



Haringey Council

Environment and Housing Scrutiny Panel

TUESDAY, 19TH NOVEMBER, 2013 at 18:30 HRS - .

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

AGENDA

1. WEBCASTING

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If you have any queries regarding this, please contact the Scrutiny Support Officer at the meeting.

2. APOLOGIES

3. 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.

4. DEPUTATIONS

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

5. 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 the end of the agenda.

6. MINUTES OF THE LAST MEETING (ACTION POINTS) (PAGES 1 - 14)

To note and agree the minutes of the 26th September 2013.

7. ENVIRONMENTAL COMMUNITY GROUP - GROUNDWORK LONDON

Sandra Hoisz (Programme Manager, Communities and Young People) to present an overview of work undertaken in Haringey.

8. PERFORMANCE REPORT (PAGES 15 - 56)

To note the end of year performance report (deferred from last agenda).

9. ENVIRONMENT UPDATE

Briefing on:

- Waste Management Group and EHSP
- Contamination Policy
- Community Environmental Champions
- Enforcement reporting App
- HGV automated number plate recognition – business case.

TO FOLLOW

10. COMMUNITY ENGAGEMENT WITH PLANNING - SCOPING REPORT (PAGES 57 - 112)

To note and agree the scoping report for community engagement with planning service.

11. COMMUNITY ENGAGEMENT WITH PLANNING - EVIDENCE (PAGES 113 - 144)

To receive evidence on the community engagement and involvement processes used by Haringey Planning Service.

Report / Presentation

12. STRATEGIC ENFORCEMENT UPDATE

To receive and update on the strategic enforcement work of the panel:

- Enforcement survey;
- Evidence gathering sessions;
- Future work.

13. WORK PROGRAMME (PAGES 145 - 154)

To note and agree forward work programme for the Environment and Housing Scrutiny Panel.

14. FEEDBACK FROM AREA CHAIRS

15. DATE OF FUTURE MEETINGS

2nd December 2013 -18.30 (Budget Scrutiny)

28th January 2014 -18.30

24th February 2014 -18.30

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Tuesday, 12 November 2013

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Minutes of the Environment and Housing Scrutiny Panel 26th September 2013

Present: Cllr Alexander, Cllr Bloch, Cllr Bull, Cllr McNamara (Chair), Cllr Stanton and Cllr Weber

In attendance: Cllr Allison, Cllr Bevan, Cllr Brabazon, Cllr Egan and Cllr Strickland.

Haringey Council: Ann Cunningham, Matthew Gaynor, Phil Harris, Katherine Heffernan, Michael Kelleher, Stephen McDonnell.

Veolia: Lynn Davis and Pascal Hauret

1. Apologies for absence

1.1 Apologies were received from Cllr Gibson.

2. Declarations of interest

2.1 None received.

3. Deputations

3.1 None received.

4. Minutes and actions points of last meetingWaste Management Group

4.1 At its last meeting, the panel requested that performance data supplied to the Waste Management Group should also be presented to the EHSP, as this would assist in monitoring waste and recycling performance. It was noted that as this group was no longer meeting, there could potentially be a role for the EHSP in receiving and monitoring such data.

Agreed: That a briefing or short paper is prepared for next meeting (19th November) to outline how the role of the Waste Management Group can link with the EHSP in the future.

Consultations and community groups

4.2 It was noted that there was no definitive list of community groups held within the organisation for consultation purposes. Consultations that require the inclusion of local community groups is generally undertaken through HAVCO (who have a distribution). The panel noted that Area Committee lists were now held by the Committee team (and not the Enablement Service).

5. Cabinet Q & A - HousingCabinet Member for Housing

5.1 The Cabinet Member for Housing attended to respond to panel questions on local housing policy and practice issues. Below is a summary of the main areas covered in this session.

Welfare Reform

5.2 It was noted that welfare reforms had presented a number of challenges for tenants and for local housing services. As of September 2013, 689 families had their

Housing Benefit reduced under Benefit Cap proposals. Cumulatively, local households will lose over £3m as a result of this change. Of those affected households, 2/3 will lose up to £50 p.w. and 1/3 over £50p.w.

- 5.3 As a result of other welfare reforms social housing tenants will receive reduced Housing Benefit where they are deemed to be in under occupancy (Bedroom Tax or Spare Room Subsidy). Locally, these changes will affect over 2,500 households who rent accommodation from the Council or other local social landlords.
- 5.4 The panel noted that the above reforms have placed considerable pressure on local tenants and housing services. In particular, reforms have contributed to a rise in homelessness and increased demand for temporary accommodation. In addition, a general increase in demand for housing across the capital has led to higher rental values, which in turn has increased costs for the Council where it has placed households in the private rented sector.
- 5.5 The panel noted that the local Housing Advice Service Hub based at Apex House has provided information, advice and support to tenants affected by the welfare reforms. This service had been nationally recognised as performing well.

Decent Homes

- 5.6 It was noted that 945 homes would be improved through the Decent Homes programme in 2013/14. In addition, 4,600 homes will be improved over the period 2014/15 to 2015/16 from funding via the Decent Homes programme and the Council's own contributions. There will be changes to the governance structure for Decent Homes programme to help bring greater clarity to planned home improvements.
- 5.7 The panel were unclear as to how the final Decent Homes programme of works was decided, when work was scheduled, and the timescales of when these decisions were communicated to local tenants, leaseholders and members. This was an acknowledged shortcoming, and the panel received a pledge that such communications would improve in the future.
- 5.8 The panel sought clarification on the issue of kitchen repairs when an upgrade was clearly needed although the property was not included within the Decent Homes improvement schedule. The panel noted that if repairs were needed, this should be included within general repairs and maintenance assessments.
- 5.9 The panel heard that for some estates the physical infrastructure was so poor that general repairs or improvements could not practically be encompassed within the Decent Homes programme. In this context, it was acknowledged that a regeneration approach would be needed to improve local housing and would require extensive community consultation and involvement. A policy paper outlining these proposals was expected at Cabinet in October 2013.
- 5.10 It was important that the Council was open and transparent about future social housing improvements, and to this end, the panel noted that all tenants and leaseholders would be informed at the end of October which homes were to be included within Decent Homes improvement programme and those estates which

would need to be developed as part of a broader regeneration strategy. The panel noted that face to face meetings would be held with residents and leaseholders in excluded schemes and that 12 months notice would be given for regeneration plans.

Tenancy Strategy Consultation

- 5.11 The panel noted that the Council had recently concluded the consultation on new Tenancy Strategy and changes to Housing Allocation Policy. All 10,500 households on the housing register were consulted and notices placed in local publications journals and newsletters from which approximately 450-500 responses had been received. Final proposals developed from the consultation would result in significant changes to local social housing provision.
- 5.12 Members of the panel indicated that the consultation for such important developments in social housing provision was inadequate. In particular, the panel suggested that:
- Consultation proposals were too complex (seeking simultaneous responses on different strategies/policies);
 - Supporting documentation was overwhelming;
 - There was insufficient face to face engagement with local tenants;
 - Homes for Haringey residents panel had not been consulted;
 - There was limited equalities impact information available.
- 5.13 The panel noted that the consultation formed part of the Equalities Impact Assessment (e.g. determining what groups should be consulted) and that the formal EqIA would be published to support any final decision. It was requested that consultation responses, analysis and EqIA are submitted to the panel.

Agreed: that the consultation responses, analysis and EqIA for changes to the Tenancy Strategy would be submitted to the panel.

Affordable rent model

- 5.14 The panel noted that under new affordable rent model, new properties and existing tenancies becoming available could be let at up to 80% of the market rent. This model was expected to generate additional income for social landlords to assist in homebuilding programmes. It was estimated that this would result in a £100-140 increase per week for renting a 3-4 bedroom home in Haringey.
- 5.15 The panel noted that some registered housing providers had already begun to introduce tenancies under the affordable rent model, where 5 year fixed term tenancies had been offered. It was also noted that a number of registered providers had 'flipped' all housing stock from social rent to the affordable rent model.
- 5.16 The panel were concerned that the introduction of affordable rent model would mean a significant increase in rent for those properties included in this programme. It was suggested that the level of income needed to afford such homes may exclude many local residents on the social housing register and open up to other tenants in other areas of the housing market (e.g. those currently renting in the private sector where rental prices are high).

Homes for Haringey reintegration with the Council

5.17 The panel noted that under the recently published restructure plans, executive leads for both Homes for Haringey and the Council's Community Housing Service would be merged in to a singular Chief Housing Officer post. There were concerns among the panel that this would herald the re-integration of Homes for Haringey within the council. The panel was concerned that such a reintegration would lead to a loss of accountability and focus for Homes for Haringey.

5.18 The panel noted that there were no plans to merge the two housing bodies. Proposals for the new Chief Housing Officer post were still being consulted upon, but if approved, it is hoped that the new unified role would be in a better position to identify:

- Local housing problems and solutions;
- Service areas where there is duplication and where efficiencies can be made;
- How both services can work in a more joined up way in the future.

Freeholds of council house sales

5.19 The panel sought to clarify whether the Council was seeking to dispose of the freeholds it held on those properties which had been sold under the right to buy scheme. It was noted that the council would look at overall objectives and policies for this area and undertake a cost benefit analysis of obligations involved in either retaining or selling freeholds. It was noted that without the freehold, the Council may find it difficult to complete necessary capital repairs.

Registered Housing Providers

5.20 The panel and other members present noted that whilst many registered housing providers were providing a good service to local tenants, a few had fallen below the standards expected. This was seen in a number of ways:

- Unresponsive repairs service;
- Communications sent to tenants;
- Poor engagement with local services;
- Failure to develop effective services (partnered working) on jointly managed estates.

5.21 The panel noted that it would be undertaking some further work with local registered providers during 2013/14. In addition, it was noted that the main Overview & Scrutiny Committee were scrutinising under occupation reforms in the social rented sector and would also be seeking to engage local providers. To these ends, it was noted that a singular survey would be developed and distributed to registered housing providers that owned/ managed stock in Haringey. The purpose of this survey is four fold:

- To ascertain how providers have communicated with tenants regarding welfare benefit changes and affordability of tenancies;
- To obtain information how tenants have been supported as a result of under occupancy changes (and other welfare changes);
- To identify arrangements for scrutinising local performance (such as repairs);
- To identify how EHSP can liaise with scrutiny structures (or tenant engagement organisations) within registered housing providers.

5.22 The Chair thanked the Cabinet member and officers for attending and responding to questions from the panel.

6. Cabinet Q & A - Environment

6.1 The Cabinet Member for Environment attended to answer questions on this portfolio. The following provides a summary of the key areas of panel discussion.

Waste and recycling

6.2 The panel noted a number of key developments for waste and recycling in the borough:

- The Borough wide recycling rate had increased significantly to 35.14% in 2012/13. It was acknowledged that further work would be required to reach 40% target by 2013/14.
- The introduction of food waste from flats had been piloted at a number of estates. Feedback from the pilot sites is now being evaluated with a view to a planned borough wide roll-out in June 2014.
- A new contamination policy has been developed to reduce the incidence of contamination and increase volume of waste eligible for recycling.

6.3 It was noted that there were approximately 6,000 calls to the Veolia customer contact centre each month. Of these contacts approximately 30-40% were operational enquires, 50% were service requests and the remainder were complaints. The panel were made aware that Veolia actively monitors and assesses the nature of all contacts to guide and inform work planning and to help target resources and activities effectively (e.g. hot spots for fly tipping).

6.4 The need for resident engagement and education to promote recycling was also underlined by the panel. This was a recommendation from a report in the panel's work programme in 202/13. The panel indicated that it would be following up this recommendation in 2014.

Coordinated monitoring and reporting - enforcement

6.5 The panel noted a number of key achievements in this area:

- 1,598 requests were received by noise enforcement team in Q1 2013/14, 70% of which were visited within 1 hour.
- A new highways contract, jointly procured with other authorities, has been agreed for street lighting. This new contract will lead to reduced unit costs for this service.

6.6 In respect of noise enforcement, the panel noted that the high volume of service requests but did question the suggested responsiveness of the service. It was suggested that some form of mystery shopping exercise is undertaken to assess this.

Agreed: the Cabinet member would undertake a mystery shopping exercise with noise enforcement to gauge service response.

6.7 Members of the panel noted that observed faults in neighbourhood street scene (e.g. potholes, street lighting, dumped rubbish, graffiti) were frequently not rectified unless members had reported the issue. Whilst many Council operatives (or contractors) were active in local neighbourhoods on a day to day basis, the panel questioned whether there was any coordinated system in place for identifying and reporting such

problems when they were observed (e.g. street sweepers notification of fly tipping, parking enforcement of potholes etc).

6.8 In addition to the above, the panel was also concerned as to what internal monitoring systems were in place for individual contracts or issues (e.g. fly tipping, graffiti, street lights) to ensure effective reporting and rectification of problems where they occurred.

6.9 It was acknowledged that officer reporting for all areas could be improved and that there were a number of developments to assist. Firstly, it was noted that an APP had been developed which would allow reporting of problems via mobile phone. Users of the APP can report a wide range of street issues including waste, fly tipping, potholes and street lights. Reports are sent directly to Veolia and a response provided to the reporter. The council will be able to reconcile reports and actions taken by Veolia. The scheme is to be launched in October 2013.

Agreed: that a short 5 min demonstration of the new reporting APP is given at the next meeting of the EHSP.

6.10 The panel also noted that the Environmental Champions scheme, a network of environmental volunteers, was being reinstated. It was anticipated that this would help to build local intelligence and inform the work of council enforcement officers.

Agreed: that an outline of the Environmental Champions programme is brought to the next meeting of the EHSP.

Heavy Goods Vehicles (HGV)

6.11 The panel noted ongoing concerns with HGVs and their use in prohibited areas. As HGVs continue to use roads within the Harringay Ladder, part of which they are excluded, there was uncertainty as to the agency that has overall responsibility for enforcement and the effectiveness of current enforcement methods.

6.12 The panel noted that Traffic Management does monitor local pinch points for HGVs and where collisions occur and it was confirmed that the Harringay Ladder and Wightman Road were two local hotspots for such incidences. If the panel were aware of any other local pinch points, these should be reported to the Head of Traffic Management.

6.13 It was confirmed to the panel that the council is responsible for enforcement for HGV restrictions on local roads, though this is difficult through mobile cameras (vehicles) as they could not provide necessary coverage. The Council is currently developing a business case for the installation of automatic number plate recognition system (ANPR) which it is hoped will deliver more effective enforcement. If there is a sound business case for this development, a new monitoring and enforcement process could be in place before the end of the year.

Agreed: the outcome of the business case for the introduction of ANPR enforcement for HGV enforcement to be presented to the panel at its next meeting.

6.14 The panel noted other significant developments within this portfolio area:

- Major street improvements have been agreed from Wood Green through to Turnpike Lane with work starting in 2013/14, and similar street improvements already taking place in Green Lanes will be completed by March 2014;
- All parks with Green Flag status were retained in the latest annual assessment.

7. Budget Monitoring

- 7.1 The panel noted the two reports submitted on budget monitoring and the key highlights within these:
- There is a forecast overspend in Planning of £292k relating to a shortfall in Building Control income;
 - There is a £2.7million service pressure in the community housing service mainly relating to increased demands within the temporary accommodation budget.
- 7.2 The panel noted that a significant contributory factor to financial pressures within the temporary accommodation budget was welfare reform. A number of reforms (Benefit Cap, lowering of Local Housing Allowance, under occupation) have reduced the financial support available to local households. The cumulative loss for tenants through the Benefits Cap was estimated to be approximately £3m p.a., whilst for under occupation (bedroom tax) cumulative losses were expected in the region of £2.5m p.a..
- 7.3 Discretionary Housing Payments (DHP) is a fund to support local tenants in financial difficulty. It was noted that the total DHP grant to Haringey for 2012/13 was £2.8m, and whilst this represented a small uplift on previous allocations, this would be insufficient to meet local demands (see 7.2). For example, £216k was earmarked within the DHP grant to ease the financial impact of the bedroom tax, less than 10% of the expected cumulative loss for tenants as a result of this reform.
- 7.4 The panel noted that there were pressures on each of the three strands of the Housing Revenue Account:
- Company account (Homes for Haringey): forecast overspend of £90k mainly relating to repairs;
 - Homes for Haringey Managed account: forecast overspend of £470k (income collection and welfare reforms);
 - Retained account: £18k overspend forecast mainly as a result of the Community Alarms budget.
- 7.5 The panel noted that the main Overview & Scrutiny Committee was assessing the impact of the bedroom tax as part of its work programme for 2012/13. This would include an assessment of how this benefit change has impacted upon tenants in the social rented sector and how landlords have responded. As well as hearing evidence from the Community Housing Service, Homes for Haringey and other social landlords, the Committee will also be talking to specialist agencies (Shelter, National Housing Federation, Chartered Institute of Housing) and other local authorities. The Committee will also be consulting with affected tenants.

Agreed: that members of the EHSP be sent a copy of the Overview & scrutiny Committee scope of the under Occupancy in Social Housing.

8. Performance Monitoring

- 8.1 There was insufficient time to consider this item and the decision was taken to defer this to the next meeting in November.

Agreed: performance monitoring agenda item would be reassessed at the November EHSP meeting.

9. Scrutiny review of the new waste and recycling service – follow up report

- 9.1 A report was submitted by Single Front Line updating the panel on progress in implementing agreed recommendations from its review of the new waste and recycling service which was completed in October 2012.

Miltons

- 9.2 It was reported that a further consultation had been undertaken with residents in the Milton's area to gauge satisfaction with the waste and recycling collection service (residents had experienced problems of too many waste receptacles). It was noted that 28/130 households responded of which 50% were dissatisfied with current arrangements. It was decided that there would be no service alteration as a result.

Contamination policy

- 9.3 It was suggested that HMOs were a continual problem with non-compliance with waste and recycling collection systems. It was noted that in supporting the implementation of the new contamination policy, Veolia were working with local landlords. Officers had attended the local landlord's forum to help raise awareness and promote compliance. Officers were also working with the Private Sector Housing Improvement Team to support the operation of the discretionary licensing scheme.
- 9.4 It was noted that out of over 40,000 residual waste collections every week, between 400 and 500 were contaminated (approximately 1%). A Fixed Penalty Notice system supported the new contamination policy, though no data was available as yet on whether any had been issued.

Agreed: that the panel receive a short brief on the waste contamination policy outcomes at its next meeting in November (practical options leading from the policy).

- 9.5 The panel were concerned about the current level of recycling on local estates managed by social landlords (Homes for Haringey and other registered providers). It was suggested that further work should be undertaken to engage and educate residents of the benefits of recycling and to promote compliance with local recycling collections systems. The panel noted that a new food waste collection system was being rolled out in June 2014 and this would provide a further opportunity to engage with residents in flats and other estate properties and to promote recycling.
- 9.6 It was suggested that there were often small scale examples of good waste and recycling practice in the community though this work wasn't always acknowledged or recognised. As a result, the panel were concerned that the learning points from this work was not fully captured and potential opportunities to replicate it more widely were missed. It was suggested that Veolia should engage with local community

groups to explore the possibility of commissioning small projects to support such initiatives.

- 9.7 The panel questioned whether all street sweepers were equipped to pick up dog excrement from the pavement, as there appeared to be some local inconsistency. Veolia noted that street sweepers should be equipped to deal with dog excrement and this should be undertaken routinely. Whilst it was noted that the number of complaints about removal of dog excrement had declined, Veolia noted that it was always looking to improve performance on this issue.
- 9.8 It was confirmed to the panel that street sweeping would continue to be undertaken twice weekly and that there were no plans for streets to be swept on a needs only basis.
- 9.9 The panel discussed waste monitoring and reporting in the community, where the panel perceived that that this could be improved. It was noted that Veolia were installing 'google type' cameras on to waste collection fleet as this would provide photographic snapshots of dumped waste. This information could then be reviewed and guide further street enforcement work.

10. Registered Housing Providers – follow up report

- 10.1 The Head of the Housing Enablement Service presented the report on the follow up to recommendations of a scrutiny review of registered housing providers (RHP) that was completed in 2012.
- 10.2 The panel noted that whilst some recommendations had been completed, overall there was a lack of progress in implementing the agreed recommendations of this report. It was noted that the Housing Enablement Team had many competing priorities and had also undergone a restructure which had inhibited its ability to fully implement all recommendations.
- Agreed:** that clarification is sought on the role of Cabinet (members) and senior officers in monitoring the implementation of previously agreed recommendations contained within scrutiny reports (i.e. after recommendations have been approved by Cabinet).
- 10.3 The panel noted that Housing Enablement Service now worked on an area based approach, with two officers supporting wards along a broadly east to west split.
- 10.4 The service is reviewing the Partnership Agreement that it has with local RHPs. This is an agreement between the Council and local RHPs which sets out the Councils expectations for engagement, stock rationalisation and local housing management standards. It is anticipated that this new agreement will help bring greater clarity to the relationship between the Council and RHPs.
- 10.5 The panel noted that stock rationalisation (which forms part of the partnership agreement) by local RHPs was being undertaken Haringey. This may help to streamline local housing management arrangements. It was noted that Housing 21 was about to transfer stock over to another provider and Family Mosaic Board were considering stock rationalisation.

Agreed: that the draft Partnership Agreement would be presented at a future meeting of the EHSP (date to be confirmed).

10.6 It was noted that there were very few ‘levers’ with which to work with registered housing providers as they are independent and autonomous organisations.

10.7 The panel noted that a new regulatory framework for social housing was introduced in April 2012. Under the new framework, the Tenant Services Authority was abolished and a ‘backstop’ regulatory function is provided by the Homes and Community Agency for housing providers for which serious failing have been identified. In this context, it was suggested that tenants have less protection.

10.8 The panel noted that further work with RHPs was being planned, including a survey of local providers (see 5.21). In addition, it would be important to coordinate any planned work of the EHSP with that of the Overview & Scrutiny Committee (under occupancy of social housing). It was agreed that the Housing Enablement Service would be consulted in scoping this work.

Agreed: Housing Enablement Service to be consulted in scoping further work with RHPs.

11. Strategic Enforcement Scoping Report

11.1 The panel noted and agreed the scoping report for its work on strategic enforcement.

12. Strategic Enforcement – update

12.1 The panel received a presentation which provided an update on work completed to date to support the work of strategic enforcement.

12.2 The panel noted that informal meetings had been held with a range of enforcement officers to help scope this work, raise awareness of the work of the EHSP and to identify issues for further investigation. Enforcement services consulted included:

▪ ASBAT	▪ Licensing
▪ Neighbourhood Action Team	▪ Planning Enforcement
▪ Parking Service	▪ Building Control
▪ Council Tax Investigations	▪ Housing Benefit Investigations
▪ Private sector housing	▪ Regulatory (environmental health, trading standards, noise, pollution)

12.3 Analysis of feedback provided at these informal meetings noted that there was a positive response to the proposed work of the EHSP. As well as identifying good practice for coordinated enforcement, the sessions identified a number of general challenges for enforcement:

- Supporting legislation was multiple, complex and in some cases inadequate to support effective action;
- Due process was often lengthy;
- Complexity, time and inadequacy of legislation often inhibits delivery of a precise conclusion to enforcement;

- Volume and nature of enforcement requests lead to competing priorities.

12.4 In addition, the sessions identified a number of organisational challenges for coordinated enforcement:

<ul style="list-style-type: none"> ▪ Information Technology: 	<ul style="list-style-type: none"> ▪ Risk averse (data protection);
<ul style="list-style-type: none"> ▪ Public expectations on what can and cannot be enforced and how enforcement action is communicated. 	<ul style="list-style-type: none"> ▪ Perception that joint enforcement work based on <i>informal relationships</i>– institutional risk that this may be lost;
<ul style="list-style-type: none"> ▪ Data rich organisation - but not effectively shared (need to develop shared intelligence); 	<ul style="list-style-type: none"> ▪ Access to external data sources could be improved;
<ul style="list-style-type: none"> ▪ Access to existing internal enforcement databases; 	<ul style="list-style-type: none"> ▪ Incompatible systems (software, viewing platforms, training)

12.5 The panel also noted that there would be positive response to proposals to develop a selective licensing (private housing) scheme across the borough, as this would be beneficial for coordinated enforcement, as it:

- Creates a central registry and base tool through which to engage landlords and coordinate enforcement;
- Fosters common enforcement approach;
- Sets out a clear penalty regime.

12.6 The panel noted that the survey of enforcement officers had been distributed and would be analysed and presented at the next meeting of EHSP.

13. Work Programme

13.1 The panel noted and approved the work programme.

14. Environmental Community Groups in Haringey

14.1 The panel noted that a range of community groups would be invited to attend future meetings to discuss work that they were undertaking in Haringey.

15. Feedback from Area Committees

15.1 None received.

16. Date of future Meetings

16.1 These were confirmed as:

- 19th November
- 2nd December (budget)
- 28th January
- 24th February

The meeting closed at 9.45pm

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Agreed Action Points from Environment and Housing Scrutiny Panel

September 23rd 2013

Item	Action	Responsible Officer	Completed
1.	That a briefing or short paper is prepared for next meeting (19 th November) to outline how the role of the Waste Management Group can link with the EHSP in the future.	Stephen McDonnell	19/11
2.	That the consultation responses, analysis and EqIA for changes to the Tenancy Strategy would be sent to the panel.	Cllr Strickland /Phil Harris	
3.	That the Cabinet member for Environment would undertake a mystery shopping exercise with noise enforcement to gauge service response.	Cllr Bevan/ Stephen McDonnell	
4.	That a short 5 min demonstration of the new reporting APP is given at the next meeting of the EHSP.	Stephen McDonnell	19/11
5.	That an outline of the Environmental Champions programme is brought to the next meeting of the EHSP.	Stephen McDonnell	19/11
6.	The outcome of the business case for the introduction of ANPR enforcement for HGV enforcement to be presented to the panel at its next meeting.	Stephen McDonnell	19/11
7.	That members of the EHSP be sent a copy of the Overview & scrutiny Committee scope of the under Occupancy in Social Housing.	Martin Bradford	Completed

8.	Performance monitoring agenda item would be reassessed at the November EHSP meeting.	Martin Bradford	Completed
9.	That the panel receive a short brief on the waste contamination policy outcomes at its next meeting in November (practical options leading from the policy).	Stephen McDonnell	19/11
10.	That clarification is sought on the role of Cabinet (members) and senior officers in monitoring the implementation of previously agreed recommendations contained within scrutiny reports (i.e. after recommendations have been approved by Cabinet).	Martin Bradford/ Chair	
11.	That the draft Partnership Agreement would be presented at a future meeting of the EHSP (date to be confirmed).	Michael Kelleher / Martin Bradford	Confirmed for January 2014
12.	Housing Enablement Service consulted in scoping further work with registered housing providers.	Marin Bradford	October 2014/ ongoing



Report for:	Cabinet – 9 July 2013	Item Number:	
Title:	The Council's End of Year Performance Assessment 2012/2013		
Report Authorised by:	The Chief Executive		
Lead Officer:	Eve Pelekanos – Head of Strategy and Business Intelligence Telephone 020 8489 2508		
Ward(s) affected: All	Report for Key/Non Key Decisions: Information		

1. Describe the issue under consideration

- 1.1. To inform Cabinet of progress against the Council's priorities and other major responsibilities in 2012/13.

2. Introduction by Cabinet Member for Performance Management – *Cllr Kober, Leader of the Council*

3.

2.1 Over the last year our residents have faced some significant challenges: Haringey was selected to pilot the benefit cap ahead of the rest of the country, the bedroom tax has now been implemented and government cuts to council budgets have continued unabated. Despite these tough circumstances, we've managed to register 491 residents on our Jobs for Haringey programme and 221 of these have started work – this is against only 10 jobs being delivered in Haringey by the government's Youth Contract scheme. We've also seen some substantial improvements in our schools, with the majority of them now being rated as good or outstanding. The challenging recommendations from Outstanding For All and our subsequent actions will ensure this positive trend continues.

2.2 Last year I said I wanted to see crime rates reduce and I'm pleased to see that this has happened, including a reduction in the number of first-time entrants to the Youth Justice System. Despite these improvements, youth re-offending rates have continued to increase. Working with our partners in the police and through our work to reduce youth unemployment, I'm hopeful that we will begin to see re-offending rates among our youth reduce. While there is still much to do, I'm pleased that residents are beginning to see tangible outcomes of our regeneration programme in Tottenham, including the re-opening of 639 High Road, rebuilding of the Carpetright building and the conversion of the A10 High Road to take two-way traffic.

3 Recommendations

- 3.1 To note progress against the Council's priorities and other major responsibilities in 2012/13.
- 3.2 To note this year's achievements, areas for focus and emerging issues going forward.
- 3.3 To agree the corporate set of performance indicators and targets for 2013/14.

4 Background information

- 4.1 This report is a self assessment of the Council's performance in 2012/13. It also provides an update of key activity against the Council's priorities and other major responsibilities as set out in the [Council Plan](#) agreed at [Full Council on 16 July 2012](#).
- 4.2 The Council is in the process of preparing its next corporate plan for 2013-15. The corporate performance indicator set will therefore be in line with priorities in the revised plan. The proposed indicators and targets are shown in Appendix 2 and will be tracked through the Council's quarterly performance reports.
- 4.3 The main body of this report begins on page 3.

5 Comments of the Chief Finance Officer and financial implications

- 5.1 The Chief Finance Officer confirms that there are no direct financial implications arising from this report. Continued focus and monitoring of key priorities and indicators should support the Council in delivering against stated aims and provide early indications of any emerging issues or shortfalls. Action to address these could have financial implications but these would be the subject of a separate report.

6 Head of Legal Services and legal implications

- 6.1 There are no specific legal implications arising from this report.

7 Equalities and Community Cohesion Comments

- 7.1 This year we have produced a Corporate Equality Annual Report to show progress on our [corporate equality objectives](#). In recognition of how central achieving equality is to our work, from now on we will report progress in our regular performance reporting. In addition to information on these objectives, we will continue to publish equality impact assessments and the annual employment profile, and promote equality through our procurement and commissioning processes.

8 Head of Procurement Comments

N/A

9 Policy Implications

- 9.1 Haringey's quarterly performance assessment links to the following documents / strategies:
 - [The Council Plan 2012-14](#)
 - [Key strategies](#)

10 Use of Appendices

- Appendix 1: Performance Tables Quarter 4 and End of Year 2012/13
- Appendix 2: Corporate Performance Indicator Set for 2013/14
- Appendix 3: Emerging Policy Issues for 2013/14

11 Local Government (Access to Information) Act 1985

- Service performance indicator returns

- Council Plan (incorporating departmental business plans)



The Council's End of Year Performance Assessment 2012/13

**Produced by
Strategy and Business Intelligence
May 2013**

Executive Summary: Overall Assessment of the Council's Performance in 2012/13

Introduction

1. In 2012/13, the Council's performance was measured against the Council's priorities and other major responsibilities, as set out in the [Council Plan](#). The highlights for the year under each priority are outlined below. Further detail can be found in the next section of the report, at the paragraph references given.

Priority 1: Work with local businesses to create jobs for local people

- Unemployment, particularly amongst young people, remains high, especially in the east of the borough (*paras 7 & 8*).
- 491 residents registered on the Jobs for Haringey programme this year, 221 of whom have started work.
- In a joint project with the Greater London Authority, an Enterprise and Employment Centre has been established at 639 High Road, N17 to support new business, create new jobs and provide a focal point for volunteering and the community
- Economic growth and increasing employment opportunities for residents remains a priority for the council.

Priority 2: Deliver regeneration to key areas of the borough

- Extensive plans are now in place for the regeneration of Tottenham and other key sites in the borough (*paras 15-21*). In the coming year, the Council needs to focus its efforts to deliver these.

Priority 3: Tackle the housing challenges

- Efforts to prevent and reduce already high levels of homelessness have been hampered by welfare reform and economic conditions (*paras 22 & 23*).
- The Haringey based North London Support Hub has been successful in supporting many residents affected by housing benefit reforms and will be refocused to help households who are affected by the overall benefits cap from April 2013.
- The number of households living in temporary accommodation remains comparatively high (2,832 households). Reducing and preventing homelessness remains a key activity for the Council in 2013/14.
- Tackling issues relating to houses in multiple occupation by increasing licensing and the use of planning legislation should remain an area of focus (*paras 31-34*).

Priority 4: Improve school standards and outcomes for young people

- The majority of Haringey's primary and secondary schools are rated good or outstanding by Ofsted (*para 35*). Improvement is needed in children's centres.
- Educational attainment across key stages has improved in 2012/13, closing the gap between Haringey and the London top quartile (*para 0*). The rate of improvement in early years needs to accelerate.
- The numbers of children on child protection plans and children in care have reduced slightly since last year but remain comparatively high (*paras 40 & 42*).
- Good progress has been made in securing permanent placements for children in care, either through adoption or special guardianship orders (*para 44*). Focus needs to be maintained to ensure that national thresholds are met.
- The council's focus needs to shift to improving early years provision, prevention and early intervention, reducing the need for more intensive services.

