ENVIRONMENT AND COMMUNITY SAFETY SCRUTINY PANEL

Monday, 26th June, 2017, 6.30 pm - Civic Centre, High Road, Wood Green, N22 8LE

Members: Councillors Tim Gallagher (Chair), Barbara Blake, Clive Carter, Makbule Gunes, Bob Hare, Adam Jogee 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**

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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 9 March 2017.

7.   **NEW ITEMS OF URGENT BUSINESS**

To consider any items admitted at item 3 above.

8.   **APPOINTMENT OF NON VOTING CO-OPTED MEMBER (PAGES 9 - 12)**

To approve the re-appointment of a non voting co-opted Member to the Panel.

9.   **TERMS OF REFERENCE AND MEMBERSHIP (PAGES 13 - 42)**

To note the terms of reference and membership of the Panel for 2017/18.

10.   **WORK PROGRAMME DEVELOPMENT 2017-18 (PAGES 43 - 50)**

To agree the areas to be prioritised within the Panel's work plan for 2017/18.

11.   **CABINET   MEMBER   QUESTIONS - CABINET   MEMBER   FOR ENVIRONMENT**

To question the Cabinet Member for Environment, Councillor Peray Ahmet, on current issues and plans arising for her portfolio.

12.   WASTE, RECYCLING AND STREET CLEANSING DATA (PAGES 51 - 66)

To report on the latest performance statistics for waste, recycling and street cleansing.

13.   SCRUTINY REVIEW ON FEAR OF CRIME (PAGES 67 - 102)

To agree the draft final report of the Panel's review on Fear of Crime for submission to the Overview and Scrutiny Committee for approval.

14.   DATES OF FUTURE MEETINGS

- 12 October 2017;
- 20 November 2017;
- 21 December 2017 (budget); and
- 15 March 2018

Robert Mack, Principal Scrutiny Officer
Tel – 020 8489 2921
Fax – 020 8881 5218
Email: rob.mack@haringey.gov.uk

Bernie Ryan
Assistant Director – Corporate Governance and Monitoring Officer
River Park House, 225 High Road, Wood Green, N22 8HQ

Friday 16 June 2017

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Agenda Item 6

MINUTES OF THE MEETING OF THE ENVIRONMENT AND COMMUNITY SAFETY SCRUTINY PANEL HELD ON THURSDAY 9TH MARCH 2017

PRESENT:

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

25. FILMING AT MEETINGS

The Chair referred Members present to agenda Item 1 as shown on the agenda in respect of filming at the meeting. Members noted the information contained therein.

26. APOLOGIES FOR ABSENCE

An apology for absence was received from Ian Sygrave (Haringey Association of Neighbourhood Watches).

27. ITEMS OF URGENT BUSINESS

None.

28. DECLARATIONS OF INTEREST

None.

29. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

None.

30. MINUTES

AGREED:

That the minutes of the meetings of 8 and 21 December be approved.

31. CABINET MEMBER QUESTIONS; CABINET MEMBER FOR COMMUNITIES

The Panel noted that the Councillor Ayisi, the Cabinet Member for Communities had sent his apologies as he was unable to attend.

32. VIOLENCE AGAINST WOMEN AND GIRLS UPDATE

Fiona Dwyer, Strategic Lead for Violence Against Women and Girls, provided the Panel with an update on;

- Progress with the implementation of the recommendations of the scrutiny review on the issue, including the Iris Scheme by Haringey CCG: and
- Details of patterns of referral.

A 10 year strategy had been agreed in November and there was now an action plan for the first three years to support it. There were four key strategic priorities beneath this:
- The development of a co-ordinated community response;
- A community wide approach to prevention;
- Support for victims/survivors; and
- Holding perpetrators to account.

A number of specific services had been commissioned:
- Independent Domestic Violence Advocates (IDVAs);
- The IRIS scheme which involved working with GP practices and was funded by the Clinical Commissioning Group;
- Perpetrator support, including the YUVA project that was aimed at young people; and
- Continued funding for the Multi Agency Risk Assessment Conference (MARAC).

The Panel noted that a robust data dashboard was being developed as part of a three year project. There was evidence of under reporting at the moment and the data that was available tended to be piecemeal in nature. Funding was currently being sought for the project.

In answer to a question regarding how performance was measured, Ms Dwyer stated that there were a number of key performance indicators for commissioned services. These included repeat victimisation, pre and post satisfaction levels and service outcomes, such as placement in safe accommodation and attendance on projects.

The Panel noted that work was taking place with young people through youth facilities and sports clubs, including training. In addition, social media was being used to communicate with them. It was also noted that a lot of women were homeless due to domestic violence. There were a lot of women who could be categorised as "hidden homeless" as they were, for example, staying with friends or relatives due to domestic violence. A cross borough project aimed at providing assistance to women suffering from multiple deprivation, with additional complexities, had just begun its work. The Police were key partners and actively involved in partnership activity to address Violence Against Women and Girls. In particular, they co-chaired the MARAC.

Ms Dwyer reported that the three year phased action plans were aimed at ensuring that work remained relevant. A communications strategy was being developed.

In answer to a question regarding the low numbers of referrals from the Children and Young People's Service, she stated that this had been identified as an issue and the service was looking at it. There was a feeling though that if the Police had already made a referral, there was no need for others to also refer. However, it had been clarified that this would not lead to duplication.

She stated that funding was a continual issue as Violence Against Women and Girls cut across a number of services. Current funding arrangements had nevertheless been agreed but additional external funding was also being applied for. In addition, consideration was being given also being given to potential internal sources of funding. However, funding was always likely to be a challenge.

In answer to a question, Ms Dwyer reported that funding needed for IDVAs in hospitals and had been included as part of a bid to the Home Office. A lot of work had nevertheless been undertaken with local NHS trusts, including training.

33. **HARINGEY'S SUSTAINABLE TRANSPORT PROGRAMME**

Emma Williamson, Assistant Director for Planning, reported on the Council's Sustainable Transport Programme as follows:

- There was a need for developers to agree travel arrangements for new developments with the Council. Some developments were designated as "car free";
- There had been a lot of investment in cycling across the borough. Current plans included the development of Quietways, which were routes that used relatively quiet side streets. In addition, the provision of cycle hangars was being extended and cycle training was provided free for residents and people who worked in the borough;
- The Council was committed to expanding facilities for the charging of electric vehicles. In addition, Haringey was part of the consortium of boroughs that was working to increase the take up of electric vehicles and expand the charging network through the Go Ultra Low City Scheme;
- Haringey had been included as one of ten Low Emission Bus Zones;
- As part of the development of the Council's new Transport Strategy, a Cycling and Walking Strategy would be developed; and
- 60 new bays were to be created as part of the expansion of car clubs.

Panel Members asked what the procedure was for the removal of abandoned bicycle parts that were left on bike stands. They felt that these were unsightly, used up valuable cycle parking pace and advertised theft. Peter Boddy, Sustainable Transport Manager, reported that this was a waste issue and agreed to raise it with the Neighbourhood Action Team. In response to a question regarding the design of cycle stands, he stated that the Council's existing standard design was the "Sheffield". It was compact, widely used and supported by cycling groups. However, consideration could be given to alternatives as part of discussion of the public realm. The Panel noted that the "Camden" design of cycle stand had been developed as part of efforts to design out crime.

Mr Boddy reported that it was acknowledged that the design of stand that had been used in the Turnpike Lane area was a poor choice. Haringey Cycling Campaign and the London Cycling Campaign had assumed the role as the Council's critical friend and were able to provide feedback on designs. A number of new stands were installed every year.

In answer to a question regarding why the A1 in Highgate had not been included in the low emission bus zone area, Mr Boddy stated that he felt that this was probably

due to cost issues. The borough was glad to have two routes that were within the zones and would continue to lobby for areas within the borough to be included. He agreed to find out further information regarding the status of the A1 in respect of this.

The Panel drew attention to the plans of Source London to install 6000 charging points across London by 2020, which it was felt would equate to approximately 165 points in Haringey. Ann Cunningham, Head of Traffic Management, stated that the Council did not currently have that level of detail on the plans but would be happy to report back once it became available. The charging points would be borough wide and would be for all electric vehicles and not just private cars.

Ms Cunningham reported that car tax charges were being increased to reflect vehicle emission levels. In addition, parking permit bands had been set locally by the Council to encourage the use of vehicles with lower emissions. There were some challenges in enforcement that needed to be addressed though.

The Panel felt that positive news, such as the installation of cycle hangars, needed to be promoted strongly. Although no car developments were increasing in number, housing estates were not making the same level of progress and there was still some way to go to bring about culture change. Ms Cunningham reported that the Smarter Travel programme was aimed at bringing about behaviour change. In particular, the borough received funding from Transport for London as part of its Active Travel programme for a range of initiatives. Car Clubs were growing in popularity and the number of Controlled Parking Zones on hosing estates was increasing.

In answer to a question, Mr Boddy reported that there was a record of where all bike hangars had been installed and consideration of where they currently were located was part of the prioritisation process. The hangars cost £5,000 over three years and there was currently funding for another 10 to be installed this year. He stated that they were aiming to distribute them evenly across the borough but there were some areas where demand was higher than others.

AGREED:

1. That the issue of the removal of abandoned bicycle parts on cycle stands be raised with the Neighbourhood Action Team; and

2. That the Sustainable Transport Manager be requested to provide further information on reason for the non inclusion of the A1 within a low emission bus zone.

34. GREEN LANES AREA TRANSPORT STUDY

Mr Boddy reported that a public meeting had taken place in March 2015 regarding traffic concerns. These were wide ranging in nature and centred on the Wightman Road area but also overlapped onto other areas. As a result of this, a project to consider the issues was developed and an external consultant was hired.

The study undertaken by the consultant was aimed at identifying measures to:
- Improve the urban realm;

- Rationalise traffic volume and routes;
- Improve road safety for all road users;
- Maintain or enhance bus service journey times and reliability;
- Enhance pedestrian and cycle accessibility into and within the study area; and
- Improve quality of life and health outcomes for local residents.

The consultant was appointed in February 2016. A steering group of stakeholders, chaired by the relevant Cabinet Member, was set up to act as a "critical friend". The work undertaken by the consultant looked at a range of issues and these were developed into a series of options and ideas. The aim was to develop recommendations for the short, medium and long term. Funding of just over £1 million over three years was provided.

Wightman Road had been closed to traffic from March to September 2016 due to the need to undertake works to the bridge that crossed it. There were a series of traffic measures that had been made necessary as a result of this. The popularity of these schemes had varied. Some residents of Wightman Road had stated that they would like to road to be closed permanently. Whilst the road was closed, improvement works had been undertaken by the Council to help address some of the traffic and safety related issues.

Ms Cunningham reported that although there were weight restrictions in force, these did not apply to vehicles with access rights for such things as deliveries. Mr Boddy commented that there was widespread recognition of the impact of the closure of Wightman Road. Many residents of Wightman Road had enjoyed the closure but the impact on residents across the borough needed to be taken into account. The implications of particular options had been included within the plans.

In answer to a question, Mr Boddy stated that traffic levels on Wightman Road were close to those on Green Lanes. Whilst this was undesirable, it was also experienced in other locations in the borough. It was necessary to look carefully at the consequences of measures as they could potentially make matters worse for other residents. There were different benefits accruing from making Wightman Road one way north or south. The preference was for the option that had the least impact on Green Lanes.

In answer to a question, Mr Boddy reported that there had been a 7% drop in overall levels of traffic when Wightman Road had been closed. The majority of traffic had been displaced though. There had been some cost limitations to the number of options that could be developed but the work was nevertheless the largest piece of traffic assessment work that had been done for some time. Consultation responses were not just limited to people from within the study area but people would still be asked where they came from as this was an important consideration. Haringey Cycling Campaign were encouraging people to respond so that those cyclists who had used Wightman Road when it had been closed but did not live in the area could feed their views in. Should there be changes made to Wightman Road, it could be re-considered for inclusion as part of the Quietway route from Bowes Park. The Panel commented that the current proposed route included some very steep sections in Hornsey which could be challenging for cyclists.

In answer to a question, Mr Boddy reported that approximately £200,000 had been spent on the work so far of the funding that had been committed by the previous Cabinet Member. Although a significant amount of money had been committed to the work over the next three years, there was a need to manage expectations. There was also an awareness that there were other areas of the borough where there were issues. Ms Cunningham reported that there was a need to develop the infrastructure in Tottenham and there would be opportunities to address this through the regeneration process.

The Panel felt that, with current budgetary restrictions, the use of external consultants needed to be closely monitored. It was important that the range of options were developed into achievable plans.

Mr Boddy stated that effective measures would be developed through the use of the assessment framework. The views of the local community, the consequences of the different options and costs would all be taken into account in order to develop proposals.

A Panel Member suggested that consideration be given to developing a new entrance into Finsbury Park on its north east side, opposite Hermitage Road N4 and that this be used to develop a new pedestrian and cycle route south. Mr Boddy stated that the development of the Quietway was the current priority for cycling in Finsbury Park but he was nevertheless happy to raise the suggestion with Haringey Cycling Campaign to see if it could be an option.

35. WORK PROGRAMME UPDATE

The Panel noted that the Overview and Scrutiny Committee had proposed that a review be undertaken by the Panel on street sweeping and that this be scheduled to start shortly. A scope and terms of reference for the proposed review were being put together. It was likely that the work on this would begin early in the new Council year, with the aim of finishing the work by the summer recess.

Panel Members were of the view that the proposed review on parks that was referred to in the current work plan should begin when the work on street sweeping was completed. It was felt that the scope and terms of reference required further development so that the issues considered reflected local concerns. The issues of funding and support were felt to be particularly relevant. It was suggested that the Friends of Parks Forum be asked for their views on what they felt the key issues were. It was noted that the House of Commons Communities and Local Government Committee were undertaking an inquiry on public parks and felt that their findings could help to inform the Panel's review.

AGREED:

1. The further information be sought on the progress of House of Commons Communities and Local Government Committee's inquiry into public parks; and

2. That the Friends of Parks Forum be requested for their views on the issues that they feel the Panel should focus upon as part of its review on parks.

CHAIR: Councillor Makbule Gunes

Signed by Chair …………………………..

Date …………………………….

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Report for:	Environment and Community Safety Scrutiny Panel – 26 June 2017

Item number:

Title:	Appointment of Non Voting Co-opted Member

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 The report seeks formal approval of the re-appointment of a non voting co-opted Member to the Panel.

2. Cabinet Member Introduction

N/A

3. Recommendations

3.1 That a representative from Haringey Association of Neighbourhood Watches be appointed as a non voting co-opted Member of the Panel for the 2017/18 Municipal Year;

4. Reasons for decision

4.1 As outlined in the scrutiny protocol, each of the standing scrutiny panels have the power to appoint up to three non voting co-opted Members to assist them with their work.

5. Alternative options considered

5.1 The Panel could decide not to appoint any non voting co-opted Members or, alternatively, could decide to appoint two or three co-optees.

6. Background information

6.1 The Local Government Act 2000 made provision for the co-option of non-elected members to Overview and Scrutiny to bring additional expertise and skills to scrutiny work and to increase public engagement with scrutiny.

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6.2 Within the current structure of scrutiny in Haringey, there is one overarching Overview and Scrutiny Committee and four advisory panels, these being:

- ➤ Adults and Health

- ➤ Children and Young People

- ➤ Environment and Community Safety

- ➤ Housing and Regeneration

6.3 The Overview and Scrutiny Committee consists of 5 non executive members and includes Haringey's statutory education representatives, who have voting rights solely on education matters.

6.4 Scrutiny panels are chaired by a Member of the Overview and Scrutiny Committee. The membership of each panel consists of between 3 and 7 non executive members and is politically proportional as far as possible. The membership of the Children and Young People's Scrutiny Panel also includes the statutory education representatives of the Overview and Scrutiny Committee.

6.5 In addition, each scrutiny panel is entitled to appoint up to three non-voting co-optees to assist scrutiny with its work. The terms of reference/arrangements for Overview and Scrutiny are set out in Part 2 (Article 6), Part 3 (Section B) and Part 4 (Section 6) of the Council's Constitution. Further information can be found via the link below:

http://www.haringey.gov.uk/local-democracy/about-council/council-constitution

6.6 By bringing a diverse spectrum of experience and adding a different perspective to many items, non voting co-optees are expected to add value to scrutiny by performing the following roles:

- ➤ To act as a non-party political voice for those who live and/or work in Haringey.

- ➤ To bring specialist knowledge and/or skills to the Overview and Scrutiny process and to bring an element of external challenge by representing the public.

- ➤ To establish good relations with members, officers and co-optees.

- ➤ To abide by the relevant sections of the Council's Constitution in terms of the rules and procedures for Overview and Scrutiny.

6.7 It is expected that non voting co-optees will:

- ➤ Attend formal meetings of the Panel, which are usually held in the evening.

> ➤ Attend additional meetings and evidence gathering sessions such as site visits.

> ➤ Prepare for meetings by reading the agenda papers and additional information to familiarise themselves with the issues being scrutinised.

> ➤ Prior to meetings consider questions they may wish to put to Cabinet Members, officers and external witnesses.

> ➤ Help the Panel to make practical suggestions for improvements to services.

> ➤ Assist in the preparation of reports and the formulation of recommendations.

> ➤ Contribute to the development of the annual scrutiny work programme.

> ➤ Keep abreast of key issues for the authority and bear these in mind when scrutinising services and making recommendations for improvement.

6.8 A key aspect of the Environment and Community Safety Scrutiny Panel's work concerns community safety and Haringey Association of Neighbourhood Watches are a key local organisation with a role in this. They are therefore considered well placed to assist the Panel in its work. They have also previously been represented on a co-opted basis on scrutiny panels with a role in community safety and provided valuable input on relevant areas.

