

NOTICE OF MEETING

HOUSING AND REGENERATION SCRUTINY PANEL

**Monday, 13th September, 2021, 6.30 pm - George Meehan House,
294 High Road, Wood Green, London N22 8YX
George Meehan House 294 High Road Wood Green London N22 8YX**

To watch the meeting, click [here](#)

Members: Councillors Matt White (Chair), Dawn Barnes, Bob Hare, Charles Adje, Emine Ibrahim and Noah Tucker

Co-optees/Non Voting Members:

Quorum: 3

1. **FILMING AT MEETINGS**

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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. **URGENT BUSINESS**

The Chair will consider the admission of any late items of urgent business (late items will be considered under the agenda item where they appear. New items will be dealt with as noted below).

4. DECLARATIONS OF INTEREST

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

- (i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and
- (ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.

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

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

5. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

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

6. MINUTES (PAGES 1 - 10)

To approve the minutes of the previous meeting.

7. HFH REPAIR CONTRACTS (PAGES 11 - 14)

To provide details of Homes for Haringey repairs and maintenance work carried out through the in-house Haringey Repairs Services (HRS) and the use of subcontractors.

8. ST ANN'S DEVELOPMENT (PAGES 15 - 18)

To provide an update on the proposed development on the St Ann's site with particular reference to the provision of Council homes and also to the provision of car parking on the site.

9. BROADWATER FARM (PAGES 19 - 20)

- a) An update about the consultation of residents in the Stapleford block
(report to follow after Cabinet papers are published on Mon 6th Sep)

b) An update about repair and maintenance issues on the estate.

10. WARDS CORNER SCRUTINY REVIEW (MONITORING OF RECOMMENDATIONS) (PAGES 21 - 32)

To track progress against the recommendations of the Housing & Regeneration Scrutiny Panel review report on Wards Corner that was originally published in October 2019.

11. WORK PROGRAMME UPDATE (PAGES 33 - 36)

To consider any additions or amendments to the Panel's current work plan for 2021/22.

12. NEW ITEMS OF URGENT BUSINESS

To consider any items admitted at item 3 above.

13. DATES OF FUTURE MEETINGS

- 4th November 2021
- 9th December 2021
- 28th February 2022

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Friday 3 September 2021

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**MINUTES OF THE MEETING OF THE HOUSING AND
REGENERATION SCRUTINY PANEL HELD ON THURSDAY, 8TH
JULY 2021, 6.30 - 9.30pm**

PRESENT:

**Councillors: Matt White (Chair), Bob Hare, Kirsten Hearn, Emine Ibrahim
and Noah Tucker**

11. FILMING AT MEETINGS

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

12. APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Charles Adje and Cllr Dawn Barnes.

13. URGENT BUSINESS

None.

14. DECLARATIONS OF INTEREST

None.

15. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

None.

16. MINUTES

The minutes of the previous meeting were agreed as an accurate record. It was noted that a spreadsheet containing the responses to action points from the meeting had been circulated to Panel Members. There was one action point still outstanding about a referral to the audit team which would be followed up. **(ACTION)**

AGREED: That the minutes of the meeting held on 2nd March 2021 be approved as an accurate record.

17. UPDATE REPORTS

Update reports on five different topics were introduced by Cllr Ruth Gordon, Cabinet Member for House Building, Place-Making and Development and Cllr John Bevan, Cabinet Member for Planning, Licensing and Housing Services.

High Road West

Cllr Hare asked about the businesses impacted by the High Road West redevelopment proposals, including those who were concerned that they would lose the freehold ownership of their land, and how they could be helped. Cllr Gordon emphasised that this was not a redevelopment scheme that she would have originally signed up to, as she had made clear during her previous role as Chair of the Housing & Regeneration Scrutiny Panel. She said that, while the Council was locked into the agreement with Lendlease, discussions with the businesses were ongoing and the Council would do what it could to help them. She also noted that the scheme would take some years to come to fruition and the work to the north of White Hart Lane, which included the Peacock Industrial Estate, would be part of the second phase of the scheme.

Asked by Cllr Hare whether it would be possible for the businesses to be offered 'like for like' alternative premises, Cllr Gordon said that this would be explored as part of ongoing discussions. She added that models of mixed-use sites which included industrial space was being explored in some parts of London.

Cllr Ibrahim said that there was a commitment to build 500 new Council homes on the High Road West site and noted that Cllr Gordon had previously expressed concerns about the terms of the acquisitions of these homes. Asked by Cllr Ibrahim whether that was still her view, Cllr Gordon reiterated that she had never been in favour of this redevelopment but that this was the deal that the Council was currently locked into. Her general position remained that if Councils can build their own homes on their own land, then this was the preferable option as acquisitions were typically a more expensive way of increasing housing stock. She would have preferred the Housing Delivery team at the Council to have been built up earlier in the Housing Delivery Programme for that reason. However, she added that if properties could be obtained at a reasonable price then this could be justified in some circumstances and, with the GLA funding package included as part of the overall scheme, these acquisitions would not be as expensive as they might otherwise have been.

Asked by Cllr Ibrahim whether she supported the deal as outlined in the report to the Panel, Cllr Gordon said that the key decisions, such as on the GLA funding package, had been agreed prior to her appointment to the Cabinet and that there were no fundamental changes from this in the report. Asked by Cllr Tucker whether she regarded the acquisitions in the scheme to represent value for money, Cllr Gordon

said she did because it was deemed to have met value for money criteria. Cllr Tucker suggested that the argument in favour of acquisitions was that this was in addition to direct delivery and helped to build up Council housing stock more quickly. Cllr Gordon responded that acquisitions may be appropriate in some circumstances but cited examples such as the Red House in Tottenham where Council land was sold to a developer with new homes then to be acquired by the Council. She said that she preferred direct delivery to this model as it would be cheaper and would deliver more new Council homes.

Cllr Tucker noted that the previous Leader of the Council's targets had been for 1,150 starts on site by March 2022, 1,000 completions by May 2024 and 250 Council homes every year, asking whether Cllr Gordon was committed to these targets. Cllr Gordon said that she was committed to delivering manifesto commitments and would provide a written answer in response to the figures quoted. **(ACTION)** Cllr Tucker commented that these targets required a significant component of acquisitions to be met but Cllr Gordon responded that most of the acquisitions had already been committed to under the previous leadership. Asked by Cllr Ibrahim and Cllr White whether she advocated a change in approach to acquisitions in future, Cllr Gordon said that would not agree to overpriced acquisitions but that, if the Council was offered new homes at good value for money, then they would go ahead but each proposal would be considered on its merits.

Cllr Hearn observed that Cllr Gordon had previously been critical of the redevelopment scheme and asked what she would have changed about it. Cllr Gordon said that she would have preferred the refurbishment of the estate and perhaps building some additional homes through infill development. However, this went back many years as decisions had been made and this was no longer possible. She welcomed the changes to the scheme made under the previous Leader of the Council that had increased the number of Council homes being delivered, though she was concerned about the resulting increase in the density of the redevelopment. She added that she had recently had discussions with temporary accommodation residents of the Love Lane estate and had encountered some scepticism and confusion about the scheme, so further engagement was needed to explain what was on offer to them. The primary focus was to keep the community together, including the temporary accommodation residents.

Cllr Hearn expressed concern about some of the language used around the scheme, such as the naming of the development as 'High Road West' and Cllr Ibrahim added that, in her views, new homes should not be referred to as 'products'. Cllr Tucker observed that language of the report was 'selling' the development, whereas the tone from Cllr Gordon was that this was a development that the Council was stuck with. Cllr Gordon responded that this was a report written by officers and that, as the Cabinet Member with responsibility, she was answering questions on the strategy.