Priority 5: Deliver responsive, high quality services to our residents

- Progress has been made on the efficiency of processing benefit claims (*para 48*). Processing times need to reduce further in the coming year to bring performance in line with the best boroughs in London, particularly in the context of the transition to Universal Credit.
- The council tax collection rate is good (*para 47*). Maintaining this level may prove to be a challenge as financial pressure on households and the impact of welfare reform continues to bite.
- Complaints from residents are being dealt with in a shorter timescale than previous years (11 days), however, escalation to stage 2 has increased (*paras 50 & 51*). For the coming year, the Council's aim is to resolve complaints at the earliest possible stage.
- Performance of the Council's Call Centre was below expectation throughout the year (*para 54*). Improving customer services will be a key priority for the Council for 2013/14.
- Performance against planning application indicators was low compared to other London authorities (*para 55*).

Community Safety

- Overall crime in Haringey reduced by 10% in 2012/13 compared to the previous year (*para 57*). In particular, major reductions have been seen in personal robbery (30% reduction) and residential burglary (16% reduction; *para 59*).
- The number of first time entrants to the Youth Justice System aged 10-17 has reduced by a third (*para 60*). However, the youth re-offending rate continued to increase, with almost half of the cohort reoffending (*para 62*). Diverting young people from involvement in crime and antisocial behaviour is a key priority for the coming year.

Environment

- The Council's recycling rate has increased by 6 percentage points from 2011/12, to 32% (*para 67*).
- Street cleanliness increased steadily through the year but the annual figure has been adversely affected by low performance at the beginning of the year. There needs to be a focus on ensuring that high levels of street cleanliness are maintained throughout the year (*para 68*).

Health and social care

- Steady progress towards the national target has been made for self directed support in social care (personal budgets; see *para 74*).
- Good progress has also been made in reducing teenage pregnancy (see *para 76*). Haringey is now average amongst its statistical neighbours, improving from a low ranking the previous year.
- The rate of delayed transfers of care has increased from last year (the majority are attributable to the NHS; see *para 75*). Nationally, there is a clear expectation that rates should improve, reinforcing the need for this to remain a focus for adult social care for 2013/14.

Context

2. The Council's performance over the past year should be set against the backdrop of a continued reduction in government spending. These austerity measures have forced the Council to reduce its budget at a time of increased demand for some services.

3. The Council has been working hard to reduce the impact of these cuts on the community. However, there is concern that budget pressures, combined with the effects of new legislation (particularly the Welfare Reform Act), will bring further challenges. Many residents have already seen reductions in their housing benefit as a result of the welfare reforms, resulting in pressures on housing and employment related services in particular. More residents will be impacted in the coming year as the overall benefit cap comes into effect.

How performance will be measured in 2013/14

4. The Corporate Plan 2013/14 – 2014/15 sets out the Council's priorities and the main ways in which it will seek to deliver its objectives. It also identifies a new set of key performance indicators that will measure whether we are making the expected levels of progress towards meeting the objectives. Progress against outcomes and strategic priorities will be measured through specific performance targets. A full list of performance indicators and targets is provided in Appendix 2.
5. Performance will be monitored quarterly and reported to Members in the Council's Quarterly Performance Assessment. Missed targets will be given a red or amber traffic light, and detailed explanations and actions will be reported.

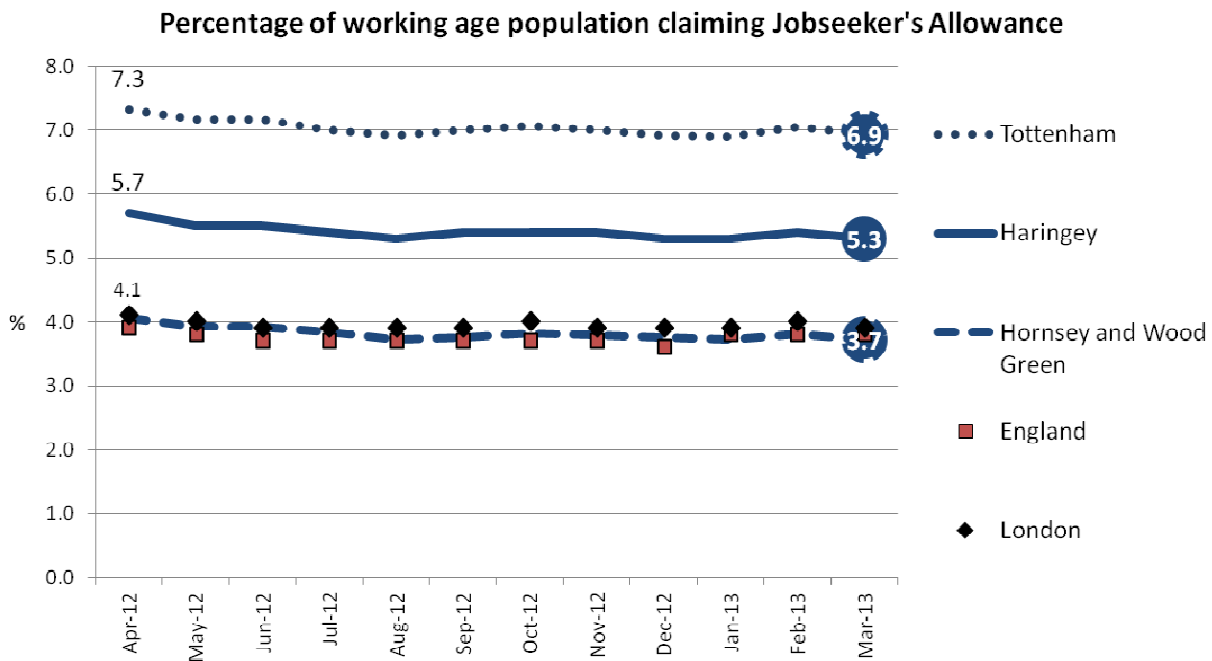
Priority 1: Work with local businesses to create jobs for local people

Overall Assessment

- Unemployment, particularly amongst young people, remains high, especially in the east of the borough (*paras 7 & 8*).
- Economic growth and increasing employment opportunities for residents remains a priority for the council.

Employment rates

6. In March 2013, 5.3% of Haringey's working age population were claiming **Jobseekers' Allowance (JSA)**. The JSA claimant rate has remained stable since the summer, mirroring the national and regional trends.
7. Haringey rates remain significantly above the London and England rates. However, there is a major split between the parliamentary constituencies; the claimant rate in Tottenham is almost double the England rate.



8. The JSA claimant rate is disproportionately high:
 - in the east of the borough, particularly Northumberland Park (11.2%)
 - for males (6.5% compared to 4.1% for females)
 - for 18-24 year olds (7.4%), albeit this has decreased by 18% (1.6 percentage points) since April 2012.

Initiatives to increase employment

9. Since April 2012, 491 residents have registered on the **Jobs for Haringey** programme (both Haringey-funded and European Social Fund tri-borough projects). Of these, 221 have started work:
 - 80 are aged 16 to 24
 - 190 are from a BME background
 - 133 are women
 - 11 have a disability
 - 93 are parents

10. The **Haringey Jobs Fund** was [launched](#) on 18 May 2012 with 43 jobs created by March 2013. Of these:
 - 3 are women
 - 32 are aged under 25
 - 1 has a disability
 - The top ethnic groups were: Black/Black British Caribbean – 10; White British – 10; Black/Black British African – 5 and White Other – 5

11. **Haringey Welcome**, a programme to support non UK and EU nationals to integrate in the local community has 151 verified registrations of which:
 - 125 are women,
 - 21 are under 25,
 - 2 have a disabilityThe participants came predominantly from the following ethnic backgrounds: White Other – 38; Black/Black British African – 30 and Turkish – 20.

12. In a joint project with the Greater London Authority, an **Enterprise and Employment Centre** has been established at 639 High Road, N17 to support new business, create new jobs and provide a focal point for volunteering and the community.

13. **Jobs Fairs** were held at Hornsey Vale community centre in January 2013 and at Tottenham Hotspur Football Club in March 2013 (in partnership with Jobcentre Plus, the College of North East London, National Apprenticeship Service and the Spurs Foundation).

14. As at April 2013, there had been 1,583 enrolments with the **Haringey Adult Learning Service** (HALS). Basic skills in literacy, numeracy and English as a second language (ESOL) now represent almost two fifths of all HALS provision, up three percentage points in a year. Over two thirds of HALS learners come from the 20% most educationally deprived Super Output Areas.

Priority 2: Deliver regeneration to key areas of the borough

Overall Assessment

Extensive plans are now in place for the regeneration of Tottenham and other key sites in the borough (*paras 15-21*). In the coming year, the Council needs to focus its efforts to deliver these.

15. In August 2012, the council launched '[A Plan for Tottenham](#)' which sets out the vision for the area to 2025. It outlines proposals for quality housing; stronger communities; a vibrant arts and culture scene; a welcoming civic heart; wide retail mix; attractive public spaces, and successful businesses.
16. The **Tottenham High Street Charter** was launched through the Tottenham Traders Partnership with the Council and the Metropolitan Police Service in January 2013. The Charter sets out commitments to improve the appearance of the High Streets and the quality of the offer in the area.
17. Construction works started on the **Tottenham Gyrotory** programme in November 2012 with the initial elements of the programme to prepare the High Road (western arm of the Gyrotory) for two-way operation.
18. In November, the Mayor of London announced that Transport for London will invest £20m in the **redevelopment of Tottenham Hale station**, bringing additional passenger capacity, housing development and commercial floorspace.
19. The Council has published its [Local Plan](#) which sets out a vision and key policies for the future development of the borough up to 2026. It takes forward the plans and strategies to identify a vision for Haringey as a place to live, work and visit and will set out an implementation framework to deliver the vision. Included in the plan are details of how we will protect and enhance the borough's town centres as accessible locations for retail, office, leisure, community uses and new homes.
20. As part of this, the Council will take a proactive partnership approach to reinvigorating the town centres, developing their identities and widening their role and offer. **A Haringey High Streets Framework** to rejuvenate and maximise the potential of Haringey's high streets is under development. This framework will bring together all activity and initiatives aimed at improving Haringey's high streets.
21. Extensive public realm improvements are being planned for both **Wood Green and Green Lanes** through the TFL improvements scheme and additional works for Green Lanes funded by the Mayor's Outer London Fund and secured by the Green Lanes Strategy Group.

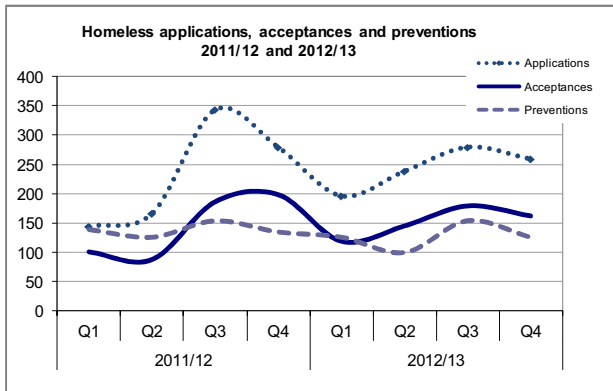
Priority 3: Tackle the housing challenges

Overall Assessment

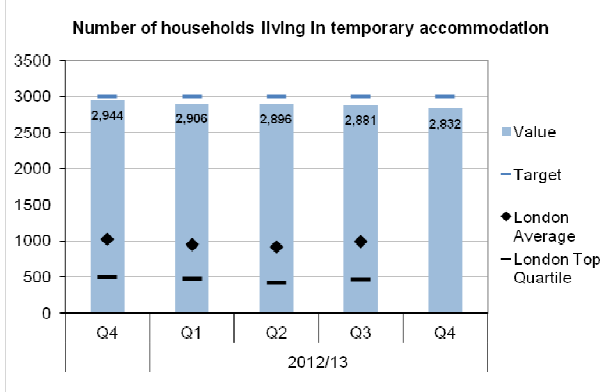
- Efforts to prevent and reduce already high levels of homelessness have been hampered by welfare reform and economic conditions (*paras 22 & 23*). The number of households living in temporary accommodation remains comparatively high (2,832 households). Reducing and preventing homelessness remains a key activity for the Council in 2013/14.
- The council has not met its target for the completion of new affordable housing for 2012/13 (target 410, completions 376; *para 26*). Meeting targets for the next two years will be challenging.
- Tackling issues relating to houses in multiple occupation by increasing licensing and the use of planning legislation should remain an area of focus (*paras 31-34*).

22. During 2012/13, the Council's efforts to reduce homelessness continued. However, the reduction in the Local Housing Allowance (LHA) has resulted in fewer properties being affordable to households on housing benefit and competition for accommodation from other London boroughs has further constrained supply.

23. The **ratio of homelessness preventions to acceptances** is a good indicator of the effectiveness of homelessness prevention efforts but also reflects the increasing financial pressures on families and constrained housing supply. The ratio has deteriorated from 1.51 in 2010/11 to 0.84 in 2012/13.



- There were **505 homelessness preventions** in the year, which represents a 9% reduction compared to 2011/12.
- There were **605 homelessness acceptances** in the year, a 6% increase compared to 2011/12. Haringey acceptance numbers are close to the median for its statistical neighbours (576 for the 12 months to December 2012).



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Initiatives to prevent homelessness

24. The Haringey based **North London Practical Support Hub** formally ended on 31 January 2013, having worked with over 200 households to prevent homelessness. The Hub offered practical advice and help to those affected by the housing benefit reforms, including helping tenants to claim benefits; negotiating with creditors to reduce debt repayments; negotiating with landlords to reduce rents and ensuring that any arrears could be repaid by affordable instalments. The Hub successfully prevented homelessness in 68% of the cases it dealt with.
25. Building on the success of the sub regional hub, Haringey is now refocusing efforts to help and support households who are affected by the implementation of the overall benefits cap, which came into force in the borough from 15 April 2013.

Increasing housing supply

26. There were 376 **affordable housing completions** in 2012/13, according to local reporting, a reduction on previous years. A further 592 new affordable homes are under construction and due for completion before March 2015 and an additional 197 are in the pipeline and expected to start in the near future, again with completion expected by March 2015. The current projection is for 789 completions over the next two years, a number which could increase further as new schemes are brought forward.
27. Haringey's housing trajectory shows an upward trend in new housing delivery over the next 15 years facilitated by major regeneration projects at Tottenham Hale, Haringey Heartlands and in Northumberland Park among others.
28. Work to **bring empty homes back into use** continues through compulsory purchase orders and enforced sales where council tax is outstanding.
- 17 properties have been brought back into use as a result of Compulsory Purchase Orders.
 - 12 properties were approved by Cabinet for Compulsory Purchase Orders in December.
 - 34 properties which together owe £207,565 are going forward for Enforced sale.
 - Money recovered for the Council so far from Enforced Sales totals £417,571.

Improving housing quality

29. In the year to 31 March 2013, 333 **homes were made 'decent'**, and by March 2014 it is anticipated that 500 more non-decent homes will have been brought up to standard. At 1 April 2013, there were 4,513 non-decent homes (28% of the total stock), a reduction from 4,796 in April 2012.
30. From 2011/12 onwards (following a reduction in expected Decent Homes funding) the decision was made to switch from a whole house approach to an elemental approach so that essential external repairs to make homes weather tight and internal health and safety works are carried out first. This enables limited resources to be used to benefit the greatest number of residents. However, this elemental scope is not sufficient to bring the majority of non-decent homes up to the full decency standard.
31. It is estimated that there are between 8,000 and 12,500 **Houses in Multiple Occupation (HMOs)** in the borough. Over the last three years, nearly half of all complaints relating to disrepair are about HMOs. Of those HMOs that should be licensed, it is estimated that only half are licensed (as at March 2012). Unauthorised conversions to flats or unauthorised HMOs accounted for 63% of all planning enforcement appeals in 2012/13.
32. Since the Additional Licensing scheme in Harringay ward went live in October 2011, 152 applications have been received, and 80 licences have been issued.
33. An extensive letting agency networking programme has been launched in Harringay, and portfolio landlords responsible for properties in this area have been targeted, using information from letting agents. Ninety-one individual landlords have received letters and application packs relating to 219

properties, and 69 applications have been received. Enforcement Action is being pursued against those landlords who have failed to respond.

34. The Council declared its intention to introduce an Article 4 Direction Area to manage future small HMOs in the borough in November 2012. This is a year-long intention to curb the loss of single family homes and the growing level of shared accommodation in parts of the borough. It will come into force on 30 November 2013. The area applies to all wards east of the East Coast Railway Line and means that from 30 November 2013, planning permission will be required to change a single family dwelling unit into a small HMO.

Priority 4: Improve school standards and outcomes for young people

Overall Assessment

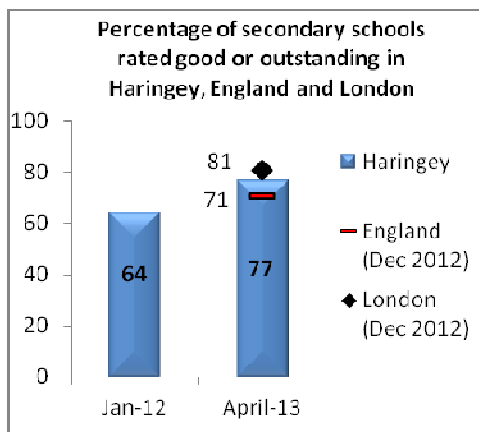
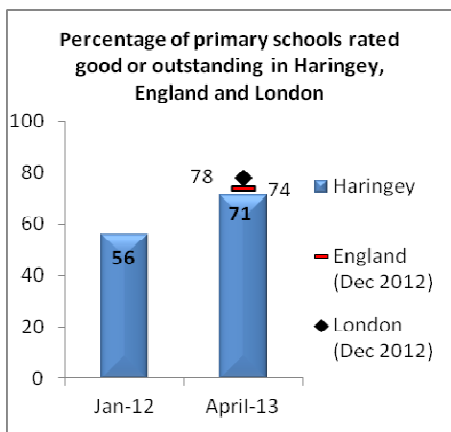
- The majority of Haringey's primary and secondary schools are rated good or outstanding by Ofsted (*para 35*). Improvement is needed in children's centres.
- Educational attainment across key stages has improved in 2012/13, closing the gap between Haringey and the London top quartile (*para 0*). The rate of improvement in early years needs to accelerate.
- The numbers of children on child protection plans and children in care have reduced slightly since last year but remain comparatively high (*paras 40 & 42*).
- Good progress has been made in securing permanent placements for children in care, either through adoption or special guardianship orders (*para 44*). Focus needs to be maintained to ensure that national thresholds are met.
- The council's focus needs to shift to improving early years provision, prevention and early intervention, reducing the need for more intensive services.

Education and training

Ofsted ratings of children's centres and schools

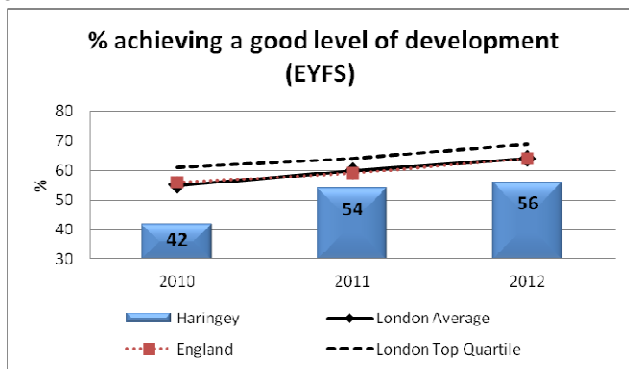
35. As at April 2013 the Ofsted ratings were as follows:

- **Children's centres:** 14 had been inspected and eight were judged good/outstanding (57%). This is below the London and national averages of 77% and 70%, respectively (as at December 2012).
- **Primary schools:** 45 out of 63 (71%) were rated good or outstanding. This figure includes academies, but excludes free schools. This is a major improvement since January 2012 (see graph below). The latest available data shows the national average is 74%.
- **Secondary schools:** ten out of thirteen (including Haringey 6th Form Centre) were rated good or outstanding (77%). This figure includes academies. Again, this is an improvement compared to January 2012. The latest available data shows the national average is 71%.



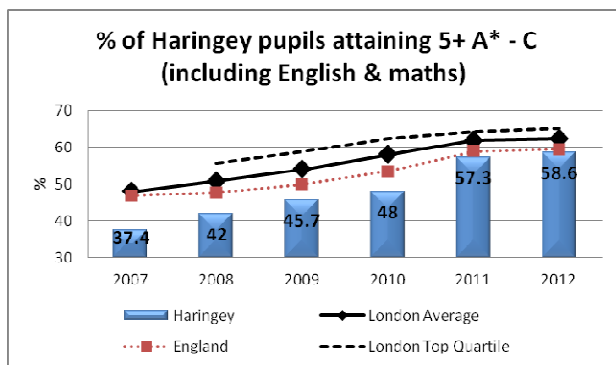
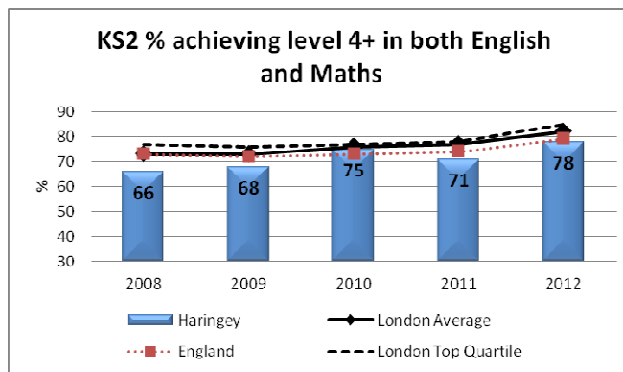
Educational Attainment

36.



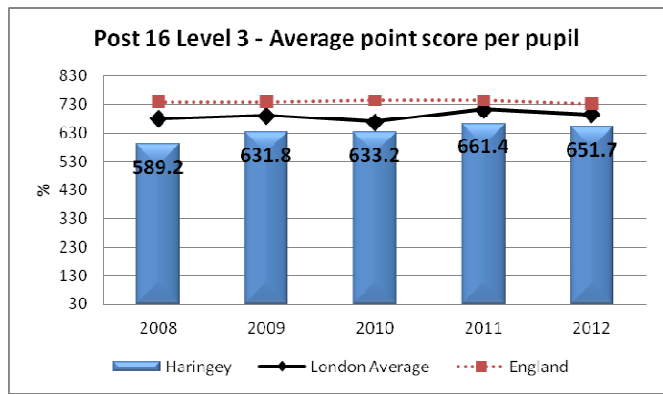
The percentage of children achieving a good level of development in the **Early Years Foundation Stage** has continued to improve (54% to 56%) but not as quickly as England (59% to 64%). Haringey's ranking has fallen from 122nd to 138th (out of 152 local authorities).

Validated results for **Key Stage 2** (end of primary school) show an improvement from 71% to 78% for pupils achieving level 4 or above in both English and Maths, putting Haringey almost on a par with England and moving its ranking from 109th to 99th (out of 150 local authorities).



- Validated 2012 **GCSE** results show that 58.6% of pupils attained 5+ A*-C (including English & maths), close to the 59.4% national average. Haringey is now ranked 77th (out of 151 local authorities).
- 75.1% of pupils are making expected progress from KS2 to GCSE in English, better than England (69.2%). Haringey is ranked 23rd (out of 151 local authorities).
- 77% of pupils are making expected progress from KS2 to GCSE in Maths, also better than England (69.8%). Haringey has improved its rank to 20th (out of 151 local authorities).

Validated results for **post-16** attainment show that the total average point score per pupil has fallen slightly (661.4 to 651.7); the England average has also fallen from 745.9 to 733. Haringey is now ranked 125th (out of 149 local authorities). Average point score per exam entry is 209.9 (England 212.8). Haringey is ranked 52nd (out of 149 local authorities).



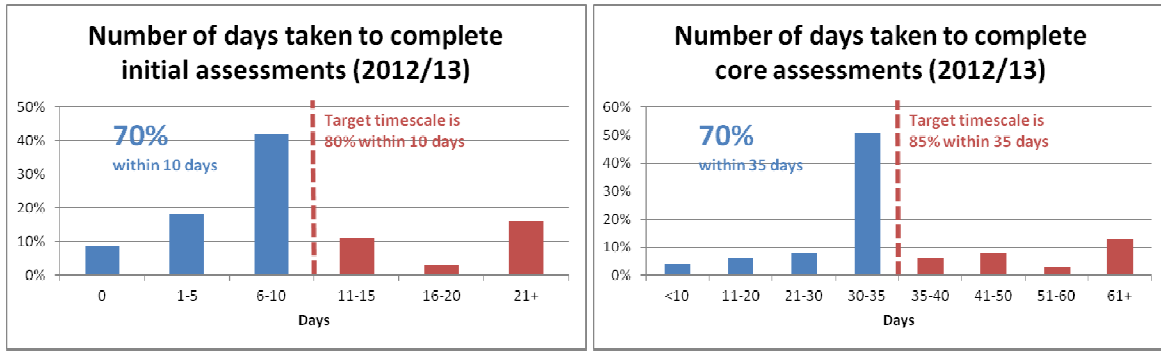
37. There has been an increase in the number of 19 year olds qualified to level 2 (GCSE A*-C or equivalent), up to 84% from 79% the previous year (London 86%). Similarly, there has been an increase in the number qualified to level 3 (A-Level or equivalent), up to 59% from 55% the previous year (London 61%).
38. Figures for the **educational attainment of looked after children** have recently been published. Of the children looked after continuously for twelve months during the year ending 31 March 2012:
- At **Key stage 1**, 94% achieved the expected level in reading (compared to 67% nationally), 88% achieved the expected level in writing (compared to 57% nationally), and 81% achieved the expected level in mathematics (compared to 71% nationally).
 - At **Key stage 2**, 42% achieved the expected level in English and Maths in 2012, below the national average of 50%.
 - At **GCSE level**, 19% achieved 5+ A*-C including English and mathematics, above the national average of 15%.
 - Haringey also had above average levels of children in full time education following completion of education at year 11 (78% compared to 71% nationally).

Young people not in education, employment or training (NEETs)

39. Of young people aged 16-19 whose situation is known, 3.3% are **not in education, employment or training**, an improvement since last year 4.4%. 18.6% of young people's situation is **not known** compared to 27.9% last year higher than Statistical Neighbour average

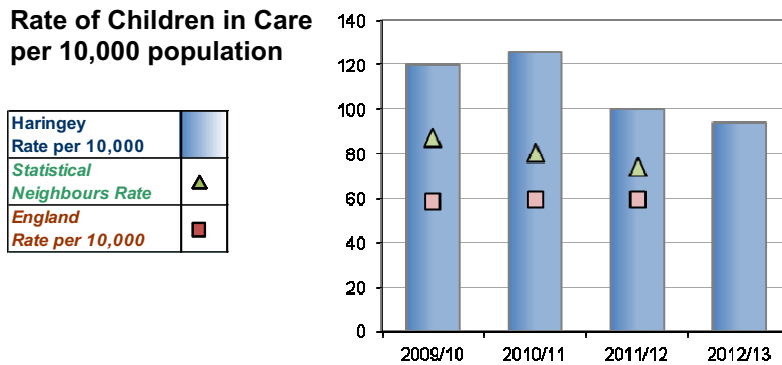
Children's Social Care

40. In 2012/13, there has been an 18.5% reduction from the previous year in **referrals to children's social care**. Haringey's rate of referrals per 10,000 population is lower than statistical neighbours, largely due to robust screening processes by the Multi Agency Safeguarding Hub (MASH). 15% of referrals are **re-referrals within 12 months**, in line with statistical neighbours' performance.
41. Completion of **initial and core assessments** in timescale was below target and below levels achieved by our statistical neighbours. 70% of initial assessments were completed within 10 days compared to 82% for statistical neighbours (2011/12). 70% of core assessments were completed within 35 days.

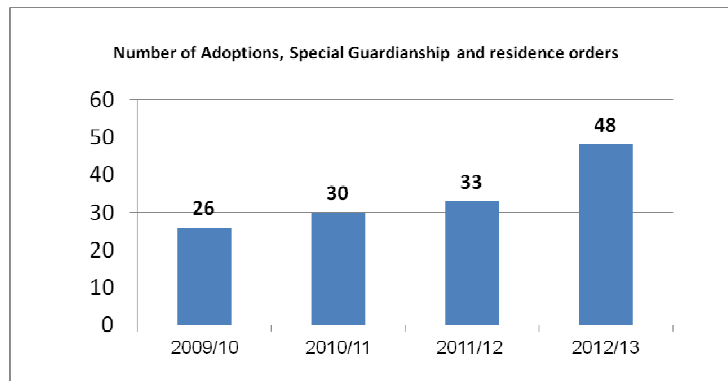


42. There were 275 **children subject to a child protection plan** as at March 2013, similar to the number recorded at the end of last year (284). This translates to a rate of 47.8 per 10,000 population, which remains higher than the England average and that of statistical neighbours (40).

43. There has been a 5.5% reduction in the number of **children in care** since the end of March 2012. 541 children were in care on the last day of March 2013, equivalent to 94 per 10,000 population. Haringey's rate remains higher than the England rate and that of statistical neighbours. A quarter of children in care are placed within Haringey, with 80% placed within a 20 mile radius.



44. There were 14 **adoptions** in 2012/13 (target 15). However, there were also 31 **special guardianship orders** in the year, giving a total of 45 legally permanent orders. Increasing use of special guardianship orders in addition to adoption orders helps to reduce the time children spend in long term care. In addition, a large number of children have been placed in pre adoptive



placements awaiting orders which will boost adoption orders during 2013/14 and secure permanency plans for around 30 children in care. Significantly higher **numbers of adopters** were approved in 2012/13; 35 compared to 9 in 2011/12.

45. In 2012/13, **children waited an average of 661 days from becoming looked after to being placed for adoption**. This is higher than the 639 day national threshold but an improvement over Haringey's three year average for 2009/12 (749) and the 2011/12 position of 715 days.

46. In 2012/13, **children waited an average of 436 days from entering care to moving in with adoptive parents** (including foster parents who subsequently adopt), a considerable improvement on 647 days in 2009/12.

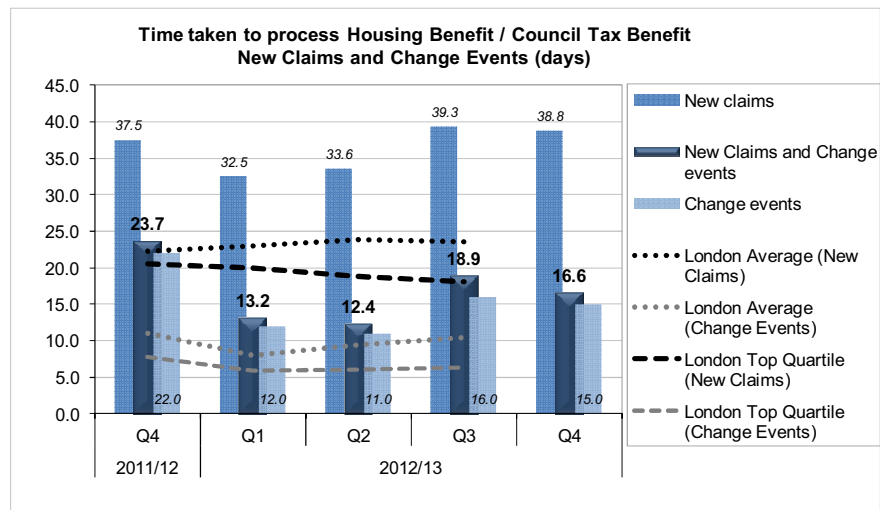
Priority 5: Deliver responsive, high quality services to residents

Overall Assessment

- Progress has been made on the efficiency of processing benefit claims (*para 48*). Processing times need to reduce further in the coming year to bring performance in line with the best boroughs in London, particularly in the context of the transition to Universal Credit.
- The council tax collection rate is good (*para 47*). Maintaining this level may prove to be a challenge as financial pressure on households and the impact of welfare reform continues to bite.
- Complaints from residents are being dealt with in a shorter timescale than previous years (11 days), however, escalation to stage 2 has increased (*paras 50 & 51*). For the coming year, the Council's aim is to resolve complaints at the earliest possible stage.
- Performance of the Council's Call Centre was below expectation throughout the year (*para 54*). Improving customer services will be a key priority for the Council for 2013/14.
- Performance against planning application indicators was low compared to other London authorities (*para 55*).

47. 95.02% of **Council tax due for the year** was received in the year to March, meeting the 95% target but marginally below levels achieved at this time last year (95.3%).

48. The **time taken to process housing benefit and Council tax new claims and change events** decreased to 16.6 days in quarter 4, better than the 18 day target. The overall 2012/13 figure is 14 days, a significant improvement on last year (22 days). Haringey's processing time remains significantly longer than both the London top quartile and London average, particularly for new claims.

