

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE  
MONDAY, 20 APRIL 2009**

Councillors Councillors Adamou (Vice-Chair), Aitken, Alexander, Dodds, Jones, Bevan, Haley, Newton and Bull (Chair)

Apologies Councillor Winskill

Also Present: Councillors Bevan and Haley

<b>MINUTE NO.</b>	<b>SUBJECT/DECISION</b>
<b>OSCO27.</b>	<p><b>WEBCASTING</b></p> <p>The meeting was webcast on the Council's website.</p>
<b>OSCO28.</b>	<p><b>APOLOGIES FOR ABSENCE</b></p> <p>Apologies for absence were received by Councillor David Winskill; Councillor Martin Newton acted as substitute.</p>
<b>OSCO29.</b>	<p><b>URGENT BUSINESS</b></p> <p>There was no urgent business.</p>
<b>OSCO30.</b>	<p><b>DECLARATIONS OF INTEREST</b></p> <p>Councillor Bull and Councillor Aitken both declared personal, non-prejudicial interests in item 7 – Homes for Haringey as they were leaseholders.</p>
<b>OSCO31.</b>	<p><b>DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS</b></p> <p>There were no such items.</p>
<b>OSCO32.</b>	<p><b>CABINET MEMBER QUESTIONS: CABINET MEMBER FOR HOUSING SERVICES</b></p> <p>The Committee received a briefing on key issues and responses to questions from the Cabinet Member for Housing Services, Councillor John Bevan.</p> <p>The Committee sought clarification and the following was noted:</p> <ul style="list-style-type: none"> <li>• Properties would be converted into permanent homes and there would be a process of checking that families were correctly sized homes; this would not result in a reduction in temporary accommodation available to the Council.</li> <li>• Tenants in under occupied properties were encouraged to find</li> </ul>

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	<p>other properties and introduced to the home swappers scheme.</p> <ul style="list-style-type: none"> <li>• Unlicensed Houses of Multiple Occupation (HMOs), which were subject to the same housing repair, amenities and fire safety regulations, were being sought out. However, only permanent homes managed by Haringey would be required to meet the Decent Homes Standard (DHS).</li> <li>• Contractors were required to deal with any unwanted pests before DHS works began. The Chair suggested a piece of work be conducted to ascertain whether, when pest control works were being conducted in a block which included leaseholder properties, leaseholders were being recharged.</li> <li>• The DHS planned to also make homes air and water tight. A briefing note would be provided on whether heat proofing of Council Properties was part of works to achieve the Decent Homes Standards.</li> <li>• In response to the 2008 Audit Commission report, which rated Housing Services as “poor”, work was on-going to improve services. A staff restructure was occurring and new job descriptions drafted for staff at Alexandra House. Staff will be held to account for performance.</li> <li>• Services will be re-organised to focus on prevention. Homes for Haringey job descriptions will include an element of safeguarding children and vulnerable adults; a staff training programme was being arranged. The Tenants and Landlords Forum will introduce the expectation on private landlords to have regard to safeguarding children in the future.</li> <li>• Rent increases would be agreed in May and tenants should receive a Section 103 letter advising of the new rent. Any refunds would be given to tenants by lowering rent rather than refunding full amounts.</li> <li>• The Council was expected to deliver a mortgage rescue service to 6000 households.</li> </ul> <p><b>RESOLVED</b></p> <p>That the briefing and answers to questions be noted.</p>	
<p><b>OSCO33.</b></p>	<p><b>HOMES FOR HARINGEY PERFORMANCE MONITORING QUARTER 4 (JAN 08/09)</b></p> <p>The Committee received the Homes for Haringey fourth quarter performance report and agreed the service was doing well overall. Some reductions in the service, highlighted in the report, were discussed.</p> <p>The following was noted in response to comments and questions:</p> <ul style="list-style-type: none"> <li>• Problems with officers amending dates in the system from 2008 to 2009 in January had resulted in delays in the payment of invoices. New invoice turnaround times would be considered along with potential new Key Performance Indicators (KPIs).</li> <li>• An action plan was in place to reduce the number of void</li> </ul>	

