landlords whose properties are kept below minimum standards.</p>	<p>Officers from the Council and Veolia have attended many of the Area Forums to present the waste service changes. Weekly updates have also been provided to Members on performance.</p> <p>Both the Council and Veolia have established procedures for dealing with either service requests (such as my bin has been missed) or more complex problems and these are logged and allocated through the Veolia Call Centre or the Single Frontline Business Support Unit. All Member Enquiries go through the Council's Central Feedback Team.</p> <p>Agreed</p> <p>There has already been a great deal of work to contact and engage with landlords, letting agents and tenants. A separate Houses in Multiple Occupation Action Plan was developed and implemented to address this issue in both Phases 2 and 3 of the service change.</p> <p>A letter was sent to all landlords and letting agents setting out the waste service changes. Officers attended the Landlord Forum to present the changes and answer questions. An article was included in the Landlords newsletter on the waste service changes as well.</p> <p>Houses in Multiple Occupation were identified through the property survey and details of licensed HMOs were obtained from the Housing Improvement Team. These premises were targeted for engagement work and all households in phase 3 were door knocked.</p>

Recommendations	Service Response
<p>9. That there is greater liaison between Single Front Line Service and the Housing Improvement Team (private sector) in which properties with waste and recycling problems are cross referenced against borough wide enforcement data with a view to strategic enforcement of the worst offenders (under Management Regulations within the Housing Act).</p>	<p>We have been introducing initiatives to work with Landlords in putting messages across to their tenants about the change of service. For example leaflets that they can give to new tenants and posters that can be placed up in shared hallways inside properties have been distributed to landlords and delivered to houses in multiple occupation. There has been a positive response from some landlords with requests for additional leaflets and posters.</p> <p>The service is developing options in regards to dealing with households who fail to contain and manage their waste. This includes liaison with the Council's Housing Improvement Team and identified landlords – also see response below to recommendation 9.</p> <p>The service will also be writing to community groups to encourage greater involvement in recycling and waste issues.</p>
<p>Agreed</p> <p>The service is working with the Housing Improvement Team and information has been provided including:</p> <ul style="list-style-type: none"> <li>• information on those properties who, despite officers engaging with, are repeatedly failing to manage and contain their waste</li> <li>• Property survey data</li> </ul> <p>The Housing Improvement Team will prioritise action on those properties where they have the most powers to intervene and seek corrective action by the landlord. These are the HMOs</p>	

Recommendations	Service Response
	<p>covered by the discretionary licensing scheme which covers the Ladder roads where there are additional licensing conditions.</p> <p>If an additional discretionary licensing scheme is introduced in the future, this would allow for greater control of waste from HMOs in other parts of the borough.</p> <p>The Partnership Tasking Group and Rogue Landlord Action Group both provide a forum for sharing information and agreeing actions to tackle the worst offenders.</p>
<p>10. That all engagement materials are in plain and simple language and where possible, supported by pictorial illustrations.</p>	<p>Agreed</p> <p>All of the literature supplied to households is picture and symbol-based to make it as understandable as possible for all residents, no matter what their language. However, the literature can be translated upon request.</p>





**Haringey Council**

<b>Report for:</b>	Environment & Housing Scrutiny Panel 8 <sup>th</sup> January 2013	<b>Item Number:</b>	
--------------------	---	-------------------------	--

<b>Title:</b>	Scoping report – Strategic parking issues ahead of Tottenham Hotspur redevelopment
---------------	--

<b>Report Authorised by:</b>	Cllr Stuart McNamara Chair, Environment & Housing Scrutiny Panel
----------------------------------	---

<b>Lead Officer:</b>	Martin Bradford, Policy Officer, Strategy & Business Intelligence Martin.bradford@haringey.gov.uk
----------------------	--

<b>Ward(s) affected:</b> All	<b>Report for Key/Non Key Decisions:</b>
------------------------------	--

## 1. Describe the issue under consideration

- 1.1 This is a scoping report for the involvement of the Environment and Housing Scrutiny Panel (EHS) with strategic parking and traffic management ahead of the Tottenham Hotspur redevelopment. The report identifies the aims of scrutiny involvement and the proposed plan of work to be undertaken by the panel.

