



Appendix B

Overview & Scrutiny

Work Programme Development 2013/14

June 2013

1. Introduction.

- 1.1 A new work programme is developed for Overview and Scrutiny each year, which incorporates both the work of the Overview & Scrutiny Committee and four Standing Scrutiny Panels (Adults & Health, Children & Young People, Communities, Environment and Housing).
- 1.2 As part of the work programme development process, local stakeholders are consulted to identify local priorities for scrutiny bodies, and to obtain specific suggestions for possible in depth review. Those consulted include local councillors, key partners of the Council (NHS, Police, Fire, and Housing Associations), local community and voluntary groups, residents associations and of course, local residents.
- 1.3 The following provides a summary of the findings from the work development process. It is hoped that this summary will guide and inform discussions to determine the work programme for the Overview & Scrutiny Committee and Standing Scrutiny Panels for 2013/14.

2. Overview & Scrutiny work programme development process

- 2.1 The following provides an outline of the scrutiny work development process and timeline for 2013/14.

Date	Activity	Purpose
May 2013	On-line survey (local stakeholders)	(i) Assess general priorities for scrutiny bodies (ii) identify suggestions for scrutiny investigation
May 2013	Survey of council partners	Identify key priorities for scrutiny
28 May 2013	OSC meeting with Cabinet	(i) Outline Cabinet priorities for 2013/14 (ii) strategic framework for following individual Cabinet member discussions
3 June 2013	Chairs of OSC and Scrutiny Panels meet with Cabinet Members and Directors	(i) Identify areas for beneficial scrutiny involvement (policy development, pre-decision scrutiny) (ii) Areas for in depth project work.
17 June 2013	Overview & Scrutiny Committee	Committee agrees work programme for both OSC and Scrutiny Panels,

3. Work programme survey

- 3.1 An on-line survey was developed to assess key priorities for the Overview & Scrutiny Committee and each of the four scrutiny panels, in which respondents could identify 3 priorities (Appendix A). The on-line survey was distributed to local groups and individuals, including the following:

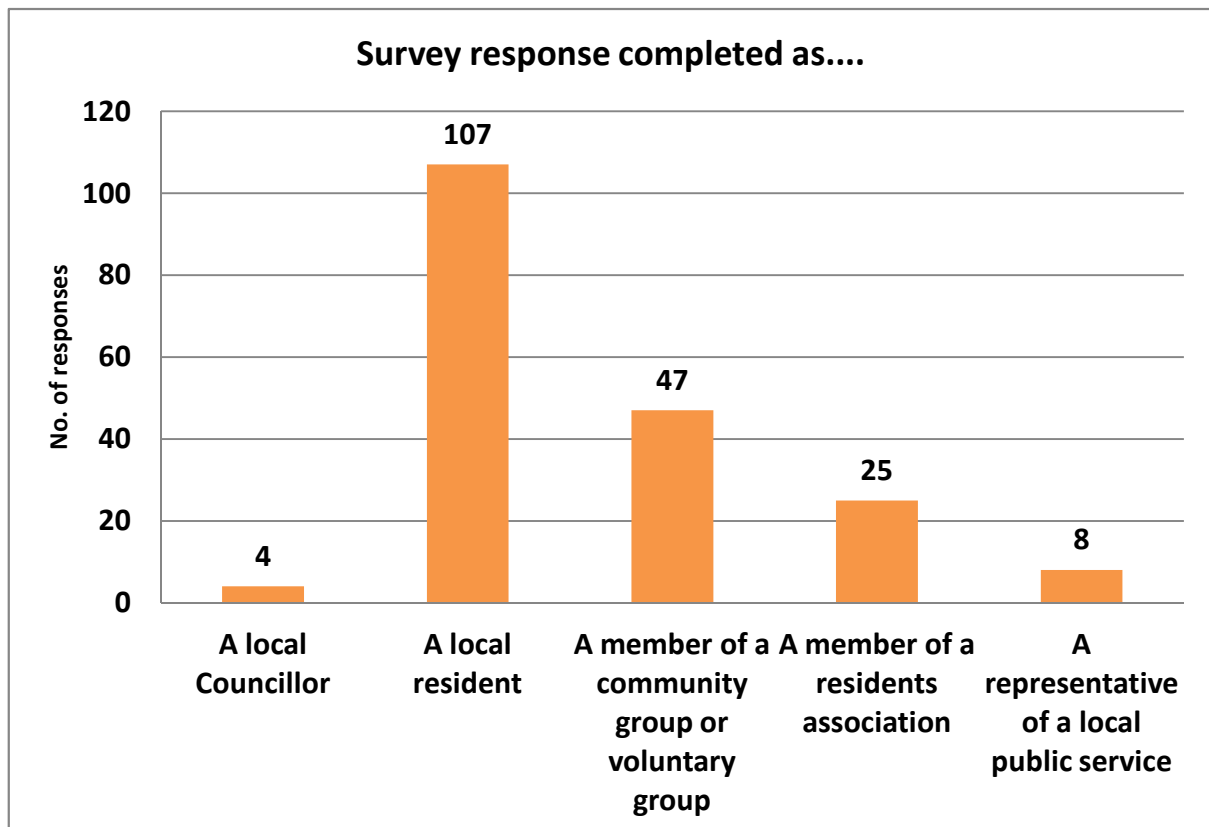
- Councillors
- Neighbourhood Forums
- Voluntary sector groups (via HAVCO)
- Haringey Federation of Residents Associations
- Transport Forum
- Sustainable Haringey
- Haringey Healthwatch
- Registered Housing Providers

3.2 In addition, key partners were consulted directly to ascertain specific suggestions for scrutiny work in 2013/14. These included:

- Whittington Hospital
- Whittington Hospital
- North Middlesex Hospital
- HAVCO
- Barnet Enfield & Haringey Mental Health Trust
- Homes for Haringey
- Age UK
- Fire Brigade
- Police
- College of Enfield, Haringey and North East London

