

Overview & Scrutiny Committee – Action Tracker 2023-24

MEETING 6 – Thurs 19th January 2023

No.	ITEM	STATUS	ACTION	RESPONSE
36	Scrutiny of 2023/24 Draft Budget	COMPLETED	Cabinet response to be provided to the recommendations of the OSC and the four Scrutiny Panels on the 2023/24 draft budget and the 2023-28 MTFS.	Responses provided at the Cabinet meeting on 7 th February 2023: ATTACHMENT C or see Appendix 9 at: https://www.minutes.haringey.gov.uk/mgAi.aspx?ID=74842

MEETING 5 – Thurs 12th January 2023

No.	ITEM	STATUS	ACTION	RESPONSE
35	Scrutiny of 2023/24 Draft Budget	ONGOING	Future finance reports to minimise the use of acronyms	Noted. Finance have agreed to review the format of budget reports for next year, in light of comments made by OSC.
34	Scrutiny of 2023/24 Draft Budget – Culture, Strategy & Engagement	COMPLETED	A number of comments and requests for further information were made. The Committee requested an update on these, as well as briefing on the latest financial position of the Council to be brought to the 19 th January meeting.	The requests for information were incorporated into the agenda pack for 19 th January. The Director Finance provided a verbal update to the Committee regarding an updated overview of the Council's financial position.

MEETING 4 – Mon 28th November 2022

No.	ITEM	STATUS	ACTION	RESPONSE
33	Pilot Building Safety Case	INCOMPLETE	The Committee recommended that the link for residents to report fire safety concerns to be made shorter and more prominent on the Council website.	Officers advised that they would pick this up with Comms and would also include the link in the resident newsletter that was due to go out before Christmas. There is a link on the website which allows residents to report fire safety concerns: https://www.haringey.gov.uk/housing/council-tenants/safety/fire-risk-assessments
32	Pilot Building Safety Case	IN PROGRESS	Officers agreed to share the fire safety assessment for Edgecot Grove with the Committee and also agreed to send an officer to attend a future resident meeting to discuss fire safety	FRA has been reviewed and no fire escape identified in the FRA actions.
31	Pilot Building Safety Case	IN PROGRESS	Update to be provided on the Building Safety Case including an update on resident engagement.	Report scheduled for OSC meeting on 30 th March 2023.
30	Cabinet Member Questions (Tackling Inequality & Resident Services)	OUTSTANDING	Session to be arranged for Members to review the data on benefit claims and benefit maximisation.	Officers have suggested that a written briefing may be more useful at this stage.
29	Cabinet Member Questions (Tackling Inequality & Resident Services)	COMPLETED	Update to be provided on joining up the financial support and guidance provided by tenants by HfH and the Council.	<i>A response was emailed to Members on 11th January. A summary is set out below:</i> Over the past 5-8 years, different services have created service specific additional support to residents in financial stress or having welfare needs. The Financial Support Team was set up for all residents facing debt and hardship, aligned to council tax debt. Likewise, the Connected Communities team worked as part Adults

				<p>Service, to support residents before they entered crisis requiring more intensive support from Social Care.</p> <p>A review is underway to bring these services together so that a resident can get holistic support for all issues, consistently and sharing the access to support resources such as DHP or CTRS. Funding is a key challenge, especially as the FIT is funded by the HRA. But residents should feel Haringey Council is 'here to help' and get the support they need, consistently regardless of tenure, criteria or type of debt.</p>
28	Cabinet Member Questions (Tackling Inequality & Resident Services)	COMPLETED	Update to be provided on the project to join up HfH and Council complaints processes.	<p>The HFH Complaints team merged during December, we had an opportunity to do this following the departure of the HFH Complaints Manager, while still establishing where different practice exists. The next steps are focused on remodelling the way we do things to improve the experience Residents and Members get when raising complaint, ME, FOI. Officers will be working with Members in coming weeks on this.</p>
27	Cabinet Member Questions (Tackling Inequality & Resident Services)	COMPLETED	Update to be provided on the feasibility of professional accreditation for customer service staff.	<p>The Customer Services Team successfully completed a training scheme in 2021/22 with Hamilton Mercer that was procured through the Organisational Development Team (HR) and was designed specifically for Haringey staff, however this did not provide accreditation, rather it focused on changing behaviours, attitudes and problem solving.</p> <p>The Institute of Customer Service offers accreditation for more generic customer service delivery however this is a costly option and the accreditation and accompanying training is priced in addition to membership of the institute. As noted above we did not gain sufficient value from our most recent membership to the ICS, so this is not an option we can consider at this time.</p> <p>There are a number of other qualifications available that maybe suitable, including Apprenticeships and City and Guilds</p>

