

## **Appendix 4- Directors Summaries**

## Director Summary: Environment & Resident Experience



### Top 3 areas of positive progress

1. Delivering community involvement in greening the East of the borough: 4 community gardening projects are active, 3 of these greenspaces are in Tottenham. Project / space in Northumberland Park currently being developed with Women with a Voice, so far 100% attendees from BAME communities.
2. Increasing trust and confidence in tackling crime and ASB: Days and Weeks of action taking place and ongoing to promote visibility and enforcement.
3. Income Maximisation Delivery Group workplan and implementation: Data from the Pension Credit campaign from this year shows 169 households have claimed Pension Credit which equates to a total of £680,715 per year across these households and a lifetime value of £8.5m. This is a huge take up level already and we anticipate this will continue to increase in the next couple of months.

### Top 3 areas of concern

1. Introduce Healthy School Zones: Deliverability of this is based on the outcomes of the MTFS discussions so timescales are unsure at this time, however the roll out of the School Streets programme continues at pace and we believe it is the fastest School Streets' programme in the country.
2. Make a decision regarding next steps for Decentralised Energy Network Full Business Case: Following an extensive interim review of the DEN programme, the Carbon Management team will be bringing forward a Cabinet paper this year identifying progression of the programme and ways to include the design, development and implementation of borough-based heat zoning networks.
3. Income Maximisation: the Red status against resources and risk represent the lack of capacity for leadership in the current allocated area. Early work is taking place to redesign service response so that the Income Maximisation project can be successfully delivered and genuinely reduce wealth inequality within the borough.

## Director Summary: Placemaking and Housing



### Top 3 areas of positive progress

1. **Housing Delivery programme**, We've handed over 500 housing schemes to residents, including key projects like Nilgan Canver Court in Wood Green and Walter Tull House in Tottenham Hale. The new Welbourne Health Centre at Walter Tull House is a vital addition to Tottenham Hale's community infrastructure.
1. **Housing Improvement Plan good progress** reductions in the voids backlog, improvements in income collection performance including implementing a new pre-action protocol and extra resources were put in place to bring about reductions in disrepair cases. Compliance performance remains strong and there has been a substantial reduction in the percentage of non-decent homes.
2. The **Planning Service** received national and regional recognition for the quality of service provided in the last quarter and continues to achieve excellent standards of performance for planning applications and enforcement cases.

### Top 3 areas of concern

1. **Electric Fleet**. Due to resourcing and high relative cost of electric vehicles it has not been possible to make progress towards electrifying the Council's fleet.
2. **Capital Projects**. There also continues to be delays with a number of projects including the Enterprise hub in Wood Green, High Road West and the Selby Centre as the Council considers pathways to viability due to continued volatility in construction costs, the impact of inflation and the residential market.

## Director Summary: Adults, Health & Communities



### Top 3 areas of positive progress

- 1. Reduce Gambling Harms by commencing the community awareness-raising campaign:** The gambling harms programme have a gambling harms and access to services leaflet in libraries, pharmacies and services. Gamcare have attended a number of events to run a stall and engage with the community. We are in the process of developing an article about gambling harms and support services in various publications and e-newsletters. By the Autumn we should have completed a least one public 'gambling harms' webinar.
- 2. Development and implement an anti-racism partnership action plan:** 3 meetings have been held with partners since March 2024 to develop a draft action plan and an anti-racism statement for Haringey which is now at sign-off stage.
- 3. Create a co-produced Carers Offer and Forum:** Haringey Co-Production Carers (HCPC) were formed in April 2024. The group consists of 16 Carers who represent a broad range of carers from across Haringey with many different caring responsibilities.

### Top 3 areas of concern

- 1. Reduce the use of bed and breakfast (B&B) and move those in B&B to alternative TA or Permanent Accommodation:** Milestones have not been met due to continued high demand, lack of alternative TA supply and private rented accommodation alongside a delay in the mitigation's factored into these targets (new builds, voids and modular TA). We are, however, expecting some of these to gain momentum and by year end aim to have halved the number of households in B&B - Average stay in B&B at the end of June was 14 weeks.
- 2. Review and improve the Direct Payments offer:** PID completed. Mini-sprint with key stakeholders scheduled for September 2024.
- 3. Improve our access to private rented sector accommodation as a long-term housing solution by improving our offer to landlords and working with landlords raising their awareness of our offer:** This will now form part of the TA sprint. A programme will be developed to support this. We have started to review borough offers and we have started to work with the communications team on promotions.

## Director Summary: Children and Young People Service



### Top 3 areas of positive progress

1. We have launched our second Family Hub in Muswell Hill and the site for hub 3 has been identified. Plans are in place to open this in the Autumn.
2. The first meeting of the developing youth council took place on 17th July with 10 young people attending. Areas of interest to influence were identified and a trip to Parliament with the group took place on 31st July. Recruitment to ensure a fully representative council is continuing
3. For Summer 24 we continued to see good uptake of 3 and 4 year old free child care or early education at 82% and the uptake for 2 year olds remains high at 72%. A new childcare programme for working parents of 2 year olds was introduced in April 24.

### Top 3 areas of concern

1. The Education Strategy is amber as we had aimed to circulate a draft by the end of the summer term. The Education Strategy Board has been meeting and has worked on ambitions, challenges and principles for sustainable schools and although timescales have slipped a bit, a draft is being worked on for September.
2. Our programme to co-ordinate a single youth offer across the borough, although on track overall has seen some minor delays. The initial self-assessment is now completed and the team is working with Policy and strategy to develop a final draft for November 2024. Consultation with young people will form part of development.
3. Funding for the Family Hubs pilot areas is due to end on the 31 Mar 2025. There has been no confirmation this will continue beyond April 2025. The Department for Education are collating evidence of the impact to inform decisions for the future of the programme. Officers are working on proposals to reduce the programme to a sustainable model within existing resources, should grant funding not continue.

## Director Summary: Culture, Strategy and Engagement, August 2024



### Top 3 areas of positive progress

1. Website improvement project improving user experience for visitors to [haringey.gov.uk](https://haringey.gov.uk).
  - The new corporate website is live and includes new directories and microsites, improving accessibility for residents. This item has rolled over to BAU, including annual reviews of content.
2. Publish a Borough Vision.
  - We have successfully completed our second round of borough-wide engagement, allowing us to proceed with the development of the vision.
3. Deliver Equality, Diversity and Inclusion (EDI) Action Plan.
  - This is core to the delivery of the Council's recently approved Workforce Strategy and will be specifically considered at directorate level in the Workforce Action Plans which are to be developed during 2024/25 and 2025/26

### Top 3 areas of concern

1. Delivery of participatory budgeting pilot.
  - Northumberland Park and White Hart Lane have been selected as the pilot areas, but this remains in the planning stage for now.
2. Develop internal and external digital skills and inclusion strategy and action plan in partnership with NHS/ICB.
  - There is no dedicated resource for digital inclusion, but officers in Digital have prepared a draft action plan and strategy. The next step for this will be internal engagement.
3. Implement a revised Feedback Improvement Plan.
  - This item is being delivered through a service plan, with quarterly progress reports to CLT. Amber rating for resource and benefits.