



Haringey Council

Report for:	Overview and Scrutiny Committee	Item Number:	22nd October 2012
Title:	The Council's Quarterly Performance Assessment Quarter 1 - 2012/2013		
Report Authorised by:	The Chief Executive		
Lead Officer:	Eve Pelekanos – Head of Strategy and Business Intelligence Telephone 020 8489 2508		
Ward(s) affected: All	Report for Key/Non Key Decisions: Information		

1. Describe the issue under consideration

- 1.1. To inform Members of progress against the Council's priorities and other major responsibilities in the first quarter of 2012/13.

2. Introduction by Cabinet Member for Performance Management – Cllr Kober, Leader of the Council

- 2.1. I have been pleased to see the commencement of the Haringey Jobs Fund programme, and the immediate achievements in creating jobs. I now expect to see this progress with significant pace, in order to tackle the continued high levels unemployment we see in the borough. I have also been encouraged by the ongoing work to reduce levels of Young People Not in Education Employment or Training (NEET), which has fallen to 3.6%.

With the new waste collection schedules now being well integrated across the borough, I am pleased to see that we are on course for meeting our targets for waste reduction and recycling.

- 2.2. Over the next quarter I expect to see significant reduction in crime rates, which are at a concerning level. The Council is working closely with the MPS on partnership tasking to address these issues, and I want to see the fruition of these efforts very quickly. I am also concerned by the number of TA placements made by other London boroughs in Haringey, and the Council will be working with these boroughs on managing this.

The improved performance of our primary schools has been very promising, and I expect to see this trend continue with our ambitious aims for having outstanding schools across the whole borough.

3. Recommendations

- 3.1. To note progress against the Council's priorities and other major responsibilities in the first quarter of 2012/13.

3.2. To note the emerging issues and challenges going forward.

4. Background information

4.1. This report is a self assessment of the Council's performance in the first quarter of 2012/13 (April to June). It also provides an update of key activity against the Council's priorities and other major responsibilities as set out in the [Council Plan](#) and agreed at [Full Council on 16 July 2012](#).

4.2. The main body of this report begins on page 3.

5. Comments of the Chief Finance Officer and financial implications

5.1. There are no specific financial implications arising from the recommendations set out in this report although clearly there is a very strong link between the Council's performance and how it uses the resources available to it. Equally, any highlighted emerging issues could have financial implications but it is expected that these would be addressed in further reports.

6. Head of Legal Services and legal implications

6.1. There are no specific legal implications arising from this report.

7. Equalities and Community Cohesion Comments

7.1. Updates on activities to help us meet the [corporate equality objectives](#) will be provided under the relevant sections in this and subsequent performance reports. A progress report on the Corporate Equality Plan will be produced annually.

8. Head of Procurement Comments

N/A

9. Policy Implications

9.1. Haringey's quarterly performance assessment links to the following documents / strategies:

- [The Council Plan 2012-14](#)
- Key strategies

10. Use of Appendices

Appendix 1: Performance Tables Quarter 1 2012/13
Appendix 2: How Haringey compares to London

11. Local Government (Access to Information) Act 1985

Service performance indicator returns
Council Plan (incorporating departmental business plans)



Haringey Council

The Council's Quarterly Performance Assessment

Quarter 1 - 2012/13

Produced by
Strategy and Business Intelligence
August 2012

Context

1. Haringey's Council Plan 2012-14 was agreed at Full Council on 16 July 2012. The plan identifies five key priorities which will form our major programmes of work for the period 2012-14:
 - **Work with local businesses to create jobs**
 - **Deliver regeneration to key areas of the borough**
 - **Tackle the housing challenges**
 - **Improve school standards and outcomes for young people**
 - **Deliver responsive, high quality services to residents**

The Plan also describes the key activities which make up our day to day work which help us to deliver our other major responsibilities of:

- Community Safety
- Environment
- Health and social care
- Resident empowerment and social inclusion

This report provides an update on the progress that has been made during the first quarter of 2012-13 against the key milestones and key indicators which are identified in the Plan. Subsequent updates will be provided on a quarterly basis.

Increase in National Data Requirements

2. Despite the Government's well-publicised data burden reduction agenda, new demands for data from central Government are increasing. The proposed changes in Adult Services will require significant resources to ensure the Council's systems and workflows align sufficiently with the new requirements. Similarly, in Children's Services the new indicators arising from the Munro Review will present challenges in terms of recording and reporting.
3. The Strategy and Business Intelligence Unit has recently completed the following returns:

	Name of Return	Frequency	Directorate / Service Area
1	Children In Need Census	Feb to July	CYPS / Children in Need
2	Looked after Children SSDA903	Apr to May	CYPS / Looked after children
3	Private Fostering	June	CYPS / Fostering
4	OFSTED Fostering & Adoption datasets	May to June	CYPS / Fostering and adoption
5	New Voluntary Adoption Survey	July	CYPS / Adoption
6	Commissioned Services dataset	August	CYPS
7	Adult Social Care Survey	Nov to May	A&H / Adult social care
8	Resources, Allocations & Packages of Care	Apr to May	A&H / Adult social care
9	Adult Social Care Combined Activity Return	Apr to May	A&H / Adult social care
10	Abuse of Vulnerable Adults	Apr to June	A&H / Safeguarding
11	Mental Health Guardianship	May	A&H / Mental Health
12	Registered Blind & partially blind	May	A&H / Adult social care
13	Personal Services Expenditure	Jun to July	A&H / Adult social care
14	New Carer's Survey	Oct to March	A&H / Adult social care
15	English Local Authority Statistics for Housing	Apr to July incl. pilot	A&H / Housing
16	CORE Lettings	Quarterly	A&H / Lettings
17	P1e Homelessness	Quarterly	A&H / Homelessness
18	Supporting People Client Records and Outcomes	Quarterly	A&H / Supporting People

Summary of the Council's Performance in Quarter One 2012-13

Areas of progress/achievement

- The regeneration of Tottenham continues to progress, with the approval of several plans
- We have continued to reduce the number of households living in temporary accommodation and to prevent people from becoming homeless
- More of our five year olds are achieving a 'good level of development' and we have continued to improve the attainment of children at the end of primary school
- We have invested £400k in our Strategy for Young People, including an extensive summer programme of activities
- A further £300k has been invested in the One Borough One Future Fund – which will deliver real changes to services and working practices - bringing the total to £1.5m
- 60,000 households have moved to fortnightly waste collection and received new recycling wheelie bins, leading to a 40% increase in recycling for those households
- We have reduced delays in transferring patients who are ready to leave acute care

Areas for focus

- Address high levels of unemployment, particularly among young people in the east of the borough
- Prevent homelessness and continue to reduce the number of households in temporary accommodation
- Supporting schools which are a cause for concern
- Address the increasing rates of crime
- Reduce the time it takes to place children for adoption