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	<p>properties. Properties could be occupied 45 days from vacation for repairs and approximately 20 days from when repairs work was completed.</p> <ul style="list-style-type: none"><li>• Estate visits were conducted daily therefore repairs should not be left until inspections to be highlighted, although inspections did result in repairs. Details of how repairs were dealt with would be in the next performance report.</li><li>• New customer service and contractor hours would be put in place to provide more flexibility for tenants.</li><li>• The Chair asked for a briefing note on whether any work on providing a cost analysis for potential use of Community Land Trust areas taken place.</li><li>• A briefing note on estate flytipping would be provided.</li><li>• There were concerns about the performance of the organisation contracted to remove abandoned vehicles from estates; the Council was going out to tender for the contract.</li></ul> <p><b>RESOLVED</b></p> <p>That the report be noted.</p>
<p><b>OSCO34.</b></p>	<p><b>CABINET MEMBER QUESTIONS: CABINET MEMBER FOR ENVIRONMENT AND CONSERVATION</b></p> <p>Received a briefing on key issues and responses to questions from the Cabinet Member for Environment and Conservation, Cllr. Brian Haley.</p> <p>The following was noted in response to discussions and further questions:</p> <ul style="list-style-type: none"><li>• The Council was moving towards a ward based cleaning system; information regarding individual ward cleanliness targets would be available in future.</li><li>• Whilst the number of claims had decreased concerns were raised about the number of legal claims made due to potholes. If details of potholes were reported they would be dealt with although they could take a while to go through the system.</li><li>• Written responses to the following questions would be provided to Committee Members:<ul style="list-style-type: none"><li>○ Food Recycling - which Schools were currently participating in the pilot? Every school in the Borough had recycling facilities and the food recycling scheme would be rolled out.</li><li>○ Pollution - over what time period did the passive diffusion tube monitoring take place?</li><li>○ Could Haringey's actions in communicating the hazards of Compact Fluorescent Lights (CFL's) be more urgent and published in Haringey People? Cllr Bull suggested that the hazards were also communicated at the same time as the bulbs were distributed at Area Assemblies.</li><li>○ Disabled Parking Bays – a briefing note would be provided on the current process (how someone would</li></ul></li></ul>

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	<p>apply for a disabled bay), the recent review and proposals for changing the policy.</p> <ul style="list-style-type: none"><li>○ Resurfacing – could the Council ensure that manhole covers were raised to the height of the carriageway as part of our carriageway resurfacing works and not just tarmaced over?</li><li>○ Department for Transport (DfT) was soon to announce new powers for 20 mile per hour (mph) speed limits, how soon could the Council use these powers? A short briefing note on what the new powers were and what the implications for Haringey were would be provided.</li></ul> <ul style="list-style-type: none"><li>● Hornsey Road would be subject to a 20mph speed limit next year. It was possible that Wightman Road could also become 20mph, although there could be problems enforcing this.</li><li>● Concerns were raised about flytipping (due to the Council's charging policy for bulky waste) and the delay in renewing the Council's waste contract. Charging for the collection of bulky waste ensured the that the service was not oversubscribed; housing estates were provided with skips for communal dumping. The Council's waste contract had not yet been renewed due to the time required to collate new options and for tender discussions to take place.</li><li>● The Green Fair would continue to be held at rotated venues rather than at a permanent venue.</li></ul> <p><b>RESOLVED</b></p> <p>That the briefing be noted.</p>
<p><b>OSCO35.</b></p>	<p><b>ANIMAL WELFARE</b></p> <p>Received the Scrutiny Review report on Animal Welfare in Haringey and Cllr. Dodds' introduction.</p> <p>In response to Members' questions it was noted that more research was required into the link between animal abuse and child abuse. Cllr. Jones expressed concerns that recommendations 11 and 12, relating to Zippo Circus, encouraged animal exploitation.</p> <p><b>RESOLVED</b></p> <p><b>Stray Dogs Footprints - Recommendations</b></p> <ol style="list-style-type: none"><li>1. That the Committee recommends that the Council adopt the Community Animal Welfare Footprints scheme to measure its performance in animal welfare and sets the Bronze award as a minimum local target for 2009/2010. Once achieved, the Service should carry out an assessment into the feasibility of achieving Gold Standard.</li><li>2. That the Committee recommends that the appointment of a Dog Warden should be a priority for the Service and that other</li></ol>

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strategic roles around animal are carried out as part of the duties of other posts.