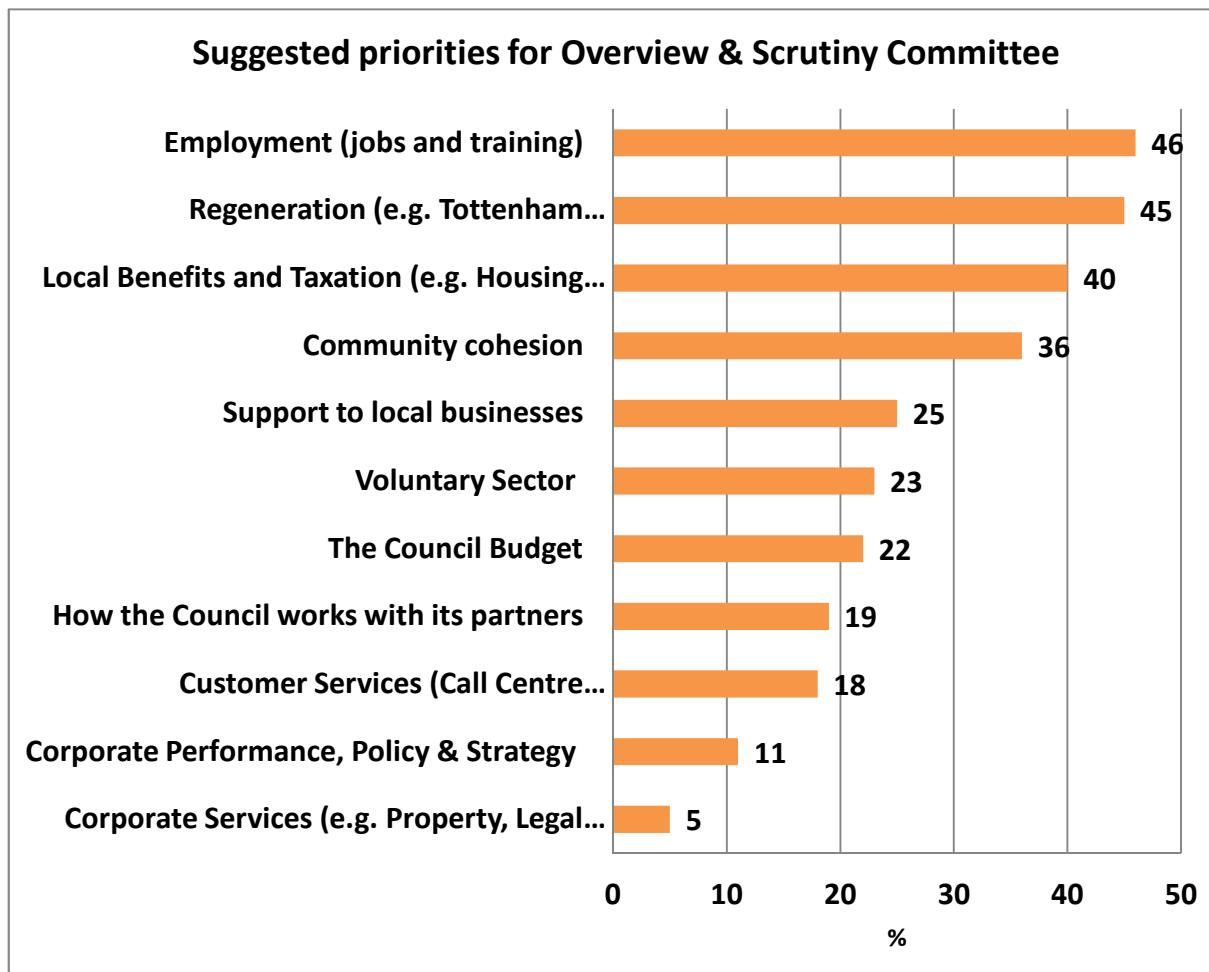
3.3 In total **152** responses were received to the on-line scrutiny survey. From these responses, there were **96** suggestions for the work programme

3.4 Respondents were able to complete from multiple positions, for example, as a member of a community group and a local resident. The following table summarises these responses.



4. Overview & Scrutiny Committee

4.1 From the work areas covered by the Overview & Scrutiny Committee, the suggested priorities from respondents are displayed in the following chart.



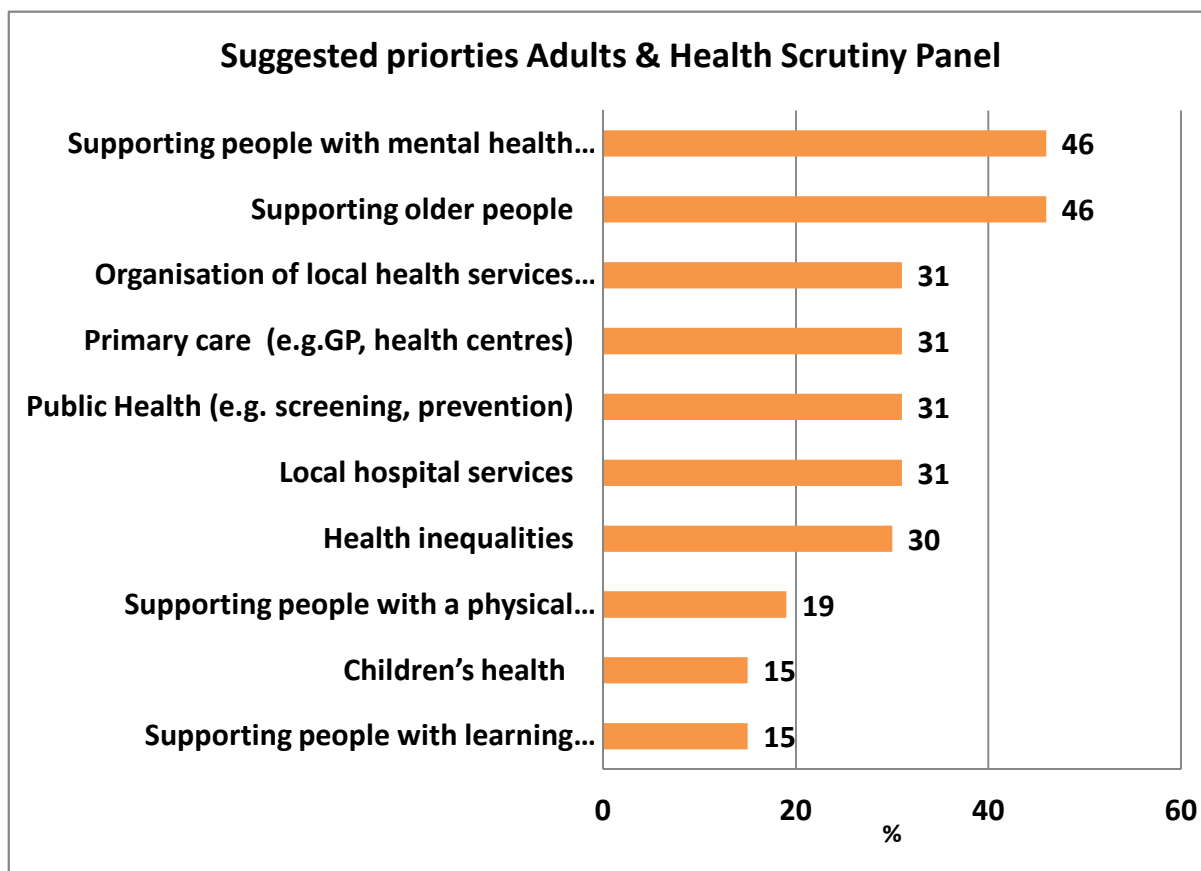
4.2 There were 25 individual responses which suggested possible areas for the Overview & Scrutiny work programme. A summary of the issues suggested is given below (though these can be read in their entirety in Appendix B).

- Social and cultural provision for LGBT and BAME groups and the role this plays in community cohesion
- Public interface with the council
 - Public communication and response with services
 - Organisational transparency of the council
- Corporate services
 - Corporate performance
 - Staff performance and quality
 - Use of agency and temporary staff

- The re-development of the St Ann's Hospital site
 - Retention of accessible local health services
 - Nature conservation on site
- Hornsey Town Hall redevelopment
 - Management and project progression
- Pinkham Way
- Community Buildings – more creative use for neglected or underused buildings
- Youth unemployment
 - Engagement
 - Skills development
 - Need to focus on Tottenham
- Ensuring that local high street and shopping centres are attractive, vibrant and thrive
 - Hornsey High Street
 - Helping to keep businesses and shops in Haringey
 - CPZ and local shopping centres
 - Pedestrianisation of Wood Green and making to maintain this as an attractive central shopping centre
- Involvement and engagement of local people in the planning process
 - how views are recorded and weighted
- Effectiveness of local benefits service
 - Timescales in claim handling
 - Responding to demands of new welfare reforms

5. Adults and Health Scrutiny Panel

5.1 From the work areas covered by the Adults and Health Scrutiny Panel, the suggested priorities from respondents are displayed in the following chart.



