

Appendix 4 - Director Summaries – Quarter 3 2023/24

David Joyce - Director of Placemaking and Housing

Positive highlights

Considerable progress has been made in the last quarter in terms of the Council's housing improvement plan particularly in respect of our housing compliance responsibilities, increasing the percentage of homes in our stock which meet the decency standard and also in respect of important measures such as tenancy visits and income collection.

An area of strong progress is our council housing delivery programme. This is particularly pleasing given the very challenging context including higher construction, interest rates and problems being experienced by some construction companies. In December we exchanged and completed on the acquisition of 46 new homes for Council rent being built by St. William at their development at Clarendon in Wood Green. As a result of this acquisition 46 families will move out of temporary, overcrowded, and unsuitable accommodation and relocate into new, modern, homes. In December Cabinet approved the award of a Contract to Selsdon Construction to build 45 new homes for Council rent at Brunel Walk.

The new development will include 21 x 3 Bed family homes (46% of the total) and the Scheme will also enable substantial areas of greening and improvement to the adjoining areas. Work will commence in earnest in Spring 2024, and we expect the new buildings to be ready for occupation in Spring 2026.

Our work to support and develop the local Haringey economy has also continued to deliver during the last quarter. As part of the Start Ups and Entrepreneurial Support programme recent activity includes Global Entrepreneur Week and two well received workshops attended by 22 local entrepreneurs at start up or pre-start up level. A further 8 workshops will be held in January and February. In addition, Green Grants were launched November. This is a fund of £100,000 available to creative businesses in the Creative Enterprise Zone.

There has been some really positive progress in the last quarter on a range of actions aimed at tackling the climate emergency and improving air quality. This includes:

- A consultation on car club services in the borough. Following this, a procurement specification will be completed and published.
- Following Cabinet approval in late 2023, the Haringey Dockless Bike Hire Scheme will launch in the first quarter of 2024.
- A further two School Streets were launched in Jan 2024 and 8 expected around Easter 2024.

Areas for attention

The continued high costs of capital mean that it has been necessary to continue to review the cost and affordability of our capital programme, including in relation to placemaking and housing schemes. There remain important areas of the Housing Improvement Plan which we need to retain a focus on, including reducing the costs and number of Housing Disrepair cases and repairs performance and satisfaction overall.

Barry Francis - Director of Environment and Resident Experience

Positive highlights

Greater use of leisure centres and parks, by a wider section of the community, to help everyone pursue and maintain a healthy lifestyle.

Following the cabinet's decision in December 2023 to change the management and provision of leisure services from a contracted service to one directly provided there has been some positive progress in repairs to the Tottenham Green leisure centre swimming pools with the teaching pool re-opening and the recommencement of swimming lessons. Additionally, progress continues with other parts of the building including the main pool with a full re-opening looking realistic in Q4.

Improved Efficiency in the PRS

This is a 5-year project which started in November 2023. We aim to target privately rented property in the selective property licensing designation which fails the legal minimum energy efficiency standards. An officer has just been recruited to identify those failing properties and to work with landlords to improve their energy efficiency standards in order to meet the overall performance target.

Work towards Achieving the GLA 50% recycling target

Haringey's Waste and Recycling Team have successfully bid for funding for a Boroughwide kerbside collection service of small electricals. This will help to ensure residents have a greater level of recycling options for small electrical waste, which is one of the UKs fastest growing waste streams.

Strategic approaches to community safety refresh

The Young People at Risk Action Plan for the next 3 years with a new KPI framework has now been developed, with a launch planned for Feb 24 with mechanisms in place to evidence impact. Youth at Risk network with partners established.

Reduce dumping and environmental crime

In Q2 there were 561 FPN's issued for waste related offences accompanied by an approximate 4% reduction in dumped waste.

- In Q3 there were 511 FPN's issued for waste related offences alongside an additional 3% reduction of reported fly tips within the borough. There are also 7 prosecutions outcomes to publish in next Q4 highlighting the continued work to bring down environmental crime in the borough.

Increased green canopy

The new Urban Forest Project officer has commenced work and all wards in the borough have been mapped for future tree planting opportunities. With these two resources a new borough wide Urban Forest plan can be developed.

Reduction in idling of cars

Drivers engaged with during Weeks of Action generally continue to respond positively and switch off their engines on request. The introduction of school streets and other restrictions in key areas has contributed in reducing the number of vehicles during key times.

Access to council services made easier

We have made strong progress on improving access to council services, including a new self-service portal for rents and repairs, a single sign on for Housing issues, and new processes and e-forms for housing and financial support. We have launched a new centralised web page for the main online portals, making it much simpler for residents to access the services they need. We have trained 80 staff members to deliver our new CRM so that we have expert staff supporting our digital offering.

Areas for attention

Reduction in idling of cars

The Clean Air Schools Capital Project is currently paused as part of a wider review of organisational Capital spend. This has meant no work has been undertaken on this since late spring. This work stream is intended to deliver an Anti-Idling Programme around our schools, that could be replicated across the borough but requires investment in signage, administration and enforcement that is not built into the Council's core budget.