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

Finance and Procurement

7.1 There will be no additional costs to the Council as a result of this decision.

Legal

7.2 The Assistant Director of Corporate Governance has been consulted in the preparation of this report. Part 4 Section G (3.1) of the Overview and Scrutiny Procedure Rules in the Constitution permits the Panel to appoint up to three people as non-voting co-optees.

7.3 The co-optee is not entitled to vote on recommendations before the Panel. Therefore, the co-optee is not bound by the Council's Code of Conduct (in Part 5 Section A of the Constitution) that includes the registration and declaration of interest. However, the co-optee should be required to comply with relevant parts of the General Obligations of the Code (in Paragraph 3) when attending the meetings and conducting the business of the Panel.

Equality

7.6 The Council has a public sector equality duty under the Equalities Act (2010) to have due regard to:

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- 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 proposals outlined in this report relate to the membership of the Environment and Community Safety Scrutiny Panel and carry no direct implications for the Council's general equality duty.

8   Use of Appendices

None.

9   Local Government (Access to Information) Act 1985

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Report for: Environment and Community Safety Scrutiny Panel, 26 June 2017

Item number:

Title: Terms of Reference and Membership

Report authorised by : Michael Kay, Democratic Services and Scrutiny Manager

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

Ward(s) affected: N/A

Report for Key/ Non Key Decision: N/A

1. Describe the issue under consideration

1.1 This report sets out the terms of reference and membership for Overview and Scrutiny and its panels for 2017/18.

2. Recommendations

2.1 The Panel is asked to:

(a) Note the terms of reference (Appendix A) and Protocol (Appendix B) for Overview and Scrutiny.

(b) Note the policy areas/remits and membership for each Scrutiny Panel for 2017/18 (Appendix C).

3. Reasons for decision

3.1 The terms of reference and membership of the scrutiny panels above need to be noted at the first meeting of each municipal year.

4. Overview and Scrutiny Committee

4.1 As agreed by Council on 22 May, the membership of the Overview and Scrutiny Committee for 2017/17 is: Cllr Charles Wright (Chair); Cllr Pippa Connor (Vice-Chair); Cllr Tim Gallagher; Cllr Kirsten Hearn; and Cllr Emine Ibrahim

4.2 The membership of the Committee also includes the statutory education representatives, who have voting rights solely on education matters

4.3 The terms of reference and role of the OSC is set out in Part Two (Article 6), Part Three (Section B) and Part Four (Section G) of the Council's Constitution. Together, these specify key responsibilities for the Committee. This information is provided in full at Appendix A.

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4.4 There is also a Protocol, outside the Constitution and provided at Appendix B, that sets out how the OSC is to operate.

5. Scrutiny Panels

5.1 Article 6 of the Constitution states the OSC shall appoint Scrutiny Panels in order to discharge the Overview and Scrutiny role.

5.2 The specific functions for any Scrutiny Panels established is outlined in Article 6 of the Constitution at 6.3 (b) and 6.3 (c). The procedure by which this operates is detailed in the Scrutiny Protocol:

- The OSC shall establish four standing Scrutiny Panels, to examine designated public services.
- The OSC shall determine the terms of reference for each Scrutiny Panel.
- If there is any overlap between the business of the Panels, it is the responsibility of the OSC to resolve the issue.
- Areas which are not covered by the four standing Scrutiny Panels shall be the responsibility of the main OSC.
- The Chair of each Scrutiny Panel shall be a member of the OSC, as determined by the OSC at its first meeting.
- It is intended that each Scrutiny Panel shall be comprised of between 3 and 7 backbench or opposition members, and be politically propionate as far as possible.
- Each Scrutiny Panel shall be entitled to appoint up to three non-voting co-optees. The Children and Young People's Scrutiny Panel membership will include the statutory education representatives of OSC.

5.3 The suggested 2017/18 membership for the four Scrutiny Panels is listed below.

Scrutiny Panel	Membership
Adults and Health	Cllrs Connor (Chair), Adamou, Beacham, Berryman, Griffith, Mitchell, Ozbek
Children and Young People	Cllrs Hearn (Chair), M Blake, Elliott, Mallett, Morris, Rice, plus the statutory education representatives of OSC
Environment and Community Safety	Cllrs Gallagher (Chair), B Blake, Carter, Gunes, Hare, Jogee, Stennett
Housing and Regeneration	Cllr Ibrahim (Chair), Bevan, Brabazon, Engert, J Mann, Newton.
All Councillors (except Members of the Cabinet) may be members of the Overview and Scrutiny Committee and the Scrutiny Review Panels. However, no Member may be involved in scrutinising a decision in which he/she has been directly involved.	

5.4 In view of the changes to Cabinet Member Portfolios, noted by Council on 22 May, the policy areas to be covered by the four existing Scrutiny Panels have been updated. This information, together with the relevant Portfolio holders for each scrutiny body, is attached at Appendix C.

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6.   Contribution to strategic outcomes

6.1   The contribution scrutiny can make to strategic outcomes will be considered as part of its routine work.

7.   Statutory Officers Comments

Finance and Procurement

7.1   The Chief Finance Officer has confirmed the Haringey representatives on the JHOSC are not entitled to any remuneration. As a result, there are no direct financial implications arising from the recommendations set out in this report.

7.2   Should any of the work undertaken by Overview and Scrutiny generate recommendations with financial implications then these will be highlighted at that time.

Legal

7.3   The Assistant Director for Corporate Governance has been consulted on the contents of this report.

7.4   Under Section 21 (6) of the Local Government Act 2000, an Overview and Scrutiny Committee has the power to appoint one or more sub-committee to discharge any of its functions. The establishment of Scrutiny Panels by the Committee falls within this power and is in accordance with the requirements of the Council's Constitution.

7.5   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 OSC. Such reports can then be referred to Cabinet or Council under agreed protocols.

Equality

7.6   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.

7.7 The proposals outlined in this report relate to the membership and terms of reference for the OSC and carry no direct implications for the Council's general equality duty. However, the Committee should ensure that it addresses these duties by considering them within its work programme 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.

7.8 The Committee 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.

8. Use of Appendices

Appendix A   Part Two (Article 6), Part Three (Section B), and Part Four (Section G) of the Constitution of the London Borough of Haringey.
Appendix B   Scrutiny Protocol
Appendix C   Overview & Scrutiny Remits and Membership 2017/18

9. Local Government (Access to Information) Act 1985

<u>Appendix A</u>

PART TWO – ARTICLES OF THE CONSTITUTION
Last updated 18 July 2016

Article 6 - Overview and Scrutiny

6.01 Terms of reference

The Council will appoint an Overview and Scrutiny Committee to discharge the functions conferred by section 9F of the Local Government Act 2000, the Health & Social Care Act 2001 and the NHS Reform & Health Professionals Act 2002.

6.02. General role

Within its terms of reference, the Overview and Scrutiny Committee may:

(a)   Exercise an overview of the forward plan;

(b)   Review or scrutinise decisions made or actions taken in connection with the discharge of any of the Cabinet's or Council's functions;

(c)   Make reports and recommendations to the full Council, the Cabinet or relevant non-Executive Committee in connection with the discharge of any functions;

(d)   Make reports or recommendations on matters affecting the area or its inhabitants;

(e)   Exercise the right to call-in, for reconsideration, key decisions made but not yet implemented by the Executive;

(f)   Receive the reports and recommendations of its commissioned Scrutiny Review Panels; and

(g)   In accordance with statutory regulations to review and scrutinise matters relating to the health service within the Authority's area and to make reports and recommendations thereon to local NHS bodies;

(h)   Enter into or appoint such joint overview and scrutiny committees that include the London Borough of Haringey and other boroughs for the purpose of responding to consultation by NHS bodies on proposals for substantial variation or development in the provision of health services as required by The Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013.

6.03 Specific functions

(a) Scrutiny Review Panels.

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The Overview and Scrutiny Committee shall appoint Scrutiny Review Panels in order to discharge the Overview and Scrutiny role for designated public services and will co-ordinate their respective roles.

(b) Policy development and review.

The Overview and Scrutiny Committee and any Scrutiny Review Panels it may establish may:

(i)   Assist the Council and the Cabinet in the development of its budget and policy framework by in-depth analysis of policy issues;

(ii)   Conduct research, community and other consultation in the analysis of policy issues and possible options;

(iii)   Consider and implement mechanisms to encourage and enhance community participation in the development of policy options;

(iv)   Question members of the Cabinet and chief officers about their views on issues and proposals affecting the area; and

(v)   Liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working.

(c) Scrutiny.

The Overview and Scrutiny Committee and any Scrutiny Review Panels it may establish may:

(i)   Review and scrutinise the decisions made by and performance of the Cabinet and council officers both in relation to individual decisions and over time;

(ii)   Review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas;

(iii)   Question members of the Cabinet and chief officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects;

(iv)   Make recommendations to the Cabinet or relevant non-executive Committee arising from the outcome of the scrutiny process;

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> (v)   Review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the overview and scrutiny committee and local people about their activities and performance; and
>
> (vi)   Question and gather evidence from any person (with their consent).

(d) Finance

Overview and Scrutiny Committee may exercise overall responsibility for the finances made available to them.

(e) Annual report.

Overview and Scrutiny Committee must report annually to full Council on their workings and make recommendations for future work programmes and amended working methods if appropriate.

6.04   Proceedings of Overview and Scrutiny Committee

The Overview and Scrutiny Committee and any Scrutiny Review Panels it may establish will conduct their proceedings in accordance with the Overview and Scrutiny Procedure Rules set out in Part 4 of this Constitution.

6.05   Votes of No Confidence

The Chair of the Overview and Scrutiny Committee or the Chair of a Scrutiny Review Panel shall cease to hold that office as a Scrutiny member if a vote of no confidence, of which notice appears on the agenda, is carried at the meeting of the relevant body. The responsibilities of that member shall be carried out by the relevant Vice-Chair until such time as a subsequent meeting of that body has been notified of the appointment of a replacement or the reappointment of the member concerned. In the event of all members of the Overview and Scrutiny Committee having been removed from office in this way at any time, Scrutiny functions shall in the interim be carried out by Full Council.

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PART THREE – RESPONSIBILITY FOR FUNCTIONS
SECTION B
Last updated 18 July 2016

SECTION 2 – COMMITTEES

The following shall be committees of the Council and they shall have the membership as described in the Appointments of Committees, Sub-Committees, Panels, etc (as approved by the Annual Meeting):

1. **The Corporate Committee**

2. **Combined Pensions Committee and Board**

3. **Staffing and Remuneration Committee**

4. **Overview and Scrutiny Committee**

5. **Standards Committee**

6. **Alexandra Palace and Park Board**

7. **The Regulatory Committee**

8. **The Health and Wellbeing Board**

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4. **Overview and Scrutiny Committee**

The Overview and Scrutiny Committee may:

(a) exercise an overview of the forward plan;

(b) review or scrutinise decisions made or actions taken in connection with the discharge of any of the Cabinet's or Council's functions;

(c) make reports and recommendations to the full Council, the Cabinet or relevant non-Executive Committee in connection with the discharge of any functions;

(d) make reports or recommendations on matters affecting the area or its inhabitants;

(e) exercise the right to call-in, for reconsideration, key decisions made but not yet implemented by the Cabinet;

(f) receive the reports and recommendations of its Scrutiny Review Panels;

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(g)   in accordance with statutory regulations to review and scrutinise matters relating to the health service and all NHS funded services within the Authority's area and to make reports and recommendations thereon to local NHS and NHS funded bodies;

(h)   enter into or appoint such joint overview and scrutiny committees that include the London Borough of Haringey and other boroughs for the purpose of responding to consultation by NHS bodies on proposals for substantial variation or development in the provision of health services as required by The Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013;

(i)   review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible partner authorities of their crime and disorder functions;

(j)   make reports or recommendations to the Cabinet or full Council where appropriate with respect to the discharge of the crime and disorder functions by the responsible partner authorities;

(k)   make arrangements which enable any Councillor who is not a Committee Member to refer any crime and disorder matter to the Committee under the Councillor Call for Action procedure; and

(l)   make arrangements which enable any Councillor who is not a Committee Member to refer to the Committee any local government matter which is relevant to the functions of the Committee under the Councillor Call for Action procedure.

(m)   there is a Protocol outside this Constitution setting out how the Overview and Scrutiny Committee is to operate. The Protocol shall be applied in a manner consistent with the Committee Procedure Rules in Part 4 and any issue on procedure at the meeting shall be subject to the ruling of the Chair. The Protocol can be amended by the written agreement of the Leaders of the Political Groups on the Council.

(o)   to appoint two representatives to the standing Joint Health Overview and Scrutiny Committee for North Central London. (Since this appointment is for only two Members to the Joint Committee, the "political proportionality" rules in the Local Government and Housing Act 1989 do not apply.)

SECTION 3 - SUB-COMMITTEES AND PANELS

The following bodies shall be created as Sub-Committees of the relevant Committee of the Council under which they are listed. Bodies described as "Panels" are Sub-Committees unless otherwise stated. Sub-Committees shall

report to their parent bodies and they shall have the membership as described in the Appointments of Non-Executive Committees, Sub-Committees, Panels, etc as approved by the Annual Meeting.

2. Under Overview and Scrutiny Committee

2.1 Scrutiny Review Panels

(a) To carry out scrutiny processes relevant to particular services as determined by Overview and Scrutiny Committee and within the parameters, protocols and procedures agreed by Overview and Scrutiny Committee for all Scrutiny Review Panels.

(b) Within these scrutiny processes to request and receive submissions, information and answers to questions from Cabinet Members, officers and other senior employees of the Council, service users, external experts and relevant members of the public.

(c) To refer the findings/recommendations in the form of a written report, with the approval of the Overview and Scrutiny Committee, to The Cabinet and/or the Council as appropriate.

PART FOUR – RULES OF PROCEDURE
SECTION G – OVERVIEW & SCRUTINY PROCEDURE RULES
Last updated 21 July 2014

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1. The arrangements for Overview and Scrutiny

1.1 The Council will have one Overview and Scrutiny Committee, which will have responsibility for all overview and scrutiny functions on behalf of the Council.

1.2 The terms of reference of the Overview and Scrutiny Committee will be:

(i) The performance of all overview and scrutiny functions on behalf of the Council.

(ii) The appointment of Scrutiny Review Panels, with membership that reflects the political balance of the Council.

(iii) To determine the terms of reference of all Scrutiny Review Panels.

(iv) To receive reports from local National Health Service bodies on the state of health services and public health in the borough area.

(v) To enter into or appoint such joint overview and scrutiny committees that include the London Borough of Haringey and other boroughs for the purpose of responding to consultation by NHS bodies on proposals for substantial variation or development in the provision of health services as required by The Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013.

(vi) To monitor the effectiveness of the Council's Forward Plan.

(vii) To receive all appropriate performance management and budget monitoring information.

(viii) To approve a programme of future overview and scrutiny work so as to ensure that the Overview and Scrutiny Committee's and Scrutiny Review Panels' time is effectively and efficiently utilised;

(ixi) To consider all requests for call-in and decide whether to call-in a key decision, how it should be considered and whether to refer the decision to the Cabinet or to Council.

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(x) To monitor the effectiveness of the Call-in procedure.

(xi) To review and scrutinise action taken by partner authorities in discharge of crime and disorder functions and to make reports and recommendations to Cabinet and Council on these.

(xii) To make arrangements which enable any Councillor who is not a Committee Member to refer any local government matter, or any crime and disorder matter, to the Committee under the Councillor Call for Action Procedure.

(xiii) To ensure that referrals from Overview and Scrutiny Committee to the Cabinet either by way of report or call-in are managed efficiently, and

(xiv) To ensure community and voluntary sector organisations, users of services and others are appropriately involved in giving evidence to the Overview and Scrutiny Committee or relevant Scrutiny Review Panel.

1.3 The Overview and Scrutiny Committee may establish a number of Scrutiny Review Panels:

(i) Scrutiny Reviews Panels are appointed to examine designated Council services. Scrutiny Review Panels will refer their findings/ recommendations in the form of a written report, with the approval of the Overview and Scrutiny Committee, to the Cabinet and/or the Council as appropriate.

(ii) Scrutiny Review Panels will analyse submissions, request and analyse any additional information, and question the Cabinet Member(s), relevant Council officers, local stakeholders, and where relevant officers and/or board members of local NHS bodies or NHS funded bodies.

(iii) Subject to the approval of the Overview and Scrutiny Committee, Scrutiny Review Panels will be able to appoint external advisors and/or to commission specific pieces of research if this is deemed necessary.

(iv) Scrutiny Review Panels should make every effort to work by consensus; however, in exceptional circumstances Members may submit minority reports.

(v) Prior to publication, draft reports will be sent to the relevant chief officers or where relevant officers of the National Health Service for checking for inaccuracies and the presence of

exempt and/or confidential information; Scrutiny Review Panel members will revisit any conclusions drawn from disputed information;

(vi)   Following approval by the Overview and Scrutiny Committee, final reports and recommendations will be presented to the next available Cabinet meeting together with an officer report where appropriate. The Cabinet will consider the reports and formally agree their decisions.

(vii) Following approval by the Overview and Scrutiny Committee, reports on NHS, non-executive or regulatory matters will be copied to the Cabinet for information.

(viii) At the Cabinet meeting to receive the final report and recommendations, the Chair of the Overview and Scrutiny Committee or the Chair of the Scrutiny Review Panel may attend and speak.

(ix)   After an appropriate period, post implementation, Overview and Scrutiny Committee will carry out a follow up review to determine if the recommendations had the intended outcomes and to measure any improvements.

1.4   When Scrutiny Review Panels report on non-executive or regulatory functions the above rules apply, except the references to The Cabinet shall be taken as reference to the relevant non-executive body.

1.5   The Overview and Scrutiny Committee shall undertake scrutiny of the Council's budget through a Budget Scrutiny process. The procedure by which this operates is detailed in the Protocol covering the Overview and Scrutiny Committee.