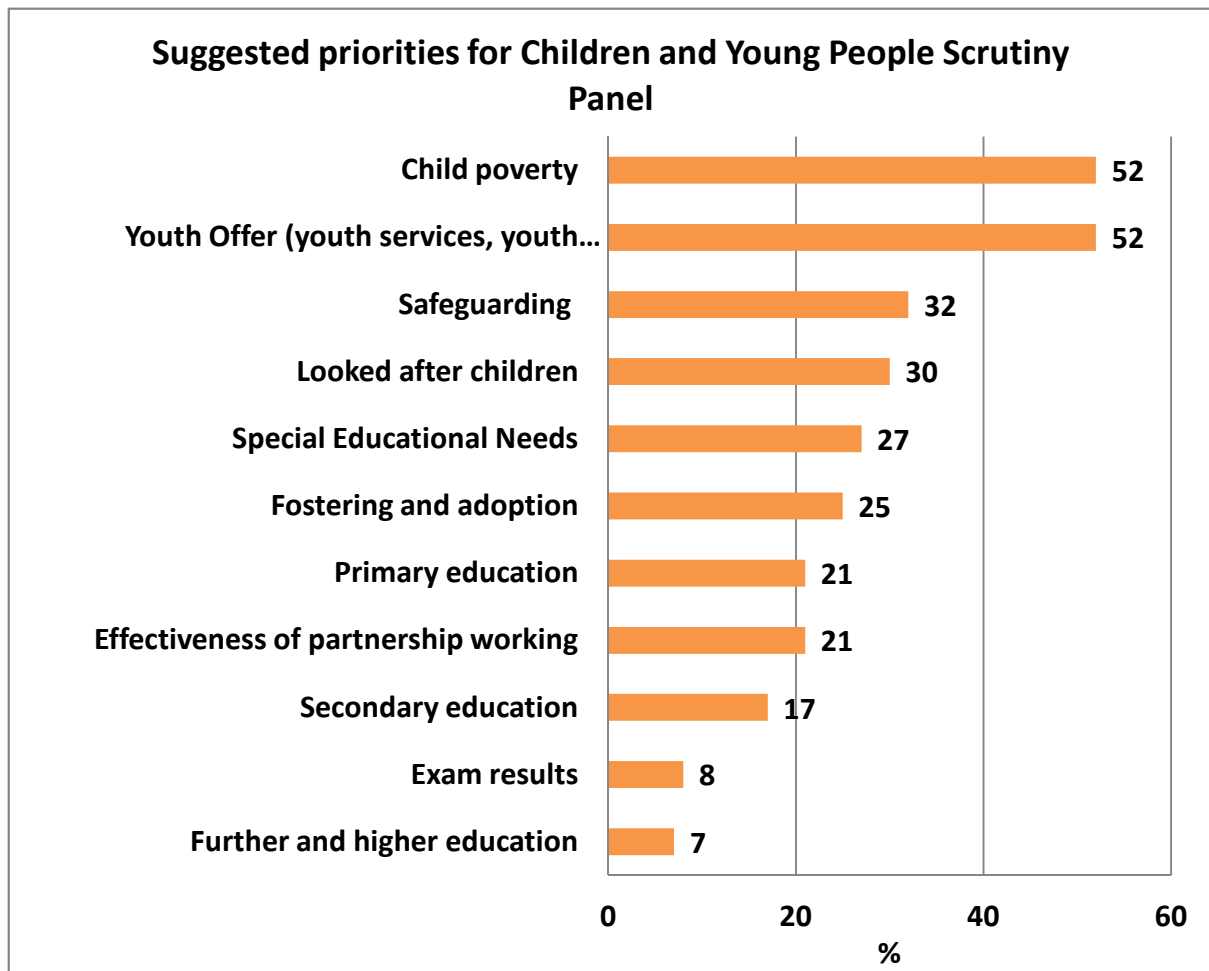
5.2 There were 26 individual responses which suggested possible areas for the Adults and Health Scrutiny Panel work programme. A summary of the issues suggested is given below (though these can be read in their entirety in Appendix C).

- Support to the voluntary Sector
 - Relationship with the council
- Support for people with mental health needs
 - Impact of welfare reforms
 - Accessibility of local services
 - Health inequalities
 - Implications arising from the redevelopment of St Ann's
 - Personalisation issues
- Establishment of Healthwatch
- Structure of local health services
- BAME and long term conditions
- Primary Care (CCG)
 - Variations in services
 - How local people are consulted (practice participation groups)
 - Impact of reforms

- New procurement and entry of private providers
- Improved partnership working (integration)
 - Acute, primary care & social care
- Future of Whittington Hospital
- Support to street drinkers
- Links between health and housing
- How local authority public health duties are coordinated

6. Children & Young People Scrutiny Panel

6.1 From the work areas covered by the Children and Young People Scrutiny Panel, the suggested priorities from respondents are displayed in the following chart.

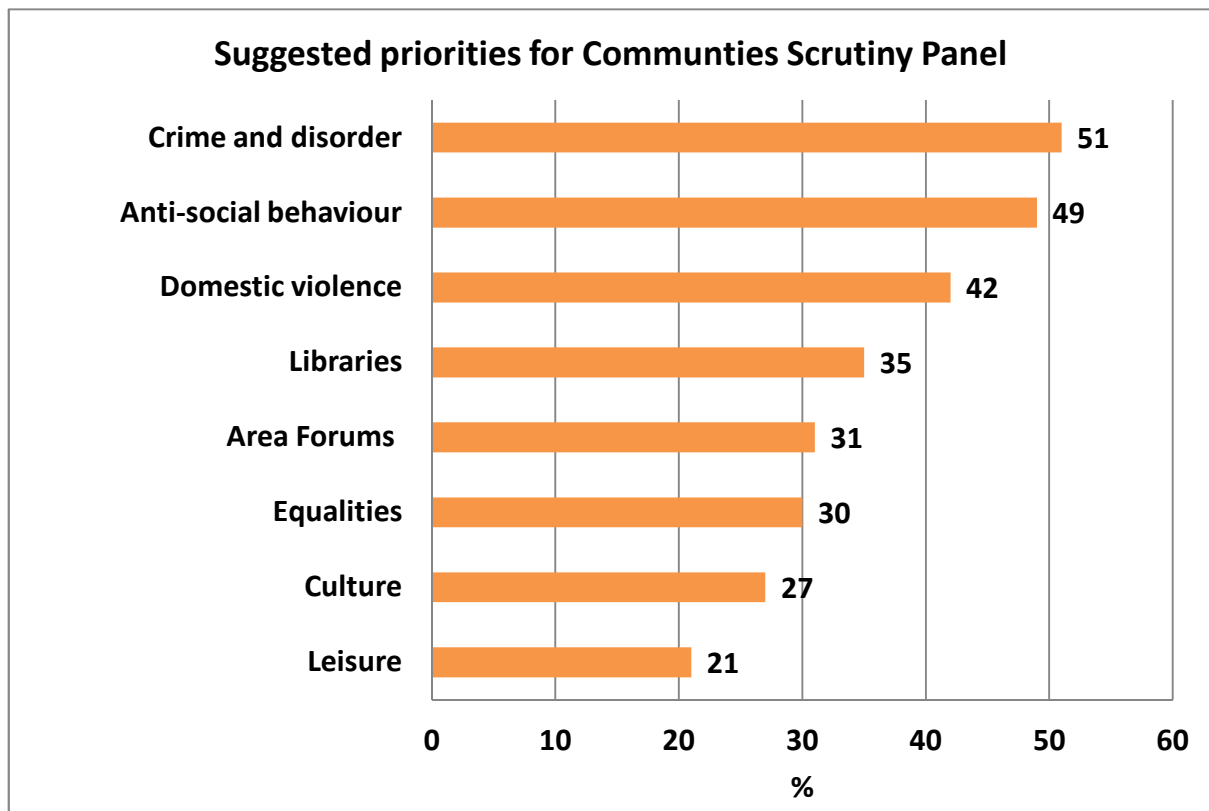


6.2 There were 10 individual responses which suggested possible areas for the Children and Young People Scrutiny Panel work programme. A summary of the issues suggested is given below (though these can be read in their entirety in Appendix D).