3. That the Committee recommends that the Urban Environment Directorate explore the idea of encouraging voluntary micro chipping or tattoo for all cats and dogs.
4. That the Committee recommends the Urban Environment Directorate should look into whether or not there are any illegal dog breeding activities in the Borough and to take appropriate action against any individuals found to be breaking the law.

**Housing Footprints - Recommendations**

5. That the Committee recommends that the Urban Environment Directorate carry out an assessment with Community and Strategic Housing for a commitment from Homes for Haringey for developing a Service Level Agreement with Community and Strategic Housing Services; and Registered Social Landlords to ensure an effective animal welfare service across the borough.
6. That the Committee recommends that the Urban Environment Directorate encourage Homes for Haringey to participate in educational initiatives to ensure that tenants and leaseholders are aware of issues relating to animal welfare and responsible pet ownership.

**Contingency Planning - Recommendations**

7. That the Committee recommends that the Emergency Planning Officer work with Homes for Haringey and Registered Social Landlords to agree emergency contingency procedures to ensure a managed response for the evacuation of pets in the event of a local emergency.

**& Animal Welfare Principles Footprint – Promoting Education Awareness – Recommendations**

8. That the Committee recommends the Urban Environment Directorate, as part of the Corporate Animal Welfare Strategy, ensure that the Animal Welfare Education Program pull together existing resources and support from local organisations such as Wood Green Animal Shelter and the RSPCA to ensure a proactive, co-ordinated education approach.

**The Link between Domestic Violence, Child Abuse and Animal Welfare**

9. That the Urban Environment Directorate consult with Homes for Haringey, Registered Social Landlords, Children and Young People Services and Adult Social Services; the RSPCA; Battersea Cats and Dogs Home and Wood Green Animal Shelter to devise appropriate procedures to enable the sharing

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	<p>of information when animal welfare issues, child abuse or domestic violence are brought to their attention. These bodies should be alert to animal abuse as a possible indicator or domestic violence and child abuse.</p> <p><b>A Corporate Animal Welfare Strategy</b></p> <p>10 That the Committee recommends that the Urban Environment Services produce an Animal Welfare Charter/Policy for Haringey that this should include animals on allotments.</p> <p><b>Zippos Circus</b></p> <p>11 That the Committee recommends that consideration be given to amending the current policy prohibiting the use of performing animals at organised events on Council land in order to allow animal circuses using domestic animals to be held on the Council's open spaces.</p> <p>12. That the Committee recommends that procedures be put in place for the registration and inspection of any circuses under the relevant legislation as part of the event application process.</p>	
<p><b>OSCO36.</b></p>	<p><b>CPA ASSESSMENT</b></p> <p>The Committee received a presentation on the Comprehensive Performance Assessment (CPA) by Richard Hutton and Christine Piscina (Performance &amp; Policy).</p> <p>The Committee were advised that this was the final Audit Commission assessment under the CPA scheme, which would be replaced with Comprehensive Area Assessments (CAA) where the Council will be required to prepare a self assessment focussing on outcomes rather than processes and delivery. The overall scoring was 1 star which was mainly due to the Council's low score in Children's Services, which was a core service, or "level 1 indicator". The Chair requested a briefing note on level 1 indicators. The Council's direction of travel was evaluated to be "not improving adequately".</p> <p>The Committee were further informed that other scores included: Adult Services – "improved", Resources – "3 out of 4" and Culture - "4 out of 4". There were concerns that Culture scored highly when Muswell Hill Library was not accessible.</p> <p><b>RESOLVED</b></p> <p>That the presentation be noted.</p>	
<p><b>OSCO37.</b></p>	<p><b>SCRUTINY REVIEW - SCHOOL EXCLUSIONS (PART TWO)</b></p> <p>The Committee received the Scrutiny Review Report on services</p>	