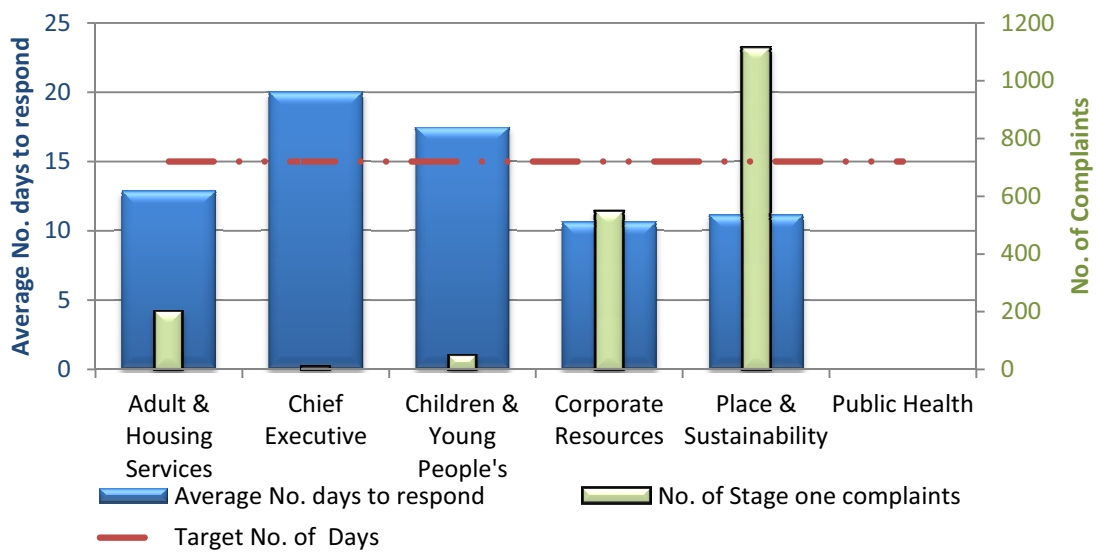


49. In 2012/13 there were 1,922 **stage 1 complaints** and 3,089 **Member enquiries**. The table below shows the areas where the majority of complaints were received. These areas tend to be high volume / universal services. For example, there are in excess of 5 million waste collections each year and the number of complaints in 2012/13 was inevitably affected by the changeover to fortnightly waste collection.

Main areas for Stage 1 complaints	Total
Street Cleansing / Waste Collection	559
Benefits	221
Housing	164
Customer Services	150
Libraries	107
Parking	72
On-Street Enforcement	71
Leisure Centre Information	58

50. The average time taken to respond to **Stage One complaints** was 11.4 days against a target of 15 days, down from 12.5 days last year.

Stage One Complaints - response times and volumes 2012/13

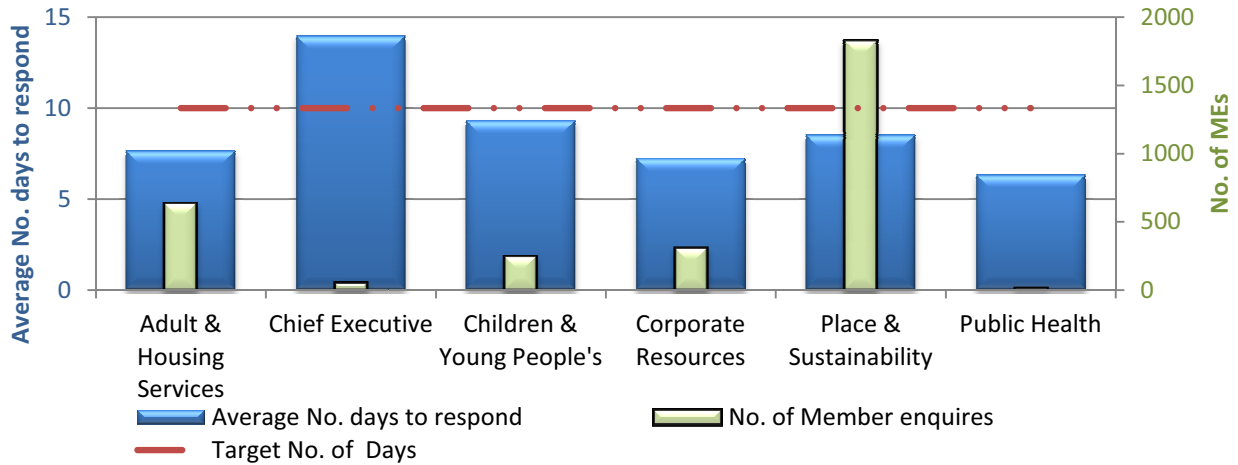


51. 9% of complaints received in 2012/13 were escalated to **Stage 2: Independent Review**, an average of 28 cases per month. This represents a sustained increase in both proportion and volume of escalations compared to the six months to March 2012 (5% and 14 per month, respectively).

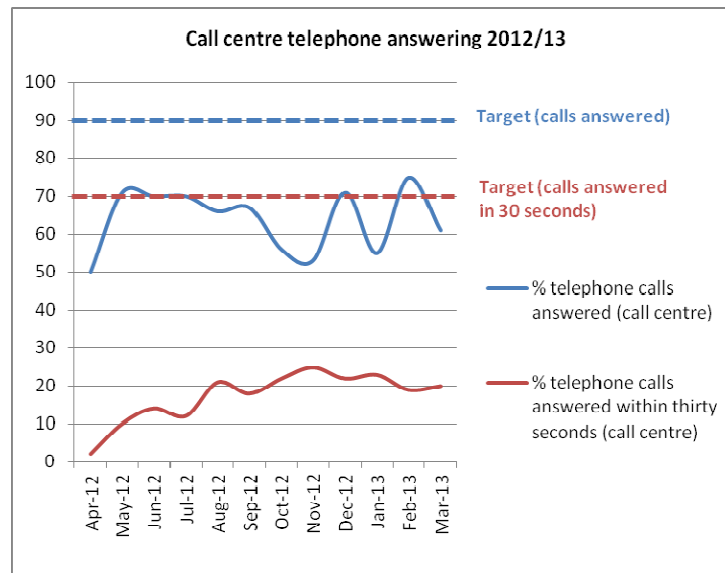
52. Only 2% of stage 1 complaints are escalated to the Local Government Ombudsman.

53. The average time taken to respond to **Members' Enquiries** was 8.4 days against a target of 10 days, down from 10 days in 2011/12.

Members' Enquiries - response times and volumes 2012/13



54. Performance of the Council's call centre was below expectation throughout the year. Of the calls received, 63% were answered and 17% were answered within the target timescale of 30 seconds. A focused programme of work, the Customer Services Strategy, is now in place to address this.



55. In 2012/13, the Council received the following planning applications:

Type	Number received	Completed to timescale*	% completed to timescale
Major	19	12	63.2%
Minor	309	175	56.6%
Other	1,570	1,061	67.6%

*8 weeks for Minor and Other, 13 weeks for Major

Performance against all types of application was low compared to other London authorities.

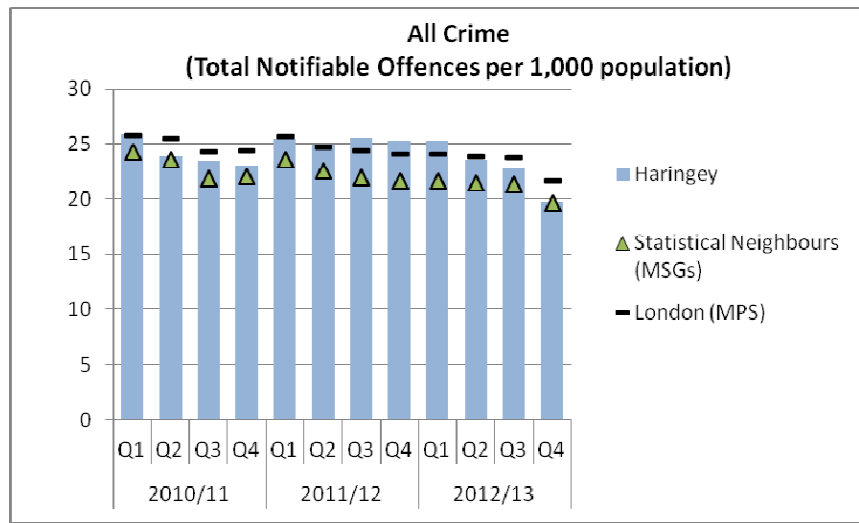
56. **Staff sickness** for Haringey Council (excluding school staff) reduced from 7.77 days per FTE in April 2012 to 7.14 days per FTE in March 2013. This puts Haringey just outside the London top quartile of 7.11 days (based on data for 24 boroughs as at Q3 2012/13).

Community Safety

Overall Assessment

- Overall crime in Haringey reduced by 10% in 2012/13 compared to the previous year (*para 57*). In particular, major reductions have been seen in personal robbery (30% reduction) and residential burglary (16% reduction; *para 59*).
- The number of first time entrants to the Youth Justice System aged 10-17 has reduced by a third (*para 60*). However, the youth re-offending rate continued to increase, with almost half of the cohort reoffending (*para 62*). Diverting young people from involvement in crime and antisocial behaviour is a key priority for the coming year.

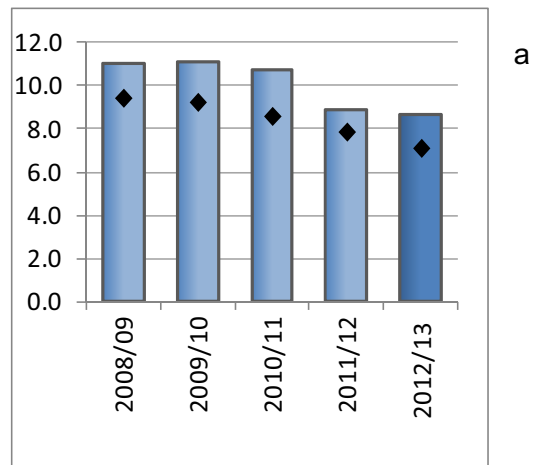
57. **Reported crime** in Haringey reduced by 10% in 2012/13 compared to the previous year, a bigger reduction than either London or statistical neighbours. Haringey's rate is below London and in line with statistical neighbours.



58. **Violence with injury** reduced by 2.3% in 2012/13 compared to the previous year. London overall saw greater reduction of 8%.

Violence with Injury (rate per 100,000 population)

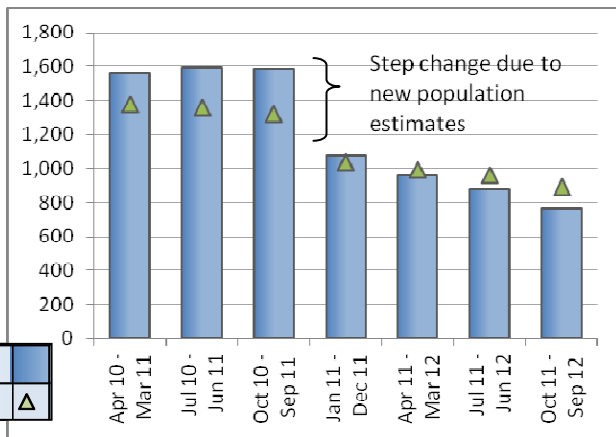
Haringey	◆
London	◆



59. Both **personal robbery** and **residential burglary** offences (the key property offences measured by the Community Safety Partnership Board) have seen major reductions in 2012/13. Personal robbery reduced by 30% compared to the previous year; residential burglary has seen a 16% reduction. In quarter four of 2012/13, the personal robbery and residential burglary rates were both below the London rate.

60. In the last year, the **number of first time entrants to the Youth Justice System aged 10-17** has reduced by a third, from 268 to 182. Haringey's rate per 100,000 is now 767, the 3rd lowest in its YOS family group (a group of 10 similar boroughs used for benchmarking). Diversion through triage and well structured occupational programmes has been key in this reduction.

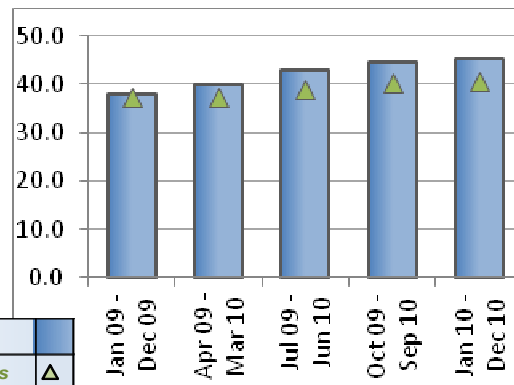
First Time Entrants to the Youth Justice System per 100,000 10-17 year olds.



Haringey	▲
Statistical Neighbours	▲

61. Haringey's **rate of custody use** (per 1,000 10-17 year olds) has reduced to 2.28 as at Q3 2012/13 compared to 2.70 in 2011/12. However, this remains high amongst Haringey's YOS family group.

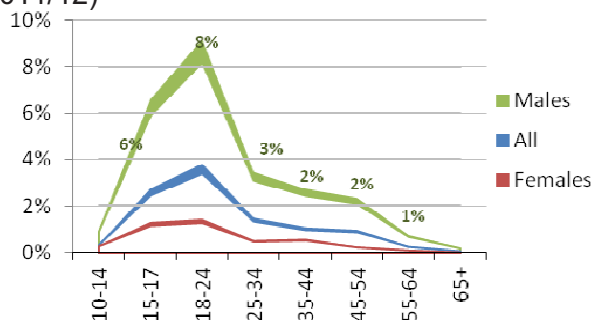
62. **The youth re-offending rate** has continued to increase and is likely to miss the end of year target. 47.1% of offenders in the April 2010 to March 2011 cohort have reoffended compared to 40% for the previous cohort. Similar increases have been seen across the YOS family group, though Haringey's rate remains higher than the group average. Local tracking (which runs ahead of the published figures) indicates that the re-offending rate has peaked and will begin to reduce over the next year.



Haringey	▲
Statistical Neighbours	▲

63. In contrast to the overall violence with injury trend, **serious youth violence** continues to fall. There were 181 serious youth violence offences in 2012/13, down from 246 in the previous year, a reduction of over a third, bringing Haringey much closer to the average across London.

64. The chart below shows the estimated percentage of the population accused of a crime by age and gender (Oct-Sep 2011/12)



Source: Police accused data (Borough Intelligence Unit)

65. Haringey's Community Safety Partnership has secured **funding from the Mayor's Office for Policing and Crime (MOPAC)** which in 2013/14 will provide:

- £45,000 to support to victims and witnesses of anti-social behaviour in Haringey and Hackney.
- £88,000 to support Haringey's Integrated Offender Management (IOM) programme.
- £103,000 to support the work of the domestic violence (DV) partnership.

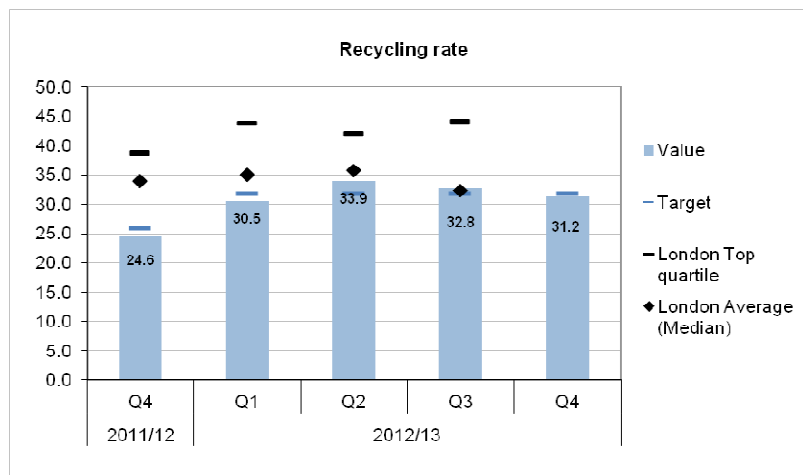
66. The Council has allocated £400,000 to support the delivery of the **Strategy for Young People**. Key strands of which will be to divert young people away from the criminal justice system, particularly younger siblings of those already in gangs.

Environment

Overall Assessment

- The Council's recycling rate has increased by 6 percentage points from 2011/12, to 32% (*para 67*) following the successful roll-out of the fortnightly waste collection service.
- Street cleanliness increased steadily through the year but the annual figure has been adversely affected by low performance at the beginning of the year. There needs to be a focus on ensuring that high levels of street cleanliness are maintained throughout the year (*para 68*).

67. **32.1% of household waste was recycled** in 2012/13, exceeding the annual target of 31.7%. Haringey remains below the London average and significantly below the top quartile. The roll-out of fortnightly waste collection services across the borough has contributed to the increase over 2011/12 (26.2%)



68. The annual performance of Haringey's **street cleansing** contractor is based on levels of litter measured through a survey three times a year. The surveys identified that in 2012/13 performance improved steadily throughout 2012/13 and overall 8% of streets fell below the acceptable level of cleanliness in line with the target set.

69. Green Flag status has been successfully retained for all 15 of **Haringey's parks and open spaces**. In addition, three non-Council spaces were awarded Green Flags: Alexandra Palace, Tottenham Marshes and Highgate Wood, making a total of 18 for the borough overall.

A number of Haringey parks have also achieved [Fields in Trust](#) status which protects outdoor recreational spaces as a legacy of Queen Elizabeth II's (QEII) Diamond Jubilee in 2012: Albert Road Recreation Ground, Lordship Recreation Ground, Muswell Hill Playing Fields, Down Lane Recreation Ground. Priory Park has also applied for Fields in Trust QEII status, and the outcome is awaited.

- 70. By the end of the 2012/13 planting season, a total of 388 **new trees had been planted** (307 were street trees). This means that between 2010 and 2013 an overall 1,244 new trees were planted.
- 71. A detailed business plan for a strategic **Lee Valley Heat Network** is now in development. The network locally covers part of Northumberland Park, Tottenham Hale and Tottenham Green, and aims to utilise energy from waste processing facilities in Edmonton for the benefit of the local economy. The overall network covers Haringey, Enfield and Waltham Forest.
- 72. Haringey has been awarded £100,000 from a cross-borough funding bid to the European Regional Development Fund led by Islington. The scheme is providing free environmental support to hundreds of small and medium-sized enterprises (SMEs) to help them **reduce CO2** and save money on their fuel bills. To date, approximately 50 businesses have received one-to-one support from the service, and many businesses have been delighted with the service and the financial savings they have been able to make to reduce their operating costs. In addition, thousands of businesses have received information and advice from direct mailings and online resources.
- 73. **Haringey's Car Club scheme** now offers Zipcar members access to 87 car club vehicles across the borough. The scheme has been extremely popular, with over 4,000 Zipcar members in the borough (a member growth of 240% in three years), and has led to up to 1,040 private vehicles being sold through residents joining the scheme. Zipcar members drive on average 68% less than prior to joining (and using public transport 40% more). There is significant potential for car club expansion in Haringey and the Council aims to have a car club within five minutes' walk of all residents and businesses.

Health and social care

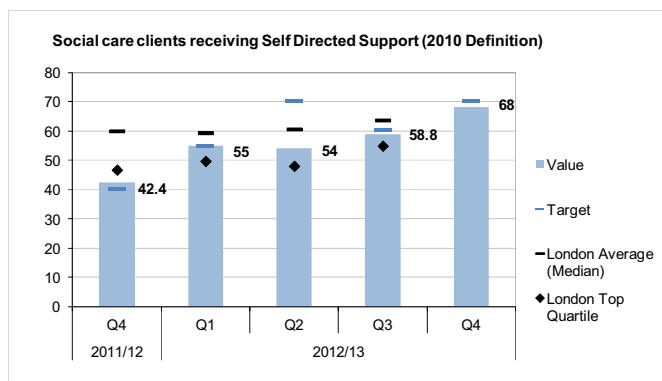
Overall Assessment

- Steady progress towards the national target has been made for self directed support in social care (personal budgets; see *para 74*).
- Good progress has also been made in reducing teenage pregnancy (see *para 76*). Haringey is now average amongst its statistical neighbours, improving from a low ranking the previous year.
- The rate of delayed transfers of care has increased from last year (the majority are attributable to the NHS; see *para 75*). Nationally, there is a clear expectation that rates should improve, reinforcing the need for this to remain a focus for adult social care for 2013/14

Adult Social Care

74. As at March 2013, 68% (3,150 clients) of social care clients are on **self-directed support** against a target of 70%. This is in the top quartile for London (based on Q3 data).

75. **Delayed transfers of care** have increased to 9.8 per 100,000 adult population (as at January 2013), compared to 7.7 last year, above the target of 7.5. Nationally about 60% of delayed transfers are attributable to the NHS and 33% to Social Care, with the remaining 7% being attributable to both. In Haringey, 67% are attributable to NHS, 32% to Social Care and 1% to both. There is a clear



national expectation for reductions in both the number of Delayed Transfers of Care and the length of wait which some people are experiencing. As Haringey rates are higher than other north central London boroughs, this area should remain a focus for adult social care for 2013/14.

Public Health

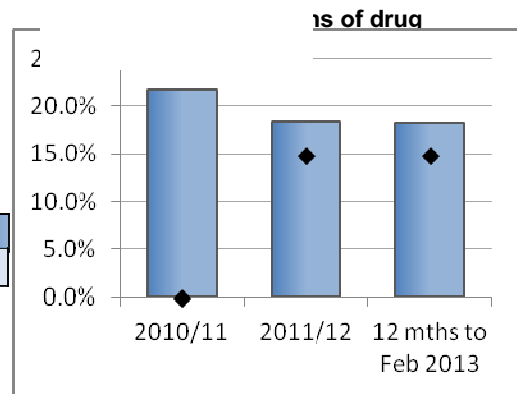
76. The ONS 2011 quarterly rates and the annual rate for **under 18 conceptions** for Haringey are shown below.

Quarter	Rate per 1000
Q1	43.5
Q2	26.8
Q3	41.6
Q4	33.0
2011 Annual Rate	36.2

Haringey is now average amongst its statistical neighbours; the 2011 annual rate shows a significant decrease from 2010's high rate of 64.7 per 1000.

77. 18.3% of **drug treatment was completed successfully** in 2012/13 (to February), maintaining the strong performance from the previous year. This remains better than the London and national figures.

Haringey	■
London	◆



78. 37.9% of Haringey residents participate in at least one 30 minute session of sport or moderate **exercise** per week (9th out of 32 London boroughs; London overall 36.5%). This is a 2.8 percentage point increase from the previous year (35.1%) and, although it is not statistically significant, indicates a possible increase in participation in sport and physical exercise.

Appendix 1: Performance Tables Quarter 4 Council Plan Performance Assessment 2012/13

1. Work with local businesses to create jobs for local people

Ref:	Description	2011/12	Polarity				2012/13				2012/13		Traffic Light	2012/13	Benchmarking
		Value	Good Performance is:	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	Q4 2012/13 Value	Year to Date Value	Target	Direction of Travel					
HY476	Number of jobs created through the Haringey Jobs Fund	New Indicator	High	14	3	15	11	43	50	Red		Local Indicator			
HY477	Haringey residents supported into sustained employment through the Jobs for Haringey Programme	New Indicator	High	0	0	5	35	40		Data Only		Sustained employment is measured as at least 6 months in work so performance would only be recorded from Q3. Jobs For Haringey started in April 2012			
HY496	Percentage of working population claiming Jobseeker's Allowance (JSA)	5.7	Low	5.5	5.4	5.3	5.3	5.3		No target set	↑				

3. Tackle the housing challenges

Ref:	Description	2011/12	Polarity				2012/13				2012/13		Traffic Light	2012/13	Benchmarking
		Value	Good Performance is:	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	Q4 2012/13 Value	Year to Date Value	Target	Direction of Travel					
Op155	Number of affordable homes delivered (gross)	458 ¹	High	-	-	-	-	376	410	Red	↓				
HY4a	Number of homelessness acceptances	573	Low	119	145	179	162	605	745	Green	↓	Haringey has high numbers of homelessness applications accepted and is bottom quartile well above the average of 446 as at Q3.			

¹ This is an annually reported indicator. The Haringey 2012/13 figure is provisional and has not yet been published. It is set against a target in the London Plan.

Ref:	Description	2011/12		Polarity		Q1 2012/13		Q2 2012/13		Q3 2012/13		Q4 2012/13		2012/13		Traffic Light		2012/13		Benchmarking	
		Value	Good Performance is:	Value	Good Performance is:	Value	Good Performance is:	Value	Good Performance is:	Value	Good Performance is:	Value	Good Performance is:	Year to Date Value	Target	Direction of Travel	Green	Amber	Direction of Travel	Above Average	Below Average
HY4b	Number of homelessness preventions	554	High	126	High	100	High	154	High	125	High	505	488	Green	↘						
HY156	Number of households living in temporary accommodation	2,944	Low	2,906	Low	2,896	Low	2,881	Low	2,832	Low	2,832	3,000	Green	↘						Haringey has the 2 nd highest number of households in TA, well above the London group average of 1206
HY66	Voids: Average relet times for local authority dwellings (calendar days)	34.2 days	Low	29.7 days	Low	33.8 days	Low	32.6 days	Low	28.7 days	Low	31.2 days	30 days	Amber	↘						

4. Improve school standards and outcomes for young people

Ref:	Description	2011/12		Polarity		Q1 2012/13		Q2 2012/13		Q3 2012/13		Q4 2012/13		2012/13		Traffic Light		2012/13		Benchmarking			
		Value	Good Performance is:	Value	Good Performance is:	Value	Good Performance is:	Value	Good Performance is:	Value	Good Performance is:	Value	Good Performance is:	Year to Date Value	Target	Direction of Travel	Green	Amber	Direction of Travel	Green	Amber		
Op38 3	Re-referrals within 12 months of the previous referral	16.6%	Low	16.4%	Low	18.5%	Low	15.1%	Low	16.8%	Low	15.3%	16%	Green	↘							●	
OP38 8a	The rate of Children Subject to a CP plan per 10,000 pop	49		51.91		56.94		58.16		47.74		48 ²	52	Green	↘								●
OP38 9a	The rate of Children in care per 10,000 pop	100		-		-		-		-		94 ³	91	Amber	↘								●
HY62	Stability of placements of looked after children: number of moves	10.3%	Low	9.9%	Low	7.6%	Low	7%	Low	7.2%	Low	7.2%	11%	Green	↘								●

² Haringey's rate of Children subject to a CP Plan, although reducing remains significantly higher than the rate for our statistical neighbours (40)

³ Although reducing the rate of children in care in Haringey is around a third higher than the England rate (59) and remains significantly higher than our statistical neighbour rate (74)

Ref:	Description	2011/12		2012/13				2012/13				Benchmarking					
		Value	Good Performance is:	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	Q4 2012/13 Value	Year to Date Value	Target	Traffic Light	Direction of Travel	Comparator Group	Top /Best Quartile	Above Average	Below Average	Bottom Quartile	
HY117	Academic Age Yr 12-14 % who are not in education, employment or training (NEET)	4.3%	LOW	3.6%	5.5%	4%	3.3%	3.3% ⁴	8.9%	Green	↑	Statistical Neighbours	●				
HY 74 (NI 73)	Achievement at level 4 or above in both English and Maths at Key Stage 2	71.0%	High	-	-	-	-	78.0 ⁵ %	77.0 %	Green	↑	National		●			
HY75	Achievement of 5 or more A* - C grades at GCSE including English and Maths	57.3%	High	-	-	-	-	58.6 ⁶ %	56.0 %	Green	↑	National		●			
HY 31 (NI 92)	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	32.1%	LOW	-	-	-	-	32.5 ⁷ %	31.4 %	Amber	↓	National				●	
HY483	Average days from becoming looked after to being placed for adoption for children adopted in period	715	LOW	678	758	600	539	661 ⁸	639	Amber	↑	England				●	
HY493 ^a	Proportion of Primary schools rated outstanding or good by OFSTED	59% (Sept 2012)	High	Data relates to April 2013				71% ⁹	80%	Amber	↑	National		●			

⁴ Data are monitored monthly. However this indicator and NEET target use an annual result which is based on three one month snapshots at the end of November, December and January each year.

⁵ Haringey's ranking improved from 109th to 99th and were 1 percentage point away from National Average.

⁶ Haringey ranks 77th place out of 151 local authorities and compares with an England average of 59.4%

⁷ Haringey's ranking has dropped from 103rd to 132nd.

⁸ This is the average for adopted children only between April 2012 and March 2013 and compares with a national threshold of 636 days for England for the rolling year period 2008-2011. Haringey's 2008-2011 average days were 739.

⁹ This relates to 45 out of 63 primary schools and is below the national average of 74% as at December 2012. The figure includes academies but excludes free schools.

Ref:	Description	2011/12		Polarity	2012/13				2012/13		Traffic Light	2012/13		Comparator Group	Benchmarking			
		Value	Good Performance is:		Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	Q4 2012/13 Value	Year to Date Value	Target		Direction of Travel	Top /Best Quartile		Above Average	Below Average	Bottom Quartile	
HY493 b	Proportion of Secondary schools rated outstanding or good by OFSTED	62% (Sept 2012)	High	Data relates to April 2013							Green	77% ¹⁰	73%	National				
HY579 a	School Places - % getting their first preference (Primary)	80% (AY12/13 entry)	High	Data Avail June 2013									80%					
HY579 b	School Places - % getting their top preference (Secondary)	67%	High	-							Green	73.2%	70%					
HY580 a	Haringey Residents putting Haringey school as first preference (Primary)			-														
HY580 b	Haringey Residents putting Haringey school as first preference (Secondary)			-														

¹⁰ This relates to 10 out of 13 secondary schools including Haringey sixth form centre and is above the national average of 71% as at December 2012. The figure includes academies..

5. Deliver responsive, high quality services to residents

Ref:	Description	2011/12	2012/13				2012/13		Traffic Light	2012/13 Direction of Travel	Comparator Group	Benchmarking			
		Value	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	Q4 2012/13 Value	Year to Date Value	Target				Top/Best Quartile	Above Average	Below Average	Bottom Quartile
HY181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	22	13.2	12.4	18.9	16.6	13.7	18	Green	↑	LAPS		Change Events ●		New Claims ●
HY9	% of council taxes due for the financial year which were received in year	95.3%	30.04%	57.7%	82.66%	95.03%	95.03%	95%	Green	↓	LAPS		●	●	
HY502	Members' Enquiries - average days to process	10	8.8	8.1	8.1	8.5	8.4	10	Green	↑					Local Indicator
HY503	FOI's - average days to process	17.5	18.4	20.1	16.1	16.7	17.9	20	Green	↓					Local Indicator
HY12a	Days sick per full time equivalent employee (Excluding Schools' Staff)	7.33	7.43	7.09	7.2	7.14	7.14	7	Amber	↑	LAPS	●			
HY500	Complaints Average days to process	12.5	12.1	10.9	11.3	11.2	11.4	15	Green	↑					Local Indicator
HY501b	Complaints - % escalated to stage 2	5%	8.4%	9%	8.9%	9.41%	9.41%		Data Only	↓					Local Indicator
Op501	Complaints S2, Independent reviews average days to process	70.2% in 25 days	23.2	21.5	23.2	23.8	23.8	25	Green						Local Indicator

6. Community Safety

Ref:	Description	2011/12		Q1 2012/13		Q2 2012/13		Q3 2012/13		Q4 2012/13		2012/13		2012/13				Benchmarking			
		Value	Polarity	Good Performance is:	Value	Value	Value	Value	Value	Value	Year to Date Value	Target	Traffic Light	Direction of Travel	Comparator Group	Top /Best Quartile	Above Average	Below Average	Bottom Quartile		
HY23	Violence with Injury	2263	LOW		627	591	519	476		2213 ¹¹	5% reduction	Amber	↑	MPS Most similar Group & London					●		
HY25	Serious Acquisitive Offences- incl. Personal Robbery and Residential burglary	8610	LOW		2025	1779	1572	1501		6877 ¹²	-11% for Personal Robbery & -6% for Residential burglary	Green	↑						●		
HY58	Victims of domestic violence feeling well advised and supported	100%	High			96%	100%	100%		100 ¹³ %	90%	Green	▬						Local Indicator		
HY331	Repeat victimisation of domestic violence (Hearthstone)	20%	Low			18%	20%	20%		19%	21%	Green	↑						Local Indicator		
Hy 473	First time entrants to the Youth Justice System aged 10-17 Rolling Year (rate per 100,000 10-17 year olds)	1508 (Jan to Dec 2011)	Low		1352	881	767	690		690 ¹³	1508	Green	↑	Stat Neighbours Youth Justice Board	●						

¹¹ Haringey has a VWI rate of 8.58 offences per 1000 residents, 4th highest out of the 15 CSPs in its MSG and 22% greater than the MSG average of 7.02 per thousand residents
¹² Haringey has a rate of 26.82 offences per 1000 residents, 3rd highest out of the 15 CSPs in its MSG more than a third (34.5%) higher than the MSG average of 19.95 per thousand residents
¹³ Haringey's First time entrants are the second lowest when compared with it's family group and better than the family group average of 750 but above the London average of 585.

