

Overview and Scrutiny

Annual Report 2019/20

Foreword

The Overview and Scrutiny Committee has delivered its two year programme based on the feedback of members of the Haringey community. It is my firm view that the Committee should have and has had a strong role in bringing forward the voice and concerns of our residents.

In carrying out oversight of the work of the council, we have made sure that the issues raised by the community either became reviews, areas of enquiry or individual questions to our cabinet members. We have sought where possible to follow projects through their inception and increase 'pre-scrutiny', engaging with decisions early on to help support better policy and outcomes for people in our borough.

In addition to the many hours of public scrutiny, the committee has met to review evidence and discuss areas of enquiry. Our visits to local businesses and organisations delivering services to the council are an example of our desire to explore and understand what goes on in our borough, get out and about and see for ourselves the role of the council.

It is also true that we have not shied away from topics that at times might feel challenging or difficult to address, led as we have been by a commitment to the independence and vital role of good oversight and transparency. This transparency can only help the council going forward.

The Covid-19 pandemic has affected all of us, and in particular I think of those residents who have lost loved ones, suffered severe illness and whose lives have been and will be changed drastically by lockdown and the ensuing economic challenges. The Council also now faces financial and operational challenges and we must rise to meet them if we are to adequately support our community through the tough times ahead.

More than ever, scrutiny has a role to play in helping good policy making and bringing the voices of the community forward to make sure we hear them and respond appropriately.

Councillor Lucia das Neves
Chair, Overview and Scrutiny Committee

Haringey's Overview and Scrutiny Committee 2018/19



Cllr Lucia das Neves (Chair)



Cllr Pippa Connor
(Vice Chair)



Cllr Erdal Dogan



Cllr Khaled Moyeed



Cllr Adam Jogee

Co-opted Members of the Overview and Scrutiny Committee:

Church Representative

- Yvonne Denny
- Lourdes Keever

Parent Governor Representatives

- Mark Chapman
- Luci Davin

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Scrutiny in Haringey

1. What is scrutiny?

“**Scrutiny** is based on the principle that someone who makes a decision...should not be the only one to review or challenge it. **Overview** is founded on the belief that an open, inclusive, member-led approach to policy review...results in better policies in the long run.”

Jessica Crowe, former Executive Director, Centre for Public Scrutiny

- 1.1 Overview and Scrutiny was brought into being by the Local Government Act 2000. A requirement of the act is for a local authority with executive arrangements to have one or more overview and scrutiny committees.
- 1.2 These are able to scrutinise the decisions or actions taken by the Council or partner organisations or, indeed, consider any matter that affects people living in the borough. Effective overview and scrutiny should:
 - Provide constructive “critical friend” challenge;
 - Amplify the voices and concerns of the public;
 - Be led by independent people who take responsibility for their role; and
 - Drive improvement in public services.
- 1.3 Given these functions, Overview and Scrutiny plays an important role in local democracy through enhancing local accountability of services, improving transparency of decision-making and enabling councillors to represent the views of local residents.
- 1.4 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.
- 1.5 It should also;

- Reflect local needs and priorities;
 - Prioritise issues that have most impact or benefit to residents;
 - Involve local stakeholders; and
 - Is flexible enough to respond to new or urgent issues.
- 1.6 Scrutiny is a flexible process and can be carried out in a variety of ways, using various formats. In accordance with the scrutiny protocol, areas of enquiry have been drawn from the following:
- Performance Reports;
 - One off reports on matters of national or local interest or concern;
 - Issues arising out of internal and external assessment;
 - Reports on strategies and policies under development;
 - Issues on which Cabinet or officers would like scrutiny views or support; and
 - Progress reports on implementing previous scrutiny recommendations.
- 1.7 In addition, in-depth scrutiny reviews are an important aspect of Overview and Scrutiny and provide 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 outcomes.
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2. The structure of scrutiny in Haringey

- 2.1 In Haringey there is one over-arching Overview and Scrutiny Committee. This is supported in its work by four standing scrutiny panels that scrutinise the following service areas: Adults and Health; Children and Young People; Environment and Community Safety; and Housing and Regeneration. The Overview and Scrutiny Committee is responsible for developing an overall scrutiny work programme, including the work done by the four standing panels.

Overview & Scrutiny Committee and Scrutiny Panels

- 2.2 The Overview and Scrutiny Committee is made up of five councillors who are not members of the Council's Cabinet. Membership of Overview & Scrutiny Committee is proportional to the overall political makeup of the Council. The scrutiny panels are made up of between 3 and 7 councillors who are also not members of the Cabinet. Scrutiny panels are chaired by members of the Overview and Scrutiny Committee and membership is politically proportionate as far as possible.
- 2.3 Both the Overview and Scrutiny Committee and scrutiny panels oversee discrete policy areas and are responsible for scrutinising services or issues that fall within these portfolios.

- 2.4 A number of scrutiny functions are discharged by both the Overview and Scrutiny Committee and the individual panels. These include: Questioning Cabinet members on areas within their portfolio; Monitoring service performance and making suggestions for improvement; Assisting in the development of local policies and strategies (e.g. through local project work); Monitoring implementation of previous scrutiny reports; and Budget monitoring.
- 2.5 As the 'parent' committee, the Overview and Scrutiny Committee is required to approve work programmes and to ratify reports and recommendations developed by scrutiny panels. The Overview and Scrutiny Committee also retains a number of distinct scrutiny functions not undertaken by panels. This includes:
- Call-ins: where there is a challenge to decision taken by the Cabinet or individual Cabinet member or a key decision taken by an officer under delegated authority; and
 - Councillor call for action: where local councillors can refer matters of genuine and persistent concern which have not been possible to resolve through usual council processes.
- 2.6 A list of service areas covered by the Overview and Scrutiny Committee and scrutiny panels during 2019/20 is provided at Appendix 1.

The Work of Overview and Scrutiny in 2019/20

3. Work Plan for 2018-20

- 3.1 At its first meeting in 2018-19, the Overview and Scrutiny Committee decided to develop a two-year work plan for the Committee and its panels in order to allow the Committee to take a longer view of issues to address. It was particularly keen to ensure that the views of residents and stakeholders were taken into account in the development of this. An online survey was therefore set up and circulated amongst local community organisations and contacts. In addition, a “Scrutiny Café” event was also arranged.
- 3.2 The issues raised by both of these processes as well as feedback from relevant Cabinet Members and officers were considered by the Overview and Scrutiny Committee and each of its panels. Work plans were developed for each scrutiny body and approved by the Overview and Scrutiny Committee. Progress reports of the response by overview and scrutiny to the issues raised as well and action arising have been shared with all of those who attended the Scrutiny Café.
- 3.3 The Committee is in the process of developing a new work plan for 2020-22. As part of this, an on-line survey was again undertaken. This closed at the end of February 2020. Another Scrutiny Café was planned to take place on 20 March but this was postponed due to the Coronavirus pandemic. The results of the survey have been analysed and will be considered by the Committee in the development of the workplan. Further engagement and discussion with the local community is currently in the process of being arranged. This will focus on local priorities as the borough recovers from the pandemic.
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4. Overview and Scrutiny Committee

Councillors: Lucia das Neves (Chair), Pippa Connor (Vice-Chair), Erdal Dogan, Adam Jogee and Khaled Moyeed

Co-optees: Mark Chapman, Luci Davin, Yvonne Denny and Lourdes Keever

Overview

- 4.1 There were thirteen meetings of the Overview and Scrutiny Committee in 2019/20. This included two call-ins, one special meeting and three evidence sessions as part

of the reviews that the Committee has been undertaking, as well as budget scrutiny. In addition to the issues set out below, the Committee monitored the Council's performance as set out in the Borough Plan Priority Dashboards, and held a Question and Answer session with the Leader of the Council and the Chief Executive on their priorities for the year ahead.

- 4.2 Cabinet members were invited to share their plans and thinking for their respective areas and answered questions on progress of their work areas. The Cabinet briefs covered in the year were:
- The Leader;
 - Finance and Strategic Regeneration;
 - Local Investment and Economic Growth;
 - Corporate and Civic Services.

Wards Corner

- 4.3 The Housing and Regeneration Scrutiny Panel began a detailed piece of work into the proposed redevelopment of the Wards Corner site in the Seven Sisters area of the borough in 2018-19. Evidence gathering for the review was completed last year. In light of the changes in the membership of the Panel and to facilitate the completion of the review, it was agreed to transfer responsibility for its completion to the Overview and Scrutiny Committee. This was to preserve the work that the panel had already completed and ensure that the Council continued to meet local community expectations for an outcome for this review.
- 4.4 The Committee held a further three evidence sessions between mid-June to early July and invited Members of the Housing and Regeneration Panel during 2018-19 to review the draft report and propose the key themes and recommendations. Following the completion of this process and consideration of comments on the draft report from stakeholders, the report was finally approved by the Committee on 25 November 2019. The Council's Cabinet approved a response to the recommendations of the review at its meeting on 21 January 2020.

Business Support – Procurement and the Supply Chain

- 4.5 In the light of the Committee taking on responsibility for the Wards Corner review, the review that it had been undertaking on Business Support (Procurement and the Supply Chain) was suspended. Work resumed once the Wards Corner review was finalised and the Committee received further evidence from Haringey Business Alliance and the Council's Head of Procurement. In addition, Committee Members also visited local organisations who have been involved in tendering for Council contracts. The Committee will be aiming to complete the review in the next Municipal Year.

Fire Safety

- 4.6 In March 2019, the Committee published an interim report as part of its review on Fire Safety in High Rise Blocks. The review was set up in the aftermath of the Grenfell Tower fire. Many local authorities have high rise blocks and there was

serious concern that many of the issues that led to the tragedy might not be unique to Grenfell Tower.

- 4.7 The Committee was pleased by the level of response that was made to the fire in Haringey, particularly by Homes for Haringey. It nevertheless identified a number of areas where it felt that additional action was necessary or improvements required. The Cabinet meeting of 9 July 2019 approved a response to the review's recommendations. The Committee will be returning to the issue in 2020-21 and, in particular will be receiving a progress report on progress with the implementation of the recommendations.

Front Office, Back Office (FOBO)

- 4.8 The Committee continued to follow and look in detail at proposals to change the way that residents, businesses and visitors contact and do business with the Council through the Front Office, Back Office (FOBO) transformation process. In particular, the proposals will affect Customer Services and libraries. The Committee also made suggestions on how the process could be developed and strengthened further.

Universal Credit

- 4.9 The Committee looked in detail at the impact of the introduction of Universal Credit has had in Haringey. Firstly, it heard from Council officers, the Department of Work and Pensions and Haringey CAB at its meeting on 22 July 2019. It then looked at how Universal Credit had affected the level of rent arrears amongst Homes for Haringey tenants at its meeting on 25 November. The Committee noted that there had been a significant increase in rent arrears. In addition, it was of the view that there was a need for connectivity between different IT systems to help identify and coordinate responses better.

Library Update

- 4.10 The Committee received a progress report on developments within the borough's libraries including the Library Enhancement programme, the Local Government Association's Library Peer Challenge, branch library funding and exploratory work on underutilised spaces and the potential for income generation. It also received feedback from representatives of friends of libraries groups across the borough. Following the discussion at the meeting, Committee Members arranged to visit Marcus Garvey and Wood Green libraries in order to obtain a better understanding of the issues that had been raised.

Combined Complaints, Member Enquiries, Freedom of Information Requests and Ombudsman Annual Report 2018/19

- 4.11 The Committee received a report on complaints, Member enquiries, Freedom of Information requests and Ombudsman cases. It noted with concern the comparatively high number of Ombudsman cases that were upheld. Officers reported that action was being taken to ensure that the Council could collectively learn from issues raised within these. Action was also being taken to increase the percentage of complaints that were resolved at an early stage.

Call-ins

- 4.12 The call-in procedure is a statutory scrutiny function that enables Councillors to challenge decisions taken by the Council's Cabinet and ask the Overview and Scrutiny Committee to refer them back for reconsideration. The procedure was used to look at proposals to develop Red House Yard, West Green Road, N15 and the award to the contract for the provision of Special Educational Needs and Disability (SEND) transport consultancy services. In both cases, the Committee referred to matter back to the Cabinet with a number of recommendations.
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5. Adults and Health Scrutiny Panel

Chair's Introduction

"This has been a difficult year, the impact of Covid-19 on our communities has been widespread with the severity falling on the elderly, those with underlying health problems and those from BAME backgrounds. This also brought into stark relief problems such as homelessness, food poverty and domestic abuse. Care and Nursing homes have been at the centre of this pandemic and highlights the necessity to have a joined up approach to both protect our residents and ensure that our carers are supported.

Prior to the pandemic, the Panel scrutinised a wide range of issues including early intervention/local coordination, domestic abuse, the future of Osborne Grove nursing home, the future of St Ann's Hospital, the redevelopment of Canning Crescent mental health centre, suicide prevention and the Safeguarding Adults Board's annual report.

