

Appendix 3 Activity Exceptions														
Activity	Outcome	Time	Budget	Resource	Risk	Benefits	Quarterly Update	Q3 Overall RAG	Q3 Direction of Travel					
Implement a revised Feedback Improvement Plan.	Theme 1 - Excellent resident experience	Green	Amber	Amber	Red	Red	Significant work continues across the council to improve our complaint handling this includes targeted collaboration with key service areas to support and drive improvement; better management information and sharing of good practice across teams. This has led to sustained improvements in the timeliness of stage one complaints during the period in question. However, we are not yet seeing the full benefits including reductions in upheld rates at stage two and Ombudsman. During 2025 we have implemented a new case management system which will be a foundation for improved performance and is now fully operational across the council. We are also in the process of bringing in additional staff resources to tackle bottlenecks. A revised improvement plan will be in place before the end of the financial year to guide and prioritise our actions in 2026/7.	Red	Decreased					
Deliver an action plan to electrify the Council's fleet.	Theme 2 - A zero carbon and climate resilient Haringey	Amber	Red	Red	Amber	Amber	No progress has been made against this action due to resources not being available to prioritise this activity. For the coming quarter we have agreed resource, working jointly with Housing to progress the production of the PID and subsequent OBC for this work	Red	Unchanged					
Work with disabled people to explore changes in charging policy for people requiring independent living support.	Theme 4 - Vulnerable adults are supported and thriving.	Red	Amber	Amber	Amber	Amber	No further developments have been made but the service are currently reviewing the charging policy	Red	Unchanged					
Deliver retrofit improvements in our housing stock, improving energy performance and reducing Fuel Poverty.	Theme 5 - Improving social housing and the private rented sector	Amber	Red	Green	Amber	Green	<p>Project: Coldfall & Tower Gardens North (Wave 2.2) Grant-funded scheme via Social Housing Decarbonisation Fund in partnership with DESNZ. Contract signed August; mobilisation completed September. Construction due to commence in late October was postponed due to design and spec amendments. Site setup and pre-installation inspections nearing completion and works due to start in February.</p> <p>Project Change Request submitted to DESNZ for revised completion date and reprofiled spend; approval expected shortly. Necessary grant spend incurred before September deadline set by DESNZ. Resident and freeholder queries being addressed by Project Team.</p> <p>Project: Retrofit Decency Works (Wave 3) Bid successful; milestone met. £3.29m grant funding allocated via Warm Homes Social Housing Fund (Wave 3) through joint bid with London Councils Retrofit London Consortium (27 providers: 21 LAs, 6 HAs). Programme runs 2025–2028. 8 retrofit assessments completed per week; 200 completed to date. Coordinator and Designer consultants onboard; design packs in production. No works until next financial year when Partnering contract becomes operational. First-year funding reprofiled within consortium; expected recovery in later years.</p> <p>Housing Energy Action Plan review scheduled for 2026 to align with Government's Minimum Energy Efficiency Standards and Home Energy Model changes to EPCs.</p> <p>Time: Amber – Individual projects progressing well, but strategic target of 1,500 retrofits/year not feasible under current budget and resource constraints.</p> <p>Budget: Red – Budgets for first two projects approved and secure, but programme-level viability depends on external funding; government deadlines remain challenging.</p>	Red	Unchanged					
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.	Theme 5 - A reduction in temporary accommodation	Red	Red	Red	Amber	Amber	As reported in Q2, this is no longer a workstream in the housing demand programme due to competing priorities. Being better able to bring void properties into use and complete will continue to support our use of private sector leases. However, more work to support our access to homes owned by private landlords is necessary.	Red	Decreased					

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Delivery of the Northumberland Park Community Placemaking Plan	Theme 8 - Shaping Tottenham	Red	Amber	Amber	Amber	Amber	Positive progress has been made within the Community Placemaking plan for Northumberland Park, particularly in relation to the 'Safe and Sound' theme where organisation wide work to support the Clear, Hold, Build initiative is targeting crime and anti-social behaviour. Progress is also being made in the 'Homes and Spaces theme', with over £25m of investment committed through the housing service to upgrading homes in the next three years and consultation on environmental improvements across the estate due to start imminently. A further report detailing how services can be better coordinated to drive improved outcomes will be presented in the 2nd quarter of 26/27.	Red	Decreased
Delivery of a new residential neighbourhood and local centre in North Tottenham (High Road West).	Theme 8 - Shaping Tottenham	Red	Amber	Green	Red	Green	In February 2026, Cabinet will be asked to agree to commence a procurement exercise to deliver High Road West Phase 1A, which comprises the first 61 council homes in the scheme. This follows agreement between the Council and Lendlease to remove Phase 1A from the Development Agreement between the parties. The parties are continuing to work towards unlocking a viable route forward for the subsequent phases of the scheme.	Red	Unchanged
Implementation of the Procurement Modernisation Programme (PMP).	Theme 1 - A supported and enabled workforce	Red	Amber	Amber	Amber	Amber	<p>Positive highlights</p> <p>Many of the modernisation activities have been implemented along with the completion of a Council wide training programme on the changes to the Procurement Act and the Contract Standing Orders (CSO). Revised category strategies continue to be implemented. These are plans that outline how to manage and optimise the procurement activity of a specific group of works, goods or services.</p> <p>A review of the contract management tool kit is in its final stages of development, subject to alignment with the Commissioning Modernisation Programme. Compliance monitoring continues to improve, which is reducing some areas of non-compliance.</p> <p>However, there are a number of areas for attention:</p> <p>There has been an improvement in Directorates responding to procurement pipeline requests; however, this is still somewhat limited. This continues to have an impact on managing demand and category strategy development in Strategic Procurement and is leading to large volumes of last-minute requests for procurement and insufficient time for planning to ensure best value for money. The introduction of a new e-procurement system has now been incorporated into the wider ERP workstream which will be subject to a separate decision by Cabinet in Summer 2026.</p> <p>The Commissioning Board is in place and provides oversight on the entire commissioning and commercial lifecycle to improve the corporate grip on contract spend, improved planning, monitoring of procurement compliance and greater corporate oversight of managing contracts.</p> <p>Work continues with task and finish groups to enable the delivery of the £3m savings that have been proposed for 2025/26 (£9m over a three-year period) and identify opportunities for a further reduction in spend to support the Council's challenging financial position.</p> <p>The Commissioning Panel is now also in place and reviews all new commissions over £160,000 to ensure that they are evidence based in terms of needs analysis and options for a 1%, 2% and 5% reduction are put forward.</p>	Red	Unchanged