- Leisure and recreation services available for young people
- Children's services
 - Threshold for interventions
 - Quality
 - Management of services
- Gangs and young people
 - Violence
 - Restrictions on movement and areas
- Preventing young people from becoming involved with drugs and crime
- Increased English language provision for young people
- Future planning for school places
- Increased youth services provision (supported by experienced workers and variety of activities)

7. Communities Scrutiny Panel

7.1 From the work areas covered by the Communities Scrutiny Panel, the suggested priorities from respondents are displayed in the following chart.



7.2 There were 8 individual responses which suggested possible areas for the Communities Scrutiny Panel work programme. A summary of the issues suggested is given below (though these can be read in their entirety in Appendix E).

- Social and cultural provision for LGBT and BAME communities
- Gangs and young people
 - Violence
 - Restrictions on movement and areas
- English language class availability
- Development of Muswell Hill Bowling Green
- Development of cultural centres in the west of the borough
- ASB
- Local involvement of faith based groups

7.3 A number of suggestions have been put forward from local police representatives which include:

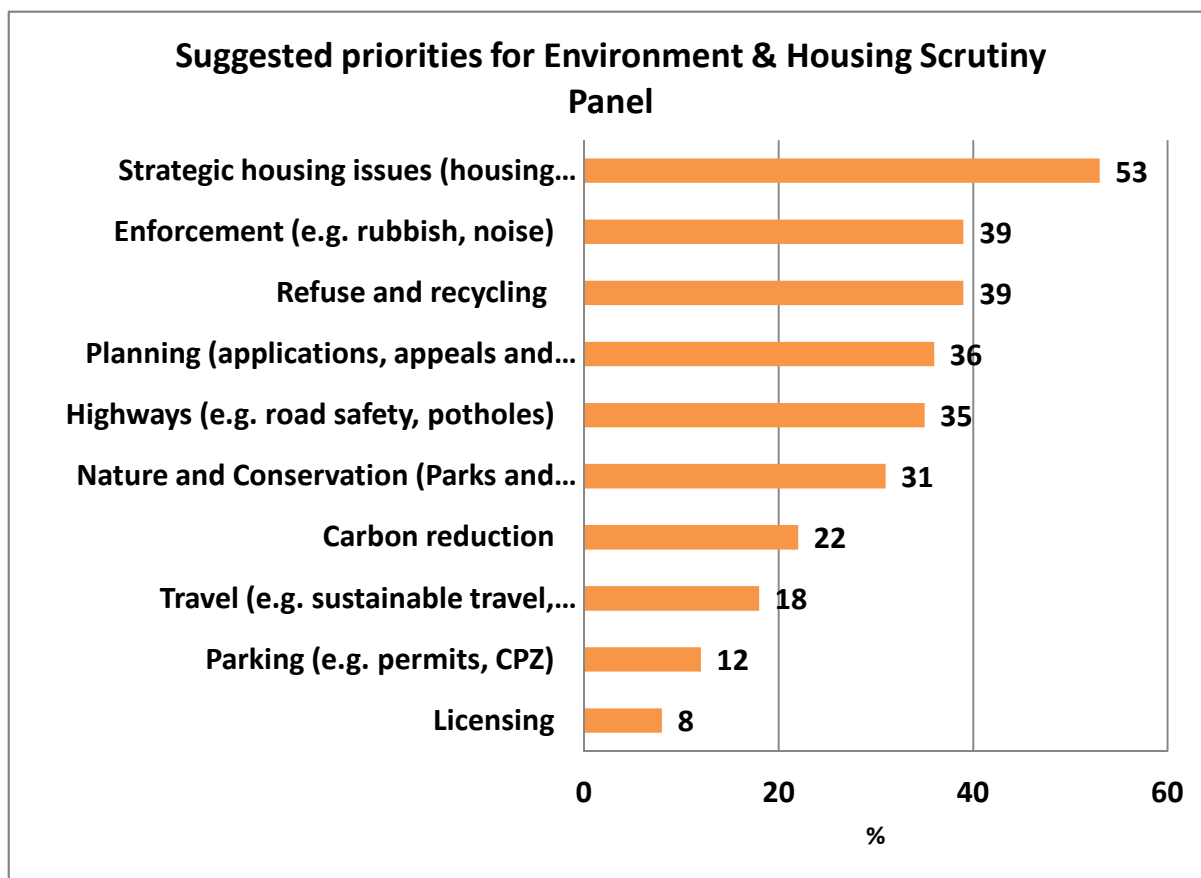
- Mental Health and Community Safety: a cross cutting theme to assess the challenges that individual suffering from mental health problems may face (e.g.

risk, crime, ASB). Benefits may include wider acknowledgement of issues facing Haringey, opportunities to identify improved partnership working)

- Local Policing Model - Crime and Confidence: the revision in Policing Style and method will have an impact on Crime and Confidence. Benefits may include identification of barriers/challenges and opportunities to resolve

8. Environment and Housing Scrutiny Panel

8.1 From the work areas covered by the Environment & Housing Scrutiny Panel, the suggested priorities from respondents are displayed in the following chart.



8.2 There were 27 individual responses which suggested possible areas for the Environment & Housing Scrutiny Panel work programme. A summary of the issues suggested is given below (though these can be read in their entirety in Appendix F).

- Improving access to affordable housing for young people
- Progress on the Councils 40:20 target
 - Improving the energy efficiency of local homes
- Parks and open spaces
 - Preservation for community
 - Maintenance and upkeep
- Homelessness
 - Allocations policy
- Private landlords
 - Property maintenance
 - High rents
 - Sub-division of properties
 - Environmental concerns
- Social housing

- Repairs services
- Grounds maintenance on local estates
- Speedier turnaround of empty/derelict homes
- RHPs rent increases
- Licensing consultation
- Planning enforcement
- Waste and recycling
 - Road blocks resulting from collection vehicles
 - Recycling from flats
 - Range of materials to be recycled
- Allotments (infrastructure investment)

Appendix A – Scrutiny on-line survey – work priorities and topic suggestions.

A new work programme is developed each year for the Overview and Scrutiny Committee and its four advisory panels (Adults & Health, Children & Young People, Communities and Environment & Housing).

This short survey aims to assess what issues are important to local people and to help identify specific topics that it would be beneficial for the Overview & Scrutiny Committee or Scrutiny Panels to look at in 2013/14.