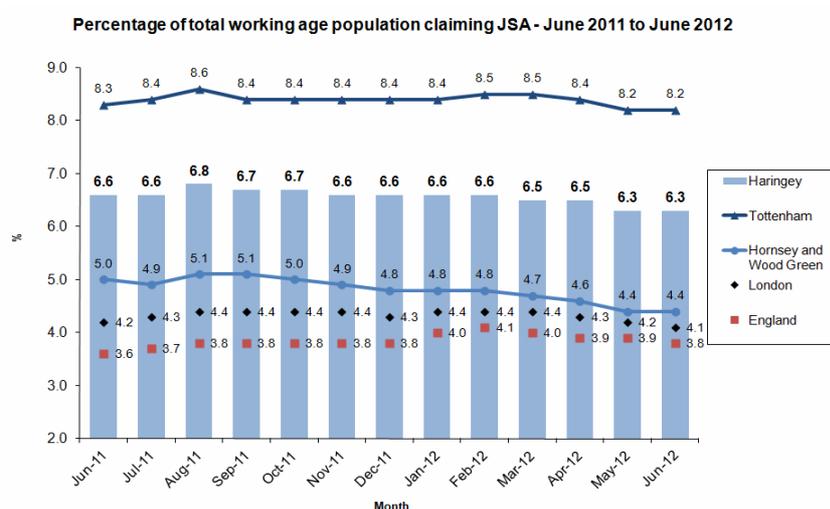
The key emerging issues from this period are

- Changes to the **Right to Buy** scheme which aim to increase take up and ensure one-to-one replacement of housing sold under the scheme
- Introduction of the **Community Right to Challenge**, giving community groups the right to challenge councils to run local services
- Publication of the '**Caring for our future: reforming care and support**' White Paper and the draft Care and Support Bill

Priority 1: Work with local businesses to create jobs for local people

Performance Highlights

- 14 jobs have been created through the **Haringey Jobs Fund** in quarter 1 2012/13 in line with expectations.
- 6.3% of the working age population were claiming **Jobseekers' Allowance (JSA)** in June 2012. Having been fairly stable for the last year (6.6% in June 2011), the JSA rate has fallen slightly in recent months, mirroring the national and regional trends.



- Haringey rates remain significantly above the London and England rates.

- The JSA claimant rate is disproportionately high:

- in the east of the borough, particularly Northumberland Park (12.1%).
- for males (8.0% compared to 4.9% for females)
- for 20-24 year olds (10.9%), albeit this has decreased by 5% (0.6 percentage points) since February 2012.

- In the year to March 2012:

- 13,700 Haringey residents were '**unemployed**'. These are people who are out of work and actively looking for work and available to start work within a fortnight. This represents 11.3% of 'economically active' residents compared to 9.3% in London. This has reduced from 12.5% in September 2011.
- 45,100 Haringey residents were '**economically inactive**'. These are people who are out of work but have not actively sought work in the last four weeks. 38.4% of the economically inactive population are students, compared to 31.1% in London

- Recent [research by the GLA](#) indicates that an estimated 26% of Haringey residents earn less than £8.30 per hour, the 8th highest level amongst London boroughs.

- The **Jobs for Haringey** project was officially launched on 17 May with a business summit at the Houses of Parliament where more than 50 businesses pledged support. The scheme will see the council working with businesses and partners to generate at least 300 new jobs and help more than 600 Haringey residents to find work. Jobs for Haringey will deliver one-to-one support with job hunting, applications and interviews. Jobs created will go hand-in-hand with training backed by the College of Haringey, Enfield and North East London (CHENEL) and Haringey Adult Learning Service (HALS). It will also offer support for school students and residents in finding work experience and placements to boost their future employment prospects.

5. The project includes a dedicated [Jobs Fund](#) to meet some of the costs of newly created positions. Since the Fund was launched, 14 jobs were created during Quarter 1 with a local firm based in Northumberland Park, Thorns Group. Round 1 of the application process for businesses closes on 13th August.
6. The [Haringey Welcome](#) achieved its annual target (project year – July 2011 to June 2012), engaging with 164 third country nationals. Of these, 29 were engaged in Quarter 1 2012-13. The team is looking to work with a further 160 third country nationals in the next project year (July 2012 to June 2013).

Emerging Issues

The *draft* Universal Credit (UC) Regulations 2012 have been published by the government. The regulations provide the detail of the rules of entitlement, calculation of award, claimant responsibility, sanctions and hardships.

Changes to the existing system include:

- More in-work support for the under-25s;
- Childcare costs being paid in UC regardless of hours worked;
- More support for carers to combine paid work with their caring role and;
- A strengthened sanction regime.

The regulations are due to be set before Parliament in the autumn to ensure that UC is on track to deliver from 2013.

Priority 2: Deliver regeneration to key areas of the borough

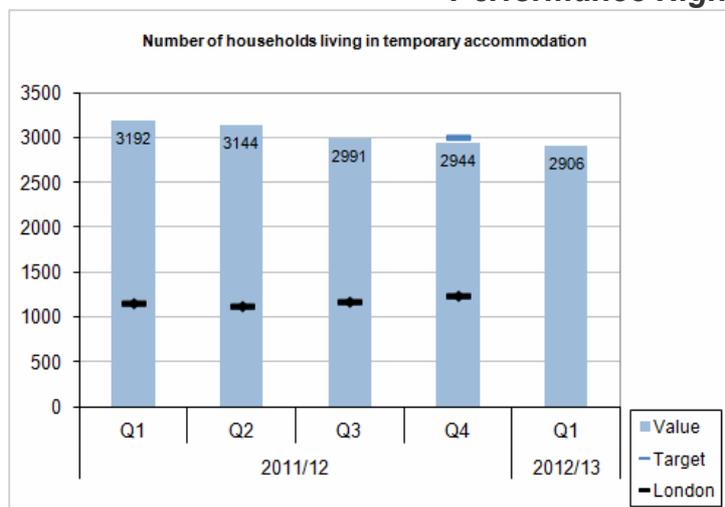
Performance Highlights

- The multi-million pound [development at Ward's Corner](#) was granted planning permission on 25 June.
- Plans for the restoration of the destroyed [Carpet Right building](#) in Tottenham have been approved.

7. [Arup](#) has been appointed to lead on a range of projects and studies **to support the delivery of the regeneration plan for Tottenham**. This includes the development of master plans for part of Northumberland Park and Tottenham Hale, an Asset Management Plan for Tottenham Green and Seven Sisters, development briefs for key sites, workspace creation and retail strategies and an investment framework for Northumberland Park. This work is due to be completed by December 2012.
8. The **Growth on the High Road project** on Tottenham High Road is part of the overall regeneration programme for Tottenham. The project focuses on improvements to public realm and retail infrastructure in Bruce Grove Town Centre and the creation of a 'civic heart' and improved public space at Tottenham Green. Additionally there is a revenue budget to deliver a cultural programme in 2012/13 incorporating film and music festivals, a celebration of the Paralympics and an outdoor arts programme. Two stakeholder groups have met, at Tottenham Green and Bruce Grove, to develop key design principles. The Council is in the process of engaging architects to produce final designs.
9. The multi-million pound [development at Ward's Corner](#) was granted planning permission on 25 June. It will deliver new homes and shops, hundreds of jobs and major investment to the area. Existing stallholders at the Seven Sisters covered Latin market will be offered priority over space in the redeveloped market space and will be given help and support with relocation during construction work.
10. The **Green Lanes Strategy Group** in partnership with the Council have been awarded £1.78m to deliver a programme of capital improvements from April 2012 to March 2014 after a successful Outer London Fund Round 2 bid. The programme will fund improvement to the public realm and to the facades of the buildings to allow the High Street to celebrate its diversity and to remain as a competitive centre with a distinct local identity. The work will focus on the Town Centre, from Grand Parade to the railway bridge at Harringay Green Lanes.
11. Plans for the restoration of the [Carpet Right building](#) at 638 Tottenham High Road were approved by the Council's Planning Committee in May. Work will start this summer to reconstruct the building that was destroyed by fire in last summer's riots. The design will replicate the appearance of the previous building reinstating many of the original features and materials; it will also deliver 26 new homes on three floors above the store.

