

NOTICE OF MEETING

ENVIRONMENT AND COMMUNITY SAFETY SCRUTINY PANEL

**Thursday, 8th December, 2016, 6.30 pm - Civic Centre, High Road,
Wood Green, N22 8LE**

Members: Councillors Makbule Gunes (Chair), Barbara Blake, Clive Carter, Bob Hare, Stephen Mann and Anne Stennett

Co-optees/Non Voting Members: Ian Sygrave (Haringey Association of Neighbourhood Watches)

Quorum: 3

1. **FILMING AT MEETINGS**

Please note that this meeting may be filmed or recorded by the Council for live or subsequent broadcast via the Council's internet site or by anyone attending the meeting using any communication method. Although we ask members of the public recording, filming or reporting on the meeting not to include the public seating areas, members of the public attending the meeting should be aware that we cannot guarantee that they will not be filmed or recorded by others attending the meeting. Members of the public participating in the meeting (e.g. making deputations, asking questions, making oral protests) should be aware that they are likely to be filmed, recorded or reported on.

By entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings.

The chair of the meeting has the discretion to terminate or suspend filming or recording, if in his or her opinion continuation of the filming, recording or reporting would disrupt or prejudice the proceedings, infringe the rights of any individual or may lead to the breach of a legal obligation by the Council.

2. **APOLOGIES FOR ABSENCE**

3. **ITEMS OF 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 as noted below).

4. **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 Register of Members' 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 interests are defined at Paragraphs 5-7 and Appendix A of the Members' Code of Conduct

5. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

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

6. MINUTES (PAGES 1 - 8)

To approve the minutes of the meeting of 4 October 2016 (attached).

7. CABINET MEMBER QUESTIONS; CABINET MEMBER FOR ENVIRONMENT

An opportunity to question the Cabinet Member for Environment, Councillor Peray Ahmet, on developments within her portfolio.

8. STREET CLEANSING, WASTE AND RECYCLING: CURRENT PERFORMANCE (PAGES 9 - 22)

To receive the latest information regarding performance in respect of street cleansing, waste and recycling.

9. PREVENT STRATEGY UPDATE (PAGES 23 - 26)

To receive an update on the delivery of the Prevent initiative within Haringey.

10. WORK PROGRAMME UPDATE (PAGES 27 - 36)

To consider the future work plan for the Panel.

11. NEW ITEMS OF URGENT BUSINESS

To consider any items admitted at item 3 above.

12. DATES OF FUTURE MEETINGS

Robert Mack, Principal Scrutiny Officer

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Bernie Ryan

Assistant Director – Corporate Governance and Monitoring Officer

River Park House, 225 High Road, Wood Green, N22 8HQ

Wednesday, 30 November 2016

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**MINUTES OF THE MEETING OF THE ENVIRONMENT AND
COMMUNITY SAFETY SCRUTINY PANEL HELD ON TUESDAY,
4TH OCTOBER, 2016, 6.30 - 9.00 pm**

PRESENT:

**Councillors: Makbule Gunes (Chair), Clive Carter, Bob Hare,
Stephen Mann and Anne Stennett**

**Co-opted Member: Ian Sygrave (Haringey Association of Neighbourhood
Watches)**

96. FILMING AT MEETINGS

The Chair referred Members present to agenda item 1 in respect of filming at the meeting and Members noted the information contained therein.

97. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor Barbara Blake.

98. ITEMS OF URGENT BUSINESS

None.

99. DECLARATIONS OF INTEREST

None.

100. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

None.

101. MINUTES

AGREED:

That the minutes of the meeting of 30 June 2016 be approved.

102. CABINET MEMBER QUESTIONS; CABINET MEMBER FOR COMMUNITIES

Councillor Eugene Ayisi outlined the key areas within his portfolio as follows. He commented that many of the diverse areas covered within hi portfolio were losing funding so partnership working was becoming ever more crucial:

- Work in respect of Violence Against Women and Girls (VAWG) was focussed on developing a community response. He noted that 80% of social care cases covered by the Children and Young People's Service had an element of it within them. Whilst issues relating VAWG were not race specific, some communities needed to develop a better understanding of the issues relating to it. Haringey currently had the 5th highest rate within London. Action was being taken to increase levels of reporting though and, as a result of this, it was likely that Haringey's position would go up but this would nevertheless be a positive outcome. A strategy had been developed and consultation was taking place on it. A week of activities to highlight VAWG was planned for November and discussions on the arrangements for this were in progress;
- There had been issues relating to anti social behaviour and crime in the Turnpike Lane area and a plan of action to address them was currently being developed;
- Action to facilitate earlier intervention to prevent young people coming into contact with the youth justice system was a priority and work with schools would play a key role within this. The outcome of Charlie Taylor review into the Youth Justice System was likely to have a significant effect. Demands on services that worked with young people were high but resources were limited;
- Increasing confidence in the Police was another priority. Levels within Haringey had not been good and that was especially true within the black community. This was reflected nationally with concerns regarding stop and search and the Black Live Matters campaign; and
- The Bridge Renewal Trust were likely to play an important role in developing the voluntary sector in Haringey and would hopefully assist in filling some of the voids that currently existed. There were often several organisations doing similar things and the Trust could also assist with bringing some of them together;

The Cabinet Member answered questions from the Panel, with assistance from Helen Millichap, the Police Borough Commander, who was also in attendance.

In respect of Stop and Search, Ms Millichap reported that searches had previously been high. The legislation that had been used by Police at the time meant that people could be stopped without separate grounds for suspicion. However, its use was felt to be damaging and there was evidence of searches being used disproportionately against members of some communities. Officers were now using alternative legislation that only allowed them to stop people if there was specific reason to be suspicious, especially in respect of possession of weapons or drugs. The focus was most strongly on weapons and she believed that this was where it should be used predominantly. Searches for drugs could lead to confrontations and a loss of confidence in the Police amongst the community. There was an independent monitoring group to look at Stop and Search and notes needed to be taken by officers undertaking a search, providing reasons.

In answer to another question, she reported that body cameras were being rolled out and all Police officers should have them by the end of the year. The majority of officers wanted the cameras and they would be used to record searches.

In respect of issues relating to Turnpike Lane and the recent public meeting regarding this, the Cabinet Member stated that the role of ward Councillors was important. There was a need to work with partners to resolve the issue without merely displacing it. There was also an issue in respect of how matters were communicated effectively to the local community. Eubert Malcolm, Head of Community Safety and Regulatory Services, reported that an action plan was being produced and a follow up public meeting would be held in six months time as it was important that residents were updated. Work would be done to determine whether some anti social behaviour and crime could be designed out. Ward Councillors would also be involved in discussions. Displacement was a concern and the intention was to come up with a long term plan.

Ms Millichap stated that the Police would follow up on the issues that had been raised. Extra Police resources would be deployed in the area but a step change was needed. She was pleased at the good turnout at the public meeting as it showed that local people cared about the area.

Ms Millichap stated that increasing confidence was a particular priority for the Police as it was low within Haringey and, to this end, a Confidence and Engagement Board had been set up. This would look at where confidence was low and co-ordinate work with partners to improve it. Local residents would also need to be involved. Communication, including social media, was an important issue as it was essential that the Police were able to provide a clear message.

Mr Sygrave commented that Haringey Association of Neighbourhood Watches covered over 300 individual watches with around 19000 members. There was also a Neighbourhood Watch Coordinator as well as a named a dedicated Police officer in each Safer Neighbourhood Team to work with her. There was scope for more Watches to be set up. There were also residents associations including a very good one that covered the Harringay Ladder. There was therefore a lot of engagement that could be done at a local level. Smaller and more specific meetings could better facilitate intelligence gathering. There was a lot of confidence building to be done and it was of concern that it had been allowed to get so low.

The Panel noted that funding for community safety initiatives came from a range of sources, including £650,000 from the Mayor's Officer for Policing and Crime (MOPAC) and £1.2 million core funding from the Council.

In answer to a question, Ms Millichap stated that a range of different knives had been used for criminal purposes. My Malcolm reported that underage test purchases were undertaken in respect of knives.

In answer to another question, the Cabinet Member stated that consultation would be undertaken in respect of the draft Violence Against Women and Girls strategy and this would involve visiting wards within the borough to discuss relevant issues. An action plan would be drafted in due course. He highlighted the fact that there was a specific need to involve the community in increasing the level of reporting.

103. CRIME PERFORMANCE STATISTICS (HARINGEY)

Helen Millichap, the new Police Borough Commander for Haringey, introduced herself to the Panel and outlined her priorities. In developing these, she had collected the views of a range of people and their views had closely reflected her own. There were four main areas that needed prioritising;

- Putting victims first. The care provided to them needed to be excellent and that was especially true of vulnerable people and children, including those affected by domestic violence;
- Building strong communities. This involved engaging and responding effectively to community concerns. An example of this was that the issues in respect of Ducketts Common. However, it was acknowledged that there were some legacy issues, not all of which were the responsibility of the borough;
- “Bread and butter” issues and dealing with crime on a day-to-day basis; and
- Building strong partnerships. This was aimed at helping to stop crime starting in the first place. If crime was reduced, it would be possible for the Police to do more in the community. In addition, she wanted to develop better coordination of work across community safety and to also include safeguarding and the Local Safeguarding Children’s Board (LSCB).

She felt that the Police currently provided a good offer in schools but she wanted to work more closely with primary schools so that Police officers become a normal presence. She wished to ensure that there was a standardised service for all schools, with a named officer for each.

