

## Appendix 4 - Director Summaries

### David Joyce - Director of Placemaking and Housing

#### Positive highlights

Significant progress has been made around the improvement of the Council's landlord services with the agreement of the Housing Improvement Plan and significant early activities including a focus on improving performance in respect of the Council's compliance responsibility and increasing the number of void units which are available to let through undertaking necessary repairs. The Council's housebuilding programme continues to progress well and there are now over 2000 units on site and several hundred nearing completion to add to the new homes which have already been completed.

In relation to our placemaking work, Shaping Wood Green has now been launched following an extensive engagement as part of the Wood Green Voices exercise. This will provide the basis for the next phase of the Council's placemaking work in Wood Green. This approach has provided a blueprint for Placemaking activity in other parts of the borough such as the successful Pride in Bruce Grove engagement which is feeding in to a wider Placemaking focus on Tottenham which will launch later in the year.

Haringey Works has performed very well in the last quarter including in respect of securing employment for key target groups including care-leavers, people who have been long-term unemployed and individuals with health barriers. Haringey Learns continues to support adult learners in a range of important ways and has been rated as 'good' by OFSTED which is recognition for the work the service is doing.

#### Areas for attention

The external funding environment and higher borrowing costs has created a more challenging environment for some capital schemes and has necessitated a review which in certain cases will require key projects or programmes to be delayed, deferred or cancelled. This has caused the timeframes for some projects to be extended which has worsened the overall risk profile for some key capital schemes such as the District Energy Network (DEN).

The Housing Improvement Plan will remain an important area of focus with improved performance required in respect of a variety of areas including complaint handling, legal disrepair, the repairs backlog and increasing the visibility and presence of housing officers within our estates.

## **Barry Francis - Director of Environment and Resident Experience**

### Positive highlights

#### **Parks and Leisure:**

Tree Canopy – Having successfully obtained a grant from Defra, the Council has been able to increase the resources in the council's tree team. The new Urban Forest Project Officer will take the lead on all council and community tree planting. Tree planting will be prioritised using a new study that will identify new tree planting locations in the borough as part of the Council's ambition to raise the tree canopy in the borough to 30%.

Community Involvement in Greenspace – In addition to current initiatives around meadows and ancient woodlands a new Small Greenspaces Officer has started work on a two-year project to brighten up the forgotten bits of greenspace in the borough. The new member of staff previously volunteered in her local greenspace and the skills she developed through her volunteering helped her secure this new role.

#### **Waste and Recycling**

Our engagement work earlier in the year saw us shortlisted for the national Local Authority Recycling Advisory Committee (LARAC) annual recycling awards under the 'partnership category'.

#### **Community Safety**

Enforcement Weeks of Action are currently being delivered on a monthly basis as part of a rolling programme across the borough. 7 weeks of action have taken place since November 2022. Over 1000 members of the public and 100+ businesses have been engaged to date.

#### **Private Sector Licensing**

The landlord licensing schemes continue to help ensure quality provision of housing stock in the borough alongside providing a framework for the protection of tenants and assistance for Landlord in managing their properties. The service administers the Housing Act 2004 Mandatory Licensing schemes, Additional Licensing Scheme approved by the council's Cabinet in 2019; and Selective Licensing Scheme which became operational in November 2022 and has already had over 8,000 applications reflecting the borough's diverse property mix. The Additional Licensing Scheme is due to end in May 2024 and the service will soon be consulting and engaging with communities on a new scheme, subject to Cabinet approval.

### Areas for attention

The swimming pool at Tottenham Green Leisure centre remains closed following a major flood and electrical failure on a high voltage mains electric network. Officers are supporting the service provider, Fusion Leisure, to source and install

replacement equipment and facilitate UK Power Networks to recommission the power to the site.

## **Jon Warlow - Director of Finance**

### **Insourcing**

#### Positive highlights

The Procurement Team continue to undertake enabling reviews which form the basis of the Council's service commissioning decisions.

#### Areas for attention

We are presently refreshing the corporate programme for future enabling reviews across the directorates.

## **Jess Crowe - Director of Culture, Strategy & Engagement**

#### Positive highlights

There has been significant progress this Quarter in implementing our commitment to make access to Council services quicker and easier for residents and more cost-effective for the Council.

Highlights include the launch of the redesigned website; expansion of the Customer Relationship Management (CRM) system so we can provide a better and more personalised service to residents; improved and more efficient digital access through new e-forms and end-to-end customer journey reviews.

We have also had great success in better supporting residents in financial hardship through major data-led campaigns to increase benefit take-up, for example securing over £1.6m in unclaimed Pensioner Credit.

The new ward profiles published on our website, utilising the latest Census data, are providing really practical support for our goal of better Knowing our Communities under the Haringey Deal.

Finally, we have begun to make progress in developing a new Culture Strategy, recruiting a new Assistant Director for Culture & Creativity and working towards a successful Haringey Feast of Culture at Alexandra Palace in November.

#### Areas for attention

On Resident Experience, and particularly Complaint Handling, while progress has been made in managing the volume of complaints and especially those that go to the

Ombudsman, there is still much more work to do to improve the quality and timeliness of responses. There will be an organisational focus on this during September and October and all Directors are aware of the need to improve performance.

Items relating to the Voluntary and Community Sector are RAG rated amber as the recommissioning of a new capacity building partner will not now be concluded until early 2024; this was to enable further engagement on the proposals. We now plan to work with the new provider to co-produce a new VCS strategy and address feedback from the sector about ensuring transparency and equity in our relationships and giving them a stronger voice in decision-making and strategy.

### **Ann Graham- Director for Childrens services**

#### Positive highlights

We have seen the following improvements in key areas of our work in the first quarter:

The take up of the free childcare entitlement has risen to 79% for 3- and 4-year-olds – this is the highest it has ever been, and this improvement reflects the work we have done to promote the offer to communities where take up is lower.

The local school holiday offer was promoted widely with 5,000 community holiday booklets delivered to more than 100 sites in Haringey and schools ordered a total of 8,182 tickets/codes to give to families to book onto holiday activities for Easter.

There has been a reduction in the number of young people whose education, employment or training status is unknown and at the end of June it was 1.5% (80 young people) compared to 2.6% (143 young people) at this point the year before.

#### Areas for attention

Although there have been significant improvements made to reduce the average autism assessment waiting times our targets have still not been met. The Integrated Care Board (with responsibility for completing these assessments) has agreed additional funds to increase provider capacity and agreements are being finalised so the provider can commence recruitment.

### **Beverley Tarka - Director for Adults, Health, and Communities**

#### Positive Highlights

The Borough Partnership board is firmly implemented, strengthening the influence of how we work with partners across the borough, including health, mental health and others, tackling inequality within our mental health services has been a priority for the first quarter of the year.

A clear focus on Carers within the borough has been implemented, working with residents in understanding carers particular circumstances and needs. Locality-based workshops on engagement and resident voice is diarised. We have been

successful in obtaining financial support for each locality to improve their experience in their caring role and create services in conjunction with our residents.

Areas for Attention

Improvements within our complaints work have not been as successful as required, further work is ongoing at director level to support improvement.

We continue to face significant homelessness pressures due to an increase in demand and limited supply options to avoid the need for placements into temporary accommodation, or to move households on. The situation with all forms of voids continues to be a challenge and the availability of private sector lets is limited.