1.6   All Overview and Scrutiny meetings shall take place in public (except where exempt or confidential matters are considered).

1.7   The Overview and Scrutiny function should not be seen as an alternative to established disciplinary, audit or complaints mechanisms and should not interfere with or pre-empt their work.

2.   Membership of the Overview and Scrutiny Committee and Scrutiny Review Panels

2.1   All Councillors (except Members of the Cabinet) may be members of the Overview and Scrutiny Committee and the Scrutiny Review Panels. However, no Member may be involved in scrutinising a decision in which he/she has been directly involved.

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2.2 The membership of the Overview and Scrutiny Committee and Scrutiny Review Panels shall, as far as is practicable, be in proportion to the representation of different political groups on the Council.

3. Co-optees

3.1 Each Scrutiny Review Panel shall be entitled to appoint up to three people as non-voting co-optees.

3.2 Statutory voting non-Councillor members of Overview and Scrutiny Committee will be paid an allowance in accordance with the Members' Allowances Scheme in Part 6 of this Constitution.

4. Education representatives

4.1 The Overview and Scrutiny Committee and the Scrutiny Review Panel whose terms of reference relate to education functions that are the responsibility of the Cabinet, shall include in its membership the following representatives:

(i)   At least one Church of England diocesan representative (voting).

(ii)   At least one Roman Catholic diocesan representative (voting).

(iii)   2 parent governor representatives (voting).

These voting representatives will be entitled to vote where the Overview and Scrutiny Committee or the Scrutiny Review Panel is considering matters that relate to relevant education functions. If the Overview and Scrutiny Committee or Scrutiny Review Panel is dealing with other matters, these representatives shall not vote on those matters though they may stay in the meeting and speak at the discretion of the Chair. The Overview and Scrutiny Committee and Scrutiny Review Panel will attempt to organise its meetings so that relevant education matters are grouped together.

5. Meetings of the Overview and Scrutiny Committee and Scrutiny Review Panels

5.1 In addition to ordinary meetings of the Overview and Scrutiny Committee, extraordinary meetings may be called from time to time as and when appropriate. An Overview and Scrutiny Committee meeting may be called by the Chair of the Overview and Scrutiny Committee after consultation with the Chief Executive, by any two Members of the Committee or by the proper officer if he/she considers it necessary or appropriate.

5.2 In addition to ordinary meetings of the Scrutiny Review Panels, extraordinary meetings may be called from time to time as and when

appropriate. A Scrutiny Review Panel meeting may be called by the Chair of the Panel after consultation with the Chief Executive, by any two Members of the Committee or by the proper officer if he/she considers it necessary or appropriate.

6. Quorum

The quorum for the Overview Scrutiny Committee and for each Scrutiny Review Panel shall be at least one quarter of its membership and not less than 3 voting members.

7. Chair of the Overview and Scrutiny Committee and Scrutiny Review Panels

7.1 The Chair of the Overview and Scrutiny Committee will be appointed by the Council.

7.2 The Chair of the Overview and Scrutiny Committee shall resign with immediate effect if a vote of no confidence is passed by the Overview and Scrutiny Committee.

7.3 Chairs of Scrutiny Review Panels will be drawn from among the Councillors sitting on the Overview and Scrutiny Committee. Subject to this requirement, the Overview and Scrutiny Committee may appoint any person as it considers appropriate as Chair having regard to the objective of cross-party chairing in proportion to the political balance of the Council. The Scrutiny Review Panels shall not be able to change the appointed Chair unless there is a vote of no confidence as outlined in Article 6.5 in this Constitution.

7.4 The Chair of the Budget Scrutiny Review process will be drawn from among the opposition party Councillors sitting on the Overview and Scrutiny Committee. The Overview and Scrutiny Committee shall not be able to change the appointed Chair unless there is a vote of no confidence as outlined in Article 6.5 in this Constitution.

8. Work programme

Overview and Scrutiny Committee will determine the future scrutiny work programme and will establish Scrutiny Review Panels to assist it to perform its functions. The Committee will appoint a Chair for each Scrutiny Review Panel.

9. Agenda items for the Overview and Scrutiny Committee

9.1 Any member of the Overview and Scrutiny Committee shall be entitled to give notice to the proper officer that he/she wishes an item relevant to the functions of the Committee to be included on the agenda for the

next available meeting of the Committee. On receipt of such a request the proper officer will ensure that it is included on the next available agenda.

9.2 The Overview and Scrutiny Committee shall also respond, as soon as its work programme permits, to requests from the Council and, if it considers it appropriate, from the Cabinet to review particular areas of Council activity. Where they do so, the Overview and Scrutiny Committee shall report their findings and any recommendations back to the Cabinet within an agreed timescale.

10. Policy review and development

10.1 The role of the Overview and Scrutiny Committee in relation to the development of the Council's budget and policy framework is set out in the Budget and Policy Framework Procedure Rules in Part 4 of this constitution.

10.2 In relation to the development of the Council's approach to other matters not forming part of its policy and budget framework, the Overview and Scrutiny Committee and its Scrutiny Review Panels may make proposals to the Cabinet for developments insofar as they relate to matters within their terms of reference. The Scrutiny Review Panels must do so via the Overview and Scrutiny Committee.

11. Reports from the Overview and Scrutiny Committee

Following endorsement by the Overview and Scrutiny Committee, final reports and recommendations will be presented to the next available Cabinet meeting. The procedure to be followed is set out in paragraphs 1.3 or 1.4 above.

12. Making sure that overview and scrutiny reports are considered by the Cabinet

12.1 The agenda for Cabinet meetings shall include an item entitled 'Issues arising from Scrutiny'. Reports of the Overview and Scrutiny Committee referred to the Cabinet shall be included at this point in the agenda unless either they have been considered in the context of the Cabinet's deliberations on a substantive item on the agenda or the Cabinet gives reasons why they cannot be included and states when they will be considered.

12.2 Where the Overview and Scrutiny Committee prepares a report for consideration by the Cabinet in relation to a matter where decision making power has been delegated to an individual Cabinet Member, a Committee of the Cabinet, an Area Committee, or an Officer, or under Joint Arrangements, then the Overview and Scrutiny Committee will

also submit a copy of their report to that body or individual for consideration, and a copy to the proper officer. If the Member, committee, or officer with delegated decision making power does not accept the recommendations of the Overview and Scrutiny Committee, then the body/he/she must then refer the matter to the next appropriate meeting of the Cabinet for debate before making a decision.

13. Rights and powers of Overview and Scrutiny Committee members

13.1 Rights to documents

(i) In addition to their rights as Councillors, members of the Overview and Scrutiny Committee and Scrutiny Review Panels have the additional right to documents, and to notice of meetings as set out in the Access to Information Procedure Rules in Part 4 of this Constitution.

(ii) Nothing in this paragraph prevents more detailed liaison between the Cabinet and the Overview and Scrutiny Committee and Scrutiny Review Panels as appropriate depending on the particular matter under consideration.

13.2 Powers to conduct enquiries

The Overview and Scrutiny Committee and Scrutiny Review Panels may hold enquiries into past performance and investigate the available options for future direction in policy development and may appoint advisers and assessors to assist them in these processes. They may go on site visits, conduct public surveys, hold public meetings, commission research and do all other things that they reasonably consider necessary to inform their deliberations, within available resources. They may ask witnesses to attend to address them on any matter under consideration and may pay any advisers, assessors and witnesses a reasonable fee and expenses for doing so. Scrutiny Review Panels require the support of the Overview and Scrutiny Committee to do so.

13.3 Power to require Members and officers to give account

(i) The Overview and Scrutiny Committee and Scrutiny Review Panels may scrutinise and review decisions made or actions taken in connection with the discharge of any Council functions (Scrutiny Review Panels will keep to issues that fall within their terms of reference). As well as reviewing documentation, in fulfilling the scrutiny role, it may require any Member of the Cabinet, the Head of Paid Service and/or any senior officer (at

second or third tier), and chief officers of the local National Health Service to attend before it to explain in relation to matters within their remit:

(a)   any particular decision or series of decisions;
(b)   the extent to which the actions taken implement Council policy (or NHS policy, where appropriate); and
(c)   their performance.

It is the duty of those persons to attend if so required. At the discretion of their Director, council officers below third tier may attend, usually accompanied by a senior manager. At the discretion of the relevant Chief Executive, other NHS officers may also attend overview and scrutiny meetings.

(ii)   Where any Member or officer is required to attend the Overview and Scrutiny Committee or Scrutiny Review Panel under this provision, the Chair of that body will inform the Member or proper officer. The proper officer shall inform the Member or officer in writing giving at least 10 working days notice of the meeting at which he/she is required to attend. The notice will state the nature of the item on which he/she is required to attend to give account and whether any papers are required to be produced for the Overview and Scrutiny Committee or Scrutiny Review Panel. Where the account to be given to Overview and Scrutiny Committee or Scrutiny Review Panel will require the production of a report, then the Member or officer concerned will be given sufficient notice to allow for preparation of that documentation.

(iii)   Where, in exceptional circumstances, the Member or officer is unable to attend on the required date, then the Overview and Scrutiny Committee or Scrutiny Review Panel shall in consultation with the Member or officer arrange an alternative date for attendance, to take place within a maximum of 10 days from the date of the original request.

14.   Attendance by others

The Overview and Scrutiny Committee or Scrutiny Review Panel may invite people other than those people referred to in paragraph 13 above to address it, discuss issues of local concern and/or answer questions.   It may for example wish to hear from residents, stakeholders and Members and officers in other parts of the public sector and may invite such people to attend. Attendance is optional.

15.   Call-in

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The call-in procedure is dealt with separately at Part 4 Section H of the Constitution, immediately following these Overview and Scrutiny Procedure Rules.

16. **Councillor Call for Action (CCfA)**

The Council has adopted a Protocol for handling requests by non-Committee Members that the Committee should consider any local government matter which is a matter of significant community concern. This procedure should only be a last resort once the other usual methods for resolving local concerns have failed. Certain matters such as individual complaints and planning or licensing decisions are excluded.

Requests for a CCfA referral should be made to the Democratic Services Manager. who will check with the Monitoring Officer that the request falls within the Protocol. The Councillor making the referral will be able to attend the relevant meeting of the Committee to explain the matter. Among other actions, the Committee may: (i) make recommendations to the Cabinet, Directors or partner agencies, (ii) ask officers for a further report, (iii) ask for further evidence from the Councillor making the referral, or (iv) decide to take no further action on the referral.

The Protocol is not included within this Constitution but will be subject to regular review by the Committee.

17. **Procedure at Overview and Scrutiny Committee meetings and meetings of the Scrutiny Review Panels.**

   (a)   The Overview and Scrutiny Committee shall consider the following business as appropriate:

   (i)   apologies for absence;

   (ii)   urgent business;

   (iii)   declarations of interest;

   (iv)   minutes of the last meeting;

   (v)   deputations and petitions;

   (vi)   consideration of any matter referred to the Committee for a decision in relation to call-in of a key decision;

   (vii)   responses of the Cabinet to reports of the Committee;

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        (viii)   business arising from Area Committees;

        (ix)   the business otherwise set out on the agenda for the meeting.

(b)   A Scrutiny Review Panel shall consider the following business as appropriate:

        (i)   minutes of the last meeting;

        (ii)   declarations of interest;

        (iii)   the business otherwise set out on the agenda for the meeting.

(c)   Where the Overview and Scrutiny Committee or Scrutiny Review Panel has asked people to attend to give evidence at meetings, these are to be conducted in accordance with the following principles:

        (i)   that the investigation be conducted fairly and all members of the Overview and Scrutiny Committee and Scrutiny Review Panels be given the opportunity to ask questions of attendees, to contribute and to speak;

        (ii)   that those assisting the Overview and Scrutiny Committee or Scrutiny Review Panel by giving evidence be treated with respect and courtesy;

        (iii)   that the investigation be conducted so as to maximise the efficiency of the investigation or analysis; and

        (iv)   that reasonable effort be made to provide appropriate assistance with translation or alternative methods of communication to assist those giving evidence.

(d)   Following any investigation or review, the Overview and Scrutiny Committee or Scrutiny Review Panel shall prepare a report, for submission to the Cabinet and shall make its report and findings public.

17A. Declarations Of Interest Of Members

(a)   If a member of the Overview and Scrutiny Committee or Scrutiny Review Panel has a disclosable pecuniary interest or a prejudicial interest as referred to in Members' Code of Conduct in any matter under consideration, then the member shall declare his or her interest at the start of the meeting or as soon

as the interest becomes apparent. The member may not participate or participate further in any discussion of the matter or participate in any vote or further vote taken on the matter at the meeting and must withdraw from the meeting until discussion of the relevant matter is concluded unless that member has obtained a dispensation form the Council's Standards Committee.

(b) If a member of the Overview and Scrutiny Committee or Scrutiny Review Panel has a personal interest which is not a disclosable pecuniary interest nor a prejudicial interest, the member is under no obligation to make a disclosure at the meeting but may do so if he/she wishes.

18. The Party Whip

Scrutiny is intended to operate outside the party whip system. However, when considering any matter in respect of which a Member of scrutiny is subject to a party whip the Member must declare the existence of the whip and the nature of it before the commencement of the Committee/Panel's deliberations on the matter. The Declaration, and the detail of the whipping arrangements, shall be recorded in the minutes of the meeting.

The expression "party whip" can be taken to mean: "Any instruction given by or on behalf of a political group to any Councillor who is a Member of that group as to how that Councillor shall speak or vote on any matter before the Council or any committee or sub-committee, or the application or threat to apply any sanction by the group in respect of that Councillor should he/she speak or vote in any particular manner."

19. Matters within the remit of more than one Scrutiny Review Panel

Should there be any overlap between the business of any Scrutiny Review Panels, the Overview and Scrutiny Committee is empowered to resolve the issue.

PROTOCOL COVERING OVERVIEW AND SCRUTINY COMMITTEE (OSC)

1. INTRODUCTION

1.1 A key objective of Haringey's Governance Review 2010/11 was to ensure that the Overview and Scrutiny function can help the Council to make key decisions and develop policy in a useful and effective manner.

1.2 The Terms of Reference for the OSC is stated in the Council's Constitution (Part 3 Section C). The purpose of this protocol is to set out in detail the process by which the OSC will function.

1.3 This document will be subject to regular review along with other governance arrangements, to ensure that it remains updated in the light of experience.

2. AIMS OF THE OVERVIEW AND SCRUTINY COMMITTEE

2.1 To provide a framework within which the work of the Council can be scrutinised in a constructive way that adds value to the Council's performance.

2.2 To help the Council to achieve its objectives by identifying areas for achieving excellence, and to carry out a scrutiny which identifies what needs to be done to improve the situation.

2.3 Not to duplicate work carried out by the Council, but provide an objective view of what needs to be done to improve the quality and cost effectiveness of services provided to local people.

3. RESPONSIBILITIES

3.1 The OSC can scrutinise any matter which affects the authority's area or its residents' wellbeing.

3.2 The Local Government Act 2000, the Health and Social Care Act 2001, the Local Government & Public Involvement in Health Act 2007, and the Police and Justice Act 2006 give the OSC the power to:

(i) Review and scrutinise decisions made or actions taken in connection with the discharge of any of the functions of the Executive or Full Council;

(ii) Review and scrutinise local NHS-funded services, and to make recommendations to reduce health inequalities in the local community;

(iii) Review and scrutinise Crime Reduction Partnerships;[1]

(iv) Make reports and recommendations on any issue affecting the authority's area, to the Full Council, its Committees or Sub-Committees, the Executive, or other appropriate external body;

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[1] Section 19 of the Police and Justice Act 2006

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(v) "Call In" for reconsideration a decision made by the Executive;
(vi) Require information from relevant partner authorities;[2]
(vii) Give notice to a relevant partner authority that they must have regard to scrutiny reports and recommendations on any local improvement targets.[3]

3.3 Scrutiny recommendations shall be responded to by the appropriate body within 2 months of receiving the recommendations.[4] Where a response is requested from NHS-funded bodies, the response shall be made within 28 days.[5]

3.4 The OSC shall be responsible for scrutinising the draft Treasury Management Strategy Statement (TMSS) annually before its adoption by full Council, in accordance with the Council's Constitution (Part 4 Section I).

3.5 The OSC shall respond to a Councillor Call for Action (CCfA) referral, which will be handled in accordance with the Council's Constitution (Part 4 Section G).

Scrutiny Review Panels

3.6 The Overview and Scrutiny Committee shall establish 4 standing Scrutiny Review Panels, to examine designated public services.

3.7 The Overview and Scrutiny Committee shall determine the terms of reference of each Scrutiny Review Panel. If there is any overlap between the business of the Panels, it is the responsibility of the Overview and Scrutiny Committee to resolve this issue.

3.8 Areas which are not covered by the 4 standing Scrutiny Review Panels shall be the responsibility of the main Overview and Scrutiny Committee.

4. MEMBERSHIP AND CHAIR

4.1 The Overview and Scrutiny Committee shall comprise 5 members, and be politically proportionate as far as possible. The Committee shall also comprise statutory education representatives, who shall have voting rights solely on education matters. The membership shall be agreed by the Group Leaders, Chief Executive and Monitoring Officer, and ratified each year at the Annual Council Meeting.

4.2 The chair of the OSC shall be a member of the majority group. The vice-chair shall be a member of the largest minority group. These appointments shall be ratified each year at the Annual Council Meeting.

Scrutiny Review Panels

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[2] Section 121 of the Local Government and Public Involvement in Health Act 2007
[3] Section 122(21C) of the Local Government and Public Involvement in Health Act
[4] Ibid section 122 (21B)
[5] Regulation 3 of Local Authority (Overview and Scrutiny Committees Health Scrutiny Functions) Regulations 2002

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4.3 The chair of each Scrutiny Review Panel shall be a member of the OSC, and shall be determined by the OSC at their first meeting.