## 2. Cabinet Member Introduction

- 2.1 Not applicable.

## 3. Recommendations

- 3.1 That the Environment & Housing Scrutiny Panel notes and agrees:
- i) the proposed objectives for scrutiny involvement
  - ii) the proposed work plan for the EHSP.

## 4. Other options considered

- 4.1 Not applicable.

**5. Background information**

- 5.1 As part of its work programme for 2012/13, the EHSP agreed that it would include an assessment of strategic issues for parking in Tottenham ahead of the Tottenham Hotspur redevelopment.
- 5.2 Subsequent to meetings between the Chair of the EHSP and lead officers from the traffic management and parking service, a number of areas have been identified where scrutiny involvement could contribute to the improvement of traffic management and parking policy and practice. In addition, other local traffic management and parking issues have been highlighted for inclusion within this scrutiny process (e.g. car park facilities), as scrutiny involvement may help to develop a holistic solution to traffic management parking issues within the Tottenham area.
- 5.3 The following provides an outline of key issues which will form the basis of this scrutiny work, the anticipated outcomes from scrutiny involvement and the associated work programme of EHSP to meet these objectives.

Traffic Management and Parking in Tottenham ahead of the Tottenham Hotspur redevelopment

- 5.4 The redevelopment of the Tottenham Hotspur football stadium and its surrounds is central to the regeneration of the Tottenham area. This planned development will see the capacity of the stadium increased to 56,000 and improvement of the surrounding area. The development will also include the building of up to 300 new homes, a supermarket and other local infrastructure projects.
- 5.5 Parking requirements and other related traffic issues are likely to be addressed within individual planning proposals pertaining to these specific developments and through the creation of parking and traffic management schemes by the council (such as Controlled Parking Zones) under duties contained within the Road Traffic Regulation Act (1984).
- 5.6 A planned scrutiny involvement in this area would provide an opportunity for a strategic assessment of some of the traffic management and parking issues in this area, and assist the Council in responding to current and anticipated traffic management and parking pressures that may result. It is anticipated that the EHSP will be able to provide input on the direction that Traffic Management are taking on balancing local traffic management and parking needs more with more strategic parking and traffic objectives.

Areas identified for scrutiny involvement

- 5.7 Initial scoping of this area has highlighted a number of key issues that scrutiny may wish to assess in relation to the Council's approach to controlled parking. In

addition, scrutiny of this area will provide an opportunity to look at a number of other related traffic management and parking issues.

5.8 It is proposed that there are 5 objectives for scrutiny involvement, which are listed below:

**Objective 1:** To assess the Councils approach to Controlled Parking Zones (CPZ), in particular relation to:

- The consultation process used in the development of new CPZ's;
- Hours of CPZ operation;
- The process by which CPZ schemes are reviewed and amended.

**Objective 2:** To investigate the prevalence and impact of 'pop-up parking' in Tottenham on football match days and assess how these can be regulated.

**Objective 3:** To assess the provision and quality of council pay and display car parking facilities (Tottenham area).

**Objective 4:** To assess how local traffic management and parking solutions can contribute to alleviating pressure at traffic pinch points and help to increase traffic flow and safety on streets.

**Objective 5:** To assess how the Council can work in partnership with other community transport agencies to develop a coordinated approach in the development, monitoring and enforcement of local parking schemes (i.e. Transport for London).

Proposed work programme for scrutiny involvement

5.9 The EHSP will undertake a range of evidence gathering processes to meet the objectives set out above. This will include:

- Evidence gathering with local officers, partners (e.g. TFL) and other local authorities;
- Site visits by the panel (pop up parking, car parks, walkabouts);
- Consultation and survey;
- Desk top reviews;
- Commission briefings and or reports as necessary.