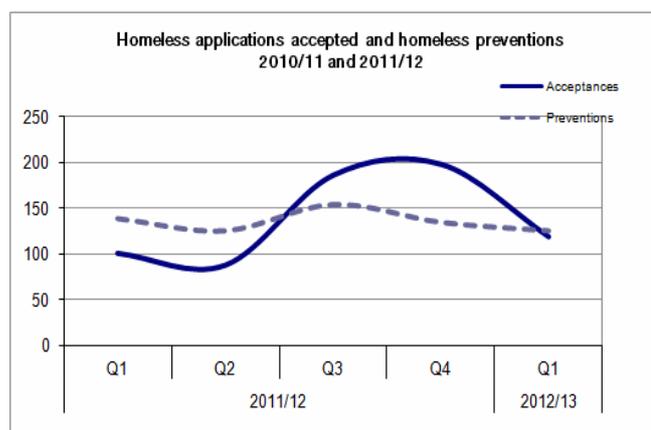
Priority 3: Tackle the housing challenges

Performance Highlights



- There was a continued reduction in the number of **households living in temporary accommodation** to 2,906 in Q1 2012/13.
- This represents a decrease of 286 households (8.9%) since this time last year.

- There were 119 **homelessness acceptances** in Quarter 1, better than target.
- However, numbers remain above the most recent London benchmarking figure of 86 for Quarter 4.
- The number of acceptances was below the number of **homelessness preventions** (126) for the first time since Quarter 2 last year.
- Of these preventions, 63 households were enabled to remain in their existing home. A further 63 households were assisted with obtaining alternative accommodation.



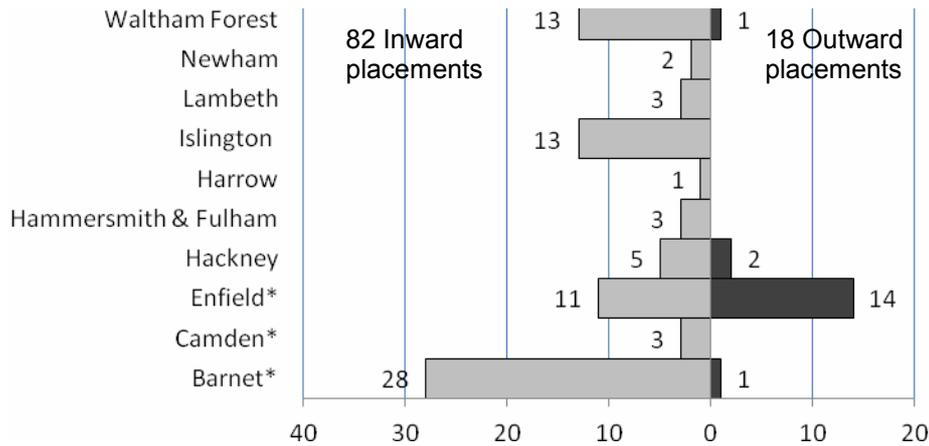
Welfare reform

- Two practical support hubs to help those affected by the changes to the Local Housing Allowance are fully operational following last year's successful sub-regional bid led by Haringey Council. A number of staff have been recruited to offer tailored advice across the services in Haringey (at Apex House in Tottenham) and Islington.

Temporary Accommodation (TA)

- To help assess the impact of changes in housing benefits we are monitoring the number of TA placements made by other London boroughs in Haringey.

TA placements made by other London boroughs in Haringey in June 2012

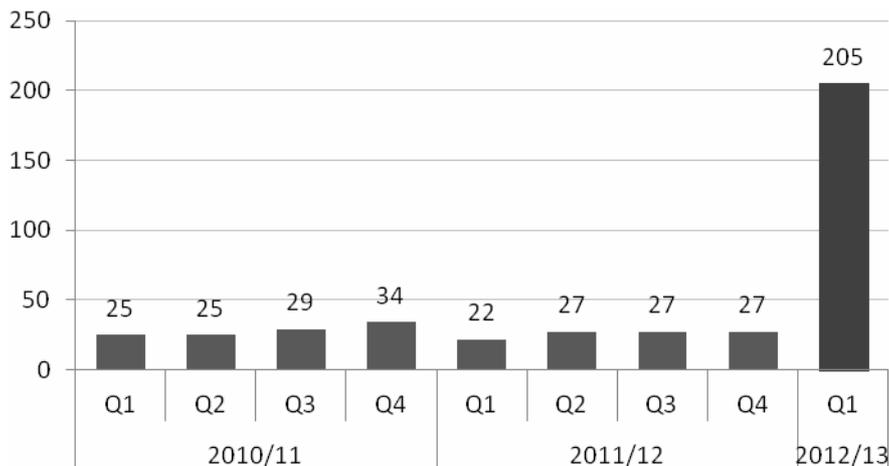


* Member of the Four Borough Agreement
(Source: Pan-London Agreement)

Right to Buy

14. Following the recent changes to the Right to Buy (see emerging issues below), the number of applications in Haringey has risen significantly. In the first quarter of this year Homes for Haringey received 205 applications, compared with 22 in the same period last year.

Haringey 'Right to Buy' applications



Empty Properties

15. Since April, 12 empty properties have been brought back into use as a direct result of enforcement action. A further 13 properties are now in the process of being brought to Cabinet for approval to purchase under Compulsory Purchase Orders. The Council has been allocated a further £182,000 from a North London Sub Region bid to bring 14 three bed units back into use over three years.

16. Hornsey YMCA has successfully bid for DCLG funding under the Empty Homes Programme for Community Groups. The funding will enable 60 empty homes in the borough to be brought back into use over three years. Homes for Haringey will refurbish the properties and provide maintenance services for the properties. The properties will serve as interim move-on accommodation to support ex-YMCA residents to sustain future tenancies.

Housing Related Support

17. The [Housing Related Commissioning Plan 2012-15](#) has been agreed by Cabinet. This Plan sets out the strategic commissioning principles for housing related support over the next three years and through the needs assessment identifies priorities for future funding. The Plan will allow the service to achieve savings of £500k in 2012/13 and £1.5m in 2013/14. Following service reviews which look at improving performance, strategic relevance and value for money, there will be a wide ranging procurement exercise to ensure relevant services are commissioned.

Emerging Issues

Right to Buy

The Government has made significant changes to the Right to Buy scheme ([“Reinvigorating Right to Buy and One for One Replacement, Information for Local Authorities”](#)) with the aim of increasing take up and ensuring a ‘one-for-one’ replacement of social housing sold under the scheme. The key features of the changes are:

- Replacing the regional discount caps with an increased single national cap of £75,000
- A commitment to replace every additional home sold (as a result of the changes to the scheme) using recycled sales receipts towards the cost of replacement social housing let on an “affordable rent”
- Local authorities will be able to retain all the additional receipts (generated as a result of the changes to the scheme) for replacement housing, provided they agree to limit the use of the net receipts (after certain costs) to thirty per cent of the cost of the replacement homes

Allocation of Social Housing

The Department for Communities and Local Government (DCLG) has published [new guidance on the allocation of social housing](#). The guidance aims to help local authorities to take advantage of the provisions in the Localism Act 2011 which give councils the freedom to manage their own waiting lists, and make it easier for them to move existing social tenants to more suitable accommodation. It also encourages authorities to make use of the existing flexibilities within the allocation legislation to ensure *“that social homes go to people who need and deserve them the most, such as hard working families and members of the Armed Forces”*.