The Panel received an overview of current performance issues in respect of crime and community safety;

- There had been an increase in hate crime and this reflected the experience elsewhere in London, although the increase in Haringey had been higher than the percentage increase for London. It was possible that this was due to increased levels of confidence leading to higher levels of reporting;
- Violence Against Women and Girls had gone up by 18% compared with a London level of 4%. 75% of incidents took place in the east of the borough. Non domestic violence with injury had gone up by 7.2%, which was broadly similar to the rate across London. There was a link to the night time economy, including retail;
- Knife enabled crime had gone up by 15.2% compared to 4.3% across London. The figures included instances where victims thought the perpetrator might have a knife as well as instances where one was actually seen. The majority of knife injury victims were young but some adults had also been affected. There had been an increase of 15% in the number of victims, compared to 4.2% percent for London. The increase equated to an additional 12 victims. The hot spots for knife crime had shifted following targeted action in key locations;
- There had been an increase of 5% in victims of serious youth violence. 83 of these were gang related. There had been cross border gang issues but these now appeared to be diminishing in number following targeted partnership work. Statistics for gun related incidents included instances where firearms might not be seen. Haringey’s figures were the second highest in London, with only Newham being higher. In terms of drug offences, the majority of them took place in the

Turnpike Lane/Ducketts Common area. 92% were for possession, which was mainly for cannabis; and

- Burglary figures had shown a reduction of 8.5%. It was possible that this was at least partly due to the use of Metrace across the borough, which enabled items to be traced. In respect of confidence, Haringey had some of the lowest figures in London. There tended to be a time lag between improvements in crime figures being reflected in better confidence statistics.

In answer to a question, Ms Millichap stated that there was normally a correlation between crime and levels of confidence. However, confidence figures could be influenced by national issues. Recent figures had shown an increase of 4% in confidence levels. Effective communication and visible policing had been shown to have a positive effect on figures.

She stated that it was not clear yet what would replace the MOPAC 7 pan London priorities for the Police. Although a draft new framework had been circulated, the Metropolitan Police Commissioner had recently announced his departure and it was therefore possible that this would just be interim. It involved a focus on neighbourhood policing, Violence Against Women and Girls, gangs and knife crime. It was unlikely that the issues covered in the MOPAC 7 would be included in the new priorities. It was important that there was more reporting of domestic violence and abuse. New measures of good outcomes were needed however as charging was not necessarily the only issue.

The Panel noted that the increase in hate crime was higher in Haringey than the average for London. Ms Millichap reported that reporting levels for hate crime had been low so an increase was not necessarily all bad. It was possible that some of the increase had been a part of the post Brexit fallout. There had, however, been a longer and slower increase in reporting levels. It was possible that there were emerging vulnerable communities. Action was required to ensure that and all was being done to address the issue and that, in particular, appropriate referrals were taking place. It could be difficult to differentiate between crime motivated and crime aggravated by hate. Detective Chief Inspector Paul Trevers reported that he hoped that there would be an increase in reporting in the forthcoming weeks as it would shortly be Hate Crime Awareness Week, which aimed to raise the profile of the issue.

Charlotte Pomery, Assistant Director for Commissioning, reported that increasing reporting of hate crime was very important and third party reporting was being encouraged. An on line tool was being developed to assist with reporting. Whilst the increase was of concern, at least part of it was likely to be due to an increase in reporting.

In answer to a question, Ms Millichap reported that the membership of the Confidence and Engagement Board had yet to be finalised but meeting would probably be theme based, with a range of partners invited to contribute. One particular issue was likely to be the effective use of digital media.

In respect of firearms, she reported that the borough was able to bring in resources from outside. For example, Operation Viper was undertaking specific work in relation

to firearms and was operating on areas near to the borough. Proactive and preventative work was undertaken locally in respect of more day-to-day knife and firearms issues. However, this stopped short of armed foot patrols.

Mr Trevers reported that the borough's gangs unit worked alongside the Integrated Offender Management team. The aim was to prevent and intervene. There were currently a number of young men who had been involved with gangs and were engaging positively. It was important to try to prevent young people becoming involved in the first place though and the engagement work that was done with schools was therefore very important. Enforcement action was undertaken and often arose from intelligence.

The Panel thanked Ms Millichap, Mr Trevers and officers for their contribution.

104. FINANCIAL MONITORING

Steve McDonnell, the Assistant Director for Commercial and Operations, reported that there was currently an overspend of just over £1 million relating to services within Priority 3 of the Corporate Plan. This was due to a number of factors;

- Action to deliver new ways of parking enforcement was not on track. Discussions were currently taking place regarding the feasibility of a shared service for traffic management;
- Savings from the use of LED street lighting had not been fully achieved. This had been due to the fact that the level of them had been overstated and, in addition, energy prices had gone up;
- There had been a projected £72,000 overspend in the Neighbourhood Action Team but the position had recently improved;
- There was a significant overspend in Asset Management. Planned savings from selling corporate property had not been achieved and would need to be re-profiled. A delivery vehicle was being developed to take this forward;
- Other areas, such as Business Support, had underspent.

In answer to a question, Mr McDonnell reported that consideration was being given to improving the efficiency of parking enforcement. This had involved looking at the practice adopted by other London boroughs. In addition, consideration was also being given to having a shared service. He noted that there were still areas within the borough where there was unrestricted parking. It was likely that the use of Civil Enforcement Officers (CEOs) would increase.

In terms of the overspend in respect of street lighting, he stated that the energy savings from introducing LED lighting had been overestimated as well the speed in which it could be installed. The savings had therefore been £60-70k rather than the £200k that had been anticipated. In addition, energy prices had also gone up. However, the business case for their use remained strong although it needed to be re-profiled. In terms of asset management and corporate landlord buildings, savings from this would be achieved at some point and the development vehicle would assist in the process. The Panel noted that income from Penalty Charge Notices (PCNs) was required to be re-invested in the service.

105. IMPLEMENTATION OF 20 MPH SPEED LIMIT

Frederico Fernandes, the Interim Parking Schemes Manager, reported that a borough wide consultation had been undertaken regarding the introduction of a 20 mph speed limit. The feedback was that residential roads, roads near schools and town centres should be included. The scheme went live in February this year. A survey of traffic speeds was taken just before implementation. Various activities were undertaken to promote the scheme. Enforcement had taken place on roads where problems had occurred. There had been 2 arrests and 227 engagements so far. In addition, Community Road Watch had been introduced as a joint initiative between Transport for London and the Police. There were now 38 volunteers providing enforcement in a number of different streets. A further survey of traffic speeds was currently being undertaken.

In answer to a question, the Panel noted that there was also a 20 mph speed limit in operation in Islington. "Hard" measures such as speed humps, could be introduced to help reduce traffic speeds if necessary. There was a modest budget for publicity.

AGREED:

That traffic speed data arising from the current survey on the impact of the introduction be shared with the Panel.

106. WORK PROGRAMME UPDATE

In respect of review projects for the year, it was noted that the intention that they would take place in the order specified in the work plan, as agreed by the Overview and Scrutiny Committee. The Panel was nevertheless able to change the order if it so wished, subject to the concurrence of the Overview and Scrutiny Committee.

CHAIR: Councillor Makbule Gunes

Signed by Chair

Date

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Report for: Environment and Community Safety Scrutiny Panel, December 2016

Item number:

Title: Street Cleansing, Waste and Recycling: Current performance

Report authorised by : Stephen McDonnell, Assistant Director Commercial & Operations

Lead Officer: Tom Hemming, Interim Neighbourhood Action Team Manager
tom.hemming@haringey.gov.uk

Ward(s) affected: All

**Report for Key/
Non Key Decision:** Non Key

1. Describe the issue under consideration

1.1 This report sets out the year-to-date performance of the council's street cleansing, waste and recycling services. The key current service delivery issues are highlighted together with the action being taken to pursue these.

2. Cabinet Member introduction

2.1 This report sets out key performance statistics for the council's street cleansing, waste collection and recycling services. The principal purpose of this report is to provide the Panel with current service performance data to enable it to constructively challenge performance and suggest specific areas that might benefit from further examination or indeed a change of approach.

2.2 Street cleanliness, in particular littering, is always a key area of focus for our residents, traders and visitors to the borough. Recent performance has improved since the last report to the Panel but remains variable across the borough and we therefore need to continue to closely monitor and develop targeted actions to deal with areas where performance is below standard.

3. Recommendations

3.1 That the panel consider the contents of this report and comment as necessary on current cleanliness, waste and recycling service performance and the delivery issues presently being addressed by the council.

4. Reasons for decision

4.1 It is for the Panel to make any specific recommendations having considered the contents of this report.

5. Alternative options considered

5.1 Not applicable. The council's waste and recycling services are provided by Veolia following a competitive tendering of the services in 2010. Procurement was by way of competitive dialogue, with the final agreed service secured through a contract setting out specific service requirements.