				<p>qualifications. Haringey currently offers access to apprenticeships for all permanent staff, including new starters. While there has been take up of this opportunity within existing staff, we have experienced drop-out from the courses due to the time required for the course work. We continue to encourage staff to engage with apprenticeships as part of their professional development</p>
26	Cabinet Member Questions (Tackling Inequality & Resident Services)	OUTSTANDING	<p>Cabinet Member invited OSC Members to visit the call centre. Members also commented that they would like to observe one of the staff training sessions.</p>	<p>It's noted that Staff training session vary in content, significantly, from bringing teams up to speed on service updates, training on systems and scripts to focus sessions with communities.</p> <p>Clerk to follow up with officers and arrange a date.</p>

MEETING 3 – Thurs 13th October 2022

No.	ITEM	STATUS	ACTION	RESPONSE
25	2022-23 Q1 Finance update	COMPLETED	<p>Further details to be provided on Housing Demand Temporary Accommodation overspend.</p>	<p>The number of households in Temporary Accommodation (TA) is slowly reducing, but associated costs have increased because we are investing in a variety of homelessness preventative measures and initiatives such as deposit contributions scheme for securing assured shorthold tenancies (ASTs) etc.</p> <p>There is a challenging Private Sector Leasing (PSL) market, as some landlords move their portfolios to neighbouring boroughs for better rates and some just pull out of the market altogether. This means as a result we are forced to use more costly nightly paid accommodation (NPA's) in such instances. We are also looking at a proposal to increase the weekly rent we pay to PSL landlords to retain their properties. There is also a plan to increase the number of Council owned lodges to reduce TA costs.</p>

24	2022-23 Q1 Finance update	COMPLETED	A written briefing to be provided on the DSG Safety Valve programme.	This information is provided in a paper on the Safety Valve presented to the Cabinet meeting on 13 th September 2022 (ATTACHMENT B) .
23	2022-23 Q1 Finance update	COMPLETED	Details to be provided on the impact of the reduction of £650k from the libraries capital budget.	This budget was created to reconfigure libraries to facilitate wider community use and to produce income and the investment that has been put into libraries so far has considered these issues and concluded that the investment to date has gone as far as is possible to meet the original aspiration, hence the proposed budget amendment. There are separate capital project budgets for Library building upgrades. These are Scheme 621 (£1.2m 22/23 Library building & IT upgrade) and Scheme 623 (£2m for Wood Green Library alone).
22	2021-22 Financial Outturn	COMPLETED	Clarification requested on the reasons for a £3.6m realignment of Parking and Highways budget.	This virement was predominantly necessitated by the need to more accurately reflect recent changes to service operations within the Parking & Highways service such as variations within the Veolia waste contract, the creation of an internal trade waste service and the costs and income from the initial roll-out of the Low Traffic Neighbourhood schemes. There were some further smaller realignments to better reflect the impact of prior year savings and income streams across the service. All of these changes have net nil impact to the E&N budget overall.
21	2021-22 Financial Outturn	COMPLETED	Clarification requested on how overspend related to the Dedicated Support Grant was reduced from £6.7m to £3.7m.	The £3.0m movement between Q3 and outturn is as a result of a favourable movement of £2.1m on the High Needs Block (HNB) and £879k on the Early Years (EY) block. The HNB movement is due to reclassification work between High Needs Block (HNB) and general fund codes (£1.0m); HNB in-year demand lower than forecasted as a result of management actions (£0.6m); and alternative HNB funding sources for pupil placements (£0.5m). The EY movement follows the notification of the DfE 2021/22 EY recoupment relating to 2020/21.