The Panel published a Scrutiny Review in June 2019 which considered the closures of some day opportunity services and throughout this year we have been focusing on the new day opportunity services to be provided through an Autism hub and a Learning Disabilities and Autism centre based at Waltheof Gardens. These new centres have been developed through Adult Social Care working with residents and this step into co-production is an area that the Panel has been looking into this year through a new Scrutiny Review on adult social care commissioning.

The Panel's work going forward will be cognisant of the impact of Covid-19 and our work programme will not only follow up previous issues but will consider items in the new light the pandemic has thrown on our services and care provision. The importance of adapting services to the needs of residents, working alongside and with our service users and families has never been more critical to emerge with robust services that join up across the Council."

Cllr Pippa Connor, Chair

Councillors: Pippa Connor (Chair), Nick da Costa, Eldridge Culverwell, Mike Hakata, Felicia Opoku, Sheila Peacock and Yvonne Say.

Co-optee: Helena Kania

Overview

5.1 There were five formal meetings of the Adults and Health Scrutiny Panel in 2019/20, one of which was dedicated to scrutiny of the Draft Budget (2020/21) and the Medium Term Financial Strategy (2020/21-2024/25). The meetings involved Q&A sessions with the Cabinet Member for Adults & Health and discussions with senior Adults & Health officers and a range of external witnesses on key issues of concern. The Panel also held a number of evidence sessions to gather information in support of its scrutiny reviews. While formal Panel meetings were temporarily postponed in March 2020 as a consequence of social distancing measures, the Panel has continued to meet informally via video-conferencing and has been reporting issues and queries to the Overview & Scrutiny Committee.

Scrutiny Reviews

5.2 The Panel published its report on its Scrutiny Review of Day Opportunities in the Borough in June 2019. A number of day centres had been closed in 2016 and 2017 and the Panel aimed to examine the impact that these changes had on service users and possible future provision of day opportunity services being considered through the Adult Social Care Review. The Panel's report made fifteen recommendations on the use of former day centres that are proposed to be brought back into use, the Council offer to local voluntary organisations as the landlord of community buildings, transport issues, assessments, contracts and the availability of information about services. All recommendations were either agreed or partially agreed.

5.3 The Panel has also been gathering evidence on a scrutiny review of adult social care commissioning during 2019/20. Alongside examining the process behind commissioning decision-making the importance is emerging of how residents are instrumental in the design of services that deliver care, such as with the new Autism hub. The scrutiny panel is focussing on how the council can work alongside residents, using their lived experience and expert knowledge to embed co-production within the commissioning process. Understanding how decisions are tracked and measured, what key performance indicators are used, how return on investment is calculated and what criteria are used to make the decision on which organisations to tender to are key parts of this scrutiny project, in particular the wider strategic approach to commissioning and how social objectives are achieved. The review has unfortunately been interrupted by

the Covid-19 pandemic but evidence gathering has now resumed and the Panel looks forward to publishing its report later in the year.

Prevention and Early Intervention

- 5.4 The Panel received a presentation on an approach which aims to intervene to enable people to access help at an earlier stage and thereby stay as independent as possible. This involves providing information, support and guidance and developing a network of options to provide people with the support they need to help them find their own solutions and empower them to live well. The Panel has taken in interest in this area for some time, having previously been aware of feedback that some residents are unaware of the services available to them or how to access them. The Panel has felt that the Local Area Coordinator (LAC) role has a key part to play in building these community networks and reaching isolated people. There are only two LACs currently, in Hornsey and Northumberland Park, but the Panel has been informed that the programme could be expanded to include other parts of the Borough in the future.

Domestic Abuse

- 5.5 The Panel received a briefing on Haringey's domestic violence perpetrator scheme which is part of the Council's Violence Against Women and Girls (VAWG) strategy for 2016-2026. Haringey has one of the highest levels of domestic violence in London and the scheme involves interventions such as expert risk assessments, a violence prevention programme for perpetrators and a women's support service. Panel members have been particularly concerned about individuals whose vulnerability to domestic abuse may have increased as a consequence of the recent Covid-19 lockdown measures and will seek to scrutinise this area further in 2020/21.

Canning Crescent

- 5.6 The Panel received an update on the redevelopment of Canning Crescent Mental Health Centre. The site will provide a new home for the Clarendon Recovery College, the Council's directly provided education-based day opportunities service for adult mental health. It will also provide a non-clinical 'crisis café' service and short-stay accommodation for people experiencing a mental health crisis.
- 5.7 Panel Members asked questions to senior officers about the involvement of the local community and service users in the project, the finances for the project and about further details on the 'recovery college' approach. Progress will be monitored through a further update to the Panel at a later date.

Cabinet Member Q&A

- 5.8 The Panel held two Q&A sessions in 2019/20 with the Cabinet Member for Adults & Health, Cllr Sarah James, covering a broad range of topics including:
- The future of Osborne Grove Nursing Home – including discussions on the options examined by a 2019 feasibility study, the substantial rise over time in the estimated capital costs required for the proposed rebuild and the involvement of a co-design group in the redevelopment process.
 - The Council's plans to pay the London Living Wage to care workers and others – including the funding and delivery models to pay for this and the quality returns and recruitment/retention of staff that could be expected in future.
 - Progress on the Waltheof Gardens project which will include a centre for people with autism/learning disabilities and an autism hub to be run by people with autism.
 - Waiting times for social care assessments.
 - An increase in the use of Direct Payments in the delivery of social care services.

Financial Scrutiny

- 5.9 As part of the Council's budget scrutiny process, the Panel examined proposals for the 2019/20 budget and the Medium Term Financial Strategy with recommendations and requests for further information made to the Cabinet.

Joint Scrutiny work

- 5.10 The Panel held a joint meeting with the Children & Young People's scrutiny panel about the development of an All Age Autism Strategy for Haringey. The Strategy is expected to be finalised by Autumn 2020 and the Panels will continue to monitor progress in 2020/21.
- 5.11 The Chair of the Panel, Cllr Pippa Connor, is also vice-Chair of the North Central London joint health overview and scrutiny committee (JHOSC) which covers the boroughs of Barnet, Enfield, Camden, Haringey and Islington (see section 9 of this report). Emerging issues that are raised at the JHOSC are often reported to the Adults & Health scrutiny panel and vice-versa.
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6. Children and Young People Scrutiny Panel

Chair's Introduction

“The Children and Young People’s Scrutiny Panel covers, amongst other things, safeguarding and education improvement, which are high priorities for both residents and the Council. The Panel has aimed to focus on the key issues in these areas and the following were included within its work during the year.”

Cllr Erdal Dogan, Chair

Councillors: Erdal Dogan (Chair), Dana Carlin, James Chiriyankandath, Julie Davies, Josh Dixon, Mike Hakata and Tammy Palmer

Co-optees (Voting): Ms Y. Denny (Church of England representative), Mr M. Chapman (Parent Governor), Ms L. Davin (Parent Governor) and Ms L. Keever (Catholic Church representative).

Review on Special Needs and Disability

- 6.1 The Panel completed its review that looked in detail on the effectiveness of the care pathway for children with Social, Emotional and Mental Health (SEMH) needs and autistic children, where blockages occur and how outcomes might be improved. It received evidence for the Children and Young People’s Service, NHS partners, parents and carers, schools and the Council’s Commissioning Service. The final report of the review was approved by the Overview and Scrutiny Committee on 14 January 2020 and a response to the recommendations approved by Cabinet on 10 March 2020.

Review on Schools

- 6.2 The Panel began a review on the range of different types of school within the borough, their characteristics, diversity of curriculum and ethos. The review aims to consider the ways that might be available to the Council to influence schools and, in particular, facilitate school improvement and co-ordination of school places most effectively. The review will also focus specifically on how the Council might best respond strategically to the significant surplus in school reception places that there is within Haringey. Evidence has so far been received from the Children and Young People’s Service. Further evidence will be received in due course from a wide range of stakeholders including different schools, academy chains, school governors and Diocesan boards.

Youth Services

- 6.3 The Panel noted that the Youth Service had suffered cuts from its budget of £1.6 million between 2011 and 2015. Funding had been increased by a modest amount since 2017 and the service was now able to provide both universal and targeted services. Young Londoners funding had been obtained for the Haringey Community Gold scheme and there were now detached youth workers working within the community. Funding had also been obtained for a programme of activities during the school holidays. A successful bid for £1.5 million had been made for Troubled Families funding and some youth initiatives had also been funded by this. The Panel emphasised the need for children and young people to have somewhere they felt safe to go to and the need to involve schools in provision.

Alternative Provision

- 6.4 An update on the review of Alternative Provision (AP) that was currently taking place was considered. AP could play an important role in enabling pupils to remain in mainstream schools. Schools and AP providers had been visited as part of the review. Processes and interventions had been looked at as well as the reasons why school pupils might come to be excluded from school. The following were amongst the findings to date:
- There was more that schools could do to avoid exclusions, such as reviewing behaviour policies and the use of restorative justice;
 - Some schools had adopted whole school approaches to autism, mental health and wellbeing and disability but this was not consistent;
 - The primary outreach service was very well regarded and provided good advice and support but there was no service for secondary schools; and
 - More could be done to obtain and listen to the voices of parents and carers.
- 6.5 The Panel noted that a final report would be submitted to Cabinet before the end of the year, including an action plan.

New Multi Agency Safeguarding Arrangements

- 6.6 The Panel heard that, following the abolition of local safeguarding children committees (LSCBs), joint arrangements were now the joint responsibility of the Director of Children and Young People's Services, the Police Borough Commander and the Chief Operation Officer of Haringey Clinical Commissioning Group (CCG). The new arrangements had been implemented on 29 September. Funding had so far been the biggest challenge as there was no standard formula for how the costs would be shared.

Tackling Childhood Obesity

- 6.7 Officers from the Public Health Service reported that childhood obesity was a complex issue, with clear links to deprivation. Data showed the percentage of obese children within Haringey had plateaued. There were clear inequalities and children in the east of the borough were three times more likely to be obese than those from elsewhere. The approach adopted was based on prevention, with a whole systems approach followed. A range of initiatives were taking place, including:

- Banning of advertising of products with high fat, sugar or salt as part of corporate advertising policy;
- Cycle training for children and adults;
- A commitment to introducing School Streets across the borough;
- A wide range of activities had been offered during the school summer holidays, including ones aimed at girls;
- 131 local businesses had signed up to a healthy catering commitment;
- An infant feeding strategy was being developed;
- There were now a number of water and milk only schools within the borough;
- The Healthy Start initiative, which provided free fresh fruit, vegetables and milk to low income families, had been updated with the aim of increasing uptake.

6.8 The Panel noted that Public Health would continue to work with stakeholders and partners and aim to align with the Mayor's ambition to end childhood obesity and, in particular, his ten ambitions for London.

Ofsted Action Plan

6.9 The Panel kept a watching brief on progress with the implementation of the Action Plan developed in response to the Ofsted Inspection that took place in November 2018. It noted that significant progress had been made and nearly all items had either been completed or were on track to be completed. There were only two items that were not progressing as anticipated and both of these were national issues that were beyond the Council's control.

Home Schooling and Unregistered Schools

6.10 The Panel heard that there had been an increase in recent years in home schooling. Parents home schooled for a number of reasons, including religious or philosophical considerations, bullying, medical issues and avoiding exclusion. There was flexibility on what could be taught, although there was an expectation that English and Maths would be included. An advisory teacher was provided to assist parents and visits were undertaken to monitor progress. Parents were not obliged to provide access but action could be taken if children were not being educated adequately. Whilst home schooling could be rich and nurturing, there were also risks and there had been cases where it had gone badly wrong. In respect of unregistered schools, there had been one in the east of the borough but there were currently none.

6.11 Panel Members stated that there were unregistered schools in neighbouring boroughs and these could be accessed by Haringey children. In particular, a recent report had shown there to be significant numbers of unregistered schools in Hackney. The Panel noted that the Council was in contact with neighbouring boroughs and able to raise concerns with them. The proportion of children who were home schooled within Haringey was broadly similar to other boroughs.

7. Environment and Community Safety Scrutiny Panel

Chair's Introduction

The last municipal year has demonstrated just how important scrutiny is to good governance and the delivery of much needed services right across the Borough. I am delighted that the Environment and Community Safety Scrutiny Panel has tackled some really key issues in a timely and inclusive way.

As a cross party and cross community team, the Panel has approached issues from tackling climate change to enhancing the support offered to those in Borough living with a disability. All with the experiences and thoughts of local residents at the forefront of our minds.

Our Panel covers a wide range of the Council's responsibility and as Chair I have tried every day to make us relevant, to keep us in touch with the community and to shape policy at every opportunity we can find.

I look forward to another year of getting things done!

