

MINUTES OF THE MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE HELD ON MONDAY 25TH JULY 2022, 7.00 - 9.00pm

PRESENT:

Councillors: John Bevan (Chair), Pippa Connor (Vice-Chair), Makbule Gunes, Michelle Simmons-Safo, Matt White

Co-opted Members: Yvonne Denny and Lourdes Keever

1. FILMING AT MEETINGS

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

2. APOLOGIES FOR ABSENCE

Apologies for absence were received from KanuPriya Jhunjhunwala and Anita Jakhu.

Apologies for absence were also received from Andy Donald, Chief Executive of Haringey Council.

3. URGENT BUSINESS

None.

4. DECLARATIONS OF INTEREST

Cllr Pippa Connor declared an interest by virtue of her membership of the Royal College of Nursing.

Cllr Pippa Connor declared an interest by virtue of her sister working as a GP in Tottenham.

5. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

None.

6. MINUTES

7. MEMBERSHIP OF ADULTS AND HEALTH SCRUTINY PANEL

Cllr Bevan introduced the report for this item which recommended the formal appointment of Cllr Anna Abela to the Adults & Health Scrutiny Panel. This proposal was agreed by the Committee.

RESOLVED – That Cllr Anna Abela be appointed to the Adults & Health Scrutiny Panel.

8. CABINET MEMBER QUESTIONS - THE LEADER OF THE COUNCIL

Cllr Peray Ahmet, Leader of the Council, provided a summary of the key priorities for the Council's new administration. She emphasised the need to get the basic functions of the Council to work well and to be responsive and effective. Examples of this included customer services, housing repairs, parking permits, bin collections and potholes.

In terms of themes, Cllr Ahmet highlighted co-production and engagement across services and specific projects as a central point of the Council's administration. This would require a culture change in the organisation and the Council's relationship with residents to enable deeper engagement, including with communities that are seldom heard.

Cllr Ahmet referred to the following specific priority areas:

- Early years – including the need to improve health visiting.
- Children & young people – including re-establishing a Haringey Youth Council and creating more apprenticeships.
- Place-making – this involved creating a sense of place and improving those spaces. Improving infrastructure, health provision and building Haringey as a cultural destination would all be a part of this.
- Climate change – there was a need to be more ambitious with this agenda including through the Low Traffic Neighbourhoods (LTNs) which would be rolled out in August with exemptions for those who were most adversely affected. There would also be further work to insulate Council homes, to plant more trees and to co-design community gardens.

Cllr Ahmet then responded to questions from the Committee:

- Cllr Connor asked what kind of governance structure would be put in place to support the Council's co-production work and provide a set of principles that would be visible to residents. Cllr Ahmet said that there were pockets of good practice already and that the aim would be to incorporate this into work across the Council. She said that this would be as much about organisational culture change as about what could be written in a document. Communication channels such as social media would be needed to improve awareness of co-production with residents and to ensure that conversations with residents happened before projects/services were designed.
- Asked by Cllr White for further details on how seldom heard communities would be engaged with, Cllr Ahmet said that access, including language barriers, was a key issue and so practical measures to overcome such barriers were needed as part of an overall community development approach. Maintaining relationships with two-way conversations on a long-term basis was also

important and this could be supported through mechanisms such as a Youth Council. She added that getting the basics right with services, as mentioned earlier, also had a role in maintaining good relationships with local communities.

- Cllr Simmons-Safo commented that links with key trusted influencers could be an effective way of building relationships with hard-to-reach communities and asked how the Council intended to do this. Cllr Ahmet agreed and said that this was an important part of knowing your local community and their needs. There was a piece of work ongoing which would help to build understanding of this while the new locality approach would also help to develop these local links.
- Cllr Connor expressed concern that, according to a report recently provided to the Corporate Committee, 11 out of the 24 audits completed in 2021/22 had sub-standard assurance levels including in important areas such as safeguarding and cybersecurity. Cllr Ahmet said that this question would require a written response from the Chief Executive. **(ACTION)**
- Cllr White queried what practical differences would result from the place-making approach as opposed to the previous emphasis on regeneration. Cllr Ahmet said that it was about an approach for a whole area and the overall offer for people who already live there, rather than the past approach which had sometimes been experienced as regenerating an individual estate and bringing new people in.
- Asked by Cllr Gunes about neighbourhood models for community health provision, Beverley Tarka, Director for Adults, Health and Communities, explained that the Council was working with neighbouring Boroughs in North Central London on the implementation of integrated care systems. This included an approach based on services working together in neighbourhoods and localities instead of the old approach of working in silos. Building trust and strong relationships with local communities were key and so services being visible and providing a health and social care offer in local neighbourhoods was an important part of this. She added that the overall approach would require organisation-wide culture which would take time.
- Asked by Cllr Simmons-Safo about long delays for assessments for children with special educational needs (SEN), which she said had worsened since the pandemic, Cllr Ahmet agreed that there needed to be some analysis done about the current scale of assessment delays and suggested the involvement of both Children's Services and the Children & Young People's Scrutiny Panel in exploring this further.
- Lourdes Keever reported on a presentation about tackling inequalities from Tower Hamlets Council made to a Children & Young People's scrutiny panel evidence session on child poverty earlier in the year. This had involved the implementation of an integrated, holistic programme to identify inequalities and determining appropriate interventions. However, she understood that the costs of implementation were considered to make this difficult to replicate in Haringey. Cllr Ahmet said that she wasn't familiar with this particular programme but that much of the work of the Council was focused on reducing inequalities, citing the locality work and the role of the public health team as