5.10 The proposed project timeframe and associated milestones for overall scrutiny involvement are depicted below.

Date	Milestones overview
January 8 <sup>th</sup> 2013	Scoping report agreed by Environment and Housing Scrutiny Panel.

Jan-Feb 2013	Dedicated evidence gathering sessions, site visits, survey and report writing
March 21 <sup>st</sup> 2013	Final report to Environment and Housing Scrutiny Panel.

5.11 The full work programme and timescales for individual objectives (as set out in 5.8) are contained in Appendix A.

Anticipated outcomes from scrutiny involvement

5.12 It is anticipated that the work of the EHSP will compliment and contribute to work of the traffic management and parking service. In this context, it is expect that the work of the panel will achieve the following outcomes:

- Develop a strategic approach to traffic management and parking related issues in Tottenham;
- Contribute to local CPZ policy and practice in Haringey;
- Establish an approach and methodology for addressing issues arising from ‘pop up match day parking sites’;
- Contribute to the Annual Traffic and Parking Enforcement Plan;
- Identify models of parking assessment which can be used in other parts of the borough (e.g. street walkabouts).

**6. Comments of the Chief Financial Officer and Financial Implications**

6.1 The costs of undertaking this scrutiny review are expected to be met within existing budgets. If any of the recommendations arising from this review have financial implications, Cabinet would need to agree appropriate funding before they could be implemented.

**7 Head of Legal Services and Legal Implications**

7.1 Legal issues will arise in the detailed consideration of the objectives but at this scoping stage there are no immediate legal implications arising from the report.

**8. Equalities and Community Cohesion Comments**

8.1 Overview and Scrutiny has a strong community engagement role and aims to regularly involve local stakeholders, including residents, in its work. It seeks to do this through:

- Helping to articulate the views of members of the local community and their representatives on issues of local concern;
- Bringing local concerns to the attention of decision makers and incorporating them into policies and strategies;
- Identifying and engaging with hard to reach groups;

- Helping to develop consensus by seeking to reconcile differing views and developing a shared view of the way forward;
- Presenting evidence generated by scrutiny involvement as a means of helping to identify the kind of services wanted by local people;
- Promoting openness and transparency; for example, all meetings are held in public and documents are publicly available.

8.2 A number of engagement processes will be used as part of the work of the Environment & Housing Scrutiny Panel and it will seek to include a broad representation from local stakeholders. It is expected that any equalities issues identified within the evidence gathering stages of this work will be highlighted in the conclusions and recommendations reported by the EHSP.

## **9. Head of Procurement Comments**

9.1 Not applicable.

## **10. Policy Implications**

10.1 It is anticipated that the scrutiny involvement will contribute to local policy development in respect of the Council's:

- approach to CPZs;
- regulation of 'pop up' parking on match days;
- Parking and Enforcement Plan.

## **11. Use of Appendices**

11.1 Appendix A contains a table of scrutiny objectives and associated work programme.

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

**Appendix A – Scrutiny objectives and proposed work programme**

<b>Objective 1: Councils approach to Controlled Parking Zones</b>		
8 <sup>th</sup> January 2013 Panel Meeting	Environment & Housing Panel Meeting	Parking Service Report (supported by OSC) <ul style="list-style-type: none"> <li>• Overview of CPZ policy</li> <li>• Overview of CPZ in operation (footprint)</li> <li>• Overview of the CPZ authorisation process (planning, consultation, installation)</li> <li>• Process of CPZ extension</li> <li>• How CPZs are enforced</li> <li>• Identify current issues and future challenges for the administration of the CPZ service</li> </ul>
Jan-Feb 2013 tba	Evidence gathering session	Parking Officers: CPZ authorisation process, report back from street walkabout  Local Authorities : comparative perspectives on approach to CPZ policy and practice
Jan-Feb	Resident Survey (scrutiny officer)	To assess consultation process of previous CPZ installation (Woodside)

<b>Objective 2: Regulation of pop up parking on match days</b>		
Jan-Feb 2013	Site visit	Panel to look at sites where pop up parking occurs
Jan-Feb 2013	Evidence gathering	Parking Enforcement Officers Police
Jan-Feb 2013	Information gathering (scrutiny officer)	How do other Local Authorities with stadia regulate pop up parking?