Cllr Adam Jogee, Chair

Membership

Councillors: Adam Jogee (Chair), Barbara Blake, Scott Emery, Julia Ogiehor, Julie Davies, Eldridge Culverwell & Peray Ahmet

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

Overview

- 7.1 There were five formal meetings of the Environment and Community Safety Scrutiny Panel in 2019/20, one of which was focused on scrutinising the budget proposals for the Place priority of the Council's Borough Plan. The work plan for the panel for 2019/20 continued on from 2018/19 and the areas of concern put forward by councillors, residents and partners at the scrutiny café event in June 2018.
- 7.2 The Panel held Q&A Sessions with the Cabinet Members responsible for the policy areas under its remit. The Panel also undertook a number of evidence gathering sessions hearing from; residents, officers, Haringey employees, voluntary sector organisations as well as other local authorities, in support of its Scrutiny Review into Supporting Better Access to Parking for Disabled People and Blue Badges. The Panel has also begun its exploratory work around a Scrutiny Review into reducing the amount of single use plastics in the borough.

Key Issues of Concern

- 7.3 The Panel scrutinised a range of topics during the year. In relation to community safety these included reviewing the draft Community Safety Strategy for 2019-23. The Panel welcomes the overall strategic goal of making Haringey one of the safest boroughs in London. The Panel received performance information against MOPAC performance indicators, as well as a presentation from the Borough Commander on the Community Safety Partnership's local priorities for tackling crime in the Borough. The Panel also received a number of updates in relation to the Youth at Risk Strategy and the various work streams that flow from this including developing a public health model and Haringey Community Gold.
- 7.4. The Panel also received a number of updates on Liveable Streets as well as Parks and major events. The Panel welcomes the administration's commitment to developing a single use plastics policy for the Council as well as the commitment to engage with staff and explore what could be done throughout the borough more generally.
- 7.5 The Panel received updates on Veolia as well as performance levels in respect of waste, recycling and street cleansing performance. The Panel also received updates on the development of the Parking Transformation Plan and was pleased to see that the administration has brought in dedicated disabled parking bays following the evidence that the Panel received as part of its Scrutiny Review into disabled parking services.
- 7.6 The Panel also received number of deputations at its meetings on climate change, the use of toxic herbicides in parks, and major events in Finsbury Park.

Scrutiny Review into Supporting Better Access to Parking for Disabled People and Blue Badges.

- 7.7 The Panel undertook a detailed Scrutiny Review into parking services for disabled residents, holding a number of evidence gathering sessions and undertaking a site visit to the London Borough of Bromley. The review made a range of recommendations around applying for a Blue Badges, disabled bays, Blue Badge-related crime and the Council's correspondence and communication with residents on this issue. The Scrutiny Review and its recommendations were agreed by the Overview and Scrutiny Committee on 22nd June and Cabinet will consider these recommendations in due course.

Financial Scrutiny

- 7.8 As part of the Council's formal budget scrutiny process the Panel examined proposals for the 2020/21 budget and the Medium Term Financial Strategy in December 2019 with recommendations subsequently made to Cabinet.

Cabinet Member Q&A

- 7.9 The remit of the Panel covers the portfolios of three Cabinet Members and the Panel held Q&A sessions with each Cabinet Member. The Panel had two Q&A sessions with the Cabinet Member for Communities, Safety and Engagement,

key areas of questioning involved; the merging of Haringey and Enfield's Borough Command Units, the Youth at Risk Strategy and early interventions and engagement.

- 7.10 The Panel also held two sessions with the Cabinet Member for Neighbourhoods. Key areas of questioning included; street cleansing, green waste charges, fly-tipping and bulky waste collection. As well as parking, recycling targets and graffiti. The Panel held one Q&A session with the Cabinet Member for Climate Change and Sustainability, which focused on liveable neighbourhoods and the Crouch End pilot scheme, as well as a zero-carbon strategy and sustainable funding for parks and open spaces.

8. Housing and Regeneration Scrutiny Panel

Chair's Introduction

"The Housing & Regeneration Scrutiny Panel has a wide remit covering issues across the portfolios of three Cabinet Members. During 2019/20 the Panel has scrutinised topics of crucial importance to our residents including the shortage of social housing, the supply and quality of temporary accommodation, the Council's relationship with housing associations, the proposals for a new Housing Strategy and Local Plan, the improvement programme at Broadwater Farm and the proposed High Road West redevelopment scheme.

The Panel has benefitted from the input of local residents, including through a number of deputations that were made to Panel meetings throughout the year. The Panel looks forward to working with senior Housing & Regeneration officers, residents, local businesses and others in 2020/21 on the issues that matter to our local community."

Cllr Khaled Moyeed (Chair)

Councillors: Khaled Moyeed (Chair), Dawn Barnes, Ruth Gordon, Bob Hare, Yvonne Say, Daniel Stone, Sarah Williams.

Overview

- 8.1 There were five formal meetings of the Housing and Regeneration Scrutiny Panel in 2019/20, one of which was dedicated to scrutiny of the Draft Budget (2020/21) and the Medium Term Financial Strategy (2020/21-2024/25). The meetings involved Q&A sessions with Cabinet Members and discussions with senior Housing & Regeneration officers and a range of external witnesses on key issues of concern. The Panel also held a number of evidence sessions to gather information in support of its scrutiny reviews.

Scrutiny Review – High Road West

- 8.2 The Panel has been gathering evidence during 2019/20 as part of a Scrutiny Review into the proposed redevelopment scheme in Tottenham, known as High Road West. Proposals for the scheme include the building of new homes, civic amenities and business space, but would also involve the demolition of the 297-property Love Lane housing estate and the relocation of many local businesses, including those at the Peacock Industrial Estate.
- 8.3 Site visits by Panel Members have taken place and several evidence sessions have been held with residents, local businesses, Council officers and other interested parties at the Civic Centre. The Review has unfortunately been interrupted by the Covid-19 pandemic but evidence gathering is expected to resume soon and the Panel looks forward to publishing its report later in the year.

Housing Strategy & Local Plan

- 8.4 The Panel received an update on the Council's proposals to publish a new Housing Strategy which will focus on a target of building 1,000 new Council homes as its top priority. It will also address homelessness, rough sleeping and the quality of the existing housing stock. The Panel also examined proposals for the new Local Plan, the main document used to determine planning policies across the Borough. The Panel's focus in this area has been on the delivery of new Council homes, the targets for new housing overall and the proportion of affordable housing determined by planning policies.

Broadwater Farm

- 8.5 The Panel received a report on the Broadwater Farm Improvement Programme. The Panel had previously scrutinised issues relating to the evacuation of Tangmere and Northolt blocks on the estate but the improvement programme has a number of additional workstreams including improvements to housing managements, structural and refurbishment work, a new district heating programme, upgrading of kitchens and bathrooms and a socio-economic programme.

Housing Associations

- 8.6 The Panel requested a full overview of the Council's relationship with Housing Associations in the Borough which accounts for 43% of the total social rented housing stock in Haringey. The Panel heard from local residents, who raised concerns about crime, anti-social behaviour and pest control issues, and also queried the role that the Council has in coordinating responses to these issues in partnership with the Police, the housing associations and the local neighbourhood watch.

Cabinet Member Q&A

- 8.7 The Housing & Regeneration scrutiny panel oversees a range of issues that cover the portfolios of three different Cabinet Members, all of whom participated in Q&A sessions with the Panel during 2019/20.

The Panel held two Q&A sessions with Cllr Emine Ibrahim, Cabinet Member for Housing & Estate Renewal covering topics including:

- The supply and quality of temporary accommodation and emergency accommodation in Haringey.
- Maintenance issues on social housing estates in Haringey and progress towards 'Decent Homes Plus' standards.
- The possible future impact of 'Right to Buy' on council-owned housing stock.

- 8.8 The Panel held one Q&A session with Cllr Charles Adje, covering topics including:

- The Council's engagement with businesses affected by the High Road West redevelopment.
- Details of proposals for a redevelopment scheme in Tottenham Hale and a planning application for a tower block in the High Road West area.
- Confirmation that ward Councillors would be invited to attend meetings of local landowner forums in future, as previously requested by the Panel.

- 8.9 The Panel held one Q&A session with Cllr Kirsten Hearn, Cabinet Member for Planning, covering topics including:

- Proposals to increase the residential Community Infrastructure Levy (CIL) rate in the east of the Borough.
- The inclusion of carbon and environmental standards in local planning policies
- The child yield calculations used by the Council for new developments.

Financial Scrutiny

- 8.10 As part of the Council's budget scrutiny process, the Panel examined proposals for the 2019/20 budget and the Medium Term Financial Strategy with recommendations and requests for further information made to the Cabinet.

9. North Central London Joint Health OSC

North Central London Joint Health Overview & Scrutiny Committee (JHOSC)

- 9.1 Haringey is a part of a joint health overview and scrutiny committee (JHOSC) covering the boroughs of Barnet, Enfield, Camden, Haringey and Islington. Each borough has two representatives on the Committee. Haringey's representatives on the JHOSC were Cllrs Pippa Connor (Vice-Chair) and Lucia das Neves. The Committee was established to scrutinise health issues common to all of the five boroughs. Amongst the issues discussed this year at the JHOSC were the following:

Adult Elective Orthopaedic Services Review

- 9.2 An update was considered on the review that was taking place of Adult Orthopaedic Services in the area. The purpose of the review was to improve elective surgery and consolidate services onto fewer sites so that care is consistent and high-quality and avoid long waits or cancellations. There had been extensive clinical involvement as well as public engagement in the review. NHS partners expressed confidence that the changes would improve the quality of care delivered to patients. The intention was to take a partnership approach. The Committee noted that there was a need for quality patient information to determine any transport or access needs as well as identifying patients with complex needs. In addition, work was needed to ensure that communities were aware of the proposed changes.

Mental Health

- 9.3 The Committee heard that there was a strategic alliance of mental health providers that was trying to work differently on identified mental health priorities. Areas of innovation were being developed and adapted to address the equitable spread of resources between the north and south of the area. The Local Estate Forum was exploring the development of community hubs as part of this. It was hoped that the creation of these would improve access to services. There was also an urgent case review being carried out to address capacity issues being experienced by providers. However, creating new spaces was not always the answer to problems. Every borough was currently working on dementia and early diagnosis as this was considered imperative.

General Practice Strategy for North Central London

- 9.4 North Central London (NCL) CCGs had approved a strategy for general practice in 2018 to support the development of general practice across the area. There had been subsequent changes to primary care, including publication of the NHS long term plan and the five year framework for GP contract reform, both of which required the formation of primary care networks across England. The Committee heard that the NCL GP strategy aligned well with the new GP contract and meant that NCL was well placed to continue to deliver the ambitions of the strategy. The strategy was a work in progress and the Committee felt that there was a need to ensure that residents were put at the heart of everything was being done. It asked that commentary be provided in future updates on the risk of the Primary Care Network not holding together.

Proposed Move of Moorfields Eye Hospital's City Road Services

- 9.5 The outcome of the consultation on the proposed move of services provided at the City Road site of Moorfields Eye Hospital's premises at City Road to St. Pancras was considered by the Committee on behalf of all health scrutiny bodies with an interest in the issue. The Committee was of the view that the proposals were in the interest of the healthcare for residents and patients. This was on that the basis that they would improve patient experience, access to care, as well as the integration of healthcare, teaching and research while delivering the best possible value for money. It commended NHS colleagues for undertaking a comprehensive and responsive consultation of residents, patients, staff, stakeholders and local authorities.
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10. Budget Scrutiny

- 10.1 Over the past year, the Overview and Scrutiny Committee undertook efforts to ensure effective financial scrutiny at each of the three stages – budget setting, expenditure monitoring, outturn reviewing. These efforts included training for Members, scrutiny of in-year expenditure and the positive response of Cabinet to scrutiny recommendations in the setting of the new Medium Term Financial Strategy (MTFS).
- 10.2 As part of the Council's governance arrangements for the development of the new MTFS, Overview and Scrutiny considered savings proposals that were presented to the December 2019 Cabinet. Following consideration by Cabinet, all four Scrutiny Panels met in December and January to scrutinise the draft budget proposals that fell within their portfolio areas. In addition, the Overview and Scrutiny Committee met on 14 January to consider proposals relating to Your Council/Priority X.
- 10.3 Cabinet Members, senior officers and finance leads were in attendance at each meeting to present proposals and to respond to questions from members. For some of the proposals, additional information was requested. This was considered by the Overview and Scrutiny Committee on 23 January, along with emerging recommendations from each Panel, ahead of final recommendations being agreed and referred to Cabinet.
- 10.4 Key recommendations from scrutiny included:
- Reduction of North Tottenham revenue budgets: Concern was expressed that levels of engagement with the local community could fall as a consequence of budget reductions and recommended that Cabinet give consideration to what measures would be necessary to mitigate this;

- Income from outdoor media: There was concern about the potential for over commercialisation of Council owned buildings and public spaces through their use for advertisements from outdoor media companies;
- Mobile phone masts: These can potentially cause damage to buildings when attached to them and residents in the immediate vicinity can be concerned about potential health risks caused by signals. The Committee recommended that caution be exercised about the type and location of Council owned buildings used for this purpose;
- Concerns were expressed about additional charges being added to the Housing Revenue Account (HRA), which is under pressure and that movements of cost from the General Fund to the HRA risked delaying repairs and improvements to the communal areas of housing estates;
- Concerns were raised regarding the proposal to cut two posts from the Veolia Contact Centre. Waste, recycling and cleansing services were a key area of concern for residents. The Committee requested that Cabinet reconsider this saving proposal in light of the potential impact on the level of service to residents and the relatively small net saving achieved as a result;
- The Committee noted the savings proposal for the Public Health Lifestyles programme and were concerned about the potential negative impact on public health outcomes. It requested that progress on public health targets/performance indicators continue to be reported to the Adults and Health Scrutiny Panel for future monitoring;
- Although the Committee could see that this initial years' saving in respect of the Osborne Grove redevelopment would be made, it wished to record its concerns that there could be a financial risk to the Council in future years if the new nursing home did not run at full capacity;
- The Committee noted that pressures on the overall Adults & Health budget had been balanced by a new grant from the government of £4.9m. It was concerned about the risks associated with this, given that government grants of this nature cannot necessarily be relied upon in future years, and requested further information on what contingency plans exist to mitigate against this should such grants not be available in future years.