4.4 It is intended that each Scrutiny Review Panel shall be comprised of between 3 and 7 members, and be politically proportionate as far as possible. It is intended that other than the chair, the other members are non-executive members who do not sit on the OSC.

4.5 Each Scrutiny Review Panel shall be entitled to appoint up to three non-voting co-optees.

4.6 If there is a Children and Young People's Scrutiny Review Panel, the membership shall include the statutory education representatives of OSC. It is intended that the education representatives would also attend the Overview and Scrutiny Committee meetings where reports from a relevant Scrutiny Review Panel are considered.

5. MEETING FREQUENCY AND FORMAT

5.1 The intention is that OSC shall hold 6 scheduled meetings each year. One meeting, at the start of the civic year, shall agree the annual work programme of the OSC. One meeting, in January, shall consider the budget scrutiny reports from each Scrutiny Review Panel. The remaining meetings shall undertake the work programme and consider the reports from the Scrutiny Review Panels.

5.2 An extraordinary meeting of the OSC may be called in accordance with the Council's Constitution (Part 4 Section G).

5.3 The agenda and papers for OSC shall be circulated to all members and relevant partners at least 5 clear days before the meeting.

5.4 There shall be a standing item on OSC meeting agendas to receive feedback from Area Committees. Area Committee Chairs shall be able to attend OSC meetings, and ask questions.

5.5 Members of the Council may Call In a decision of the Executive, or any Key Decision made under delegated powers, within 5 working days of the decision being made. The full procedure is given in the Council's Constitution (Part 4 Section H).

5.6 Pre-decision scrutiny on forthcoming Cabinet decisions shall only be undertaken at scheduled OSC meetings, in adherence with the Council's Forward Plan.

Scrutiny Review Panels

Appendix B

5.7 It is intended that each Scrutiny Review Panel shall hold 4 scheduled meetings each year.

5.8 An extraordinary meeting of a Scrutiny Review Panel may be called in accordance with the Council's Constitution (Part 4 Section G).

5.9 The agenda and papers for Scrutiny Review Panels shall be circulated to all members and relevant partners at least 5 clear days before the meeting.

6. PROCESS FOR CABINET INVOLVEMENT

6.1 The OSC shall develop recommendations for arrangements to focus its resources and time available on effective scrutiny of the Cabinet, within the guidance of this protocol. It is not intended that this will include submitting written questions to Cabinet members, in advance of an OSC meeting. The recommended arrangements shall be jointly discussed with the Cabinet prior to the first meeting of OSC.

6.2 The Leader of the Council and Chief Executive shall be invited to OSC once a year, at the meeting when the Committee's work programme is set. This shall be an opportunity to jointly discuss the Council's priorities for the next year.

6.3 The Leader/ Cabinet Member attending an OSC or Scrutiny Review Panel meeting may be accompanied and assisted by any service officers they consider necessary. The Member may invite an officer attending to answer a question on their behalf.

7. THE OSC WORK PROGRAMME

7.1 The Council's Policy, Intelligence and Partnerships Unit shall coordinate the work programme of the OSC at the beginning of each civic year.

7.2 Any partner, member or service user may suggest an item for scrutiny. The OSC shall have regard to all such suggestions when they decide their work programme.

7.3 The OSC and Scrutiny Review Panels are able to request reports from the following areas to enable its scrutiny role, which shall be identified in the OSC's work programme:

(i) **Performance Reports;**
(ii) **One off reports** on matters of national or local interest or concern;
(iii) Issues arising out of **internal and external assessment**;
(iv) Issues on which the Cabinet or officers would like **the Committee's views or support**;
(v) Reports on **strategies and policies** under development;
(vi) **Progress reports** on implementing previous scrutiny recommendations accepted by the Cabinet or appropriate Executive body.

7.4 In deciding their work programme for the year, the OSC and Scrutiny Review Panels shall determine how partnership bodies shall be scrutinised within the boundaries of scheduled meetings.

8. BUDGET SCRUTINY REVIEW

8.1 The budget shall be scrutinised by each Scrutiny Review Panel, in their respective areas. Their reports shall go to the OSC for approval. The areas of the budget which are not covered by the Scrutiny Review Panels shall be considered by the main OSC.

8.2 A lead OSC member from the largest opposition group shall be responsible for the co-ordination of the Budget Scrutiny process and recommendations made by respective Scrutiny Review Panels relating to the budget.

8.3 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:

- **Scrutiny Review Panel Meetings: May to November**
  Each Scrutiny Review Panel shall undertake budget scrutiny in their respective areas, to be overseen by the lead member referred to in paragraph 9.2. Between May and November, this shall involve scrutinising the 3-year Medium Term Financial Plan approved at the budget-setting full Council meeting in February.

- **Cabinet report on the new 3-year Medium Term Financial Plan to members of the OSC: December**
  The Cabinet shall release their report on the new 3-year Medium Term Financial Plan to members of the OSC, following their meeting to agree the proposals in December.

- **Scrutiny Review Panel Meetings: January**
  Overseen by the lead member referred to in paragraph 9.2, each Scrutiny Review Panel shall hold a meeting following the release of the December Cabinet report on the new 3-year Medium Term Financial Plan. Each Panel shall consider the proposals in this report, for their respective areas, in addition to their budget scrutiny already carried out. The Scrutiny Review Panels may request that the Cabinet Member for Finance and Sustainability and/or Senior Officers attend these meetings to answer questions.

- **OSC Meeting: January**
  Each Scrutiny Review Panel shall submit their final budget scrutiny report to the OSC meeting in January containing their recommendations/proposal in respect of the budget for ratification by the OSC.

- **Cabinet Meeting: February**

Appendix B

The recommendations from the Budget Scrutiny process, ratified by the OSC, shall be fed back 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.

Overview & Scrutiny Remits and Membership 2017/18

Scrutiny Body	Areas of Responsibility	Cabinet Links
Overview & Scrutiny Committee Cllrs Wright (Chair), Connor (Vice Chair), Gallagher, Hearn, Ibrahim, The Committee shall also comprise statutory education representatives, who shall have voting rights solely on education matters	Communications; Corporate policy and strategy; Council performance; External partnerships; Strategic transport; Growth and inward investment; Capital strategy	Cllr Kober, Leader of the Council
	Customer Services; Customer Transformation Programme; Leisure Centres.	Cllr Ejiofor, Deputy Leader and Cabinet Member for Customer Services
	Council finances and budget	Cllr Arthur, Cabinet Member for Finance and Health
	Equalities; Voluntary sector; Community Strategy	Cllr Ayisi, Cabinet Member for Communities
	Corporate programme; Council IT shared services; Procurement & commercial partnerships; Corporate governance; Shared Service Centre; Council HR & staff wellbeing; Accommodation Strategy; Community buildings; Corporate property	Cllr Demirci, Cabinet Member for Corporate Resources
	Growth strategy delivery; Social inclusion	Cllr Goldberg, Cabinet Member for Economic Development, Social Inclusion and Sustainability
	Libraries; Culture	Cllr Vanier, Cabinet Member for Adult Social Care and

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Scrutiny Body	Areas of Responsibility	Cabinet Links
		Culture
Adults & Health Scrutiny Panel Cllrs Connor (Chair), Adamou, Beacham, Berryman, Griffith, Mitchell, Ozbek	Public Health; Health devolution pilots; Health and social care integration & commissioning; Working with CCG and NHS	Cllr Arthur, Cabinet Member for Finance and Health
	Adult Social Care; Safeguarding adults; Adults with disabilities and additional needs	Cllr Vanier, Cabinet Member for Adult Social Care and Culture
	Tackling unemployment and worklessness; Adult learning and skills	Cllr Goldberg, Cabinet Member for Economic Development, Social Inclusion and Sustainability
Children & Young People Scrutiny Panel Cllrs Hearn (Chair), M Blake, Elliott, Mallett, Morris, Rice, plus the statutory education representatives of OSC	Schools and education; Safeguarding children; Early years and child care; Adoption and fostering; Looked-after children; Children with disabilities and additional needs; Children to adult social care transition	Cllr Weston, Cabinet Member for Children and Families
	Post 16 education	Cllr Goldberg, Cabinet Member for Economic Development, Social Inclusion and Sustainability
	Youth services and youth offending	Cllr Ayisi, Cabinet Member for Communities

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Environment & Community Safety Scrutiny Panel Cllrs Gallagher (Chair), B Blake, Carter, Gunes, Hare, Jogee, Stennett	Recycling, waste and street cleaning; Highways; Parking; Parks and open spaces; Leisure and leisure centres; Licensing (environmental and HMO); Enforcement (environmental and planning)	Cllr Ahmet, Cabinet Member for Environment
	Community safety; Engagement with the Police; Tackling antisocial behaviour; Violence Against Women and Girls	Cllr Ayisi, Cabinet Member for Communities
Housing & Regeneration Scrutiny Panel Cllr Ibrahim (Chair), Bevan, Brabazon, Engert, J Mann, Newton	Regeneration in Tottenham; Planning policy; Planning applications & development management; Building Control; Housing Investment Programme; Housing strategy and delivery; Partnerships with Homes for Haringey & social landlords	Cllr Strickland, Cabinet Member for Housing, Regeneration and Planning
	Regeneration in Wood Green; Sustainability and carbon reduction	Cllr Goldberg, Cabinet Member for Economic Development, Social Inclusion and Sustainability
If there is any overlap between the business of the Panels, it is the responsibility of the OSC to resolve the issue. Areas which are not covered by the 4 standing Scrutiny Panels shall be the responsibility of the main OSC.		

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Report for: Environment and Community Safety Scrutiny Panel – 26 June 2017

Title: Work Programme Development 2017-18

Report authorised by: Michael Kay, Democratic Services and Scrutiny Manager

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

Ward(s) affected: N/A

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

1. Describe the issue under consideration

1.1 This report reports on the development of the Panel's work plan for 2017/18.

2. Recommendations

2.1 That the Panel agree that the areas, outlined in Appendix A, be prioritised for inclusion in the 2017/18 scrutiny work programme.

2.2 That the Overview and Scrutiny Committee be asked to endorse 2.1 above at its meeting on 17 July 2017.

3. Reasons for decision

3.1 Each scrutiny panel is required to develop a work plan on the areas and issues that it wishes to look at for the year for recommendation to the Overview and Scrutiny Committee. In putting this together, they need to have regard to their capacity to deliver the programme and officers' capacity to support them in that task.

4. Approach

4.1 As this is the final municipal year of this administration, it is suggested that the Panel focus its efforts on completing areas work previously identified, rather than developing new areas that may not be completed before the 2018 election. Prior to the end of the previous municipal year, the Overview and Scrutiny Committee (OSC) agreed that there would be little value in holding another 'Scrutiny Café' event with stakeholders given each panel had already identified work it could undertake this year.

4.3 At the meeting of the OSC on 27 March, it was agreed that the Panel be commissioned to undertake two reviews – on street cleaning and on Haringey's parks. The Panel will be meeting on 14 and 21 July to receive evidence as part of the review on street sweeping. The scope and terms of

reference for the review on parks are in the process of being developed and a verbal update on progress will be provided at the meeting.

4.5 Panel chairs will also continue to hold briefing sessions on Corporate Priorities with priority, performance and finance leads to support strategic understanding and enable work programmes to be linked to corporate priorities.

5. Background – Good scrutiny practice

5.1 Developing an effective work programme is the bedrock of an effective scrutiny function. The careful selection and prioritisation of work is essential if the scrutiny function is to be successful and add value. A summary of what needs to be done to develop a successful work programme is provided below.

An effective scrutiny work programme should reflect a balance of activities:

- Holding the Executive to account;

- Policy review and development – reviews to assess the effectiveness of existing policies or to inform the development of new strategies;

- Performance management – identifying under-performing services, investigating and making recommendations for improvement;

- External scrutiny – scrutinising and holding to account partners and other local agencies providing key services to the public; and

- Public and community engagement – engaging and involving local communities in scrutiny activities and scrutinising those issues which are of concern to the local community.

Key features of an effective work programme:

- A member led process, short listing and prioritising topics – with support from officers – that:
  - ➢ Reflects local needs and priorities – issues of community concern as well as Corporate Plan and Medium Term Financial Strategy priorities;
  - ➢ Prioritises topics for scrutiny that have most impact or benefit;
  - ➢ Involves local stakeholders; and
  - ➢ Is flexible enough to respond to new or urgent issues.

5.2 Depending on the selected topic, and planned outcomes, scrutiny work will be carried out in a variety of ways, using various formats. This will include a variety of one-off reports. In accordance with the scrutiny protocol, the OSC and Scrutiny Panels will draw from the following to inform their work:
- Performance Reports;
- One off reports on matters of national or local interest or concern;
- Issues arising out of internal and external assessment (e.g. Ofsted, Care

- Quality Commission);
- Reports on strategies and policies under development, or other issues on which the Cabinet or officers would like scrutiny views or support; and
- Progress reports on implementing previous scrutiny recommendations accepted by the Cabinet or appropriate Executive body.

5.3   In addition, in-depth scrutiny review work is an important aspect of work and provides opportunities to thoroughly investigate topics and to make improvements. Through the gathering and consideration of evidence from a wide range of sources, this type of work enables more robust and effective challenge, as well as an increased likelihood of delivering positive outcomes. In depth reviews should also help engage the public, and provide greater transparency and accountability.

5.4   It is nevertheless important that there is a balance between depth and breadth of work undertaken so that resources can be used to their greatest effect.

6. Contribution to strategic outcomes

6.1   The contribution of scrutiny to the corporate priorities will be considered routinely as part of the OSC's work.

7. Statutory Officers comments

Finance and Procurement

7.1   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 these will be highlighted at that time.

Legal

7.2   There are no immediate legal implications arising from the report.

7.3   In accordance with the Council's Constitution, the approval of the future scrutiny work programme falls within the remit of the OSC.

7.4   Under Section 21 (6) of the Local Government Act 2000, an OSC has the power to appoint one or more sub-committees to discharge any of its functions. In accordance with the Constitution, the appointment of Scrutiny Panels (to assist the scrutiny function) falls within the remit of the OSC.

7.5   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

7.6 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.

7.7 The Panel should ensure that it addresses these duties by considering them within its work plan, 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.

7.8 The Panel should ensure 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.

8. Use of Appendices

Appendix A – Environment and Community Safety Scrutiny Panel – Draft Work Plan for 2017/18

9. Local Government (Access to Information) Act 1985
N/A

Environment and Community Safety Scrutiny Panel

Work Plan 2017-18

<table>
<tr>
<td colspan="3">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.</td>
</tr>
<tr>
<th>Project</th>
<th>Comments</th>
<th>Priority</th>
</tr>
<tr>
<td>Street sweeping</td>
<td>The review will consider:
• Relevant performance data from Haringey, including resident satisfaction levels;
• Volumes of rubbish collected in different parts of the borough;
• Service models used by other boroughs and comparative performance levels; and
• Housing estates and the work undertaken by Homes for Haringey; and
• The outcome of the Team Noel Park pilot.</td>
<td>1.</td>
</tr>
<tr>
<td>Parks</td>
<td>Potential areas that the review might focus on;
• Support;
• Potential funding; and
• Effective protection from inappropriate development or commercialisation.</td>
<td>2.</td>
</tr>
</table>

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
26 June 2017	• Cabinet Member Q&A - Environment; To question the Cabinet Member for Environment on current issues and plans arising for her portfolio. • Appointment of Non Voting Co-opted Member • Work Programme for the Forthcoming Year • Waste, recycling and street cleansing data • Scrutiny Review – Fear of Crime; Final Report

12 October 2017	• 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:
	    o Crime Performance Statistics - Update on performance in respect of the MOPAC priority areas plus commentary on emerging issues; and
	    o Statistics on hate crime.
	
	• Update on implementation of recommendations of Scrutiny Review on Community Safety in Parks

	• Financial Monitoring; To receive an update on the financial performance relating to Corporate Plan Priority 3.
20 November 2017	• 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 • Transport Strategy • Update on implementation of recommendations of Scrutiny Review on Cycling
21 December 2017	• Budget Scrutiny
15 March 2018	• Cabinet Member Q&A – Communities; To question the Cabinet Member for Communities on current issues and plans arising from his portfolio.

TBA:

• Team Noel Park Pilot

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Agenda Item 12

Report for: Environment and Community Safety Scrutiny Panel - 26 June 2017

Item number:

Title: Street Cleansing, Waste and Recycling: Current performance

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

Lead Officer: Tom Hemming, Client & Contract Manager – Waste and NLWA
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 is the 6 monthly report setting out the year-to-date performance of the council's street cleansing, waste and recycling services and reviewing the outturn for 2016/17. Key current service delivery issues are highlighted as appropriate together with any actions being taken to address 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. Performance levels over the year since changing the sweeping regime have been sustained within contractual targets but there remains variability 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.

2.3 To this end, I asked officers to provide a programme of 'ward walkabouts' to give all ward councillors the opportunity to meet their local Veolia 'Village Manager' in charge of sweeping for the area and to discuss local needs. This programme has recently concluded and I would welcome any feedback from colleagues to help with our review of the offer going forward.

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

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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

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.

Street cleanliness

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 Waste Client team. The results for the last 2-3 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).

6.3 The litter NI195 scores have been within target between May 2016 and March 2017. The most recent full set of survey data (December 2016 – March 2017 'tranche' inspections) showed litter performance at 6% on average, up slightly from the previous two tranche periods during the year, which were 5%. The overall 2016/17 annual performance achieved was therefore 5%, exceeding the contractual target of 7%, which was based on achieving London upper quartile performance at the point the contract was let.

6.4 Prior to April 2016 - 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 2016 whilst the new cleanings schedules were settling in.