6. Background information

Street cleanliness

- 6.1 The performance of both the council waste collection and street cleansing services is subject to regular review at monthly council/contractor officer liaison meetings and at quarterly Waste Contract Partnership Board meetings, chaired by the Cabinet Member for Environment. Both meetings receive detailed service performance information on waste collection and street cleansing services and a copy of the latest performance statistics for waste collection and recycling are shown in the appendix to this report.
- 6.2 The principal measure for street cleansing performance is the NI195 national indicator for litter and detritus. Performance is assessed by random inspections carried out by the council's Neighbourhood Action Officers and the results for the last 2 years are shown in Appendix 1, figures 1 & 2. Contractual strategic performance targets are set as the % of roads surveyed that are not of the required cleanliness, as defined by the National Indicator guidance. Performance should lie within these failure levels (i.e. the lower the % the better the performance). The litter NI195 scores have been consistently within target between October 2014 and Dec 2015. Following sweeping service reductions at the start of January 2016 to deliver savings from the waste contract (the council moved from twice to once weekly sweeping on 'zone 2 & 3' land uses – i.e. residential roads and some other roads such as industrial) litter performance declined from January to April whilst the new cleanings schedules were settling in. From May to October 2016 litter scores have improved remaining below the contract target.
- 6.3 The most recent full set of survey data (for the May to July 2016 'tranche' inspections) showed litter performance at 5% on average, down from the average for the last tranche period of the previous year which was 9%. The 2015/16 annual performance achieved was 5% against the contractual target of 7%, which is based on achieving London upper quartile performance.
- 6.4 Scores for Detritus have similarly been consistently within target since April 2014. Following the sweeping schedule changes in January 2016 there was 2 months where detritus score were above (worse than) the target. During the past 5 months the detritus scores have returned to levels consistent with the target and previous years' performance.
- 6.5 Appendix 1, figure 3 shows the volume of street cleansing complaints received by Veolia over the last 3 to 4 years. There was a peak in November 2014, but since then the volume has reduced to a third of the level of November 2014. We will continue to monitor monthly trends and are currently cross checking against the complaints received by the Council, to provide a better all round picture of customer perception. We will develop plans where necessary to further reduce the incidence of complaints.
- 6.6 In relation to cleanliness standards, a programme of 'ward walkabouts' have recently started, in which each ward in the borough will have a scheduled walkabout in the

coming 6 months, at which the ward councillors, a council officer and the local Veolia 'Village Manager' will review local priorities and issues, and identify where improvements can be made. Walkabouts have to date taken place in Northumberland Park and Woodside.

- 6.7 The annual resident satisfaction survey carried out by Veolia into street cleansing, refuse and recycling services is currently taking place. Results will be presented at a forthcoming Panel meeting. Current satisfaction levels for these services from the 2015 services are shown in appendix 1, figure 4.

Graffiti & fly-posting

- 6.8 The two other NI195 indicators we monitor are graffiti and fly posting, the results for the last 2 years are shown in Appendix 1, figures 5 & 6. Performance for graffiti remains consistently good. Performance for fly-posting has been better than target in the previous 5 months. The historic data reflects that fly posting figures have, before June 2016, included the small business-card size emergency window replacement stickers which appear on the window frames of many retail premises throughout the borough. Dealing with these stickers through enforcement against those responsible has proved difficult and the impact on the street environment is limited in comparison to larger scale flyposting. Hence from June 2016, a change in approach was agreed in which the small window stickers are not included in NI195 fly posting scores.

Flytipping

- 6.9 Appendix 1, figure 7 shows 12 months of flytip data which shows that flytipping continues to be an issue in the borough. Veolia, the council and other stakeholders are implementing a flytipping action plan. This is involving engagement with residents, landlords and traders in hotspot areas and follow-on enforcement, the use of CCTV in selected hotspots to aid enforcement and act as a deterrent, and trialling a community-led poster campaign in Noel Park.

Missed collections

- 6.10 Reported missed refuse collection levels are below the current year's contractual ceiling of 80 per 100,000 properties (Appendix 2, figure 1). The level of dry recycling missed collections were above the target level in August but have returned down during September and October, This will be monitored closely going forward. Missed food and green waste collections have broadly followed the pattern of the previous year and will similarly require monitoring through the monthly liaison meetings, as both have had higher missed collections in the first months of the year when compared to last year.

Recycling

- 6.11 The provisional recycling out-turn for 2015/16 was 37.0%, a shortfall of 1.7% against the target of 38.7% for the year. The target for 2016/17 is 40.1%. As can be seen from the latest performance figures (Appendix 2, figure 2), the year to date figure as of October 2016 is below target, at 38.75%. Performance continues to be significantly affected by a change in law which led to recycling processing companies adopting much stricter sampling regimes, leading to a higher number of rejected loads.

6.12 A joint recycling action plan, led by Veolia and supported by council officers is in place which includes specific actions to mitigate the impact referred to above. The plan also includes actions to increase recycling from estates, increase food waste collections from kerbside properties and minimise the amount of refuse that is disposed of.

6 Contribution to strategic outcomes

7.1 The actions set out in this report are aligned to Council Priority 3 – a clean and safe borough where people are proud to live.

7 Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)

Finance and Procurement

8.1 There are no specific financial implications arising from this report.

Legal

8.2 There are no specific Legal implications arising from this report.

Equality

8.3 There are no specific Equalities implications arising from this report.

Use of Appendices

10.1. The attached appendix sets out the council's latest waste and recycling performance statistics.

Appendix 1 – Street Cleansing Performance

Appendix 2 – Waste and Recycling Performance

Local Government (Access to Information) Act 1985

11.1 None.

Appendix 1: Street cleansing current performance report – 28.11.2016

Figure 1 NI 195 litter scores, October 2014 to October 2016 (based on LBH monitoring) - % of roads inspected that are below standard

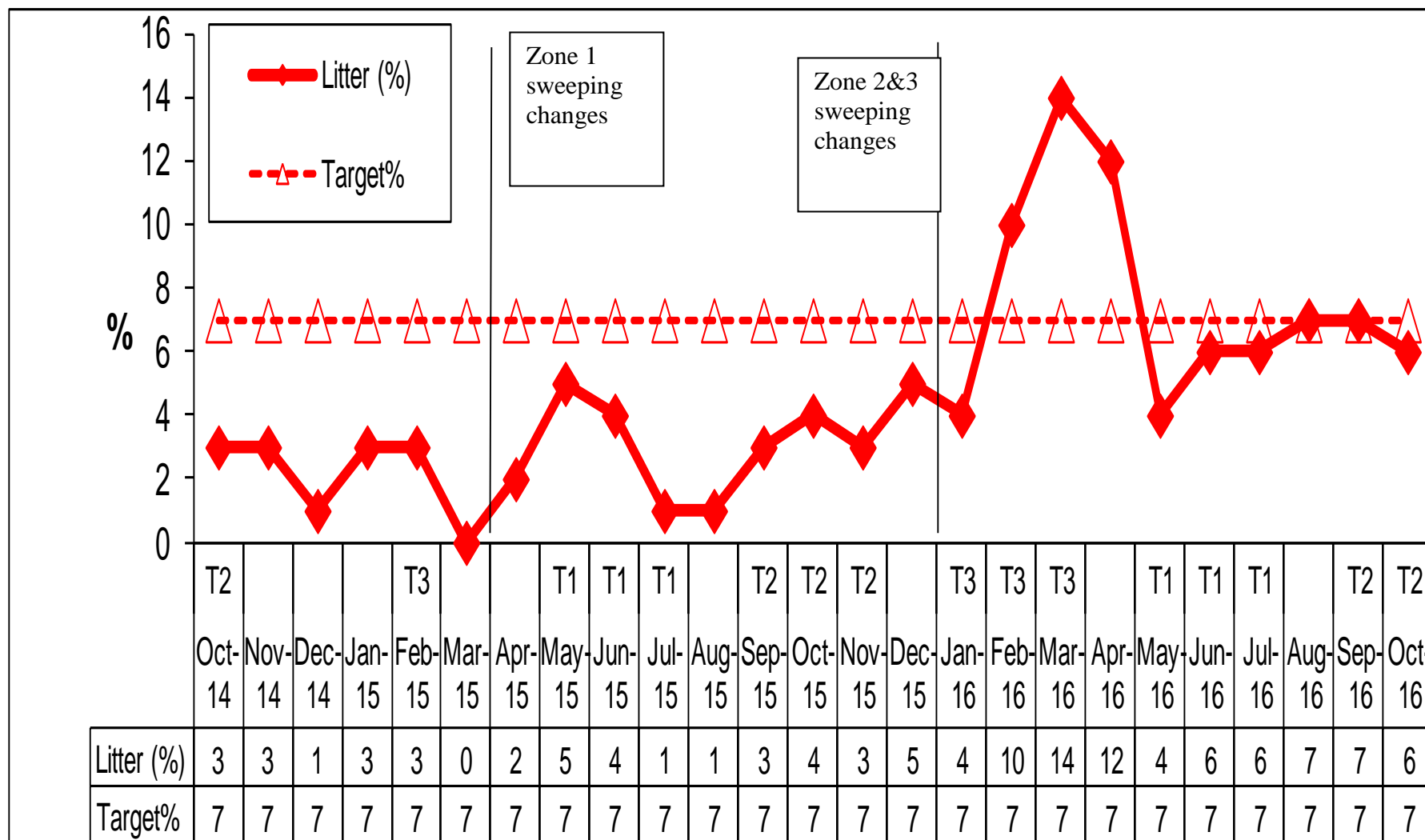


Figure 2 – NI 195 detritus scores, October 2014 to October 2016 (based on LBH monitoring) - - % of roads inspected that are below standard