10.5 The final recommendations from the Overview and Scrutiny Committee, were considered by Cabinet at its 11th February meeting. The response from Cabinet to all recommendations can be found via the link below:

<https://www.minutes.haringey.gov.uk/documents/s107026/Budget%20Scrutiny%20Recommendations%20appendix%207.pdf>

11. How to get involved

- 11.1 Public engagement and involvement is a key function of scrutiny and local residents and community groups are encouraged to participate in all aspects of scrutiny from the development of the work programme to participation in project work. For this purpose, all formal meetings of the Overview and Scrutiny Committee and the four scrutiny panels are held in public and everyone is welcome to attend.
- 11.2 As well as attending a scrutiny meeting, there are a number of ways in which local people can be actively involved in the scrutiny process:

Suggest a topic for review

- 11.3 Members of the public and community groups can suggest topics for possible scrutiny review. Please use the [scrutiny suggestion form \(Word, 52KB\)](#) to suggest a topic for inclusion within the scrutiny work programme.

Being a witness

- 11.4 Like parliamentary select committees, a range of individuals may be asked to give evidence to support scrutiny reviews. This may include service users and community stakeholders, as well as service providers, policy makers, managers and people who have some knowledge or expertise of the area under consideration.
- 11.5 The ways in which evidence is collected will vary, but may include online surveys, focus groups or public meetings. Details of current scrutiny projects and how you can participate can be viewed on the [scrutiny consultation page](#).

Asking questions

- 11.6 The Overview and Scrutiny Committee or scrutiny panels may call a Member of the Cabinet and chief officer (such as a service Director) to answer questions on the performance, policy plans and targets for their portfolio or service. The Committee or relevant scrutiny panel may also call local NHS executives to account for policy and performance issues in the health sector. Representatives from other local public services (for example, police service, fire service, housing associations or Jobcentre Plus) may also be invited to scrutiny meetings where appropriate.
- 11.7 Members of the public can also raise questions about a subject being scrutinised and can submit written questions to be asked of executive councillors and chief officers called before the Overview and Scrutiny Committee or panels.
- 11.8 Questions should be sent in writing at least 5 clear working days in advance of the meeting. Questions can be sent by email or post to the Democratic Services Manager, or the appropriate committee or panel support officer.

Appendix 1

Overview & Scrutiny Remits and Membership 2019/20

APPENIX C: Overview & Scrutiny Remits and Membership 2019/20

Scrutiny Body	Areas of Responsibility	Cabinet Links
<p>Overview & Scrutiny Committee Cllrs Das Neves (Chair), Connor (Vice Chair), Dogan, Jogee, Moyeed</p> <p>The Committee shall also comprise statutory education representatives, who shall have voting rights solely on education matters</p>	Brexit Preparedness Communications; Commissioning Strategy; Corporate Governance; Corporate Policy and Strategy; Council Performance; External Partnerships; Insourcing Policy and Delivery	<p>Cllr Ejiofor Leader of the Council</p>
	Council HR and Staff Well-Being Culture (including Bruce Castle) Emergency Planning; Fairness Commission; Information Management; IT and Digital; Leisure; Libraries; Licensing, Regulatory Services and Enforcement	<p>Cllr Amin Cabinet Member for Corporate and Civic Services</p>
	Accommodation Strategy Council Budget and MTFs;	<p>Cllr Adje</p>

Scrutiny Body	Areas of Responsibility	Cabinet Links
	Capital Strategy; Commercial Partnerships; Council Finances; Council Tax Reform Agenda; Property, including Commercial Portfolio	Cabinet Member for Finance and Strategic Regeneration
	Community Buildings; Community Cohesion; Equalities; Voluntary and Community Sector	Cllr Mark Blake Cabinet Member for Communities and Equalities
	Adult Learning, Training and Skills Business Engagement Community Wealth Building Growth and Inward Investment Procurement SME Business Development Tackling Unemployment and Worklessness Town Centre Management	Cllr Gideon Bull Cabinet Member for Local Investment and Economic Growth
	Customer Services Customer Transformation Programme	Cllr Seema Chandwani Cabinet Member for Street Management and Neighbourhoods
	Cross cutting, significant or high profile issues; Matters outside the remit of individual panels	To be determined according to issue
Adults & Health Scrutiny Panel Cllrs Connor (Chair), Berryman, Culverwell, Da Costa, Hakata, Opoku and White	Adult Social Care; Connected Communities; Health and Social Care Integration; Mental Health and Well-Being; Public Health; Refugee and Migrant Support; Health Devolution Pilots; Safeguarding Adults; Services for Adults with Disabilities and Additional Needs; Violence Against Women and Girls (VAWG) Prevention;	Cllr James Cabinet Member for Adults and Health

Scrutiny Body	Areas of Responsibility	Cabinet Links
	Women's Equalities	
Children & Young People Scrutiny Panel Cllrs Dogan (Chair), Carlin, Chiriyankandath, Davies, Dixon, Hakata and Palmer plus the statutory education representatives of OSC	Adoption and Fostering; Children to Adult Social Care Transition; Early Years and Child Care; Looked-after Children and Care Leavers; Safeguarding Children; Schools and Education; Services for Children with Disabilities and Additional Needs; 16-19 Education	Cllr Brabazon, Cabinet Member for Children and Families
	Child and Adolescent Mental Health Services (CAMHS)	Cllr James Cabinet Member for Adults and Health
	Youth Justice; Youth Services	Cllr Mark Blake Cabinet Member for Communities and Equalities

Appendix 2 - Overview and Scrutiny – Work Planning; 2018-20

Overview and Scrutiny Committee

Top Themes from Scrutiny Survey:

1. Employment
2. Child Poverty
3. Community Cohesion
4. Growth and Inward Investment
5. Council Customer Services (Call Centre /Customer Service Centres)
6. Libraries
7. Carbon Reduction
8. Support to local businesses
9. Local taxation (such as Council Tax)
10. Culture and the arts
11. Local Benefits (such as Housing Benefit)
12. Equalities and diversity

Issues Suggested in Scrutiny Survey or at Scrutiny Café

No.	Suggestion	Comments and Feedback from Survey and Café	Response
1.	Consultation and engagement	<ul style="list-style-type: none">• There are considerable benefits from community engagement if done properly;• Communication should be two way with action taken in response to the views of residents reported back to them;• Communities of interest need to be maintained;• The change of emphasis from Council to Borough Plan is significant but needs to be realised and residents engaged positively with the development of it.	Committee items on 14 January 2019 and 12 March 2020

No.	Suggestion	Comments and Feedback from Survey and Café	Response
2.	Growth and small business <i>(Committee suggestion)</i>	<ul style="list-style-type: none"> Strategy for small business and supporting local growth 	Review currently in progress
3.	Budget savings	<ul style="list-style-type: none"> Previous budget proposals, whether the savings proposed were made and what the impact was of the savings. 	Budget scrutiny – 28 January 2019
4.	Child Poverty	<ul style="list-style-type: none"> Issues in schools highlight food poverty, poor housing and increasing mental health needs. 	<ol style="list-style-type: none"> Food poverty; referred to Fairness Commission. Poor Housing; Included in Housing and Regeneration (H&R) Panel work plan. Mental Health; Included in Children and Young People's (C&YP) Panel Work plan.
5.	Customer services	<ul style="list-style-type: none"> Customer Services need to be just that. Dismissive, confrontational attitudes are not helpful and do nothing to improve the Council's relationship with the people who live in the Borough and pay their Council Tax; 	Proposals to improve Customer Services through the Front Office, Back Office (FOBO) initiative have been looked at in detail by the Committee at its meetings on 30 April, 22 July and 15 October 2019
6.	General contact with the council	<ul style="list-style-type: none"> Numbers and departments can be difficult to contact. The culture of email and not phone is unhelpful. No accountability”; It is becoming increasingly difficult to communicate with the Council. Residents who telephone can be passed around between departments and there is less and less human contact; E-mails are not always responded to; It can be time consuming chasing a response to a query. 	Included within customer services work above (5.)

No.	Suggestion	Comments and Feedback from Survey and Café	Response
7.	Financial strategy	<ul style="list-style-type: none"> • Financial strategy needs to be prioritised given the effect years of austerity is having on local government throughout the country. The HDV was not the answer but some form of creative publicly-managed financial arrangement must be possible? • Fund everything properly, work out the shortfall, increase council tax to make up the shortfall; • What services should be prioritised, to what level and how they will be paid for. Fairness in how budget changes were implemented. Consideration of increasing Council Tax. 	Budget scrutiny – 28 January 2019
8.	Libraries	<ul style="list-style-type: none"> • Libraries are essential communal spaces for young and old; • It is vital that the library service is maintained at least its current level - many people do not have access to the internet and can't afford books. Early book reading has been proved to lead to better educational attainment later in life; • Libraries are an essential part of the life of a community, an outing for children to choose a book, a refuge for reading for the elderly and others. 	One-off item – 22 July 2019
9.	Working with the voluntary and community sector	<ul style="list-style-type: none"> • Working together with local voluntary/community sector, strengthening their capacity (building) and working with them to attract external investment in the borough; • There are examples of good co-operation and joint working between Council services and volunteers, such as within parks, which could be replicated more widely; • Do we involve and support voluntary organisations to bid for services? 	Potential review
10.	Proud and prosperous	<ul style="list-style-type: none"> • Looking at how best to implement 'proud and prosperous' Haringey programmes that will attract visitors from neighbouring boroughs to feed into local (as well as joint) enterprise and productivity. Encouraging good practices, rewarding (not necessarily, financially) them by promoting the excellence. 	<ol style="list-style-type: none"> 1. Cabinet Member Questions – the Leader 2. Communication issue covered as part of items on consultation and engagement

No.	Suggestion	Comments and Feedback from Survey and Café	Response
		<ul style="list-style-type: none"> The Council should make every effort to improve the image of the Borough by championing the good things and community assets to a wider audience. 	
11.	Community cohesion	<ul style="list-style-type: none"> Looking at how to foster links between residents throughout the Borough, especially East - West, where there are few public transport connections. Could include partnerships, local leagues, voluntary sector bodies spanning the borough, projects, volunteering. Intergenerational involvement and the outcomes that can be achieved from young people and older people working together. 	Cabinet Member Questions - Communities, Safety and Engagement ; 25 March 2019
11.	Introduction of welfare changes, especially Universal Credit	<ul style="list-style-type: none"> Support for residents affected by roll out of Universal Credit from October in Haringey; How is the Council preparing for the roll out in October? How will vulnerable people be protected? What will the Council do to mitigate the problems faced by people waiting 4/5 or more weeks for the benefit to begin particularly in terms of rent arrears? What will the Council do to mitigate the problems faced by people who are sanctioned, particularly where there are mental or physical health issues that make compliance difficult or impossible? The impact of universal credit, which will be huge. This is of concern because it will affect so many people in Haringey, and especially disabled people, women and children. What is the council doing to prepare for this? What practical assistance can it provide? Is there a joined-up plan? The most crucial issue coming to Haringey is the rollout of Universal Credit. In other authorities it has been clear that up to 6 weeks delay in payment from opening a claim paid monthly in arrears leads to immediate cycle of debt, hunger and destitution. Haringey must not allow this to happen. 	Cabinet Member Questions – Civic Services; 28 January 2019 One off items; 22 July and 25 November 2019
12.	Benefits advice	<ul style="list-style-type: none"> The impact of staff from the benefits team giving residents the wrong information about their entitlement to benefits, and or ignoring residents' questions when they raise queries about Housing benefit and the council tax reduction scheme. This is of concern to me because I know the disastrous effects stress has on an individual's health and wellbeing. When 	Cabinet Member Questions – Civic Services; 28 January 2019