<b>Objective 3: Provision and quality of Council operated pay and display parking sites</b>		
Jan-Feb 2013	Information report to panel	The number, location and condition of parking sites Current issues and future challenges for parking sites <ul style="list-style-type: none"> <li>▪ Investment and or development options?</li> </ul>
Jan-Feb 2013	Panel site visit	To assess condition of parking sites

<b>Objective 4: Parking solutions to local pinch points</b>		
Jan-Feb 2103	Panel visit	Panel walkabout on identified route with parking

		<p>officers</p> <ul style="list-style-type: none"> <li>▪ Detailed assessment of parking and related issues</li> <li>▪ Focused discussion of local solutions</li> </ul>
--	--	--

<b>Objective 5: Working in partnership with other transport bodies</b>		
Jan-Feb 2013	Evidence gathering session (as part of objective 1 above )	Transport for London: opportunities for shared enforcement

This page is intentionally left blank





**Haringey Council**

<b>Briefing:</b>	Environment & Housing Scrutiny Panel, 8 <sup>th</sup> January 2013
<b>Title:</b>	Work programme – development and monitoring
<b>Lead Officer:</b>	Martin Bradford, Policy Officer, Strategy & Business Intelligence <a href="mailto:Martin.bradford@haringey.gov.uk">Martin.bradford@haringey.gov.uk</a> , 0208 489 6950

## 1. Introduction

1.1 This is a briefing to support discussions by the Environment & Housing Scrutiny Panel (EHSP) in updating and monitoring its 2012/13 work programme. The briefing provides:

- an update on the work programme agreed in September 2012
- details of forthcoming Cabinet decisions that are relevant to the EHSP.

## 2. Work programme Environment and Housing Scrutiny Panel 2012/13

2.1 At its meeting on the 24<sup>th</sup> September 2012, the EHSP agreed a number of topics for agenda items and one off reports for its work programme in 2012/13. These topics were subsequently approved by the Overview and Scrutiny Committee at its meeting on the 22<sup>nd</sup> October 2012.

### Budget Scrutiny

2.2 The panel considered the draft Medium Term Financial Plan at its meeting on the 4<sup>th</sup> December 2012. The conclusions and recommendations of the panel were approved by Overview & Scrutiny Committee on 17<sup>th</sup> December 2012.

### Cabinet Member Question and Answer sessions

2.3 Under agreed scrutiny protocols, Cabinet Members for Environment and Housing are invited to attend relevant scrutiny panels to discuss issues within their respective portfolio area. Attendance has been confirmed for the following:

- Cabinet Member for Housing – 8<sup>th</sup> January 2013
- Cabinet Member for Environment – 8<sup>th</sup> January 2013

### Cabinet Forward Plan

2.4 In considering its future work plan, the Environment and Housing Scrutiny Panel may wish to consider or note the Forward Plan (future decisions taken by the Cabinet). Items or decisions to be taken by Cabinet which may be of relevance to the panel are given below.

<b>Cabinet Date</b>	<b>Item – decision (taken from the Council Forward Plan)</b>
12 <sup>th</sup> February 2013	Out of Borough Estate (Waltham Cross). The report notifies Cabinet of the outcome of the Waltham Cross estate residents ballot and seeks formal approval to dispose of the Waltham Cross Estate to the B3Living Housing Association. (Director of Adult Services)
12 <sup>th</sup> February 2013	Approval of Highways Contract Extension (Director of Place and Sustainability)
12 <sup>th</sup> February 2013	North London Waste Plan Non-Adoption and Revision The NLWP was found to be un-lawful by the Planning Inspectorate after a public examination in June 2012. There is still a requirement and need for the planning policy document. In order to facilitate the seven boroughs involved to redraft and publicly consult again on the plan, a decision to agree the process of "non-adoption" has to be made. (Director of Place and Sustainability)
12 <sup>th</sup> February 2013	Essential Service User and Business Permits Scheme. To ask Members to consider a number of issues arising from a review of Essential Service User & Business Permits scheme. (Director of Place and Sustainability)

#### Work in progress

- 2.5 A number of work streams identified by the EHSP are in progress and the following table provides a status update for individual topics.