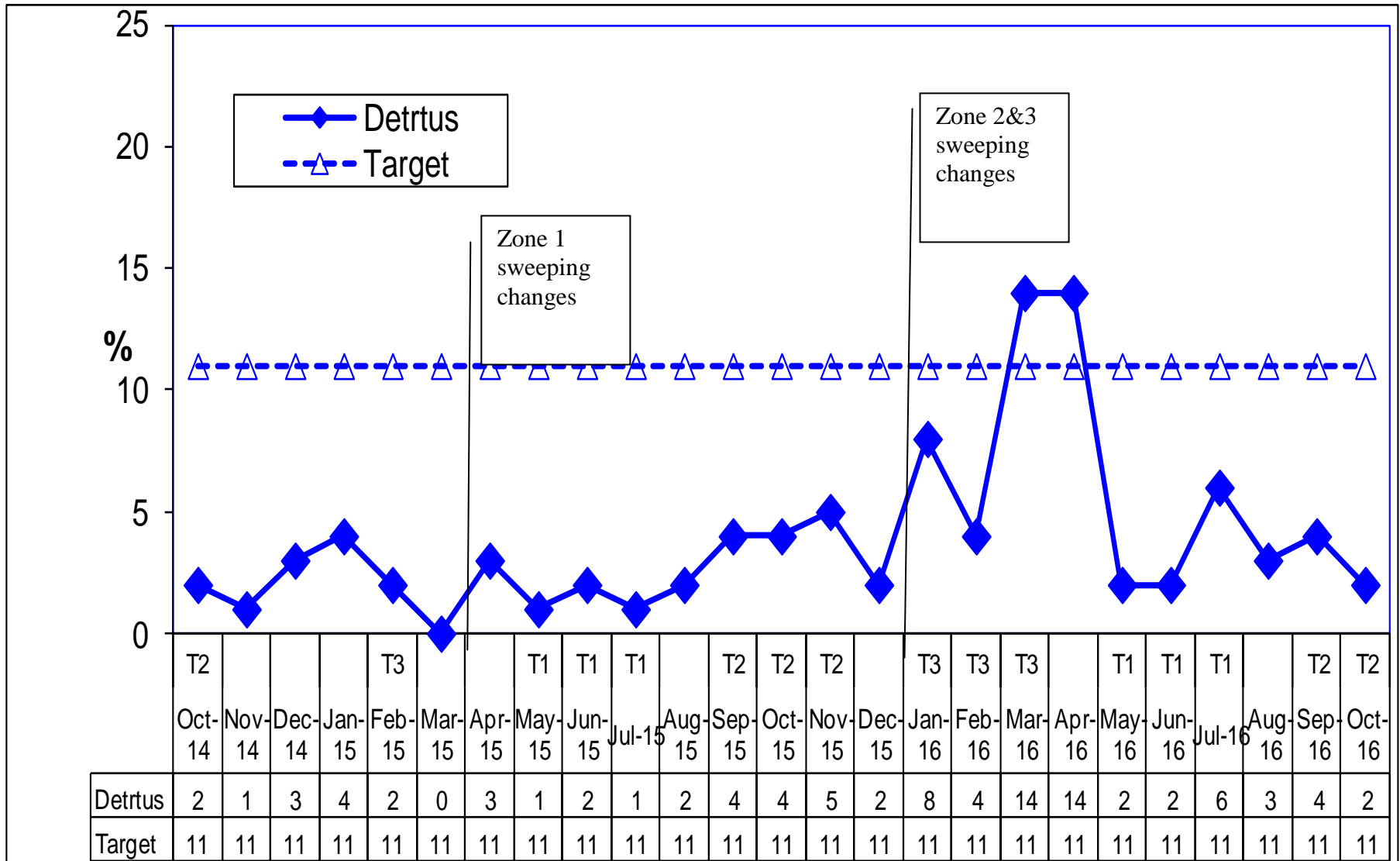


Figure 3 - levels of street cleansing complaints from November 2012 to October 2016

Note: 'Not completed / Rejected' means the complaint was investigated and rectification will have been made as appropriate, but the complaint was not a result of Veolia non-performance

STREET CLEANSING - COMPLAINTS

Green

* Criteria: Event State is "Completed - Justified" related to complaints in the Street Service

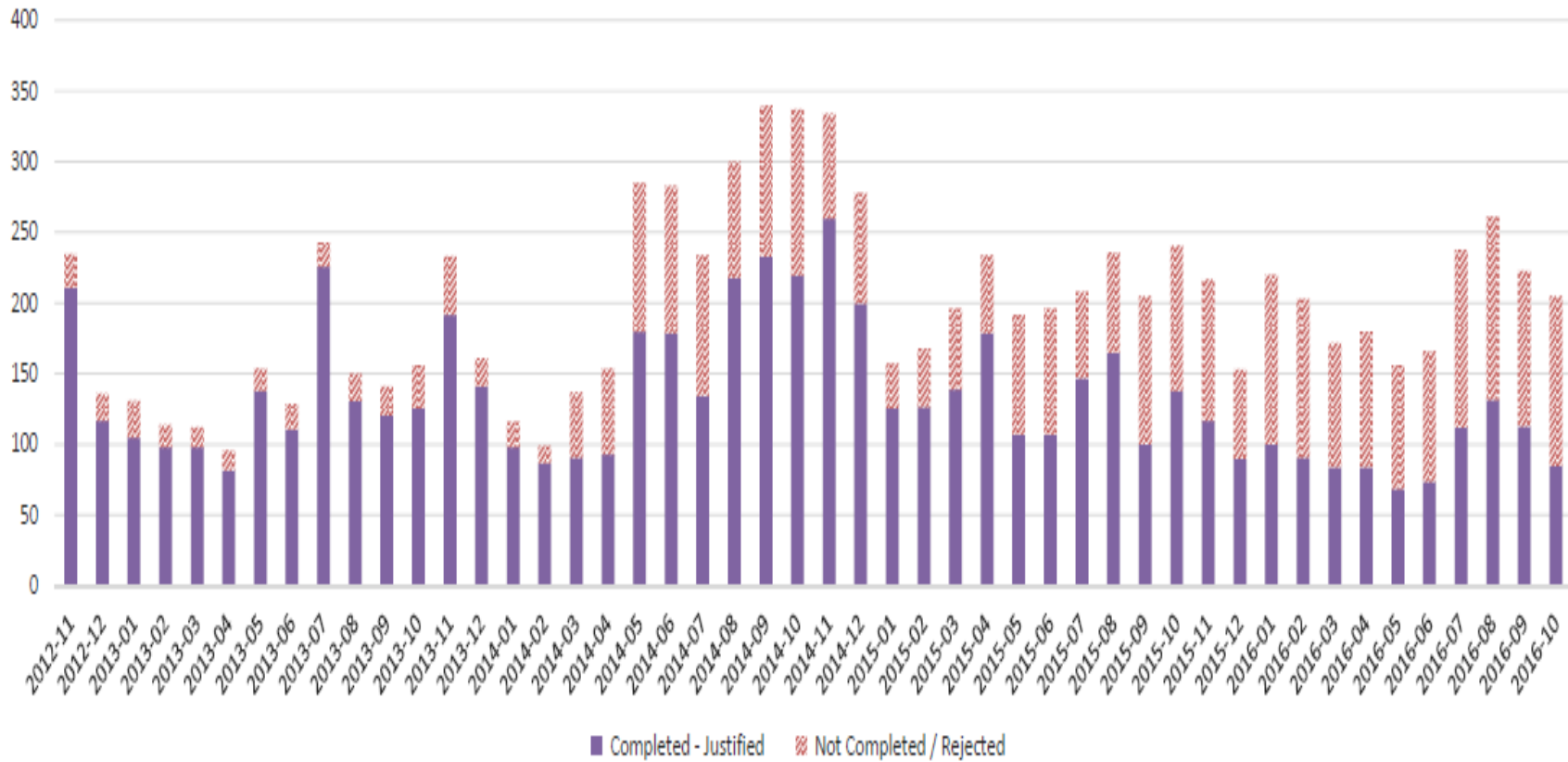
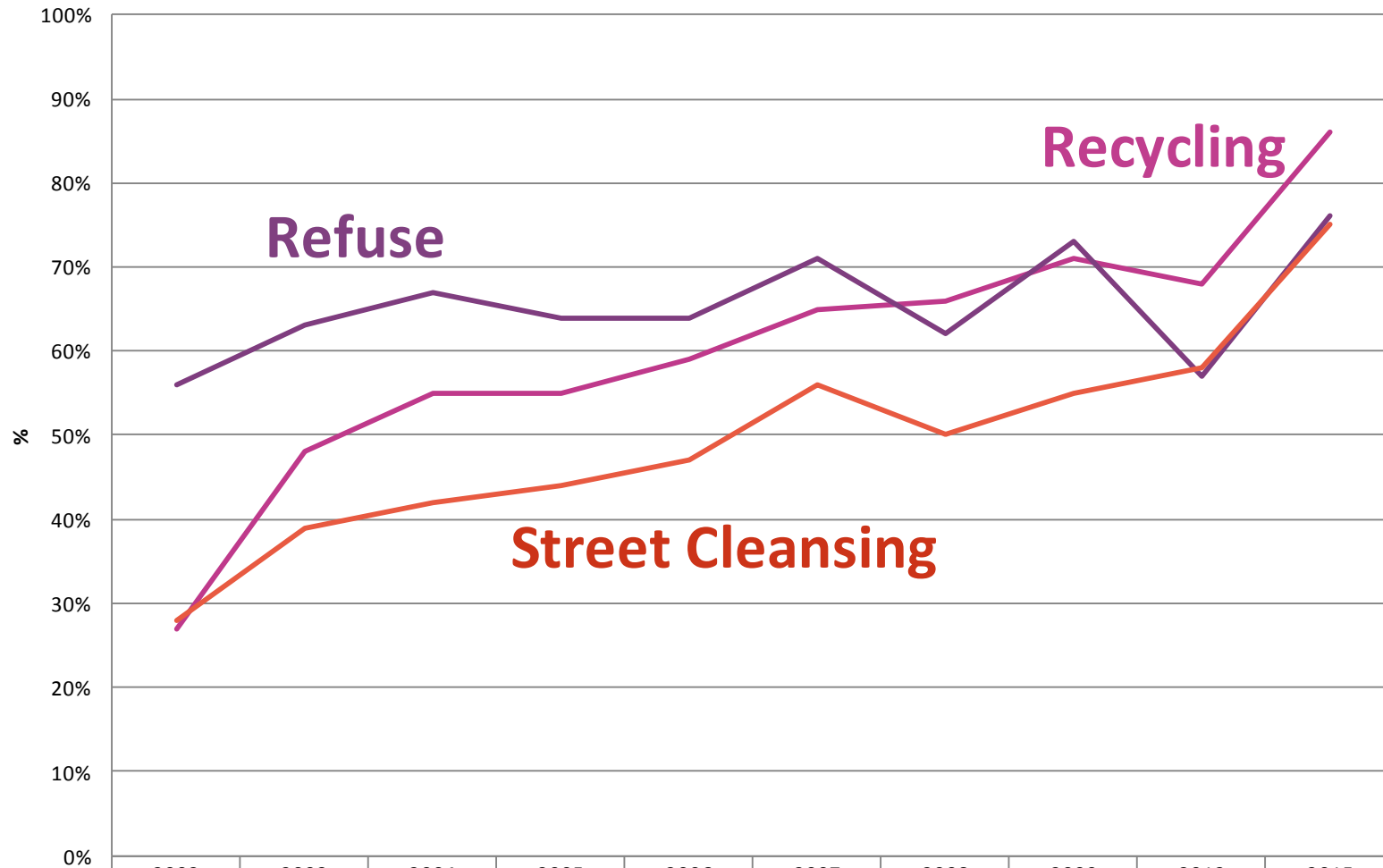


