

## Appendix 1 - Annual Governance Statement 2022/23 – Follow Up

The table below is an extract of the 2022/23 AGS, amended to present an updated position with regards each of the issues identified. Please note that the issue and actions have been taken directly from the 2022/23 AGS, however where appropriate the job titles have been updated to reflect the current Council structure and responsibility for the actions.

Issue	Action (as at publication of the 2022/23 AGS)	Updates are as at end of October 2023
<p>We need to ensure we deliver savings identified in our Medium-Term Financial Strategy (MTFS) to manage within our financial means.</p>	<p>There are a number of actions planned to deliver to our Medium-Term Financial Strategy:</p> <ul style="list-style-type: none"> <li>• Further work underway to review 2022/23 pressures carried forward into 2023/24 and impact of non-delivery of 2022/23 MTFS Savings;</li> <li>• Fortnightly Department Finance DMTs to strengthen forecasting and savings delivery monitoring/reporting;</li> <li>• Implementation of the</li> </ul>	<p>Finance reviewed the pressures that drove overspend in 2022/23 and this was incorporated as part of quarter one forecast. As highlighted in the quarter one report, the Adults social care pressure was apparent in the 2022/23 Provisional outturn report, but the temporary accommodation is an emerging pressure caused by wider economic conditions.</p> <p>The quarter two forecast overspend position of £20.9m is broadly in line with that reported in quarter one. Work continues to reduce these quarter two forecasts down and to look across the Council budgets overall for how this position can be mitigated. Part of this push includes the creation of an officer Adult's improvement board to focus and address the pressures in this Directorate.</p> <p>As usual regular budget monitoring meetings are taking place and</p>

	<p>Corporate Cross-council change portfolio, which is a single change framework and governance structure that will give Corporate Leadership Team shared visibility of progress, issues &amp; risks, &amp; support good quality delivery; and</p> <ul style="list-style-type: none"> <li>Corporate Leadership Team are looking to establish a performance CLT aligning the change framework and budget management reporting and decision-making process.</li> </ul> <p>Responsibility - Director of Finance</p> <p>Due Date - 31 March 2024</p>	<p>to strengthen forecasting and savings delivery the frequency has been increased where required, determined by risk.</p> <p>MTFS 2022/23 audit recommendations followed up by IA and all are in progress.</p> <p>Implementation is complete of the new governance around Corporate Cross-council change portfolio.</p> <p>Corporate Leadership Team have now established a monthly performance Corporate Leadership Team aligning the change framework, Corporate Delivery Plan and budget management reporting and performance monitoring process.</p> <p>From November 2023 delivery against the Capital programme will be reported at the same meeting.</p> <p>Planned restructure of the corporate Change team to align project and programme management resources to the priority change work set out in the cross-council change portfolio.</p>
<p>Concerns regarding the robustness of decision making relating to</p>	<p>During 2021/22, concerns have been raised over the Council's arrangements for the acquisition</p>	<p>Cabinet Reports:</p> <p><a href="https://www.minutes.haringey.gov.uk/documents/g10252/Public%20reports%20pack%2018th-Apr-">https://www.minutes.haringey.gov.uk/documents/g10252/Public%20reports%20pack%2018th-Apr-</a></p>