New welfare changes

In June, the Government announced a series of ideas for further significant reform of the welfare system. Although the ideas are not due to be implemented until after 2015, where support could be found they may be brought in sooner. Seventeen suggestions were made in total, including linking benefits to wages instead of inflation, a specific £20,000-a-year cap on housing benefit and exploring if more benefits can be paid in kind rather than in cash. The prime minister also suggested young people might not be entitled to benefits until they have paid contributions and asked whether requirements to seek work should be more intense for those who have not made lengthy contributions to the tax system.

Prevention of Social Housing Fraud Bill

The Government is considering a [Private Members Bill](#) that would strengthen the powers of social landlords to take action against tenants subletting their entire properties. If enacted the bill would create new criminal offences for unlawful subletting and give local authorities power to prosecute. Following prosecution offenders would be unable to regain a secure tenancy and would be liable for any profits made from subletting.

Priority 4: Improve school standards and outcomes for young people

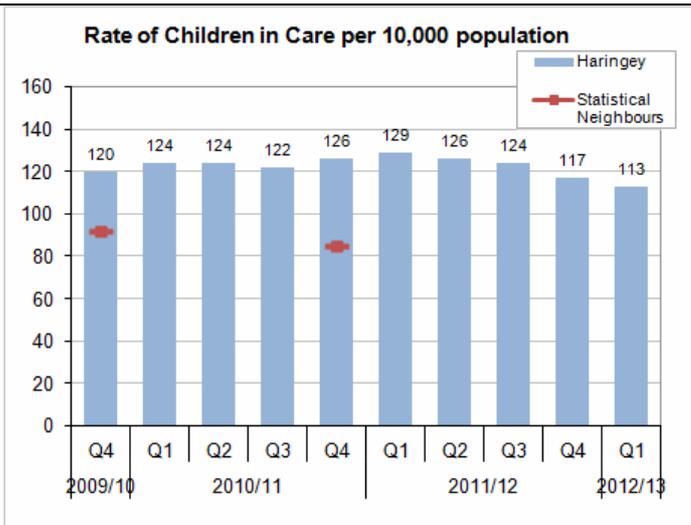
Performance Highlights

Education

- In 2012, 56% of Haringey's 5 year olds 'achieved a good level of development' in the **Early Years Foundation Stage**. Haringey has continued to improve, increasing from 54% in 2011. The result for England in 2011 was 59%.
- Provisional results for **Key Stage 2** (end of primary school) show a 5% improvement from 71% to 76% for the percentage of pupils achieving level 4 or above in both English and maths. The result for England in 2011 was 74%. There has also been a significant reduction from 14 to 3 in the number of schools below the DFE target of 60% for this measure.
- As at the end of July 2012, 35 out of a total of 63 primary schools (55%) were **rated good or outstanding**, compared to 68.4% for England (August 2011). 8 out of 12 secondary schools were rated good or outstanding (67%) compared to 62% for England (August 2011).
- 80% of Haringey children were offered their **first preference** in primary school admissions, just above the London average of 78%. 69.9% were offered their first preference in secondary schools, above the London average of 66%.
- The latest DfE-released **school exclusions** data shows that for 2010-11:
 - Haringey's secondary schools had a permanent exclusion rate of 0.15% (of the school population), which is below the rate for London (0.17%) and Inner London (0.21%).
 - Haringey's primary schools had a fixed-term exclusion rate of 0.74% of the school population, below the England and Inner London rates of 0.91% and 0.95% respectively and in line with the London rate of 0.75%.
 - Haringey's secondary schools had a fixed-term exclusion rate of 10.98%, above the England, London and Inner London rates of 8.40%, 8.36% and 9.75%, respectively.
 - The groups that were significantly overrepresented for fixed-term exclusions were Traveller of Irish Heritage, Mixed White and Black Caribbean, Caribbean and Other Black.

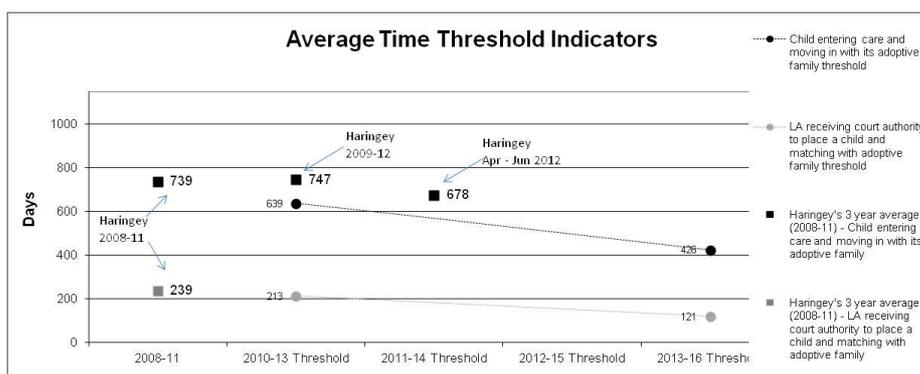
Children's Safeguarding

- The rate of **children subject to a child protection plan** is 9% higher than this time last year at 61.3 per 10,000 population, which equates to 25 more children subject to a child protection plan than this time last year. This remains considerably higher than comparator authorities.



- The rate of **children in care** per 10,000 population is 113, a reduction compared to this time last year when the rate was 129.
- However, this remains higher than the average for Haringey's statistical neighbours (85 as at March 2011).

- The average days from **becoming looked after to being placed for adoption** was 678 for the period April- June 2012. This is an improvement on the 2011/12 figure of 715 days but above the 639 day target (rolling 3 years) which is based on national threshold levels for 2010/2013.



- 55 out of 556 looked after children (or 9.9%) had **three or more placements** in the year. This is better than target and an improving trend.

Teenage pregnancy

- Quarter 1 2011 and local data available for 2011 so far suggests that the annual rate will show a decrease on the high 2010 rate.

Young People Not in Education Employment or Training (NEET)

- As at 30th June, 3.6% of young people aged 16-19 were not in education, employment or training. The percentage of young people whose current situation (i.e. whether in employment, education, or training) was not known was 15.9%.

Education

18. Haringey Council's independent **education commission 'Outstanding for All'** met for the first time on 16 April 2012. The panel of education experts are to produce a set of proposals to accelerate the pace of school improvement and will also make recommendations on the Council's future relationship with schools and their communities; taking into consideration the

rapidly changing education landscape. The commission has been asked to work in a way which ensures the views of parents, teachers, young people and residents are reflected in the final report which will be open for public consultation later this year.