Figure 4: Resident satisfaction (from annual surveys – 2016 survey currently being undertaken)



	2002	2003	2004	2005	2006	2007	2008	2009	2013	2015
Recycling Satisfaction	27%	48%	55%	55%	59%	65%	66%	71%	68%	86%
refuse satisfaction	56%	63%	67%	64%	64%	71%	62%	73%	57%	76%
Street Cleansing satisfaction	28%	39%	42%	44%	47%	56%	50%	55%	58%	75%

Figure 5 – NI 195 graffiti scores, October 2014 to October 2016 (based on LBH monitoring) - % of roads inspected that are below standard

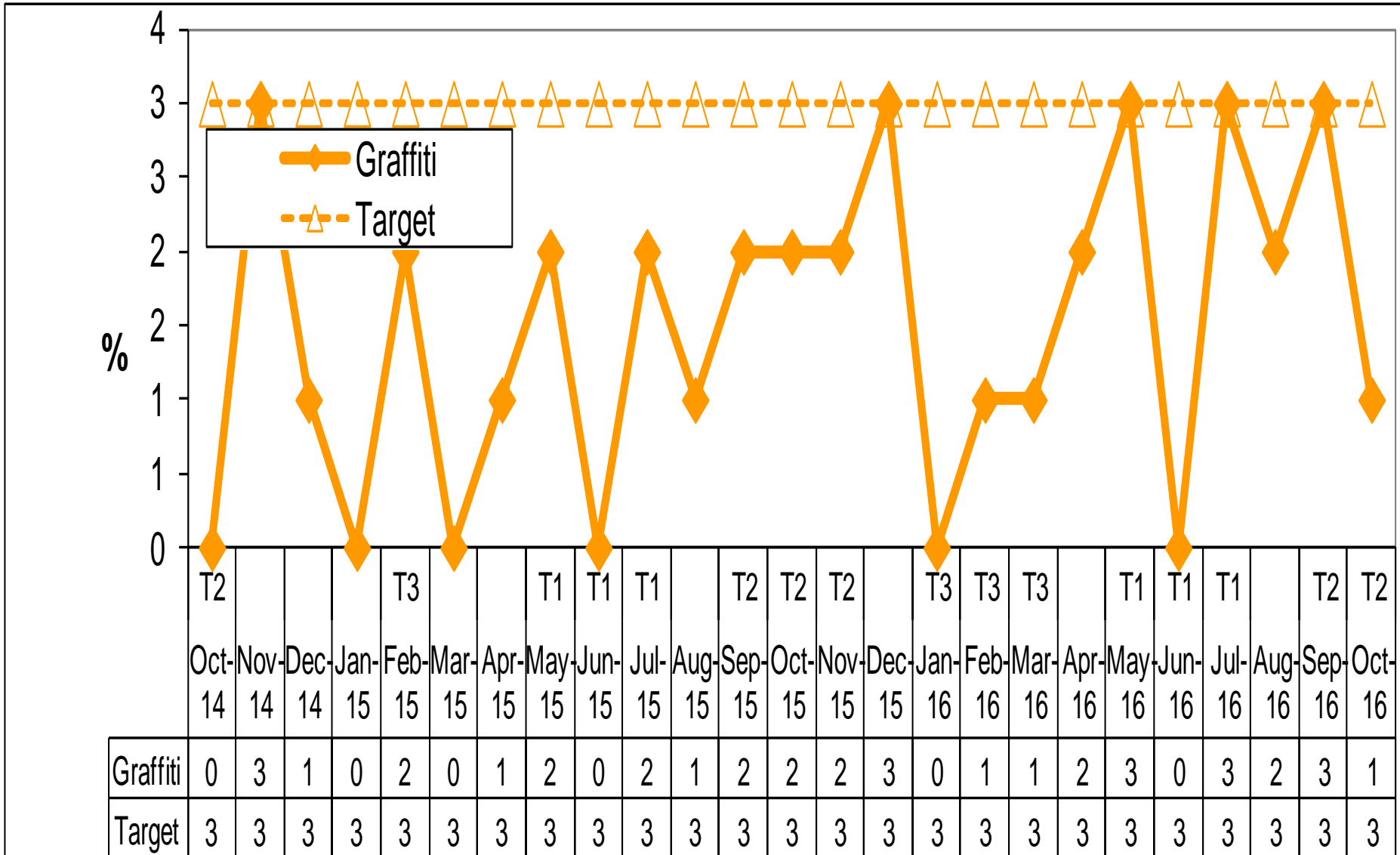


Figure 6 – NI 195 fly-posting scores, October 2014 to October 2016 (based on LBH monitoring) - % of roads inspected that are below standard