Cllr Kaushika Amin was invited by the Chair to ask questions to the Cabinet Member. She noted that the proposed number of Council homes on High Road West had already been increased to 500 and asked what Cllr Gordon had done to increase the number of homes. Cllr Gordon responded that her criticism of the scheme had been that she would have preferred refurbishment and infill to the current proposals but that there had been no change to the proposed number of Council homes in the scheme since she had been appointed to the Cabinet.

Cllr Amin noted that the new Leader of the Council had been critical of the 250-year lease that the Council had with Lendlease and asked whether anything had been done to address this. Peter O'Brien responded that any change would involve a fundamental change to the Development Agreement with Lendlease and it seemed unlikely that Lendlease would want to start such a process.

In response to a question from Cllr Amin about the rents to be paid by Love Lane Estate residents after moving to new homes on the redeveloped site, Cllr Gordon said that it would be based on a formula for social rent with any increase capped at 10%. Cllr Ibrahim said that formula rent was different to average rent and different to what some current tenants were paying, explaining that she had previously asked that tenants should not pay any more as a result. Cllr Gordon confirmed that this was the case. Cllr Amin expressed concern that there could be rent unfairness with residents in different parts of the borough paying different levels of rent.

Wards Corner

Asked by Cllr Hearn about the current approach to the Wards Corner redevelopment scheme, Cllr Gordon said that she aimed to work closely with the Seven Sisters traders. She had recently met with the West Green Road/Seven Sisters Development Trust and the market trader tenants association, along with the Leader and Deputy Leader of the Council, and had discussed their proposals for their Community Plan and a place-making approach. The immediate concern was to get the market trading again and conversations were ongoing with TfL who were the landlords for the site.

Asked by Cllr Hearn what the 'place-making' aspect meant, Cllr Gordon said that this was an idea that had originated in the US and had developed in the UK, along with ideas such as community wealth-building, in Preston and elsewhere. It was about working with communities to develop local areas based on what they wanted rather than adopting a top-down approach. Cllr White said that his understanding was that place-making was based on redevelopment and community wealth building was about the local economy. Cllr Gordon said that the two were connected but that the term regeneration had been associated with gentrification and a top-down approach whereas this approach was bottom-up. Cllr Tucker suggested that the term place-making was a word designed to conjure good feeling with little meaning to it. Cllr Gordon responded that the meaning came from action and that the term was a signal

that the Council was working with communities to improve their neighbourhoods rather than imposing top-down regeneration.

Cllr Ibrahim asked about the viability challenge described in paragraph 3.1 of the report and options that were being explored by the Council. Cllr Gordon said that various options were being explored and discussions were ongoing with the community to achieve the best possible outcome. Options being looked at included looking at the Community Plan, how traders could have more say over the governance of the market. However, none of this was set in stone and was subject to discussions with all relevant parties.

Cllr Ibrahim asked if the Development Agreement had been breached given that Grainger had not been able to deliver the temporary market, Cllr Gordon said that Grainger had written to the traders to indicate that they did not have viability for the scheme and that this had been apparent for some time. Peter O'Brien said that development agreements were typically based on a set of conditions, one of the most important of which was the viability condition. If the viability condition was not met then the scheme could not proceed. He said that this element was currently being worked through and so it was not appropriate to comment in detail about it at this time. It was hoped that there would be more clarity on this point in the next month or so. In relation to the temporary market, Peter O'Brien said that after Grainger had indicated that the work on this would not be proceeding, TfL had written to traders to say that they would immediately be looking at alternative options for an interim arrangement. TfL were conscious of the situation that the traders found themselves in and had provided financial assistance to them via a Hardship Fund in December 2020.

Asked by Cllr Amin about the status of the CPO agreement with Grainger, Cllr Gordon confirmed that this remained in place until 2023.

Broadwater Farm

Asked by Cllr Ibrahim about the use of a S105 consultation relating to the Stapleford block during the summer holidays, Cllr Gordon said that she understood the concern and that, if it did not prove possible to speak to a sufficient number of residents, then it may be necessary to think about this again.

Cllr Ibrahim and Cllr Amin emphasised the importance of the Cabinet Member standing by the content of the reports provided by officers to Scrutiny. Cllr Gordon reiterated that she had been closely involved in the discussions on all of the issues reported on and reflected that she had only stated that she had not written the reports but perhaps could have asked officers to temper some of the language used.

Local Plan

Cllr White asked for updates on the studies outlined in paragraph 5.7 of the report that had been commissioned to support the new Local Plan. Bryce Tudball, Interim Head of Planning Policy, Transport & Infrastructure, provided the following details:

- **Strategic Housing Market Assessment and Gypsy & Traveller Accommodation Assessment** – the London Plan sets the Council’s housing target to be included in the new Local Plan. This report would be about understanding what mix of housing was required in the borough, including the amount/type of affordable housing and the size of the housing. This piece of work was now substantially complete. The second part of the work on the Gypsy & Traveller Accommodation Assessment was underway and expected to progress to a draft report fairly soon.
- **Archaeological Priority Area Study** – This was completed around six weeks previously and was about understanding the archaeology in the borough, what could be disturbed by new development and how to protect it.
- **Strategic Flood Risk Assessment** – This was about understanding flood risk across the borough from all sources. The draft report was expected in a couple of months’ time.
- **Sites of Importance to Nature Conservation (SINC) Study** – The current Local Plan identified a range of SINCs across the borough and this report was to identify whether these designations had changed. It also looked at what protections for SINCs might be necessary as a result of new development.
- **Retail and Town Centre Needs Study** – This had been procured quite recently and was to understand needs in the borough for future retail and other town centre uses such as leisure.
- **Employment Land Study** – This had only started a couple of weeks previously and was to understand the borough’s employment land needs and whether changes in designations might be needed.
- **Whole Plan Viability Study** – This was currently out to tender and was to understand what type of developments in the borough were viable and the impact of the Council’s policies on this (e.g. affordable housing policy, sustainable credentials of buildings).

Asked by Cllr White about the Strategic Housing Market Assessment, Cllr Bevan said that he had not yet seen the report but was aware of concerns about 3 and 4-bedroom property requirements in the borough and also about accommodation for single people. The assessment would provide the evidence for what type of properties would be needed. Asked by Cllr White for further details on the assessment, Bryce Tudball said that it had concluded that the overwhelming need in the borough was for affordable housing, around 80% of which was for social housing. It also indicated some need for intermediate products such as shared ownership, and a need more

generally for larger homes. Asked by Cllr White about his plans to address these needs, Cllr Bevan said that Cllr Gordon was responsible for the house-building aspect but that they worked closely together on this.

Cllr Hare asked about the timescales for the Employment Land Study and how it would be adapted to the dramatic changes to the ways that people were now working. Bryce Tudbull said that this was still at an early stage and that some draft outputs might be expected by September with a draft report towards the end of the autumn. He added that the Employment Land Study and the Retail and Town Centre Needs Study were interlinked and that the brief for these reviews required a careful look at the changes to the employment sites in the borough and the implications of the changes in employment patterns caused by the pandemic.

Cllr Tucker asked about car parking spaces in new developments, citing the high number of spaces at the proposed St Ann's development which was contrary to the aim of the low traffic neighbourhood in the ward. Cllr Bevan said that this was a contentious issue and that a lot of residents, including those for whom use of a vehicle was an essential part of their employment, need somewhere to park. He added that the increased provision of electric charging points was also an important requirement in new developments. The consultation for the Local Plan would help to gather views on this issue but the Council was being pushed by the GLA to reduce the number of parking spaces. Cllr Hearn commented that small businesses should provide more support to employees that require a vehicle to be more environmentally friendly. Rob Krzyszowski, Assistant Director for Planning, Building Standards & Sustainability, said that, while he couldn't comment on the specific development cited, any planning application must be determined in accordance with the Development Plan (which included the London Plan and the Local Plan) which had adopted policies on car parking. These policies could be looked at again as part of the development of the new Local Plan, though it would also be important to consider the Council's existing wider policies in the Transport Strategy.