19. Four primary schools are in the process of converting to sponsored **academy status** and are to open on 1st September 2012. These are Downhills, Coleraine Park, Nightingale and Noel Park. The Harris Federation are the identified sponsor for Downhills and Coleraine Park and Academies Enterprise Trust (AET) are the sponsors for Nightingale and Noel Park.
20. The expectation of the Secretary of State is that any school that enters an Ofsted category of 'concern' or whose performance is below expected levels should actively consider becoming a sponsored academy and Department for Education (DFE) officials usually request a meeting with the headteacher and governors. In addition to the schools mentioned in paragraph 19, we currently have two primary schools – Crowland and Earlham – that are in discussions with the DFE. John Loughborough secondary school is also in an Ofsted category of concern and is in dialogue with the DFE and the local authority about options for the future.
21. At the end of March 2012, the Council's Cabinet agreed a recommendation that the **expansion of Welbourne Primary school** from two to three forms of entry goes ahead with effect from September 2013. Close collaborative work will now begin with the school and its community on how the expansion will be delivered.
22. In July, the Council's Cabinet approved recommendations to **expand Belmont Infant and Belmont Junior schools** from two forms of entry (56/60 places) to three forms of entry (84/90 places) with effect from the reception intake in September 2013. It is expected any necessary planning permission will be sought by January 2013.
23. Haringey's second **free school** will be opened by the E-ACT Free Schools Trust (EFST) in September 2012. The new primary school will provide 60 additional reception places and is currently proposing to also provide 60 Year 1 places in 2012. The school's temporary site for a planned period of three years will be at the College of Haringey, Enfield and North East London's campus (CHENEL) on Tottenham High Road. From September 2015, it is proposed that the school will be permanently based on the former site of Cannon Rubber Ltd at 881 High Road, N17 as part of a housing development due to be built as part of the Northumberland Development Project. It is expected that a planning application will be submitted to the local authority in late summer 2012.

Teenage Pregnancy

24. Between April and May 2012, a number of focus groups were held and a teenage pregnancy and sexual health survey was completed by 'at risk' groups. The findings and the young people are helping the Public Health team to develop an awareness raising campaign.
25. The shadow Health and wellbeing Board's Teenage Pregnancy Taskforce, a task and finish group, reported to the Board in July. It recommended the local NHS review their commissioned services to ensure teenage pregnancy and young people's sexual health was prioritised and that the provision of contraception and sexual health services are young people focused. Since then the 2012/13 service specification with Whittington Health Contraceptive and Sexual Health Services (CaSH) has been reviewed and amended accordingly. The sHWB set the challenging target of reducing teenage pregnancy in Haringey to the London average by March 2015.

Troubled Families Initiative

26. In April 2012 Haringey wrote to the DCLG Troubled Families Unit committing itself to the Troubled Families programme. Haringey's cohort of households which meet the government's definition of 'troubled families' is currently being finalised. The Council's strategy is to use an approach that builds on current successful practice and services to address the local need of

these families. A core team will be established, which will work to an agreed set of practice principles and protocols based on evidence of good practice and successful outcomes elsewhere. The team will implement a Team around the Family Approach with an identified Lead Professional responsible for implementing an agreed Family Plan. Recruitment for the Coordinator post has begun.

Strategy for Young People

27. A fund of £400k has been allocated by Cabinet to support the delivery of the Council's Strategy for Young People and the key strands that have emerged from the consultation process, specifically:

- Increase the number of young people in education, employment and training;
- Divert young people away from the criminal justice system and increase the number who are positively engaged, particularly identifying and targeting those most at risk;
- Divert younger children aged 8-12 away from criminal and gang related activity, particularly younger siblings of those already in gangs.

A planning group will be established to oversee the implementation of the strategy and make recommendations for funding and activities in 2013/14 and 2014/15.

28. The fund will also be used to deliver the Council's summer programme of activities for young people. All of the activities on offer are what young people themselves have told us they want to do during the six week break. Activities include film making and acting and a multitude of different sports sessions.

Emerging Issues

Changes to Ofsted inspections

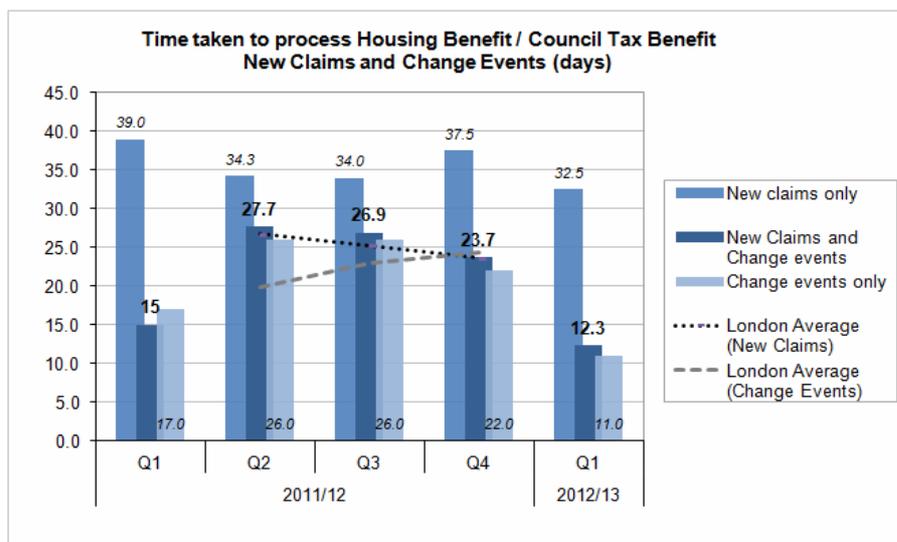
Ofsted has published a [revised school inspection framework](#) and grade descriptors for implementation in September 2012. It states the statutory basis for inspection and summarises the main features of school inspections carried out under section 5 of the Education Act 2005 from January 2012.

Priority 5: Deliver responsive, high quality services to residents

Performance Highlights

In Quarter 1:

- 7.43 days per full time equivalent were lost to sickness (excluding schools staff). This is below the most recent London benchmarking figure of 7.7 for Quarter 4.
- The average time taken to process a complaint was 12.2 days. This is an improving trend.
- 7% of complaints received were escalated to stage 2, an increase from 5% in quarters 3 and 4 of 2011-12
- The time taken to process housing benefit and council tax new claims and change events was 12.3 days, a significant improvement over the last quarter, better than the same period last year, and better than the 18 day target. This reduction was largely due to an 11 day average for processing change events.



- Although the average time taken to process new claims decreased to 32.5 days, it remains above the London average (23.6 days in Q4 2011/12)

- 30.04% of council tax due for the year was received in Quarter 1, slightly below levels achieved at this time last year and the profiled target.

29. On 12 June the Council agreed a £750,000 loan to the [Haringey, Islington & City Credit Union](#) that will help hundreds more residents avoid the pitfalls of high interest payday loans. The money will allow the credit union to offer more affordable loans and encourage more

people to save. The agreement could see more than 1,600 Haringey households become members of the Credit Union. It will also allow the credit union to expand its outreach work to make more people aware of the alternative to expensive payday loan companies - with more than ten already operating in Tottenham and Wood Green.

Resident Empowerment

30. The Council has put in place procedures to comply with the [Community Right to Challenge](#) which was brought in by the Localism Act. It gives community groups the right to challenge councils to run local services. Expressions of interest (EOI) can be submitted by the following groups:

1. a voluntary or community body
2. a group or trust established for charitable purposes
3. a parish council
4. two or more employees of an **authority**

The council has agreed a window for receiving EOI (between 1 March and 30 April), as allowed by the regulations. The next window will commence on 1 March 2013.

31. The Council has started using Twitter to keep residents up to date with 'what's going on' in Haringey. The official [Twitter feed](#) will be used for news, events, consultations and service updates.

Quality services

32. The Council has invested a further £300k in the One Borough One Future Fund, from savings made to the Council's IT budget. This brings the total pot to £1.5m. The Fund has been praised by leading innovation experts and will support ideas which will deliver changes to services and working practices; make creative use of resources; offer new ways to meet needs; and find practical ways of making Haringey a more equal place to live and work.