examples. Beverley Tarka added that a lot of work was conducted in Haringey to identify areas of deprivation and health inequalities and there was a variety of approaches used to address these. However, the Council was always open to learning and she would be happy for her team to study this programme. It was agreed that details of the presentation/report would be circulated for information. **(ACTION)**

- Yvonne Denny raised the issue of repairs in the east of the Borough including the poor condition of a residents' room in Seven Sisters which had no running water and damage to front doors of some residential properties. She said that it could be difficult to get the Council to carry out repairs and observed that this was an example of problems with the basics as had previously been discussed earlier in the meeting. Cllr Simmons-Safo and Cllr Bevan offered to connect Yvonne Denny to the local Ward Councillors and the Cabinet Member for Housing and suggested that she provide details to them after the meeting. **(ACTION)**
- Cllr White raised concerns about responsibility for transport issues which he said was divided between two different Cabinet Members and two different Directorates making it overall strategic control difficult. Cllr Ahmet responded that Cllr Mike Hakata had overall Cabinet responsibility for transport issues so there was not a problem in her view. He also had responsibility for strategic environment issues including LTNs while Cllr Chandwani had responsibility for the operational side of this. Cllr Ahmet added that many areas of policy were interconnected and often required Cabinet Members and officers to work closely together. However, she encouraged Members to raise with her any specific areas where the arrangements seemed to be confusing.

9. HARINGEY HEALTH HUB

Jonathan Gardner, Director of Strategy and Corporate Affairs at Whittington Health, introduced the report for this item noting that the emphasis on integration in this project was reflected by the colleagues present from a range of organisations involved. These were:

- Beverley Tarka - Director for Adults, Health and Communities, Haringey Council
- Rachel Lissauer - North Central London Integrated Care Board (NCL ICB)
- Dr Mahmoud Asgheddi – Hornsey Wood Green GP Practice
- Faye Oliver, Communications and Engagement Project Lead, Whittington Health
- Chandraroop Banerjee – Whittington Health

Jonathan Gardner explained that the integrated health and wellbeing hub would bring community health services, primary care services, Council services and voluntary services all into one place in the Wood Green Shopping City to tackle issues holistically. The various teams had been working together to join services with co-design from the workforce. Co-design had also been a crucial part of the consultation process as set out in the report.

Jonathan Gardner explained that there was a hub in the east of the Borough at Lordship Lane, a hub in the west at Hornsey and so this project would bring services in the central area of the borough into a hub that was more easily accessible than the existing multiple service locations.

Rachel Lissauer, Director for Integration at NCL ICB, added that this fitted with the overall direction of travel as the aim was to make the navigation process easier for residents. Quite often when residents saw their GP, they needed more attention for matters that were not pure health issues such as housing or employment. There was therefore an opportunity to locate various different community services together with a joined-up offer in an accessible neighbourhood place. There was a challenging picture for the primary care workforce in Haringey, particularly with low numbers of GPs, and so it was important to be able to offer state of the art premises where people wanted to work.

Dr Mahmoud Asgheddi from Hornsey Wood Green GP Practice said that he and his colleagues were excited about the move and that there were limitations with their existing premises, such as with a lack of space given their recent increase in patient numbers since the pandemic. The project was therefore a good opportunity to work with Whittington Health and the Council and to better support patients with needs that went beyond medical issues and could be addressed in collaboration with other services.

Beverley Tarka, Director for Adults, Health and Communities, said that an important consideration was the wider determinants of health and the ability to for services to intervene at as early a stage as possible. Having services all in place would help to do this and to do so more holistically. This would include supporting roles such as social prescribing and local area co-ordinators.

Jonathan Gardner and colleagues then responded to questions from the Committee:

- Asked by Cllr Bevan about the location of the site within the Shopping City, Jonathan Gardner confirmed that it would be on the ground floor on the Mayes Road side. However, negotiations with the landlord were still ongoing so the exact space had not yet been agreed. Cllr Bevan observed that footfall on the Mayes Road side of the Shopping City had declined since the closure of the Post Office so this was an appealing offer to the landlord to have a new hub in that space.
- Cllr Connor explained that she had been concerned for some time about people with complex mental health needs who required coordination between various different services as these was often difficult areas of casework for Councillors to resolve. Asked whether this kind of integrated working could help, Jonathan Gardner noted that Barnet, Enfield & Haringey Mental Health Trust and Camden & Islington NHS Foundation Trust would have a presence in the hub. While this would only be a few rooms to begin with, he could envisage a situation in future with mental health specialists working alongside other

services such as housing. Rachel Lissauer agreed that this was an opportunity to develop these kinds of joined-up conversations. However, she added that this shouldn't be dependent on having a physical co-located space to enable this to happen.