Ref:	Description	2011/12		2012/13				2012/13				Benchmarking				
		Value	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Year to Date Value	Target	Traffic Light	Direction of Travel	2012/13	Comparator Group	Top /Best Quartile	Above Average	Below Average
HY495	% Re-offending rates after 12 months rate Rolling Year	43.1 (Jul 2009 to Jun 2010)	43.1	45.2	47.1	48.2	48.2 ¹⁴	43.1	Red	↘	Youth Justice Board					●
NI 43	Use of custody rate per 1,000 of 10-17 population Rolling Year	2.7 (Apr 2011 to Mar 2012)	2.74	2.4	2.28	1.94	1.94 ¹⁵	2.70	Green	↗	Youth Justice Board					●

7. Environment

Ref:	Description	2011/12		2012/13				2012/13				Benchmarking				
		Value	2011/12	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Year to Date Value	Target	Traffic Light	Direction of Travel	2012/13	Comparator Group	Top Quartile	Above Average	Below Average
HY19 2	Recycling rate	26.24%	30.47%	33.91%	32.81%	31.23%	32.1%	31.7%	Green	↗	LAPS					
HY19 5a	Improved street and environmental cleanliness, levels of: Litter	7%	13%		7%	3%	8%	8%	Green	↘	LAPS					●

¹⁴ Haringey's Re-offending rate is the second highest in our family group and the 3rd highest in London

¹⁵ Haringey's use of custody rate has reduced but remains the second highest rate in London

8. Health and Social Care

Ref:	Description	2011/12	Polarity				2012/13				2012/13		Traffic Light	2012/13 Direction of Travel	Comparator Group	Benchmarking			
		Value	Good Performance is:	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	Q4 2012/13 Value	Year to Date Value	Target	Year to Date Value	Target	Top /Best Quartile				Above Average	Below Average	Bottom Quartile	
HY1	Social care related quality of life	17.5	High	Annual Survey				18	Target not set	Amber	↑	NASCI SEngland				●			
HY10	Social care clients receiving Self Directed Support (2010 Definition)	42.4%	High	55%	54%	58.8%	68%	68% ¹⁶	70%	Amber	↑	LAPs		●					
HY19a	Prevalence of healthy weight in 4-5 year olds (% Obesity)	10	Low	-	-	-	-	11.8%			↓	LAPs		●					
HY19b	Prevalence of healthy weight in 10-11 year olds (% Obesity)	21	Low	-	-	-	-	23.8%			↓	LAPs		●					
HY112	Under 18 conception rate per 1000 pop. Reported 12 months in arrears	49.2 ¹⁷	Low	43.3 (Q1 2011)	27.5 (Q2 2011)	42.5 (Q3 2011)	36.2 (Q4 2011)	36.2	47 by 2015	Amber	↑	London		●					
HY131	Delayed transfers of care	9.0	Low	7.77	11.37	10.42	9.8	9.7 ¹⁸	7.5	Red	↓	5 North Central London Boroughs					●		
HY145 (NI 145)	Adults with learning disabilities in settled accommodation	47.2%	High	6.7%	36.0%	45.6%	68.7%	68.7%	65.0%	Green	↑	LAPs				●			
HY41	Proportion of adults in contact with secondary	70.1%	High	74.4%	75.6%	76.4%	76.3%	76.3% ¹⁹	75.0%	Green	↑	LAPs				●			

¹⁶ There are a total of 3150 receiving a personal budget, an increase of 2072 personal budgets in place since the 1078 recorded as at 30th April 2012 and above average for the group as at Q3 (56.8%).

¹⁷ Following 2011 Census population estimates were revised and teenage conception rates were adjusted. The rate for 2010 was adjusted from 64.7 to 49.2 per 1,000.

¹⁸ Haringey has the 2nd highest number of delays per 100,000 population amongst the 5 North Central London Boroughs. Our Non acute DTOC rate is higher than our acute rate

¹⁹ As at Q3 the average for the 9 boroughs that returned a figure was 79%.

Ref:	Description	2011/12	Polarity				2012/13				Benchmarking				
		Value	Good Performance is:	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	Q4 2012/13 Value	Year to Date Value	Target	Traffic Light	Direction of Travel	Comparator Group	Top /Best Quartile	Above Average	Below Average
HY42	mental health services living independently, with or without support	67.23	Low	18.86	36.57	60	64.57	64.6	72.8	Green	↑	●			
Op44	Permanent admissions to residential and nursing care homes, per 100,000 population	43.6%	High		Annual Survey			56.1%	Target not set		↑				
Op45	Overall satisfaction of carers with social services	New Indicator	High		Annual Survey			39%	Target not set		N/A	●			
HY46	The proportion of carers who report that they have been included or consulted in discussions about the person they care for	New Indicator	High		Annual Survey			66.4%	Target not set		N/A				
HY50	Leaving drug treatment free of drug(s) of dependence	18.4%	High	17.6% (July 2011 to June 2012)	17.4% (Oct 2011 to Sept 2012)	18.1% (Jan to Dec 2012)	18.3% (Apr to Mar 2013)	18.3%	22.3%	Green for Opiate users Red for Non-opiate users	↑	●			
HY96	Number of 4-week smoking quitters who	2124	High	336	223			1686²¹	1940	Confident target					

²⁰ This relates to 113 permanent admissions in 2012/13. In 2011/12 Haringey's performance admissions were the 8th lowest in London and the 3rd lowest amongst comparator boroughs.
²¹ Haringey's rate per 100,000 at 315.8 for stopping smoking is below the average of 333 for London.

Ref:	Description	2011/12	Polarity				2012/13				2012/13				2012/13	Comparator Group	Benchmarking			
		Value	Good Performance is:	Q1 2012/13	Q2 2012/13	Q3 2012/13	Q4 2012/13	Year to Date Value	Target	Traffic Light	Direction of Travel	Top /Best Quartile	Above Average	Below Average			Bottom Quartile			
	attended NHS Stop Smoking Services																			
HY97	NHS Health Checks - Offered	17493 or 26.6% offered 6047 or 9.2% completed	High	6348	2578	1536	2321	12783 or 23% offered 6620 completed	11095	Green	↑									
HY490	Number of young people in the C-Card (contraception) scheme	New Indicator	High	463	234	230		22	Target not set											
HY491	Infant mortality rate	4.8 (2008-2010)	Low		-			4.3 (2009-2011)	4.5	Green	↑			London		●				

²² Overall as at April 2013 there have been 2163 registrations on this scheme against a target of 2600

Priority 1: Work with schools, and early years and post 16 providers, to deliver high quality education for all Haringey children and young people (Lead service: CYPS)						
No.	Key performance indicators	2012/13 Target	2012/13 Out tum	2013/14 Target	Target 2013/14	Collection Frequency
1.1	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	31.40%	32.50%	31%	Reduce the gap between the lowest achieving children at the Early Years Foundation Stage and the rest to 31%	Annually
1.2	Achievement at level 4 or above in combined reading, writing and maths	77%	74%	78%	Increase the percentage of children achieving level 4 or above in combined reading, writing and maths at Key Stage 2 to 78%	Annually
1.3	Achievement of 5 or more A*- C grades at GCSE including English and Maths (Key stage 4) exceeds London average	56%	58.60%	63%	Increase the percentage of pupils achieving 5 or more A*- C grades at GCSE including English and Maths (Key stage 4) to 63%	Annually
1.4	Achieving Level 2 by 19	-	84%	86%	Increase the proportion of 19 year olds achieving Level 2 (GCSE A*-C) to 86%	Annually
1.5	Achieving Level 3 by 19	-	59%	61%	Increase the proportion of 19 year olds achieving Level 3 (A level) to 61%	Annually
1.6	Percentage of 18 year olds not in education, employment or training (academic year 12-14)	8.90%	3%	3.60%	Reduce the percentage of 18 year olds not in education, employment or training to 3.6%	Monthly
1.7	Percentage of 18 year olds in education, employment or training (academic year 12-14) - Not Known	8.60%	18.60%	9.50%	Reduce the percentage of 18 year olds for whom their education, employment or training status is not known to 9.5%	Monthly
1.8	Schools & Child care provision rated as good/outstanding	Target Not Set	71% Primary 77% Secondary 57% Children's Centres (April 2013)	100% by 2016	Increase the proportion of schools and children's centres rated as good/outstanding to 100% by 2016	Quarterly/Six Monthly

Priority 2: Enable every child and young person to thrive and achieve their potential (Lead service: CYPS)						
No.	Key performance indicators	2012/13 Target	2012/13 Out tum	2013/14 Target	Target 2013/14	Collection Frequency
1.9	Percentage of vulnerable 2 year olds taking up their free early years place	New indicator		80%	Ensure that 80% of vulnerable 2 year olds in the borough take up their free early years place	Annually
1.10	Percentage of 3 and 4 year olds taking up their free early years place	New indicator		90%	Ensure that 90% of vulnerable 3 and 4 year olds in the borough take up their free early years place	Annually
1.11	Readiness for school at five years - Achievement of at least 78 points across the Early Years Foundation Stage	52.40%	56%	61%	Increase the percentage of children achieving at least 78 points across the Early Years Foundation Stage (at age five) to 61%	Annually
1.12	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	31.40%	32.50%	31%	Reduce the gap between the lowest achieving children at the Early Years Foundation Stage and the rest to 31%	Annually
1.13	Number of adoptions/ special guardianship orders	15 & 25	14 & 31	20 and 25	Complete 20 adoptions and 25 special guardianship orders by March 2014	Monthly
1.14	Average time between a child entering care and moving in with its adopted parents, for children who have been adopted	639 average threshold	661	637	Reduce time between a child entering care to moving in with prospective adoptors to less than 637 days	Monthly/Quarterly
1.15	Number and rate of children on protection plans	300	275 (rate 48 per 100,000)	250 (rate of 43 per 100,000)	Stabilise the number of children on child protection plans to 250	Monthly
1.16	Number of families supported through the Families First programme	New indicator		337	Support 337 families through the Families First programme	Quarterly
1.17	Early access to maternity services	-	76.90%	80% at 12 weeks by March 2015	Increase the percentage of women with access to maternity services in 12 weeks to 80% by March 2015	Quarterly

Priority 3: Make Haringey the safest borough in London (Lead service: P&S)						
No.	Key performance indicators	2012/13 Target	2012/13 Out turn	2013/14 Target	Target 2013/14	Collection Frequency
2.1	Domestic violence: proportion of referrals to the MARAC which are repeat referrals	New indicator		5%	Ensure that the percentage of referrals to the MARAC which are repeat referrals is not more than 5%	Annually
2.2a	Gangs: Gang Unit Project caseload	New indicator		70	Work with 70 young people involved in gangs	Quarterly
2.2b	Gangs: proportion of the gang caseload who are engaged and retained	New indicator		80%	Ensure that 80% of the gang caseload are engaged and retained	Quarterly
2.3	Number of offenders in the Integrated Offender Management cohort	-	70	130	Increase the number of offenders in the Integrated Offender Management cohort from 70 to 310 over 4 years (60 per year)	Quarterly
2.4	Youth re-offending rate	43%	47%	40%	Reduce re-offending amongst 0-19 year olds to no more than 40%	Quarterly
2.5	Community confidence in dealing with crime and anti-social behaviour (percentage of residents who feel the council and police are dealing with crime and anti-social behaviour effectively)	-	54%	59%	Increase the percentage of residents who feel the council and police are dealing with crime and anti-social behaviour effectively to 59%	Annually
2.6	Anti-social behaviour- Reduce incidents of reported ASB	New indicator		5%	Reduce incidents of reported anti-social behaviour by 5% year on year for four years	Quarterly

Priority 4: Safeguard children and adults from abuse and neglect wherever possible and deal with it appropriately and effectively if it does occur						
No.	Key performance indicators	2012/13 Target	2012/13 Out turn	2013/14 Target	Target 2013/14	Collection Frequency
2.7	Proportion of children referred to social services seen within 10 days	New indicator (single assessments introduced Jun 2013)		95%	Ensure that 95% of children referred to social services are seen within 10 days	Monthly
2.8	Proportion of assessments completed within 45 working days	New indicator (single assessments introduced Jun 2013)		85%	Ensure that 85% of assessments are completed within 45 working days	Monthly
2.9	Percentage of looked after children placed more than 20 miles from Haringey	-	20% up from 17% in 2011/12	16%	Reduce the proportion of looked after children placed more than 20 miles from Haringey to 16%	Monthly/Quarterly
2.10	Percentage of children who cease to be subject to a child protection plan whose child protection plan lasted 2 years or more	7%	7%	7%	Ensure that no more than 7% of children subject to a child protection plan have a child protection plan lasting 2 years or more	Monthly
2.11	Stability of placements of looked after children – number of moves	11%	7.20%	10%	Ensure that no more than 10% of looked after children have three or more placements in the year	Monthly
2.12	The proportion of people who use Adult Services who feel safe and secure	-	83%	85%	Increase the proportion of adult social care users who state that the services they use make them feel safe and secure to 85%	Annually

Priority 5: Provide a cleaner, greener environment and safer streets (Lead service: P&S)						
No.	Key performance indicators	2012/13 Target	2012/13 Out turn	2013/14 Target	Target 2013/14	Collection Frequency
2.13	Number of parks with green flag status	-	16	16	Maintain green flag status for 16 Haringey parks	Annually
2.14	Proportion of parks inspected that are graded at A or B standard			65%	Ensure that 65% of parks inspected are graded to a high standard of cleanliness (A or B)	Quarterly
2.15	Improved street and environmental cleanliness levels of: Litter	8%	8%	8%	Ensure that the proportion of land with unacceptable level of litter does not exceed 8%	Monthly
2.16	Improved street and environmental cleanliness: Detritus	16%	8%	13%	Ensure that the proportion of land with unacceptable level of detritus does not exceed 13%	Monthly
2.17	Number of fly-tips reported by residents	-	To be confirmed	480	Reduce the number of fly tips reported by residents to 480 per month in 2013/14	Monthly

2.18	Percentage reduction of people killed or seriously injured	-	Adult KSI =78 (96 2011/12)	5% annual reduction	Reduce the number of people killed or seriously injured on Haringey roads by 5% each year (based on a 3 year rolling average)	Quarterly in arrears
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Priority 6: Support health and wellbeing for all (Lead services: CYPS, A&H and PH)						
No.	Key performance indicators	2012/13 Target	2012/13 Out turn	2013/14 Target	Target 2013/14	Collection Frequency
2.19	Under 18 conception rates (conceptions per 1,000) for 15 to 17 year olds	-	36.2	28.7 by 2015	Reduce Haringey's under 18 conception rate to the rate for London by 2015 (London rate 28.7 per 1,000 in 2011)	Quarterly
2.20	Childhood obesity rates - reception (4-5 year olds)	-	11.80%	11.80%	Halt the rise in childhood obesity amongst 4-5 year olds	Quarterly
2.21	Childhood obesity rates - Year 6 (10-11 year olds)	-	23.80%	23.80%	Halt the rise in childhood obesity amongst 10-11 years olds	Quarterly
2.22	Cardiovascular mortality rate (per 100,000)	-	-	76	Reduce cardiovascular mortality to 76 per 100,000	Annually
2.23	Alcohol-related hospital admissions (per 100,000)	-	2,253 (2011/12)	2523	Ensure that alcohol-related hospital admissions do not increase by more than 6%	Annually
2.24	Proportion of people using Adult Services who receive self-directed support, and those receiving direct payments	70%	68%	70%	Increase the proportion of adult social care users in receipt of a Personal Budget to 70%	Monthly
2.25	Proportion of people who use Adult Services and have control over their daily life	-	67.60%	75%	Increase the percentage of adult social care users reporting that they have control over their daily life to 75%	Annually
2.26	Proportion of adults with a learning disability who live in their own home or with their family	65%	68.70%	80%	Increase the proportion of adults with learning disabilities living in settled accommodation to 80%	Monthly/ Quarterly
2.27	Number of clients aged 65 and above achieving independence through rehabilitation	85%	88.40%	90%	Increase the proportion of clients aged 65 and over above achieving independence through rehabilitation to 90%	Annually
2.28	Proportion of adults in contact with secondary mental health services living independently, with or without support	75%	76.30%	80%	Increase the proportion of adults in contact with mental health services living independently to 80%	Monthly/ Quarterly
2.29	Percentage of people with learning disabilities who received a health check	-	-	86%	Increase the number of people with learning disabilities who receive an annual health check to 86%	Quarterly

Outcome 3: Opportunities for all: a successful place for everyone

Priority 7: Drive economic growth in which everyone can participate (Lead service: P&S)						
No.	Key performance indicators	2012/13 Target	2012/13 Out turn	2013/14 Target	Target 2013/14	Collection Frequency
3.0	Percentage of working population claiming job seekers allowance	-	5.30%	4.80%	Reduce the proportion of working population claiming job seekers allowance by 10%	Quarterly
3.1	Number of young people supported into work	New indicator		65	Support 65 young people into work by March 2014	Quarterly
3.2	Number of apprenticeships created for Haringey residents under 25	New indicator		100	Create 100 apprenticeships for Haringey residents under 25 years by March 2014	Quarterly
3.3	Number of people supported into work by the Jobs for Haringey programme, 30% youth	New indicator		300	Support 300 people into work through Jobs for Haringey programme, 30% of whom will be young people	Quarterly
3.4	Number of people supported into work through Haringey HUB/DWP response to the impact of the Benefit Cap	New indicator		80	Support 80 people into work through Haringey HUB and work with the DWP in response to the impact of the Benefit Cap	Quarterly

Priority 8: Deliver regeneration at priority locations across the borough (Lead service: P&S)

Progress to be measured through project milestones (see corporate plan for details)						
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Priority 9: Ensure that everyone has a decent place to live

No.	Key performance indicators	2012/13 Target	2012/13 Out turn	2013/14 Target	Target 2013/14	Collection Frequency
3.5	Number of affordable housing units delivered by the Council and housing associations	410	376	410	Deliver 820 housing units annually, 50% of which should be affordable housing.	Annually
3.6	Net additional homes provided	-	-	600	Provide more homes by building or converting 300 - 600 new homes	Annually
3.7	Proportion of expired mandatory HMOs re-licensed	-	-	90%	Re-license 90% of mandatory HMO's where licenses have expired within year	Annually
3.8	Number of additional HMOs licensed within the Additional HMO Licensing Scheme in Harringay ward	-	-	100	License an additional 100 Properties within the 'Additional HMO Licensing Scheme' in Harringay ward	Quarterly
3.9	Number of homeless acceptances per 1,000 population	-	-	To be agreed	Prevent homelessness - reduce homeless acceptances to XX per 1,000 population	Quarterly
3.10	Number of households in temporary accommodation	3,000	2832	2,800	Reduce the number of households in temporary accomodation to 2,800 by March 2104	Monthly/ Quarterly

Outcome 4: A better Council: delivering responsive, high quality services; encouraging residents who are able to help themselves

Priority 10: Ensure the whole Council works in a customer focussed way (Lead service: All)

Priority 11: Get the basics right for everyone

Priority 12: Strive for excellent value for money

No.	Key performance indicators	2012/13 Target	2012/13 Out turn	2013/14 Target	Target 2013/14	Collection Frequency
4.1	Proportion of calls to the call centre answered (of calls presented)	90%	63%	90%	Increase the proportion of calls answered (call centre) to 90%	Monthly
4.2	Proportion of calls to the call centre answered within 30 seconds (of calls presented)	70%	17%	70%	Ensure that 70% of calls to the call centre are answered within 30 seconds (of calls presented)	Monthly
4.3	Percentage of complaints upheld by the Ombudsman where they have found no fault following investigation	-	48% (26 out of 54 local estimate)	70% (Top Quartile for London 2011/12)	Increase the proportion of complaints upheld by the Ombudsman where no fault was found following investigation to 70%	Quarterly/ Annually
4.4	Percentage of personal callers to Customer Service Centres seen within 20 minutes	70%	69%	75%	Reduce waiting times at Customer Services Centres so that 75% of personal callers are seen in 20 mins	Monthly
4.5	Number of transactions through the council's website (to be defined)	-	-	To be agreed	Increase access to Council services through the web	Quarterly
4.6	Increase in number of visits to Haringey libraries	-	-	10% by 2015/16	Increase visits to Haringey libraries by 10% by 2015/16	Quarterly/ Annually
4.7	Percentage of principal roads where maintenance should be considered	-	17%	7%	Reduce the percentage of Principal roads where maintenance should be considered to 7%	Annually
4.8	Percentage of minor planning applications processed within 8 weeks	65%	57%	65%	Increase the percentage of minor planning applications processed within 8 weeks to 65%	Monthly
4.9	Percentage of other planning applications processed within 8 weeks	80%	68%	80%	Increase the percentage of other planning applications processed within 8 weeks to 80%	Monthly
4.10	Percentage of major planning applications processed within 13 weeks	60%	63%	65%	Increase the percentage of major planning applications processed within 13 weeks to 65%	Monthly
4.11	Percentage of households returning completed electoral registration forms	-	-	90%	Increase the proportion of residents returning completed electoral registration forms to 90%	Annually
4.12	Percentage of staff receiving performance appraisals	-	To be confirmed	95%	Increase the percentage of staff receiving performance appraisals to 95%	Annually
4.13	Percentage of council tax due that was collected	95%	95.03%	92.50%	Ensure that 92.5% of council tax is collected in year	Monthly
4.14	Percentage of household waste recycled	31.70%	32.11%	35.40%	Increase the proportion of household waste recycled to 35.4% (to be reviewed)	Monthly
4.15	Delayed transfers of care from hospital	7.5	9.8	8.0	Reduce the rate of delayed transfers of care to 8.0 per 100,000 population	Monthly
Additional basket of unit cost indicators to be added by end June 2013						

Appendix 3: Emerging Policy Issues 2013 onwards

Priority 1: Work with local businesses to create jobs for local people

Heseltine report on growth: The Government has published its response ([“Government’s response to the Heseltine review”](#)) to Lord Heseltine’s report on growth ([“No Stone Unturned in pursuit of growth”](#)) which was published in October 2012.

The Mayor of London has endorsed the findings of a [new report](#) published by the **independent London Finance Commission**, chaired by Professor Tony Travers. The report outlines a comprehensive package of devolution measures to give Londoners a more direct say over a greater proportion of taxes raised in their city. It concludes that London government could better promote its own economic development.

The Mayor of London has also announced the publication of the London Enterprise Panel’s (LEP) **Jobs and Growth Plan for London**. It aims to deliver jobs and growth for London through:

- [Skills and employment](#): to ensure Londoners have the skills to compete for and sustain London’s jobs;
- [Micro, small and medium sized enterprises](#): to support and grow London’s businesses;
- [Digital creative, science and technology](#): for the capital to be recognised globally as world leading hub; for science, technology and innovation - creating new jobs and growth; and
- [Infrastructure](#): to keep London moving and functioning.

The Council’s plans for economic growth will need to take all of the above into account.

Raising the Participation Age: From Summer 2013, all young people up until the end of the academic year in which they turn 17 will be required to participate in education or training. From 2015, this requirement will apply until their 18th birthday. This raising of the participation age places new responsibilities on local authorities, including two new duties: to promote the participation of 16 and 17 year olds, and to identify those 16 and 17 year olds who are not participating.

Priority 2: Deliver regeneration to key areas of the borough

The [National Planning Policy Framework](#) (NPPF) took full effect from 27 March 2013:

- The framework is based on a ‘presumption in favour of sustainable development’. From now, the NPPF takes precedence where the local plan is ‘absent, silent or relevant policies are out-of-date’. An up-to-date adopted local plan is therefore critical for local planning authorities (LPAs) – but 51 per cent do not have one.
- There is a concern that LPAs without a plan cannot demonstrate a 5-year ‘deliverable’ supply of specific housing sites (plus a 5 or 20 per cent buffer) – as set out in the NPPF – and will be vulnerable to applications for housing development on land where the community does not want it, especially on greenfield sites where development costs are lower.
- Robust evidence, especially on housing need and market housing, is vital – planning inspectors are looking for a ‘compelling link between what the evidence states and what the plan says’.
- There remains a tension between the pressure to significantly increase the development of new housing nationally, and localism and the right of communities to shape where they live.

Priority 3: Tackle the housing challenges

Housing and the budget: Budget March 2013 announcements

Help to Buy: a commitment to significantly expand the Help to Buy scheme to total £3.5 billion. Help to Buy will comprise of two schemes: ‘equity loan’ where the Government will loan individuals up to

20% of the value of new homes and 'mortgage guarantee' with lenders incentivised to make mortgages available to those with only small deposits. The schemes will be open to existing homeowners and first time buyers.

Right to Buy: Further measures designed to encourage more council housing tenants to exercise their right to buy. From 25 March 2013, the cash cap in London will be increased from £75,000 to £100,000. This change will be applied to those tenants with 'live' applications. The eligibility criteria for those tenants who can exercise their right to buy will fall from the 5 years at present to just 3 years of tenancy before being able to purchase. Local government will play a role in informing tenants of the changes to the cap and the eligibility criteria.

'Build to Rent' and Affordable Homes Guarantee: Expansion of the Build to Rent fund will provide either equity or loan finance to enable the development of more homes. The budget doubled the affordable homes guarantee, providing an additional £225 million, estimated to enable the delivery of a further 15,000 affordable homes in England by 2015.

Social rents: From 2015/16, Government will set out social rent policy providing certainty to social landlords to 2025. Government will take steps towards allowing social landlords to charge market rent to tenants with an income of over £60,000 per annum. A consultation will help examine how this will work in practice; the expectation will be that tenants declare their income.

Pension investment rules: Commitment to examine changes to pension investment rules in the near future, to encourage conversion of unused and under occupied commercial space into residential properties, in particular in town centres and high street areas.

Priority 4: Improve school standards and outcomes for young people

Revised **statutory guidance on [adoption](#)** will come into effect on 1 July 2013 to support the amendments to the Adoption Agencies Regulations which come into force on that date. The reforms include the introduction of an "adoption passport" showing adopters what support is available to them, and a new duty on local authorities to make this information explicitly clear to potential adopters.

From April 2013, the Government implemented a further **reduction in Early Intervention Grant** funding levels. The Early Intervention Grant has been rolled into general local government funding allocations together with a reduction in resources. It is no longer possible to separately identify funding for children's centres. Funding allocated for the delivery of the two-year old programme moved to the Dedicated School Grant from April 2013.

Priority 5: Deliver responsive, high quality services to residents

Local authority budgets in 2014/15 are set to be cut by a further one per cent, a reduction of £220 million, but the Government has protected local government and police from the one per cent cut to be applied to most other departments in 2013/14. The reduction in 2014/15 comes on top of the two per cent, or £445 million, reduction announced in the 2012 autumn statement.

The Comprehensive Spending Review 2013 will consider public sector resources from 2015/16 onwards. Downward forecasts of economic growth and lack of progress on deficit reduction will mean that the Council will be facing further rounds of cuts beyond those originally envisaged.

The Government will **further develop community budgets**, outlined in the 2013 budget, facilitated by a multi-agency network.

Mainstreaming equality in procurement was [published](#) by the Equality and Human Rights Commission in March 2013. The guidance is intended to support councils in complying with the law

in a proportionate and cost effective way. It explains how incorporating equalities objectives in commissioning and procurement can help buy better outcomes for service users, achieve value for money, and help meet corporate objectives.

The Cabinet Office has published [The Choice Charter](#) setting out government principles to increase choice in public services and what users should receive from their services. Three Choice Frameworks – in [adult social care](#), [early years](#) and education – have also been published with this charter.

Community Safety

The Home Office has published its response to the [draft Anti-Social Behaviour Bill](#) focusing on better handling of ASB calls from the public; a coordinated approach to high-risk cases; changes to the county courts; and community harm statements.

The Ministry of Justice has consulted on [Transforming Youth Custody: Putting education at the heart of detention](#). The proposals aim to reform and intensify the role of education and skills provision within youth custody. The consultation looks to programmes such as free schools and academies for inspiration and possible involvement, and invites proposals on how to implement a network of Secure Colleges, which is central to the consultation's vision.

The Government has published plans to change the way in which offenders are managed in the community. [Transforming Rehabilitation](#) set out the Justice Secretary's "top priority" – to reduce rates of reoffending and improve value for money. The delivery of offender management services will impact across local authority services and responsibilities. Proposals included:

- Opening up probation services to competition with 'payment by results' in order to reduce rates of reoffending and ensure efficiency savings.
- 16 commissioned contracts across England and Wales with independent providers.

The outcome is awaited of a consultation on [Improving the Code of Practice for Victims of Crime](#) setting out the Government's plans to reform the Victims' Code to give victims clearer entitlements from criminal justice agencies and to better tailor service to individual need.

Health and social care

The Law Commission report on [Adult Social Care, May 2011](#), recommended a three level structure containing new statute, regulations and a code of practice. It includes safeguarding adults "wherever practicable from abuse and neglect"; and to "use the least restrictive solution where it is necessary to interfere with the individual's rights and freedom of action wherever ... practicable".

[Transforming care: a national response to Winterbourne View Hospital](#) responded to the abuse revealed at Winterbourne View hospital, and set out an action plan to transform care and support for all people with learning disabilities and challenging behaviour.

New criteria in the [Adult social care outcomes framework 2013/14](#) against which councils have to report progress include:

- a measure of how services improve 'people's experience of integrated care'
- effectiveness of 'reablement' services, helping older hospital leavers to readjust to home
- quality of dementia care services
- extent to which care users report having 'as much social contact as they would like'.

The [Care Bill](#), published in May 2013, builds on the draft [Care and Support Bill](#) published last year. All the major elements of the draft bill remain – wellbeing, prevention, carers' rights, choice and personalisation.

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Haringey Council

Report for:	Environment and Housing Scrutiny Panel November 19 th 2013	Item Number:	
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Title:	Community Engagement with Planning – Scoping Report
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Report Authorised by:	Cllr Stuart McNamara, Chair of Environment and Housing Scrutiny Panel
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Lead Officer:	Martin Bradford, Scrutiny Officer, Strategy & Business Intelligence, martin.bradford@haringey.gov.uk
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Ward(s) affected: All	Report for Key/Non Key Decisions:
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1. Describe the issue under consideration

- 1.1 As part of its work programme for 2013/14, the Environment and Housing Scrutiny Panel agreed to assess how planning services involved local residents and engaged local communities. The following provides a scope of the planned work (aims, objectives and work plan) to be discussed and agreed by the panel.

2. Cabinet Member Introduction

- 2.1 This is not applicable at this stage. The relevant Cabinet Member will introduce a response to any report or recommendations that result from this work at the appropriate juncture.

3. Recommendations

- 3.1 That the Environment and Housing Scrutiny Panel note contents of the attached scoping report and agree the aims, objectives and work plan contained within it.

4. Other options considered

- 4.1 This topic was selected by the panel after consultation with local stakeholders (local residents, community groups, members and officers).

5. Background information

- 5.1 Under the agreed terms of reference, Environment and Housing Scrutiny Panel can assist the Council and the Cabinet in its budgetary and policy framework through conducting in depth analysis of local policy issues.
- 5.2 In this context, the Environment and Housing Scrutiny Panel may:
- Review the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas;
 - Conduct research, community and other consultation in the analysis of policy issues and possible options;
 - Make recommendations to the Cabinet or relevant nonexecutive Committee arising from the outcome of the scrutiny process.
- 5.3 Cabinet Members, senior officers and other stakeholders were consulted in the development of an outline work programme for Overview & Scrutiny Committee and Scrutiny Panels. An assessment of community engagement practices used in within the planning service was agreed to be included within the Environment and Housing Scrutiny Panel work programme by the Committee at its meeting on June 17th 2013.

6. Community engagement with planning service

Introduction

- 6.1 A review of the Development Management Function within Haringey Council was undertaken in May 2012. This review encompassed all service aspects including the planning process, service performance, leadership and customer service. As a result of this evaluation, a Development Management Improvement Programme was established which is being monitored and overseen by Regulatory Committee.
- 6.2 As part of its work programme for 2013/14, the Environment and Housing Scrutiny Panel agreed to undertake an assessment of how the local planning service engages and involves local communities. In particular, the panel agreed to assess Haringey's Statement of Community Involvement (SCI) and to undertake a comparative assessment with other Local Planning Authorities.
- 6.3 It is anticipated that the work of the panel will contribute to the Development Management Improvement Programme and the further development of community engagement policies and practices in operation within the planning service in Haringey.

Background

- 6.4 It is broadly acknowledged that community involvement is key factor in the delivery of good planning outcomes as this can help to empower individuals and communities to play an active role in shaping the community in which they live. Furthermore, community engagement within planning processes can:
- Help to identify local needs;
 - Inform policy development;
 - Provide evaluative feedback on local projects and plans; and
 - Develop a sense of local ownership and civic pride.

- 6.5 Evaluative studies¹ have highlighted a number of significant challenges that Local Planning Authorities experience in engaging and involving local communities in local planning processes, including:
- Costs for participation and running involvement exercises;
 - The complexity of the planning issues under consideration
 - Reaching hard to reach or seldom heard communities such as young people and older people;
 - Planning is often perceived as a remote bureaucratic process which does not encourage involvement;
 - Language of planning, with technical expressions and jargon can be a deterrent to involvement;
 - Perception that planning consultation is dominated by highly vocalised local interest groups.

Community involvement in planning at the local level

- 6.6 There is an extensive legislative framework in place which governs community involvement in planning. There are statutory requirements for making information available about development plans and planning applications to ensure that local people can make appropriate representations on plans and planning applications.
- 6.7 The planning process is process driven, and planners need inputs from the public at certain points in plan making to ensure that statutory requirements are met. There are two categories of consultation at the local level:
- Local plan making process: each Local Planning Authority (LPA) is responsible for the preparation of Local Development Documents which make up the Local Development Framework (LDF).
 - Development Management: This is the decision-making process for planning applications.
- 6.8 A summary of the key local planning processes in which public consultation is sought are outlined in Appendix A.

Statements of Community Involvement

- 6.9 Local Planning Authorities are statutorily required to develop a Statement of Community Involvement (SCI). This is a document that sets out the framework for how the Local Planning Authority will engage with the public in preparing Local Development Plans in plan making and in commenting on planning applications.
- 6.10 The aim of the SCI is to set out the ways (e.g. how and when) the Local Planning Authority will consult on planning decisions and the plan making process. More specifically however, the SCI should encourage and support 'front loading' where consultation with the public begins at the earliest stages of each document's development to ensure that communities are given the fullest opportunity to participate in planning processes.