6.5 Scores for Detritus have been consistently within target since April 2014 with the exception of the sweeping schedule changes in January 2016 after which there were 2 months where detritus score were above (worse than) the target. However over the full year 2016/17 detritus scores have been 3%, significantly exceeding the contract target of 11%.

6.6 Following a restructure of the Commercial & Operations business unit in which waste services sit, there is now a dedicated Waste Client team in place of the

Neighbourhood Action Team (with 'street enforcement' becoming part of the newly formed ASB and Enforcement Operation and highways inspections under Traffic Management).

6.7 The Waste Client will assume responsibility for monitoring the Veolia contract upon completion of the recruitment and training process. In the interim, Keep Britain Tidy, the national anti-littering organisation, have been appointed to carry out NI 195 monitoring over the next three tranches of monitoring inspections and provide training to new staff.

6.8 The first tranche period commenced in mid-June 2017 and results will be reported to the next Panel update.

6.9 Appendix 1, figure 3 shows the volume of street cleansing complaints received by Veolia over the last 3 to 4 years. Veolia log and investigate all complaints. Where a 'service failure' is found requiring rectification (eg. a road not swept to the required standard, which needs to be re-swept before the next scheduled sweep) the complaint is recorded as 'completed – justified'. Where no 'service failure' is found (eg. waste has been spilt/bags torn open after the scheduled sweep) Veolia will arrange rectification and record the complaint 'Not completed'. The Client team monitor monthly trends and cross check against the complaints received by the Council, to ensure we maintain an all round picture of customer perception.

6.10 In relation to cleanliness standards, a programme of 'ward walkabouts' have recently concluded, in which each ward in the borough has had a scheduled walkabout involving the ward councillors, a council officer and the local Veolia 'Village Manager'. The purpose was to review local priorities and issues, and identify where improvements can be made by Veolia, led by the local Village Manager. Initial review of the programme, suggests that many issues raised are better resolved when supported by this process and the establishment of a relationship between Village Managers and ward members has been mutually valued.

6.11 The annual resident satisfaction survey carried out by Veolia into street cleansing, refuse and recycling services took place in Nov-Dec 2016. Satisfaction levels decreased from all time highs recorded in 2015/16 (Appendix 1, figure 4) most notably for street cleansing, but remain higher than in previous years across the three service areas.

Graffiti & fly-posting

6.12 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 1 2months. 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

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6.13   Appendix 1, figure 7 shows 12 months of flytip data which shows that flytipping continues to be an issue in the borough. However, since October 2016 there have been less flytips, reducing from around 3000-3500 per month to 2000-2500 per month. This trend will continue to be monitored.

6.14   Clearance of flytips has continued to be within the timescales specified by the contract throughout the whole of 16/17 and into 17/18 (6 hours for main roads and town centres and 1 working day for residential and industrial roads).

6.15   The council, with Veolia 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.

6.16   The incidence of fly-tipping across the borough is variable with some areas having much higher levels than others. The bulk of our fly-tipping (over 80%) is residential in origin and destination. Of this a significant proportion comprises black bags and carrier bags. Our approach to fly-tipping is being developed to allow a joined up approach to focus on hotspots and through a combination of education and engagement, design interventions and enforcement resolve such instances permanently.

Missed collections

6.17   Average 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 two months of the year but have been below on average and returned to on-target in April 2017, Performance will continue to be monitored closely going forward. Missed food and green waste collections in 2016/17 broadly followed the pattern of the previous year and will similarly require ongoing monitoring through the monthly liaison meetings.

Recycling

6.18   The provisional recycling out-turn for 2016/17 is 36.5% subject to confirmation of all tonnages for the final quarter of the year, due by the end of June from NLWA. This compares to the 2015/16 rate of 37%, and is a shortfall of 3.6% against the contract target of 40.1% for the year. The target for 2017/18 is 41.44%. Provisional tonnage data for 2017/18 year to date indicates a current rate of 36.3% (Appendix 2, figure 2). 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.

6.19   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.

6.20   As part of the council's MTFS savings reductions are planned to Veolia's customer education and outreach teams from October. The possible impact of this on recycling and contamination rates will be closely monitored.

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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.

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Appendix 1: Street cleansing current performance report – 16/6/17

Figure 1 NI 195 litter scores, October 2014 to October 2016 (based on LBH monitoring) - % of roads inspected that are below standard
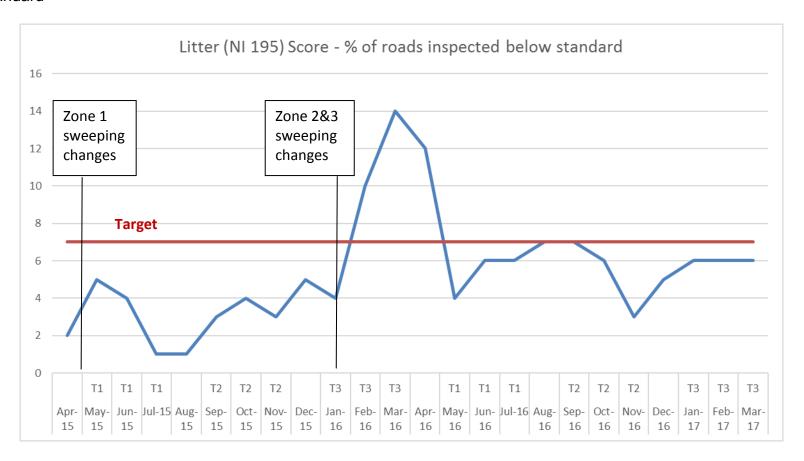
Figure 2 – NI 195 detritus scores, October 2014 to October 2016 (based on LBH monitoring) - - % of roads inspected that are below standard
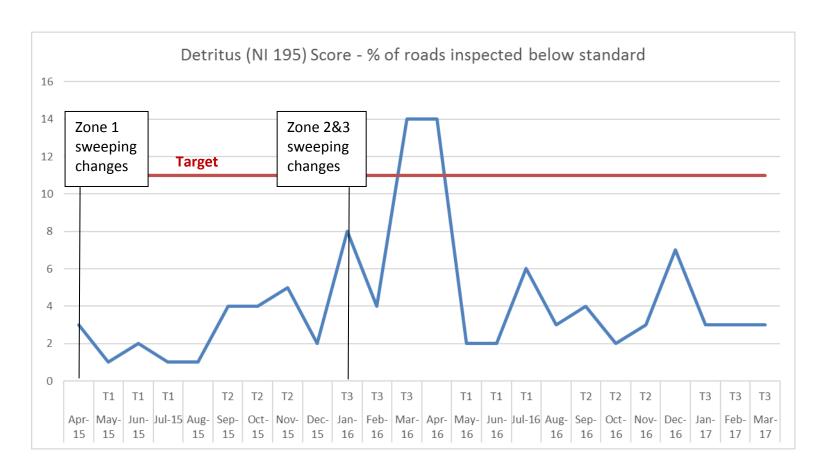
Figure 3 - levels of street cleansing complaints from April 2016 to April 2017

Note: 'Not completed' means the complaint was logged and investigated and rectification will have been made as appropriate, but the issue raised in the complaint was not a result of Veolia non-performance
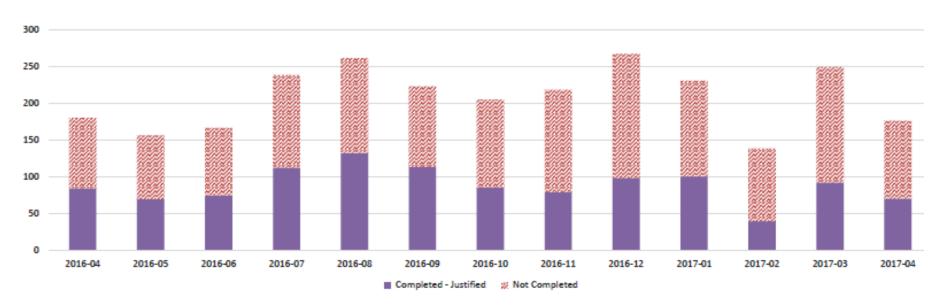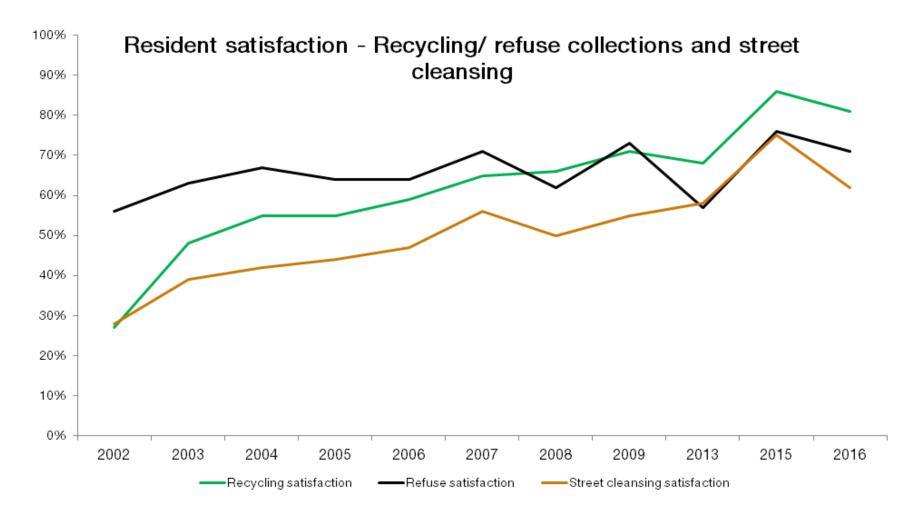
Figure 4: Resident Satisfaction Survey

Resident satisfaction – Recycling/ refuse collections and street cleansing

Legend: Recycling satisfaction — Refuse satisfaction — Street cleansing satisfaction

Figure 5 – NI 195 Graffiti Scores - % of roads inspected that are below standard

Graffiti (NI 195) Score - % of roads inspected below standard

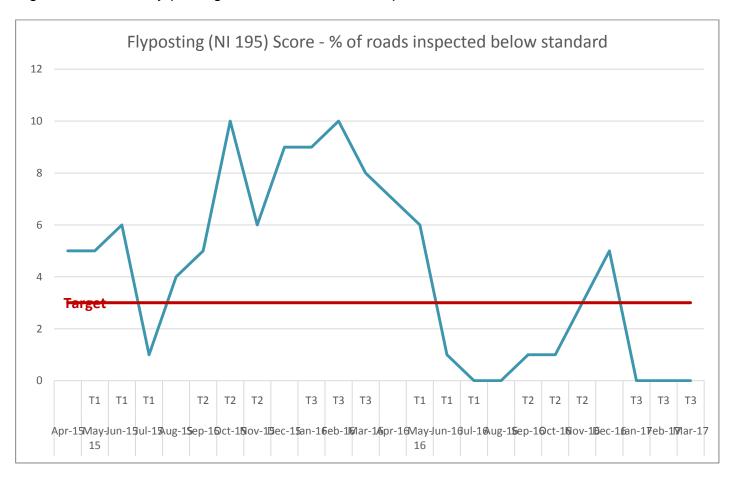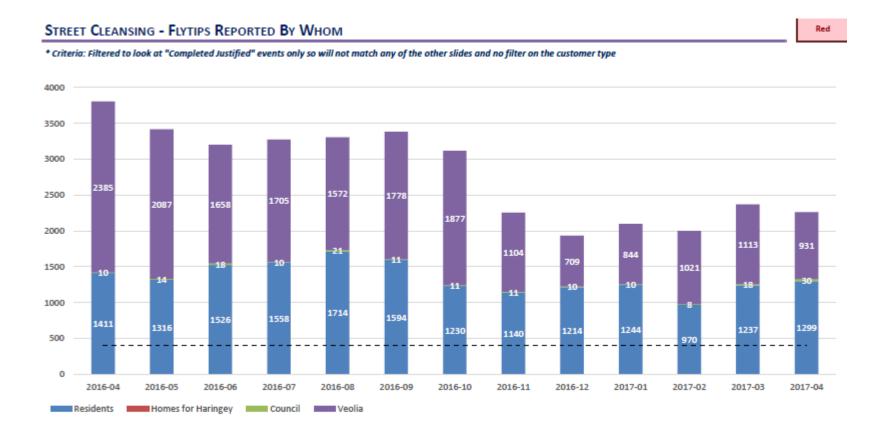Figure 6 – NI 195 Fly-posting Scores - % of roads inspected that are below standard

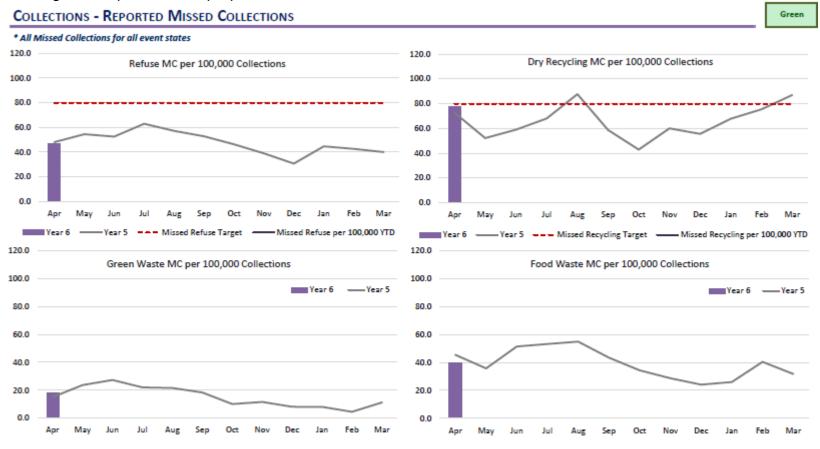Flyposting (NI 195) Score - % of roads inspected below standard

Figure 7 - number of fly tips reported by residents, Council staff and Veolia staff

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

	2016-04	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10	2016-11	2016-12	2017-01	2017-02	2017-03	2017-04
Veolia	2385	2087	1658	1705	1572	1778	1877	1104	709	844	1021	1113	931
Council	10	14	18	10	21	11	11	11	10	10	8	18	30
Residents	1411	1316	1526	1558	1714	1594	1230	1140	1214	1244	970	1237	1299

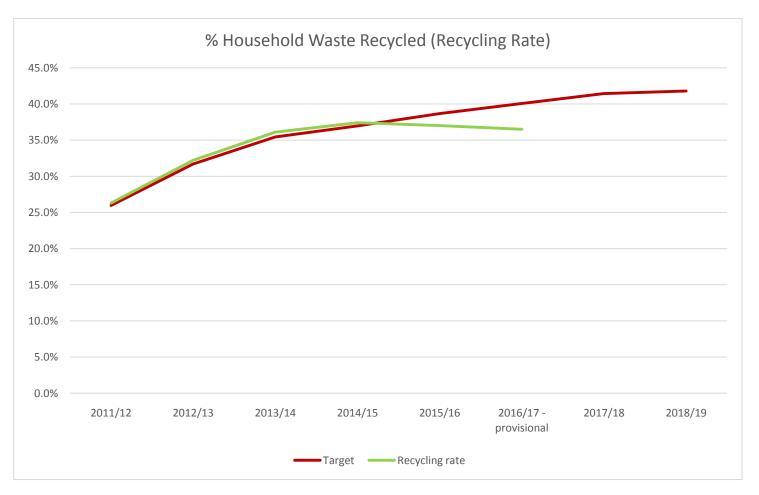Residents ■ Homes for Haringey ■ Council ■ Veolia

Appendix 2– Waste and Recycling

Figure 1. The graph below shows the number of reported missed refuse and recycling collections. The 2017-18 missed collection contractual target is 80 per 100,000 properties.

A slight increase in Refuse missed collections this month, currently 33 below target at 47 per 100k. Recycling has shown an improvement over last month, currently 3 below target at 77 missed collections per 100k. A slight increase in Green Waste missed collections this month, currently at 18 per 100k. A slight increase in Food Waste missed collections this month, currently at 40 per 100k.

Figure 2. Recycling performance (% of household waste recycled)

% Household Waste Recycled (Recycling Rate)

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Report for:	Environment and Community Safety Scrutiny Panel – 26 June 2017

Item number:

Title:	Scrutiny Review on Fear of Crime
Report authorised by:	Cllr Gallagher, Chair of Environment and Community Safety Scrutiny Panel
Lead Officer:	Robert Mack, 020 8489 2921 rob.mack@haringey.gov.uk
Ward(s) affected:	All

Report for Key/ Non Key Decision:

1.   Describe the issue under consideration

1.1   Under the agreed terms of reference, the Overview and Scrutiny Committee (OSC) can assist the Council and the Cabinet in its budgetary and policy framework through conducting in-depth analysis of local policy issues and can make recommendations for service development or improvement. The Committee may:

(a) Review the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas;

(b) Conduct research to assist in specific investigations. This may involve surveys, focus groups, public meetings and/or site visits;

(c) Make reports and recommendations, on issues affecting the authority's area, or its inhabitants, to Full Council, its Committees or Sub-Committees, the Executive, or to other appropriate external bodies.

1.2   In this context, the Overview and Scrutiny Committee on 17 October agreed to set up a review project to look at Fear of Crime.

2.   Cabinet Member Introduction

N/A

3.   Recommendations

3.1   That the report and its recommendations be agreed and submitted on behalf of the Panel to the Overview and Scrutiny Committee for approval.

4.   Reasons for decision

4.1   The Committee is requested to agree the report and the recommendations within it so that it may be submitted to the Overview and Scrutiny Committee for approval.

5.   Alternative options considered

5.1   The Panel could decide not to agree the report and its recommendations, which would mean that it could not be referred to the Overview and Scrutiny Committee for approval.

6.   Background information

6.1   The rationale for the setting up of the review, including the scope and terms of reference, is outlined in paragraphs 1.1 to 1.5 of the report.