The information that is provided within the survey will be analysed and used to support the development of the scrutiny work programme for 2013/14. The survey should take between 5-10 minutes to complete. The survey will be open until Friday 31st May 2013.

1. I am completing the survey as:

- A local Councillor
 A local resident
 A member of a community group or voluntary group
 A member of a residents association
 A representative of a local public service
 Other (please describe).....

2. The Overview and Scrutiny Committee has responsibility to scrutinise the following areas. Which three of the following areas do you think the Committee should focus on this year? (Tick up to 3 boxes)

- | | |
|--|---|
| <input type="checkbox"/> Local Benefits and Taxation (e.g. Housing Benefit, Council tax) | <input type="checkbox"/> Corporate Services (e.g. Property, Legal and IT) |
| <input type="checkbox"/> Regeneration (e.g. Tottenham redevelopment) | <input type="checkbox"/> How the Council works with its partners |
| <input type="checkbox"/> Employment (jobs and training) | <input type="checkbox"/> Voluntary Sector |
| <input type="checkbox"/> Community cohesion | <input type="checkbox"/> The Council Budget |
| <input type="checkbox"/> Customer Services (Call Centre /Customer Service Centres) | <input type="checkbox"/> Corporate Performance, Policy & Strategy |
| <input type="checkbox"/> Support to local businesses | |

3. The Adults and Health Scrutiny Panel has responsibility to scrutinise the following areas. Which three of the following areas do you think the panel should focus on this year? (Tick up to 3 boxes)

- | | |
|---|--|
| <input type="checkbox"/> Supporting older people | <input type="checkbox"/> Public Health (e.g. screening, prevention) |
| <input type="checkbox"/> Supporting people with mental health needs | <input type="checkbox"/> Children's health |
| <input type="checkbox"/> Supporting people with a physical disability | <input type="checkbox"/> Primary care (e.g.GP, health centres) |
| <input type="checkbox"/> Supporting people with learning disabilities | <input type="checkbox"/> Health inequalities |
| <input type="checkbox"/> Local hospital services | <input type="checkbox"/> Organisation of local health services (structure, coordination, partnerships) |

4. The Children and Young Peoples Panel has responsibility to scrutinise the following areas. Which three of the following areas do you think the panel should focus on this year? (Tick up to 3 boxes)

- | | |
|--|---|
| <input type="checkbox"/> Looked after children | <input type="checkbox"/> Special Educational Needs |
| <input type="checkbox"/> Fostering and adoption | <input type="checkbox"/> Effectiveness of partnership working |
| <input type="checkbox"/> Exam results | <input type="checkbox"/> Primary education |
| <input type="checkbox"/> Youth Offer (youth services, youth offending) | <input type="checkbox"/> Secondary education |
| <input type="checkbox"/> Safeguarding | <input type="checkbox"/> Further and higher |
| <input type="checkbox"/> Child poverty | |

5. **The Communities Scrutiny Panel has responsibility to scrutinise the following areas. Which three of the following areas do you think the panel should focus on this year? (Tick up to 3 boxes)**

<i>Crime and disorder</i>	<input type="checkbox"/>	<i>Equalities</i>
<i>Libraries</i>	<input type="checkbox"/>	<i>Domestic violence</i>
<i>Culture</i>	<input type="checkbox"/>	<i>Area Forums and Committees</i>
<i>Leisure</i>	<input type="checkbox"/>	<i>Anti-social behaviour</i>

6. **Environment and Housing Scrutiny Panel has responsibility to scrutinise the following areas. Which three of the following areas do you think the panel should focus on this year? (Tick up to 3 boxes)**

<i>Refuse and recycling</i>	<input type="checkbox"/>	<i>Enforcement (e.g. rubbish, noise)</i>
<i>Highways (e.g. road safety, potholes)</i>	<input type="checkbox"/>	<i>Carbon reduction</i>
<i>Travel (e.g. sustainable travel, concessionary passes)</i>	<input type="checkbox"/>	<i>Nature and Conservation (Parks and Open spaces)</i>
<i>Strategic housing issues (housing policy, housing allocations, homelessness)</i>	<input type="checkbox"/>	<i>Planning (applications, appeals and enforcement)</i>
<i>Parking (e.g. permits, CPZ)</i>	<input type="checkbox"/>	<i>Licensing</i>

In 2012/13 the Overview and Scrutiny Committee and its advisory scrutiny panels looked at a wide range of issues which affected the local community. Some examples of this work included the following:

- Views on the redevelopment of St Ann's Hospital site
- Strategic review of council owned buildings
- The future structure of local health services
- Action plan for local Health Visitors
- Future planning for school places
- The future development of Children's Centres
- Issues for local roll-out of tasers
- The Mayors plan for Policing and implications for Haringey
- How the Council can increase recycling from flats
- Improving parking in Tottenham on match days.

7. **Are there any topics that you would like to suggest as a possible topic that Overview and Scrutiny Committee or any of the Scrutiny Panels could look at in 2013/14? Please give as much detail as possible including a) the area(s) you would like scrutiny to look at b) the particular concerns that you have about the issue c) why you think the issue is important to the local community.**

8. **If you have suggested a topic to scrutiny to look at, it may be helpful to contact you for further information about your suggestion. Space is provided below for your name and contact details (email or telephone) should you wish to be contacted (optional).**

Thank you for completing this survey.

The information that you have given will inform the development of the Overview & Scrutiny work programme for 2013/14.

Appendix B – Suggestions for Overview & Scrutiny Committee

<p>A member of a community group or voluntary group (details provided)</p>	<p>a) Social & cultural provision for LGBT/ BAME communities. b) Support- both financial & in-kind (e.g. marketing, staffing, etc) for dedicated service provider/s. c) Help promote greater community cohesion and acceptance of marginalised communities.</p>
<p>A member of a community group or voluntary group (details provided)</p>	<p>I am also concerned at the lack of transparency when issues are brought to the attention of the Council. If mistakes have been made, they should be acknowledged, revised and amended, not covered up.</p>
<p>A local resident</p>	<p>You all keep on taking about redevelopment of St Ann's Hospital Site. Do you know that I have been unable to ask anyone of you if you have been on the grounds of St Ann's Hospital which was once a Tropical Disease Hospital during the war and hence there are hundreds of plants that are tropical and which are still being used today. Every time I go and visit the hospital there are plants dug out, chopped or left to rot. Do something about this first before you talk about redevelopment. The Laurels was built as a clinic but more and more department are being forced into this small space while we have a large area at St Ann's to cover this. We have to travel miles to get specialist care in different parts of London can you imagine an older person travelling to these clinics (e.g. altro sound, dopler, scans etc) I several times ask if someone could look into rerouting the bus no 318 to pass St Ann's Hospital from North Middlesex Hospital!!!!!!!!!!!!!! As for the Health Visitors they come to visit the patients with not being properly equipped and informed about the patient Health centres are not equipped with the loop system. Stop wasting money that should be used for the care of patients at St Ann's Hospital.</p>
<p>A local resident and residents association member (details provided)</p>	<p>Pinkham Way development into a waste processing plant. The local community does not want it, as it will reduce their quality of life through pollution of various types. Why has this not been cancelled?</p>
<p>A local resident (details provided)</p>	<p>a) Communicating with the Council. b) It is very difficult to talk to anyone at the Council. If you phone it can take 45 minutes to get through. Emailing does not seem to get any response. I've reported noise nuisance by email. The (automatic) response was that they don't look at their emails very often so it would be better to phone. When I phoned I was told they could only log noise that was occurring at the time. The noise I was complaining about happens at regular times throughout the day, but only for about 20 minutes each time and it takes longer than that to get through! I also left messages on the</p>