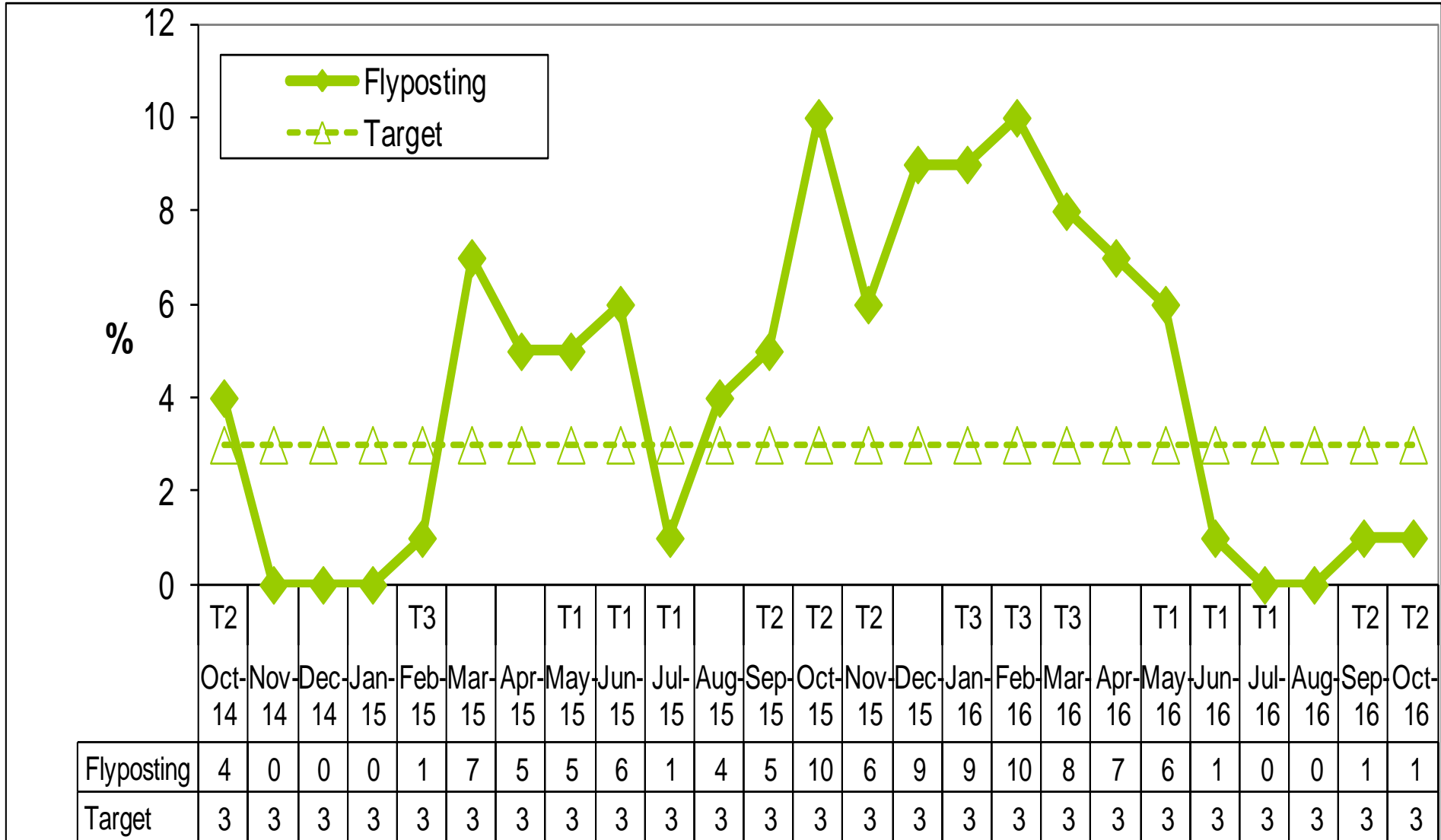
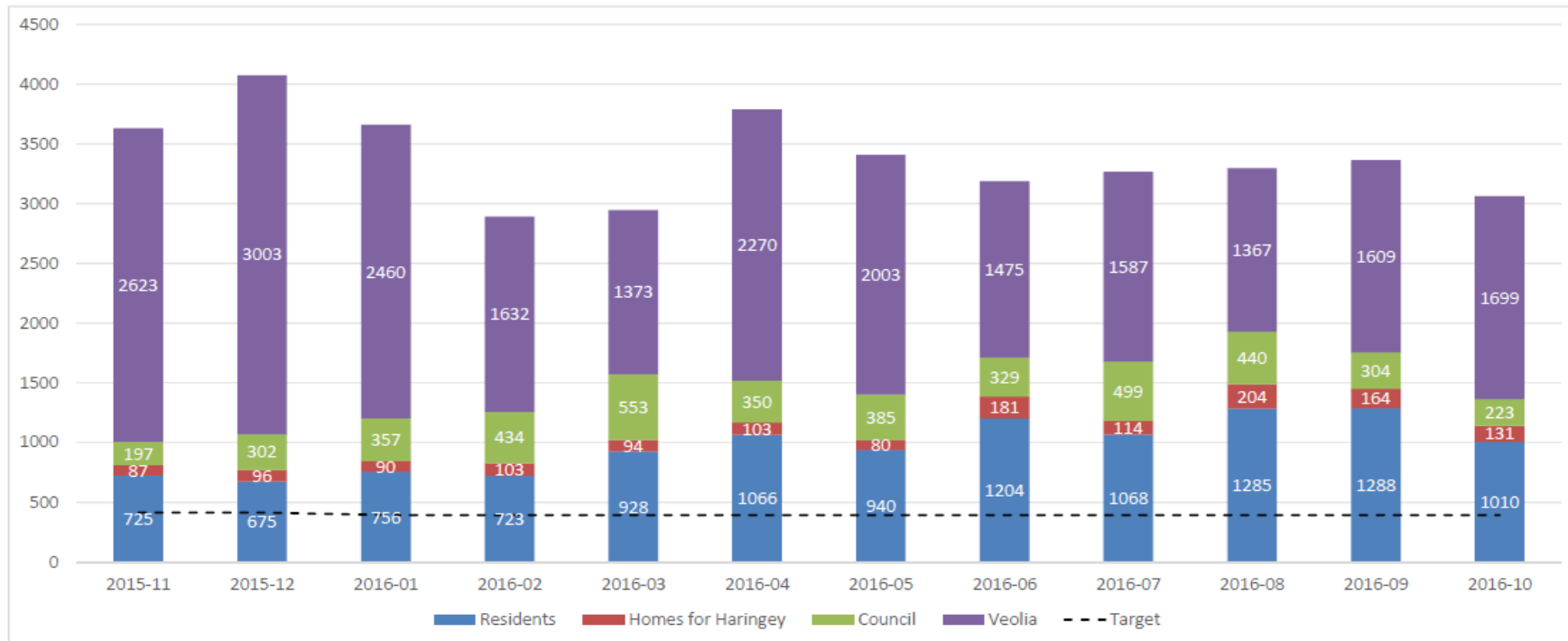


Figure 7 - number of fly tips reported by residents, Council staff and Veolia staff (note: contractual target is the number of fly tips reported by residents)

STREET CLEANSING - FLYTIPS REPORTED BY WHOM

Red

* Criteria: Filtered to look at "Completed Justified" events only so will not match any of the other slides and no filter on the customer type



Targets	2014	2015	2016
Resident Reported	450	416	395

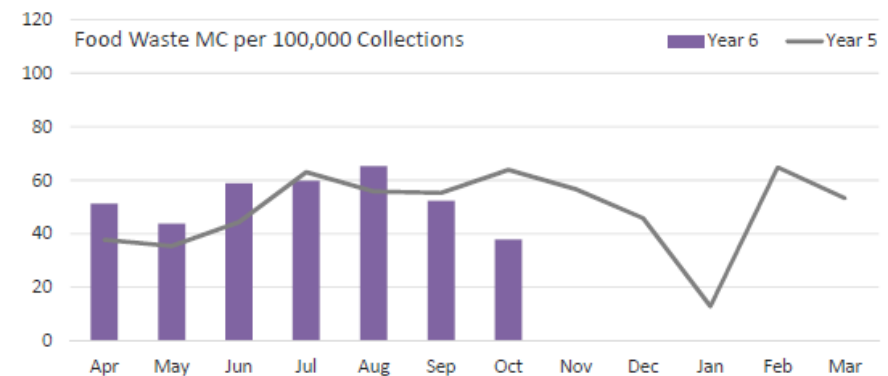
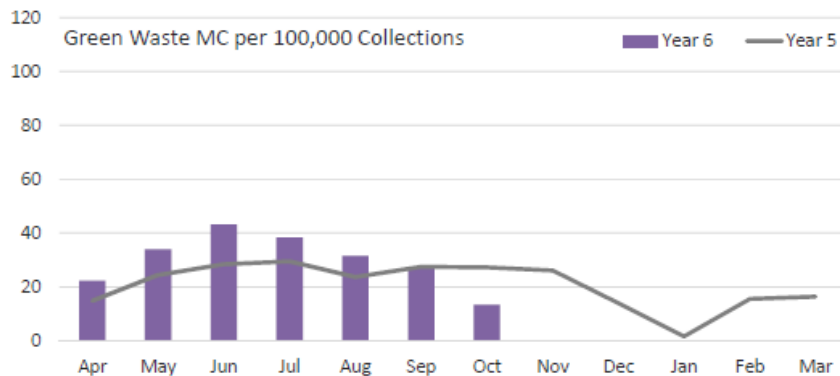
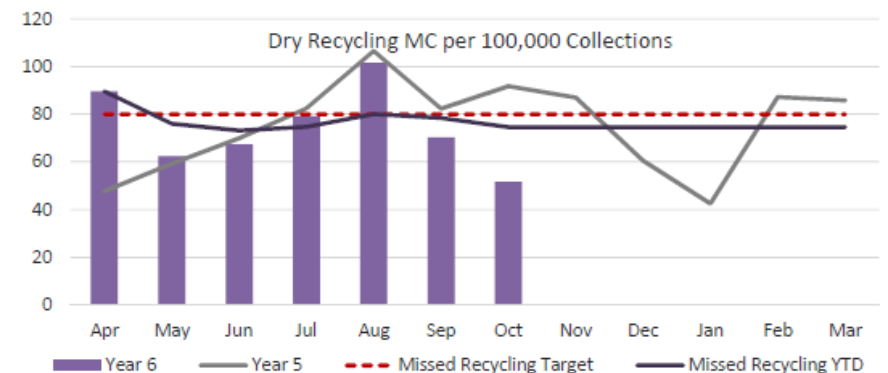
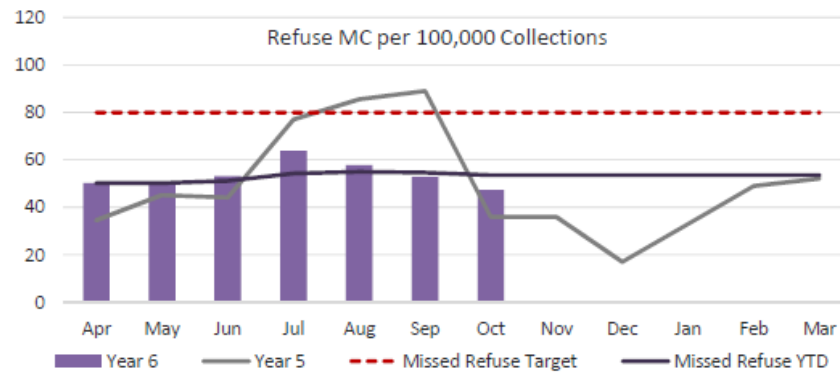
Appendix 2– Waste and Recycling

Figure 1. The graph below shows the number of reported missed refuse and recycling collections. The 2016-17 missed collection contractual target is 80 per 100,000 properties.