Jess Crowe - Director of Culture, Strategy & Engagement

Positive highlights

A positive theme in Culture, Strategy and Engagement this quarter has been our work on implementing the Haringey Deal.

The launch of our Engagement Hub in November is a good example. This resource has empowered officers to give a greater voice to residents in our decision making, with further improvement planned to increase its impact.

In a similar vein, the Knowing Our Communities hub, launched earlier in 2023, has continued to be accessed and used regularly. The census data it makes accessible to officers has helped inform decisions from small projects to large, including significant regeneration projects such as High Road West and Northumberland Park Estate. As with the Engagement Hub, there are a number of improvements planned to build on this success.

We have also significantly increased our activity and profile of our culture work, with the successful delivery of the Haringey Feast in November 2023 and a high level of engagement to support development of Haringey's first Culture Strategy in twenty years. This will come forward in spring 2024 for approval, pending the outcome of our bid to be London Borough of Culture 2027.

Areas for attention

Whilst there has been great progress on implementing the Haringey deal, a staff survey on which was conducted at the end of 2023, showed some concerns around resource and capacity. We will take this into consideration as we prepare improvements to our ongoing work as outlined above. The survey did also include lots of positive feedback, suggesting that alignment with the Haringey Deal had led to more positive relationships and increased trust and confidence with residents.

Ann Graham- Director for Childrens services

Positive highlights

We continue to work with partners to deliver our Early Years strategy and we are making good progress on our priority for more children to take up their free early year's entitlement. In quarter 3, the percentage of children accessing the free entitlement for both the 2-year-olds (74%), and 3- and 4-year-olds (84%) is the highest it has ever been. Preparation is also underway to introduce the new childcare expansion offer. This new expansion of childcare entitlement for working parents of 2-year-olds from April 2024 will support families to return to work and to be able to afford childcare.

Our Get Talking Haringey initiative has been expanded in our libraries to focus on reading with children and our new Early Language and Communication Workers will be supporting nursery practitioners to develop their skills and confidence when supporting children with communication and language difficulties.

Areas for attention

Our priority for more children to achieve health and wellbeing outcomes through the Healthy Child programme has seen improvements to the Health Visiting service. Key indicators measuring face-to-face new birth visits, development reviews continue to improve however there has been no change in number of vulnerable parents receiving sustained support through our MECSH programme since previously reported. Commissioners continue to work in partnership with our provider to increase the uptake of eligible parents receiving this programme. The MECSH programme requires health visitors to undertake additional home visits to families with identified vulnerabilities that place the child at risk of poorer health and development; or parents who lack the ability to self-manage.

Beverley Tarka - Director for Adults, Health, and Communities

Positive Highlights

We held a number of successful Festive and end of year events across the communities, which were well attended and received excellent feedback.

The Resettlement Team hosted 6 such events in December and we received lots of feedback from residents to say that the team really went above and beyond to support and make sure refugees, migrants and people seeking asylum had a lovely time and felt a part of their local community during what can be a challenging time for many. This positive feedback was shared via a Feedback compliment which really highlights the feelings of resettled residents across the borough:

'We had a Ukrainian New Year party organized by Olena, and I can confidently say that this party gave us unforgettable emotions, vivid impressions, and a festive mood. Thanks to Olena Naumenko and Haringey council for helping organize and creating a home atmosphere that we really needed. Also, gratitude to the entertainer who so joyfully entertained the children that they were asking when the party would happen again. Many thanks for this amazing time.'

Other events included: (some pictures are also attached).

- 9th December- Hongkonger Christmas Market visit at Southbank Christmas Market
- 14th December - Monthly Hongkonger Meet up at St James – Art and Movement session with a Festive Dinner
- 15th December - Ukrainian St Nicholas Event at Muswell Hill Methodist Church
- 18th December- Festive Style Hub at Wood Green Library
- 21st December - Christmas Lunch & Festivities with OK Foundation at Lordship Recreational Ground Hub & Café
- 22nd December - Festive BBQ with residents and local community groups at The National Hotel

Areas for Attention

Local Authorities were mandated to submit a response to the Home Office's consultation on capping the number of refugees arriving through specific routes: the UK Resettlement Scheme, Community Sponsorship and the Afghan Citizens Resettlement Scheme Pathway 2 and Pathway 3, in 2025. We worked with a range of partners and stakeholders to agree a response from Haringey which was submitted on 9th January. London Councils played an important facilitative role in the response process, bringing councils across London together to understand individual positions, as well as common themes. They wrote to the Home Office on behalf of London local authorities to raise the following points of concern:

- Asking for individual borough responses contradicts the joined up regional approach that's required for a well-planned, equitable response to resettlement
- Increased funding is required to enable boroughs to accommodate refugees in the context of acute and increasing housing pressures in London
- The need for better information sharing from the Home Office to enable local authorities and London as a whole to forecast demand and plan effectively.

We echoed these points in the response we provided to the Home Office, and expressed our concern about a cap being introduced making it clear we want to welcome as many refugees as possible, with the right support, and this shouldn't be restricted.

We also raised concern about the cap only applying to refugees from countries with majority black and brown populations, and not to majority white refugees arriving from Ukraine for example.