¹ Planning and Community Involvement A guide to effective S106 agreements and Statements of Community Involvement Town and Country Planning Association (with The Rayne Foundation & Ethical property Foundation)

- 6.11 The SCI sets out a framework of minimum standards for community involvement standards that the Local Planning Authority will comply with in local planning processes. National guidance² issued in 2008 to Local Planning Authorities for the development of SCIs indicates that these should include:
- A clear explanation of the process and methods for community involvement for different types of documents (e.g. Development Plan, Supplementary Planning Guidance) and how diverse sections of community involved;
 - Those community groups that need to be involved at different stages of the process;
 - An explanation of the process and methods for effective community involvement in determining of planning applications;
 - Details of the Local Planning Authorities approach to pre applications discussions;
 - Details of the Local Planning Authorities approach to community involvement in planning obligations;
 - Information on how the SCI will be monitored, evaluated and scrutinised at the local level;
 - Details of where community groups can get further information on the planning process (e.g. Planning Aid).
 - How landowners and developer interests will be engaged.

- 6.12 National guidance has since been updated through the National Planning Policy Framework,³ which emphasises the importance of early and meaningful engagement in planning processes:

'Early and meaningful engagement and collaboration with neighbourhoods, local organisations and businesses is essential. A wide section of the community should be proactively engaged, so that Local Plans, as far as possible, reflect a collective vision and a set of agreed priorities for the sustainable development of the area, including those contained in any neighbourhood plans that have been made.'

- 6.13 Evaluative studies amongst community groups as to what makes an effective SCI have identified the following characteristics:
- Clear, written in plain English
 - Clarity about the SCI and its role
 - Practicality and usability: use of simple summaries, provision of examples (e.g. site notices, neighbour notifications)
 - Detail priorities and resources available for community involvement
 - Clear explanation of how the SCI will influence policy development
 - Engage with the whole community especially hard for each or seldom heard groups.

Local Context

- 6.14 Haringey SCI (was initially adopted in 2007, but has since been updated in 2011). The SCI and the methods and processes of community involvement proposed within aim to reflect local demography and needs of local residents and communities. In

² Planning Policy Statement 12 – Local Spatial Planning DCLG 2008

³ National Planning Policy Framework DCLG 2012

addition, the SCI has been developed with reference to other key strategies and policy documents:

- Haringey Council Consultation Strategy: which sets out the guiding principles of how the Council will engage with local people;
- Haringey COMPACT: an agreement between voluntary, community and statutory organisations on how they intend to engage and work with each other;
- Council Equal Opportunities Policy.

6.15 As part of the plan making process, public consultation that were carried are assessed against the SCI during the public examination of plans. Haringey's Core Strategy (now called the Local Plan Strategic policies) were found sound by the Planning Inspector who carried out the examination in Public including compliance with the SCI.

6.16 Together with other customer service functions, Haringey SCI was assessed as part of an external review of the Development Management Function.⁴ It was concluded from this assessment that:

- There was a broad range of written guidance on the development management process available on and off line;
- That service standards in customer charter and SCI were not clear, were not monitored or reported upon;
- There could be further improvement in the way neighbours and objectors are given clear, timely information about proposals and amendments.

6.17 Haringey SCI is contained in Appendix B.

7. Aims, objectives and outcomes of scrutiny involvement

Aim

7.1 The work of the EHSP has an overarching aim:

'To assess whether residents and communities have appropriate opportunities to engage meaningfully in local planning processes through community engagement and involvement strategies within the planning service (with particular reference to the Statement of Community Involvement).'

Objectives

7.2 It is suggested that there are a number of component objectives within this overarching aim which the panel will seek to address during its investigation, these being:

Local Policy and Practice

1. To assess how effectively planning service engages and supports meaningful community involvement in planning developments and decision making?
 - To describe the nature and scope of community consultation;
 - To describe the community engagement and consultation standards and how these are measured, monitored and published;

⁴ Development Management (DM) Diagnostic review – Haringey Council 2013 (Regulatory Committee)

- The assess the adequacy of consultation lists, that they are up to date and reflect the demography of the local community;
 - Ensuring that hard to reach groups or seldom heard groups sufficiently engaged;
 - Assess the Haringey Statement of Community Involvement (SCI) and make recommendations for development / improvement;
 - The role of community engagement in Development Management Forums in larger scale planning applications;
 - Assess whether there is appropriate education and training among local community groups to support engagement with local planning process;
 - That appropriate use of digital, new technology and social media is used to engage and involve local residents and communities with planning development processes;
2. To assess the role of members in community engagement, and consider ways in which they can be engaged in the pre-application process.
 3. Assess how recent legislative changes in the planning sector have (or will) impact on community engagement processes and are reflected in local arrangements?
 - Localism Act, Neighbourhood Planning (Plans), Community Infrastructure Levy
 5. To assess community perceptions of local engagement and involvement within the planning process?
 - Community assessments of local engagement infrastructure;
 - Community expectations.

Comparative Policy and Practice

1. To assess community engagement and involvement infrastructure and resources at other Local Planning Authorities (in London) which may inform policy and practice in Haringey.
2. To assess the Statement of Community Involvement of other Local Planning Authorities which may further inform the future development of the Haringey SCI?
3. To identify and consult specialist planning agencies to help identify good or innovative practice for local community engagement and planning which may be replicated in Haringey?

Other

1. Asses the role of statutory consultees (fire, police etc), their responses and authorisation of planning applications.
2. Identify the protocols and procedures for determining which planning applications are considered at Planning Committee or determined by officers under delegated authority.
3. Ascertain the nature, function and membership of the design panel and how this supports the planning process.
4. Assess the use of factsheets to support compliance with shop frontage regulations.

Outcomes

- 7.3 It is expected that there will be three outcomes from the above work of the panel:
- Provide an assessment of the Statement of Community Involvement (SCI) and assess ways in which public engagement can be improved in the future both in plan making and applications. This may contribute to SCI updates and the review can also be reported at the next available service Monitoring Report.
 - Provide comparative assessments of other community engagement processes within other Local Planning Authorities that may guide and inform policy and practice locally.
 - Contribute to the overall Development Management Improvement Programme and consider ways in which members can be engaged in the pre-application process in compliance with the Localism Act (2012).

8. Scrutiny work plan

- 8.1 A range of information gathering methods will be employed to ensure that Members of the panel have access to evidence necessary to assist them in investigation of under occupancy in the social rented sector. This will include:
- Desk based reviews (local policy and performance data);
 - Formal panel meeting (to hear evidence from officers and to coordinate work programme)
 - Informal evidence gathering sessions (with local stakeholders and other informed agencies);
 - Primary data collection (among those involved in community planning exercises).
- 8.2 It is anticipated that a range of stakeholders will be involved in this project including the following:

Community	Local Policy & Practice	Comparative Policy & Practice
<ul style="list-style-type: none"> ▪ Community groups 	<ul style="list-style-type: none"> ▪ Haringey Planning Service 	<ul style="list-style-type: none"> ▪ Other Local Authorities (Hackney, Camden, Islington, K and C, Westminster)
<ul style="list-style-type: none"> ▪ Conservation Groups 		<ul style="list-style-type: none"> ▪ Planning Aid for London
<ul style="list-style-type: none"> ▪ Residents 		<ul style="list-style-type: none"> ▪ Town and Country Planning Association
<ul style="list-style-type: none"> ▪ Members 		<ul style="list-style-type: none"> ▪ Planning Advisory Service

- 8.3 The following table depicts the suggested plan of work for the panel.

Stage	Aim	Purpose / Activity	Time line
1.	Scoping	A. Meeting with AD Planning	July- October 2013
2.	Local Policy & Practice	A. Panel Meeting with Officers - Planning Officers B. Evidence / Report from Planning Service C. Assessment of Haringey Statement of Community Involvement (Planning)	November 2013
3.	Comparative Policy and	A. Evidence from other planning officers in other London boroughs	

	Practice	- Assessment the Statement of Community Involvement of other boroughs. - Hackney, Camden, Islington, K and C, Westminster B. Other informed agencies: - Planning Aid For London - Town and Country Planning Assoc. - Planning Advisory Service	December 2013/ January 2014
4.	Community feedback on current process	A. Involvement of those consulted in recent decisions? B. Survey? C. Case Studies?	November 2013 to January 2014
5.	Reporting	A. Interim findings in January (with Cabinet Member) B. Final report to Panel meeting in February 2014	February 2014

9. Comments of the Chief Financial Officer and Financial Implications

9.1 It is assumed that any costs associated with this review can be contained within existing budgets for Scrutiny functions, this would include any costs of consultation events or surveys. If there are any costs associated with the recommendations of these panels these will need to be highlighted at the appropriate time for funding to be identified.

10. Head of Legal Services and Legal Implications

10.1 The Head of Legal Services has been consulted on this Report. The aims, objectives and work plan are within the remit of the Panel.

11. Equalities and Community Cohesion Comments

11.1 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
- As a means of bringing local concerns to the attention of decision makers and incorporate them into policies and strategies
- Identified and engages with hard to reach groups
- Helping to develop consensus by seeking to reconcile differing views and developing a shared view of the way forward
- The evidence generated by scrutiny involvement helps to identify the kind of services wanted by local people
- It promotes openness and transparency; all meetings are held in public and documents are available to local people.

11.2 A number of engagement processes will be used to support the work of the Environment & Housing Scrutiny Panel which will seek to include a broad representation from local stakeholders. It is expected that any equalities issues identified within the consultation processes will be highlighted and addressed in the conclusions and recommendations reached by the panel.

12. Head of Procurement Comments

12.1 Not applicable.

13. Policy Implications

13.1 It is intended that the work of the Environment and Housing Scrutiny Panel will contribute and add value to the work of the Council and its partners in meeting locally agreed priorities. In this context, it is expected that the work of the Panel may contribute to improved policy and practice in the following corporate priorities:

- **Opportunities for all:** drive economic growth in which everyone can participate
- **A better council:** ensure that the Council works in a customer focused way

14. Use of Appendices

14.1 Any appendices are listed at the end of the report:

15. Local Government (Access to Information) Act 1985

Appendix A – Planning Framework and opportunities for community involvement in planning⁵

National Planning Policy

- Wider stakeholder involvement in the preparation of draft policy statements and guidance.
- Government White papers on policy proposals issued for public consultation.
- Planning Policy Statements and other guidance documents issued in draft for public consultation.
- Draft regulations issued for public consultation.

Regional Spatial Strategies (as supported by Mayor of London)

- Focus group on project plan for RSS revision.
- Focus groups of stakeholders, consultation seminars and other opportunities to be involved in emerging issues and options for draft RSS revision.
- Formal opportunities to make representations when draft revision of RSS is submitted to the Secretary of State.
- Examination in public into the draft RSS revision.
- Opportunities to make representations on changes to the RSS revisions proposed by the Secretary of State.

Local Development Documents (as supported by Local Planning Authority)

- Statement of Community Involvement sets out the Local Planning Authority's policy on involving the community in the preparation of its Local Development Documents.
- Early dialogue on LDDs, in line with the SCI.
- Before draft proposals are finalised, the authority will formally publish its preferred options for consultation and must consider representations.
- Draft Development Plan Documents are published and submitted for public examination. Representations can be made, to be considered at the examination.
- Those making representations seeking changes to a DPD will have a right to appear in person at the examination.
- Inspector's report will be made available for public inspection.
- Annual monitoring report published by local authority.

Planning Applications (as supported by Local Planning Authority)

- The SCI will set out the LPA's proposals for consulting the community on planning applications.
- Third parties can make representations on planning applications.
- Objectors can speak at planning committee meetings at the discretion of the LPA.
- Reasons for decisions are published.
- Third parties can make representations on appeals and at inquiries into called in applications.
- Additional consultation with regional and national bodies where appropriate for Major Infrastructure Projects.

⁵ Community Involvement in Planning: the Governments objectives Office of Deputy Prime Minister (2004)

Haringey Statement of Community Involvement

(Adopted May 2007)

(updated February 2011)



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1. What is the Statement of Community Involvement?

- 1.1 The Council is committed to involving and consulting with local people in all planning processes and decisions. Local views on development and change in the borough will help to shape the future of the borough.
- 1.2 The Council produce a Statement of Community Involvement (SCI) because we are committed to listening to local people and taking their views into account. When it comes to all the physical changes taking place we would like to hear what you have to say, so that we can use residents' and other stakeholders' views to shape the way local areas change.
- 1.3 The SCI sets out the Council's approach to engaging with and consulting the community in planning and development issues which affect where they live, work and visit. It sets out how and when the Council will consult with local communities in relation to planning applications and strategic plans in the emerging Local Development Framework (LDF).
- 1.4 The LDF is the spatial plan for Haringey which is made up of the SCI and other Local Development Documents (LDDs). The community and stakeholders are involved in the progress of the LDDs at each significant stage and the SCI will make it easier for people to continue their involvement in improving and strengthening the LDF overall.
- 1.5 The Council adopted its first SCI in May 2007. This is the first review of the document and is in response to changes in planning law and changes in the consultation process. We are committed to monitoring and updating the SCI to reflect local, regional and national changes.
- 1.6 There are different methods of consulting on development plans and planning applications. These are clearly set out in Sections 3 and 4 below.

2. Haringey's Vision for Community Involvement

2.1 The vision for Haringey is 'A place for diverse communities that people are proud to belong to'. To achieve this vision the priority outcomes are:

- people at the heart of change
- environmentally sustainable future
- economic vitality and prosperity shared by all
- safer for all
- healthier people with a better quality of life
- people and customer focused

2.2 This vision is set out in the borough's Sustainable Community Strategy (SCS) (2007-2016). The Strategy was approved by the Council and by the Haringey Strategic Partnership in March 2007 and was reviewed in 2010. The Council's Local Development Framework (LDF) will give a spatial interpretation to the Sustainable Community Strategy.

2.3 In delivering the vision for Haringey the involvement and participation of the local community and other stakeholders in the preparation of the LDF and processing of planning applications is essential.

2.4 As set out in Haringey's Consultation Strategy, the Council recognises the fundamental importance of undertaking effective community involvement and consultation to ensure that decisions are based on 'sound' reasoning, and these are transparent and accountable to the community. The Council defines consultation as '*a process of dialogue which leads to a decision*', so it is the commitment of the Council to ensure that consultation:

- reaches more people;
- demonstrates to the community that their views are heard;
- avoids consultation fatigue; and
- avoids duplication of consultation issues.

2.5 '*Haringey Council is committed to improving communication channels between the Council and the local community*' (Haringey Council Consultation Strategy: Guiding Principles). The eight guiding principles in the Consultation Strategy set out how the Council will make it worthwhile for local people to get involved in consultation. We will:

- do careful forward planning before starting a consultation exercise;
- be clear about the purpose of the consultation – what we are consulting about, who we are consulting, about what and what effect the findings will have on shaping policies and proposals;
- actively engage the whole community by using a variety of formats and media and be mindful of local avenues for accessing people, particularly within the voluntary sector;
- give enough time for people to be consulted;
- choose the right method for the type of stakeholders being consulted;

- provide feedback;
 - monitor consultations; and
 - co-ordinate consultation within the corporate framework.
- 2.6 The Planning Service will, when necessary, ensure officers are appropriately trained in these principles and attend courses focused on the delivery of effective community involvement and consultation. We will also work with the Communications Team from the outset to deliver a co-ordinated approach to how information is delivered to local people.
- 2.7 The Council will also take forward the principles and commitments of the Haringey COMPACT, which is an agreement between voluntary, community and statutory organisations on how they intend to engage and work together in partnership to make a positive difference to the services offered in Haringey. See Appendix 4 for details of the public sector's commitments in the COMPACT.
- 2.8 The community involvement and consultation activities undertaken in planning will reflect the Council's equal opportunities commitments and priorities, as set out in the Council's Equal Opportunities Policy 2008.
- 2.9 The SCI reflects the community involvement and consultation priorities identified in the aforementioned documents. In addition, we will work with structures that have developed in Haringey over recent years such as Neighbourhood Management, Conservation Area Advisory Committees, Development Management Fora, Tenants Forums, Residents Associations and local projects. These initiatives have allowed more local people to get involved in planning and other Council services.
- 2.10 It is a legal requirement that all Council set how they will involve local communities in planning decisions and plan making process. Additionally, consultation approaches must be tailored to the make up of the local population, the needs and interests of the various community groups in the area in an effort to encourage people to participate in the planning process. Community involvement should take place from the initial stages of the planning process.

How the SCI fits in with the LDF?

- 2.11 The Statement of Community Involvement forms part of Haringey's LDF. The LDF is a folder of documents LDDs which include:
- Development Plan Documents (DPDs) which set out the development objectives and detailed plans for the borough in the plan period
 - Supplementary Plan Documents (SPDs) will provide more detailed information set out in the DPDs
 - Statement of Community Involvement, this sets out how the Council will involve the community in the planning process and planning decisions.

- Annual Monitoring Report, this monitors and reviews the performance and outcomes of policies in the LDF
- Local Development Scheme (LDS) sets out the schedule for preparing and revising the LDDs.

2.12 All LDF documents can be accessed at www.haringey.gov.uk/local_development_framework or by contacting the LDF team at ldf@haringey.gov.uk or **020 84891479**

2.13 The SCI aims to clearly set out how the Council intends to involve the local community and stakeholders in the planning process. The SCI details the process for involvement, including those who will be involved, when and how engagement will happen and what outcomes to be expected.

2.14 The LDS 2010 was approved in November 2010 and covers the period 2010 – 2013. The LDS sets out the timetables for the preparation, consultation and expected adoption of the following documents:

- Core Strategy
- Development Management Policies
- Site Allocations
- North London Waste Plan
- Tottenham Hale Area Action Plan
- Tottenham High Road Area Action Plan
- Northumberland Park Area Action Plan
- Heartlands and Wood Green Area Action Plan
- Seven Sisters Area Action Plan
- Community Infrastructure Levy DPD

About Haringey's Community

2.15 Haringey has a population of 225,300 (2008), which represents 2.9% of London's total population. Haringey's population has grown by 8.8% since 1991 and is projected to grow by a further 12.3% by 2033.

2.16 Haringey has a relatively transient population. At the time of the 2001 Census, there were 36,000 migrants in the borough, the 9th highest proportion in London.

2.17 The borough's age structure is similar to that of London as a whole, although the east of the borough tends to have more young people and the west more older people. In 2010, Haringey's school population was approximately 33,000 children.

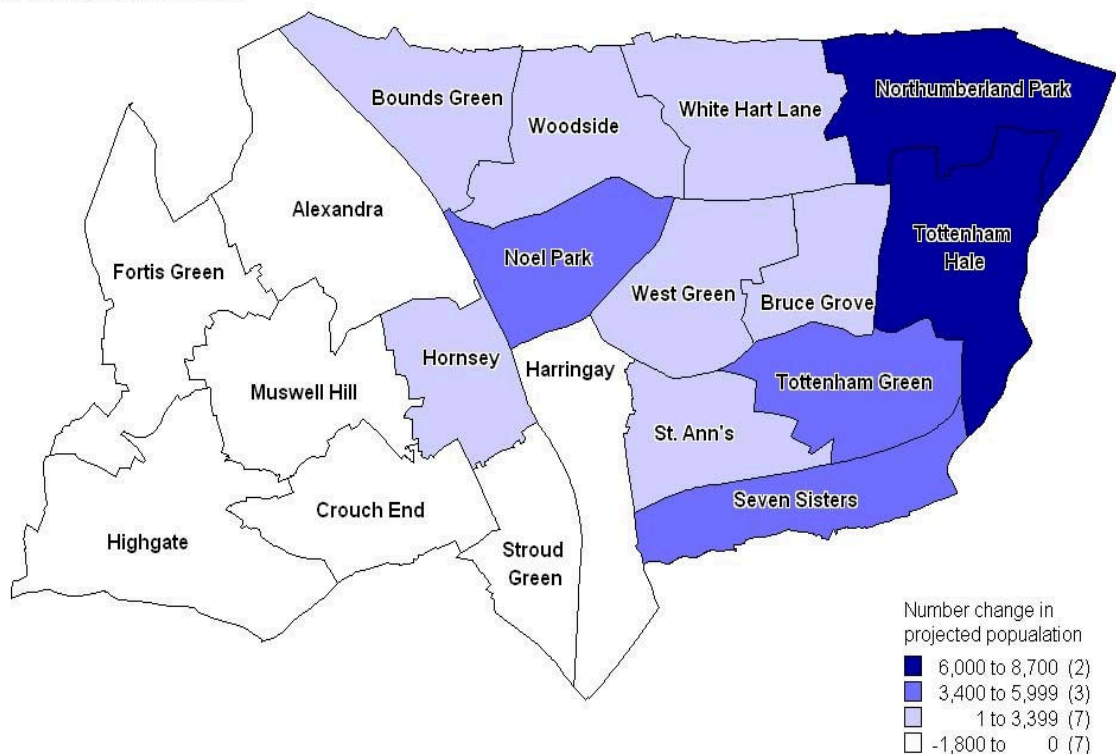
2.18 The impact of population and housing growth on Haringey will have a significant impact on social infrastructure, such as health and education facilities and water and energy infrastructure. For example, Haringey will experience particularly high growth in school numbers up to 2021. In many

parts of the borough the percentage of surplus school reception places is already less than 5%.

- 2.19 The borough contains large and diverse black and ethnic minority communities. 48.9% of the population are from black and minority ethnic groups, the 6th highest proportion in London, and almost half of all pupils in Haringey schools speak English as an additional language. The borough is also rated as the 4th most ethnically diverse local authority area in England and Wales.

Figure 2.1 Projected Population 2010-2026

Number change in projected population 2010 - 2026
GLA 2008 round (Low)
Haringey Wards
Core Strategy November 2009



Produced by Policy and Performance
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- 2.20 There is great diversity in Haringey and our community involvement activities will reflect this diversity and we will aim to provide equal access to all. We will pay special attention to groups of the community who traditionally may not have been involved in the planning system or who may find it difficult to engage with the planning system. These 'hard to reach' groups can be any group within the community that is difficult to access for reasons of inaccessibility, language barriers, cultural perceptions, traditions or social expectations. We will pay specific attention to:

Language barriers – the diversity of language in the borough means that we will produce documents which are clear, concise, and are available in different languages, Braille, audio-format and large print. More interactive community involvement activities will also be used such as visual displays and exhibitions.

Children and young people – we will involve young people in decision-making on planning issues. This will require using more innovative and creative techniques as young people have not always been adequately involved in the past.

Low internet access – access to the internet is not available to everyone. The methods selected for community involvement will be a combination of online (e-planning) and offline facilities.

Older People – the Council will aim to involve older people and groups such as the Muswell Hill and Highgate Pensioners Group, and the Haringey Forum for Older People more effectively in decision making by creating stronger links with such groups in the borough. We will also use accessible venues and facilities and have documents available in accessible formats.

Disabled people - the Council will aim to involve people with disability and mobility issues more effectively in decision making by creating stronger links with disability and mobility groups in the borough. We will also use accessible venues and facilities, and make documents available in accessible formats.

2.21 Appendix 1 sets out in more detail the principles which will ensure that the communities in Haringey are effectively involved.

2.22 The Council recognises it can not persuade everyone to get involved, or be able to take on board every comment received. We also recognise that some individuals, groups and businesses may have a greater capacity to get involved in planning matters than others and so where appropriate we will support those who find it difficult to get involved with planning issues. We have sought to be realistic about the community involvement activities proposed; recognising that there are limits to our resources and time constraints. The Council are committed to getting less actively engaged groups and individuals involved, and to supporting those who are already involved to support those who are not yet engaged or fully engaged. Appendix 2 identifies methods that will be used for the preparation and revision of LDDs and recommended to applicants of major or sensitive applications. Further information about these methods, including details of their benefits, limitations and resource implications are set out in Appendix 3.

Who will we consult?

2.23 Haringey will seek the views of those who live, work and spend their leisure time in the borough. As well as those organisations whose activities affect life in the borough such adjoining land owners, the Police, Health Services and the Mayor of London. A list of the key stakeholders that the Council must involve and consult is detailed in Section 3. We have also produced a database of individuals and organisations who wish to be involved, including local businesses, residents associations, voluntary groups, government bodies and individuals.

2.24 Please advise the Planning Policy Team if you wish to add, remove or amend contact details on the LDF consultation database. ldf@haringey.gov.uk or call **02084891479** or write to;

LDF Team
London Borough of Haringey
639 High Road, Tottenham
N17 8BD

How and when to get involved in the Planning system?

2.25 The local community, businesses, voluntary and community organisations and others can influence and shape planning outcomes in the borough through involvement in the preparation and reviewing of the LDF; and through consultation on planning applications.

2.26 The principles and methods set out in Appendices 2 and 3 will help ensure that documents in the LDF and future planning applications produce high quality, locally designed and well supported plans, policies and proposals. This will help to increase:

- transparency in planning decision making processes; and
- community and other stakeholder participation in planning.

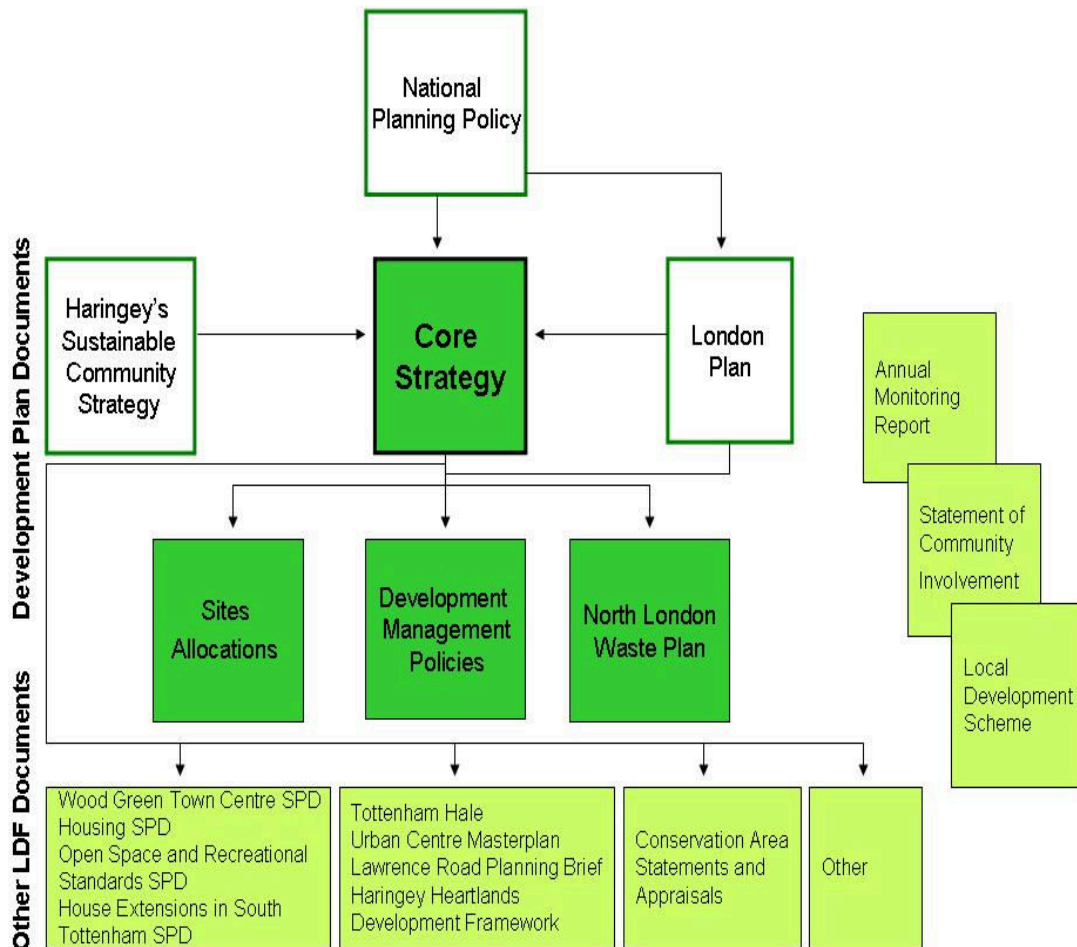
2.27 We will encourage applicants of major or sensitive applications to undertake early community involvement before the application is formally submitted. We will expect developers to employ a mixture of consultation tools listed in Appendix 2 to achieve meaningful engagement with the communities likely to be affected by their proposals. The choice of appropriate mechanisms will, however, be at the discretion of the developer. The applicants will be encouraged to submit a Consultation Statement with larger applications to identify the consultation undertaken and its results, together with how this has been incorporated into the submitted planning application. We will also recommend all applicants, regardless of the scale or size of their applications, to consider talking to neighbours, amenity groups, Conservation Advisory Groups Conservation Advisory Committees and other appropriate groups, to maximise the benefit of local knowledge and, through early discussions, increase the likelihood that the application will be unopposed.

2.28 Details of how to get involved in each of these processes are set out in Sections 3 and 4.

3. How to get involved in the Local Development Framework

3.1 The Local Development Framework is a folder of planning policy documents, known as Local Development Documents (LDDs). These include:

- Development Plan Documents (DPDs)
- Supplementary Planning Documents (SPDs)
- Other documents including Statement of Community Involvement (SCI) and Annual Monitoring Report (AMR)



3.2 Haringey aims to produce development plans which reflect the needs and aspirations of those who live, work and visit the borough. To achieve this it is necessary to engage with all relevant groups and individuals in an effective way and at the earliest and most appropriate times. This type of engagement will help to ensure the best outcomes and to avoid delays in approving and delivering the framework.

3.3 Those who are consulted can be categorised into the following types of consultees:

Consultation bodies	Specific consultation bodies	Statutory bodies such as adjoining boroughs and government agencies.
	Government departments	Where necessary particular government departments will also be consulted.
	General consultation bodies	National and local community and voluntary groups, businesses and other stakeholders, including the Lee Valley Regional Park Authority (LVRPA) and Conservation Area Advisory Committees.
	Other Consultees	Other groups which will be consulted on specific issues, some of whom are under-represented or hard to reach.

3.4 Haringey will consult the following bodies when preparing planning documents:

Specific Consultation Bodies

- The Mayor of London
- Adjoining boroughs
 - Barnet
 - Camden
 - Enfield
 - Hackney
 - Islington
 - Waltham Forest
- Natural England;
- The Environment Agency;
- English Heritage;
- The Highways Agency;
- Network Rail;
- The London Development Agency;
- Telecommunications operators;
- NHS London;
- Gas and electricity operators;
- Thames Water

General Consultation Bodies

- Voluntary bodies some or all of whose activities benefit any part of the Borough
- Bodies which represent the interests of different racial, ethnic, or national groups in the Borough.
- Bodies which represent the interests of different religious groups in the Borough

- Bodies which represent the interests of disabled persons in the Borough.
- Bodies which represent the interests of persons carrying on business in the Borough.

Government Departments - if necessary

- Home Office
- Department for Education
- Department for Business, Innovation and Skills
- Department for Environment, Food and Rural Affairs
- Department for Transport
- Department of Health (through relevant Regional Public Health Group)
- Ministry of Defence
- Department of Works and Pensions
- Department for Constitutional Affairs
- Department for Culture, Media and Sport
- Office of Government Commerce (Property Advisers to the Civil Estate)

Additionally, the Council will consult with the following bodies, where appropriate:

- Age UK
- British Geological Survey
- British Waterways, canal owners and navigation authorities
- Centre for Ecology and Hydrology
- Chamber of Commerce, Local CBI and local branches of Institute of Directors
- Church Commissioners
- Civil Aviation Authority
- Commission for Architecture and the Built Environment
- Commission for Racial Equality
- Crown Estate Office
- Diocese Board of Finance
- Disabled Persons Transport Advisory Committee
- Environmental groups at national, regional and local level, including:
 - Council for the Protection of Rural England
 - Friends of the Earth
 - Royal Society for the Protection of Birds
 - London Wildlife Trust
- Local historic, environmental and amenity groups and societies, including Conservation Area Advisory Committees (CAACs)
- Equality and Human Rights Commission
- Fields in Trust
- Fire and Rescue Services
- Forestry Commission

- Freight Transport Association
- Gypsy Council
- Health and Safety Executive
- Homes and Communities Agency
- Home Builders Federation
- Learning and Skills Council
- Lee Valley Regional Park Authority
- Local Transport Operators and Transport for London
- Metropolitan Police Authority
- Royal Mail Property Holdings
- Registered Providers
- Sport England
- Friends, Families and Travellers (FFT)
- Women's National Commission
- The Theatres Trust

3.5 Local representative bodies will be regularly consulted, when and where appropriate. The approach to consultation will be flexible, accessible and proactive, and the scale of consultation will be equal to the likely impact of the proposed plan. Notification material will be designed to be clear and concise, without any jargon. Type of engagement and consultation could include workshop style events, seminars, meetings, and interactive information stalls to encourage wide participation and engagement throughout the borough. Each event and meeting will be tailored to the specific focus group, discussing issues relevant to their interests and relevance to any proposals.

3.6 Any member of the community who would like to be kept informed of the progress of the LDF, please send us your details via email to ldf@haringey.gov.uk or letter to

LDF Team
London Borough of Haringey
639 High Road, Tottenham
N17 8BD

Or telephone **020 8489 1479**

3.7 We will keep local people informed of upcoming consultation in articles and advertisements in Haringey People (bi-monthly magazine delivered to every household in the borough), local newspapers, on our website, on Haringey's consultation calendar and in emails and letters to individuals and organisations.