	<p>number on which I used to report people parking in my disabled bay. Now there is only an answer phone. I rang 3 times over the course of a day but there was no response. I tried emailing but the automated response said they would respond within 7 days. What use is that when you need your disabled space then and there? We were stuck in the house for 24 hours until the car moved. Reports through the website to planning enforcement don't seem to get any response either. There's no way of tracking what progress if any is being made. You don't want to complain through the ward councillors about every little thing, they have enough to do, but it seems there is no other way of getting things looked into. c) I guess that by ensuring members of the public can't talk to officers cuts their workload and means more can be made redundant. But there is no service especially for things which need immediate attention. It is very frustrating and to some extent frightening for vulnerable people when there seems to be no-one to provide immediate help.</p>
<p>A local resident and community group member (details provided)</p>	<p>Creative use of the borough's empty community buildings. This feels like a good way to bring Haringey closer to the community, to offer spaces to local groups in buildings that are supposedly going to be turned into luxury flats, but obviously not for the foreseeable future while there is no call for building luxury flats. The important factor to get across is that Haringey is being bled dry by the government, and that it's our responsibility as communities to keep Haringey services alive by whatever means.</p>
<p>A local resident and member of a community group and residents association (details provided)</p>	<p>Lastly, the use of agencies to take on senior staff for long term temping. Can this be scrutinised to ensure that the same agencies aren't being used to provide staff at high level for contracts over 3 months? Also the cost of taking on long term temps at senior level is a drain on resources, can this be looked at?</p>
<p>A local resident (details provided)</p>	<p>a)High Street Hornsey b) Assisting businesses by keeping rent and rates low; clearing clutter from pavements; removing CPZ and parking restrictions and charges to enable locals to actually shops along the High Street before it dies c) I remember a vibrant High Street from 1950s to 1970s. I also remember when it became a run down dead zone from 1980s until recently. we have had a few years of all shops open and easy parking. Now Tesco block the road and pavement constantly; the clutter on the pavements stops passersby seeing into the shops or navigating safely; as shops become empty people stop using the High Street. slow death follows. people find elsewhere to shop</p>

A member of a community group or voluntary group (details provided)	Conservation of open spaces and prevention of land being used for 'luxury, high priced housing' where there is no real need for it. An example of this the Fortis Green Reservoir land where the present plans were opposed by over 500 letters and supported by 19, but the plans were given the 'go ahead' by the council planning committee.
A local resident (details provided)	Improving the environment at Wood Green, by pedestrianising the stretch of the High Rd. between Wood Green and Turnpike Lane tube stations, and diverting all traffic. This would greatly improve quality of life, health and pollution levels. Currently, the area is so congested that shopping there is a pain instead of a pleasure, people constantly bump into each other on the pavements, feeling cross and frustrated. I also believe that if the area were pedestrianised, with some benches, small trees and flower beds, people would enjoy lingering there and businesses would flourish. Cafes and restaurants could put chairs and tables outside in the summer, and life would at last be civilised, which it currently is not. There could also be a free, electric, shuttle service going up and down that stretch of the road during daytime, for those unable to walk or carrying heavy shopping.
A local resident and community group member)	The Barclay's Bank building on the corner in Seven Sisters - opp the tube is a fantastic building left to go to rack and ruin - hardly a welcome to those coming off the tube -especially when one realised how important a land mark this building used to be - the owner should be told to keep it in good condition on the outside!!!! YOUTH ENGAGEMENT/UNEMPLOYMENT - CREATING MORE SUSTAINABLE OPPORTUNITIES FOR YOUNG PEOPLE TO GAIN RELEVANT SKILLS PREPARING THEM TO GO INTO THE WORKPLACE
A local resident and a member of a local community group and residents association (details provided)	Provision of housing, health services and primary education to reflect local needs in the light of recent immigration trends and an ageing population. These are areas where change is required but strategies will need time to be drawn up and implemented.
A local resident (details provided)	a) General and performance management of council staff. b) Whilst some of the council officers I have dealt with seem highly motivated, competent and well focussed, there have been too many contacts with the council which have been distressingly poor, with staff who seem unable or unwilling to carry out their roles to a reasonable standard and managers who appear to tolerate this. c) An organisational culture that tolerates poor performance is hugely wasteful both financially and of human beings. A good employer should be

	<p>supporting people to improve and develop themselves. From the outside, it seems that there are parts of the council where staff are left alone to fail. Poor experiences when dealing with the council have a significant impact on the council's reputation with residents.</p>
A local resident	<p>The council should be doing less not more. It's not the council's job to deal with crime or recycling or carbon reduction. And frankly when it tries, it wastes council tax money which is too high. Further, the council is shrouded in secrecy when it only meets residents a couple of times a year. More neighbourhood forums. Less misuse of public money.</p>
A local resident (details provided)	<p>a) The Hornsey Town Hall redevelopment. b) the project seems to be progressing very, very slowly (going backwards in fact) and not to be under proper project management control c) there is a large sum of our money involved, and the building is listed and central to the appearance and nature of Crouch End</p>
A local resident (details provided)	<p>Encouraging the collective understanding of the Local Money Multiplier effect: http://www.proveandimprove.org/tools/localmultiplier3.php This will have multiple benefits of encouraging i) community cohesion ii) develop local businesses (both high street and supporting services) iii) hold on to money that arrives in an area - especially important for poor areas like Tottenham. iv) empower people to start their own businesses and work together to build solutions. v) landmark community lead developments like the WCC propose would spear head this kind of initiative. If the council utilised the local multiplier effect within it's purchasing decision processes it would provide the seed funding for a wider take up. I believe there needs to be local employment opportunities in Tottenham and not just residential. Many thanks, Jeremy</p>
A local resident and a member of a residents association (details provided)	<p>I would like you to look at the "Our Tottenham Charter" and it would be nice to, see local councillors attending meetings such as these so that they can really understand what local people, who take an interest in their area, really want for it. And for local people's needs to be taken into account rather than developers interests.</p>
A member of a community group or voluntary group	<p>Support for newly qualified graduates living in Haringey/ Experienced unemployed. Current support is more for Youths. Perhaps opportunity similar to Future Jobs Funds will help reduce worklessness.</p>
A local resident (details provided)	<p>Youth unemployment generally in Tottenham area. I see a lots of young people (late teens, young adults) in Northumberland Park/ north Tottenham area, what can</p>