33. The deadline for the first stage of applications was 13 July 2012. Shortlisted applications will be supported in developing a more detailed business case and project plan for their idea, and invited to present this to the Panel in September 2012. A final decision will be taken on which projects receive funding in October 2012.

34. The Residents' Strategy Programme Board has been formed with representation from across the council and from all directorates. The programme aims to improve the way in which the council delivers services to residents.

Equalities

35. The [Corporate Equality Plan](#) has been published on the council's website. It sets out the Council's equality objectives for April 2012 to March 2016. Nine equalities objectives have been identified to reflect local circumstances. They are based on consideration of consultation feedback and analysis of relevant data.

Emerging Issues

Draft Local Audit Bill

The [draft Bill](#) would abolish the Audit Commission and set out the new regulatory framework for the audit of local public bodies. **The main elements of the draft Bill are:**

- Abolishing the Audit Commission.
- Requiring local bodies to appoint their own auditors on the advice of an independent auditor panel.
- Setting up a new regulatory regime for local public audit, more closely aligned with the

regulatory framework for audit in the private sector, with the Financial Reporting Council as the overall regulator.

- Transferring of responsibility for developing and publishing the Code of Audit Practice for local public audit to the National Audit Office (subject to Parliamentary approval).
- Continuing the power for the Secretary of State to commission an inspection of a 'best value' local authority where there are significant concerns about its performance.

Consultation on the draft Bill is taking place until 31 August 2012.

Open Data White Paper: Unleashing the Potential

The [Open Data White Paper](#) sets out how the government aims to promote data and transparency in government and public services, making it easier to access public data; easier for data publishers to release data in standardised, open formats; and with a 'presumption to publish' unless specific reasons can be clearly shown for not doing so.

Community Right to Challenge

The Localism Act 2011 introduced a new Community Right to Challenge, giving community groups the right to challenge councils to run local services where they believe they can do so differently and better. They can do this by submitting an Expression of Interest which, if accepted, will trigger a procurement exercise. The Community Right to Challenge came into force on 27 June. The Council has agreed to put in place a window when expressions of interest can be submitted; the first window will run from 1 March 2013 – 30 April 2013 and will reoccur annually. The council has established an officer working group to put in place a process for how the right will be managed in Haringey. See paragraph 30.

Community Right to Bid

The Localism Act introduced the Community Right to Bid (Assets of Community Value). Subject to Parliamentary approval, regulations will come into force on 12 October 2012. This will give community groups the right to buy buildings that are listed by the Council as assets of community value. If an owner of a listed asset wants to sell it they would be required to notify the local authority who would in turn have to notify interested parties. If local groups are interested in buying the asset they will have six months to prepare a bid to buy it before the asset can be sold. Assets of community value could include local pubs, community centres, allotments or libraries. The right includes private as well as public assets.

Social Fund

Changes to the Social Fund under the Welfare Reform Act 2012 mean that money previously invested in Community Care Grants and Crisis Loans will now be devolved to Local Authority (LA) level, with LAs made responsible for delivering provision from April 2013.

A cross-Council working group has been established to consider options for developing the new local scheme. The group has already mapped existing arrangements for making payments to people in need. It has also begun mapping out the process for the new scheme which should be complete by September.

Electoral Registration and Administration Bill

The Electoral Registration and Administration Bill aims to tackle electoral fraud by speeding up the introduction of individual electoral registration in Britain. It will also modernise the electoral registration system, making it more convenient for people to register to vote.

Local Government Finance Bill

On 22 May 2012, the Local Government Finance Bill completed its legislative progress through the House of Commons and will now proceed to the House of Lords. The intention is still for the Bill to receive Royal assent in the summer, enabling the measures contained within the Bill to be

implemented by local councils on 1 April 2013.

In summary, the Bill provides the necessary legislation for a series of key changes in local government finance and funding, all of which have been subject to prior consultation. The main elements of the bill are:

- The introduction of a business rates retention scheme that will allow local councils to retain a proportion of the business rates they raise locally.
- The introduction of Tax Increment Financing to enable local councils to borrow against future increases in business rates;
- A framework for the localisation of support for Council Tax in England instead of the current national Council Tax Benefit system, which will be abolished; and
- Various changes in the way that Council Tax is levied, including the ability for councils to vary charges on empty properties.

Community Safety

Performance Highlights

- There were 1,216 **violent crimes** in Quarter 1, a 17.7% increase compared with the same period last year. The MPS have set a 6% annual reduction target for violence with injury, the largest and most significant offence within this key performance portfolio.
- There have been 4,403 **property crimes** in Quarter 1, a 1.9% reduction compared with the same period last year. This is set against a 5% reduction target set by the MPS.
- The latest data from the Youth Justice Board shows that there were 1,508 **first time entrants to the youth justice system** per 100,000 of 10-17 population for the period January 2011 to December 2011 an increase of 3% on the previous 12 month period.
- Haringey's **rate of custody** (per 1,000 10-17 year olds) has significantly increased from 2.68 to 3.33. This is more than double the London average and higher than statistical neighbours and national averages.
- **Re-offending rates** for the July 2009 to June 2010 cohort have increased; 43.1% of offenders have re-offended, an increase of 4%.

36. **Partnership tasking** has started. Professionals from CCTV, housing, youth services, police, community safety, licensing and neighbourhood services meet on a monthly basis to share intelligence and decide on coordinated action to be taken. The areas of focus are currently burglary and the Wood Green/Noel Park area which is a major contributor to locally recorded crime figures.

Violent Crime

37. Domestic violence accounts for over a third of all violent crime offences and has been the main driver responsible for the increase in this area; rising significantly by nearly half (43.2%) since the same period last year, to 487 offences. The rise in some part is due to the reclassification of certain offences since the formation of the Central Crime Management Unit in March.

Gangs

38. Despite a decline in Serious Youth Violence, youth and gang related serious violence remains prominent in the borough. The following Communities Against Gangs, Guns and Knives Program (CAGGK) funded projects have been planned for this year:

- Detached youth work and capacity building within the Voluntary and Community sector in Northumberland Park.
- YOS / Red Cross Weapons Awareness project
- Empower, a schools based project working with young women with known gang associations

Violence against women, including domestic violence

39. Haringey's [needs assessment of domestic and gender based violence](#) has now been published. The evidence in the needs assessment is being used by commissioners and by external organisations to prioritise resources and bid for funding.

40. Hearthstone, the Council's Domestic Violence and Support Centre has been shortlisted for the prestigious Andy Ludlow Homelessness Awards 2012 and a share of £65,000 for investment in

the service. The winners will be announced on October 18, at Speaker's House in the House of Commons.

41. A new "Young and healthy" mobile phone app has been developed which includes a range of health issues including awareness of violence in teenage relationships. It is due to go online on the [YouthSpace](#) website this summer.
42. Haringey was part of a successful consortia bid co-ordinated by the Safer London Foundation with Hackney, Camden, Islington and Enfield for a Young Person's Advocate on sexual violence and exploitation. Haringey will share an advocate with Enfield. The advocates are currently being recruited by the Safer London Foundation and will be in post for 3 years.

Emerging Issues

Anti-social behaviour

The Home Office published its White Paper, [Putting Victims First: More effective responses to anti-social behaviour](#) on 22 May 2012. There will be a duty on local authorities, police and health bodies to deal jointly with complaints raised by members of the community regarding Anti-social Behaviour where no action has previously been taken. Proposals include a new 'community trigger' at which point the authorities would have to act. The government envisage that the trigger would be

- that five individuals from five different households had complained about the same issue and no action had been taken; or
- if the behaviour had been reported to the authorities by an individual at least three times

However, it is not the government's intention to entrench the specifics of the trigger in legislation. The Council will need to consider what community triggers to use locally.