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	<p>provided at the Pupil Support Centre.</p> <p>Councillor Jones expressed concerns that the report did not identify exclusions of particular ethnic groups and certain Special Education Needs (SEN). The next review of Exclusions and Pupil Support should include consideration of the number of undiagnosed SEN pupils and those with autism – work was currently being done on these issues.</p> <p>Rob Mack, Scrutiny Officer, explained that the review was not intended to be specific and that the provision was currently being revamped. The Support Centre would be based on the Coppets Wood site and the Commerce Road site would be rebuilt under the Building Schools for the Future (BSF) programme.</p> <p><b>RESOLVED</b></p> <p>i. That the Children and Young People’s service be commended on:-</p> <p>a) The quality of provision currently provided at the Pupil Support Centre and in being recognised nationally as a ‘leading edge’ Authority of such provision</p> <p>b) Being fully compliant with the provisions set out in the Government White Paper ‘Back on Track’</p> <p>ii. That the Director of Children and Young People’s service consider:-</p> <p>a) ways to ensure that quality assurance can be embedded and made stronger</p> <p>b) ensuring that further work is carried out with partners especially the police and the PCT on the well being agenda</p> <p>c) how the good practice that has been developed can be further promoted with Haringey seeking Beacon status.</p> <p>d) ways of ensuring that the Pupil Support Centre had a good and positive image.</p> <p>3. That Overview and Scrutiny Committee give consideration to a further review on the quality of provision in 2/3 years time after the opening of the new Centre in 2010.</p>	
<p><b>OSCO38.</b></p>	<p><b>SCRUTINY REVIEW OF STROKE PREVENTION</b></p> <p>The Committee received the report of the Stroke Prevention Review Panel.</p>	

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Councillor Alexander introduced the report on behalf of Cllr Winskill and suggested rewording recommendation 7a (detailed below):

7a. A co-ordinated approach and accompanying action plan should be developed across the partnership to develop the voluntary and community sector.

This should:

- Link volunteering initiatives across the borough
- Link up with the Expert Patient Programme
- Ensure that skills learnt are passed onto the community
- Support steps to employment where possible"

**RESOLVED**

That the following recommendations be agreed:

**1. Workforce Development Plan to be jointly developed between Haringey Council and Haringey Teaching Primary Care Trust**

- a. Risk, symptom and 'what to do' training for staff (TPCT and ACCS) who come into regular contact with those who are at risk of stroke – to include Teachers, Meals on Wheels staff, Home Care staff, Residential Care staff, Health Trainers, Community Development workers etc.
- b. To be provided by the voluntary and community sector e.g. Different Strokes, Stroke Association.
- c. 'Stroke Training' should be embedded as part of the overall training on 'Assessment and Care Management' for people working with Adults who have disabilities.

**2. Targeted awareness raising for members of the public**

- a. Particularly in areas where there is a population at high risk of stroke, including;
  - Asian, black, mixed ethnic groups (particularly men)<sup>1</sup>, carers, manual workers, workers aged 40 years and over with a hereditary risk of stroke, people experiencing high levels of stress or high blood pressure.
  - Staff and residents in residential nursing homes, day centres and other settings where staff and residents need to know the symptoms in case of a stroke.
- b. Stroke refresher seminars involving all Haringey GPs

<sup>1</sup> Haringey's top three ethnic groups who are at greater risk of stroke. NHS Haringey, March 2009

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- c. FAST<sup>2</sup> posters to be sent to all Haringey GP Surgeries, community centres, religious centres, sports clubs and other appropriate locations.
- d. FAST All-Users email with link to DoH web-site at both the Council and NHS Haringey – message to be consistent across both organisations.
- e. FAST information to be placed on the internal and external website of both the Council and NHS Haringey – message to be consistent across both organisations.
- f. Consideration to be given to a social marketing campaign including the possible use of ‘hard hitting’ images, for example those shown by Ricability to the Scrutiny Panel.
- g. An article in Haringey People providing information on stroke prevention, including information from Different Strokes, the national campaign, risk factors and preventative measures.

**3. Annual Review/Patient Toolkit**

- a. Best Practice requirement for GPs (or practice nurse/nurse practitioner) to conduct annual reviews of stroke and TIA patients which goes beyond the current blood pressure and cholesterol check.
- b. The annual review template on EMIS (primary health care software) should be edited to include active referral and a personal prevention plan covering health, social and emotional needs. This could lead to active referral and uptake of stroke clubs, counselling, volunteering, getting back into work, reducing salt intake, personal exercise plan etc.

**4. Active identification**

- a. Of people at risk of stroke by GP practices (including people experiencing high levels of stress) e.g. Asian, Black, Mixed ethnic groups, family carers, manual workers, and adults aged 40, over with a hereditary risk of stroke and people experiencing high levels of stress or high blood pressure.
  - These should be invited for an annual personal plan consultation.