7.   Contribution to strategic outcomes

7.1   This review relates to Corporate Plan Priority 3 This review relates to Priority 3 – "A clean, well maintained and safe borough where people are proud to live and work"

7.2   Objective 1: "To strengthen partnerships and together work with our communities to improve their environment, enable people to feel safe and proud of where they live and work, particularly through reducing anti social behavioural and environmental crime." The outcome indictor is fear of crime i.e. "To what extent are you worried about crime in the area?".

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

Finance and Procurement

8.1   Where there are financial implications of implementing the recommendations within this report, it is important that the recommendations are fully costed and a funding source identified before they can be agreed. If the recommendation requires funding beyond existing budgets or available external funding, then Cabinet will need to agree the additional funding before any proposed action can proceed.

Legal

8.2   Under Section 9F Local Government Act 2000 ("The Act"), Overview and Scrutiny Committee have the powers to review or scrutinise decisions made or other action taken in connection with the discharge of any executive and non-executive functions and to make reports or recommendations to the executive or to the authority with respect to the discharge of those functions. Overview and Scrutiny Committee also have the powers to make reports or recommendations to the executive or to the authority on matters which affect the authority's area or the inhabitants of its area. Under Section 9FA of the Act, Overview and Scrutiny Committee has the power to appoint a sub-committee to assist with the discharge of its scrutiny functions. Such sub-committee may not discharge any functions other than those conferred on it.

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8.3 Pursuant to the above provisions, Overview and Scrutiny Committee has establish Scrutiny Review Panels of which include Environment and Community Safety Scrutiny Panel to discharge on its behalf defined scrutiny functions. On the request from Overview and Scrutiny Committee, Environment and Community Safety Scrutiny Panel has undertaken a review of the fear of crime. In accordance with the Council's Constitution, the Panel must refer the outcome of its review to Overview and Scrutiny Committee for consideration and approval.

8.4 The remit of the Scrutiny Panel's review is defined in the terms of reference set out in Paragraph 1.2 of the review report. The Scrutiny Panel should keep to the terms of reference and ensure that its findings and recommendations are based good evidence, accord with good practice and are reasonable and rational.

Equality

8.5 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.

8.6 The Panel has aimed to consider these duties within this review and, in particular;
- 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.

9. Use of Appendices

Appendix A: Draft report of Scrutiny Review on Fear of Crime.

10. Local Government (Access to Information) Act 1985

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Scrutiny Review: Fear of Crime

A Review by the Environment and Community Safety Scrutiny Panel

2016/17

Panel Membership	Cllr Makbule Gunes (Chair)
	Cllr Barbara Blake
	Cllr Bob Hare
	Cllr Clive Carter
	Cllr Stephen Mann
	Cllr Anne Stennett
	Mr I Sygrave (Co-opted Member)

Support Officer: Robert Mack, Principal Scrutiny Support Officer
Rob.mack@haringey.gov.uk
0208 489 2921

Contents: **page**

Chairs Foreword

Crime can have profound effects on local communities. These are not confined just to people directly involved, such as victims and witnesses. It can make others fearful and anxious and also have implications for their health, well-being and quality of life. It is a source of concern that Haringey residents have some of the highest levels of fear about crime amongst London boroughs. These levels are higher than many boroughs with similar characteristics to Haringey but with higher levels of recorded crime.

Successful action to address the crimes that cause the most concerns to local communities should help reduce fear of crime. However, it can be difficult to counter negative publicity, particularly that generated by serious incidents. Communities do not necessarily respond in a uniform way to community safety issues though and specific interventions to reduce fear of crime therefore need to be sensitive to local conditions. Conversely, there is also evidence to show that some of the groups of people with the highest levels of anxiety are amongst those with the lowest level of risk of becoming victims of crime.

A range of actions have been suggested as having the potential to reduce fear of crime but further clarity is still needed on which ones have the potential to be most successful. Evidence from other London boroughs provides no clear patterns on what works and local initiatives in Haringey that were expected to address fear of crime – such as the Team Noel Park pilot – have not always delivered all of the benefits that it was thought they might. The Panel were nevertheless convinced that the extension of licensing for privately rented accommodation, as has been undertaken by a number of other London boroughs, could play a useful role in addressing anti social behaviour.

Neighbourhood Watches can play a useful role in improving communication between residents and the Police but there are challenges in establishing them in some parts of the borough. Finding suitable accommodation to meet is one of these but this could potentially be resolved where it is an issue by the use of very modest amounts of funding from ward budgets.

Our survey provided us with some useful feedback from residents. Of particular relevance were the views that were given on things that can cause anxiety as well as what would make people feel safer. The concerns raised about speeding cars had not been anticipated and should be looked at by the Overview and Scrutiny in more detail. We had also not anticipated that improved street lighting would be raised by so many of the people who responded as something that would make them feel safer and feel that community safety issues should be taken into account in deciding which streets have their lighting upgraded first.

Finally, it should be emphasised that fear of crime is a hugely complex issue and that there are no easy or obvious answers. However, it is crucial to the quality of life of residents that they are able to feel safe and is therefore an issue that deserves a higher level of priority by the Council and its partners.

Councillor Makbule Gunes
Chair

Recommendations:

1. That reducing fear of crime be set as a separate priority by the Community Safety Partnership in the new Community Safety Strategy for the borough.

2. That action plans that may be developed by the Community Safety Partnership to reduce fear of crime be adaptable to local conditions and concerns and include targeted work with sections of the community who are disproportionately affected by it.

3. That, in developing the above-mentioned action plan, further work be undertaken to identify effective interventions, including reference to the outcomes of work by Victim Support on the link between anti social behaviour and fear of crime.

4. That action to improve communication and engagement with the community on crime and community safety issues be set as an ongoing priority for the Community Safety Partnership.

5. That, where necessary, funding from ward budgets be used to assist with the establishment and sustainment of neighbourhood watches through provision for premises hire and refreshments.

6. That the proposed introduction of a borough wide additional licensing scheme to cover houses in multiple occupation and a selective scheme to initially cover 20% of the borough, with a view to extending it across the borough in due course, be strongly supported.

7. That, in view of their positive impact in combating fear of crime, issues relating to crime and community safety be taken into account when selecting which streets are prioritised for upgrading of street lighting.

8. That the Overview and Scrutiny Committee re-visit issues regarding betting shops and, in particular, how any anti social behaviour associated with them is addressed.

9. That a be submitted to a future meeting of the Panel on progress since the implementation of the 20 mph speed limit in residential streets within the borough.

1. Background

1.1 As part of the work planning process for 2016/17, it was proposed that the Panel look in depth at fear of crime. This would consideration of the following issues:

- 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.

Terms of Reference

1.2 It was agreed that the terms of reference would be as follows:

"To consider and make recommendations to the Council's Cabinet and/or the Haringey Community Safety Partnership on how action to reduce fear of crime might be improved so that it is more effective, better targeted and responsive to the concerns of all sections of the community."

Sources of Evidence:

1.3 Sources of evidence were:

- Research and data from a range of sources, including the Mayors Office for Policing and Crime (MOPAC);
- Interviews with officers from the Council, partner organisations and other local authorities;
- Responses to a survey of neighbourhood watches and resident associations undertaken as part of the review;
- Consultation responses from a range of young people within Haringey; and
- Performance information.

1.4 A full list of all those who provided evidence is attached as Appendix A.

Membership

1.5 The membership of the Panel was as follows:

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

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

2. Introduction

2.1 Research has shown that fear of crime can have negative effects on both individuals and communities and these can sometimes be disproportionate to the level of threat. In particular, fear of crime can erode both individual well being and community cohesion. The anxiety caused can also have a detrimental effect on quality of life and make people more susceptible to becoming a victim. Research commissioned by Age Concern in 2016 showed that it can be associated with low quality of life, limited mobility and poor health status amongst older people.

Causes and Influences

2.2 The causes and influences on fear of crime are complex. Actual levels of crime have a clear and obvious impact and media coverage of specific high profile incidents can generate additional anxiety. However, the Panel heard that the relationship between actual levels of crime and fear of crime is not straightforward.

2.3 Visible signs of neglect in an area are thought to generate fear. Litter, vandalism and poor lighting can lead to a perception by residents of withdrawal of resources. The "broken windows" criminological theory suggests that the appearance of neglect can attract low level disorder and that this can escalate if not tackled. Offenders from elsewhere will be attracted in, leading to more serious disorder and crime and residents will become increasingly more fearful and worried about crime. The theory has been subject to challenge but is still widely accepted and the basis for much policy in this area.

2.4 There is an criminological theory, linked to "broken windows", that certain types of crime or disorderly behaviour - referred to as "signal crimes" - have a disproportionate impact upon fear of crime. Strong signals result from incidents that are of sufficient seriousness to generate a significant degree of public awareness. However, continued exposure to a succession of weaker signals can also have a significant effect.

2.5 The concept of "signal crimes" does not assume that everyone will interpret signals in the same way. Social class, age, gender, ethnicity, previous victimisation and lifestyle may influence how people respond. For example, fear of sexual assault may cause particular anxiety to women whilst for men physical assault may be a greater source of fear.

2.6 In addition, what may be interpreted as a "signal crime" by the residents in one area may not necessarily be regarded in the same way by the residents of a different area. For example, graffiti may be seen by residents as an indicator of emerging problems in a comparatively affluent neighbourhood whilst in a more deprived neighbourhood, where more serious incidents (e.g. gang related/gun crime) take place on a regular basis, additional graffiti may be less of an issue.

Confidence

2.7 Confidence can be linked to fear of crime and relates specifically to how good a job people think the Police are doing. Research has shown that those individuals who are confident that the police do a good job are more likely to:
- Report victimisation;
- Come forward with information to assist cases;
- Cooperate with the police; and
- Obey the law.

2.8 The four key drivers of confidence, according to the model that is used by the Metropolitan Police Service (MPS), are the following:
- Effectiveness in dealing with crime;
- Engagement with the community;
- Fair treatment; and
- Alleviating local anti social behaviour.

2.9 Although fear of crime is regarded as a driver of confidence, it is not considered to be a major one. Research undertaken by the MPS shows the following:
- Women are more fearful than men;
- Older people are more fearful than younger people;
- Fear of crime is higher for low income and education groups;
- Minority ethnic groups are more fearful than white people;
- Those living in inner city areas more fearful; and
- Perceived physical and social disorder in the local community can increase fear.

2.10 There is evidence that some sections of the community have disproportionate levels of concern about crime. Evidence from the MOPAC suggests that older people and people from some black and minority ethnic communities may have higher levels of anxiety. The "Britain Think" survey that was undertaken by the Council in 2014 also showed a significantly higher percentage of people over the age of 55 felt unsafe going out after dark. Higher levels of concern about anti social behaviour were also reported amongst people describing themselves as Asian or Asian/British. Ironically, both of these groups are at a comparatively low level of risk of becoming victims of crime.

Understanding Fear of Crime

2.11 The Panel received evidence from Molly Blackburn, national lead for anti social behaviour for Victim Support, on their work to develop a better understanding of fear of crime. She stated that the response of local communities to community safety issues was not uniform. There could be a split between areas with high levels of reporting and complaints and areas with lower levels of reporting but a higher proportion of serious issues. Some areas with high crime rates had relatively low levels of anxiety whilst quieter suburban areas with lower crime rates had higher levels. This could lead to

resources not being used in a way that was proportionate to the severity of incidents.

2.12 She stated that a significant percentage of crime went unreported. By the same token, minor issues could assume significance for some people and the resulting anxiety about crime could have a huge impact on their lives, affecting both their behaviour and their response to incidents. She felt that fear of crime was not just about what had happened but also about what might happen in the future. It can also make people more susceptible to becoming a victim by making them appear vulnerable.

2.13 The way in which local authorities promoted crime and community safety issues was very important. There was often insufficient time to put out positive news stories in relation to crime and community safety to counter negative publicity.

2.14 Anti social behaviour was of particular significance and Ms Blackburn reported that one in three people were affected by it to some extent. In dealing with it, there was a risk of criminalising the most socially excluded groups. There was a moral panic associated with anti social behaviour and talking about it could actually heighten levels of concern. Whilst there were real and genuine incidents, harm could also be caused that was not based on actual incidents.

2.15 Neighbourhood agreements, such as that developed by Oldham, could be developed to address high levels of anxiety regarding anti social behaviour. This involved monitoring what was actually happening on the ground. Incidents were tracked and scored and, from this, it was possible to put their severity into perspective. Young people were involved in this process and it was hoped this could break down any negative perceptions that there might be regarding them. As a result of the work that had been done in Oldham, the level of anti social behaviour had gone down and community cohesion increased.

2.16 Victim Support was looking at how it could work more effectively with both victims and perpetrators and it was hoped to develop recommendations on how practice could be improved. They were holding focus groups and speaking to a range of people to obtain their views. The engagement would look at the reasons for heightened levels of concern in some areas. It was envisaged that it would take around a year to complete the work.
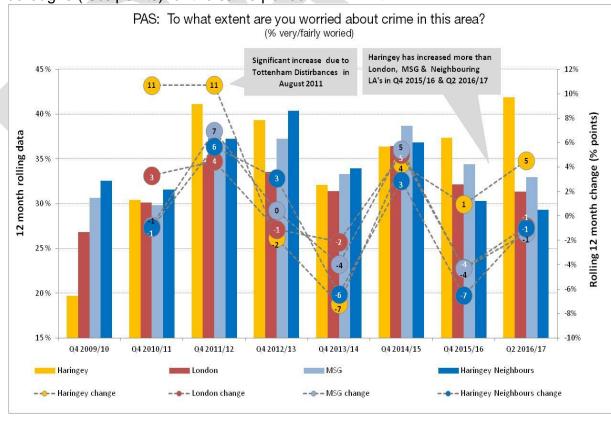
3. Strategic Targets and Performance

3.1   Priority 3 of the Council's Corporate Plan 2015-18 is: "A clean, well maintained and safe borough where people are proud to live and work". Objective one is; "To strengthen partnerships and together work with our communities to improve their environment, enable people to feel safe and proud of where they live and work, particularly through reducing anti social behavioural and environmental crime." The outcome indicator for this is fear of crime i.e. "To what extent are you worried about crime in the area?" (% very/fairly worried). The target is for levels across the borough to be down from 36% to 29% by 2018. The figure for quarter 2 of 2016/17 was 42%.

3.2   The indicator is measured using performance information is sourced from the Metropolitan Police Service Public Attitude Survey (PAS) quarterly report, which measures the attitude of Londoners towards policing and identifies priorities and experiences throughout the year.   The most valid comparisons can be made with boroughs within Haringey's most similar group (MSG). These are boroughs that share similar social, economic and demographic characteristics.   The statistics for Quarter 2 of 2016/17 are below. Alongside are statistics for volumes of reported crime.   Boroughs that are part of Haringey's MSG are in bold.
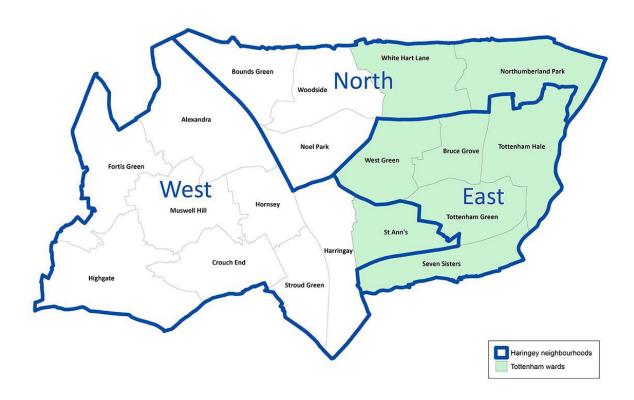
% Worried about crime in this area (Q2 2016/17)	Very/fairly worried	Volume (Total Notifiable Offences) (Twelve Months to October 2016)
Enfield	**47%**	**23,352**
Ealing	**42%**	**27,879**
Haringey	*42%*	*27,754*
Hillingdon	40%	22,426
Redbridge	**40%**	**20,330**
Harrow	39%	13,573
Barnet	38%	25,717
Waltham Forest	**38%**	**21,683**
Hounslow	**37%**	**22,763**
Brent	**36%**	**27,532**
Croydon	**36%**	**30,022**
Barking and Dagenham	33%	17,843
Hackney	**33%**	**28,578**
Islington	33%	27,863
Merton	32%	13,240
Newham	**32%**	**30,600**
Havering	32%	17,428
Lewisham	**30%**	**24,920**
Bexley	29%	13,075
Greenwich	**29%**	**23,269**
Sutton	28%	10,832
Kingston upon Thames	27%	10,358
Lambeth	**27%**	**35,578**
Tower Hamlets	27%	30,180
Camden	26%	29,878
Bromley	23%	20,423

Richmond upon Thames	22%	11,291
Southwark	**21%**	**32,524**
Hammersmith and Fulham	18%	21,092
Westminster	18%	49,683
Wandsworth	**16%**	**24,504**
Kensington and Chelsea	14%	20,313
Total	31%	759,637

3.3   There is currently only one London borough that has a higher percentage of people than Haringey stating that they are either fairly or very worried about crime, although there are a few that have percentages that are close. Of particular note are the figures for Southwark and Lambeth, which are both in Haringey's MSG. These show higher levels of actual crime but levels of worry of crime that are considerably lower – 21% and 27% respectively. Conversely, some outer and predominantly suburban boroughs with significantly lower levels of reported crime than Haringey have broadly similar levels of worry about crime that are.   For example, Harrow's figure is 39% despite crime levels that are less than half.

3.4   PAS data going back to quarter 4 of 2009/10 (12 months to March 2010) (Appendix 1) shows that the average annual "worry about crime" return in Haringey is 35%. This ranks 7th highest out of the 15 boroughs in our MSG. It shows an overall increase of 22% from 20% in March 2010 to the current level of 42% (September 2016). This increase is considerably greater than that for London (+4% points), our MSG (+2% points) and our neighbouring boroughs (-3% points) for the same period.