<p>acquisitions and disposals of property.</p>	<p>and disposal of assets. In light of the concerns, an independent investigation was commissioned to review the governance arrangements for nine property transactions.</p> <p>The outcome of the independent review was reported to Cabinet in April 2023. The report recognised the improvements that have been made over recent years to our governance and decision making, but also set out a range of recommendations that would strengthen our approach still further. An action plan accompanied the cabinet report, highlighting the responsible senior officer and timeframe for implementation of improvements, which will be completed within 12 months.</p>	<p><a href="https://www.minutes.haringey.gov.uk/documents/g10252/Public%20reports%20pack%2018th-Apr-2023%2018.30%20Cabinet.pdf?T=10">https://www.minutes.haringey.gov.uk/documents/g10252/Public%20reports%20pack%2018th-Apr-2023%2018.30%20Cabinet.pdf?T=10</a></p> <p>Terms of Reference have been reviewed to clearly state the boards make recommendations as opposed to decisions.</p> <p>Property Governance boards have now included standing items for the SAMPIP action plans, Housing property decision making and Childrens Capital programme updates.</p> <p>Techforge has been launched and staff are using daily as the primary source of information.</p> <p>Constitutional changes have been taken through the Constitutional Change working group. These are planned to be taken to Full Council in November.</p> <p>Policies and procedures are under review and will be brought through to cabinet for approval as part of the annual update.</p> <p>Continued recruitment in the area. Staff training and development. Staff workshops have taken place, all as part of the</p>
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	<p>The same April 2023 Cabinet also approved the Strategic Asset Management and Property Improvement Plan 2023-28 (SAMPIP), which was already under development, independently of the above external review on one specific area of property. The SAMPIP has 10 action plans for improvements across Property and Asset Management. All of the action plans above are being monitored on a monthly basis through the councils Property and Asset Management Governance structure, which includes scrutiny reviews. The progress will be reported back to cabinet in February 2024. The Property Service team have embraced these recommendations and have an</p>	<p>cultural change in the area.</p> <p>Successful recruitment of 2 apprentices, following over 200 applications received, following a innovate recruitment campaign, working with our community networks and educational partners. We are on track to meet the dates as set out in the action plans which accompanied the two cabinet reports in April 23, which will be reported back to cabinet in February 2024.</p>
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	<p>improvement plan in place that will ensure they are fully implemented.</p> <p>Responsibility - Director of Placemaking and Housing.</p> <p>Due Date – 31 March 2024</p>	
<p>Following audits that identified weaknesses in our management of Health and Safety risks in Council owned residential properties, we have referred ourselves to the Regulator of Social Housing in January 2023.</p>	<p>We self-referred to the regulator in January 2023 as we identified a failure to meet statutory health and safety requirements for some of our homes. We informed the regulator we had not completed fire and electrical safety checks for every property that needed one and a high number of fire remedial actions were overdue. We noted several blocks were without a communal Electrical Installation Condition Report (EICR), and we were unable to</p>	<p>The Council self-referred to the Regulator of Social Housing (The Regulator) in January 2023 following an external health check of our health and safety compliance where we identified a potential failure to meet our statutory health and safety requirements. The external health check found a number of areas of non-compliance, with several key recommendations made, particularly around overdue fire risk actions and electrical safety. The report found over 4,769 high priority fire risk actions which should have been completed within 30 days. The report also identified that while a satisfactory electrical installation condition report (EICR) is always produced following inspection and there is a five-year programme in place, the management of electrical safety requires improvement with over 8000 properties not having a valid EICR report within the last 5 years, which is the Council's policy, and</p>