	we do to get them into training or too complete their education or the holy grail of employment. They need support and assistance. We keep being told Northumberland park is a seriously deprived area with may social and economical problems, I like the council to engage the youth to motivate them to a better future.
A member of a community group or voluntary group (details provided)	St Ann redevelopment and REAL consultation on wider Health aspects not just planning. Publicity re HWBs, Healthwatch and the CCG and health structures.
Housing Director of Housing Association (details provided)	A) The benefits service B. processing has been poor and customer service very poor. At a time of great change this is a time when the service should be better than before rather than worse. There seems to be no action plan to address it. Reactions to any criticism seem to be defensive, slow and show poor co-ordination between departments. There are some strengths. I do not underestimate the challenges the changes bring. C) the issue is important as for better or worse many people depend on this service for much of their income and to sustain their housing.
A local resident, member of a community group and a local public service (details provided)	St Ann's Hospital redevelopment
A local resident (details provided)	1) The impact of cuts to local services on local residents. The unprecedented cuts in local services are having enormous impacts on the residents of Haringey. These impacts need to be documented. These impacts are doubly felt by residents as nationally determined cuts in welfare provision and other public services take effect. Added to that the rapidly rising price of essentials such as food and energy and high unemployment and underemployment rates and it is clear that many residents are experiencing great difficulties. An assessment of these impacts in a our borough is part of the collective responsibility we have to protect the poorest and most vulnerable. Such information could be shared with bodies such as the Local Government Association and Unison as part of a wider campaign that can help put pressure on central government to put the breaks on the austerity agenda. Such a scrutiny could also make an assessment of the options available to local councils wishing to protect residents from the crushing impacts of austerity. It could also consider putting forward recommendations to central government about the alternatives that are available to austerity.
A local resident (details provided)	Low Quality of paid carers from agencies, including their workers' rights. Haringey should have a contract that makes agencies improve quality of care and pay care

	workers for travel, to ensure they get a living wage.
A local resident (details provided)	<p>1. Impact of budget cuts - to assess the impact of the budget cuts on Haringey and how local residents have been affected; whether residents needs are being met and what improvements could be made. 2. Impact of outsourcing - to assess the impact of outsourcing Council Services to the private or third sector; how this affects the quality of services provided to local residents; the costs of the outsourcing process and the impact on the pay and conditions of lower paid Council workers, a great many of whom are local residents. Whether outsourcing is in the interests of local residents or does actually make real savings when all the additional costs, such as preparation, tendering, monitoring, compliance, variations and social costs are taken into account.</p>

Appendix C – Suggestions for Adults and Health Scrutiny Panel

A member of a community group or voluntary group (details provided)	Voluntary sector support - taking a strategic view based on the desired relationship between the Council and the sector, as well as the specifics in terms of funding round outcomes
A local resident, community group member - disabled user led group (details provided)	There are increasing inequalities for all disabled people in Haringey. There is no user led disabled people's organisation - we are a local social firm providing training in disability and removing inequality but the local authority does not engage. Others do and are benefiting from our service. We have also set up a user led organisation to campaign for equality in Haringey and have a wide ranging group of people of all disability groups, ethnicity and ages. We want equality for disabled people in Haringey. Now.
A member of a community group or voluntary group (Mental Health Advocate)	<p>adult mental health provision: specifically the difficulty in accessing free counselling services and therapeutic activities for people not currently under care of primary mental health team who are on lowest incomes who are most in need of psychological support. There are more and more demands on what little benefits vulnerable adults receive. Now that people are having to pay towards council tax even when they are on benefits, basic utility bills being higher each year, and also the fact that housing benefit does not cover total cost of rent, people are having to use their ESA and DLA to cover these basic costs and are not able to use them for the reasons they are awarded in the first place. This is leading to an increased pressure on psychological health which I am concerned will eventually cause an explosion of mental ill health, including increased levels of despair, depression and lack of motivation for working towards recovery.</p> <p>I am interested in what information GP's have to give clients who are facing the problems which I have identified above. I am concerned that the constant demand for medical reports to satisfy the endless requirements for further evidence to support benefit claims is causing GP's and other NHS staff to become dismissive of adults experiencing mental ill health and to have a tendency to depersonalise the support they offer more and more, and to provide incomplete and inaccurate information to patients about what their possible sources of support are.</p>
A local resident and community group member (details provided)	1) HealthWatch - nothing seems to be happening on this at all. They don't appear to have even employed a director yet 2) Anti Mental Health stigma campaign - seems to have stalled 3) More information to be made

	available for the new "Personal Health Budgets"
A member of a community group or voluntary group (details provided)	The future structure of local health services, for people with a Long term condition from BAME
A local resident (details provided)	Declining resources locally for people with mental health conditions, including the proposed redevelopment of St. Ann's, at a time when we can assume that mental ill health is on the increase (eg. rise in suicides in Haringey, continuing cuts to services). The most vulnerable are being left further behind in our community with resultant impact on health inequality issues.
A member of a community group or voluntary group (details provided)	How Haringey supports youth groups and voluntary art sectors and their buildings. The Stylister Children and youth, Urban Short Cuts, Big peoples Theatre have seen voluntary art groups set-up and leave Haringey in the last 20 years. The Haringey Council has never funded our group despite achieving outstanding outcomes
A local resident (details provided)	a) Primary care b) quality variation, access t services, inflexibility in providing basic services like blood tests in ways convenient to patients (I have examples) c) improve health but also make services more accessible.
A local resident (details provided)	Hospitals, GP's and social care working together. In December my neighbour, aged 70 and in poor general health had a fall and was hospitalised, I had to got to extreme lengths to ensure that he was not sent home until support was in place. I dread to think what would have happened to him if I had not been his advocate. I I could not get any help from his GP, and there was little cooperation /coordination between the hospital and care. Eventually I did manage to get Social Care to provide support for my neighbour but it had been a long, arduous and frustrating process. A sick person deserves better than this. There just has to be a better way of managing this aspect of the care of older people.
A member of a residents association (details provided)	Supporting Citizens Advice centres with funding, bearing in mind that they have been cut at a time when more people need them than for decades in the past. B and C Government cuts are short-sighted. They are likely to build up huge problems in the future. 2. b. Government policies are forcing
A local resident, community group and residents association member (details provided)	The integration of health and social care with particular reference to older and or disabled people living in the community
A local resident and community group member (details provided)	It is crucial to examine how local health services are being delivered under the new law, and how local authority public health responsibilities are coordinated

	with NHS services. In particular, how the LA is taking responsibility for developments at St Ann's Hospital.
A local resident (details provided)	The care of Haringey's vulnerable groups. The aged and those with mental and physical disabilities.
A representative of a local public service	Links between housing and health. It's a big agenda nationally and we don't appear to be doing anything locally.
A local resident and community group member (details provided)	Personal budgets for mental health users. Lack of transparency. Will rely less on other services and make area safer.
A member of a community group or voluntary group (details provided)	a) Tendering of Health Services. b) I have sat as a patient representative on stroke and non-stroke tendering panels and am extremely concerned that health services are being tendered and are liable to be privatised and secondly that patient priorities are not considered important. I have not been particularly impressed by the officials who are involved in this process. c) I am concerned that we will lose our national health service to inadequate private suppliers who can win tenders.
A local resident (details provided)	Future of Whittington Hospital
A member of a community group or voluntary group (details provided)	Targeted work with street drinkers
A member of a community group or voluntary group member (details provided)	St Ann redevelopment and REAL consultation on wider Health aspects not just planning. Publicity re HWBs, Healthwatch and the CCG and health structures.
A local resident (details provided)	. [2] a) The future structure of local health services. b) with the reorganisation of the NHS, it would important to see how the local health services could complement the health provision affected by the recent reorganisation of the NHS. c) Essential that any gaps exposed by the reorganisation should be plugged.
A local resident	The worrying privatisation of the health service and how this will impact on GP's freedom to practice as they see fit., I have already heard of GP's saying that they can no longer refer directly to consultants. The importance of patient participation groups in all group practices and the role of the CCG's especially their accountability to local people i.e. involving the community by consulting before major decisions are made effecting their health issues.
A local resident	Local health services - to make sure there is community involvement in their planning.
A member of a community group or voluntary group member (details provided)	The impact of proposed closures at the Whittington Hospital on Haringey residents; encouraging patients always to ask for a genuine NHS provider when being referred somewhere by their GP - not a private provider