20	Cabinet Member Questions (Housing Services, Private Renters and Planning)	IN PROGRESS	Update report to be provided to a future meeting about how effectively the Council communicated with residents about housing repairs.	Added to work programme. Date to be scheduled.
19	Cabinet Member Questions (Housing Services, Private Renters and Planning)	IN PROGRESS	On a lack of response to residents about housing repairs, Yvonne Denny agreed to email Cllr Bevan with the specifics and Cllr Carlin would chase up the names of housing managers for each block.	Cabinet Member acknowledged that each block should have a named housing manager and that she was happy to follow up with officers on the concerns raised. Co-optee to send through specific concerns.
18	Cabinet Member Questions (Housing Services, Private Renters and Planning)	IN PROGRESS	Exercise to be carried out on whether smaller blocks should have fire risk assessments.	
17	Fire Safety Review	IN PROGRESS	Response to be provided from Adults commissioning colleagues about CQC monitoring processes for care home provision and fire safety assessments.	
16	Fire Safety Review	COMPLETED	It was commented that a number of fire safety assessments had recommended the need for a fire escape but that this had not been carried out. Officers agreed to contact the Fire Safety team and get an update on the fire risk assessment for Edgecot Road and bring this back to the November meeting of OSC.	FRA has been reviewed and no fire escape identified in the FRA actions.
15	Fire Safety Review	COMPLETED	Full report to be provided on intrusive fire risk assessments along with an update in the pilot building safety case	Report included in November 2022 agenda papers. See addendum pack for the report and item 35 for the minutes: Agenda for

			and any interim findings from the pilot.	Overview and Scrutiny Committee on Monday, 28th November, 2022, 7.00 pm Haringey Council
14	Fire Safety Review	IN PROGRESS	Follow up report to be provided to the Committee on how the consultation pilot went and how this was being programmed into ensure that residents were able to report problems the wider programme of developing building safety cases.	An update was provided at OSC meeting on 28 th Nov 2022 meeting. See item 36: Agenda for Overview and Scrutiny Committee on Monday, 28th November, 2022, 7.00 pm Haringey Council A further update has been scheduled for the OSC meeting on 30 th March 2023.
13	Fire Safety Review	COMPLETED	Mechanisms for residents to be able to report concerns to be advertised on the Council's website.	There is a link on the Council website which allows this to happen: https://www.haringey.gov.uk/housing/council-tenants/safety/fire-risk-assessments

MEETING 2 – Mon 25th July 2022

No.	ITEM	STATUS	ACTION	RESPONSE
12	Work Programme (Scrutiny Café)	INCOMPLETE	Hackney-based domestic abuse support organisation Sistah Space to be included in VAWG Scrutiny Review.	Invitation was sent but no response has been received.
11	Haringey Health Hub	COMPLETED	Further information to be provided 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.	Members were invited to a briefing session on this issue which took place on Sep 27 th 2022.
10	Haringey Health Hub	INCOMPLETE	Further information to be provided about the forthcoming co-design work on the hub, including how the co-design group would be formed and how communities would be engaged with.	Response requested from Whittington Health. To be followed up.