3.8 A wide selection of potential methods for community involvement during the preparation stages of DPD and SPD are set out in Appendices 2 and 3. Selecting a particular method at any given stage will depend on some of the following considerations:

- the extent to which the document will contribute to the desired outcome;

- the topic under discussion;
- geographic coverage of the document;
- which particular stage of the planning process has been reached; or
- the need for specialist local knowledge.

3.9 The Regulations set out minimum requirements that the Council must undertake for consultation on documents. However, Haringey Council aims to go further to ensure effective and wider community involvement. The Council recognises that different methods for involvement may be more appropriate for different audiences so the most effective way to meet local need and requirements is to choose a range of approaches throughout the whole process. The Council also recognises that the planning system can be difficult to understand and this may prevent people from getting involved. We will provide information and produce documents that are concise and easy to read. We will also be clear right from the outset of all community involvement activities, about their scope and room for influence to avoid raising unrealistic expectations. The Council are committed to clarifying the issues and options in the course of consultation wherever possible.

Development plan document process

3.10 The five stages of preparing a Development Plan Document (DPD) are set out in Appendix 5. The Council aims to involve the community and other stakeholders at each stage to ensure the documents are effective and reflect community priorities.

Supplementary planning document process

3.11 There are three stages in the preparation of Supplementary Planning Documents (SPD) and these are set out in Appendix 6. The Council aims to involve the community and other stakeholders at each stage.

Feedback

3.12 The Council will provide feedback on formal consultation exercises for LDF documents. At the end of the statutory consultation period letters/emails of acknowledgement will be sent to respondents. This will include a summary of how the information will be used and the next steps in the process. These summary reports will be made available in Haringey and on our website www.haringey.gov.uk.

3.13 The Council recognises that it is not possible for everyone to support policies and emerging proposals in the LDF. Neither is it possible for the Council to accept all views. Some issues cannot be influenced as they may be national or regional policies that the Council's LDF must incorporate and keep to. Comments received from local people and other stakeholders will be used to inform a document alongside government and regional guidance and policies and our evidence base derived from our scoping activities.

Effectiveness and monitoring

3.14 After a LDD has been completed, the Council will, where appropriate, evaluate individual consultation methods. We will use feedback forms to assist us in assessing our approach and this may include asking people to rate the consultation methods and suggest ways for improving their use. Below is a checklist against which methods will be assessed:

- Did it provide information needed from the Council?
- Did it provide sufficient opportunity for people to get involved?
- Did it widen involvement?
- Did it allow people to contribute their views and ideas?

3.15 This evaluation will allow us to refine our approach to community involvement, making any necessary adjustments to ensure that future activities are effective.

4. Community Involvement in Planning Applications

- 4.1 Planning applications arise when permission is sought by someone (an individual, groups, businesses, public authority) to use or develop land. Haringey Council is responsible for deciding whether planning permission should be granted or refused after considering the policies in the LDF, strategic priorities and representations from the local community. The community can comprise both individuals and groups, many of whom command a wide range of professional and technical skills and have a detailed knowledge of the local area. Developers and other applicants are strongly encouraged to tap into this resource at the earliest possible stage of the (proposed) development process.
- 4.2 The standard applications the Council considers are as follows and this must be undertaken within a prescribed period:

Table 4.1: Types of Planning Applications

Application type	Description	Target Timescale
Major	Residential developments (whether by conversion or new build), involving the creation of 10 or more units, or where the number of units is not known, those with a site area of 0.5 hectares or more; or other (non-residential) developments with a floorspace of 1000m ² or more or with a site area of 1 hectare or more.	13 weeks
Minor	Residential developments below 10 units and non – residential developments with a floorspace below 1000m ² .	8 weeks
Householder	Those within the curtilage of a residential property which requires an application for planning permission and is not a change of use. These include extensions, alterations, garages, swimming pools, walls, fences, vehicular accesses, porches and satellite dishes. Excluded from householder developments are applications to change the number of dwellings within an existing building and applications for the erection of a separate dwelling.	8 weeks

The application process

- 4.3 The nature of the application will decide who will be consulted. Appendix 8 sets out the guidelines for who needs to be consulted on particular applications.
- 4.4 Applicants of major schemes are advised to undertake early community involvement before submitting an application to the Council. It is the responsibility of the applicant to conduct pre-application community involvement. With applications submitted to the Council, interested people will have the opportunity to know what proposals are in their area, be consulted on them and find out about decisions. The comments received during the application stage will help to inform how the application is determined, alongside national, regional and local planning policies. The Council

recognises that with such an inclusive approach to the planning process it will not always be possible to satisfy everyone and achieve consensus all of the time. Table 4.2 below outlines how the Council will consult with residents and relevant bodies for planning applications.

Table 4.2: Planning Application Process

Stage	Method	How the council will consult you
Pre-application discussion	<p>Comments by the Design Panel²</p>	<p>Pre-application discussions are available to applicants and are intended to provide specific planning advice concerning the development of a particular site and provide greater clarity to the applicant by identifying planning issues and requirements before the application is submitted. For applicants an appointment can be made with a planning officer for advice on the content of the application and on the relevant planning policies and procedures.</p> <p>Applicants are advised to come to a discussion meeting with adequate information in the form of site plans and photographs in order to be able to describe in reasonable detail the context surrounding the proposal.</p> <p>For major schemes relevant teams within the Planning Service (Design and Conservation, Strategic Sites, Transport and the relevant policy officer from Planning Policy) should have input into discussions. The Planning Service also operates a general advice service between 08:45 am and 17:00 pm Monday – Friday at the planning office, where customers can meet with a Planning Customer Care Officer without an appointment.</p> <p>Where appropriate, the following applications will be considered by the Design Panel:</p> <ul style="list-style-type: none"> • residential: at least 10 new residential units or residential sites of 0.5 hectares or more; • non –residential: 1,000 sq. m and over gross floorspace /or sites of over 1 hectare; • sensitive proposals such as a development adjacent to public open space or listed buildings; and • occasionally, other applications which officers feel will benefit from the expert design advice, could be brought to the Panel’s attention with the Chair’s agreement

² The function of a design panel is to give independent urban design advice on key development applications. The Panel does not have decision-making powers; rather it has an advisory role. The Panel meets to look at pre-application submissions only.

Stage	Method	How the council will consult you
<p>Pre-application community involvement and on major schemes</p> <p>Pre-application community involvement and on major schemes</p>	<p>Letters, News Paper Advert (public notice), Leaflets, Public Meetings, Exhibitions, Displays, Workshops, focus Groups, Planning for Real, seminars)</p>	<p>It is the responsibility of applicants of major schemes to undertake early community involvement before applying for planning permission and although there is no statutory requirement for applicants to do so, the Council will recommend that this is undertaken. For developers of major schemes, the developer will be directed where appropriate, to the Council's Community Contacts database/Community Portal as a way of identifying suitable community groups to contact. Such applicants will also be directed to the Council's consultation guidelines and standards for developers of major schemes, which will be made available on the Council website. The Corporate Consultation Team will also be able to provide advice about community groups and the resident population of the borough. Council services, including neighbourhood managers for the relevant area, will also be available to comment on the list of consultees produced by developers. This approach will help to inform applicants of key organisations and groups in the borough that ought to be involved and which will help them to consult with residents prior to the application being submitted to the Council. The Council will recommend the use of community involvement methods set out in paragraph Appendix 2 and Appendix 3. We also recommend that applicants follow the procedure below:</p> <ul style="list-style-type: none"> (a) As early as possible, and where appropriate, applicants should discuss their community involvement programme together with the Council. This will help make sure that the involvement process is suitable, identifies relevant consultees and is in line with the SCI. It is the responsibility of applicants to design and plan their own community involvement strategy as they think fit, but mindful of the standards set out in the SCI. (b) Whilst applicants carry out the community involvement activity, Council officers will recommend suitable community involvement methods. (c) After the community involvement activities have been undertaken and as part of the application process applicants should submit a Consultation Statement (CS) with the planning application. This should summarise the type of consultation that was organised, the key issues raised and details of how the scheme addressed those issues. <p>There are many benefits associated with pre-application community involvement. It provides the local community and other stakeholders with the opportunity to let applicants know what they think, raise any issues or concerns directly with the applicant and possibly negotiate changes by having the possibility to</p>

Stage	Method	How the council will consult you
		<p>influence proposals right from the outset. Applicants too can benefit from local advice and intelligence so that what is proposed is the right development, in the right place, at the time. Hence, the pre-application involvement will, where appropriate, be encouraged for schemes other than major ones, if the Council consider that they are likely to be contentious.</p> <p>If during the pre-application stage an applicant of a major scheme has involved and consulted with the community in a manner the Council disagrees with we can not refuse to consider a valid planning application. However, if an applicant fails to involve and consult the community on a major scheme this could give rise to objections being made, which could be taken into account when determining the proposal.</p>
Application submitted		<p>When a planning application (major, minor or household application) is submitted to the Council the details of the application will be entered on to the Statutory Register of Applications. This is available for inspection at the Planning Service.</p> <p>As appropriate, applicants of major schemes should also include the relevant documentation needed to assess the application such as existing and proposed drawings, site plan, Design Statement, Travel/Transport Statement and /or Plan, Design and Access, Statement and Energy Statement.</p> <p>Applicants of major schemes should also provide a Consultation Statement of any pre-application consultation undertaken and how they have taken account of the comments made by the community, and how the comments have helped shape the application.</p> <p>A detailed checklist (validation procedure) of the documentation applicants and agents are expected to provide with their application will be available on the Council website. The website will also have details of how we consult and the planning process.</p>
Advertising & consultation	Site Notice	<p>A site notice will be made more visible and clearly displayed if the application is a major scheme, falls within a Conservation Area, or if it is a departure from the development plan. For major developments</p>

Stage	Method	How the council will consult you
Advertising & consultation	Direct Neighbour Notification Letters	<p>there is a legal requirement to display a site notice on all publicly accessible boundaries of the site. For all other applications a site notice will be displayed in prominent locations on or near the site. The notices stay up for a 21 day consultation period.</p> <p>Two basic letters are sent:</p> <ul style="list-style-type: none"> • notification of consultation on major, minor and householder applications; and • those for applications that will go to a Development Management Forum. <p>The Council will where necessary exceed the minimum requirement for consultation on applications (see Appendix 7). For details of which neighbours will be notified about a particular application see Appendix 8. The Council will notify by letter:</p> <ul style="list-style-type: none"> • all adjoining properties; and • additional nearby properties if they are likely to be directly affected by the proposed development. <p>The notification letters to neighbours:</p> <ul style="list-style-type: none"> • summarises the nature of the application; • gives the name of the case officer; and • gives a 21 day response deadline from the date of receipt. <p>All consultation letters have guidance on the reverse giving advice on how to put your views forward to the Council.</p> <p>The Council's website provides information about all planning applications submitted to the Council and a separate list of the decisions given on those applications. Both lists are updated weekly. This online planning database allows you to:</p> <ul style="list-style-type: none"> • Access planning applications, current or past • View drawings, photographs and documents accompanying a planning application online • Comment on applications online • View the decision notice

Stage	Method	How the council will consult you
Advertising & consultation	Interactive Maps	<ul style="list-style-type: none"> • View the officer report for each decided application in full (including reasons for approval or refusal) • View decision notices, which include any attached conditions or reasons for refusal • View appeal decisions <p>The website also contains information about planning briefs for specific sites, and advice about how to find out more about planning proposals in the borough.</p> <p>The Council's interactive borough maps will illustrate graphically where in the borough particular applications have been submitted and the decision taken.</p>
	Weekly Planning List and News Paper Adverts	<p>A weekly list of applications registered with the Council will also be forwarded to interested parties and libraries. The Council also places adverts in local newspapers on particular applications that are submitted. See Appendix 9 for details of the weekly planning list and for guidance on the statutory publicity procedure.</p>
	Statutory Consultees	<p>The Council will consult with any statutory body required in accordance with any Act or Regulation.</p>
	Adjoining Borough	<p>Adjoining Borough Councils will be notified if the site is near a Borough boundary and is likely to affect the neighbouring Borough.</p>
	Internal Council departments	<p>See Appendix 10 for details of which internal Council departments will be consulted on a particular application.</p>
	Conservation Area Advisory Committees (CAACs)	<p>The Planning Service will send copies of planning applications requesting listed building consent, and conservation area consent to the borough's Conservation Area Advisory Committees. The CAAC provide comments on those applications to Development Management and these are considered by the planning case officer in the assessment of the application.</p>
	Amenity	<p>The Council already maintains a list of contact details for amenity and residents groups, and will arrange to notify them of applications in their area of interest. They can also view the weekly list of applications as</p>

Stage	Method	How the council will consult you
	Groups	well as check the application drawings via the web, and make representations to Development Management, which are likewise considered by the planning case officer during the assessment process. They may also request the Council to consider arranging pre-application discussions for any sensitive development.
	Development Management Forum	<p>The Council organises a Development Management Forum which brings together developers, local community groups, residents, Councillors and officers to discuss major, controversial and sensitive applications. This is an opportunity to discuss these applications at the application stage before they are determined; however the Council encourages pre-application discussion and community involvement on major schemes before they get as far as the Development Management Forum stage.</p> <p>The Development Management Forums have been a successful innovation to the Council's consultation activities. Because of this and as part the Council's review of the Forum we will consider widening who will chair the meetings to:</p> <ul style="list-style-type: none"> • a Senior Manager within the Planning Service; or • an appropriate Council Member
Representations		<p>Representations must be made in writing:</p> <ul style="list-style-type: none"> • by letter or fax to the Council; • by sending an email to the Council; or • on-line using the appropriate form.
Re-consultation	Notification letters	<p>There is no legal requirement to re-consult neighbours where changes are made to an application. In many cases changes are made to meet objections. The Council will sympathetically consider re-consulting when the following issues arise:</p> <ul style="list-style-type: none"> • Were the earlier objections substantial? • Are the changes significant? • Did the earlier views cover the matters now under consideration? • Do the changes mean others not previously consulted might now be concerned?

Stage	Method	How the council will consult you
Negotiations with the applicant	Meetings	<p>The period for re-consultation responses may be shorter than the initial 21 days.</p> <p>The Council will negotiate with the applicant as appropriate so that a scheme is more acceptable in planning terms. This stage will have regard to the representations received, the LDF and any other material considerations. The negotiation may take place where the planning application is to be recommended for refusal.</p>
Making a decision – planning committee	Planning Committee	<p>The Planning Committee meetings are held regularly throughout the year so that the committee can decide whether to grant or refuse planning permission. The committee's objective by consulting local interested parties is to ensure that developments granted planning permission help to improve the local area.</p> <p>During the committee meeting Members consider:</p> <ul style="list-style-type: none"> • Planning application reports, which they receive at least three days beforehand. • Planning officers' report describing relevant characteristics of the sites. • Maps. • Drawing of the proposed scheme. • Photographs of sites. • Representations from those who have made arrangements to speak. <p>Further details on how to attend a Planning Committee meeting is in Haringey Council's Presenting Your Views at a Planning Applications Sub-Committee Guidelines, which is available from the planning office. Details on attendance can also be viewed at www.haringey.gov.uk/index/housing_and_planning/planning-mainpage.htm#attached_files</p> <p>Where a decision is not required to be made by the Planning Committee, delegated powers will be granted to Senior Planning Officers to determine applications.</p>
Decision feedback	Letter, decisions	<p>Everyone who makes a comment on a planning application will be given feedback on:</p>

Stage	Method	How the council will consult you
	list, website	<ul style="list-style-type: none"> • the committee date for considering the application where decisions are to be made by the Planning Committee (applicants will also be informed); and • the decision made on the application and the reasons for approval where planning permission has been granted, as well as the applicant. The Council will also tell people where the full text of the officer report and decision notice can be seen. The decisions list is also available on the Planning website. <p>Where an application has been refused, information of the right to appeal will also be provided to applicants.</p> <p>If a planning application decision was made by the Council's Planning Committee, the minutes of the meeting will be available to be viewed on the Council's website and at the planning office.</p> <p>All responses received for an application during the formal consultation stage will be taken into account when a decision is made, provided they relate to land use planning matters. These responses will be considered alongside planning policies in the development plan and other information. All comments on an application, or an appeal, are placed on the case file and may be seen by applicants and any other interested party.</p>
Appeal		<p>Information about planning appeals logged and decided will be available on the Council's website and at the planning office</p> <p>Those who made representations on a refused application will be advised in writing that an appeal has been logged, how they can participate, the time, date and place of the hearing. You can write to the Inspectorate at The Planning Inspectorate, Registry/Scanning, Room 3/01 Kite Wing, Temple Quay House, 2 The Square, Temple Quay, Bristol BS1 6PN, tel 0117 372 6372 or email them at enquiries@planning-inspectorate.gsi.gov.uk</p>

5. Reviewing the Statement of Community Involvement

- 5.1 The Statement of Community Involvement will be reviewed and updated, as necessary, in order to deliver more effective consultation and in line with any changes in legislation and planning law. Consultation and engagement processes and techniques will be checked and updated to ensure wide involvement of local residents, businesses, voluntary organisations and individuals. Any gaps in information in the SCI will be identified in the Annual Monitoring Report (AMR). The AMR monitors the effectiveness of the policies in the LDF and assesses if it is achieving the desired results. The AMR will identify any need for revision of policy, which will be carried out in conjunction with public consultation and relevant bodies.

Appendix 1: Principles of Community Involvement

Principle	What this means for the community?
Early contact	<p>Haringey Council will involve stakeholders at the earliest opportunity when plans are proposed.</p> <p>Developers of major development proposals will be advised to involve and consult with local communities early and in a meaningful way before applying for planning permission. The Council will recommend 'Planning for Real' exercises or similar activities to be undertaken by developers and expect that these activities reflect good practice in line with the Council's consultation principles.</p>
Access to information	<p>All documents and notification letters for LDF documents and planning applications will be written clearly in plain English, with a full explanation of abbreviations. We will also use accessible formats such as Braille, audio tape, easy words and pictures, different languages (available on request) and electronic formats.</p> <p>With the LDF, where necessary a summary of large documents will be provided for ease of translation.</p> <p>Information on planning applications on the web will be user friendly and easy to navigate. Translation of web pages can be achieved online using a link with a self explanatory icon on the Haringey website to a free or charged for (paid by Haringey) service covering all the Haringey Community languages.</p> <p>Site notices will be made user friendly and particular attention will be paid to visibility and readability of the notices. For major applications a site notice will be displayed on all publicly accessible boundaries of the site. For all other applications a single site notice will be displayed in a prominent location on or near the site.</p> <p>We will also use Geographic Information Systems (GIS) more effectively as a tool for public consultation especially for LDF documents and Sustainability Appraisals (SA).</p>
Appropriate methods	<p>Community involvement activities will be planned in a consistent way to ensure the methods used are the right ones in each case. The Council has also identified potential consultation methods that are appropriate for different processes as listed in Appendix 3 (Potential methods for community involvement).</p>
Reducing barriers	<p>Haringey Council will be creative and innovative to involve all sections of the community in planning matters, particularly those that do not traditionally get involved in planning issues. Where appropriate, LDF documents will be made available in community venues such as libraries and on the Council's website. We will also undertake activities to raise awareness on planning issues with open days and seminars.</p> <p>The Council has developed a LDF database and will be upgrading its</p>

	IT systems to improve consultation processes. Those community groups who want to be consulted on major development site applications and planning policy documents can request their representatives to be added to the list indicating that alongside LDF documents they also wish to be consulted on major planning applications.
Collaboration	The Council will work with other Council services for joined up consultation exercises, where practicable and to avoid consultation fatigue or duplication. This will help to ensure consistency and prudent use of resources and ensure that a holistic approach is taken to multifaceted issues e.g. those involving trees, listed buildings, traffic impact etc.
Feedback	Feedback will be provided.
Monitor and Review	We aim to improve our community involvement practices through evaluating what we have done and how we can do better. We will invite the local community and other stakeholders to comment on how they have been involved.

Appendix 2: Community Involvement Methods

Community involvement methods	Planning process
Information by letter (available in different formats)	Development Plan Documents Supplementary Planning Documents Planning Applications
Public Exhibitions/ Open Days/Road Shows	Development Plan Documents Supplementary Planning Documents General awareness on planning Major Planning Applications (by developers)
Council websites (the internal website (Harinet) and the public website, and the Council's consultation calendar)	Development Plan Documents Supplementary Planning Documents All Planning Applications
Council Magazines and Publications e.g. 'Haringey People'	Development Plan Documents Supplementary Planning Documents
Leaflets, Newsletters (available in different formats)	Development Plan Documents Supplementary Planning Documents Major Planning Applications (by developers)
Local press briefing and public notices	Development Plan Documents Supplementary Planning Documents Planning Applications
Consultative documents requesting public comments	Development Plan Documents Supplementary Planning Documents Major Planning Applications (by developers)
Public meetings with displays	Development Plan Documents Supplementary Planning Documents Major Planning Applications (by developers)
Workshops and seminars	Development Plan Documents Supplementary Planning Documents General awareness on planning Major Planning Applications (by developers)
Surveys/ Questionnaires (available in different formats)	Development Plan Documents Supplementary Planning Documents
Focus groups and discussions	Development Plan Documents Supplementary Planning Documents
User panels and representative groups e.g. Design Panel, Conservation Area Advisory Committee (CAAC),	Development Plan Documents Supplementary Planning Documents Major Planning Applications or Applications within Conservation Areas
Participatory forums/Community forum e.g. DM Forum, Stakeholders Forum, HSP Forums	Development Plan Documents Major Planning Applications

Community involvement methods	Planning process
Planning for Real (PFR)/ Workshops	Development Plan Documents Supplementary Planning Documents Major Planning Applications (by developers)

Appendix 3: Potential Methods for Community Involvement

Method	Advantages	Disadvantages	Costs involved
Letters to statutory bodies and individuals (available in different formats on request)	Can reach a wide audience of people as it is relatively inexpensive. Can be used to invite views and explain the Council's view and rationale for a certain position.	May not reach those with reading difficulties.	Inexpensive
Public Exhibitions/ Open Days/Road Shows	Opportunity to inform people about proposals and projects. Options can be clearly set out and presented all at once. Exhibitions can be moved between locations for maximum targeting. Can be used to generate feedback on a topic.	May only reach audience with interest in the topic. Information flow is largely one-way, though feedback can be requested (e.g. book to record comments, self-administered questionnaires).	Inexpensive - cost of hiring the venue, and staff time setting up the exhibition.
Council websites (the internal website (Harinet) and the public website)	Economical. Easy means of referring people to information in a short period of time.	Extent of internet access in the borough will be an issue.	Negligible
Council Magazines and Publications e.g. 'Haringey People'	Reaches a wide range of residents and is economical. Useful when needing to broadcast information and give people an opportunity to respond.	Extent of readership may be limited. May not reach non-residents of the borough.	Inexpensive or negligible
Leaflets, Newsletters (available in different formats on request)	Coverage is potentially wide, reaching residents and non-residents. Can be used to invite views. Can be high profile publicity.	Can generally give limited information. May deliver a poor response. Information flow is largely one-way, although can inspire debate amongst residents. May not reach those with reading difficulties.	Inexpensive, but requires skilled handling.
Local press briefing and public notices	Information can be provided in some detail. Economical	Not definite that a story will get in the press. May not reach those with	Moderate

Method	Advantages	Disadvantages	Costs involved
		reading difficulties.	
Consultative documents requesting public comments	Clear statement of purpose and reasoning should be apparent. Anyone can respond. Amenable to process on the web.	Relies on initiative of responders. Responses not likely to be representative of all opinion/interests. Can be hijacked by dominant and more resourceful individuals and organisations. May not reach those with reading difficulties.	Moderate/expensive - costs of publishing the documentation and administering the distribution and feedback process. Costs reduced if the process is done on the web.
Public meetings with displays	Combines the advantages of exhibitions with more informed discussion and opportunity to comment. Involves, informs and empowers the local community. Can involve different language groups using interpreters.	Relies on those who attend to comment, and hence can sometimes be unrepresentative. May only attract those with negative views. Many do not feel able to participate, as can be hijacked by more dominant and resourceful individuals. Size is limited by venue	Moderate
Workshops and seminars	Opportunity for stakeholders to make their opinion heard in a public debate. Encourages active citizenship. Encourages participants to develop a stronger and more relaxed working relationship. Can involve different language groups using interpreters.	Depends on stakeholders to take part.	Moderate - cost of hiring appropriate facilities for period of the workshop.
Surveys/ Questionnaires (available in different formats on request)	Good sampling technique should ensure that all shades of opinion are canvassed and captured. Can be geographically focused in terms of neighbourhoods, town	Can appear to be remote; while it captures public opinion, it does not necessarily capture opinion or the interests of	Moderate - skilled exercise which should be undertaken by trained staff or professionals. Can be

Method	Advantages	Disadvantages	Costs involved
	centres, and open space. Can be used to reach particular target groups.	institutions, corporate bodies and developers etc. May not reach those with reading difficulties.	inexpensive or moderately expensive.
Focus groups and discussions	A participatory approach, which can explore views on specific issues. A two-way process which gives clear encouragement to contribute ideas and views. Can be used to reach a target audience and those that do not respond to traditional forms of consultation. An opportunity to explore the factors which support an individual's opinion. Good for sensitive subjects where individuals may not respond to a structured questionnaire/group discussion. Can involve different language groups using interpreters.	Can be very time-consuming, and relies on good-will of respondents. Ultimately the group's views are only as representative as the group itself, i.e. selection of the group is very important. Cannot be used to extrapolate results for the whole population. Requires skilful facilitation.	Moderate - more costly if data is examined by a Consultant
User panels and representative groups (VS) e.g. Design Panel, Conservation Area Advisory Committee (CAAC),	Provides a platform that is stable, can be very knowledgeable (representative groups) and gives a sense of involvement. Can be used to address more technically complex issues.	Where volunteers are being used, there is a need for frequent replacement.	Inexpensive/ Moderate
Participatory forums/Community forum e.g. DM Forum, Stakeholders Forum, HSP Forums	Provides the opportunity for participation in the process and procedures of planning. Strong two-way process.	Strong personalities may dominate proceedings.	Moderate
Planning for Real (PFR)/ Workshops	Involves, empowers and informs respondents – provides a degree of local	Structured approaches of PFR may limit its	Moderate/Expensive

Method	Advantages	Disadvantages	Costs involved
	ownership. Available as a tailored package, and easy to initiate. Takes respondents through the physical planning process and enables the visualisation of options. Can catch a wide range of participants. Can involve different language groups using interpreters.	usefulness for some situations. Needs planning, administration, time, and resources.	
External Consultants	Can provide specialised and focused facilitation for engagement events. This can allow for new and innovative engagement techniques to which participants respond more constructively.	May play a limited role in the consultation process and a very specific approach may not fit with the consultation aims.	Expensive.
Councillor and MP surgeries	Local residents and groups have access to elected representatives.	There may be some disappointment as it is not always possible for Councillors and MPs to intervene in the planning system in the way that their constituents might want because they must operate within the confines of planning law/policy.	Free
Local amenity, tenant and other groups	They have a wealth of local knowledge and play a vital role in expressing the concerns or needs of the local community.	They do not necessarily speak for all of the community as there is often more than one view on a development or proposed plan.	Free

Appendix 4: Haringey COMPACT – Public Sector Commitments

Overall Commitment:	Within the Compact 'Haringey's partners are committed to building a safe and cohesive community where diversity is valued and respected. By working better together Haringey's will develop mechanisms that create opportunities for involving black and minority ethnic organisations, young people, lesbian, gay, bisexual and transgender people, older people and people with disabilities who are under-represented in partnerships, consultation, strategic planning and decision making, in compliance with anti-discrimination legislation'.
Public Sector Commitment	
Valuing the Voluntary and Community Sector	Value the contribution that the voluntary, community and faith organisations make to the well-being and prosperity of the people of Haringey. Recognise the work of organisations in the voluntary and community sector as they are best placed to provide certain services, separately or in conjunction with those in the public and/or private sector.
Working Relationships and Partnerships	Actively involve and work with the voluntary and community sector in decision making and in understanding the restraint of the public sector.
Innovation and Best Practice	Utilise expertise and best practice in the voluntary and community sector. Support innovative working , such as flexibility and service delivery responsiveness , where applicable.
Consultation and Community Engagement	Work with the voluntary and community organisations to understand the views of citizens and communities and to create opportunities for them to influence policies ² . Increase the opportunities for participation by the diverse local voluntary and community sectors in service planning and delivery. Structure targeted support (resources and voluntary and community sector enterprise) to ensure that the voice of marginalised communities can be heard effectively .
Provision of Support to the Voluntary and Community Sector	Acknowledge that organisations in the voluntary, community and faith sector benefits from resources, structures, information and specialist professional knowledge and support that public bodies can provide in terms of funding and financial support. Invest in the infrastructure of the voluntary and community sectors and assist groups to secure sustainable funding, where possible.

² In the Case of the planning Service we will follow prescribed timescales for statutory consultations. This is set out in the Regulations.

Appendix 5: Development Plan Making Stages

Stage 1: Pre-Production (Evidence Gathering – Identifying Issues and Options)	
What happens?	The Council seeks to find out what the issues are facing the borough. These should be founded on a clear understanding of long-term economic, social and environmental needs of the area. Types of evidence gathering that the Council will undertake include: commissioning studies, surveys, and undertaking background research into population forecasts. The Council produces a Scoping Report for the Sustainability Appraisal (SA) which will accompany a DPD and it will begin to identify issues and options for the DPD. The Council consults with stakeholders to identify key issues and options for DPD and informally consults on the SA Scoping Report.
How Long?	No formal period of consultation. The Council will informally consult with various strategic and statutory consultees and other appropriate local stakeholders to identify priorities and aspirations to inform the preparation of the policy document.
Stage 2: Production (Preparing Issues, Alternative Options and Preferred Options Documents)	
What happens?	The Council will then incorporate views expressed in the previous stage and the findings of the SA into the production of a draft DPD (Regulation 25). This will set out the key issues that need to be addressed and the options and alternative options for dealing with them. It will be detailed, yet concise, providing where necessary maps, diagrams, and illustrations. The representations received during this consultation will inform the production of a second draft DPD (Regulation 26) (if the Council deems necessary to undertake this stage of production) or the final proposed submission document.
Documents available	The Council will publish the document, and make it available at the Council's planning office, the all libraries in the borough and the Council website.
How long?	<p>The Council will formally consult on this document for at least six weeks with the community and statutory bodies to check that suggested options are practical and realistic. The Council will also include a commentary on the SA of options.</p> <p>Any other supporting information, such as technical studies, background studies and the results of previous material, will also be made available to help people understand what they are being asked to comment upon. This will enable people to understand the Council's position and any actions taken.</p>
Regulation 26	After consideration of the results of the Regulation 25 consultation the Council can produce a second draft DPD, if necessary. This document will then be advertised for at least a six week period of consultation. The SA report will also be available for consultation during this period. Representations received during this consultation will inform the production of the proposed submission DPD. The

	Council will also produce a summary report outlining any representations received during the formal consultation period and the Council's response. This will enable a clear link to be made between responses and the Council decisions or actions. This summary of representations will also be available for inspection at the planning office, all Haringey libraries and on our website.
Proposed submission (Regulation 27)	The proposed submission is prepared following the previous consultation stage(s). The document, along with the SA, proposals map and supporting documents will be consulted on for at least six weeks asking respondents to comment on two elements: soundness and legal compliance.
Submission	The final version of the DPD will be prepared, called the Submission document. This will be accompanied by the final SA report which sets out the environmental impact impacts of the proposals. The council will submit the final version of the DPD, SA, and Consultation Statement to the Secretary of State (through a planning inspector), published and then be made available in the same way.
Stage 3: Independent Examination	
What happens?	The Secretary of State will appoint a Planning Inspector to examine the document, consider any representations received and assess whether the submission DPD is effective and realistic. Anyone has the right to appear in person at the examination. The Inspector will then write a report to the Council setting out how the DPD must be changed (if at all).
Documents available	The Inspector's report will be binding and made available for public inspection. It is the Council's intention to meet all the minimum requirements for consultation as set out in the Regulations.
Stage 4: Adoption	
What happens?	Following the Inspector's report, the Council will incorporate all the recommendations.
Documents available	The Council will adopt and publish the document together with its SA. This will be advertised and made available locally at the Council's planning office and all libraries and the Council's website www.haringey.gov.uk . The document will be reviewed formally every three years or as appropriate, this will decide if parts need changing to keep it up to date. Further details are given in the LDS. The Annual Monitoring Report will also monitor how effective policies are in meeting the overall vision and objectives for the LDF.

Appendix 6: Supplementary Planning Document Stages

Stage 1: Pre-Production (Evidence Gathering)	
What happens?	Local Authorities are not required to prepare an issues/ options document. However, the Council may seek input from particular bodies on the issue, topic or area under consideration when preparing a SPD.
Documents available	If any pre-production discussions are undertaken associated documents will be made available at the Council's planning office and on the website.
How Long?	This stage may not have a fixed time limit, depending on the nature of the document.
Stage 2: Production (Preparing Documents)	
What happens?	The Council will prepare and publish a draft SPD, accompanied by a Sustainability Appraisal.
Documents available	The Council will publish these documents, and make them available at the Council's planning office and the all libraries in the Borough and the Council website.
How long?	The Council will formally consult for six weeks.
Then what?	A summary report will be produced outlining any representations received during these formal consultation periods and the Council's response.
Stage 3: Adoption	
What happens?	The Council will consider representations made to the draft SPD, make any changes as a result, and then adopt it.
Documents available	Copies will be made available at the planning office and on the Council website.
How long?	There is no consultation at this stage.