- Cllr Connor asked for a response to an issue referred to in the report which stated that people had raised concerns about privatisation of the NHS and wanted to understand the ownership of the hub and the service providers. Jonathan Gardner confirmed that it would be NHS services provided by NHS staff at the hub with no private work. Cllr White raised concerns about the move from an NHS owned location to a privately owned location with rent paid and asked whether the old premises would be sold to the Council or GLA. Jonathan Gardner acknowledged that there would be a private lease arrangement at the new location and said that while the hope was to sell the old premises to the Council or GLA this stage of negotiations had not yet been reached.
- Cllr White expressed concerns about further centralisation of services and that in some cases bringing services together might move them further away from some residents. Jonathan Gardner said that most of the individual services being moved to the hub were already centralised where they currently were so the change was only to move all of these into one place.
- Asked by Cllr Connor and Cllr Gunes about the type of co-design used for the project, Faye Oliver, Communications and Engagement Project Lead at Whittington Health, explained that the consultation mainly involved speaking with service users/members of the public. However, the next steps involved more co-design with workshops underway already with conversations started using information obtained through the consultation stage. A co-design group would then be established and there would be face-to-face and digital options for engagement. Rachel Lissauer added that a balance would need to be achieved between people's input through the co-design process on what they wanted an integrated service to look like, and the mechanics of Trust Board finances and the processes required to gain approval for the business case.
- Asked by Cllr Simmons-Safo for further details about the sample group used for the consultation, Faye Oliver said that these were people who had used any of the Whittington Health community services that were being considered for relocation in the previous three years and that around 30,000 people had been contacted.
- Cllr Simmons-Safo asked about issues of accessibility that were referred to in the Equality Impact Assessment and noted the underrepresentation of some BAME groups in access to services, including mental health services. Jonathan Gardner said that these were issues currently being worked through and acknowledged that while the hub may make services more accessible in terms of location and transport it needed to be balanced with other issues that can influence access such as privacy for example which would need to be considered as part of the design.
- Yvonne Denny raised concerns about disabled access and noted that not all parts of the Shopping City were easy for users of wheelchairs or mobility scooters to use. She also expressed concerns about the difficulty for disabled

people of using bus links to the Shopping City. Jonathan Gardner said that accessibility was everything for health services and when the exact location had been determined they would make sure that it was fully accessible. Specialist advice would also be obtained as part of the process to ensure that this was achieved. He added that the transport links at the hub relocation should make the services easier to access for the majority of the local population compared to Bounds Green or St Anns.

- Lourdes Keever asked how people could be persuaded that they did not always need to see a doctor when there were various other health professionals that could treat them effectively. Dr Asgheddi agreed that there was a good case to be made to the public that they may often get a better service from a specialist health professional than from a GP who typically operated more holistically. Part of this needed to be about improving digital information to improve patient understanding of the services that they could access. The central location of the hub also meant that it was well placed to get public messaging out in multiple ways.

Cllr Bevan suggested that a visit by Committee Members could be made to the new community diagnostic centre which was due to open in the Shopping City in September as this could help with the discussion on accessibility concerns. **(ACTION)**

Cllr Connor requested that further information be provided to the Committee about the forthcoming co-design work including on how the co-design group would be formed and how various communities would be engaged with. **(ACTION)**

Cllr Connor requested that further information be provided to the Committee about the Council services that would be provided at the hub and how these would interact with the services provided by the NHS and others. **(ACTION)**

RESOLVED – That the Committee confirm its approval for the Haringey Health Hub project to continue to the next stage which would include the development of the business case and the design.

10. WORK PROGRAMME UPDATE

Dominic O'Brien, Scrutiny Officer, advised that the Chair and Vice-Chair of the Committee had recently met with the Director for Public Health and the Violence Against Women & Girls (VAWG) lead to discuss the forthcoming Scrutiny Review on VAWG prevention. Areas that were explored for scrutiny work included community-based prevention and work in schools, including by addressing attitudes from men and boys and providing help and advice for women and girls. Pilot projects in these areas were discussed but it was acknowledged that resources for these could be quite limited. A draft terms of reference for the Scrutiny Review would be developed with a view to holding evidence sessions in the autumn. Cllr Simmons-Safo suggested that Sistah Space, a Hackney-based organisation which provides specialist support to victims of domestic abuse in the African and Caribbean heritage community, could be

invited to provide evidence as an example of work that Haringey could potentially learn from. **(ACTION)**

11. DATES OF FUTURE MEETINGS

- 13th October 2022
- 28th November 2022
- 12th January 2023 (Your Council – budget proposals)
- 19th January 2023 (Budget scrutiny)
- 30th March 2023

CHAIR: Councillor John Bevan

Signed by Chair

Date