No.	Suggestion	Comments and Feedback from Survey and Café	Response
		<p>the council's officers consistently behave in an inconsiderate and unprofessional manner, it reflects poorly on Haringey Council and increases dissatisfaction with council services. Leading many vulnerable people away from the support they need. The problems residents face can then escalate to unnecessarily threatening letters, fines, bailiffs, poor health and a lot of wasted time for both the council and the residents involved. All of these problems can be prevented by having a more conscientious and thoughtful approach to resolving the issues the council face. By ignoring them, the council will repeat cycles of deprivation and distrust especially amongst Women and BAME residents. If the council do not have a reference point to relate to the most pressing issues that residents are facing, they cannot be an effective council, and will not be able to meet the needs of the residents who are most in need.</p>	
13.	Apprenticeships	<ul style="list-style-type: none"> Apprenticeships would give youngsters a goal to achieve and they would feel useful to society, having learned a skill. Employers should be encouraged to train apprentices and keep them on in jobs later on. They should also respect the speed limit. Cameras and tougher penalties should be put in place. Too many people are affected by pollution, particularly around Wightman road, the Ladder rungs and Green Lane. Libraries are an essential part of the life of a community, an outing for children to choose a book, a refuge for reading for the elderly and others.” 	Cabinet Member Questions – the Leader
14.	Council website and on-line services	<ul style="list-style-type: none"> Further development and improvement of the Council website and on-line services such as the issuing of parking permits. 	Dealt with under items on consultation and engagement
15.	Arts provision	<ul style="list-style-type: none"> Better Arts provision. Support for Alexandra Palace and Park and the restored Alexandra Palace Theatre. More attention should be paid to the arts/creative sector which is an asset to the Borough, for example at the Wood Green Cultural Quarter. 	Cabinet Member Questions – Civic Services; 28 January 2019
16.	Local amenities		

No.	Suggestion	Comments and Feedback from Survey and Café	Response
		<ul style="list-style-type: none"> Recognition and support for local amenities e.g. heritage centres, for the benefit of the whole community. 	Cabinet Member Questions – Civic Services; 28 January 2019
17.	Community Buildings	<ul style="list-style-type: none"> A large number of community buildings had been lost in recent years. An inventory needed to be undertaken of them. 	Cabinet Member Questions - Communities, Safety and Engagement; 25 March 2019
18.	Adult Entertainment Venues	<ul style="list-style-type: none"> It is likely that there are premises within the borough that had been licensed for adult entertainment. There needs to be a discussion on the impact of these on the community. 	There are currently no premises within the borough that have been licensed for adult entertainment. The borough currently has a “nil” policy which means that anyone applying for such a license would have to find a location that is not within 400 metres of any school/ residential property/ park.
19.	Recruitment and Retention of Key Workers	<ul style="list-style-type: none"> A wide range of work areas, including parks, are now finding it difficult to recruit and retain staff due to the cost of housing in London. There needs to be a wider definition of key workers and more generous provision; Haringey often has to compete with other public sector organisations that were able to offer inner London weighting. There seems to be a lot of churn in Haringey Council staff while staff morale seemed low at Homes for Haringey. The reasons for this need to be established to improve the culture. 	Cabinet Member Questions – Corporate Services and Insourcing; 19 November 2018
20.	Poverty and disadvantage amongst old and disabled people	<ul style="list-style-type: none"> Poverty and disadvantage among the old and disabled. Why do you list child poverty as an issue and not poverty among the Borough's vulnerable adults? They should be identified as groups who deserve attention. They rely more than any other groups on the Council for support and have suffered the most in the austerity period since 2010. 	Referred to Adults and Health (A&H) Panel

No.	Suggestion	Comments and Feedback from Survey and Café	Response
21.	Race Equality	<ul style="list-style-type: none"> The Runnymede Trust did a survey of Haringey's race equality scorecard, drawing helpfully on council statistics, which it freely provided. However, a comprehensive action plan was never devised. The previous councillor in charge of Overview and Scrutiny was present and interested in following up at OSC on this. It would be wise, open and transparent to acknowledge locally that the levels of disparity in our council's representative structures, its services, impacts and needs need to have a corresponding action plan around race. This is particularly true given that the Council has already begun work on staff groups to reflect some race equality issues, started by a BME staff group. Secondly, there is no community infrastructure body now that the Haringey Race Equality Council has left. The risk is that we think that many aspects of this deep rooted inequality are resolved, when in fact they are not. Discussing it and addressing it will impact on many other aspects of inequality and support local people and structures to be engaged and able to influence Council spending priorities and create responses to improve the situation and improve life chances, health and opportunities. 	One-off item; 12 March 2020
22.	Mitigating the "hostile environment"	<ul style="list-style-type: none"> The Hostile Environment policy covers many aspects of people's lives: renting accommodation, opening a bank account, getting or retaining a job, education, health etc. We appreciate that the Council can't reverse the policy, but it can take steps to mitigate the impact, provide leadership, and state its disapproval of its staff being turned into border force officers. 	<ol style="list-style-type: none"> 1. Referred to Fairness Commission 2. Cabinet Member Questions Civic Services;
23.	Freedom of Information	<ul style="list-style-type: none"> Are officers abiding by the letter and spirit of the Fol Acts? Do electors and their representatives get enough information to make informed decisions? 	Cabinet Member Questions – Civic Services; 28 January 2019
24.	Public Realm	<ul style="list-style-type: none"> Apply for GLA funding to introduce public water fountains. Reduction in use of plastic bottles; Disinvestment in the public realm and long term trajectory of a reduction in public resources. 	<ol style="list-style-type: none"> 1. Public water fountains, plastic bottles, maintenance of town centres to be referred to Environment and Community Safety (E&CS) Panel

No.	Suggestion	Comments and Feedback from Survey and Café	Response
		<ul style="list-style-type: none"> A piece of work should be undertaken around town centres and the knock-on effect of their deterioration. To incorporate car parks, homelessness and rough sleeping. It was felt that this was cross-cutting and could be done by OSC. 	2. Homelessness and rough sleeping to be referred to H&R Panel
25.	5G	<ul style="list-style-type: none"> There is a serious problem about to arise with the use of 5G. How will the Council cope with a serious health hazard? 	Referred to E&CS Panel

Adults and Health Scrutiny Panel - Work Planning 2018-20

Top Themes from Scrutiny Survey:

1. Supporting people with mental health needs
2. Supporting older people
3. Integration of health and social care
4. Primary care (such as GPs and health centres)
5. Local hospital services

Issues Suggested in Scrutiny Survey or at Scrutiny Café

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
1.	Mental Health	<ul style="list-style-type: none"> • Exploring the mental health elements concerning pupil exclusions from schools. • Understanding the barriers to residents accessing mental health support in the community. • Considering the early intervention initiatives available to support young people with mental health issues in the borough. 	<p>A one-off agenda item on mental health services in Haringey was held at a Panel meeting in Jan 2019 with representatives from the CCG/Council, Police and Barnet, Enfield & Haringey Mental Health Trust. ¹</p> <p>Young people's mental health issues were discussed at a Special Joint Scrutiny meeting on transition issues (Adults & Health scrutiny panel & Children & Young People's scrutiny panel) in March 2019. ²</p> <p>A one-off agenda item on suicide prevention in Haringey was held at a Panel meeting in Nov 2018. The Panel heard from representatives of the CCG/Council and</p>

¹ Agenda papers and minutes from this meeting available at: <http://www.minutes.haringey.gov.uk/ieListDocuments.aspx?CId=804&MId=8839&Ver=4> (item 41)

² Agenda papers and minutes from this meeting available at: <http://www.minutes.haringey.gov.uk/ieListDocuments.aspx?CId=756&MId=8979&Ver=4> (Item 7)

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<ul style="list-style-type: none"> • Exploring the housing support to families with mental health needs. Are they accessing secure accommodation? Making sure that consistent support provided and not just to those that shout the loudest. • Examining the pathways between community mental health services and whether this process is working for people. • Having a borough wide mental health strategy – noted that SHENEL had staff psychologists picking up cases from the college. • Exploring the impact on the mental health of residents, experiencing anti -social behaviour in their housing area. Examples provided, were of youths congregating and intimidating residents in housing areas and estates. Dispersal strategy was not working as the youths were seen to be moving from area to area. Therefore, the underlying issue seemed not being tackled by the Police and Council. 	<p>Professor David Mosse, Chair of the Haringey Suicide Prevention Group.³</p>

³ Agenda papers and minutes from this meeting available at: <http://www.minutes.haringey.gov.uk/ieListDocuments.aspx?CId=804&MId=8837&Ver=4> (Item 22)

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<ul style="list-style-type: none"> • Children with mental health needs were waiting 2 years to get an appointment at CAMHS. • Increased number of clients who were severely mentally disabled who required personal support to access services. The Law Centre were acting as an advocate for them but they required professional support. • The Law Centre were dealing with clients who were reaching crisis points in their mental health conditions. These crisis points could be avoided through better partnership working between community mental health services to mitigate against such an overwhelming impact on a person's health and wellbeing. • Considering a review around the mental health related support to parents of children with special needs. • Increase in claims for IEPT which were mental health related. There was a need for the community health services to better support claimants that wanted to get back into work. 	

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<ul style="list-style-type: none"> • Building a picture of how disadvantageous it is to be an older person with educational special needs, in order to better understand their support needs. Older people with learning disabilities experience isolation, feeling of abandonment and lack of quality relationships. • Issues in schools highlight food poverty, poor housing and increasing mental health needs. 	
2.	Adult Services review	<ul style="list-style-type: none"> • Completing case studies of residents that were previously using the care homes which have now closed in the borough and examining what care services they are receiving now. • What has happened to the residents with learning disabilities and complex needs that were accessing centres that have now been closed? Are the Council spending more money on their support to help them access services outside of the borough? • Adult's services is a pressing concern for the Council. 	<p>A Scrutiny Review is currently being conducted on Day Opportunities in Haringey. The Panel has received evidence from carers, service users, service providers and commissioners and will publish a report later this year. An online survey is available for anyone who wishes to feed in their views on this at: https://www.snapsurveys.com/wh/s.asp?k=155318317084</p> <p>An update on Osborne Grove Nursing Home is scheduled to be received by the Panel in June 2019.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<p>Considering service provision through a holistic approach and not compartmentalising social care.</p> <ul style="list-style-type: none"> • Examining the wider impact of closure of the care homes. • Restoring the Autism support centres. • Review of domiciliary care advocated as there seemed to be a rationing of care in the system. Suggested Scrutiny exploring the feasibility of a social enterprise model or bringing care services back in house. • Osbourne Grove – Although, a decision had been made on the centre staying open, there was not yet an understanding on increasing the use of the centre. • Reviewing the outcome of the social care service changes in 2015 and whether the families are making use of the facilities directed to, outside of the borough, or have not accessed services and are falling through the net. Also assessing whether there has been less spend as a result of closing 	

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<p>day care centres or if this has actually increased.</p> <ul style="list-style-type: none"> • Reviewing the commissioning process and how it is managed and maintained as this would be at the core of how some care services are delivered. • Considering the current support to carers as the carer offer isn't clear, people don't know what they can ask for, services for carers aren't funded well and there has been a loss of support facilities for carers • Reviewing the whole social care assessment process. Personal experience shared of waiting 6 months for an assessment, which was in the end a very poor assessment. Frustration with the system as there was not any channel for disputing/challenging the care being received. Experience of support worker in supported housing premises not capable of providing support. As support housing is contracted, there needs to be a review of the management of the contract. • The closure of the Autism day care centres has caused most of the 	

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<p>users to use facilities that are outside of the borough. Personal experience of a better support when in the borough at the day care centre.</p> <ul style="list-style-type: none"> • Dismantling of universal services in Adult Social Care leading to access issues. Therefore, need to have support services provided by voluntary organisations based in the borough. • What has happened to people who used to use Day Care Centres? What are the costs now of providing different care or have they been missed? Are they at risk of Social Isolation? • Residents with high needs are being sent out of borough - is this costing more? • Homecare commissioning and conditions for workers • Quality of social care provided to those with assessed needs. • Researching into the overall condition of over 70s in LBH. 	