Asked by Cllr Tucker whether there were specific requirements on parking in the London Plan and Local Plan, Rob Krzyszowski said that the latest London Plan policy had stated that zero parking should be the starting point for new developments that had strong public transport links. There were maximum car parking standards in the London Plan (but not minimum standards) which would be applied to any new development in the borough.

Asked by Cllr Hearn for his views on the government's proposals on planning reform, Cllr Bevan said that the Council had made representations to the government's White Paper consultation. His opinion was that the current proposals would be radically changed and that it could be some years before they were implemented. Rob Krzyszowski added that the government's response to the Planning White Paper had been delayed until at least the autumn. The White Paper had referred to fundamental

change to the planning system whereas the recent emphasis from the Secretary of State was about evolutionary change, so the rhetoric appeared to have been toned down.

Homes for Haringey Repairs Service

Cllr Ibrahim expressed concerns about the doubling of the wait time for tenants reporting repairs resulting from issues with the ordering process as outlined in paragraph 3.2 of the report. Judith Page, Executive Director of Property at Homes for Haringey, said that this related to the upgrade of the housing management system and that a lot of the end user testing had been difficult to carry out during the pandemic. Some issues with the process had caused significant delays to call centre performance. Extra support and resource was being put in to overcome those issues. Cllr Ibrahim said that some repairs were not dealt with until the issues had become more serious which often increased both the inconvenience and the cost of resolving them.

Asked by Cllr Ibrahim about the Council's progress towards meeting the target on the Decent Homes Standards, Cllr Bevan said that there was a huge job to do to reach the Decent Homes Standards but this had not been helped by the complications arising from requirements following the Grenfell tragedy or the disruption caused by the Covid pandemic. However, notwithstanding these difficulties, there had not been the staff capacity within HfH to deliver the size of the programme that was required. That issue had now been resolved, with a substantial number of new officers recruited with the required technical and procurement expertise. Cllr Bevan said that the policy would be to carry out refurbishments to estates all at once rather than doing partial refurbishments in several separate stages as had occurred in the past. This was the aim and he was committed to carrying out the work but he could not guarantee that the programme would not be interrupted by future cuts to government funding.

Adding to the previous point, Judith Page said that if the Decent Homes work was not done then this would impact on the repairs budget. HfH had a target to include the most significant backlog properties, which they were on target to meet with the exception of the Noel Park estate where there had been some delays to the installation of the bathroom pods. All the Decent Homes work was being programmed to be completed by 2025 in line with the Asset Management Strategy. Significant changes had been made to the team and a lot more was being managed inhouse which provided a greater level of control and flexibility on what could be delivered.

Cllr Amin commented that it had not been possible to carry out some repairs and building maintenance over the past year or so, though service charges remained high for many residents. She asked whether residents would be refunded some of the unused funds. Judith Page noted that, while this was not her area of specialism, her understanding was that service charges were fixed and went into the Housing

Revenue Account (HRA) rather than directly to HfH. There was an adjustment process on service charges, so residents were charged based on an estimate at the beginning of the year with an adjustment made at year end based on the actual costs incurred. Any refunds due would therefore be issued through this process.

Asked by Cllr Amin about the expected timescales for the repairs backlog resulting from the pandemic, Judith Page said that around 5,000 fewer repairs were carried out last year which was about 10% less than usual. 4,000 of these were in the first lockdown and most of these were caught up with over the summer. She appreciated that some people had been waiting a long time for their repairs but some more permanent and temporary staff were being recruited and it was expected that backlog levels would be back to normal by the end of September.

Cllr Amin observed that some residents were frustrated by repair workers attending but not being able to complete the repair, resulting in multiple repair appointments and longer delays before the problem was resolved. Judith Page said that sometimes repairs required more than one person to complete. HfH was due to do some work later in the year in consultation with tenants and leaseholders about how to improve the service. She also said that HfH was aware of a problem with leaks where the source of the leak was in a different flat that could not be immediately accessed, particularly if it was a leasehold property. HfH was therefore looking at their access process to help address this. Cllr Bevan said that the leak issue was clearly a problem and had been raised with him several times. He was considering setting up a working group to address this. He also informed the Panel that a new repairs director had recently been appointed who would be addressing the wider repair issues.

Cllr Tucker noted that paragraph 4.3 of the report stated that the use of sub-contractors was being reviewed to identify areas where it was felt that in-house delivery would offer a better service or improve value for money. He expressed concern about the use of these criteria as the manifesto commitment was for insourcing to be the default option. Cllr Bevan said that, while Cllr Tucker might disagree with the wording, the Amey services had recently been brought back into HfH and there was other work being done that would previously have been outsourced. Cllr Ibrahim proposed that the rewording of these criteria be a recommendation of the Panel. **(ACTION)**

AGREED: That the Panel recommends to the Cabinet Member for Planning, Licensing and Housing Services that the wording of the criteria for insourcing is amended to make clear that in-house delivery should be the default option unless it can be demonstrated that a better service or value for money can be achieved through alternative means.

18. WORK PROGRAMME UPDATE

Panel Members discussed possible items for future meetings to be added to the Work Programme.

Cllr Hearn proposed that the two Cabinet Members relevant to the Panel should provide reports on the actions that they were taking within their portfolio to contribute towards the Climate Change Action Plan

Cllr Tucker proposed that a report be brought to the Panel about the St Ann’s Hospital redevelopment site.

It was agreed that any other agenda items for future meetings and the terms of reference for the proposed scrutiny review on the future of housing management could be discussed outside of the meeting via email or separate informal meetings.

19. DATES OF FUTURE MEETINGS

- 13th September 2021
- 4th November 2021
- 9th December 2021
- 28th February 2022

CHAIR: Councillor Matt White

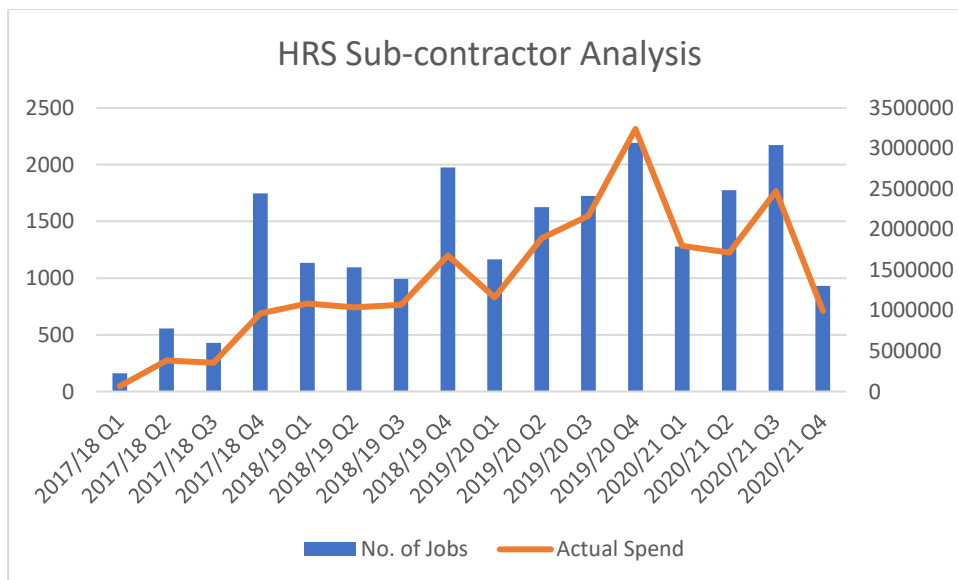
Signed by Chair

Date

Homes for Haringey Repairs Service – Subcontractor use

1. BACKGROUND

- 1.1 Homes for Haringey delivers its repairs and maintenance service through an in-house direct labour organisation, Haringey Repairs Services (HRS). The only exception to this is the gas servicing and repairs contract, which was reviewed in 2019 and the decision was taken to continue to deliver this through contractors.
- 1.2 In April 2020, the delivery of the Hard FM services for the Councils building was transferred from Amey contractors to be delivered by HRS.
- 1.3 Specialist contracts including lift maintenance, door entry-phone systems, water hygiene and alarms across both the Homes for Haringey and Council portfolio are delivered through sub-contractors.
- 1.4 The graph below shows the use of sub-contractors within HRS since 2017/18. In 2019/20 there was shift in delivery from the direct labour workforce to use of subcontractors within HRS, although this still only represented 16% of the number of jobs being delivered. Since the new management team started in HfH Property Services Directorate this has been reviewed and has significantly reduced.