COLLECTIONS - REPORTED MISSED COLLECTIONS

Green

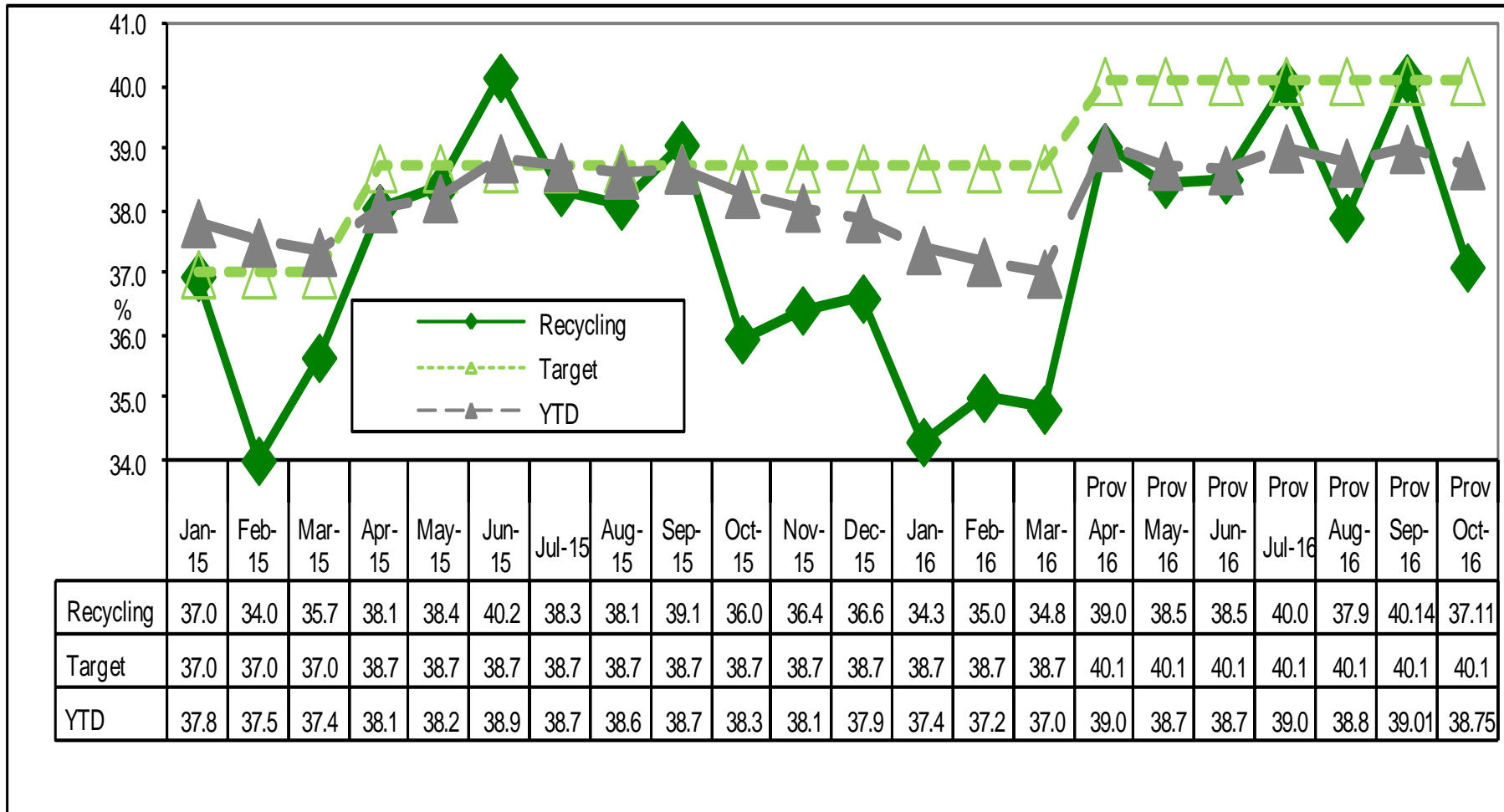
* All Missed Collections for all event states



Refuse collections raised out of SLA (after 4 days):

	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16
%	16%	11%	8%	5%	4%	6%	7%	14%	6%	5%	5%	4%	2%
Count	55	33	13	5	8	14	14	30	12	13	11	9	4

Figure 2. The graph below shows recycling performance (% of household waste recycled) from January 2015 to October 2016.



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Report for: Environment and Community Safety Scrutiny Panel

Item number:

Title: Prevent Strategy Update

Report authorised by : **Charlotte Pomery, Assistant Director, Commissioning**

Lead Officer: **Christina Andrew, Prevent Policy Officer**

Ward(s) affected: N/A

Report for Key/

Non Key Decision: Non key-decision

1. Describe the issue under consideration

1.1 The report provides an update to the Environment and Community Safety Scrutiny Panel on the delivery of the Prevent Strategy in Haringey.

2. Cabinet Member Introduction

2.1 Not applicable

3. Recommendations

3.1 That the Panel note the commencement of the Dovetail Pilot which will run in Haringey from October 2016 – October 2017. The Panel should also consider requesting an update at the end of this period on the success of the pilot in Haringey and whether or not this will be taken forward as national policy.

4. Reasons for decision

n/a

5. Alternative options considered

n/a

6. Background information

6.1 Haringey is a Prevent priority authority, meaning we attract funding for the post of Prevent Coordinator. The Coordinator's role is to:

- act as local expert for strategy and delivery
- develop and manage the local Prevent strategy
- devise and implement projects

- work in partnership with other sectors and the community, with outreach where these groups are less engaged.

Delivery of Prevent is funded in Haringey by the Office of Security and Counter Terrorism (OSCT) which has an oversight of annual delivery plans, funding, monitoring and evaluation of projects delivered by Local Authorities. At a local level all Prevent work is led strategically by the Haringey Prevent Delivery Group (HPDG) which is a partnership group and reports on a cyclical basis to the Community Safety Partnership (CSP).

- 6.2 Quarterly returns to the OSCT are required and these give considerable detail about our performance to date.
- 6.3 Haringey is one of several Local Authorities across the country selected to take part in the Dovetail Pilot which sees the Local Authority taking more responsibility for the function of the Channel Panel from police, who remain key partners along with health and schools. Participation in the Channel process is voluntary and aligns well with the local authority's wider safeguarding duties. The Local Authority is now leading on assessing cases and holding initial meetings with those referred to Channel, where appropriate. The Local Authority will also take responsibility for commissioning Intervention Providers and other appropriate professionals to provide support to individuals where this is recognised as useful.
- 6.4 Work is ongoing with council services and partner agencies to ensure staff are sufficiently trained to recognise individuals who may be vulnerable to extremism. The Channel Panel membership reflects the range of needs of people referred for support from Channel. For example, in response to the high proportion of referrals that need mental health input, the council has secured clinical representation on the Channel Panel to provide specialised advice on how best to support these individuals. We are working with NHS England via the Safeguarding Adults Lead locally to ensure that mental health services are referring proportionately to the Panel.
- 6.5 The number of hate crime incidents in Haringey has increased over the last quarter, which reflects the picture across London. There may be a number of factors which have affected this rise and we are exploring the extent to which the June referendum may have had an impact on the incidence of hate crimes in the borough.
- 6.6 Third party reporting training has been delivered to several faith institutions, RSLs and voluntary and community sector organisations in Haringey. More sessions are being planned for February 2017 to ensure that there are a range of organisations able support people in reporting hate crime, providing additional options for people who may not feel comfortable reporting directly to police or using the internet to do so.

- 6.7 Haringey is receiving funding from the Home Office to deliver two community based projects in 2016/17. Web Guardians is delivered by the Jan Trust, providing workshops for mothers to build knowledge on internet usage and online safety for their children. The Young Leaders Project is being delivered in CONEL and Haringey Sixth Form College, building young people's leadership skills whilst educating them on the Prevent strategy and related issues such as community cohesion and engagement.
- 6.8 Prevent training has been delivered in all schools across the borough. Governors also receive Prevent training to ensure they can monitor the implementation of the strategy in their schools. Refresher sessions are being delivered to school's Senior Leadership Teams and/or Designated Safeguarding Officers as part of the Continued Professional Development programme. In meeting the requirements of Haringey's Prevent Delivery Plan, all schools and council services have a Prevent specific section in their policies, and most council services now have a SPoC trained in recognising the signs of vulnerability to extremism, and how to report concerns.
- 6.9 The Haringey Prevent Delivery Group meets quarterly to scrutinise the Delivery Plan and take contributions from community partners to support the council's work on Prevent. Emerging issues are also covered at this strategic meeting which provides an update to partners on the local and national Prevent picture.

7. Contribution to strategic outcomes

- 7.1 This work contributes to the Home Office's Prevent Strategy; Haringey's Corporate Plan priority 3 and the Haringey Community Safety Strategy 2013 – 2017.
- 7.2 Officers and partners work strategically across related work areas and boards such as, Safeguarding Children and Adults, Community Safety and Early Help.

8. Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)

Finance

n/a

Legal services

n/a

Equalities

9. Use of Appendices

10. Local Government (Access to Information) Act 1985

Report for: Environment and Community Safety Scrutiny Panel – 8 December 2016

Item number:

Title: Work Plan Update

Report authorised by: Bernie Ryan, Assistant Director of Corporate Governance

Lead Officer: Robert Mack, Principal Scrutiny Support Officer, 020 8489 2921
rob.mack@haringey.gov.uk

Ward(s) affected: All

**Report for Key/
Non Key Decision:** N/A

1. Describe the issue under consideration

- 1.1 This report gives details of the proposed work programme for the remainder of the municipal year.

2. Cabinet Member Introduction

N/A

3. Recommendations

(a) To consider the future work programme, attached at **Appendix A**, and whether any amendments are required.