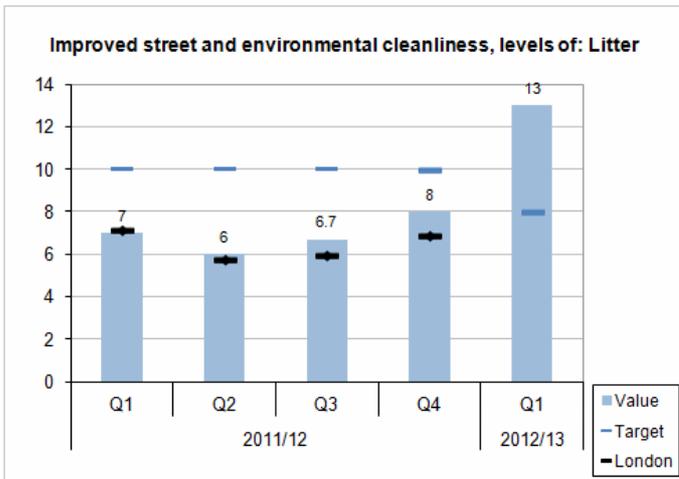
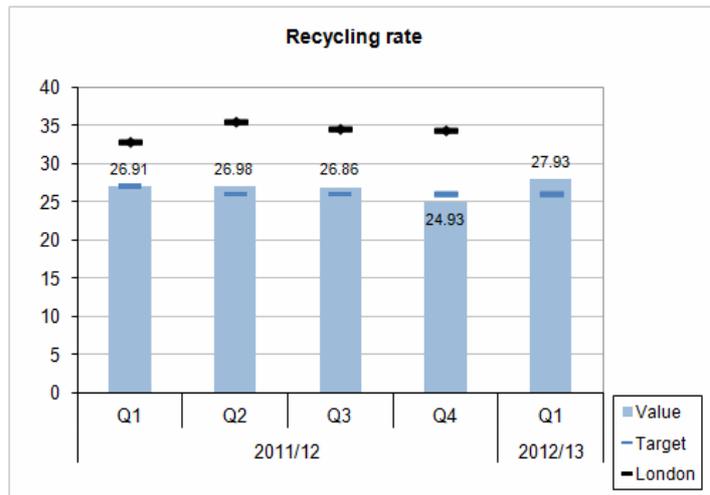
Criminal Justice Reform White Paper

The [Swift and Sure White Paper](#) sets out the Government's programme of reforms to the criminal justice system in England and Wales.

Environment

Performance Highlights

- 27.93% of household waste was **recycled** in Quarter 1, an improvement over the dip in performance seen in the previous quarter. This is largely attributable to the roll-out of fortnightly waste collection services in parts of the borough
- With a third phase of the roll-out to follow, the Council is on course to exceed this year's recycling rate target of 31.7%



- 13% of streets had unacceptable **levels of litter**, worse than the 8% target for the first quarter
- This is above the London average for quarter 4 2012/13, but there are indications of an upward trend across London
- The most recent London benchmarking data also indicates that **fly-posting** may be an issue in the borough.

Carbon emissions

43. Haringey has launched a £500k Green Deal demonstration project - the **Low Carbon Loan Scheme** - supporting the aims of the Low Carbon Zone and 40:20. The scheme offers a long term low interest loan to households to carry out advanced energy saving measures.

Between January and June 2012 detailed audits were carried out under the Low Carbon Loan Scheme. The team are now starting to develop loan agreements with the homes engaged. By September the scheme aims to complete around 20 whole house eco retrofit demonstrations.

44. Haringey has been successful in securing 15,000 Euros from the EU Grundtvig programme for a project named **CINERGY - Citizens for Energy** - aiming to share knowledge on fostering “post carbon” cities. Seven nations are involved. The project will begin in November 2012 and run for two years working with the UK Low Carbon Communities Network and involve taking part in six workshops leading to a joint publication.
45. Homes for Haringey has been working with Carillion Energy Services to secure [CESP](#) (Community Energy Savings Programme) funding to deliver **a scheme of energy efficiency improvements** in Haringey. The proposed Carillion CESP scheme includes cavity wall insulation to 95 dwellings and external solid wall insulation to 347 dwellings (subject to planning approval). In total, 616 properties are included in the scheme for a range of measures which, in addition to external and cavity wall insulation, include boiler upgrades, heating controls and loft insulation. Works will be carried out to council properties (tenant and leasehold) and will be completed by the end of December 2012.

Fuel Poverty

46. The Council has successfully completed the **RE:NEW home energy efficiency scheme** in Northumberland Park and White Hart Lane. A total of 1,530 households were visited as part of the scheme and provided with an Energy Performance Certificate and low level energy and water saving measures. Initial reports indicate a positive response from residents.
47. 140 Haringey households received Warm Front insulation and heating improvements worth £147,000 during the scheme year 2011/2012. Mailing conducted in January to eligible residents generated 389 referrals during 2011/2012. A much higher level of spend is expected during 2012/2013.
48. EDF Energy has agreed to pay for a promotional mailing to all households in the priority and super priority groups advising them that they are entitled to free loft and cavity wall insulation. They are also offering £50 cash back per measure installed (£50 for loft insulation and £50 for cavity wall insulation). This will enable many of the most vulnerable Haringey households to improve the energy efficiency of their homes and get paid for doing so. The mailing will be going out from July 2012 and is being arranged by the Council’s Communications Team.

Recycling and waste minimisation

49. From March 2012 the Council began to roll out changes to the waste collection service in the form of new recycling wheelie bins and fortnightly refuse collections. The first 20,000 households moved to the new service during March whilst a further 40,000 households started receiving the new service in June. The average weekly recycling tonnage collected from households since the second phase started is up by over 40% compared to the pre-fortnightly collection average. The service change is a key part of the Council’s plans to increase recycling rates to 40% by 2015 under the waste contract with Veolia.

State of streets and public spaces

50. During the last quarter the Council has targeted resources and worked with the Police, Thames Water and other organisations to **clean up Lawrence Road** in Tottenham. A priority was the need to deal with the late night noise, unlicensed events and waste and litter caused by unauthorised churches occupying disused factory buildings.
51. Haringey Council has identified the Gardens area off Green Lanes for a **community-led neighbourhood improvement** project. The project is called “Community Streets” and will be undertaken in partnership with Sustrans (the UK’s leading transport charity). It is a two year initiative with the first year set aside for community engagement and the second year for implementation. The Community Streets project allows for several key elements, including innovative traffic calming design, reclaiming of space, designing for people while promoting healthy and environmentally friendly transport modes.

52. **Albert Road Recreation Ground** has been awarded a royal title to commemorate the Queen's Diamond Jubilee, which will protect it from development forever. The ground has been named Queen Elizabeth II field as part of the Fields in Trust (formerly National Playing Fields Association - NPFA) campaign to protect outdoor recreational spaces as a legacy of the Diamond Jubilee. As well as being presented with a plaque as part of a permanent legacy of the Diamond Jubilee, Queen Elizabeth II Fields are uniquely eligible to apply for a range of improvement funds managed by Fields in Trust. This funding will be announced in the next couple of months.