Appendix 7: Planning Application Notification, Publicity and Consultation

These are the following minimum standards that the Council will use for the following types of applications. Where necessary the Council will exceed these minimum requirements.

	Pre-Application Stage	Major Applications and those Departing from Development Plan	Controversial or Sensitive Applications	Other Applications including Conservation Area and Listed Buildings Consent	Appeals
Advertise on Website receipt of application	No	Yes	Yes	Yes	Yes
Post site notice	No	Yes	Yes	Yes	No
Consultation letter sent to neighbours	No	Yes	Yes	Always, except applications for Certificate of Lawfulness	Letter sent to persons who comment on original application
Advert in local newspaper	No – but to be organised by applicants of major or sensitive schemes.	Yes	No.	Yes	No
Public exhibitions of proposals	To be organised by applicants of major or sensitive schemes. Council may also be involved.	To be organised by applicants of major or sensitive schemes. The Council may also be involved	To be organised by applicants of major or sensitive schemes. The Council may also be involved	Where appropriate, to be organised by applicant. The Council may also be involved	No
Press release	To be organised by applicants of major or sensitive schemes.	To be organised by applicants of major or sensitive schemes.	To be organised by applicants of major or sensitive schemes.	Where appropriate, to be organised by applicant.	No
General advice in response to queries from the public	Yes	Yes	Yes	Yes	Yes

	Pre-Application Stage	Major Applications and those Departing from Development Plan	Controversial or Sensitive Applications	Other Applications including Conservation Area and Listed Buildings Consent	Appeals
Local planning meetings with applicants presenting proposals and answering questions from the public.	To be organised by applicants of major or sensitive schemes. Also Development Management Forum as per the set criteria	Development Management Forum as per the set criteria	Development Management Forum as per the set criteria	Development Management Forum as per the set criteria	No, although some appeals are dealt with by Public Inquiry

Appendix 8: Consultation policy – neighbour notification³**General Household Developments**

Rear extension	Both adjacent properties and 3 properties to rear
Rear roof extension	Both adjacent properties and 3 properties to rear
Front roof extension	Both adjacent properties and 3 properties opposite
Material alterations to front elevation	Both adjacent properties and 3 properties opposite
Erection of domestic garage to front	Both adjacent properties and 3 properties opposite
Erection of boundary fencing	Adjacent properties
Crossovers	Adjacent properties
Erection of garden sheds, covered swimming pools and outbuildings	Adjacent properties and all properties abutting the site

Residential Development

Conversions	All conversions	Application property and adjacent properties and 3 properties at the front and back
	Conversions involving alterations to front elevation	Adjacent properties and 3 properties opposite
	Conversions involving rear alterations/ground floor extensions	Adjacent properties and 3 properties at the rear
New Build	All new build residential development sites	Adjacent properties and 3 properties opposite and to rear of site
	All major residential development (10+ units)	10 adjacent properties on either side of site, 20 opposite and 20 rear

Major Commercial/Retail Development

All major commercial/retail development	10 adjacent properties on either side of the site, 20 opposite and 20 to the rear of the site
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Change of Use

All change of use applications	3 adjacent properties on either side of site, 6 opposite and 6 properties to the rear
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Advertisements

³ Relevant local resident and tenant groups will also be consulted where appropriate.

All advertisements	Residential properties affected
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Conservation Areas and Listed Buildings

Applications in Conservation areas or applications for Listed Building Consent	The appropriate CAAC, neighbours as per the description of development. Also notify English Heritage
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Mobile Phone Mast Applications

Mobile phone applications undergo a procedure which involves wide consultation encompassing surrounding streets, especially in built up areas. We also include the nearest schools in the consultation. In addition to this, consultation on all mobile phone base station applications will extend to a 100m radius and operators will be asked to provide information on beam intensity and evidence of the need for a new mast. An annual meeting will be held by the Planning Service with the Mast Operators, to discuss their roll-out programme.

Appendix 9: Weekly planning list and statutory publicity

Below is a list of interested parties receiving the weekly planning list of planning applications registered with the Council.

Haringey Council	Other
Housing Service Neighbourhood Management Building Control Environmental Health Economic Regeneration Relevant Councillors Education Planning Policy Recreation Services Waste Management Education	Relevant Amenity groups Relevant Residents Associations Relevant Conservation Area Advisory Committee (CAAC) Relevant Statutory Bodies

Statutory publicity – press adverts

Nature of development	Publicity required
Development where the application is accompanied by Environmental Statement	Advert in newspaper and site notice
Affecting public right of way	Advert in newspaper and site notice
Major Development	Advert in newspaper and site notice
Minor Development	Advert in newspaper and site notice
Development affecting the setting of a listed building	Advert in newspaper and site notice
Development affecting the character or appearance of a Conservation Area	Advert in newspaper and site notice
Permitted development requiring prior notification to local planning authority	Site notice by developer

Appendix 10: Consultation policy - internal departments

Planning Policy Team
All proposals for a major development – 10+ units/1,000m ²
Where granting permission would be contrary to a policy in the development plan
Proposals to develop on designated open space
Proposals for development for tall buildings (over 20m in height)
Provision of day nursery or other day care facility
Proposals affecting any local area regeneration initiative / action plan (i.e. NDC, neighbourhood, etc...)

Design and Conservation
All proposals for development (including demolition and advertisements) in a conservation area or in an area of special character
All proposals for a major development – 10+ units/1,000m ²
All applications for conservation area consent/listed building consent and on designated sites of industrial heritage interest
Proposals for development for tall buildings (over 20m in height)

Note: The conservation team requires a full set of plans with every referral. This will include any photographs, details of height of surrounding buildings, which the applicant is required to provide in all circumstances. This is to provide a contextual background. Drawings must be accurate and should show details of access points and loss of trees (if applicable)

Transportation
Mini cab offices
New retail development
All change of use
Employment generating uses
Car repairs/workshops/garages/ car washes
Conversion of dwellings into flats
New access onto a highway/crossovers
All proposals that require a traffic impact assessment and the submission of a travel plan. Threshold of 2,500m ²
Major proposals – 10+ dwellings/1,000m ² (just notification)
New residential developments without provision of car parking

Note: Transport assessments and travel plans are requested on all applications over 2,500 m².

Environmental Health	
	A1 > A5
Noise & pollution	Extensions to A3, A4 and A5
Food & hygiene	Proposals involving HMO
	Hostels
	Car repair workshop/garages
	Car washes

Environmental Health	
	Launderettes
	Petrol filling stations
	Employment involving industrial processes
	Provision of day nursery or other day care facility
	Sites suspected to be contaminated
	Sites located close to an acknowledged noise source

Legal	
	All proposals for a major development – 10+ units/1,000 ²
Consultation consists of specific letter to legal department notifying them of 13 week deadline	Developments where it is proposed that a planning obligation under section 106 will be sought (consultation in such cases may not occur at the time of the submission but should take place before a decision is made requiring a section 106)
	Proposals for new residential developments without the provision of car parking

Recreation Services (Arboriculture department)
Development involving the loss of trees

Education
Major residential schemes 10+ units
Sites for travellers
Proposals adjoining school premises

Parks Service
Proposals to develop on designated open space
Proposals to develop within a park

Housing
All major housing developments 10+ units

Building Control
All proposals for a major development – 10+ units/1,000m ²

Waste Management
All proposals for a major development – 10+ units/1,000m ²

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Haringey Council

Report for:	Environment and Housing Scrutiny Panel November 19 th 2013	Item Number:	
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Title:	Community Engagement with Planning Planning Service Response to the initial questions set by the Scoping Report
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Report Authorised by:	Ransford Stewart, Interim Assistant Director
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Authors	Emma Williamson, Development Management Clodagh McGuirk, Planning Policy
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Ward(s) affected: All	Report for Key/Non Key Decisions:
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1. Describe the issue under consideration

- 1.1 As part of its work programme for 2013/14, the Environment and Housing Scrutiny Panel agreed to assess how planning services involved local residents and engaged local communities. This report provides an introduction to the community engagement in plan-making and the development management process to be discussed by the Panel. It is set out in the format of responses to questions as set out in the section 7.2 of the Scoping Report.

2. Cabinet Member Introduction

- 2.1 This is not applicable at this stage. The relevant Cabinet Member will introduce a response to any report or recommendations that result from this work at the appropriate juncture.

3. Recommendations

- 3.1 That the Environment and Housing Scrutiny Panel note the contents of this report and its attachments.

4. Other options considered

- 4.1 This topic was selected by the panel after consultation with local stakeholders (local residents, community groups, members and officers).

5. Background information

- 5.1 This report provides background information to the key questions set out in the Scoping Report Section 7.2 Local Policy and Practice: “To assess how effectively planning service engages and supports meaningful community involvement in planning developments and decision making?”

To describe the nature and scope of community consultation

- 5.2 The Planning Service is committed to involving and consulting with local people in all planning processes and decisions. Local views on development and change in the borough will help to shape the future of the borough. Planning recognises the fundamental importance of undertaking effective community involvement and consultation to ensure that decisions are based on ‘sound’ reasoning, and these are transparent and accountable to the community.
- 5.3 The Planning Service carries out two main types of community consultation; one for planning applications and the other for planning policy documents.
- 5.4 Consultation on planning applications and planning policy documents is subject to statutory requirements as set out in government legislation. In addition, the principles and methods of consultations are set out in the Statement of Community Involvement (SCI) in line with statutory requirements.
- 5.5 The SCI sets out the Council’s approach to engaging with and consulting the community in planning and development issues. It aims to ensure transparency in planning-decision making processes; and increase community and other stakeholder participation in planning. It should be noted that the SCI sets out how and when the Council will consult with local communities in relation to planning applications and strategic plans as basic standards.
- 5.6 Wherever possible and relevant we aim to exceed the minimum requirements depending on the type of consultation, the targeted consultees, and resources available.
- 5.7 The nature of public consultation in relation to planning policy documents means that methods of engagement and levels of interest and response rates vary. For example, our experience indicates that a site specific proposal is likely to receive more public interest than a document which seeks responses for a borough-wide proposal.

To describe the community engagement and consultation standards and how these are measured, monitored and published

- 5.8 As stated above planning consultation is subject to statutory consultation requirements.
- 5.9 In line with statutory requirements there are different methods and requirements for consultation depending on the status of the document, e.g. whether it is a Development Plan Document (DPD) or a Supplementary Planning Document (SPD). In addition, there are a number of stages of preparation for the policy documents which require different types and levels of consultation.
- 5.10 A DPD brings forward statutory local policy which requires at least two stages of community consultation and an independent examination. An SPD provides further guidance for policies in DPDs and as such requires only one stage of community consultation and is not subject to an examination.
- 5.11 The initial stages of consultation of DPDs allows for early engagement in the proposed approach and scope of the document. The aim is to engage with as wide an audience as possible and ensure an understanding of the process and purpose of the document from the outset.

Notification

- 5.12 Notification setting out when and how the Council is going to consult on a particular document is published through the local press; the Council's website; emails and letters to statutory consultees, all organisations, voluntary and community groups, and individuals on the Planning Policy consultation database; the Council's consultation calendar; Haringey People (when suitable); and information leaflets and posters (when appropriate). Printed documents are made available in public libraries and the planning service office.

Beyond Notification

- 5.13 Beyond the basic requirements, the Council also employs a variety of public engagement methods during plan-making process as explained in Section 5.24 and 5.28. Consultation programmes for each document are prepared as part of the Planning Policy team's project plans and are discussed with the Planning Policy Members Advisory Group meetings where possible. This ensures consensus in the approach to the consultation and allows for ideas to be shared in how to improve engagement. We also discuss with the Council's corporate consultation officer appropriate procedures and methods.

Consultation Outcomes

- 5.14 The SCI's effectiveness for plan-making process is assessed through examination of the Local Plans. At this stage the appointed Planning Inspector will assess if the Council carried out their consultation requirements in line with Government regulations and the SCI.
- 5.15 The outcomes of consultation on local plans are published and monitored through our consultation reports. A consultation statement is prepared alongside a DPD and in the final stages of the DPD preparation is submitted to the Secretary of State for examination.
- 5.16 The consultation statement sets out how the requirements in the regulations and in the Council's own SCI were met during the preparation of the policy document. The report highlights the methods of engagement and consultation undertaken by the team. This includes details on who was engaged at each stage, how the consultation was advertised, methods of responding to the consultation, and meetings and events attended. The report also shows the outcomes of the consultation – types of responses received, number of consultees who were notified and number of those who responded. A summary of responses received along with the Council's response to each comment is published on the webpage following consultation. This provides feedback on how the Council took account of consultation responses and how it will impact on the next version of the document. The extracts from the consultation statement that accompanied the Council's Local Plan Strategic Policies that was submitted to the Secretary of State in July 2011 (first Examination of Public) and then in December 2011 (second Examination in Public) is attached.
- 5.17 A summary consultation report is produced for SPDs outlining representations received and the Council's response. These reports are then presented to Cabinet to consider the representations and the impact on the document before deciding on adoption.

Development Management

- 5.18 The consultation standards are set out in the SCI and are amplified in the Planning Neighbour Consultation leaflet which is attached at Appendix C. A summary of consultation is now produced for each planning application and it appears on the website with the application documents. A sample of these give examples of the levels of consultation: for the recent Hornsey Depot application for Sainsbury's and 438 residential units, 3,931 residents were consulted; for Mowlem Trading Estate – the replacement of warehouses, 102 residents were consulted; for Somerset Gardens Health Centre an application for change of use of part of Doctors surgery to include a pharmacy, 92 letters were sent and for a recent householder application - 64 Elmer Road 5 letters were sent.

To assess the adequacy of consultation lists, that they are up to date and reflect the demography of the local community.

Planning Policy Documents

- 5.19 The Planning Policy consultation database consists of 1,455 contacts (2012 update) including;
- statutory consultees, i.e. Mayor of London, neighbouring boroughs, and environment, heritage, transport, health and utilities bodies;
 - voluntary organisations;
 - community groups who represent different racial, ethnic or national bodies, religious groups, and disabled people;
 - Business representative groups and individual businesses;
 - Registered Providers
 - Planning agents and consultants;
 - Residents' associations;
 - Individuals.
- 5.20 The database was updated in 2012 to ensure all contacts included on the database still wanted to be included, and that contact details were correct. We contacted all consultees on the database and advertised the update on the Council's website. We aim to update the database every three years. Besides the statutory consultees, those on the database have expressed an interest in being kept informed on planning policy updates in Haringey. In most cases people have only provided their email address so we cannot assess the geographical spread of our consultees, although we are confident that the organisations included represent the diversity of ethnic groups, gender groups, special interest groups, and age groups; and organisations that have a direct interest in the borough in terms of business, housing provision, heritage, design, conservation, leisure and culture.
- 5.21 In some cases the Planning Policy team will access other consultation databases to contact groups and individuals outside of your database on specific issues, for example the London Landlord Association for the introduction of the Article 4 Direction.

Development Management

- 5.22 At validation stage amenity and residents groups and Conservation Area Advisory Committees are identified which should be consulted depending on the area the application is in. This information is held on a hard copy map and is reviewed periodically.

Ensuring that hard to reach groups or seldom heard groups are sufficiently engaged.

- 5.23 The community involvement and consultation activities undertaken in planning reflect the Council's equal opportunities commitments and priorities, as set out in the Council's Equal Opportunities Policy 2008. In addition, the Planning service take forward the principles and commitments of the Haringey Compact, which is the agreement between voluntary, community and statutory organisations on how they intend to engage and work together to make a positive difference to Haringey's services. The SCI reflects the community involvement and consultation priorities identified in these corporate documents. In addition, the Planning teams work with established structures such as the Developers Forum, Conservation Area Advisory Committees, Tenants Forums and residents' associations which allow us to engage with a wider audience.
- 5.24 A variety of consultation methods that can be employed to improve engagement are set out in the SCI alongside the basic standards. The methods used in past consultations include workshops, focus groups, attending residents and community meetings, exhibitions/stalls at community festivals, working with young people through schools, drop in sessions, attending area assembly meetings and on street leafleting. The informal methods of consulting such as drop-in sessions, public exhibitions and on street leafleting have proved to be successful in engaging with individuals who have not been involved with Planning before and who would otherwise not have the time, interest or inclination to submit a formal response to a consultation. Their views and issues are captured and in some cases the participants will ask to be included in the consultation database to receive information on future consultations.
- 5.25 The consultation for the Preferred Options of the Local Plan Strategic Policies (formerly Core Strategy) was an example of when many of the methods outlined in the SCI were employed. As well as the statutory notification requirements the Planning Policy team and a number of consultation experts carried out an eight week consultation programme which involved schools workshops; a workshop with older people; BME focus groups; drop-in sessions around the borough, including shopping centres, town centres, and leisure centres; public exhibitions at community summer festivals; meetings with residents' associations and amenity groups; and presentation and information at area assembly meetings.
- 5.26 As budgets are limited, and these events and methods are time and resource intensive they are generally undertaken only at one most relevant stage of the consultation in the preparation of a policy document. We try to make use of existing events planned by others. We also offer visits to community groups to discuss our planning policy documents.
- 5.27 We will continue to work with the corporate consultation team when preparing our consultation programmes and engaging with harder to reach groups.

Assess the Haringey Statement of Community Involvement (SCI) and make recommendations for development / improvement.

- 5.28 Haringey's SCI was first adopted in May 2007 and was reviewed in February 2011 in response to changes in planning law.
- 5.29 As part of the examination of the Local Plan Strategic Policies the Inspector found that consultation was carried out in line with the requirements of regulations and the SCI (Planning Inspector's Report in December 2012).
- 5.30 It is recognised that the SCI needs to be updated to reflect the introduction of Localism and the National Planning Policy Framework. Additional requirements for the Council include the Duty to Cooperate and Neighbourhood Planning. Also see the question on planning legislation below.
- 5.31 A review of the SCI will also include new methods of engagement using more interactive online tools, such as SNAP surveys and online discussion forums. Although the response rate to previous online consultation methods has been varied, we expect that this will grow as people use more remote communications. We will continue to work with our corporate consultation colleagues to design methods of improving how we use technology in consultation and how we can promote them more widely.

The role of community engagement in Development Management Forums in larger scale planning applications

- 5.32 Since January 2012 to date there have been 18 Development Management Forums. Details are included in Appendix D. Attendees ranged from 0-200. The role and format of the Forums will be reviewed as part of the Development Management Improvement Plan.

Assess whether there is appropriate education and training among local community groups to support engagement with local planning process;

- 5.33 Notification of planning policy consultations sets out the scope and role of the draft document, the stage of preparation, how to access the relevant documents, and how to respond to and participate in the consultation. The team offer advice on the document and how to engage via dedicated web pages, email and telephone. In addition, information and advice is provided through meetings attended by officers during the consultation period.
- 5.34 We ran training events in the past for community groups and are currently considering an open-day event in June/ July 2014. This will coincide with the preparation of our next three key planning policy documents.

5.35 As part of the development management improvement plan it is proposed to run an open day session for community groups early in 2014.

That appropriate use of digital, new technology and social media is used to engage and involve local residents and communities with planning development processes;

5.36 For Planning Policy please see paragraph 5.31 above.

5.37 With regard to Development Management this will be investigated when conventional processes have been reviewed and improvements in place. The position with regard to planning policy is set out above.

To assess the role of members in community engagement, and consider ways in which they can be engaged in the pre-application process.

5.38 There is currently no formal member involvement in the pre-application process. Processes are currently being reviewed through the DM improvement plan. A review of the current member protocol for involvement in planning is scheduled for 2014. This will draw on experience and best practice in other authorities.

5.39 Councils have historically been concerned about probity issues raised by involvement of members in pre-application discussions and worried that members could be accused of predetermination when the subsequent applications came in for consideration. The Localism Act 2011 has sought to clarify member involvement at the pre-application stage. With the increasing emphasis and encouragement on frontloading the process and the seeking of advice at a pre-application stage there are distinct advantages in involving members. Provided that members avoid expressing an overall view and indication of how they intend to vote and limit their questions to an understanding of the proposal or asking questions they could not be viewed as having a closed mind. However, without an agreed protocol member involvement may unnecessarily open any member on the planning committee to avoidable risks of challenge on apparent pre-determination.

5.40 Constructive pre-application discussions between potential applicants and planning officers has been recognised, and is increasingly the norm in authorities, as helping to ensure all relevant considerations are addressed when an application is submitted and to potentially speed up the determination of an application and bring more certainty into the process. As the PAS guidance 'Constructive Talk 2007' explains good pre-application advice removes as much uncertainty as possible for the developer, allowing the proposal to proceed with more confidence and reduces the risk of abortive costs arising from failed applications. Nevertheless in order to avoid perceptions that members might have fettered their discretion such discussions should take place within clear published guidelines.

5.41 There are examples within London and other authorities of the way in which authorities have involved members. These include:

London Borough of Camden – Has established a Development Management Forum to consider large scale development proposals at a pre-application stage in order to understand the aims and any constraints as early as possible and see how proposals can be adapted to better reflect community aspirations. The forum enables local residents, business and organisations to comment on proposals at an early stage and supplements any developer consultation. Members and officers attend but do not express any opinions on the merits of the proposal.

London Borough of Croydon – Created a Strategic Planning Committee that both determines major planning applications and receives presentations on them at the pre-application stage. At key points in the pre-application process the developer has the opportunity to present their scheme to the committee and then members ask questions and give their opinion on aspects of the scheme. This is a minuted public meeting. Although there are clear probity pitfalls by encouraging members to comment on aspects of a development (its design, impact on neighbours etc.) but to avoid stating a view on the scheme as a whole these are comfortably avoided. The authority has found that members appreciate being involved at an early stage in the development management process and in this way obtain a detailed understanding of the strategic developments. When the applications are formally submitted they are much better placed to deal with their constituents. Their view is that pre-application member engagement is best done openly in public, probity risks can be managed quite easily and this approach can significantly speed up the process by ensuring that inputs occur at the right stages and that it progresses in an efficient and effective way.

London Borough of Lambeth – Has established a strategic panel whose purpose is for members and senior officers to be briefed on major development proposals at pre-application stage so that all concerned can be made aware of pending schemes and the issues and opportunities generated. The protocol sets out that the panel will have no decision-making powers, nor will views expressed be binding or influence the way in which applications may be reported to and determined by the Planning Applications Committee.

Wycombe District Council – A guidance note on member and officer involvement in the pre application stage includes the facility for developer presentations to members and stakeholders immediately before the planning committee's main meeting. Invitees include all members of the Council, relevant officers, representative of the Highway Authority, Chairman of the Parish/Town Council and a deputy, members of local associations and residents groups. The presentation has a standard format. Although there are no formal minutes of the meeting, applicants are

required to submit a Statement of Community Involvement with the planning application and note in this that a developer presentation took place.

Assess how recent legislative changes in the planning sector have (or will) impact on community engagement processes and are reflected in local arrangements? Localism Act, Neighbourhood Planning (Plans), Community Infrastructure Levy

- 5.42 Localism Act introduced a number of new tools and opportunities for communities to get involved in planning. These include neighbourhood plans, neighbourhood development orders, community right to build, community right to bid, community right to challenge and community transfer of assets. These are community led initiatives and the Council role is to facilitate and advice. The Council have set up web pages with relevant information about these tools and have put in place procedures for supporting these additional responsibilities. A large part of the Council's role in facilitating Localism is public notification, assessment of applications submitted and decisions on the applications. The Act sets out the statutory requirements which must be met by the Council.
- 5.43 The Council's role in Neighbourhood Planning involves publicising and deciding on applications, and facilitating examinations and referendums, as well providing technical advice, interpreting policy and reviewing draft plans. The Council can determine how much support it can commit to Neighbourhood Planning. To date there is only one community group in the borough who have taken up neighbourhood planning. This is the Highgate Neighbourhood Forum. The Council has worked closely with the Highgate Forum in designating the group and area, and supporting their plans and process. This work involves a significant level of staff time, depending on the stage of the process and the group's requirements.
- 5.44 The Council's CIL was prepared in consultation with the public and met the statutory requirements as set out in regulations and the SCI.

6. Use of Appendices

Appendix A – Planning Framework and opportunities for community involvement in planning

Appendix B – Extracts from the Haringey Local Development Framework Local Plan Strategic Policies (formerly Core Strategy) Statement of Consultation (March 2011)

Appendix C – Planning Neighbour Consultation Policy

Appendix D- Development Management Forums

Appendix A – Planning Framework and opportunities for community involvement in planning¹

National Planning Policy

- Wider stakeholder involvement in the preparation of draft policy statements and guidance.
- Government White papers on policy proposals issued for public consultation.
- Planning Policy Statements and other guidance documents issued in draft for public consultation.
- Draft regulations issued for public consultation.

Regional Spatial Strategies (as supported by Mayor of London)

- Focus group on project plan for RSS revision.
- Focus groups of stakeholders, consultation seminars and other opportunities to be involved in emerging issues and options for draft RSS revision.
- Formal opportunities to make representations when draft revision of RSS is submitted to the Secretary of State.
- Examination in public into the draft RSS revision.
- Opportunities to make representations on changes to the RSS revisions proposed by the Secretary of State.

Local Development Documents (as supported by Local Planning Authority)

- Statement of Community Involvement sets out the Local Planning Authority's policy on involving the community in the preparation of its Local Development Documents.
- Early dialogue on LDDs, in line with the SCI.
- Before draft proposals are finalised, the authority will formally publish its preferred options for consultation and must consider representations.
- Draft Development Plan Documents are published and submitted for public examination. Representations can be made, to be considered at the examination.
- Those making representations seeking changes to a DPD will have a right to appear in person at the examination.
- Inspector's report will be made available for public inspection.
- Annual monitoring report published by local authority.

Planning Applications (as supported by Local Planning Authority)

- The SCI will set out the LPA's proposals for consulting the community on planning applications.
- Third parties can make representations on planning applications.
- Objectors can speak at planning committee meetings at the discretion of the LPA.
- Reasons for decisions are published.
- Third parties can make representations on appeals and at inquiries into called in applications.
- Additional consultation with regional and national bodies where appropriate for Major Infrastructure Projects.

¹ Community Involvement in Planning: the Governments objectives Office of Deputy Prime Minister (2004)

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EXTRACTS

From the Haringey Local Development Framework Local Plan Strategic Policies (formerly Core Strategy)

Statement of Consultation (March 2011)

Introduction

- 1.1 The Consultation Statement sets out the Council's approach for greater community and stakeholder participation at all stages in the preparation of Haringey's Local Plan Strategic Policies/ Formerly Core Strategy. The engagement of the wider community in the preparation of the strategic spatial planning policies is crucial to ensure that the Core Strategy reflects the aspirations of the Haringey community and stakeholders. The process of consultation complies with Government Regulations and the Council's Statement of Community Involvement.
- 1.2 The Council is required to prepare a consultation statement under Regulation 30 (1) (d) and (e) of the Town and Country Planning (Local Development) (England) (Amendment) Regulations 2008 to set out:
 - 1 which bodies and persons were invited to make representations under Regulations 25;
 - 2 how these bodies and persons were invited to make such representations;
 - 3 a summary of main issues raised by representations;
 - 4 how representations have been taken into account; and
 - 5 representations made in accordance with regulation 28, the number of representations made and a summary of the main issues raised in those representations

2 Consultation on the Issues and Options

- 2.1 The consultation on the Issues and Options (Regulation 25) document took place from beginning of February to end of March 2008. The aim of this consultation was to engage with as many individuals, communities and organisations as possible to discuss the Local Development Framework process and the specific concerns which should be addressed in the Issues and Options document. The Issues and Options set out 78 questions for

consideration and these addressed the key challenges identified for Haringey. These included:

- Climate change;
- Demographic change;
- Use of resources;
- Health and well-being;
- High quality design;
- Equality and inclusion;
- Economic change;
- Technological change;
- Transport;
- Crime and safety; and
- Sub-regional issues.

2.2 A number of methods of engagement were employed during this stage of consultation to ensure every opportunity was provided for all communities, groups and individuals to participate in the consultation and to meet the Government Regulations and comply with Haringey's Statement of Community Involvement (SCI). The methods of consultation included:

- Direct mailing letters;
- Leaflets;
- Questionnaires;
- Information and documents available at Council buildings;
- Information on the Council website;
- Notification in local press;
- Online consultation tool;
- Focus groups;
- Public meetings;
- Public exhibitions;
- Steering and advisory groups; and
- Workshops and presentations.

Mail out

2.2.1 The consultation database which was set up for the Statement of Community Involvement (SCI), was used and expanded to ensure that as wide an audience as possible for involvement in the LDF process and the preparation of the Core Strategy. This database is made up of government departments, public agencies, including statutory bodies, voluntary and community groups, local businesses and individuals.

2.2.2 A letter of notification was sent to all stakeholders. This contained the relevant information including dates of consultation, contact information, and the various possible methods of responding. Included with the letter was a leaflet summarising the consultation document, the purpose of the consultation and setting out the details about how to get involved in the consultation.

Media

2.2.3 A public notice was placed in the Haringey Journals, local newspapers, and the Haringey People magazine, which is delivered to every household in the borough.

Community events and engagement

2.2.4 The Issues and Options consultation took advantage of ongoing community events and meetings to raise awareness of the Core Strategy and to encourage participation in the consultation.

2.2.5 These events included the Haringey Green Fair and the International Women's Day. At these events Planning Policy officers staffed stands with information and promotion material with the aim of engaging with the community, raising awareness and understanding of the Core Strategy, and allowing opportunity for people to get involved in the consultation.

Focus groups

2.2.6 In order to consult with harder to reach groups in the community and to ensure more meaningful involvement, focus groups were held. These were facilitated by consultation specialists and the Planning Policy team.

2.2.7 Planning Aid for London were commissioned in November 2008 to facilitate a workshop to explore certain key issues and options central to the preparation of the borough's Core Strategy with members of the community.

2.2.8 The issues and options were discussed within the structure of three workshops dealing with:

- Housing and Community Facilities;
- Transport, Employment and Training; and
- Environment, Open Space and Leisure.

2.2.9 Although attendance was less than expected, the quality of the local knowledge and understanding of the issues addressed not only at local but borough level was impressive and this is reflected in the reported findings.

2.2.10 Haringey Consult was commissioned by the Council to run a focus group to identify particular priorities of the Black and ethnic minority (BME) communities with respect to the development of the planning policies. These priorities were then considered in the development of the Core Strategy. The topic areas discussed included the following focus areas:

- An environmentally sustainable future;
- Managing development and areas of change;
- Creating a safer, attractive and valued urban environment;
- Creating a vibrant and prosperous economy; and
- Improving health and community wellbeing.

2.2.11 The consultants ran a recruitment drive and 16 members of the public were selected from various BME communities via means of the Haringey Association of Voluntary and Community Organisations (HAVCO) Members Services Directory, Haringey Consult's memberships and from a public meeting held on the 19th March 2008.

2.3 Response to the Issues and Options

2.3.1 In addition to the responses from the focus groups and community events, a total of 1,250 individual written representations were received from 53 respondents. The majority of representations were in response to the questionnaires sent to consultees. Most responses were received via post and email, while a small number of respondents used the online consultation tool. Collective feedback from workshops and focus groups were analysed alongside the individual representations.

2.3.2 A total of 78 questions were posed during this stage which covered a broad range of topics and themes. The responses to these questions indicated which issues were of highest priority for the respondents. Where appropriate, these responses shaped the options and alternatives for the next stage of developing the strategy.

3 Consultation on the Preferred Options

3.1 The Council published the Preferred Options Core Strategy titled 'A New Plan for Haringey 2011-2026' (equivalent to the Preferred Options report under the previous legislation (Regulation 26)) in May 2009 and asked for comments to be received by 30th June.

3.2 The document set out 12 proposed policies developed from the responses to the Issues and Options consultation. The strategic policies detailed how the Council would manage change over the next 15 years. These were as follows:

- Managing Growth;
- Housing;
- Environment;
- Movement;
- Employment;
- Town Centres;
- Design;
- Conservation;
- Green Infrastructure;
- Health and Well being;
- Culture and Leisure; and
- Community Infrastructure.

3.3 Consultation Process

- 3.3.1 There was a comprehensive and extensive public consultation programme for this stage of the Core Strategy preparation to ensure wider engagement with the Haringey community, in line with the SCI and the Community Engagement Framework. The methods of consultation employed built on those used at the Issues and Options stage. The database was expanded to include those who had been involved at the previous stage of consultation, and in the ongoing discussions.
- 3.3.2 The approach taken for this consultation was flexible, accessible and proactive. Notification material was designed to be clear and concise, without any jargon. A number of workshop style events, seminars, meetings, and interactive information stalls were held to ensure wide participation and engagement throughout the borough. Each event and meeting was tailored to the specific focus group, discussing issues relevant to their interests, and consultation was interactive, with discussion groups and workshops facilitated by planning policy officers and consultation specialists.