Greater obligation for GPs to identify potential stroke patients through the exploration of options for developing a Stroke Local Enhanced Service (LES)<sup>3</sup>.

**5. Vascular Checks**

<sup>2</sup> FAST – Face, Arms, Speech, Time to call 99 Test. The Department of Health is currently running a National campaign on this. Please see front and back page for an example of this.

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- a. NHS Haringey to ensure that all agencies are aware of the forthcoming Vascular Check programme and NHS Haringey's roll out plans to ensure that there is sufficient infrastructure to support people being identified as being at risk and given appropriate advice and/or referral.
- b. NHS Haringey should consider the inclusion of a waist measurement in the local vascular check tool.
- c. Haringey Leisure Services to support Vascular Risk Assessments with provision of affordable referral options (for example through Active for Life scheme)

**6. Reinforce link between health and lifestyle**

- a. All practices to be actively encouraged to sign up to the GP referral scheme on roll-out to West of the Borough.
  - Reminder of criteria and benefits to be sent to all GP's currently signed up.
- b. Leisure Services to actively encourage those coming to the end of the GP referral scheme to sign up for continued Membership.

**7. Community Involvement**

- a. A co-ordinated strategy should be developed to link the Expert Patient Programme with the wider voluntary and community sector.
  - This should also link into other strategies which are being developed across the partnership
- b. Greater collaboration between the voluntary and community sectors, NHS Haringey and Adult Services to enable low level prevention work to be led by people in the community with support from professional services for example the Health Trainers Programme.
  - Consideration to be given to the use of the health centres for this.

**8. Information Provision**

- a. Exploration of the possibilities of joint working with other boroughs and the voluntary and community sector for information provision as well as specific Haringey information where relevant.
- b. Stroke Prevention booklet to be commissioned with specific focus messages particularly relevant to Haringey's demographics ensuring consultation with both services users and the voluntary sector.

**9. Lead GPs**

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	<p>a. With responsibility for stroke in Haringey to be identified - one per collaborative</p> <p><b>10. Set up a multi agency steering group that takes forward the action points and Quality Markers from the National Stroke Strategy.</b></p> <ul style="list-style-type: none"> <li>• To hold quarterly stroke steering group meetings</li> <li>• To oversee the development and performance management of a local stroke care action plan.</li> <li>• To provide a forum for clinical pathway development.</li> <li>• To horizon scan for new Stroke Care guidance/guidelines with potential implications for commissioning or performance.</li> <li>• To investigate the current situation with regards to Oberoi and take a co-ordinated overview of what improvements could be made to maximise the benefit of this system.</li> </ul>	
<p><b>OSCO39.</b></p>	<p><b>RESTRUCTURING OF HARINGEY MENTAL HEALTH ACUTE CARE SERVICES - OVERVIEW AND SCRUTINY COMMITTEE RESPONSE TO PROPOSALS BY BARNET, ENFIELD AND HARINGEY MENTAL HEALTH TRUST</b></p> <p>The Committee received the Scrutiny report on the restructuring of Haringey Mental Health Acute Care Services – Overview &amp; Scrutiny Committee Response to Proposals by Barnet, Enfield and Haringey Mental Health Trust (MHT).</p> <p>It was noted that the timing of the review was deferred due to intervention from the Department of Health and various issues within the MHT and a fire at Chase Farm Hospital. Permanent closure of the Mental Health Ward at St Anne’s hospital was not supported by the Scrutiny Panel or key stakeholders.</p> <p><b>RESOLVED</b></p> <p>That the draft response, as attached as Appendix A to the report and recommended by the scrutiny panel that considered the proposals in detail, be approved as the Committee’s formal response to the consultation by Barnet, Enfield and Haringey Mental Health Trust.</p>	
<p><b>OSCO40.</b></p>	<p><b>MINUTES</b></p> <p><b>RESOLVED</b></p> <p>That the minutes of the meeting held on 16 March 2009 be confirmed and signed by the Chair.</p>	
<p><b>OSCO41.</b></p>	<p><b>NEW ITEMS OF URGENT BUSINESS</b></p> <p>There were no items of urgent business.</p> <p>The meeting closed at 21:50 hrs.</p>	

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COUNCILLOR GIDEON BULL

Chair