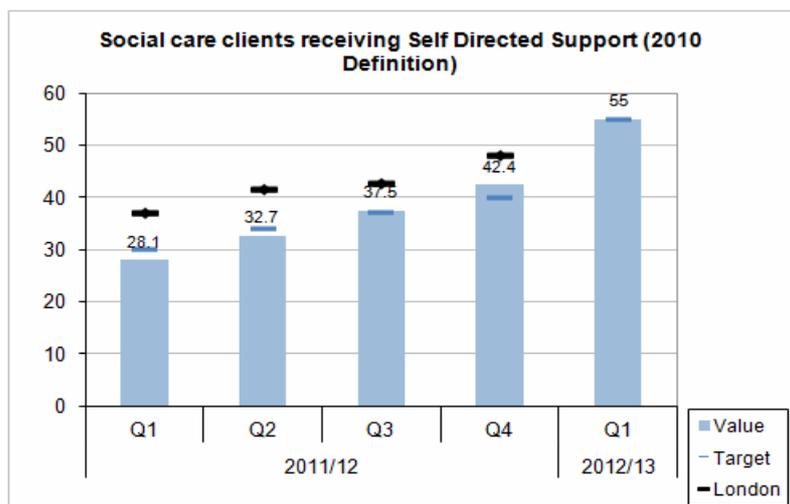
Emerging Issues

'Climate Local' to support council action on low carbon growth and resilience

LGA has launched a new initiative to support councils to maximise the opportunities from a low carbon economy and protect people and services from extreme weather. [Climate Local](#) has the support of Government and partners and will build on the success of the Nottingham Declaration to provide a more flexible way for councils to share ideas, actions and achievements.

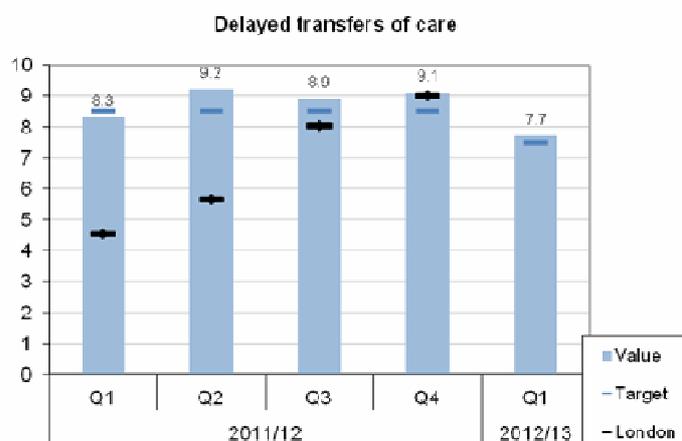
Health and social care

Performance Highlights



- 55% of adult social care clients are now in receipt of **self directed support**, up from 42.4% at the end of 2011/12, and meeting the target.

- Delayed transfers of care are 7.7 per 100,000 adult population, just outside of target.
- This is better than target and the lowest level since March 2011. It also compares favourably to available benchmarking for London (9.0 for Quarter 4 2011/12, based on 14 boroughs)



Health

53. The [Health and Wellbeing Strategy](#) was launched on 13 June. An equalities impact assessment is now being finalised and the final delivery plan is expected to be completed by September.
54. The updated [Joint Strategic Needs Assessment \(JSNA\)](#) has been launched and is now available online. The JSNA pulls together information on the health and wellbeing of the people of Haringey. It includes evidence about what works and what services are available in order to make decisions about how to commission future services. This helps to support the priorities of the Health and Wellbeing Board, to encourage better working between providers, commissioners and the local authority.

55. With money from the Food Standards Agency's 2012 Olympic Grant Fund the Council is implementing a national, web-based rating scheme aimed at reducing food poisoning and improving hygiene standards. This scheme replaces the previous London based Scores on Doors Scheme. The **new [Food Hygiene Rating Scheme](#)** (FHRS) will provide information about hygiene in restaurants, pubs, cafés, takeaways, hotels, and other eating out places, as well as supermarkets and food shops. The system is going live in July.
56. A total of 2,427 **NHS Health Checks** were carried out in quarter 1 2012-13. 908 health checks were carried out as part of the Staff Health Check programme which ran from April to July 2012.
57. A new organisation has been set up by Enfield and Haringey Councils and the NHS to help smokers in the two boroughs quit the habit. The **Tobacco Control Alliance** aims to stop people from starting to smoke, encourage existing smokers to quit and educate children and adults about the dangers of second hand smoke. The **[Tobacco Control Strategy](#)** 2012 sets out to develop a shared vision and co-ordinated approach to reducing smoking prevalence and tobacco use.

Childhood Obesity

58. Haringey's Director of Public Health has launched the 2012 Annual public health report, "**[All food and no play...are Haringey's children healthy?](#)**" to try to get people thinking and talking about childhood obesity. The report looks back at the 1970s when few children were overweight compared to children today who have easy access to sugary fizzy drinks and food that is high energy, such as fast foods as well as being less physically active.

Social Care

59. The **Reablement team** was launched in April 2012 in Adult and Community Services. A team of carers help people build their confidence and skills after illness or a fall, and help them to maximise their independence and regain skills such as getting washed and dressed, making a drink etc. This service offers intensive support and to help re-build people's strength and confidence with the sole aim of putting individuals in control and improving their quality of life.
60. Due to the success of the original **Tom's Club project** - an information and therapeutic support group for carers and people with dementia - further funding has been secured by the Admiral Nurses service enabling them to roll out a further clubs in the Borough. One will be held in The Grange Day Centre, White Hart Lane (N17) and will concentrate on supporting the carers of people with a diagnosis of young onset dementia, and the other will be held at The Haynes Centre in Park Road (N8) and will specialise in supporting new carers. The clubs were launched in June 2012.
61. The **2012 Carer of the Year awards** in June was the sixth year of the award, and for the first time the awards included a young carers category. There were four nominations for young carers and 29 for adult carers. The Carer of the Year award is the Council's way of thanking the thousands of unpaid carers in Haringey and goes some way to show that Haringey's carers are valued and appreciated.

Emerging Issues

Social Care White Paper and Bill

The Department of Health has published the [‘Caring for our future: reforming care and support’](#) White Paper, which sets out the vision for a reformed care and support system. The new system will:

- Focus on people’s wellbeing and support them to stay independent for as long as possible
- Introduce greater national consistency in access to care and support
- Provide better information to help people make choices about their care
- Give people more control over their care
- Improve support for carers
- Improve the quality of care and support
- Improve integration of different services

The draft Care and Support Bill has also been published, which provides the legal framework for putting into action some of the main principles of the White Paper. In particular it creates a single law for adult care and support, replacing more than a dozen different pieces of legislation.

Annual Report on the NHS and Public Health

The Department of Health (DH) has published the [Secretary of State’s first annual report on the NHS](#) and public health. This report, required by the Health and Social Care Act, 2012, is an assessment by the Secretary of State for Health of how well the NHS has performed over the past year in a number of key areas and in relation to certain government policies.

There is a particular emphasis in the report on the role of information including information about patients’ views, and the importance of research and evidence. The focus on outcomes in recent policy documents is reiterated and there is also a specific section focusing on progress towards reducing health inequalities.

A key message of the document is that “adopting an approach to the individual is key to success”. It notes that one of the key tasks for the Department of Health in the coming year will be to improve the ways integrated care is measured, “to help ensure that it improves continuously”.