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
3.	Pathways to care	<ul style="list-style-type: none"> • How are Adult services and hospitals working together to help residents leaving hospital access care services effectively. • Investigating the support to families with disabled children and the communication around pathways to care. • Making care pathways easier to access by making sure that the different care services are joined up and local. • Review of the transition arrangements between Children and Adults Social Care services which occurs between the ages of 14 to 25. There was feedback from parents of delays in the system and the application of different thresholds of support. For example, a support service that was being provided by Children's services may not be continued by Adults services. 	<p>Issue on residents leaving hospital to be referred to Cabinet Member via Q&A at panel meeting.</p> <p>Transition issues were heard at a Special Joint Scrutiny meeting (Adults & Health scrutiny panel & Children & Young People's scrutiny panel) in March 2019. ⁴</p> <p>A one-off agenda item on improving primary care in Haringey was held at a meeting in March 2019. ⁵</p> <p>The Panel has also been updated on the new General Practice strategy for North Central London. ⁶</p>

⁴ Agenda papers and minutes from this meeting available at: <http://www.minutes.haringey.gov.uk/ieListDocuments.aspx?CId=756&MId=8979&Ver=4> (Item 7)

⁵ Agenda papers and minutes from this meeting available at: <http://www.minutes.haringey.gov.uk/ieListDocuments.aspx?CId=804&MId=8840&Ver=4> (Item 8)

⁶ Strategy available at: <http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=268&MId=7790> (Item 9)

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<ul style="list-style-type: none"> • Personal experience shared of lack of support and care in Adult Social Care service for carers when first in need. A carer may suddenly have to find themselves trying to navigate the system. Basic information is not easily to hand when in this stressful situation. • Personal experience shared of frontline staff not being helpful or kind to a carer on the phone in what was a stressful situation. Similar experience with GP. • Also carers spoke about their experiences with social workers and having to manage them to ensure care is provided. Also they did not share their reports with the carers to provide an understanding of the actions being taken forward and having a say in this. • Supporting people with complex needs • Autistic adults (without a learning disability) constantly forgotten despite huge needs, for example recent research into massively increased suicide rates, etc. 	

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
4.	Engagement	<ul style="list-style-type: none"> • Partners working with the Council to strengthen community care services and meet local needs. • How to empower residents to take better care of their health as a preventative strategy. • Exploring how residents can get more involved in community activities. • There was comments on the lack of dynamism in the community in relation to Adult Social Care. There was a lack of a community engagement in the borough to support the work in adult social care. Experience shared of working in housing estates where there was a lack of voluntary sector presence which was leading to a lack of engagement between residents. There was lottery funding available and funding for tackling isolation but there was no engagement with communities to help set up voluntary groups to access this funding and support. • Supporting disabilities related voluntary sector organisation in the borough, there was examples 	<p>A number of these points have been addressed through the agenda item on primary care in March 2019 (see No.3 above) and the scrutiny review on Day Opportunities (see No.2 above)</p> <p>An update on Local Area Co-ordinators is scheduled to be received by the Panel in June 2019.</p> <p>Other issues on adult social care to be referred to Cabinet Member for Adults & Health via Q&A at a future panel meeting.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<p>provided of where funding by the Council has stopped and the groups feel abandoned and not supported to find alternative sources of funding and in turn support their membership.</p> <ul style="list-style-type: none"> • Need to build up partnerships with local communities and build pride in the borough heritage. • Need to look at best practices from providers, outside the borough, to help improve Council care offer. • Connecting up arts projects, sport, health, well-being education and innovation to improved mental and physical health and wellbeing for all. • Social care strategies (along with other support) need to be implemented with much greater involvement from and support for local communities. 	
5.	Access to services	<ul style="list-style-type: none"> • There were around 130 small community groups at the Selby Centre, including Adult Social Care 	Adult social care issues to be referred to Cabinet Member for Adults & Health via Q&A at a future panel meeting.

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<p>groups. Exploring why ethnic minority communities are preferring to access the support through these groups rather than through the main Council service.</p> <ul style="list-style-type: none"> • Review the impact of waiting times on how community health agencies and schools work together. There was currently a 14 month waiting time for a child to access speech and language therapy and this had an impact on the support and outcomes for the child. • Increased stress on parents with children with special educational needs as trying to access services is difficult, particularly around transport which has been reduced. • Considering the hostile environment and the impact this is having on families with no resource to public funds. • Supporting everyone affected by the government's Hostile Environment policy: refugees, migrants, other BAME people • Supporting young people with disabilities access employment and helping them get those 	<p>Transition issues were heard at a Special Joint Scrutiny meeting (Adults & Health scrutiny panel & Children & Young People's scrutiny panel) in March 2019 (see No.3 above).</p> <p>Children issues to be referred to Children & Young People's scrutiny panel.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<p>employability skills so they have more control over their lives.</p> <ul style="list-style-type: none"> Supporting Women and BAME communities to access the right healthcare provisions e.g. ensuring healthcare professionals are empathetic and can relate to the barriers Women and BAME communities face. 	
6.	Adult Learning	<ul style="list-style-type: none"> Noted that SHENEL offered free courses for Adults at level 2 and there was not a significant take up of this opportunity. Therefore, exploring the support and awareness around adults taking up more learning to increase their skills in turn support access to higher pay. 	To be referred to Cabinet Member for Adults & Health.
7.	Housing support for older people	<ul style="list-style-type: none"> Examining the housing support to older LGBT residents. Greater understanding needed of the needs of LGBT residents who are now elderly and requiring specific health care services Concern about the reduction of wardens in sheltered and supported housing. The number 	<p>Housing issues to be referred to Housing & Regeneration scrutiny panel and Homes for Haringey (HfH).</p> <p>Demolition of housing estate issue to be referred to officers responsible for Estate Renewal Rehousing and Payments Policy.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<p>had reduced from 32 to 8 and these remaining number were covering the whole borough. There had been a visit to a resident in the N17 scheme who was very demoralised by the change in support and was afraid to leave her premises. There was concern that the associated changes/improvements to support scheme to mitigate the reduction in wardens had not materialised and this had left the elderly residents feeling isolated and unsupported.</p> <ul style="list-style-type: none"> • Concern about the new model of support in sheltered housing, residents were indicating that there was no one around during the day and this was causing anxiety for the residents in the potential response available if a specific health issue was experienced. • Considering the impact of housing estate demolition's on the health of older people. Often older people are more affected by their home being pulled down than other younger residents as they did not understand the process and what is happening to their home. This situation may cause mental health issues and earlier death. 	

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<ul style="list-style-type: none"> • More resources needed to give residents advice around private and temporary accommodation, especially around repairs. • Need more funding for older people services provided by HFH 	
8.	Adult gangs	<ul style="list-style-type: none"> • Considering the Adult cohort of 21 to 30 year olds who are still involved in gangs but no longer access Youth services, how are they being supported to leave gangs - whose responsibility are they? 	To be referred to Cabinet Member for Communities, Safety and Engagement.
9.	Queries/ questions for the Cabinet Member	<ul style="list-style-type: none"> • There seems to be no overall database kept of the support needs of disabled people in the borough living in social housing. An example was provided of a resident in a wheelchair who had had her home adapted at the age of 20 but was required to move due to changing health needs and there was no records kept of how her home had been adapted to inform the suitability of new accommodation. • Need more support for community organisations who are speaking out 	<p>Issues on violence against women and children and on drug/alcohol addiction to be referred to Public Health team.</p> <p>Other issues to be referred to Cabinet Member for Adults & Health.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<p>against violence against women and children.</p> <ul style="list-style-type: none"> • Recent Labour manifesto referred to and the pledge to a review Adult Social Care in the borough. There were questions about how this was being taken forward and when this review would report? Cllr Connor agreed to check with the Cabinet Member for Adults and Health who co-ordinating was taking this review forward and the engagement planned with community groups. • Drug and alcohol addiction - what has happened to these services in Haringey following the ending of DAAT Strategy Board? • Interested in a review being taken forward on intergenerational involvement and the outcomes that can be achieved from young people and older people working together. 	
10.	Refer to Children and Young people's Panel?	<ul style="list-style-type: none"> • Exploring investment in Children's services to support children with autism as currently it seemed that autistic children were not getting the early support they needed and when progressing to adults they had increased support needs which was 	Issues to be referred to Children & Young People's scrutiny panel.

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<p>likely costing Adults services more to deal with.</p> <ul style="list-style-type: none"> • Mobilising resources to tackle loneliness, especially young people so they do not resort to gangs. 	
11.	Refer to Health and Wellbeing Board?	<ul style="list-style-type: none"> • Need to improve Community Health provision • Following the recent discussion about the potential partnership between the North Mid and Royal free it was important to understand how much funding the North Middlesex Hospital receives. Concern over the Royal Free taking over the North Mid Hospital and the selling off of NHS Estates • Health of people from BAME communities • Air pollution - it affects everyone's health (not just the very young) and particularly those with heart and lung problems. 	<p>North Middlesex Hospital and Royal Free Hospital partnership scrutinised by North Central London Joint Health Overview and Scrutiny Committee on 7th Sep 2018.</p> <p>Air pollution debated at meeting of Full Council on 27th Nov 2018.</p> <p>Other issues to be referred to Health and Wellbeing Board.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
12.	Cross-cutting issues	<ul style="list-style-type: none"> • Staff training especially around first point of contact • Customer services • How we engage with the Voluntary Sector • How we upskill receptionist working in GP practices so they can signpost people to other services? Currently being done in Waltham Forest. • Social prescribing • Looking at our Market Place and have we got the right service providers to deliver the care residents are asking for? Do we involve and support voluntary organisations to bid for services? • Are we looking at the services our partners are delivering to see if they are right for our residents? (CCG) 	<p>A number of these issues were addressed through the agenda item on primary care in March 2019 (see No.3 above).</p> <p>Ongoing issues will continue to be raised with the CCG.</p>

Issues Suggested in Scrutiny Survey or at Scrutiny Café

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
1.	Special Educational Needs and Disability (SEND)	<ul style="list-style-type: none"> • SEND children are growing in numbers. They can often find difficulty in accessing services due to stretched Council budgets or lack of clarity on how parents can access services; • Families can find it a struggle to obtain a formal diagnosis for their children, which is often a prerequisite in getting extra support at school and/or at home; • Some groups of SEND children have an increased risk of exclusion from school and there can also be poor outcomes in the classroom, which can have a detrimental impact on families struggling to cope; • Early intervention, including diagnosis, is key in order to put relevant support measures in place so that children with SEND can have fulfilling lives with good educational outcomes. <p>The review will examine and review the role and the effectiveness of the current service children with Social, Emotional and Mental Health (SEMH) issues and autism receive. It will aim to establish;</p> <ul style="list-style-type: none"> • Looking in particular at their interaction with the Council and schools, what are the experiences of parents with SEMH and autistic children in trying to access support for their children? • What are the waiting times for parents requesting an assessment, obtaining a diagnosis and receiving the extra support required? • What are the outcomes of children with SEMH and autism in relation to their diagnoses? • As local authorities move away from statements to Education Health and Care (EHC) plans, what are the challenges parents face in obtaining EHC plans? How many children currently have a statement or EHC plan and how many apply for it? What are the rejection rates of children trying to obtain an EHC plan and what are the reasons? 	Review by Panel – currently in progress
2.	Alternative Provision	The review will look at Alternative Provision (AP) services provided to students who no longer attend mainstream education for reasons such as	Review by Panel

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<p>exclusion, behavioural issues, school refusal, short/long term illnesses as well as any other reasons. The main areas of focus will be:</p> <ul style="list-style-type: none"> • What are the reasons why children in Haringey enter AP? • Once entering alternative provision, what are their outcomes and attainment levels when compared to mainstream schools? • How many children going through the AP route later enter the youth justice system? • How many children enter alternative provision as a result of SEND needs and how many have a statement or an EHCP plan? • The demographics of children entering AP including ethnicity, gender, areas of the borough where children in AP are drawn from and levels of children receiving free school meals prior to entering AP; • What are the challenges schools and local authorities face and what can we do better to meet the needs of children so as to avoid AP altogether? • Are the outcomes from AP providers uniform within Haringey? • How cost effective is AP. 	
3	Youth crime	<ul style="list-style-type: none"> • Alternatives to 'youth crime' need to be provided by investing in activities, training and safe spaces for young people; • The effectiveness of engagement with young people on the dangers of knives needs to be explored so that the best options could be determined; • Parents and other key adults should be trained so that they are able to detect potential signs that young people were becoming involved in crime; • A public health approach to violent crime, as has been used successfully in Glasgow, should be considered in Haringey; • The Gangs Matrix can lead to the labelling of children and young people at a young age. It can also impact on families; • Reducing the criminalisation of children. The Council should be using the various levers available to it, to support young people themselves and to prevent their criminalisation; • Disproportionate attitudes and responses of Police towards young people in the west compared to the east of the borough; • The link between youth crime and the provision of youth services, play areas and parks; • The need for young people to have safe spaces to go to. 	<p>The Environment and Community Safety Scrutiny Panel will be considering issues relating to the Gangs Matrix and the criminalisation of children at its meeting on 7 February 2019. The development of diversionary activities, such as those undertaken by youth services, will be addressed through Cabinet Member Questions by the Panel of the Cabinet Member for Communities.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
4	Youth services	<ul style="list-style-type: none"> • A broader range of opportunities needs to be made available for children and young people that covers all ranges. Opportunities should take account of issues relating the post codes as some young people find it difficult to move across the borough due to “post code” issues; • Research should done to determine whether cuts to youth services have impacted on crime and the wider community; • Resources should be mobilised to tackle loneliness, especially young people so they do not resort to gangs; • Exposure magazines has been badly affected by reductions in funding and consideration needs to be given on how it could be sustained. 	Cabinet Member Questions – Communities/one off item to Panel
5.	Mental health services for teenagers and young people (CAMHS) <i>(Also suggested by Panel)</i>	<ul style="list-style-type: none"> • There is considerable pressure on mental health services, particularly from schools; • Children with mental health needs can wait up to 2 years to get an appointment at CAMHS; • Mental health related support for parents of children with special needs; • Exploring the mental health elements concerning pupil exclusions from schools. 	One-off item; Meeting 2 of 2019/20
6.	Infrastructure	<ul style="list-style-type: none"> • There is a lack of proper infrastructure for the development of services for children and young people. There are a lot of funding sources that could be utilised but the lack of infrastructure inhibits voluntary sector organisations from taking full advantage of them. 	Cabinet Member Question – Children and Young People
7.	Play and leisure	<ul style="list-style-type: none"> • There is unequal access to play and leisure across the borough and particular difficulties are experienced by children with disabilities. 	One-off item to Panel; Meeting 4 of 2019/20