- 1.5 HRS carry out circa 52,000 repairs per annum. Whilst subcontractor usage has reduced within the current financial year, work to the value of £6.9m was carried out by subcontractors in the year 20/21 representing approx. 16% of all HRS repairs.

- 1.6 There was a circa 10% reduction in the volume of repairs which were completed in 20/21 from previous years, most of this will be attributable to the pandemic, as was the increased use of sub-contractors. Now that we are returning to normal working practice, a full review of use of supply-chain is being undertaken.
- 1.7 It should be acknowledged that some of the subcontractor work has been required due to the specialist nature of the works such as fire safety works in terms of provision of fire doors as well as specialist drainage work on Broadwater Farm estate.

2. Current position

- 2.1 There is backlog of outstanding repairs which were not completed due to restricted working practices during the pandemic, to effectively complete these we will need to use sub-contractors. However, going forward we wish to return to pre-pandemic use of contractors, maximising wherever possible the use of internal resources.
- 2.2 All repairs which encompass the core trades will be carried out by HRS direct labour force, with the caveat that in times of peak demand, subcontractors may be utilised. Peaks in demand would normally occur to exceptional circumstances for example, inclement weather causing an increase in roof leaks or due to staff shortages as a result of sickness or an inability to recruit to specific roles as a result of market demands.
- 2.3 Works of a specialist nature such as scaffolding provision, asphalt roofs, excavation, and replacement of underground drainage, will be carried out by subcontractors. This is either due to the equipment, accreditation required, the health and safety implications or due to historically low demand of the type of work rendering it not practicable to deliver with the HRS workforce.
- 2.4 Currently all works relating to gas, including gas heating and hot water repairs along with the annual servicing of gas installations are carried out by subcontractors. The first break in the contract is in 2022 and a review is currently being undertaken as to whether to bring some or all of these works in-house when the break in the contract takes place.
- 2.5 Now that the delivery of the FM service has been in-house for a year and HfH has better understanding of the works required, we are moving to a more integrated delivery model. The works that have been sub-contracted to date such as decorating, and glazing will be delivered in-house moving forward.
- 2.6 Electrical testing to date has also been delivered by 3rd parties and this is area that will be brought in-house once a resourcing plan and TUPE implications are fully understood.

2.7 Maximising use of HRS

- 2.7.1 Analytical work is being undertaken to understand the base service demand across all areas of the repairs and maintenance service so that the staffing levels in HRS can be matched to this demand which will reduce the reliance on sub-contractors.
- 2.7.2 Historically, there has been some internal production of windows and doors. However, due to the level of certification required post-Grenfell for these items this is one area where outsourcing will increase going forward as the certification requirement is too onerous for effective and timely delivery.
- 2.7.3 Work is currently underway in carrying out a skills evaluation of every member of the workforce to identify any gaps in core skills so that upskilling can be carried out. This will assist in increasing productivity and first-time fix rates, enabling the team to carry out more repairs and further reduce reliance on sub-contractors whilst increasing customer satisfaction.
- 2.7.4 Within HRS, we have an ageing workforce with the average age being 56. This is common within the construction and maintenance industry whereby there has been a falling number of entrants into the industry including apprenticeships. HRS will focus on employing local residents to core trades, including offering training opportunities where required. Also, back-office staff when required and will work with local colleges to develop staff to achieve core competencies to enable HRS to become a local employer of choice and increase customer satisfaction and improve efficiencies.

3. Conclusion

Homes for Haringey are committed to maximising the use of HRS to provide a quality service to the residents of Haringey. The table below details a timeline of key activities and milestones to assist in achieving this.

Date	Activity
September 2021	Commence utilisation of new subcontractors to assist with peaks in demand and specialist works
September 2021 - ongoing	Review volume of repairs reported on a weekly and monthly basis to identify resource requirements
September 2021 - ongoing	Maximise productivity of existing staff to reduce reliance on supply-chain
November 2021	Electrical testing review and in-sourcing
November 2021	Review Gas contracts and report on recommendations

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Scrutiny Panel Briefing

St Ann's Development

Document Author
Sponsor / Senior Responsible Officer (SRO)
Corporate Priority / Directorate
Date

Pippa Gueterbock / Peter Exton / Stéphane Pietrzak
 David Joyce
 Housing, Regeneration and Planning
 September 2021

1. Introduction

1.1. As requested by the Housing & Regeneration Scrutiny Panel, below is a report providing an update on the proposed development on the St Ann's site with particular reference to the provision of Council homes and also to the provision of car parking on the site.



2. Update on the proposed development at the St Ann's Site

2.1. Catalyst has been selected as the Mayor of London's preferred development partner for a site adjacent to St Ann's Hospital. This site was purchased by the Mayor in 2018 as part of the Mayor's Land Fund. The redevelopment will deliver around 930 new homes, 60% of which will be affordable. It will also provide a new and enlarged Peace Garden, improved streets as well as new retail and affordable workspaces.

2.2. As part of the bid process, the Mayor of London's office gave all bidders a set of requirements that have to be delivered on the site. The bidders then submitted proposals to show how they would deliver these things in a viable way and with the greatest possible benefit to the local community. Catalyst's set out that their proposals have been influenced by community ambitions, and were further informed by conversations with representatives of local groups during the bid process. Before they started working with the community on the development proposals, Catalyst worked with the community to design a Community Engagement Strategy. This sets out the

aspects of the design that the community will get involved in; how, and how they will keep the public up to date on the project.

2.3. Proposals so far:

2.4. The key things Catalyst propose to deliver at St Ann's New Neighbourhood, in line with the minimum requirements of the Mayor of London's office:

- To deliver around 930 homes on the site.
- Of the 60% affordable homes, 50 will be available to be bought by a community organisation through a time-limited option, for community led housing. Of the rest 60% will be London Affordable Rent, 20% London Shared Ownership and 20% London Living Rent.
- To keep the Peace Garden as a publicly accessible part of the development and preserve key features including the Black Mulberry tree.
- To propose pedestrian and cycle access through the southwest corner of the site to connect with the nearby high street and Haringay Green Lanes station.
- To give the Council an option to purchase half of the London Affordable Rent homes.
- To ensure that London Affordable Rent homes on the site are let on lifetime tenancies.
- To give nomination rights over 22 London Living Rent homes to the Barnet Enfield and Haringey Mental Health Trust.
- To ensure that a certain portion of family-sized homes are adaptable for wheelchair users, to help address the shortage of this type of accommodation in Haringey.

3. Provision of Council Homes

3.1. The Council are currently in discussions to acquire 50% of the affordable rent homes.

3.2. The affordable rent provision also includes the c34 homes being provided for Commissioning as supported housing.

3.3. Currently the proposals would mean that the Council could acquire 147 homes, and the Council have a grant agreement with the GLA as part of the 2021-26 Affordable Homes Programme, which would make the package price viable in the Council's appraisal model.