3.5 The highest increase was seen in the 12 months to March 2012 and is likely to be linked to the disturbances in the summer of 2011 and was replicated in most London boroughs. In that year, Haringey recorded an 11% point increase to 41%, which was greater than London, our MSG and neighbouring boroughs. The most recent figure for Haringey of 42% for quarter 2 of 2016/17 is the highest since 2009/10 and one percentage point above the annual return to March 2012. It is noticeable that many boroughs that experienced a spike in fear of crime following the 2011 disturbances have since reverted to previous levels but this has not happened in Haringey.

3.6 Borough wide fear of crime performance information sourced from PAS can be broken down into three separate neighbourhoods which are:
1. Haringey – North;
2. Haringey – East; and
3. Haringey - West.

3.7 Whilst these are not co-terminus with parliamentary constituency boundaries, the average of Haringey North and Haringey East is used as a Tottenham proxy indicator. The figures show that residents in the west of the borough are approximately 9% less worried (67% not very/not at all worried) about crime compared to the borough as a whole (58%).

3.8 The Haringey Community Safety Strategy 2013 – 2017 includes other targets that are of relevance to fear of crime. As part of action to improve confidence in the Police, it has the same target for decreasing worry about crime as the Corporate Plan (i.e. reducing it to 29% by 2018). As part of the action plan for 2016/17 it also includes the following targets:

- Increasing the percentage of people feeling safe at night in the Noel Park ward. The baseline for this was 55%, compared to a borough wide figure of 68%. Noel Park was selected as it is the longest standing high crime area. The Veolia Annual Residents Survey is used to measure this. Current figures (2016) in respect of these targets show the following:
  - ➢ Noel Park; 47% felt fairly or very safe at night;
  - ➢ Haringey; 65% felt fairly/very safe

3.9 The Team Noel Park pilot that was set up to address a number of issues in the ward, including this, is discussed in detail later on in this report.

Other Questions

3.10 In addition to fear of crime, there are a number of other questions on issues relating to the perception of crime and anti social behaviour in the PAS survey which are relevant, particularly as these relate to issues that can cause disproportionately high levels of concern. The responses from Haringey residents in respect of these for quarter 1 of 2016/17 were as follows:

3.11 These are the following:

Question	% Haringey	% MPS (i.e. London wide)
To what extent are you worried about ASB in the area? % worried (very/fairly)	24% very/fairly worried, -2% from the previous quarter but +1% from the same quarter in 2015/16. Haringey has seen a trend of -3% since September 2015.	20% very/fairly worried, -1% from the previous quarter and -4% from the same quarter in 2015/16.
To what extent do you think that gun crime is a problem in the area? % problem (major/minor)	21% major/minor problem, + 2% from the previous quarter and +5% from the same quarter in 2015/16. Gun discharges in Haringey offences rose by 3, from 10 to 13, in the year to September 2016	9% major/minor problem, +1% from the previous quarter but -2% from the same quarter in 2015/16.
To what extent do you think that gangs are a problem in the area? % problem (major/minor)	Haringey: 27% major/minor problem, unchanged from the previous quarter and from the same quarter in 2015/16. Haringey gang flagged offences fell by 57% from 164 to 71 in the year to September 2016.	16% major/minor problem, -1% from the previous quarter and -5% from the same quarter in 2015/16.

3.12   These figures may indicate that ASB is not one of the stronger drivers of fear of crime in the borough and that concerns about gang and gun crime are more significant.

Limitations of Data

3.13   The Panel noted evidence from Claire Kowalska, Community Safety Strategic Manager, Commercial and Operations that although the number of respondents to the PAS survey is statistically significant and comes from a representative sample of households, it is limited in scope and involves comparatively few residents. She felt that there was a need to get a more accurate picture of the views of residents and, as part of this, consideration needed to be given to alternative ways of obtaining them.

3.14   Ms Kowalska reported that there are two surveys that are now hoped to provide an more accurate and inclusive snapshot of the views of residents:
- The annual Veolia Haringey Residents Survey of 1400 residents, which is done on a "one-to-one" basis;
- A youth health survey, which would also include questions on issues of concern, such a community safety.

3.15   The Veolia survey of December 2015 provides some further information on the views of residents. Although its primary objective is to conduct a residents satisfaction survey about the services provided by the Council's waste contractor Veolia, it also provides additional feedback on residents feelings about safety. It showed that 20% of people felt either fairly or very unsafe when outside in their area after dark. During the day, this figure was 3%.

Feedback from Young People

3.16   The Panel noted that Haringey Youth Council was re-constituted in 2016 and feedback from it provides a useful snapshot of the views of young people. At its first meeting, the young people present debated what they felt were the biggest concerns of young people in the borough. The top concern was considered to be crime and gangs. The Panel obtained further feedback from the Youth Council regarding this issue as follows:

What sort of things would make you feel safer in Haringey?
1. More visible Police presence but Police that are from Haringey and who have knowledge of local young people.
2. Police Territorial Support Group officers to be less aggressive
3. More street lights e.g. at the basket ball courts

3.17   Feedback relevant to this issue was also obtained from Aspire, who are Haringey's Children in Care Council, by the Children and Young People's Scrutiny Panel as part of their review on Child Friendly Haringey. They stated that a lot of young people do not feel safe and are worried about gangs. Some are reluctant to travel to other areas of the borough away from where

they live due to area based rivalries or "post code" issue. Officers also reported that the post code issue can affect the life chances of young people as they can be reticent to go to other areas for education or training.

3.18 The Youth Steering Group from the Markfield Project, a charity within the borough dedicated to bringing disabled and non disabled children and young people together, also provided some relevant feedback. Safety rated very highly in their priorities and it was also raised in respect of housing, with one young person stating that "Living in Broadwater Farm doesn't feel safe."

3.19 There was a mixture of views regarding the Police and whether they made them feel safer. One group did not feel the Police helped them feel safer. Two members of this group talked about their own personal experiences with the Police. They felt they could not trust the Police and that they needed to be better trained. The other group wanted safer streets and reduced crime and felt that more Police were needed on the streets. In addition, they wanted more Police 'stop and search' and officers outside their college.

3.20 The most recent Haringey Community Strategic Assessment gives some context for the concerns raised by young people. There were 319 victims of serious youth violence in the past 12-months, an increase of 5%. Haringey has the 5th highest volume of all London boroughs. Serious youth violence consists of a combination of robbery and violence, with victims aged 10 to 19. Gang members are becoming progressively younger, some now becoming involved between the ages of 10 to 13.

Panel Survey

3.21 The Panel commissioned an on-line survey that was distributed through neighbourhood watches and resident associations. The purpose of this was to try and find out more about the concerns of residents, its causes and what might help people feel safer. 129 responses were received, covering a range of different post codes across the borough. Whilst it was not necessarily representative of the borough as a whole, it provides a flavour of the opinion of residents.

3.22 12% of respondents stated that they felt either unsafe or very unsafe during the day. At night, this percentage increased to 45%. The figures were particularly high for those living in the N17 and N22 postcodes. Almost two thirds of people (64%) living in N17 felt either unsafe whilst the figure for N22 was 52%.

3.23 Aside from more Police officers on the street, there were a number of recurring themes from the responses regarding what was likely to make them feel safer. Of particular interest was the high percentage of people – 28% (37 respondents) – who identified improved street lighting as something that would make them feel safer. In addition, several people raised issues relating to speeding traffic and groups congregating around betting shop entrances. Houses in multiple occupation and the lack of related enforcement was also referred to.

3.24   Feedback from the survey also revealed that the most common means of obtaining information about levels of crime through hearing about incidents from friends and neighbours, which 60% of respondents stated was their main source of evidence.   Social media, the local press and people's own experience were also sources that were used by many.   In practice, it is likely that people obtain their information from a range of sources.

4. Action to Address Fear of Crime

4.1   Although there is no action plan to specifically address fear of crime, there are a range of activities that are taken by the Council and its partners that are aimed to provide reassurance to residents and increase confidence. Much day-to-day Police activity is focussed on addressing the crimes that cause particular concern to residents, such as gangs and gun crime. Action is also taken by the Council and its partners to address anti social behaviour, which can also have a big impact of levels of fear/worry about crime.

4.2   The Panel noted evidence that, despite a lot of good enforcement work being undertaken in Haringey, there is often little publicity for it. Haringey tends to be a borough with a high media profile and incidents are often given a high level of prominence.   Good quality engagement with the community can make a difference. For example, people who had been in contact with the Police had higher levels of confidence in them than others.

Community Safety Partnership

4.3   The Panel received evidence from Eubert Malcolm, Head of Community Safety and Regulatory Services on action being taken to improve confidence in order to achieve the targets set by the Community Safety Partnership. Although they are focussed on confidence, the actions are also intended to reduce fear/worry about crime.

4.4   An action plan had been developed to support this, linked to the previously mentioned MPS four drivers of public confidence i.e:
- Effectiveness in dealing with crime;
- Engagement with the community;
- Fair treatment; and
- Alleviating local anti social behaviour.

4.5   The actions were focussed on a number of different issues, including the coverage of positive community safety messages, improving engagement and involvement and strengthening joint enforcement. Most of the actions were on track. Of particular note was the success of MetTrace in reducing burglaries.   To date, 6,329 kits had been distributed, covering 65% of households in wards where it has been introduced. There were still 2,000 households to go though and the aim was to eventually cover 85% of households.

4.6   Schools had designed a spray on stencil to go on pavements outside of tube stations to warn people to be vigilant when using their mobile phones in order to reduce instances of them being snatched. In addition, it had been planned to set up a digital alert system but this was no longer proceeding. Action to develop a new enforcement page on the Council's website was continuing. There was also a specific Noel Park website which had been set up as part of the Team Noel Park pilot.

4.7 Specific action was taking place to improve engagement with the orthodox Jewish and Polish communities. A number of wards where there were currently low levels of confidence had also been chosen for specific initiatives. Engagement had taken place with 2,000 people so far.

4.8 The reconstituted Youth Council in Haringey would be used to drive engagement with young people. There was also a target of 160 police cadets by the end of the year. In addition, the Fire Service was undertaking home visits to priority people within the community to promote fire safety. 1920 visits had been made so far. The Community Safety Partnership was reviewing the Community Safety Strategy and a draft was due in October 2017. Fear of Crime was likely to be a priority within this.

4.9 The Panel noted that the Council currently paid for six Police officers under an agreement under Section 92 of the Police Act 1996. This means that match funding is provided by the Metropolitan Police, meaning that the Council only pays 50% of the cost. The additional officers are deployed to address priorities set by the Council. However, there are now 20 fewer Police officers for the borough overall than were in 2010 due to Police budget reductions.

4.10 The Panel also received evidence from Chief Inspector Veronica Morrell from Haringey Police. She reported that the response to the issue of fear of crime tended to focus on the need to put more Police officers on the street. This would not necessarily reduce crime but the issue was more concerned with how people felt.

4.11 Improving confidence and addressing mistrust were priorities for the new Borough Commander. Officers had been moved away from other duties to address the issue and an internal restructuring was taking place. A Community Engagement Board had been set up to co-ordinate action, which would include community representation. Work priorities for it were currently being set. A Community and Youth Engagement Team had also been established.

4.12 Ward Panels are locally based and Police managed community/police engagement and consultation groups. Engagement with them was a particular priority and efforts were currently being made to arrange a meeting of their Chairs. Ms Morrell stated that there was scope for different arrangements for ward panels. She noted that wards where there was high demand on Police services tended to get a better service but it was necessary to be mindful of the needs of other areas as there was a danger that they could otherwise be neglected.

4.13 A need had also been identified to establish a media hub. In particular, it was acknowledged that social media presence needed to be improved as it was currently somewhat "ad hoc" in nature. In addition to Facebook and Twitter, there were now newer social media platforms that young people used and these needed to be utilised as well. The message provided via the print medium also needed to be improved. Specific efforts needed to be taken to

engage with "hard to reach" groups as well, such as communities that may be new to the borough.

4.14 There was a commitment by the Police to have a strong presence in schools. Whilst Police funding for work with schools had been cut elsewhere, it had been preserved in Haringey. There was a dedicated officer in every secondary school and links to primary schools were currently being further developed. A newly appointed person was in the process of making contact with primary schools in order to establish points of contact. The schools team also had responsibility for promoting the Police Cadets. In addition, work was now taking place with the Council's Early Help Service.

4.15 Dedicated schools Police officers undertook a range of tasks:
- They were present at school gates and could be called in by teachers if necessary;
- They also appeared in school assemblies and gave talks on a range of issues, such as stop and search;
- They were a visible presence in and around school.

4.16 A lot of work was also undertaken with neighbourhood watches. It was noted that establishing neighbourhood watch in some areas in the east of the borough could be particularly challenging. Suitable accommodation for meetings was a particular issue as there was currently no funding available for this. The use of watch members' front rooms for meetings was not always feasible or appropriate.

4.17 The intention was to build bridges with local communities and, in particular, emerging ones. Confidence in the Police had increased in recent months from 53% to 57% and was now at 61%. However, the Metropolitan Police average was 68%.

Anti Social Behaviour

4.18 Anti social behaviour has long been considered as a driver of fear of crime. The Crime and Disorder Act 1998 defines anti-social behaviour as acting in a manner that has "caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household" as the perpetrator.

4.19 The Panel received evidence from Alison Pibworth, Team Leader of the Council's Anti Social Behaviour Action Team (ASBAT) on the work that was currently undertaken in Haringey to address the issue. The team aims to act swiftly in response to a range of issues, including harassment, hate crime, drug misuse and dealing, begging, alcohol related nuisance, prostitution, groups of youths loitering, dangerous dogs and rough sleeping.

4.20 A lack of reports did not necessarily mean that there were no issues and residents could not be reporting them. This could be driven by fear. Drug dealing, rough sleeping and prostitutes had been found in some areas despite there being no or very few reports from local residents. There were known hot spots which had low levels of reporting.

4.21 Ms Pibworth reported that a range of civil actions are taken by the Police and Council in response to anti social behaviour. These have included injunctions, deportations of sex workers and Acceptable Behaviour Contracts (ABCs). The injunctions had worked well but issues tended to return over a period of time. Introductory tenancies were used which made it easier to evict tenants who committed anti social behaviour. Community Protection Orders could be used and had proven to be very effective tools.

4.22 Residents can use the Community Trigger if they are not happy with the response of agencies to reports of anti social behaviour. Repeat perpetrators and victims are identified and this enables interventions and support to be provided. For example, perpetrators with alcohol issues can be referred for treatment and relevant conditions could be inserted in injunctions. Knowing that successful action had been taken against anti social behaviour helped build confidence, especially amongst victims.

4.23 The service promoted community responsibility, working closely with residents and encouraging them to become involved. An example of this was the Community Champions initiative in Northumberland Park that aimed to empower residents. They regularly attended meetings with residents and Ward Panel meetings. They also worked with residents and Homes for Haringey to improve the local environment. Twice weekly litter picks and rubbish removal on estates had been re-introduced by Homes for Haringey in order to give the area a better impression of being cared for.

4.24 Enforcement action was taken, if possible, using hearsay evidence, which removed the need for residents to attend court. This also provided residents with greater confidence to report incidents. When possible, flyers were delivered to residents when enforcement action had been taken, with the aim of showing that the service had the capability to respond effectively to incidents.

5. Team Noel Park Pilot

5.1 The Panel heard that the Team Noel Park pilot was the prototype for a new partnership approach with the local community, built around shared ambitions to improve the local environment and improve community safety. Its aim was, through active engagement with the community, to build a shared understanding of the community's priorities and a consensus on how to improve outcomes.

5.2 The key outcomes aimed for were:
- A cleaner and safer place;
- Increased satisfaction as a place to live, work/trade and visit; and
- Increased pride in the area.

5.3 The project also sought to strengthen community capacity and resilience so that in future the community would be empowered to play a more prominent role in generating solutions to local priorities. In time, this could potentially involve co-commissioning services and playing a role in affecting behaviour change, with local public services maintaining a supporting and enabling role.

5.4 A further underlying principle was to test an approach to community engagement that was within the current mainstream resources and budgets of the Council and its partners in order to understand the impact better partnership working could deliver in an environment of shrinking resources. The intention was that lessons learnt would be applied to other parts of the borough.

5.5 The Noel Park ward was chosen to test the approach based on specific characteristics about the area:
- It is in the top 3 wards in the borough for violence with injury, robbery, criminal damage and theft from person;
- It is in the top 20 wards in London for the number of criminal offences (and the worst in Haringey) based on the suite of crime indicators used by the MOPAC; and
- Anti-social behaviour and environmental crime are also disproportionately high in Noel Park, with the ward being amongst the worst in the borough for fly tipping.

5.6 At the same time there is a strong sense of community with active involvement in residents' and community groups. The area also has significant social media infrastructure and therefore felt to have the right conditions to forge a transformational relationship with the council.

5.7 The pilot project started in earnest in September 2015. The evaluation of the initiative included consideration of its impact on fear/worry of crime. If successful, it was intended to replicate the approach used in other wards. Crime tends to be concentrated in a small number of electoral wards and the intention was to focus activity on them and particular estates and to look at alternative ways of working. Focus groups were undertaken in Noel Park as part of the evaluation process.

5.8   The Panel received an update on the outcome of the evaluation of the pilot project.   The Veolia survey of 2015 obtained the views of 1100 residents, including 200 people from Noel Park.   A similar survey had recently been undertaken in order to compare its results with the earlier one to evaluate the impact of the pilot project.

5.9   The pilot had had a number of benefits, including enabling new links to be made with and between community groups in Noel Park and better communication with Members and the Council. It was felt that there was also now greater community ownership of local issues and willingness of partners to work with the Council as well as a more constructive dialogue with the community.   In addition, shared ambitions for the local area had been developed between residents and project team.