Notification

- 3.3.3 All consultees (including specific consultation bodies, government departments, general consultation bodies, resident and community groups and individuals) received a letter of notification and leaflet seeking comments on the proposed policies set out in the Core Strategy.
- A public notice, seeking the views and participation of all residents, was placed in Haringey People which was distributed to every household in the borough.
 - Public notices appeared in all local newspapers.
 - A publicity poster was placed in all key locations in the borough.
 - The consultation document was available to view in all libraries and at 639 High Road, Tottenham and the Civic Centre, Wood Green.
 - The consultation document was available to view on the Council website along with an interactive tool for submitting representations, and up to date information on the consultation programme and process.

Stakeholder Engagement

- 3.3.4 Discussion topics and workshops focused on the 12 policies proposed seeking local views on the content, relevance and comprehensiveness of the policies.
- 3.3.5 A number of representations were received via the Limehouse Consultation System, email, letter and response form.
- 3.3.6 A concerted effort was made to engage with hard to reach groups as well as more actively engaged groups.

Community Events

- 3.3.7 The policy team took the opportunity to engage with a wider audience at two local community summer events Haringey Green Fair and Tottenham Carnival.
- 3.3.8 There was a range of issues raised at these events, including; town centre improvements; local economic development; safety and urban design; and provision of leisure and cultural opportunities.
- 3.3.9 Following the success of the focus group with Black and Ethnic Minority groups facilitated by Haringey Consult for the Issues and Options stage of consultation, the Council commissioned the team to run a follow up focus group.
- 3.3.10 A total of 16 participants, all local residents, were selected to partake in the consultation with at least two youth participants in each group. Participants were provided with the policy document before they came to the consultation event. Haringey Consult in conjunction with the Council's brief produced a series of questions which were discussed to evaluate the community's perception and to tackle the proposed policies.
- 3.3.11 MAC Associates were commissioned by the Council to assist in wider participation with the community focusing on engaging with children and young people, and the general public. The consultation events were designed to ensure that as many people as possible were provided with the opportunity to have their say and to give their views.

Three public consultation events were held as follows:

- Saturday 13th June – Haringey Green Fair, Ducketts Common;
- Saturday 20th June - Tottenham Carnival, Bruce Castle Park; and
- Wednesday 26th July - information stall and interactive questionnaires, Tottenham Green Centre.

Five focus groups were held in local schools across the borough as follows:

- Thursday 30th April - Earlham Junior School;
- Thursday 11th June - Woodside High School;
- Thursday 11th June - Park View Academy;
- Friday 12th June - Highgate Wood Secondary School; and
- Friday 12th June - St. Paul's and all Hallows School.

Community and Residents Groups Meetings

- 3.3.12 The team engaged with a number of community groups and residents' associations. Meetings were held with the Ladder Community Safety Partnership, the Garden Residents Association, Haringey Federation of

Residents Association and Tottenham Conservation Area Advisory Committee delivering presentations and workshops.

Area Assemblies

3.3.14 All seven of the Area Assembly meetings held in May 2009 were attended by planning policy staff. A presentation was made at a number of the meetings, and an information stall was facilitated at all.

Partnership Engagement

3.3.16 A number of seminars and meetings were delivered and attended, for internal and external professional bodies. Events included a Sustainable Design and Construction seminar, an RSL Forum, an Annual Housing Conference, Neighbourhood Management meeting, Haringey Policy Network meeting and the Haringey Strategic Partnership Well-being Partnership.

3.3.17 These meetings allowed for professional input and analysis of the relevant policies.

3.4 Equal Opportunities

3.4.1 The consultation process aimed to include members of the community from all six equalities strands set out in Haringey's Equal Opportunities Policy (2008).

Age

3.4.2 A school programme was rolled out across the borough to engage with young people. This involved focus group workshops with two primary schools and three secondary schools, in East, West and Central Haringey. A total of 135 children and young people participated in the focus groups. Additionally, the team attended the Youth Service Network event. The main issues raised by young people related to safety in their neighbourhoods; the provision of leisure facilities; and town centre development.

3.4.3 Consultation workshops for older people were carried out in partnership with Haringey Forum for Older People. The planning policy team and Haringey Forum for Older People committee organised a half day event which was attended by 80 delegates. A presentation introducing the Core Strategy was followed by a series of café style table discussions, facilitated by committee members and policy officers. All comments and discussion were noted and analysed by the Forum and by the Policy team.

3.4.4 The community summer festivals offered an opportunity to engage with a wide range of people of all ages.

Disability

- 3.4.6 All disability groups in the borough received a leaflet and letter of notification seeking comments on the proposed policies to be addressed in the Core Strategy.
- 3.4.7 Follow up contact was made through the disabilities equalities officer and further contact was made with the newly formed Haringey Disability First Consortium. Despite this there was no take up from these groups for direct engagement.
- 3.4.8 The wider community consultation events offered an opportunity to engage with some residents with disabilities, mainly those with mobility issues and wheelchair users.
- 3.4.9 A number of members of the older peoples' forum had specific mobility issues and physical disabilities and communicated their concerns and ideas at the consultation event held for older people.

Gender

- 3.4.10 The consultation aimed to engage with men and women equally. At the three main community events a total of 125 males and 225 females participated with the consultation. There was equal engagement throughout the consultation with both sexes with the exception of the International Women's Day, which was an event aimed at local women; and the meeting with the Charedi Community at which only two women attended along with approximately 50 men. This was due to the time the meeting was held, which was not convenient for women of the community.
- 3.4.11 Learning from this experience, future consultations will ensure to take account of these issues and organise meetings at more suitable times and locations for both genders.

Race

- 3.4.12 The consultation was aimed at all nationalities and made every effort to include all ethnic groups.
- 3.4.13 Two focus groups were held specifically to engage with Black and minority ethnic residents as these groups were identified as less actively involved in planning consultations.

Religion or Belief

- 3.4.14 Local faith groups received a leaflet and letter of notification seeking comments on the proposed policies to be addressed in the Core Strategy.

- 3.4.15 A meeting was held with the South Tottenham Charedi Community, to discuss the proposed policies and issues specifically affecting the Jewish community. Other faith groups were asked if they wished to be involved directly with the consultation but the offer was not accepted.

Sexuality

- 3.4.18 Lesbian Gay Bisexual and Transgender (LGBT) representative groups received a leaflet and letter of notification seeking comments on the proposed policies to be addressed in the Core Strategy.
- 3.4.19 A meeting was held with the Haringey LGBT Network to discuss the proposed policies and issues specifically affecting the LGBT community. Following this, the group submitted a formal representation.

3.5 Main issues from the Preferred Options consultation

- 3.5.1 The number of people engaged during this stage of consultation was significantly higher than the previous stage. The majority of participation took place through workshops, focus groups, information stalls, public meetings, seminars and presentations which equated to approximately 650 people. All notes and feedback from these events were fed into the development of the pre-submission stage. A total of 55 written responses were received, equating to 600 comments.

Consultation on the Proposed Submission

- 4.1 Representations made in the first two stages of consultation were used in the development of the policies for the Proposed Submission document.
- 4.2 Ongoing consultation on the development of the Core Strategy took place with key consultees and internal officers during the preparation of the Proposed Submission Core Strategy document. This included meetings with the Haringey Strategic Partnership themed boards, Haringey NHS, the JSNA, the Corporate Policy network and internal officers from relevant services. Ongoing discussions and input from key stakeholders and internal services contributed to the development of the Proposed Submission document.
- 4.4 The Council consulted on the Proposed Submission for six weeks from 10th May to 21st June 2010. This stage of consultation offered the final opportunity to comment on the final draft of the document before it is submitted to the Planning Inspector for Independent Examination.

4.6 Consultation analysis & changes to the Core Strategy

- 4.6.1 63 formal representations were received from statutory consultees, resident and community groups and individuals, totalling over 700 separate comments.

4.7 Consultation on Additional Regulation 27 Proposed Submission

4.8.1 Notification of the consultation outlining the purpose and process was sent to those who made representations during the previous stage of consultation in May/June 2010. The consultation details were also posted in local newspapers and on the Council website.

4.8.5 In total, 50 individual responses were received to the document from a total of 10 organisations. The Greater London Authority (GLA) submitted the most comments – a total of 17.

4.9 Revised Consultation on the Fundamental Changes to the Core Strategy (Revised Additional Regulation 27)

4.9.1 The revised consultation took place from 22nd September – 3rd November 2011. This was a borough wide consultation.

4.9.2 The consultation period was advertised through:

- Emails and letters to all consultees on our database, with details of the consultation, information on how to get involved and how to respond;
- Public Notices in Haringey newspapers; Tottenham and Hornsey Journals 22/09/11; Haringey Independent 23/09/11;
- Public Notices in neighbouring borough newspapers; Enfield Independent and the Times for Barnet, both 23/09/11; and
- Information on Haringey web site.

4.9.6 The relevant documents were made available to view at:

- River Park House, 225 High Road Wood Green, N22 8HQ;
- Civic Centre, Wood Green N22 8LE;
- All local libraries; and
- On Haringey website www.haringey.gov.uk/corestrategy

4.9.7 In the run up to the revised consultation a total of 581 emails and letters were received with requests to be notified about the consultation. These new contacts were added to the consultation database and notification was sent to them along with all other existing consultees.

4.9.8 In total 384 representations were made, 60 of which were unduly made. One representation was received from a local community group with approximately 900 signatures attached.

4.9.10 From the 324 duly made representations there were a total of 1484 individual comments. The summary of comments and the Council's response, along with copies of all original submissions were forwarded to the Inspector on the 15th December 2011. On assessing the outcomes of the consultation the Inspector set a date for an additional hearing for the 22nd February 2012. The hearing is an opportunity to discuss the issues raised during the revised consultation and forms part of the ongoing Examination,

4.9.12 Those who made representations to this consultation were notified about the details of the hearing, and where appropriate, invited to attend and participate.

A Public Notice was placed in the Haringey Independent on 13th January 2012 and the Core Strategy web pages (www.haringey.gov.uk/core_strategy_examination) were updated to give information on the date, time, and location of the hearing, in line with Regulation 34(2).

4.9.13 All letters of notification, Public Notices, consultation documents, consultee representations, Council responses and other relevant documentation are available to view on request.

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The Council believes that local people have a key role to play in shaping the quality of their environment, and is committed to involving the community in planning decisions. This guidance note specifically details how consultations on planning applications are carried out and how comments are dealt with.

The Council will notify and consult residents and occupiers in accordance with this policy

- On applications for planning permission, listed building consent, advertisement consent etc...
- On significant amendments to applications
- On appeals against Council decisions

Consultation of **immediate neighbours** is required on most applications by legislation. The consultation process will normally include direct letters to immediate neighbours affected by the proposal, site notices and newspaper advertisements.

Statutory bodies will be consulted as required by the legislation.

The Council will notify **Conservation Area Advisory Committee(s)** for the borough in accordance with government guidance and will consult other Conservation groups on relevant applications.

The Council will maintain a list of contact addresses for **amenity and residents groups** and will arrange to notify them of applications in their areas of interest.

The Council produces a weekly list of applications received and it is available to view on the Planning pages of the Haringey Council website.

How consultation will take place

For most applications the legislation requires the Council to notify adjoining properties by letter OR to put up a site notice. **Adjoining** properties are defined as only those touching the application site.

The Council will normally use letters. The notification letter to neighbours:

- Summarises the nature of the application
- Gives the deadline for responses
- Gives the name of the case officer dealing with the proposal

Owners and occupiers The letters are sent to 'The Occupier' at the addresses of the properties as they appear on Ordnance Survey maps. The Council also uses mapping software to cross reference this system of consultation as well as site visits carried out by planning officers.

Please see overleaf for a summary of application types and the minimum consultation normally undertaken by Haringey Council. The right hand column shows which properties will be consulted.

General Household Developments

Rear extension	Both adjacent properties and 3 properties to rear
Rear roof extension	Both adjacent properties and 3 properties to rear
Front roof extension	Both adjacent properties and 3 properties opposite
Material alterations to front elevation Erection of domestic garage	Both adjacent properties and 3 properties opposite
to front Erection of boundary fencing	Both adjacent properties and 3 properties opposite
Crossovers	Adjacent properties
Erection of garden sheds, covered	Adjacent properties
swimming pools and outbuildings	Adjacent properties and all properties abutting the site

Residential Development – Conversions

All conversions	Application property and adjacent properties
Conversions involving alterations to front elevation	Adjacent properties and 3 properties opposite
Conversions involving rear alterations/ground floor extensions	Adjacent properties and 3 properties at the rear

New build residential (<10 units)

All new build residential development sites	Adjacent properties and 3 properties opposite and to rear of site
---------------------------------------------	-------------------------------------------------------------------

Major applications vary in size and as such the Council adopts a policy of treating each major application differently depending on proposal and scale. This often means that the consultation area can be far reaching to ensure that anyone possibly affected will have an opportunity to voice their comments.

There are special legal requirements for major schemes and some other cases, e.g. developments affecting Conservation areas. These usually involve a site notice and a notice in a local newspaper, as well as letters to neighbours. For major developments the Council will normally organise a specific programme of additional consultation, for

example a wider distribution of letters, special newspaper adverts, leaflets, public meeting or exhibitions. In some cases a Development Management Forum will be held for wider discussion on major applications.

Major residential development (>10 units)

All major residential development (10+ units)	10 adjacent properties on either side of site, 20 opposite and 20 rear
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Major or large-scale Commercial/Retail Development – involving the erection or change of use of buildings or more than 1,000 sq.m

All major commercial /retail development	10 adjacent properties on either side of the site, 20 opposite and 20 to the rear of the site
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Change of Use

All change of use applications	3 adjacent properties on either side of site, 6 opposite and 6 properties to the rear and if appropriate above and below.
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Advertisements

For applications for Advertisement Consent, the Council can only take into account visual amenity and highway safety. It cannot take into account competition with other premises' signs, or the contents of an advertisement. There is no legal requirement for neighbour notification, or other publicity. The Council will however normally consult residential properties directly affected, for example by illuminated signs.

Advertisements	Residential properties affected
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Listed Building and Conservation Area Consent applications

These applications (except those involving minor internal alterations) are only publicised via a site notice and advertising in a local newspaper. If applications are accompanied by an application for planning permission then this will result in neighbour notification and the rules for full planning applications will apply.

Conservation Area Consent is required for demolition of (whole) buildings in conservations areas.

Listed Building Consent (LBC) often involves external works and extensions affecting neighbours. The rules for planning applications will apply. Some LBC applications involve only internal works, not affecting neighbours or the immediate area. In these cases no neighbour consultation will be carried out.

Applications in Conservation Areas or applications for Listed Building Consent	The appropriate CAAC, neighbours as per the description of development. Also notify English Heritage
--------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------

Shop-fronts

All shop fronts	Properties either side, above and opposite the site
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Applications for Certificate of Lawfulness – Existing

These are applications seeking a determination as to whether a planning permission is required for an existing development or not.

There is no legal requirement for consultation on applications for Certificates of Lawfulness however we do consult on these types of applications. Objections to the use or development itself cannot be taken into account. Only factual information about the history of the development can be used.

Applications for Certificate of Lawfulness – Proposed

Under regulations issued by the Government some types of building works and some changes of use do not require the Council's permission. This "permitted development" includes many extensions and alterations to houses (but not flats), some extensions to factories, changes from restaurants to shops, and many structures like telecommunications masts and walls.

These developments are outside the Council's planning controls. The schemes can go ahead without an application to the Council or any consultation with neighbours.

Approval of Details

These are applications which provide details required by a condition attached to the main planning permission. No notification is given unless details relate to matters specifically raised in consultation exercise on the substantive application, or unless specified by Planning Sub-Committee.

Applications for prior approval

Prior approval applications mainly concern proposals for new telecommunications equipment. Direct notification will be sent to properties immediately adjoining the site and beyond if appropriate. As prior approval applications have to be dealt with within 56 days they are determined under delegated powers by planning officers even if objections have been received. Under the new rules, consultation will extend to a 100m radius of all mobile phone base station applications.

Consultation by adjoining Council

Councils are required to consult neighbouring authorities where residents may be affected by a proposal.

Council's own development

These applications are dealt with in exactly the same way as others of their type and the level of consultation will be decided in accordance with the above guidelines.

Works to trees in Conservation Areas and the subject of preservation orders

The Planning, Regeneration and Economy department will only consult the Council's Arboriculturalist on these applications.

Telecommunications applications

Currently applications for masts under 15 metres in height do not have to go through a full planning application process. Consultation will extend to a 100m radius of all mobile phone base station applications.

New planning permission to replace an extant planning permission

For applications which have been granted planning permission but have not commenced development within the allotted 3 year time period (this only applies to applications which were granted before 1 October 2010). For these applications the council will consult as per the original application.

Non-material amendments

The council do not consult on non-material amendment applications.

Consultation on appeals

The Council will notify the same people who were consulted on the original application. This gives local people a chance to put their view directly to the Planning Inspector who will normally decide the appeal. Letters received at application stage will also be copied to the inspector and taken into account.

What happens to comments?

Letters making comments on applications will be acknowledged. All responses received within 21 days consultation period will be taken into account in deciding any application provided they relate to land use planning matters. Please take note of the following when commenting on a planning application:

- **We will only consider comments where the name and address of the person making the comments is given.** Anonymous comments will not be taken in to account. Letters and emails of comment (including petitions) will form part of the public register of planning applications and will be published on our website in their entirety.
- **You should not include any personal information in your letter or email which you are not happy to have displayed on the website.** Your name and address must be given, but other information such as your telephone number, email address or signature is not required. If you wish to submit comments by email but do not want your email address made public, you should send the comments as an attachment to the email to avoid publication of your email address.

Re-consultation

There is no legal requirement to re-consult neighbours where changes are made to an application. In many cases changes are made to meet objections raised. The Council will re-consult in some cases. It will consider:

- Were the earlier objections substantial?
- Are the changes significant?
- Did the earlier views cover the matters now under consideration?
- Do the changes mean others not previously consulted might now be concerned?

How to contact Planning, Regeneration and Economy

You can contact Planning, Regeneration and Economy for advice or information in any of the following ways:

By Post: Planning, Regeneration and Economy
Level 6
River Park House
225 High Road
Wood Green
London
N22 8HQ

By Phone: 020 8489 1000

By E-mail: planningcustomer@haringey.gov.uk

On the Website: www.haringey.gov.uk/planning

DM Forums Meeting – From 2012 - 13

Date	Meeting	No of attendees
18/1/12	Land off, Northumberland Park (Spurs)	Approx 50people attended
7/2/12	Aldi Store LTD, 570-592 High Road	Approx 20 People Attended
3/4/12	638 High Road, N17	Approx 15 People attended
9/5/12	Former GLS Depot, Ferry lane , N17	Approx 20 people attended
16/5/12	Land at Lymington Ave, N22	Approx 30 people attended
30/5/12	Wards Corner Site, N15	Approx 200 People attended
17/7/12	2 Chestnut Road, N17	Approx 30 people attended
23/7/12	Pembroke Works, Campsbourne Rd, N8	Approx 20 people attended
8/11/12	Lawrence Road, N15	Approx 50 people attended
3/12/12	Brook House(Cannon Rubber)	Approx 40 people attended
12/12/12	GLS- Hale Village	Approx 1 person attended
5/1/13	530-536 High Road, N17	Approx 18 people attended
10/1/13	Highgate School, N6	Approx 60 people attended
29/1/13	St Luke's	Approx 200 people attended
8/10/13	Southwood nurseries – Highgate School	Approx 120 people attended
23/4/13	Hampden Road, N4	Approx 60 people attended
29/10/13	318 High Rd, N17 Saltram Close	None attended
5/11/13	165 Tottenham	Approx – 65 people attended
12/11/13	56 Muswell Hill, N10	Not yet held
26/11/13 & 27/11/13	Hornsey Depot, N8	Not yet held



Haringey Council

Report for:	Environment & Housing Scrutiny Panel 26 th September 2013	Item Number:	13
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Title:	Work programme – development and monitoring
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Report Authorised by:	Cllr Stuart McNamara Chair, Environment & Housing Scrutiny Panel
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Lead Officer:	Martin Bradford, Scrutiny Officer, Strategy & Business Intelligence Martin.bradford@haringey.gov.uk
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Ward(s) affected: All	Report for Key/Non Key Decisions:
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1. Describe the issue under consideration

- 1.1 This is a report to support discussions by the Environment & Housing Scrutiny Panel in updating and monitoring its 2013/14 work programme.

2. Cabinet Member Introduction

- 2.1 Not applicable.

3. Recommendations

- 3.1 The panel are requested to:
- 1) To note the work programme report.
 - 2) Consider upcoming Cabinet decisions relevant to this panel and raise any questions as it sees fit.
 - 3) To agree any updates and confirm the future work programme for the remainder of 2013/14.

4. Other options considered

- 4.1 Not applicable.

5. Background information

- 5.1 The work programme is a fixed item on the agenda of each Environment and Housing Scrutiny Panel meeting to enable members to develop a forward plan of work and to monitor agreed actions.

- 5.2 This report has been produced to support discussions by the Environment & Housing Scrutiny Panel in updating and monitoring its 2013/14 work programme. This being the first meeting of the panel, an overview of the work programme formulation to date has also been included.

Environment & Housing Scrutiny Panel work programme development

- 5.3 Members, residents, community groups and officers from both the Council and its partners were consulted as part of the scrutiny work programme development process. As a result, indicative priorities were obtained (Appendix A).
- 5.4 Following further discussions with senior officers and relevant Cabinet members, the Environment & Housing Scrutiny Panel agreed a number of projects for its work programme for 2013/14 which were subsequently endorsed by Overview & Scrutiny Committee on June 17th 2013. These are summarised below.

Title	Detail
Integrated enforcement	<ul style="list-style-type: none"> ▪ An audit of enforceable functions of both the Council and its partners; ▪ Establish criteria for enforceable actions (for example, public safety, costs, public interest); ▪ Identify how protocols, partnership working, data sharing and information sharing among enforcement services.
Community engagement with planning and licensing process	<ul style="list-style-type: none"> ▪ Provide an assessment of the Statement of Community Involvement (SCI) which is a statutory requirement; ▪ Provide comparative assessments of other SCIs from other authorities that may guide and inform policy and practice locally ▪ Will contribute to the overall Development Management Improvement Programme
Performance of Registered Social Landlords	<ul style="list-style-type: none"> ▪ Progress report on the implementation of recommendations from a previous scrutiny review (February 2012) ▪ Performance of RSLs in respect of repairs and void turnarounds ▪ RSLs communication with tenants regarding impact of welfare changes

Cabinet Member Question and Answer sessions

- 5.5 Under agreed scrutiny protocols, Cabinet Members will be invited to attend relevant scrutiny panels twice each year to discuss issues within their portfolio area. The format of Cabinet Q and A is not prescribed and can be varied according to local agreement between the Chair and Cabinet member. There is an assumption however, that questions will not be submitted (or answers provided) in advance of panel meetings.
- 5.6 Cabinet Members whose portfolio area that is covered by the Environment and Housing Scrutiny Panel are:
- Cabinet Member for the Environment
 - Cabinet Member for Regeneration and Housing;
 - Cabinet Member for Planning and Enforcement.

5.7 Appropriate Cabinet Members have been invited to attend the Environment & Housing Scrutiny Panel and will be scheduled in to the forward plan (section 6).

Budget Scrutiny

5.8 The budget is scrutinised by each Scrutiny Review Panel in their respective areas and subsequent reports produced from their deliberations go to the Overview & Scrutiny Committee for approval. The areas of the budget which are not covered by the scrutiny panels shall also be considered by the main Overview & Scrutiny Committee. As per protocol, the Vice Chair of the Overview & Scrutiny Committee shall be responsible for the co-ordination of the Budget Scrutiny process.

5.9 To allow the OSC to scrutinise the budget in advance of it formally being set and convey those recommendations to the Cabinet, the following timescale is suggested:

26th June 2013	Government Spending Review
26th September 2013	Financial Planning (Budget) Monitoring: Cabinet 10 th September 2013 Budget monitoring of areas under the Environment and Housing Scrutiny Panel will take place at the next meeting
December 2013	Draft Medium Term Financial Plan released
2nd December 2013	EHSP to scrutinise MTFP and any budget saving identified in its area of responsibility. Cabinet Members / Snr. officers attend to respond to panel questions
Dec 2013- Jan 2014	Formulation of reports with recommendations by Scrutiny Officers
23rd January 2014	Final Budget Scrutiny Report approved by OSC
11th February	OSC recommendations from the Budget Scrutiny process, ratified by the OSC, referred to Cabinet. As part of the budget setting process, the Cabinet will clearly set out its response to the recommendations/ proposals made by the OSC in relation to the budget.
26th February	Budget setting at Full Council

Performance Monitoring

5.10 A Corporate Performance report is presented to Cabinet in July and it is expected that this will also be considered by relevant panels at the next available meeting in September.

Standing items

5.11 There are also a number of standing items for the agenda of scrutiny panels which will feature on all agendas:

- Feedback from area chairs: opportunity for Chairs of Area Committee to relay issues of concern to the panel;
- Work programming - monitoring and development.

Cabinet Forward Plan

5.12 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.

Cabinet Date	Item - decision	
28/11/13	Housing Investment and Estate Renewal Strategy	The report sets out housing investment, Haringey Decent Homes and Council new build properties and a range of housing renewal and regeneration opportunities
	Site Allocations DPD Consultation Draft (Reg18)	The report seeks approval of the first stage public consultation on statutory Development Plan Document allocating significant development sites in the Borough
13/12/13	Waiver of Contract Standing Orders for Housing Related Support	The report seeks agreement to the waiving of contract standing orders in order that a contract extension can be awarded for Housing Related Support
17/12/13	Financial Planning 2014/15 -2016/17	To set out financial strategy issues for the three year planning period and to update on the process for setting the budget for 2014/15.
	Financial (Budget) Monitoring	Monitoring report on forecast spend against budget and consideration of any proposed budget virements
	Quarter 2 Performance Assessment 2013/14	To provide a quarterly self-assessment of the Council's performance against the Council's priorities and other major responsibilities
	Management Arrangements for the Housing Service	Adjustments to the management of Community Housing Services and Homes for Haringey and to the service and functional responsibilities of the two organisations
	Leaseholder Recharges for Improvement Works	This report recommends a new policy for recharging leaseholders for works that are fully or part-funded by grants from government, energy suppliers and other organisations.

	Proposed Additional HMO Licensing Scheme for Tottenham	This report recommends that Licensing powers under Housing Act 2004 are extended to cover smaller HMOs through the designation of an Additional HMO Licensing Scheme in 5 Wards within Tottenham
	Finsbury Park Outdoor Events Policy	To approve a revised policy for the control and management of events in Finsbury Park, including agreement to a revised charging policy
	Play Streets Report	To ask Members to approve the formal adoption of the Play Streets scheme on Borough roads
	Borough Tree Strategy 2014 - 2018	To ask Members to approve a revised Tree strategy for the borough. The tree strategy sets out how trees in the borough will be protected, managed and tree stock renewed over the next four years.
	Parks, Plant Machinery and Equipment Procurement	To ask Members to approve the award of contract for the replacement and upgrading of current parks equipment, plant machinery and their maintenance and repair.

6. Environment and Housing Scrutiny Panel – forward plan

6.1 The forward plan for the Environment and Housing Scrutiny Panel is as set out below.

Date	Meeting	Item and lead officers
7/11/13 (10.00-16.30)	Evidence gathering	<p>Strategic Enforcement (sessions 1 & 2)</p> <ul style="list-style-type: none"> • Environmental health • Pollution • Licensing • Noise control • Trading Standards • Traffic Management • ASB • Parks • Building Control
19/11/13 (18.30)	Panel Meeting	<p><u>Community Engagement with Planning</u></p> <ul style="list-style-type: none"> - Scoping Report (Martin Bradford) - Haringey Statement of Community Involvement (Ransford Stewart, Planning Service) <p><u>Strategic Enforcement (Martin Bradford)</u></p> <p>Update on work (Survey analysis)</p>

		<p><u>Performance Monitoring</u> Carry over item from 26/9</p> <p><u>Update report from 26th September</u> Future of Waste Management Group, Environment Champions, Reporting APP, Waste Contamination Policy (Stephen McDonnell/ Mike McNicholas).</p> <p><u>Voluntary Sector update</u> Ground-works(Sandra Hoiz)</p>		
28/11/13 (14.00)	Evidence gathering	<p><u>Strategic Enforcement (session 3)</u></p> <table border="0"> <tr> <td> <ul style="list-style-type: none"> • Planning Enforcement • Revenues & Benefits Licensing </td> <td> <ul style="list-style-type: none"> • Council Tax, HB investigations • Neighbourhood Action Team </td> </tr> </table>	<ul style="list-style-type: none"> • Planning Enforcement • Revenues & Benefits Licensing 	<ul style="list-style-type: none"> • Council Tax, HB investigations • Neighbourhood Action Team
<ul style="list-style-type: none"> • Planning Enforcement • Revenues & Benefits Licensing 	<ul style="list-style-type: none"> • Council Tax, HB investigations • Neighbourhood Action Team 			
2/12/13 (18.30)	Panel Meeting	<p><u>Budget Scrutiny</u> Consideration of proposals (savings) arising from MTFP All service leads and finance</p>		
3/12/13 (14.00-20.30)	Evidence gathering	<p><u>Strategic Enforcement (Sessions 5 & 6)</u> Private Sector Housing (licensing) Homes for Haringey</p>		
10/12/13 (18.30)	Evidence gathering	<p><u>Strategic Enforcement (Session 7)</u> Corporate: Audit and Risk Management Information Governance IT</p>		
12/12/13 (18.30)	Evidence gathering	<p><u>Strategic Enforcement (Session 8)</u> Other Local Authorities tbc Specialist agencies tbc</p>		
28/01/14	Panel Meeting	<p><u>Cabinet Q & A</u> Cllr Ejiofor – Cabinet Member for Planning and Enforcement</p> <p><u>Strategic Enforcement Update</u> Work completed – preliminary recommendations</p> <p><u>Partnership Agreement</u> To comment on the proposed agreement between the Council and Registered Housing Providers.</p> <p><u>Environment Group</u> Trust for Conservation Volunteers TBC</p>		
24/02/14	Panel Meeting	<p><u>Cabinet Q & A</u> Cllr Bevan – Cabinet Member for Environment</p> <p><u>Parking in Tottenham</u></p>		

		Update on previous report <u>Environment Group</u> TBC
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To schedule 2014:

1) Evidence gathering for enforcement

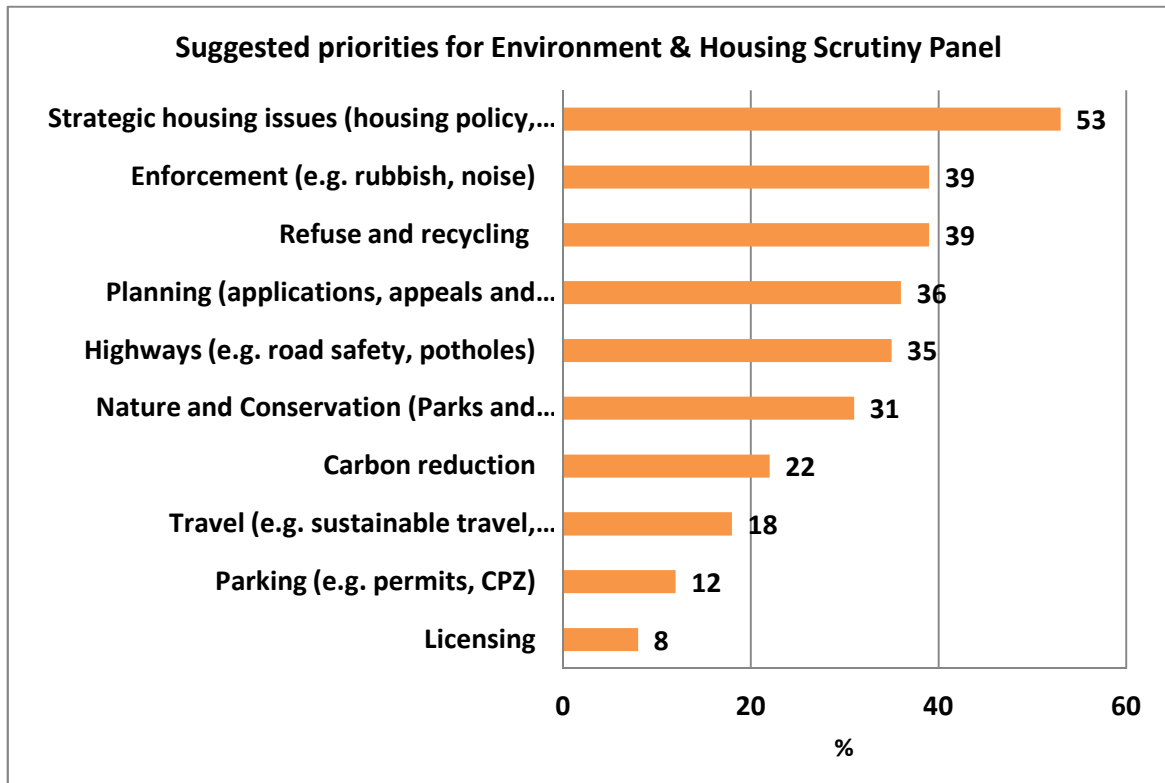
- (a) public meeting
- (b) round table - conclusions

2) Evidence gathering for Community engagement with planning:

- (a) Other Local Authorities
- (b) Consultees and community groups

3) Evidence gathering with Registered Housing Providers

Appendix A – Suggested priorities for the Environmental and Housing Scrutiny Panel from the on-line survey



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