3.4. There remains a concern about the high level of estate and service charges that Catalyst intend to level and where these will be charged to / accommodated in budget provision.

4. Provision of Car Parking on Site

4.1. An appropriate level of parking provision should be allowed for Council housing homes, in line with members' wish to ensure Council housing residents have access to car parking spaces. The applicant's team should consult with the Council and Homes for Haringey to determine what the likely demand of car parking would be, as there is no history of Council housing on the existing site (which would usually inform the right amount of parking provision).

4.2. Notwithstanding this, the car parking ratio for all other proposed homes on site should be as low as possible, in line with the London Plan (2021) maximum car parking standards and the site's future PTAL (mostly 2, with small pockets at 3 and the southwestern corner at 4).

4.3. For Outer London locations (PTAL ranging from 2 to 4), the maximum car parking ratio is 0.75 spaces per dwelling (1 or 2 beds) and 1 space per dwelling (3+ beds). The Council is awaiting further information from the applicant's transport consultant to further engage on this matter.

4.4. A Car Parking Management Plan would deal with the allocation of spaces, prioritising wheelchair users then residents of the family-sized units.

- 4.5. All proposed homes on site would be subject to a car-free agreement so no future residents would be able to apply for an on-street resident parking permit to park in none of the local Controlled Parking Zones (CPZs). The Council may look into the feasibility, design and consultation relating to the implementation or extension of a CPZ in the area surrounding the site.

5. Access in South West corner of the site

- 5.1. The PTAL for the site is predicated on the basis of the Council providing access in the South West corner, through HRA land which forms part of the Warwick Gardens block. The decision around this 'loss' for residents so that Legal can be instructed, s105 consultation process, ownership (GF or HRA), management (Council or Catalyst) and access for 4 car parking spaces for residents needs to be finalised so that Catalyst / Hill can submit planning application.

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Broadwater Farm – Repair and maintenance issues

1. Summary of current position.

- 1.1 Structural issues were identified with the panelised construction of the blocks on Broadwater Farm in December 2017. As a result of this two of the blocks, Tangmere and Northolt, have been identified for demolition and have been decanted, with the exception of a handful of leaseholders. This is now resolved, following the serving of Compulsory Purchase Orders, and vacant possession should be achieved in December.
- 1.2 Since these issues were identified £19.2 million has been invested in the estate which included removing gas from the individual properties and providing a district heating system, fire stopping works and providing new kitchens and bathrooms where required.
- 1.3 A wider estate strategy is being developed, including strengthening works to remaining blocks, improved energy efficiency including recladding and providing new windows to the remaining blocks, improvements to the common parts of the blocks and wider public realm. This will ensure that the existing and new homes are places of which residents are proud.
- 1.4 Whilst the wider estate strategy has been developed some capital investment works to existing blocks have been put on hold. This has been further exacerbated by the borough wide fire door programme being suspended whilst compliant fire doors with the correct certification have been identified and a reduction in the planned works delivery and repairs service due to Covid working restrictions.
- 1.5 Recent inspections by ward Councillors, complaints and members enquiries have identified concerns regarding overdue repairs; the quality of completed repairs; long standing issues especially with leaks not being resolved and the general standard of the common parts of the estate.
- 1.6 Homes for Haringey acknowledges this is a service area which requires a significant level of improvement and is working with ward Councillors and local residents to do this in advance of the wider estate improvements being finalised and delivered.

2. Identified areas of improvement.

- 2.1 **Block Audits:** In the first week in August audits of the blocks were undertaken to identify any communal repairs which were either not completed or required improvement. The outcome of these audits has been reviewed and the relevant repairs are being addressed. A team of operatives are being made available to complete the backlog of repairs identified, which do not require specialist sub-contractors, by mid-October.
- 2.2 **Reporting of Repairs:** For a number of the repairs which have been identified when the job has been investigated there has been no record of the repair being ordered on the system. From feedback from the Ward Councillors, they feel that residents raise these with the concierge and estate service rather than reporting them through the call centre or app. Also, more widely there is a high staff

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presence across the estate, so it is acknowledged that a more proactive approach to identifying, and reporting repairs should be in place. A workshop is going to take place with frontline staff on the estate to understand what their barriers are to raising repairs. The outcome of this will be that when residents report repairs through the concierges they are recorded on the system. It will also enable staff to raise repairs they identify more effectively.

- 2.3 **Estate Inspection.** Due to Covid working restrictions, estate inspections have not been taking place. These will be starting again in the Autumn and will be an opportunity to identify any repairs or cleaning issues on the estate.
- 2.4 **Completing repairs in a timely fashion.** Broadwater Farm is one of the largest estates in the Borough and has been identified for significant investment in the existing stock. As a result of this there are high volumes of repairs especially in the common parts where the investment is yet to be undertaken. Now the block audits have been completed an analysis is being undertaken to understand the type of work which is reoccurring on a regular basis. Once we understand this, we will make a team of operatives available on a monthly basis to complete all non-emergency repairs on the estate. This will be more impactful for residents, offer better value and can be timed to follow up estate inspections.
- 2.5 **Correct supply-chain:** The construction at Broadwater Farm, means that for some jobs such as window repairs and drainage, which would appear to be quite straight forward jobs, on closer inspection require specialist supply-chains. For drainage works within the blocks a specialist contractor has now been identified and is flushing all pipework on the estate to remove blockages and has been undertaking the necessary remedial work. For the window repairs in the communal areas the procurement of a specialist contractor is being undertaken.
- 2.6 **Management of Repairs:** A surveying resource is currently being recruited for 6 months to oversee the improvements in repairs on Broadwater Farm. Their role will include ensuring all repairs which have been identified are delivered to the published target timescales, that the correct supply-chain is in place and that jobs are post work inspected to ensure they are delivered to the correct standard. The effectiveness of this role will be reviewed at the end of the 6 months.

3. Conclusion

- 3.1 It is fully recognised within both Homes for Haringey and LB Haringey that we need to focus equally on current repairs and future estate investment and in the context of Broadwater Farm that performance needs to substantially improve in terms of repairs.
- 3.2 Homes for Haringey acknowledges that on the Broadwater Farm there are improvements needed in relation to the way in which repairs are identified, managed, and delivered. The actions outlined in this report should address these issues.
- 3.3 In March, Homes for Haringey will review the effectiveness of these changes with residents and stakeholders and will where appropriate, adopt successful changes on large estates and estates identified for regeneration moving forward.

**Wards Corner development and Seven Sisters Market
Housing & Regeneration Scrutiny Panel - 13th September 2021**

The purpose of this paper is to provide the Housing and Regeneration Scrutiny Panel (HRSP) with an update on progress with the implementation of recommendations from the HRSP review of the Wards Corner development and to provide an update on the current position with the development.

1 HRSP review update

- 1.1 On 19th November 2018, Overview and Scrutiny Committee (OSC) agreed the scoping document for a review of the Wards Corner development by the HRSP. The rationale for the review that was included in the scoping document said that it had been:

“15 years since the process to regenerate the Wards Corner site began, without a satisfactory outcome being achieved. The Panel believes that a scrutiny review that takes into account the historical context on this deadlocked issue will enhance the potential for the Council to bring about the best possible outcome for local residents, traders and for meeting the Council’s objectives”.

- 1.2 On 15th October 2019, OSC approved the recommendations of the HRSP review of the Wards Corner development. In its work which contributed to the review, the HRSP held a number of evidence gathering sessions and took evidence from Council officers and key stakeholders (a total of thirteen sessions were held between 6th February 2019 and 9th May 2019).
- 1.3 On 21st January 2020, Cabinet approved responses to the recommendations of the HRSP review and agreed or partially agreed to 4 of the 14 recommendations made by the review.
- 1.4 An update on progress with the 4 recommendations Cabinet agreed or partially agreed is included at Appendix 1.