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
8.	Services to Schools <i>(Also suggested by Panel)</i>	<ul style="list-style-type: none"> Haringey Education Partnership (HEP) is an independent organisation and was now responsible for school improvement within the borough. Few people know about this and there is a lack of available information. 	One-off item to Panel; 19 March 2019
9.	Supporting young people <i>(Also suggested by Panel)</i>	<ul style="list-style-type: none"> There needs to be more effective sign posting so that young people are better able to identify suitable opportunities. 	C Cabinet Member Question – Children and Young People
10.	Supporting Parents	<ul style="list-style-type: none"> Parents need to be empowered so that they are able to support children effectively 	Cabinet Member Question – Children and Young People
11.	Transition to Adult Services	<ul style="list-style-type: none"> It is possible for some young people to miss out on services when they transition to Adult Services. Some disengage from support and services. 	Joint meeting with Adults and Health Panel; 19 March 2019
12.	Health Inequalities	<ul style="list-style-type: none"> There are different health outcomes for young people. In particular, there are considerable differences in levels of obesity. 	Cabinet Member Question – Children and Young People
13.	No Recourse to Public Funds (NRPF)	<ul style="list-style-type: none"> The implementation of recommendations from recent reviews that had taken place on support to families with no recourse to public funds needed to be monitored, especially those regarding subsistence levels. 	Briefing note from Cab Member/Update on implementation of previous review recommendations on support to children from refugee families; Report to Panel meeting on 4 February
14.	Celebrating young people	<ul style="list-style-type: none"> A lot of publicity about young people in the borough is negative. With the exception of exam results, little that is positive is said. 	

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
			To be included in Overview and Scrutiny Committee work on consultation and engagement.
15.	Setting in Schools	<ul style="list-style-type: none"> Setting within secondary schools can be used in a discriminatory way 	Cabinet Member Question – Children and Young People
16.	Children's Centres	<ul style="list-style-type: none"> These are high quality services but there is limited understanding of their role amongst the community within Haringey. They are a well-kept secret and need to be marketed more effectively. 	Cabinet Member Question – Children and Young People
17.	Young carers		Cabinet Member Question – Children and Young People
18.	ESOL for primary schools		Cabinet Member Question – Children and Young People
19.	Unregistered Schools	Suggestion from Cabinet Member for Children and Families	One-off item to Panel; Meeting 4 of 2019/20
20.	Home schooling and safeguarding	Suggestion from Cabinet Member for Children and Families	One-off item to Panel; Meeting 4 of 2019/20

Environment and Community Safety Scrutiny Panel- Work Planning 2018-20

Top Themes from Scrutiny Survey:

1. Crime and Disorder 2. Anti-Social Behaviour 3. Parks, open spaces and conservation

Issues Suggested in Scrutiny Survey or at Scrutiny Café

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
1.	Crime reduction	<ul style="list-style-type: none"> • There is little evidence of any real support or multi agency approach to supporting people on release or under supervision in the community. • There are huge anti-social behaviour and crime issues in Tottenham area. Lack of CCTV in areas with rising crime is another problem in Tottenham. More funding should be invested in Police. Minimum answering time for 101 phone calls is around 1 hour. • Incorporating Herman Goldstein's work on problem-oriented policing when addressing crime in Haringey. • Concerns with the decline of Safer Neighbourhood Panels and moving away from the model of Safer Neighbourhood policing in general. • Concerns about the impact of merging Haringey and Enfield police. • Area around Bury Road car park was identified as a location that had been allowed to deteriorate. This had led to growing increase in crime, ASB and drug dealing. • Multi-agency working is poor in Haringey, compared to neighbouring boroughs. 	<p>Panel undertook a review into the Fear of Crime in 2016/17 and received a 12-18 month update on the recommendations from that report at its meeting on 13th September 2018.</p> <p>Theft from Blue Badges formed a key part of the Panel's Scrutiny Review into Blue Badges.</p> <p>The Panel have met with the Borough Commander twice and have asked extensive questions around crime and anti-social behaviour.</p> <p>The Borough Commander has also provided several updates on the implementation of a joint Haringey-Enfield Borough Command Unit.</p>
2.	Gangs	<ul style="list-style-type: none"> • Discussion of the gangs matrix 	<p>The Panel received a written update on the gangs matrix</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<ul style="list-style-type: none"> Considering the Adult cohort of 21 to 30 year olds who are still involved in gangs but no longer access Youth services, how are they being supported to leave gangs - whose responsibility are they? 	<p>at its meeting on 11th March 2018.</p> <p>Questions on gangs have been put to the Cabinet Member for Communities, Safety and Engagement.</p>
3.	Youth violence	<ul style="list-style-type: none"> Youth violence including young people as victims of crime Reducing the criminalisation of children. The Council should be using the various levers available to it, to support young people themselves and to prevent their criminalisation. Disproportionate attitudes and responses of Police towards young people in the west compared to the east of the borough. The link between youth crime and the provision of youth services, play areas and parks. The need for young people to have safe spaces to go to. 	<p>Environment and Community Safety Panel have received a number of updates in relation to the Youth at Risk Strategy. The Council's Youth at Risk Strategy was agreed by Cabinet in March 2019.</p> <p>The panel received a report on the criminalisation of children at its meeting in March.</p>
4.	Recycling	<ul style="list-style-type: none"> Confusion about which materials can or cannot be recycled via domestic bins or collections from street bins and the impact this has on Haringey's recycling rates. 	<p>Ongoing work and monitoring around how to improve recycling performance.</p>
5.	Air quality	<ul style="list-style-type: none"> Urgent need to improve air quality. A proper plan for cleaner air and traffic reduction is also needed urgently - no more pavement parking on Wightman Rd, no more parking on Green Lanes, a serious commitment to cycling as in Walthamstow or Hackney. All drivers should be encouraged to switch off their engine when in a traffic. They should also respect the speed limit. Cameras and tougher penalties should be put in place. 	<p>The Panel received an update on Air Quality, along with a copy of the Air Quality Action Plan at its meeting on 18th December 2018.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
6.	Green spaces	<ul style="list-style-type: none"> • Green spaces needed to be conserved, and where possible, supplemented. Medium to long distance green walkways and cycle paths should be implemented. • 1-2% of the Public Health budget being given over to supporting parks and green spaces the health and well-being of all residents will be improved. This costs a fraction of clinical care. Links to outcomes for residents such as those on low incomes, suffering from loneliness and isolation, high mortality, obesity. • The huge drop in quality of the parks is of big concern. Over the last year Finsbury Park has gone from being a flagship park, to one covered in litter, decaying food (and worse), with significant drug dealing around the gates. The Council now has a significant income from park events, which should be used to keep parks in Haringey as an amenity for all, including Dog walkers, residents without their own outdoor space, families and sports groups. • Maintenance and investment in children’s play areas and access to leisure facilities. • Park maintenance, cleanliness and safety. • Maintenance of grass verges. • Green space around Tottenham Town Hall is a dumping hotspot. • Reviewing the progress against Parks Review recommendations. • Lack of family-orientated spaces in parks. Lack of BBQ areas. • Where does the division of responsibilities lie between Veolia and the Parks Service in relation to recycling/waste services in parks • Lack of recycling facilities, especially in parks. Plastic bottles account for a significant amount of overall recycled materials. 	<ol style="list-style-type: none"> 1) Cycling - Scrutiny Review around cycling undertaken in 2015/16. 18 month update on the implementation of those recommendations was taken to the December Panel meeting. 2) Parks cleanliness– is part of ongoing monitoring through regular performance reports. 3) Parks/green spaces - Scrutiny Review undertaken on parks in March 2018. The Panel will receive updates on the progress of implementing those recommendations. 4) Access to leisure facilities was discussed at the Panel meeting in December 2019. All Member Briefing being set up for March April 2020. 5) Division of responsibility for Veolia/Council – ongoing monitoring of the issue and issue has been raised with relevant Cabinet Member 6) Recycling facilities – incorporate into wider scrutiny review on reducing the amount of plastic.

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
			7) Panel has received a number of updates around green flags, parks and the Parks Transformation Programme.
7.	Gating of passageways	<ul style="list-style-type: none"> • A gating of passageways scheme, where rubbish dumping is a problem. Such as, between Maryland Road and Arcadian Gardens, on Wolves Lane. 	Questions to Cabinet Member for Environment.
8.	Charges for green waste and large household items	<ul style="list-style-type: none"> • Introduction of charges for collection of green waste and large unwanted household items has led to an increase in rubbish dumping in the local area. Suggested that this is a false economy. • Closure of the recycling centre in Tottenham, particularly in light of a significant increase in housing density in the area. • Recycling centres opening hours – why aren't they open at evenings and weekends for those that work during the day. • Waste collection: impact of bulky waste collection charges on levels of fly tipping, measures to prevent/reduce fly tipping. 	<p>1) A report on green waste charges, Fly Tipping and bulky waste was considered at the April 2019 meeting.</p> <p>2) Recycling centres and bulky waste collection – Questions to Cabinet Member for Environment.</p> <p>3) Regular performance monitoring reports are received by the Panel.</p>
9.	Speeding	<ul style="list-style-type: none"> • Anti-social and dangerous behaviour of vehicles speeding on our local roads. Speeding has got much worse in over the past 5 years, particularly with the introduction of the 20mph speed limit. • Speeding traffic (particularly in residential areas) and parking on zig-zag lines. Perhaps some basic road safety training could be offered to delivery bike riders. • Installing speed cameras as the 20 mph limits are not working. Speeding discourages cycling, especially female cyclists. 	<p>1) Speeding and introduction of 20MPH limit – Questions to Cabinet Member for Environment.</p> <p>2) Cycling Review recommendations were discussed by the Panel at its December 2018 meeting.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
10.	Waste and recycling	<ul style="list-style-type: none"> • Veolia Performance. Suggested that the contract offers dreadful value to council tax payers • Overcrowding and poor landlord behaviour are also issues, along with fly tipping. • Increased street sweeping, especially on the Ladder. Littering is out of control. • Increasing litter and rubbish dumped on all our roads and pavements. It is an eyesore and a health issue. Rubbish dumped attracts more rubbish. Suggested that a whole borough all agencies approach should be adopted and zero tolerance. • Streets and pavements around Seven Sisters area should be cleaned at least twice a day. • Litter and dumping on estates and the consequential impact that this had on ASB. • Need to deal with litter at source i.e. at takeaways. Reducing the amount of plastic used, especially around takeaways • Introducing a deposit scheme for plastic bottles • Poor standard of street cleanliness and the need to implement a targeted street cleansing schedule. 	<ol style="list-style-type: none"> 1) Scrutiny Review agreed around recycling and reducing the amount of plastic waste. 2) Questions to Cabinet Member for Environment around litter and fly tipping. 3) Ongoing performance on litter and street cleansing is monitored through regular performance reports. 4) Veolia performance considered at June 2019. 5) A report on fly-tipping, bulky waste collection was received on the 8th April 2019 Meeting. 6) Panel undertook review into Street Sweeping in 2017-18.
10.	Behaviour Change	<ul style="list-style-type: none"> • Need to strike a balance between enforcement action and behaviour change. • The successful impact that the Keep Britain Tidy Group had on behaviour change. Council needs to get community groups more involved in this. Need to better communicate where people can dispose of mattresses etc. and which phone numbers to ring for different types of waste issues. • Veolia for failing to collect bins when they were only partially full and for failing to put bins back. 	<ol style="list-style-type: none"> 1) Cabinet Member provided an update to the Panel on the Parks Transformation Plan which included specific behaviour change proposals. 2) Questions were put to the Cabinet Member for Environment at the March 2019 meeting.