9	Haringey Health Hub	COMPLETED	Visit for Committee Members to the new community diagnostic centre in Wood Green Shopping City to be arranged.	Visit took place in November 2022.
8	Cabinet Member Questions (Leader of the Council)	COMPLETED	Concerns raised by Yvonne Denny about incomplete repairs work in Seven Sisters to be raised by OSC Chair with Housing department/Cabinet Member.	This was followed up. Housing officers have attended to assess the repairs needed and we understand that this is now being dealt with. Yvonne Denny can provide further updates on this if required.
7	Cabinet Member Questions (Leader of the Council)	COMPLETED	Tower Hamlets Council presentation about their inequality programme to be circulated (originally provided to the C&YP Scrutiny Panel in Jan 2022).	Presentation slides have been circulated. (ATTACHMENT A)
6	Cabinet Member Questions (Leader of the Council)	COMPLETED	Response to be provided about concerns that 11 out of 24 audits completed in 2021/22 had sub-standard assurance levels (according to a Mazurs report recently provided to Corporate Committee).	Response (Andy Donald, Chief Executive): The work of internal audit involves carrying out an annual risk assessment and focus on those areas of Council operations that are significant or where the Council needs assurances over the effective of internal controls where the control environment is not robust. Directors and Assistant Directors actively engage with audit to identify audit areas where the control environment needs improving and to get internal audit opinion. It is therefore not a surprise internal audit is highlighting areas where the control environment can be improved in the Council. The number of audit areas where the internal audit team has assigned a sub-standard level of assurance last year. However the Chief Executive has made it clear that there needs to be significant improvement, at pace, in all areas where the level of assurance was substandard. In this regard, both the senior management team and the Corporate Committee play an important role in holding services to account.

MEETING 1 – Mon 20th June 2022

No.	ITEM	STATUS	ACTION	RESPONSE
5	Work Programme (Scrutiny Café)	COMPLETE	Committee suggested that a group of students should be invited to participate in the Scrutiny Café event on 16th September.	Invitations were sent and accepted.
4	Work Programme (Fire Safety)	COMPLETE	Update requested on the Cabinet response to the OSC's recommendations on fire safety.	Update provided in Oct 13th 2022 OSC agenda papers. Minutes/reports available at: https://www.minutes.haringey.gov.uk/mgAi.aspx?ID=74231
3	Gambling Inquiry Day	COMPLETE	Update requested on the Cabinet response to the OSC's recommendations on gambling harms.	Response to recommendations provided to December 2022 meeting of the Cabinet. Minutes/reports available at: https://www.minutes.haringey.gov.uk/mgAi.aspx?ID=74664
2	Performance Update	COMPLETE	Clarification requested on whether all contractors were paying staff the London Living Wage and how this was monitored.	Response to specific questions: <ul style="list-style-type: none"> • <i>What is the status of Haringey's London Living Wage (LLW) employer status?</i> – We continued to be accredited by the Living Wage Foundation (LWF) as a London Living Wage (LLW) employer. This is reviewed annually by LWF. • <i>The extent to which the Council was requiring bodies with whom they held contracts, to provide LLW to their staff. How was this monitored?</i> – It has been a contractual requirement for suppliers to the Council to pay LLW as a minimum for the past 2-3 years. This covers contracts above £160k. Most contracts between £50k and £160k either include this as a contractual requirement or incorporate this as part of the procurement process, where it is required as part of the LWF accreditation. Currently, service areas are responsible for monitoring KPIs in contracts (including LLW). There is no central repository for collating and monitoring this information. It is proposed by the Head of Procurement, LLW is a corporate KPI which will be monitored across all relevant contracts

				<p>as part of the procurement technology refresh over the coming 12 months.</p> <ul style="list-style-type: none"> • <i>The extent to which the Council still had legacy contracts that were not paying their staff LLW?</i> – Due to the volume of contracts let prior to 2020, it is not possible to state for certain if there are any qualifying legacy contracts that do not pay LLW. However, we are not aware of any legacy contracts, prior to the Council becoming an LWF employer, that fall under the LWF requirement to pay LWF that do not pay LLW. Larger contracts were reviewed and contractors were asked to confirm payment of LLW or an uplift was applied to ensure payment of LLW. • <i>What is the Council was doing to encourage other employers to sign up to the scheme?</i> – The Council participates in Living Wage Week activities and promotions in line with LWF.
1	Membership & Terms of Reference	COMPLETE	Committee recommended that the Housing & Regeneration Scrutiny Panel should be renamed in light of the change of the Housing department's name to "Placemaking and Housing".	Panel has been renamed as the Housing, Planning and Development Scrutiny Panel.