2 Wards Corner development and Seven Sisters Market (SSM) current position

- Grainger are in Development Agreements with the council and TfL dating back many years to deliver the Wards Corner scheme. Amongst the most significant elements of the scheme is a new market to replace the existing Seven Sisters Market (SSM).
- The s106 agreement connected with Grainger’s planning consent for the Wards Corner development includes the requirement for Grainger to provide a temporary SSM on the ground floor of their Apex Gardens development, located directly opposite the Wards Corner site.
- In March 2020, SSM closed due the main power supply being disconnected as it was deemed unsafe and the introduction of Government Covid-19 restrictions requiring all non-essential retail premises to close.
- The SSM main market hall did not reopen when Covid-19 restrictions were lifted in June 2020 as TfL identified serious Health & Safety issues and the risks were too high to safely reopen the market hall. Apart from 6 SSM units fronting the High Road, SSM has remained closed.
- On 7th April 2021, Grainger issued a notification to SSM traders indicating that they are currently unable to instruct the works to open the Apex Gardens temporary SSM. The reason Grainger cited was viability challenges being encountered with the main Wards Corner development scheme.
- On 12th April 2021, TfL wrote to SSM traders advising that they were accelerating a review of options for a temporary SSM and assessing the work required to restore the market hall and wider buildings.

- On 5th August 2021, Grainger made a [public statement](#) and wrote to the council confirming that, due to viability issues they are not progressing with the Wards Corner development scheme including the Apex Gardens temporary SSM.
- On 6th August 2021, TfL and the council made a [joint public statement](#) in response to Grainger's statement confirming their agreement to work collaboratively alongside traders to explore the vision of delivering a new community-led development and work as quickly as possible to identify appropriate short- and long-term solutions for SSM.
- On 6th August 2021, the council Leader and the Chair of West Green Road/Seven Sisters Development Trust made a [joint public statement](#) on Wards Corner and SSM.
- The current and immediate responsibility for SSM sits with TfL and this continues to be the case.
- Following Grainger's notification that the Wards Corner development scheme had viability challenges, the council commissioned an independent viability review, which has concluded that the scheme is not viable under the terms of the Development Agreement with Grainger.
- For their part, TfL are reviewing the short- and long-term solutions for SSM including further hardship fund for SSM traders.
- The council is now working with Grainger to ensure an orderly exit from the Development Agreement which has been in place since 2007 and exploring overall options for the Wards Corner site. The council are engaging with TfL and the GLA throughout this process.

**APPENDIX 1 - August 2021 Response to HRSP Scrutiny Panel
Recommendations on Wards Corner**

	Recommendation	Response (Jan 2020)	Current progress as at August 2021
4	Any replacement market facilitator should be genuinely independent and hold the confidence of all parties. The Council should request Grainger to appoint an independent, qualified market facilitator. This needs to be done in full consultation with the traders. It is essential that adequate due diligence is carried out ahead of any appointment.	<p>The Council concurs with this recommendation. It firmly believes, and has consistently made clear, the absolute necessity of there being an independent Market Facilitator, and a process which can command the confidence of all the key stakeholders. Therefore, this recommendation is agreed.</p> <p>The Planning Authority has made its own recommendations on the Market Facilitator role as part of its investigation. The key recommendations are:</p> <ol style="list-style-type: none"> 1. That the Developer, with the assistance of the Council, procures a temporary Market Facilitator pending the appointment of a permanent Market Facilitator. 2. That the Developer widely advertises the post of the Market Facilitator. 3. That the Market Facilitator should be independent from the Developer and anyone connected with the running of the market. 4. That the Developer meets with the Council and traders bi-annually to review the progress towards meeting the obligations in the principal agreement. 5. That the Developer randomly selects two traders, from a pool who have indicated their willingness to participate, to assist in the identification, selection and appointment of the Market Facilitator. 	<p>Acting Market Facilitator (AMF)</p> <p>The process for the procurement of an AMF for Seven Sisters Market (SSM) was led by Grainger with the assistance of the Planning Authority.</p> <p>On 26th February 2020, Grainger appointed Working Places for the AMF role primarily due to their experience of working with the SSM traders on the independent review of the options for the future management of SSM for the Wards Corner Policy Advisory Group (PAG).</p> <p>Grainger set out a clear scope for the AMF role which included:</p> <ul style="list-style-type: none"> • Preparing and agreeing governance arrangements for the establishment of a Partnership Working Group (PWG) to oversee SSM traders move to the temporary SSM at Apex Gardens • Establishment of the PWG including overseeing the SSM trader representation selection process • Development of a Market Strategy for the temporary SSM at Apex Gardens <p>Following the closure of SSM in March 2020, (due the main power supply being disconnected and the introduction of Government Covid-19 restrictions) the role of the AMF was expanded to include providing support and advice to SSM</p>

	Recommendation	Response (Jan 2020)	Current progress as at August 2021
		<p>6. That before the placing of the advertisement for the post, the Developer develops shortlisting and weighting criteria to be used in the selection and appointment of the Market Facilitator. The Developer should consult the Council and traders before finalising such criteria.</p> <p>7. That the shortlisting and interviewing be carried out by a panel comprising representatives of the traders, the Council and the Developer.</p> <p>8. That, when appointing a Market Facilitator, the Developer takes into account the views of the traders selected to participate in the identification, selection and appointment of the Market Facilitator unless there are material considerations which outweigh the traders preferred candidate. In that case the Developer should submit a report to the Council explaining the considerations and for the Council to agree to that assessment in writing.</p> <p>9. That the traders and any interested parties report any future alleged non-compliance with the provisions of the principal agreement to the Interim Manager – Planning Enforcement and Appeals for investigation in the first instance.</p> <p>10. That the Developer develops a set of Key Performance Indicators (“KPIs”) which will be used to measure the Developer’s progress towards the objectives of the agreement.</p> <p>11. That the temporary Market Facilitator and the permanent Market Facilitator present progress reports to the Steering Group or its successor(s) OR, in the</p>	<p>traders to help them deal with the impacts of Covid-19 and access Government grant support.</p> <p>Permanent Market Facilitator (PMF)</p> <p>Grainger commenced the process for the appointment of a PMF in April 2020.</p> <p>The job description for the PMF role was prepared by the Planning Authority in consultation with Grainger and SSM traders.</p> <p>The Planning Authority selected 2 SSM traders to be included on the PMF interview panel. The 2 traders were randomly selected from a list of SSM traders who expressed an interest in participating in the PMF selection process.</p> <p>Grainger prepared evaluation criteria (including shortlisting and weighting criteria) for the PMF selection process which were agreed with the Planning Authority and the 2 SSM trader representatives.</p> <p>The PMF role was advertised for 2 weeks on the Guardian website but there was limited interest and those who applied did not have relevant experience. Grainger did not have a long list of potential applicants but received expressions of interest from two suitably qualified candidates.</p> <p>The PMF interview panel (comprising Grainger, a council Planning Officer and the 2 SSM trader representatives) interviewed the 2 selected candidates on 6th July 2020. The interview panel selected the Assembly Line for the PMF role and Grainger confirmed the appointment on 8th July 2020.</p>