	<p>confirm that around 4,000 properties had a domestic EICR completed within the last 10 years.</p> <p>We also noted a large number of residential blocks were without a current Fire Risk Assessment (FRAs) and a significant number of fire remedial actions were overdue. More than 4,000 of these overdue actions were high risk, with over half overdue for more than 12 months. Whilst we have now completed almost all FRAs, there remains a high volume of remedial work to complete.</p> <p>Through the internal audits, we have also noted we need to improve the internal controls and management of our housing</p>	<p>over 4000 properties where the Council was not able to confirm a valid EICR report within the last ten years. The report also made a number of recommendations and set out a road map to improve the reliability of the Council's data architecture and reliability in respect of compliance.</p> <p>The Regulator was also aware that 30% of the council's housing stock did not meet the Decent Homes Standard.</p> <p>Since the self-referral the Operational Director of Housing Services and Building Safety and Director of Placemaking and Housing have been meeting on a monthly basis with the Regulator to monitor the Council's progress and provide the appropriate level of assurance that our plans are on track.</p> <p><b>Current position</b></p> <p>As indicated, the external health check found 8,282 properties without a valid electrical installation condition report (EICR) within the last five years in December 2022. As at 6 October 2023 the position was that this had reduced to 1,343. The total number of properties without a valid EICR or where this was greater than 10 years old as at 6 October 23 was 204.</p> <p>The external health check found 4,769 open high priority fire risk actions which should have been completed within 30 days as at</p>
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	<p>stock. We have a new Housing Improvement Plan, which sets out how we are going to address the challenges we face in our housing landlord services. This covers the full spectrum of the service – fire safety, certification, rent collection, tenant and resident engagement, damp and mould, our decent homes programme, repairs, voids and the way we respond to complaints.</p> <p>We are committed to carrying out an annual assurance statement to cabinet on our performance against the six areas of property landlord compliance. Moreover, a separately a voluntary undertaking with the Regulators will be presented to Cabinet in July 2023 for approval.</p>	<p>December 2022. As at 6 October the number of high priority actions was 2,345.</p> <p>Procurement of two Fire Rated Enclosure contracts has been commissioned which will go to market at the end of October 23, with award set for 30 November 2023, mobilising in January 2024 and completing in March 2024 to deliver 885 overdue actions. The procurement of three fire stopping contracts also remains on track with award of contract by 31 October. Mobilisation is due by the end of November, to deliver 1,869 overdue fire stopping and enclosure actions across 1600 sites by 31 March 2024. There are a number of additional actions in place including procurement of a compartmentation survey programme and will mobilise in January 2024 to complete by April 2024 closing 998 overdue actions.</p> <p>In terms of strengthening our compliance arrangements as recommended by the external health check, the Council is procuring a new Compliance Management System, and initial evaluations have concluded. We are seeking clarification from one bidder prior to final award decision by end of October 23. We will agree a more detailed mobilisation and project plan with the successful supplier.</p> <p>In respect of Decent Homes, the current estimate for homes made</p>
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	<p>Responsibility – Director of Placemaking and Housing.</p> <p>Due Date – 31 March 2025</p>	<p>Decent in 2023-2024 is 603 which includes recently surveyed properties which means Haringey remains on track to meet the target for 1000 decent homes in 2023-2024.</p> <p>As part of our voluntary assurance with the Regulator we have agreed March 2024 for completion of all of these actions and we are currently on track to achieve them.</p>
<p>Management of Commercial Property</p>	<p>We manage 944 commercial properties with the Strategic Property Unit (SPU) being responsible for the management of statutory property compliance, management of rental income, repairs and maintenance, and the management of void commercial properties. The annual rental income from commercial property is £8.9m.</p> <p>The internal audit, commissioned by the Director of Placemaking &amp; Housing, noted there were issues with the control environment for</p>	<p>The 2022/23 audit plan includes an audit of this area that will again assess the efficiency and effectiveness of the control environment in this area as well as the evidence of progress regarding the specific actions raised in the last review. The fieldwork is complete for this work, and we await the draft report and updated assurance rating.</p> <p>This field work should highlight the number of improvements made and implemented, which were part of the action plans which accompanied the two cabinet reports in April 23.</p> <p><a href="https://www.minutes.haringey.gov.uk/documents/g10252/Public%20reports%20pack%2018th-Apr-2023%2018.30%20Cabinet.pdf?T=10">https://www.minutes.haringey.gov.uk/documents/g10252/Public%20reports%20pack%2018th-Apr-2023%2018.30%20Cabinet.pdf?T=10</a></p> <p><a href="https://www.minutes.haringey.gov.uk/documents/g10252/Public%20reports%20pack%2018th-Apr-2023%2018.30%20Cabinet.pdf?T=10">https://www.minutes.haringey.gov.uk/documents/g10252/Public%20reports%20pack%2018th-Apr-2023%2018.30%20Cabinet.pdf?T=10</a></p>



	<p>Commercial Property. Audit findings highlight significant failings in all aspects of the management and control of the Council's Commercial Property. Consequently, Internal Audit raised 32 recommendations (15 priority 1, 10 priority 2 and seven priority 3), and recommended an urgent need for a fundamental change in the operations of Commercial Property.</p> <p>Recommendations from this and the independent review are captured in the Strategic Asset Management and Property Improvement Plan 2023 – 2028 (SAMPIP), which was presented to Cabinet in April 2023. The recommendations will be implemented and their progress reported to regularly as</p>	<p><a href="#">20reports%20pack%2018th-Apr-2023%2018.30%20Cabinet.pdf?T=10</a></p> <p>We have been able to secure resources during 2022/23 to fill vacant positions, in the commercial property team, which will help us to focus on the planned further improvements in this area.</p> <p>Progress on the 10 SAMPIP 23-28 action plans is taken through our property governance process on a monthly basis and the latest version is being brought to Audit Committee in November 2023.</p> <p>A full report back to cabinet is planned for February 2024. Mazars audit of this area and follow up of all recommendations will be issued in quarter three 2022/23.</p>
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	<p>outlined in the above action for acquisitions and disposals.</p> <p>Responsibility - Director of Placemaking and Housing.</p> <p>Due Date - 31 March 2024</p>	
<p>We need to strengthen the authority's information governance framework.</p>	<p>The Council is the accountable body for complying with the Data Protection Act 2018 and the UK GDPR. We plan to use the Information Commissioner's Accountability Framework to self-assess against its ten categories and to help identify and mitigate any gaps in our governance arrangements to demonstrate compliance with the Act and the Regulation. To aid this process, Mazars, our internal auditors, were commissioned and have reported on the Council's</p>	<p>Of the 13-recommendations raised in the Mazars 2021/22 audit work, which assessed the Council's Information Governance Framework against the Information Commissioners Accountability Framework, 11 have been implemented and two remain due in at January 2024. Follow up will confirm completion before end of year.</p> <p>We recognised the lack of strategic resource working in this area, additional resources have been recruited and the new Head of Information Governance starts November 2023.</p> <p>Information Governance is included on the Corporate Risk Register which is owned by Corporate Leadership Team.</p> <p>The process to update Register of Processing Activities (RoPA) in</p>