5.10   Somewhat disappointingly though, there has been little change in feelings of safety amongst residents. In 2015, 55% of Noel Park residents reported feeling safe in the area at night, compared to a borough figure of 68%. The most recent figure was 47% compared to a borough wide figure of 65%. A similar result had been recorded for people feeling safe during the day, with figures for Noel Park going down slightly from 85% to 84% compared to borough wide figures of 93% in 2015 and 91% in 2016.   Officers felt that part of the explanation for this were issues concerning low level crime and anti social behaviour originating from Ducketts Common, which had spread into a wider area. In addition, decreases had also been recorded in the percentage of people who said that they were satisfied with the area that they lived in and how the Council was run.

5.11   The pilot project did not have the impact that it was hoped to have. Awareness of issues such as fly tipping and anti social behaviour in the area has increased but it appears that this has led to the perception amongst residents that problems have become worse. It is possible that the focus on these issues had drawn attention to them. A very small number of high profile incidents could also cause significant damage. Consideration is nevertheless being given to rolling out the positive aspects of the pilot elsewhere in the borough, such as the improved dialogue with residents. It is possible that the 2017 survey will show improvements though, especially if there were no serious incidents in the neighbourhood in the meantime.

5.12   Despite the disappointing overall outcome, there had been some positives that had arisen. The pilot had enabled residents to become more familiar with services and senior officers and had enabled the Council and its partners to show that they were trying to address problems.   Better links had been developed between the Council and residents with Homes for Haringey. 25% of the borough's crime took place in the Wood Green area and it would be unrealistic to think that all of the problems in the area could be solved easily.

6. Other Boroughs - Case Studies

6.1 A key part of the Panel's work was determining what action, if any, could be taken to reduce levels of fear of crime by identifying interventions that had worked well elsewhere. Contact was made with four London boroughs that had lower levels of fear of crime, including three (Lambeth, Southwark and Newham) from within Haringey's MSG of London boroughs. The aim of this was to determine if there were any specific interventions that they had undertaken which might be behind their lower levels.

Lambeth

6.2 The percentage of Lambeth residents who stated that they are very or fairly worried about crime has gone down from 37% in 2010 to 27% in 2016. There was no single action that was felt to have made a specific difference in reducing levels in Lambeth. However, addressing fear of crime and feelings of safety has been a corporate priority for communications for a number of years. Up until 2016, fear of crime had been identified as the number one concern of residents, with over 40% listing it as a priority area There have been a number of corporate communications campaigns in respect of the issue, some of which were targeted (e.g. violence against women and girls, the night time economy) and some more general.

6.3 It has been a constant presence in their corporate plan. The Council engages regularly with residents groups on the issue, both through the safer neighbourhoods process and groups, such as the old Community and Police Consultative Group and the current Safer Neighbourhood Board, as well as residents groups. They felt the progress that they had made was as a result of spending a sustained period of time talking about the issues with residents and trying to address them where appropriate.

Southwark

6.4 The percentage of Southwark residents who stated that they are very or fairly worried about crime was 21% in 2016, exactly half of Haringey's figure. However, this figure has fluctuated since 2010 and was as high as 42% in 2011. Safer communities have been one of Southwark's Fairer Future Promises within its corporate plan and they had undertaken a range of initiatives on relevant issues, although nothing specifically on fear of crime. They were unaware of the fact that their levels of worry about crime were so low. The one factor that they raised that was felt might possibly have contributed towards this was effective multi agency engagement and work with residents associations. They also had put out a steady stream of communications on anti social behaviour and other community safety issues.

Newham

6.5 Newham has experienced a large drop in the percentage of residents stating that they are worried about crime in their area, as taken from PAS survey data, from 60% in 2009/10 to 32% last year. In particular, there has been a

steady year on year drop from 2012/13, when the figure was 53%. The decline is confirmed by their own survey data.

6.6 There is no specific action plan to reduce fear of crime but they feel that there are a number of things that may have a significant impact on the figures:

- They have taken specific action to increase visible presence on the streets of the borough. The Council has its own team of uniformed Law Enforcement Officers who work alongside the Police. Every ward now has its own dedicated uniformed officer. These deal with a range of issues, including waste and anti social behaviour. In addition, the borough has invested £1.45 million in providing 40 additional Police officers for the borough to deal with crime and community safety issues. Like in Haringey, the officers have been acquired using an agreement under the Police Act 1996 which provides for match funding from the Metropolitan Police.

- Specific action was taken to license all privately rented property in the borough as this was felt to be a source of anti-social behaviour. Since its launch in January 2013, 36,037 licences have been issued and over 800 prosecutions undertaken against landlords, mainly for failing to licence properties and poor conditions.

- Action has also been taken to strengthen commercial licensing in order to clamp down on businesses that were a source of disorder and anti social behaviour.

6.7 In addition, an extra £5 million has been invested in CCTV cameras and infrastructure, including 200 new cameras.

Camden

6.8 The percentage of Camden residents who stated that they are very or fairly worried about crime was 26% in 2016. However, Camden is not part of Haringey's MSG so comparisons need to be treated with caution. Camden's safer communities partnership had prioritised a number of areas for action including domestic violence and abuse, anti social behaviour, estate based issues, the night time economy, serious youth disorder and hate crime. The focus was now more strongly on high risk issues and there had been a range of advertising and campaigns on particular issues.

6.9 There was a lot of engagement with the community. This included Camden Safety Views, which was run by a third sector organisation. As part of this, a survey was undertaken every quarter on the views of people about their neighbourhood and, in particular, anything about crime and anti social behaviour that might be of concern to residents.

6.10 In addition, they had Youth Independent Advisors (YIA) who were a team of young volunteers who advised the Police and liaised with young people. YIA is a scheme run by Camden Safer Neighbourhood Board. It is made up of

young volunteers aged from 15 to 19 years from whom the police, council and other agencies can seek advice on matters relating to crime and community safety. The main focus of the group was to engage with the Police and local Council on areas such as:

- Attending briefing meetings;
- Observing stop and search operations;
- Providing input into police training, particularly with regards to youth engagement;
- Advising the police in engagement activities in school and youth clubs; and
- Encouraging young people to complain when they feel aggrieved; and
- Respond to consultation on dispersal notices and designing out crime on estates.

6.11 There was also a lot of work that took place with Victim Support and, in particular, assisting them to get referrals. There had been a specific focus on communication, marketing and advertising.

7. Conclusions and Recommendations

7.1   The issue of fear of crime is complex and there are no easy ways of reducing it. Despite this, the Panel has been able to draw some conclusions from the evidence it received.

7.2   The fact that such a high percentage of people in the borough say that they are fairly or very worried about crime issue should be a matter of serious concern to the Council and its partners. The figures are some of the highest in London and significantly higher than many boroughs that are similar to Haringey but have greater levels of crime.

7.3   The effects of crime are not only felt by its direct victims. Fear of crime can have a seriously detrimental effect on the quality of life of residents, can impact on their health and well being and make them more susceptible to becoming a victim. In addition, the "post code" issue in certain areas of the borough can also affect the life chances of young people as they feel less able to take advantage of opportunities in some areas of the borough.

7.4   The current Community Safety Strategy has prioritised action to improve confidence in policing and community safety. It was assumed that successful action on this also lead to a reduction in fear of crime.   However, increasing the percentage of people who feel that the Police are doing a good job may not necessarily have this effect. Despite the latest figures showing that confidence has improved within the borough, there is so far no evidence of fear of crime going down. Evidence from the MOPAC also suggests the link between the two issues may have been overstated. Indeed, if improved confidence leads to higher levels of reporting of crime, it is possible that it might even lead to higher levels of fear of crime as it may generate the perception that crime is increasing.

7.5   The Panel notes that fear of crime is likely to be made a separate priority by the Community Safety Partnership within the new Community Safety Strategy for the borough and would strongly endorse this.

Recommendation 1:
That reducing fear of crime be set as a separate priority by the Community Safety Partnership in the new Community Safety Strategy for the borough.

7.6   Although the Panel is of the view that reducing fear of crime should be a priority, it is mindful that this may not be easy to achieve in practice as action that has taken place to date has not been successful. Objective 1 of Priority 3 of the Council's Corporate Plan 2015-18 uses reduction in fear of crime as an outcome indicator on the success of action to improve the environment by reducing anti social behaviour and environmental crime.   The target is to bring the percentage of people stating that they are worried about crime down to 29% by 2018. This is not on course to be met and the percentage has actually increased to 42%. In addition, the initiatives undertaken as part of the

Team Noel Park pilot to address environmental crime and anti social behaviour and develop community engagement that were hoped to reduce fear of crime have proven to be unsuccessful in achieving this.

7.7 It is likely to be the case that in areas of the borough where more serious incidents are more common, environmental crime and anti social behaviour is a less significant driver of fear of crime. One explanation that was given for the lack of success of the Team Noel Park in reducing fear of crime is that this was due to issues concerning Ducketts Common spreading out into a wider area which may have overshadowed other improvements. It is possible that such an initiative may work better in areas of the borough with comparatively lower levels of more serious crime.

7.8 Fear of crime does not appear to be uniform amongst residents. What may be the source of a large number of complaints in one area of the borough may not be regarded in the same way by the residents of a different area. For example, the Panel heard that some anti social behaviour "hot spots" within the borough did not attract the high level of complaints that would be expected elsewhere. It is nevertheless important that the response to incidents is proportionate to their severity.

7.9 There is evidence that some sections of the community have disproportionate levels of concern about crime. Evidence from the MOPAC suggests that older people and people from some black and minority ethnic communities may have higher levels of anxiety. The "Britain Think" survey that was undertaken by the Council in 2014 also showed a significantly higher percentage of people over the age of 55 felt unsafe going out after dark. Higher levels of concern about anti social behaviour were also reported amongst people describing themselves as Asian or Asian/British. Ironically, both of these groups are at a comparatively low level of risk of becoming victims of crime.

7.10 The Panel is of the view that an action plan should be developed to reduce fear of crime. This may require both mainstream work to address the types of crime and anti social behaviour that cause residents the most anxiety as well as more specific action to provide reassurance to local communities through improved engagement and communication. The Panel feels that the action plan should be adaptable to local conditions and concerns and include targeted work with sections of the community disproportionately affected by fear of crime, such as older people and people from some black and minority ethnic communities.

Recommendation 2:
That action plans that may be developed by the Community Safety Partnership to reduce fear of crime be adaptable to local conditions and concerns and include targeted work with sections of the community who are disproportionately affected by it.

7.11 The evidence obtained by the Panel from other local authorities showed a range of actions that were felt may have contributed to reduced fear of crime

but it was not possible to be conclusive about them. In addition, action previously taken in Haringey to address the issue has not always achieved its desired result. The Panel is therefore of the view that further work will need to be undertaken to identify interventions that have the greatest potential to be effective. The work on fear of crime and its link to anti social behaviour by Victim Support may provide useful evidence and the Panel would therefore recommend that the outcomes of this be taken into account in developing future action plans.

Recommendation 3:

That, in developing the above-mentioned action plan, further work be undertaken to identify effective interventions, including reference to the outcomes of work by Victim Support on the link between anti social behaviour and fear of crime.

7.12 Successful action to reduce crime and anti social behaviour should help to reduce fear of crime but there is evidence that positive messages are not getting through to residents. For example, there was a strong perception from those responding to the Panel's survey that burglary is going up despite the sizeable decrease in burglary levels that has taken place in areas of the borough recently following the introduction of MetTrace. Of particularly concern is that the survey was distributed primarily through organisations, such as neighbourhood watch, that would be expected to be amongst the better informed sections of the community.

7.13 Not all messages relating to crime and community safety will be positive but it is important the residents are able to gain a balanced picture of issues so that they are able to base their perceptions on sound information.

7.14 The Panel noted that addressing fear of crime and feelings of safety has been a corporate priority for communications in Lambeth for a number of years, where levels of fear of crime are now much lower than Haringey. However, it is mindful that action to address crime and community safety is a partnership activity and, in particular, the Police have an important role to play. It is therefore of the view that Council action to improve communication with residents on such issues would be best undertaken jointly with the Police and through the Community Safety Partnership.

7.15 The Panel feels that further action to improve communication and engagement with the local community on crime and community safety is required and that this should be set as a key and ongoing priority by the Community Safety Partnership.

Recommendation 4:

That action to improve communication and engagement with the community on crime and community safety issues be set as an ongoing priority for the Community Safety Partnership.

7.16 The Panel noted that it is proving very difficult to establish neighbourhood watch in some areas of the borough. This is particularly true of the east of the borough, which only has half the number of ones in the west. The establishment of neighbourhood watches can have a number of benefits. They can demonstrate that people care and have pride in their community, help people share information among neighbours and with the Police, prevent crime and help reassure people, therefore reducing fear of crime and isolation.

7.17 The Panel heard that efforts to establish neighbourhood watches are being hindered by a lack of resources. One particular issue is the lack of suitable venues for meetings. Many people were unwilling or unable to hold them in their own homes and the use of public houses is not feasible as people from some communities are reluctant to go into them for religious or cultural reasons. The Panel is of the view that only relatively modest amounts of expenditure are required to address this issue successfully through funding for meeting venues and refreshments. Each Council ward currently has a small budget and the Panel feels that this could be used for such purposes.

Recommendation 5:
That, where necessary, funding from ward budgets be used to assist with the establishment and sustainment of neighbourhood watches through provision for premises hire and refreshments.

7.18 One specific intervention that officers in Newham felt may have contributed to their large reduction in levels of fear of crime was the introduction of a borough-wide property licensing scheme for all private rented properties. This was felt to have assisted by reducing levels of anti social behaviour.

7.19 The Housing Act 2004 provides for the introduction of a scheme of additional and selective licensing of private sector properties in a local authority's area. Additional licensing relates to HMOs not covered by the mandatory licensing scheme and selective licensing relates to all other private sector dwellings, with exceptions. Both licensing schemes are intended to address the impact of poor quality housing, rogue landlords and anti-social tenants. In an area subject to licensing, all private landlords must obtain a licence and if they fail to do so, or fail to achieve acceptable management standards, the authority can take enforcement action.

7.20 Before an authority can introduce a scheme or schemes, it has to produce a robust evidence base, a draft set of conditions and a fee schedule and carry out a public consultation. Haringey is currently working on its evidence base and it is likely that it will consult on a borough wide additional licensing scheme and a selective licensing scheme initially covering 20% of the borough.

7.21 Any selective scheme that is larger than 20% requires agreement by the Secretary of State. Once the 20% selective licensing has been rolled out, it is hoped that to extend the scheme across the borough over a 4-5 year period, subject to the further development of the evidence base. Eight London boroughs have now brought in such schemes - Barking and Dagenham, Brent, Croydon, Harrow, Newham, Southwark, Tower Hamlets and Waltham Forest.

7.22 The draft timetable is as follows:
- Cabinet Report seeking agreement for a borough wide consultation exercise; September 2017.
- Public Consultation; October to December 2017
- Cabinet report on outline of consultation and proposing a scheme; March 2018
- Introduction of scheme; September 2018.

7.23 In view of the evidence from other local authorities concerning the potential of such schemes to address anti social behaviour, the Panel would strongly support the current proposals.

Recommendation 6:
That the proposed introduction of a borough wide additional licensing scheme to cover houses in multiple occupation and a selective scheme to initially cover 20% of the borough, with a view to extending it across the borough in due course, be strongly supported.

7.24 The Panel noted that 28% of those responding to the Panel's survey on fear of crime stated that they felt that improved street lighting would help them feel safer. A number of research projects have suggested that better street lighting can reduce fear of crime although there is less evidence to demonstrate whether it actually reduces actual crime.

7.25 There is currently a programme being undertaken by the Council to upgrade street lighting. This is aimed at upgrading areas to LED energy efficient lighting. As well as being more energy efficient, they are also brighter. Not all of the borough is being upgraded at the moment as there is only sufficient funding to cover areas where current lighting is the oldest at the moment. There is a budget of circa £1 million for this in 2017-18. However, the Panel notes that the upgrade has not proven universally popular with all residents as some consider the new lights to be too bright and intrusive.

7.26 The Panel is nevertheless of the view that crime and community safety issues should be taken into account when deciding which streets within the borough are prioritised for upgrading.

Recommendation 7:
That, in view of their positive impact in combating fear of crime, issues relating to

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crime and community safety be taken into account when selecting which streets are prioritised for upgrading of street lighting.

7.27   The Panel notes that issues arising from betting shops were raised by residents responding to the Panel's survey and takes the view that operators have a responsibility to address such issues.   The Overview and Scrutiny Committee undertook a successful review on the clustering of betting shops in 2010/11.   This made recommendations on a range of issues that may be connected to betting shops, including anti social behaviour. As part of this, engagement took place between the Committee and a number of betting shop operators.

7.28   The Panel is of the view that the issue of betting shops should be re-visited by the Overview and Scrutiny Committee and that this should focus in particular on how any anti social behaviour arising from them is addressed and include engagement with operators.

Recommendation 8:
That the Overview and Scrutiny Committee re-visit issues regarding betting shops and, in particular, how any anti social behaviour associated with them is addressed.

7.29   A number of residents also raised the issue of speeding cars in residential streets response to the Panel's survey and stated that this made them feel less safe in their area. Whilst the 20 mph speed limit is a welcome initiative, there may be a need to consider further how, within current resource constraints, it can be enforced better.   The scheme was introduced in February 2016 and, in the light of this, the Panel requests an update on its progress to date at a future Panel meeting so it can review its effectiveness and consider proposals for any improvements that could be made to the scheme.

Recommendation 9:
That a report be submitted to a future meeting of the Panel on progress since the implementation of the 20 mph speed limit in residential streets within the borough.