	Recommendation	Response (Jan 2020)	Current progress as at August 2021
		<p>alternative, report progress directly to the Council. The report should be presented every 6 months.</p> <p>12. That the Developer reconstitutes the Steering Group with clearly defined terms of reference and a democratic way of operation.</p> <p>13. That the Council has a formal observer role in the Steering Group (and any successor).</p>	<p>Following a handover period with the AMF the Assembly Line took over the Market Facilitator role at the end of August 2020.</p> <p>Following their appointment, the Assembly Line’s main work was facilitating the engagement process with SSM traders on the design and unit allocation at the temporary SSM at Apex Gardens. This work continued up until the Grainger announcement in April 2021 that due to viability issues they were not currently able to proceed with the temporary SSM at Apex Gardens.</p> <p>SSM Steering Group</p> <p>In order to ensure that traders had a forum to input into the Market Strategy (including the design of the temporary SSM at Apex Gardens) it was decided in February 2020, that a Partnership Working Group (PWG) would be formed.</p> <p>In March 2020, Grainger delayed the process for the establishment of the PWG due to Covid-19 restrictions.</p> <p>In June 2020, SSM traders expressed their view to Grainger that it was the right time for the PWG to be established.</p> <p>In July/August 2020, the SSM AMF led a process for the SSM trader elections to the PWG. A total of six licenced SSM traders were selected on to the PWG alongside representatives from Grainger, the Council (1 officer and Councillor Gunes – local ward member) and TfL. The SSM trader representatives were chosen following a nomination and ballot process.</p>

	Recommendation	Response (Jan 2020)	Current progress as at August 2021
			The first meeting of the PWG was held in August 2020 and there were 3 further meetings held in September and October 2020 and January 2021. Grainger cancelled the PWG meetings scheduled for February and March 2021 but provided written updates to the group. There have been no further meetings of PWG since Grainger's announcement in April 2021 that they were not currently able to proceed with the temporary SSM at Apex Gardens.
8	The Council, in its regulatory health and safety role should work with TfL, Grainger and any other stakeholders to draw up a plan of action to address all outstanding and ongoing maintenance work at Seven Sisters Market in order to secure a working environment which complies with all regulations.	<p>It is important to remember that the Council does not own either the leasehold or the freehold of the Seven Sisters Market which includes the Latin Village Market. Therefore, the Council has only two regulatory functions relating to Health and Safety at Seven Sisters Market, namely Building Control and Environmental Health and Safety.</p> <p><u>Seven Sisters Market – Day to Day Maintenance and Health & Safety</u></p> <p>The freehold of the building which the Seven Sisters Market (SSM) is situated is owned by London Underground Limited (LUL) and managed by TfL. Market Asset Management Limited (MAM) has a lease of the ground floor of the building occupied by SSM.</p> <p>MAM is responsible for the internal maintenance of SSM with insurance maintenance and repairs of the structural shell of the building remaining the responsibility of LUL. Both LUL and MAM have Health</p>	<p>Seven Sisters Market – Day to Day Maintenance and Health & Safety: TfL Health & Safety investigation</p> <p>The final WSP safety and compliance survey report (WSP report) was issued to the council and the market operator - Market Asset Management Seven Sisters Ltd (MAM) on the 14th February 2020 followed by SSM traders and other key stakeholders on the 17th February 2020. The WSP report identified the following key issues at SSM:</p> <ul style="list-style-type: none"> • Market stalls mezzanine floors were not structurally sound and needed to be unloaded and taken out of use. • Fire alarm system needed to be improved and emergency lighting upgraded. • Electrical installation throughout the Market and within individual units is in an unsatisfactory condition and in places dangerous. • No gas safety certificates were available for trader units. <p>In March 2020, SSM closed due the main power supply being disconnected as it was deemed unsafe and the introduction of Government Covid-19 restrictions requiring all non-essential retail premises to close.</p>

	Recommendation	Response (Jan 2020)	Current progress as at August 2021
		<p>and Safety responsibilities for SSM and the building. The Council holds no such responsibilities.</p> <p>TfL in its role as freehold owner of the Wards Corner building has commissioned a series of inspections to assess the structural and overall condition of the building and to ensure it complies with all applicable legal requirements. These inspections commenced on the 18th November 2019 and are scheduled to be completed by mid-January 2020.</p> <p>TfL wrote to all the traders in early November to notify them of this investigation and held an all traders meeting to answer traders' questions in advance of work starting.</p> <p><u>Building Control</u></p> <p>Building Control's statutory responsibility relates to building work and not to ongoing maintenance work. Building Control do not have record of any building works being undertaken at the premises over the last 7 years and have not received any notification of either unlawful building work or any reports of dangerous structures.</p> <p><u>Environmental Health & Safety</u></p> <p>The role of the regulatory service in Environmental Health is to ensure compliance with various statutory provisions mainly in food safety, health and safety and</p>	<p>The SSM main market hall did not reopen when Covid-19 restrictions were lifted in June 2020 as TfL identified serious Health & Safety issues and the risks were too high to safely reopen the market hall. Apart from 6 SSM units fronting the High Road, SSM has remained closed.</p> <p>In August 2020, TfL made the decision that due to the scale of the Health & Safety works required to safely re-open SSM and the timeline for undertaking the works they would pursue the option of providing a temporary outdoor market on land immediately adjacent to the SSM building.</p> <p>In October 2020, following a review of the feasibility of providing a temporary outdoor market TfL decided to abandon the plan and, as an alternative, provide a package of support to traders to assist them during the period until they move to the temporary SSM at Apex Gardens. The proposed support package comprised an offer of alternative rent-free accommodation on the TfL estate and the establishment of a financial support fund.</p> <p>In December 2020, TfL established a Hardship Fund to provide financial assistance to all SSM traders. The total value of the fund was £500k, of which £486,550 has been evenly distributed to all the 37 SSM traders i.e. £13,150 each – 32 trader payments were made by end of December 2020 with the remaining 5 by mid-February 2021.</p> <p>Following Grainger's announcement in April 2021 that they were not currently able to proceed with the temporary SSM at Apex Gardens, TfL wrote to SSM traders on 12th April 2021 advising that they were accelerating a review of options</p>

	Recommendation	Response (Jan 2020)	Current progress as at August 2021
		<p>licensing. This role would not extend to fire safety (responsibility of London Fire Brigade) or drawing up action plans for improvements as this could result in a conflict of interest or could prejudice any regulatory action that could follow. The Council is able to advise on regulatory compliance, codes of practice or comment on any action plan (with regard to food safety, health and safety and Licensing) drawn together by the various businesses or individuals whose primary role is to ensure regulatory compliance.</p> <p>This is partially agreed as set out above and the Council in its health and safety, food and licensing roles will ensure ongoing compliance of regulatory functions within its remit of the market according to risks and problems which are identified.</p>	<p>for a temporary SSM and assessing the work required to restore the market hall and wider buildings.</p> <p>On 5th August 2021, Grainger made a public statement and wrote to the council confirming they were not progressing with the Wards Corner development scheme including the Apex Gardens temporary SSM</p> <p>On 5th August 2021, TfL and the council made a joint statement committing to work as quickly as possible to identify appropriate short- and long-term solutions for SSM</p> <p>The current and immediate responsibility for SSM sits with TfL and this continues to be the case whilst short- and long-term solutions for SSM are developed.</p> <p>Building Control</p> <p>Building Control have not had any recent involvement with the Wards Corner site including SSM. As previously stated, Building Control deal with ongoing building works and/or dangerous structures - the SSM market hall has not been reported as a dangerous structure.</p> <p>Environmental Health & Safety</p> <p>On 21st July 2020, Regulatory Services undertook site visit to assess progress with regards to electrical and structural works, and issue of traders entering the closed site. Metal plates had been installed to prevent unauthorised entry and satisfactory electrical certificates obtained for units 7, 8 & 10.</p> <p>On 12th Oct 2020, Regulatory Services obtained satisfactory electrical certificates for all units facing Tottenham High Road however, the structural integrity of mezzanine floors serving</p>