	<p>compliance with the Information Commissioners' Accountability Framework and their audit recommendations will be used to improve compliance.</p> <p>Responsibility - Head of Legal and Governance (Monitoring Officer).</p> <p>Due Date - 31 March 2024</p>	<p>progress will be complete by end of financial year for all directorates.</p> <p>We have focused work to raise standards on Freedom of Information requests and Subject Access Requests</p> <p>The Council maintained its NHS toolkit compliance for 2023/24.</p> <p>The profile of Information Governance maintained via Quarterly reports to the Corporate Leadership Team.</p> <p>The Information Governance Forum will be redesigned and relaunched before financial year end.</p> <p>We are reporting internally continued low level re incidents and breaches.</p>
<p>Improve our delivery of Leisure Services</p>	<p>We have a Leisure Management Contract with Fusion Lifestyle Ltd entered on 1st December 2012 for a period of 20 years. This relationship includes the management of three leisure centres (Tottenham Green, Park</p>	<p>At its meeting on 11<sup>th</sup> July 2023, the Cabinet determined that the Council should bring the leisure services contract to an end. Fusion Lifestyle was advised of that decision formally by way of a letter from the Assistant Director Direct Services on Friday 4<sup>th</sup> August 2023, further to prior informal conversations between Fusion representatives and Council officers.</p> <p>In his capacity as 'Authorised Officer' for the Council for that</p>

	<p>Road and Broadwater Farm).</p> <p>The delivery of leisure services has not been satisfactory. Since January, the Tottenham Green Pools and Fitness (and Marcus Garvey Library and Customer Service Centre) have been closed due to essential maintenance works being conducted by our leisure partner Fusion Lifestyle. Issues have also been highlighted by the Leisure Services team at the Park Road centre.</p> <p>We are reviewing our arrangements with a view to improving our leisure service offer to our residents and other stakeholders who use the centres regularly for themselves and their family.</p>	<p>contract, the Head of Parks and Leisure formally wrote to Fusion Lifestyle on 3<sup>rd</sup> October 2023, invoking a 12-month voluntary termination of the contract.</p> <p>The Leisure Management Repurposing Working Group, chaired by the Assistant Director Direct Services and drawing resources from services across the Council (including the Head of Place as project manager), is exploring alternative leisure service provision in the future. The Working Group is establishing a clear picture of what the future operating costs will be for different service delivery models and, guided by the Leisure Management Strategic Working Group chaired by the Director of Environment and Resident Experience, will present its findings and recommendations to Cabinet in December 2023 on what would be the most appropriate model for the future.</p> <p>The low voltage electrical system at Tottenham Green was brought back into operation in March 2023. After redecoration and restoration of various systems that were dependent on the low voltage electrical system, the 'dry side' of the Tottenham Green leisure facility, Marcus Garvey Library, the Customer Service Centre and the nursery/creche were all re-opened in April 2023. The Working Group is now overseeing the restoration by specialist contractors of the high voltage electrical system at Tottenham Green so that the systems driving the pools'</p>
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	<p>Responsibility - Director of Environment &amp; Resident Experience</p> <p>Due Date - 31 March 2024</p>	<p>mechanical systems can be tested, repaired, and recommissioned. The Group is exploring options for the future use of the Broadwater Farm leisure facility, as well as ensuring a broader 'wellbeing' service can be provided to residents across the borough from the existing leisure facilities. Particularly in relation to the latter, there will be public engagement to better understand the wellbeing needs of the community and then design and embed this into the future service operating model, following Cabinet's decision in December.</p>
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