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<ul style="list-style-type: none"> • Council needs to work with partners to go into schools and develop a comprehensive engagement plan with children about littering. This could form part of a wider strategy around behaviour change 	3) Role of behaviour change will be incorporated into scrutiny review around reducing plastic consumption as it develops.
11.	Violence Against Women and Girls	<ul style="list-style-type: none"> • Increase in reported VAWG and the Borough response to this - the difficulty with emergency and move-on accommodation for those experiencing VAWG. Cross departmental and organisational response (health, housing, adult and children services) to VAWG and how to drive a co-ordinated community response. Introduction of UC and the potential for an increase in economic abuse and 'safety nets'. • Need more support for community organisations who are speaking out on VAWG. • Housing issues in relation to victims of VAWG need to be a high priority. 	The Panel heard from the Borough Commander in November 2019 and this included an update on VAWG and hate crime.
12.	Public toilet provision	<ul style="list-style-type: none"> • Failure to maintain public toilets, especially at Summerland Gardens, Hornsey Library and Chestnuts Park. Veolia is failing to maintain these. Toilets are supposed to be open until 5pm but the Veolia cleaners lock them up at any time after 4.15 pm. Also, all the toilets have buttons to dispense liquid soap but there has been no soap for years. The button to dispense water at Summerland Gardens has been missing for months. At Chestnuts there is no soap, no water, no hand dryer and no lighting. I would suspect no electricity. These failings impact public health in general and has a significant impact on the elderly. 	The Panel have received Veolia performance information at a number of its meetings

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
13.	Cycling	<ul style="list-style-type: none"> Preventing cyclists from riding bicycles on the pavement – it's dangerous. 	<p>Incorporated into wider work on speeding/road safety. Cycling Review recommendations were discussed by the Panel at its December 2018 meeting.</p>
14.	Anti-social behaviour	<ul style="list-style-type: none"> Anti-social behaviour on the increase. Ducketts Common is a hotspot for anti-social behaviour, drug dealing and sex trafficking. Need to look at all of the issues relating to in a holistic way. ASB in parks- need to ensure that people felt pride in their local parks and open spaces. 	<ol style="list-style-type: none"> Questions put to the Borough the Commander at the October 2018 meeting. Update on the recommendations from the Parks Review has been circulated and is published online. Behaviour change in parks to be taken forward as part of Parks Transformation Programme.
15.	Drugs	<ul style="list-style-type: none"> Open use of drugs in streets and parks. Drug dealers acting in the Park like the own the place. Particularly intimidating for women. 	<p>Questions put to the Borough the Commander at the October 2018 meeting. The Borough Commander gave a comprehensive update on use of Stop and Search in Haringey.</p>
16.	Dog Mess	<ul style="list-style-type: none"> Making dog owners clean up after their dogs. 	<p>The will form part of the behaviour change agenda within the Parks Transformation Programme.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
17.	Graffiti	<ul style="list-style-type: none"> The cost to local businesses and impact on house values. 	Ongoing monitoring as part of regular performance updates.
18.	Litter from HMOs	<ul style="list-style-type: none"> Landlords renting multiple occupation dwellings should receive regular checks in relation to dumping of bin bags and large items in the street. Reflects poorly on the local area and is an eyesore. What more could the Council could do relation to HMO's and the powers available under the Housing Act 2004. 	<ol style="list-style-type: none"> Incorporate into wider work on Flytipping. Consultation on extension of HMO's licensing due to come back to Cabinet.
19.	Finsbury Park Events	<ul style="list-style-type: none"> Need to reconsider festival license for Finsbury Park as it's full of litter. Why doesn't the money from concerts pay for proper upkeep and maintenance? 	<ol style="list-style-type: none"> Questions to Cabinet Member for Environment. Scrutiny review on Finsbury Park Events undertaken in 2015-2016. Panel received its 12-18 month follow-up in September 2016.
18.	Highways & Footways	<ul style="list-style-type: none"> Planned and reactive maintenance of the highways and footways including intervention levels. Overgrown foliage on footways and disability access problems. Lack of street furniture and spaces for people to sit, particularly in terms of disability/accessibility issues. 	One off item on Planned and reactive maintenance item. Panel have raised a number of questions with the Cabinet Member on street trees
19.	Parking	<ul style="list-style-type: none"> Process of requesting disabled bays or parking permits was difficult to navigate on behalf of people who lack mental capacity. How can the Council make navigating its services easier in these circumstances? Incorrectly issued FPN's and problems arising from the outsourcing of the appeals process. This resulted in it being very difficult to successfully appeal, even where there were grounds to do so. 	Panel concluded a Scrutiny review into Blue Badges and disabled parking services. Report scheduled to go to OSC on 12 March 2020. If agreed by OSC the recommendations will be sent to Cabinet for approval.

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<ul style="list-style-type: none"> Concerns about misleading or damaged parking signage. 	<p>Questions to Cabinet Member for Neighbourhoods.</p>
20.	Carbon Sustainability	<ul style="list-style-type: none"> Not enough was being done to effectively levy S106 or CIL monies from regeneration projects and that the money from this could be put towards carbon sustainability project. Carbon sustainability should be a higher priority. Muswell Hill Sustainability Group had been rebuffed by Fusion around installing Solar Panels at Lordship Rec. Pavilion. Car clubs were a partial answer to increasing carbon sustainability. Need for an overarching integrated approach to the environment, particularly in terms of the Council reaching its carbon reduction targets 	<ol style="list-style-type: none"> S106/CIL and Carbon Sustainability – Passed to Housing and Regeneration Panel. Role of partners in improving carbon sustainability and role of car clubs – Questions to Cabinet Member for Environment.
21.	Hate Crime	<ul style="list-style-type: none"> Reviewing what hate-crime policies are in place and what more could the Council do to tackle hate-crime. 	<p>One off item. Received a briefing from the Borough Commander on hate crime at the November 2019 meeting.</p> <p>Community Safety Partnership are also monitoring this issue as part of their remit.</p>

Housing and Regeneration Scrutiny Panel - Work Planning 2018-20

Top 3 priorities from Scrutiny Survey:

6. Homelessness and Temporary Accommodation
7. Local Housing Strategy
8. Housing Supply and Investment

Issues Suggested in Scrutiny Survey or at Scrutiny Café

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
2.	Affordable housing	<ul style="list-style-type: none">• There is a serious shortage of social/affordable housing in the Borough.• Regeneration projects should be geared towards local housing need and not the sale of unaffordable new flats.• When a regeneration project goes ahead it often reduces the net number of social housing units.	<p>Issues around the percentage of affordable housing required in new developments and the definition of affordable housing has been raised through Cabinet Member Q&A and will continue to be monitored.</p> <p>Affordable housing will be considered an overarching issue throughout the panel's work programme activities.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
2.	Redevelopment	<ul style="list-style-type: none"> • The application for new residential buildings of up to 38 storeys in the Tottenham Hale area is concerning. • Excessive developments have an adverse impact on access to services, including school places. • All redevelopment schemes that have caused widespread opposition in the past few years should be scrutinised (e.g. High Road West, Wards Corner, Wood Green). • The Council should align itself better with the wishes of the local community instead of persisting with a corporate developer-led model. • Prevent demolition of so many decent buildings in the east of the borough. • Imaginative planning and interesting properties, which will stand the test of time, need to be built rather than high rise blocks which are a blot on the landscape. 	<p>A scrutiny review is currently ongoing on the subject of the redevelopment of the Wards Corner site. A report is expected to be published later this year.</p> <p>Scrutiny reviews are scheduled for 2019/20 on High Road West and on the Wood Green Area Action Plan (AAP).</p> <p>Full range of redevelopment projects to be brought to panel as a one-off agenda item.</p>
3.	Homelessness	<ul style="list-style-type: none"> • People often experience a hostile reception when applying to the Council for help because of homelessness because of an assumption that people are cheating from the start. • Homelessness applications could often take an unacceptably long time with the Council regularly asking for extensions. • The quality of emergency accommodation in HMOs can be very poor. 	<p>One-off agenda item to be scheduled for a future panel meeting.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<ul style="list-style-type: none"> Homelessness has become normalised in some areas such as Finsbury Park. 	
4.	Consultation & Engagement	<ul style="list-style-type: none"> There were doubts about the consultation process in Haringey which was often felt to be a routine tick-box exercise rather than a genuine opportunity to change policy. Residents need to have easier ways of finding out about upcoming planning decisions and the progress of existing applications. The online planning document search tool is difficult to navigate and often results in large numbers of documents for the same application. Easier to understand information could be distributed via the network of residents' associations. Noticeably more residents attend planning committee meetings for applications in the west of the borough compared to the east. Improved infrastructure for engagement is needed in the east. 	<p>General issues around consultations to be referred to Overview & Scrutiny Committee.</p> <p>Issues specific to housing/planning to be scheduled as a one-off agenda item for a future panel meeting.</p>
5.	Environmental impact	<ul style="list-style-type: none"> Developers often don't stick to their initial commitments on energy efficiency or make sufficient carbon offset payments. Monitoring and enforcement needs to be improved. Some other councils such as Islington have good legal advice on viability assessments to help ensure better outcomes from developers. 	One-off agenda item to be scheduled for a future panel meeting.

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		<ul style="list-style-type: none"> The requirement for energy efficiency and on-site renewables in new developments should be increased. 	
6.	Wards Corner	<ul style="list-style-type: none"> The relationship between Haringey Council and Grainger/Quarterbridge in relation to the Wards Corner site, together with what alternative policy options could be available to the Council. The cost of losing important community buildings should be considered as well as the financial costs. 	A scrutiny review is currently ongoing on the subject of the redevelopment of the Wards Corner site. A report is expected to be published later this year.
7.	Equalities	<ul style="list-style-type: none"> The problem of persistent noise nuisance can have an adverse effect on people's mental health and so therefore improvements to soundproofing should be considered as a reasonable adjustment. There should be an explicit policy to include requirements for special needs in housing plans. The Council should ensure sufficient supply of social housing equipped to meet disability and other special needs. Equality Impact Assessment should be taken more seriously with consideration given to whether people with protected characteristics are able to afford the housing proposed in new developments. Housing allocation policies should not discriminate against women and BAME communities. 	To be referred to Fairness Commission.

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
8.	Repairs/maintenance	<ul style="list-style-type: none"> • Maintenance services on council estates in the Borough could often be poor, including the quality of repairs to leaks for example. • Damp and condensation could be a severe problem in some properties and not enough was being done about this. 	<p>Homes for Haringey to be invited for one-off agenda item at a future panel meeting.</p> <p>Maintenance issues specific to the Love Lane estate have been raised with HfH, with some improvements reported.</p>
9.	Landlords	<ul style="list-style-type: none"> • There is a lack of regulation in the private rented sector including quality requirements, non-use of deposit schemes and ineffective policing of illegal conversions to HMO. • A landlord licensing scheme should be introduced. 	<p>A licensing scheme has now been introduced in Haringey.</p> <p>Progress report on the scheme to be brought to future panel meeting.</p>
10.	Charges for leaseholders	<ul style="list-style-type: none"> • Arrangements for charging leaseholders for major works can be poor. This can include long delays before charging followed by short amounts of time for payments to be made. This 	<p>To be raised through Cabinet Member Questions.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
		can create periods of uncertainty and cause difficulties for financial planning.	
11.	Family sized homes	<ul style="list-style-type: none"> • There needs to be a more strategic vision to ensure that there is sufficient family sized housing available with necessarily local services provided nearby. 	Letter to be sent to relevant Cabinet Member.
12.	Community centres	<ul style="list-style-type: none"> • Community centres in the borough are struggling with insecurity about their tenure due to short-term leases and large rents. 	To be raised through Cabinet Member Questions.
13.	Highgate neighbourhood plan	<ul style="list-style-type: none"> • Recent pre-application responses and planning approvals have failed to take the Highgate Neighbourhood Plan into consideration. 	Letter to be sent to relevant Cabinet Member.
14.	Rehousing outside of the Borough	<ul style="list-style-type: none"> • When people are rehoused outside of the Borough then they carry their rights to Housing Benefit with them but they need to make a new application for Council Tax Benefit which can be problematic/time consuming to arrange. 	To be raised through Cabinet Member Questions.
15.	New Tottenham Hotspur stadium	<ul style="list-style-type: none"> • The effect of the new stadium on local businesses, community groups and High Road North residents should be scrutinised. 	<p>To be raised through Cabinet Member Questions.</p> <p>May be considered as part of scrutiny review on High Road West.</p>

No.	Suggestion	Comments and Feedback from Survey and Cafe	Response
16.	Grassroots regeneration and support for small business	<ul style="list-style-type: none">• Small businesses need to be supported. Rents in Wood Green High Road are sky high for example and this is stifling new enterprise.• The relationship between the Regeneration department, planning enforcement and new businesses should be scrutinised.	To be considered by Overview & Scrutiny Committee.

Further information

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