	Recommendation	Response (Jan 2020)	Current progress as at August 2021
			these units remains an issue - further action in relation to this is being considered.
9	In light of the disturbing allegations the Panel heard in the evidence sessions from former housing association residents, we recommend that the council explore the lessons that could be learned from working with housing associations to rehouse vulnerable residents.	<p>The Council was concerned by evidence presented to the Review about the way existing tenants were treated by Housing Associations. The Council has learned lessons from what has happened in this instance and has committed to a different approach in the future.</p> <p>Whilst this recommendation is agreed, it should be noted however that it is unusual for the Council to be involved in directly rehousing existing tenants of Housing Associations. Typically, this is the responsibility of the Housing Association.</p> <p><u>Lessons that have been learnt</u></p> <p>In situations where a development ultimately results in the demolition of inhabited residential properties to facilitate major improvement works, it is vitally important that the Council is involved in liaising with all current residents at the earliest opportunity regardless of what type of tenancy individual residents hold and who their current landlord is. In practical terms this involves the following.</p> <p>1. The relevant team within the Council working with all residents in such areas, signposting them to alternative accommodation. This also involves each resident having a dedicated contact point for</p>	<p>In late August 2020, TfL made the council aware that due to Health and Safety concerns they were in the process of obtaining vacant possession of 249a High Road, which is a self-contained flat located within the Wards Corner/SSM building.</p> <p>The flat was occupied by 5 people – 3 individuals and 1 elderly mainly Spanish speaking married couple who TfL considered to be vulnerable due the husbands ill health.</p> <p>In order to protect their position TfL served s21 Housing Act notices on the tenants on 23rd September 2020 which formally gave them until April 2020 to vacate the flat i.e. 6-month notice.</p> <p>To assist the tenants in finding alternative accommodation TfL offered them the following options:</p> <ol style="list-style-type: none"> 1. Offer of TfL owned rented accommodation (three studio flats) in South Kensington at a discounted rate for 6 months, then reverting to the market rent level. 2. The tenants to find alternative accommodation of their own choice - to assist the tenants to accumulate a sufficient amount to pay a deposit and an initial rent that may be required by other landlords, TfL offered not to charge rent due for the months of July, August and September.

	Recommendation	Response (Jan 2020)	Current progress as at August 2021
		<p>information both within the Council and with their current landlord.</p> <p>2. Council staff identifying at the earliest possible stage any individuals or households where there may be potential concerns. Work then takes place to provide practical assistance to help the individual or family through the rehousing process. In relevant cases this involves Council officers working with any dedicated teams the other landlord may have.</p> <p>3. All residents within such an area have a 'needs assessment' completed by Council officers. This is a formal mechanism whereby existing support networks helping the individual or family are identified, or more importantly in this context, where such support is identified as being necessary but not yet in place. Such gaps can then be filled either through the Council itself, (eg social services), or another supporting agency.</p> <p>4. Individuals and families who are asked to move often feel particular pressure when trying to find alternative accommodation. Such pressure is intensified if the individual or family have vulnerability issues. It is therefore important that such individuals and families are supported through the rehousing process as outlined above, but also have access to additional support mechanisms once their new tenancy has started. This requires support packages</p>	<p>The council's re housing team wrote to all the occupiers on 13th October 2021 (letter also translated into Spanish) offering a meeting to discuss how best the Council could provide support in the process of finding/moving to alternative accommodation.</p> <p>The council's re-housing team interviewed the married couple on the 23rd October 2021 with a Spanish translator present.</p> <p>By the end of October 2020, the 3 individual tenants moved out of the flat into alternative private rented accommodation which left the elderly married couple in occupation.</p> <p>The council's re housing team provided support to the couple during November and December 2020. Also, a dedicated Spanish speaking housing officer from Homes for Haringey (HfH) assisted the couple in finding alternative accommodation in the private sector. On 23rd December 2020, the couple accepted the offer of a 1 bed flat in Hackney which they moved into on 30th December 2020.</p>

	Recommendation	Response (Jan 2020)	Current progress as at August 2021
		that will enable the residents to sustain their tenancies.	
14	The Regeneration department should ascertain and publish details on the amount of public money, including grants, which have been allocated to this development. This report should include reasons funds were allocated, the source and purpose of the funding and establish the amounts spent, what it was spent on, and how much remains.	<p>This is agreed and the Council can confirm that the only public funding that has been allocated/paid in respect of the Wards Corner project is as follows, details of which are already in the public domain.</p> <p>1. £1.5m interim gap funding has been paid to Grainger Seven Sisters Ltd against site acquisition costs paid on the Wards Corner site. The funding was paid by the Council using funding from the Bridge New Deal for Communities initiative (NDC) i.e. as Accountable body. In addition, a further £500k of gap funding is to be provided to Grainger SSL by way of a deduction to the sale price of the Council owned property within the Wards Corner development. The total £2m of gap funding is repayable to the Council (with interest and a possible 'additional consideration'), subject to conditions, in the event a minimum profit level (20%) is realised on the completed development.</p> <p>2. The Mayor of London through TfL has agreed to provide £284,500 of funding to the Council to provide financial support to the small businesses to assist in resourcing the temporary relocation of Seven Sisters market following its temporary closure.</p>	No further action required as the details of the interim grant funding to Grainger and the Mayoral funding were already in the public domain.

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Housing and Regeneration Scrutiny Panel

Work Plan 2021 - 22

<p>1. Scrutiny review projects; These are dealt with through a combination of specific evidence gathering meetings that will be arranged as and when required and other activities, such as visits. Should there not be sufficient capacity to cover all of these issues through in-depth pieces of work, they could instead be addressed through a “one-off” item at a scheduled meeting of the Panel. These issues will be subject to further development and scoping. It is proposed that the Committee consider issues that are “cross cutting” in nature for review by itself i.e. ones that cover the terms of reference of more than one of the panels.</p>		
Project	Comments	Status
The Future of Housing Management in Haringey	A report to Cabinet in July 2021 recommended the approval of a consultation process with tenants and leaseholders on a proposal to bring Homes for Haringey back in-house. This Review will be comparing different models of housing management in local government to make recommendations for the future approach in Haringey.	To begin Sep 2021
Sheltered Housing – Care and Support (Adults & Health Scrutiny Panel)	To review the current arrangements for the provision of sheltered housing in Haringey including the care and support provided to residents living in sheltered housing. This Review is being conducted by the Adults & Health Scrutiny Panel but members of the Housing & Regeneration Scrutiny Panel may wish to provide some input given the overlap with its remit.	To begin Sep 2021

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	Agenda Items
2021-22	
8 July 2021	<ul style="list-style-type: none"> • Update - High Road West • Update - Wards Corner • Update - Broadwater Farm • Update - HfH repairs service • Update - New Local Plan • Work Planning; To discuss items for the work plan for the Panel for 2021/22
13 September 2021	<ul style="list-style-type: none"> • Wards Corner Scrutiny Review – Follow up • Update – Broadwater Farm (Stapleford consultation) • Update – Broadwater Farm (Maintenance issues) • Update – St Ann’s Development • Update – HfH Repair Contracts
4 November 2021	
9 December 2021 (Budget Meeting)	<ul style="list-style-type: none"> • Budget scrutiny

28 February 2022

- Noel Park Scrutiny Review – Follow up

Possible items to be allocated to Panel meetings:

- Procurement in the Housing sector (including the London Construction Programme)
- Financing of housing developments
- Monitoring of progress - Accommodation Strategy
- Practice of separating social tenants from other private residents in the same housing developments
- Sheltered housing (Joint meeting with Adults & Health Scrutiny Panel)
- Creation of Residents Forums (one each to represent different tenures)
- Haringey Covid-19 Development Intelligence Group
- Fire safety in HfH estates
- Policy on demolition of existing council housing in order to build new properties through the housing delivery programme
- Tottenham Hale District Centre Framework
- Converted Properties cleaning service charge
- Decent Homes Plus
- Housing support services provided by local community organisations
- Empty homes
- Asset Management Strategy
- Funding models relating to the General Fund and the Housing Revenue Account
- Homelessness

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