(b) That the Overview and Scrutiny Committee be asked to endorse any amendments, at (a) above, at its next meeting.

4. Reasons for decision

- 4.1 The work programme for the Panel was agreed by the Overview and Scrutiny Committee at its meeting on 21 July 2016. Arrangements for implementing the work programme have progressed and the latest plans for Panel meetings are outlined in Appendix A.

5. Alternative options considered

- 5.1 The Panel could choose not to review its work programme however this could diminish knowledge of the work of Overview and Scrutiny and would fail to keep the full membership updated on any changes to the work programme.

6. Background information

- 6.1 The careful selection and prioritisation of work is essential if the scrutiny function is to be successful, achieve added value and retain credibility. On 6 June 2016, at its first meeting of the municipal year, the Overview and Scrutiny Committee agreed a process for developing the 2016/17 scrutiny work programme.
- 6.2 Following this meeting a number of activities took place, including a public survey and Scrutiny Cafe, where a large number of suggestions, including several from members of the public, were discussed by scrutiny members, council officers, partners and community representatives. From these activities, issues were prioritised and an indicative work programme agreed by the Overview and Scrutiny Committee in late July.
- 6.3 Therefore, whilst scrutiny panels are non-decision making bodies, i.e. work programmes must be approved by the Overview and Scrutiny Committee, this item gives the Panel an opportunity to oversee and monitor its work programme, attached at **Appendix A**, and to suggest amendments.

Forward Plan

- 6.4 Since the implementation of the Local Government Act and the introduction of the Council's Forward Plan, scrutiny members have found the Plan to be a useful tool in planning the overview and scrutiny work programme. The Forward Plan is updated each month but sets out key decisions for a 3 month period.
- 6.6 To ensure the information provided to the Panel is up to date, a copy of the most recent Forward Plan can be viewed via the link below:

<http://www.minutes.haringey.gov.uk/mgListPlans.aspx?RP=110&RD=0&J=1>

- 6.7 The Panel may want to consider sections of the Forward Plan, relevant to the Panel's terms of reference, and discuss whether any of these items require further investigation or monitoring via scrutiny.

7 Contribution to strategic outcomes

- 7.1 The individual issues included within the work plan were identified following consideration by relevant Members and officers of Priority 3 of the Corporate Plan and the objectives linked. Their selection was specifically based on their potential to contribute to strategic outcomes.

8 Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)

Finance and Procurement

- 8.1 There are no financial implications arising from the recommendations set out in this report. Should any of the work undertaken by Overview and Scrutiny generate recommendations with financial implications then these will be highlighted at that time.

Legal

- 8.2 There are no immediate legal implications arising from this report.
- 8.3 Under Section 21 (6) of the Local Government Act 2000, an Overview and Scrutiny Committee has the power to appoint one or more sub-committees to discharge any of its functions.
- 8.4 In accordance with the Council's Constitution, the approval of the future scrutiny work programme and the appointment of Scrutiny Panels (to assist the scrutiny function) falls within the remit of the Overview and Scrutiny Committee.
- 8.5 Scrutiny Panels are non-decision making bodies and the work programme and any subsequent reports and recommendations that each scrutiny panel produces must be approved by the Overview and Scrutiny Committee. Such reports can then be referred to Cabinet or Council under agreed protocols.

Equality

- 8.6 The Council has a public sector equality duty under the Equalities Act (2010) to have due regard to:
- Tackle discrimination and victimisation of persons that share the characteristics protected under S4 of the Act. These include the characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (formerly gender) and sexual orientation;
 - Advance equality of opportunity between people who share those protected characteristics and people who do not;
 - Foster good relations between people who share those characteristics and people who do not.
- 8.7 The Panel should ensure that it addresses these duties by considering them within its work plan and those of its panels, as well as individual pieces of work. This should include considering and clearly stating;
- How policy issues impact on different groups within the community, particularly those that share the nine protected characteristics;
 - Whether the impact on particular groups is fair and proportionate;
 - Whether there is equality of access to services and fair representation of all groups within Haringey;
 - Whether any positive opportunities to advance equality of opportunity and/or good relations between people, are being realised.
- 8.8 The Panel should ensure that equalities comments are based on evidence. Wherever possible this should include demographic and service level data and evidence of residents/service-users views gathered through consultation.

9 Use of Appendices

Appendix A – Work Programme

10 Local Government (Access to Information) Act 1985

External web links have been provided in this report. Haringey Council is not responsible for the contents or reliability of linked websites and does not necessarily endorse any views expressed within them. Listings should not be taken as an endorsement of any kind. It is your responsibility to check the terms and conditions of any other web sites you may visit. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

Environment and Community Safety Scrutiny Panel

Work Plan 2016-17

1. Major Projects; These will be dealt with through a combination of specific evidence gathering meetings that will be arranged as and when required and other activities, such as visits. There is unlikely to be capacity to undertake more than two projects within the year. Areas which cannot be covered in this way can instead be addressed through a “one-off” item at a scheduled meeting of the Panel. Issues selected will be subject to further development and scoping.

Project	Comments	Priority
Fear of Crime	<p>Survey data shows comparatively high levels of fear of crime within Haringey. This is reflected in above Corporate Plan target figures within the borough, whilst figures across London are showing a reduced level of concern. The issue is a key objective for the Council as well as a major priority for the new Borough Commander.</p> <p>The review will look at:</p> <ul style="list-style-type: none"> • The Council’s objectives and performance in respect of fear of crime, including how data is currently collected and proposals to improve its accuracy; • The correlation between actual crime levels and fear of crime across the borough; • Action that could be taken to reduce fear of crime and its effectiveness, including what has proven to be successful in similar local authority areas; • The impact of visible efforts to reduce fear of crime and whether they provide reassurance; and • How relevant information is communicated to the public. 	1
Waste,	<ul style="list-style-type: none"> • A range of topics linked to this have been raised: 	2

including fly tipping, litter and recycling	<ul style="list-style-type: none"> ○ Minimising dumped rubbish on the streets and fly-tipping; ○ Improving the responsiveness of clean up operations and enforcement; ○ Improving the commitment to recycling organic waste; ○ Reducing the amount of litter and rubbish on Haringey streets; ○ Dealing with overflowing bins in residential streets; ○ Dumping of household goods and rubbish in the streets; ○ Houses in Multiple Occupation (HMOs); <ul style="list-style-type: none"> ● Work on this area could focus on the following; <ul style="list-style-type: none"> ○ Hot spot evidence; ○ Behaviour change; ○ Enforcement; and ○ Resources. 	
Parks	<ul style="list-style-type: none"> ● The following matters were raised at the Scrutiny Cafe on this issue; <ul style="list-style-type: none"> ○ Prevention of the privatisation of local green spaces; ○ Enforcement action to minimise dog fouling in local parks and green spaces; ○ The impact of dogs and their management in local parks and green spaces, including fouling and aggression; ○ Prevention of park users from defecating in local parks (especially Ducketts Common); and ○ Ensuring adequate funding and support for Haringey's Parks and Green Spaces. ● It was felt that a range of these issues could be addressed as part of a general review on parks. Some of the issues referred to above have already been considered by the review on Community Safety in Parks. 	3

2. “One-off” Items; These will be dealt with at scheduled meetings of the Panel. The following are suggestions for when particular items may

be scheduled.

Date of meeting	Potential Items
30 June 2016	<ul style="list-style-type: none">• Cabinet Member Q&A - Environment; To question the Cabinet Member for Communities on current issues and plans arising for her portfolio.• Car Club – Network Expansion;• Waste, recycling and street cleansing data; and• Work Programme for the Forthcoming Year.
4 October 2016	<ul style="list-style-type: none">• Cabinet Member Q&A – Communities; To question the Cabinet Member for Communities on current issues and plans arising for his portfolio.• Community Safety Partnership; To invite comments from the Panel on current performance issues and priorities for the borough’s Community Safety Partnership. To include the following:<ul style="list-style-type: none">○ Crime Performance Statistics - Update on performance in respect of the MOPAC priority areas plus commentary on emerging issues; and○ Statistics on hate crime.• 20 mph Speed Limit; Enforcement/progress since Scrutiny Review.• Financial Monitoring; To receive an update on the financial performance relating to Corporate Plan Priority 3.

8 December 2016	<ul style="list-style-type: none"> • Cabinet Member Q&A - Environment; To question the Cabinet Member for Communities on current issues and plans arising for her portfolio. • Waste, recycling and street cleansing data • Update on Prevent initiative.
21 December 2016	<ul style="list-style-type: none"> • Budget Scrutiny
9 March 2017	<ul style="list-style-type: none"> • Cabinet Member Q&A – Communities; To question the Cabinet Member for Communities on current issues and plans arising from his portfolio. • Violence Against Women and Girls (VAWG) <ul style="list-style-type: none"> ○ Progress with Implementation of Recommendations of Scrutiny Review; and ○ Progress with Implementation of the Iris Scheme by Haringey CCG. • Sustainable Transport. The following topics and issues have been suggested in respect of this issue: <ul style="list-style-type: none"> ○ Reducing motor vehicle use and improving sustainable transport use in the borough; ○ Achieving a more equitable balance between drivers, pedestrians and cyclists on our roads; ○ Encouraging people to change their travel habits to help improve local air quality; ○ Controlled Parking Zones; and ○ Supporting people to use more sustainable forms of transport. • Green Lanes Traffic Review (to include Wightman Road)

TBA:

- Team Noel Park Pilot
- Transport Strategy

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