<b>Environment and Housing Scrutiny Panel - 2012/13</b>	
<b>Agreed area of work</b>	<b>Progress</b>
<ul style="list-style-type: none"> <li>▪ The establishment of Tenant Scrutiny Panels and links to Overview &amp; Scrutiny</li> </ul>	<ul style="list-style-type: none"> <li>▪ Report to be provided by Homes for Haringey , 8<sup>th</sup> January 2013</li> </ul>
<ul style="list-style-type: none"> <li>▪ Housing Revenue Account and possible impact on local rents (with main OSC)</li> </ul>	<ul style="list-style-type: none"> <li>▪ In progress, in liaison with the main Overview &amp; Scrutiny Committee</li> </ul>
<ul style="list-style-type: none"> <li>▪ Strategic Enforcement</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interim report to be provided by Single Front Line Service on licensing and planning (8th January 2013)</li> </ul>
<ul style="list-style-type: none"> <li>▪ Strategic Parking issues ahead of the Tottenham Hotspur redevelopment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Scoping report, lead officers, 8<sup>th</sup> January 2013</li> <li>▪ Evidence gathering Jan-March 2013</li> <li>▪ Final report (March 21<sup>st</sup> 2013)</li> </ul>
<ul style="list-style-type: none"> <li>▪ Waste and Recycling</li> </ul>	<ul style="list-style-type: none"> <li>▪ Part 1 complete (feedback to assist final phase of rollout)</li> <li>▪ Consultation report</li> <li>▪ Part 2 – policy options for increasing post rollout to be scheduled</li> </ul>
<ul style="list-style-type: none"> <li>▪ Community engagement and consultation with Planning and Licensing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Scoping report</li> <li>▪ Lead officers evidence</li> </ul>

#### EHSP Forward Plan

- 2.6 On the basis of proposed work streams and those already agreed a forward plan has been developed for consideration by the Environment and Housing Scrutiny Panel. This is contained in the table below:

<b>Environment and Housing Scrutiny Panel – forward plan</b>		
<b>Date</b>	<b>Meeting</b>	<b>Item and lead officers</b>
8/1/2013	<b>Panel Meeting</b>	<u>Budget Scrutiny</u> Final report, Cllr McNamara  <u>Cabinet Q &amp; A</u> Cllr Bevan – Cabinet Member for Housing  <u>Tenant Scrutiny Panels</u> Eamon McGoldrick, Homes for Haringey  <u>Cabinet Q &amp; A</u> Cllr Canver – Cabinet Member for Environment  <u>Strategic Enforcement</u> Stephen McDonnell, Assistant Director, Single Front Line Service  <u>Strategic Parking Issues ahead of Tottenham Hotspur Redevelopment</u> Project Scope Ann Cunningham, Head of Traffic Management  <u>Waste and Recycling</u> Update part 11 Plans for part 2  <u>Work Programme</u> Work programme monitoring and development
<b>Jan – Feb To be arranged</b>	<b>Evidence gathering</b>   <b>Evidence gathering</b>	<u>Strategic Parking Issues ahead of Tottenham Hotspur Redevelopment</u> Site visits Evidence gathering: TFL, other Local Authorities  <u>Waste and Recycling (part 2)</u> Site visit (Edmonton waste and recycling centre) Evidence gathering (GLA, WRAP, other specialist recycling agencies)
21/3/2012	<b>Panel Meeting</b>	<u>Strategic Parking Issues ahead of Tottenham Hotspur Redevelopment</u> Final Report  <u>Waste and Recycling</u> Final Report  <u>Work Programme</u> Work programme monitoring and development

This page is intentionally left blank