	using the NHS logo.
A local resident (details provided)	The future of health services in the area, including the ability of the CCG to preserve the good points of our existing NHS, the future of the St Ann's Hospital site as a place where facilities could be installed to redress health inequalities in the borough; the absence of A and E facilities within the borough and the increased pressure on the Whittington's A and E, elderly care and several other departments as it downsizes
A local resident (details provided)	how new role of public health incorporated in NHS and Social Care Act, 2013 is to be implemented in Haringey. I am particularly concerned to protect the current array of services from private sector takeover or replacing, and to aid CCG in commissioning public and preventive services. Community health is also at risk from budget restrictions and will need close monitoring
A local resident, community group and residents association member (details provided)	a) St Ann's Hospital redevelopment b) When the process started the local community was promised a state of the art healthcare campus. As the plans have progressed it is obvious the needs of the local community are being overlooked so the Mental Health Trust can rid itself of the site that it sees as a liability, but in reality has huge potential to be an asset to local people and support regeneration efforts. Even though many agencies provide services on the site no one seems to be taking an overall view and supporting the integration of services. The CCG should be doing this but they seem to be absent from the process. Whittington Health have a really sensible proposal to integrate children's services on the site, bringing together, health, mental health and local authority services together to focus on the young person, not their organisational boundaries. Nothing has happened. This isn't just about money it is about working together. Similarly, since the Mental Health Trust reversed its decision to move the inpatient wards to Chase Farm there is an opportunity to integrate primary mental healthcare, acute services and 'recovery houses' to provide a seamless - non stigmatising - service. Nothing has happened. c) The site is a community health resource, at the very least the plans should demonstrate how they will improve health overall and reduce health inequalities. An independent healthcare needs assessment should be undertaken as a matter of priority so we get the services we need, now and in the future, not just a collection of disparate services shoved together on a corner of the site.
A local resident (details provided)	Social Services and Health. In particular how all the services from GPs to NHS work together to support

	<p>those at home and also support of those who care for them. It is an important area as there are a growing number of people who now with personalised budgets rely on the integration of services to support them. 2) To review how the council holds care agencies to account and how the contracts are set-up to provide good quality home care to those who require it and investigate the use of zero hour contracts as a means of cutting costs. I feel that this is important as I believe there are a number of residents who receive only minimal contact and support as contractors are using the system of zero hour contracts and excluding travel time so that they pay less. This has a wellbeing impact on residents.</p>
<p>A local resident (details provided)</p>	<p>Help elderly people who are isolated to join in dance and exercise or computer groups. so that we can create a society that works as a group and can help each other.</p>
<p>A local community group (details provided)</p>	<p>Waiting times for counselling treatment for mental ill-health are reported to be very long; the doctors were obliged to prescribe drugs while patients waited to be seen. Could the committee investigate waiting times in Haringey and urge that more counsellors are employed as appropriate?</p> <p>Concern was expressed at the loss of the 'crisis centre' for mental health patients. Could the committee examine the services available for mental health patients needing support?</p> <p>Many people said that confidentiality rules were making it difficult for carers and relatives to vulnerable patients to the extent that some appointments were missed and carers excluded from consultations. Can the OSC examine whether professional staff interpret regulations in caring fashion?</p> <p>The councillor present, had been approached by patients that had received correspondence addressed to their homes about electronic means of providing repeat prescriptions. There are concerns about a private firm having their addresses. The councillor can explain further.</p>

Appendix D - Suggestions for Children and Young Peoples Scrutiny Panel

A member of a community group or voluntary group (details provided)	Leisure and recreation services for young people, not just those in targeted areas, particularly in the light of Community reports which show that young people's services have been neglected whilst the Council has concentrated on physical Regeneration issues
A local resident, a member of a community group and a residents association.	Children's services with respect to following national guidelines for the threshold for issuing notices for state intervention after recent High Court case where Haringey lost. A lot of box tickling still at high level and little judgement or action to realistically be involved and work out which child should be safeguarded. Staff unsupported by good knowledgeable leadership, much rhetoric. There are likely to be children where state intervention notices are inappropriate, unnecessary or premature and its destructive for families where this takes place and national guidelines, aiming at better than the low minimum standard given by Ofsted, should be followed.
A local resident (details provided)	Gangs in certain postcode areas. I am very concerned about this issue. too many children and young people have died due to gang related violence
A local resident (details provided)	Community - Gangs; many youngsters are afraid to move from immediate area so have no freedom on their own patch. As a result they are cooped up in an area which leads to mischief and frustration and a low quality of life.
A local resident and member of a residents association	Provision for young people to develop as good citizens as it seems too easy for them to disassociate themselves from society.
A local resident and member of a residents association (details provided)	The management at Children's Services; chronic dysfunction; Haringey has a poor reputation for this service and it is impossible to attract good staff; some are good but some poor officers remain, even after Baby P.
A member of a residents association (details provided)	A. 1. Supporting deprived young children and youths to prevent them getting into drugs and crime.
A local resident (details provided)	Organise an increase in the availability of English language classes for the large number of non-English speaking European and other immigrants coming into the Borough. Institute special English classes for children so that a certain standard can be reached before they are allowed to enter mainstream English education. In my view, it is a lack of such provision that has resulted in the removal of Council and local involvement in the running of our schools by turning them into Academies.

A local resident (details provided)	[3] a) Future planning of school places. b) To ensure that all children are catered for by September. c) so that children do not miss any schooling, and that children and parents are not left in doubt about their entry or transfers.
A local resident	The provision of many more youth centres, staffed by experienced youth workers, with a variety of activities and open to all local young people.
A local resident	<p>Help non speaking English parents with children homework because these children need help because they do not understand the English language. More places for children Art and craft, creative activities such as story telling , drama classes and music so that they can grow with different options that will help in them as they plan their future in different areas.</p> <p>More education on Health and hygiene in schools. eg using toilets and leaving them clean to stop infections in schools.</p>

Appendix E – Suggestions for Communities Scrutiny Panel

A member of a community group or voluntary group (details provided)	a) Social & cultural provision for LGBT/ BAME communities. b) Support- both financial & in-kind (e.g. marketing, staffing, etc) for dedicated service provider/s. c) Help promote greater community cohesion and acceptance of marginalised communities.
A local resident (details provided)	Gangs in certain postcode area's. I am very concerned about this issue. too many children and young people have died due to gang related violence
A local resident (details provided)	Community - Gangs; many youngsters are afraid to move from immediate area so have no freedom on their own patch. As a result they are cooped up in an area which leads to mischief and frustration and a low quality of life.
A local resident (details provided)	Organise an increase in the availability of English language classes for the large number of non-English speaking European and other immigrants coming into the Borough. Institute special English classes for children so that a certain standard can be reached before they are allowed to enter mainstream English education. In my view, it is a lack of such provision that has resulted in the removal of Council and local involvement in the running of our schools by turning them into Academies.
A local resident and member of a residents association (details provided)	a)Action plan to keep the Muswell Hill Bowling Green alive and kicking b)playing members are at their lowest, c)a symbol and gem of he area that needs to be preserved from shark developers and revealed more openly to the public
A local resident	Attention to cultural issues such as supporting libraries, Hornsey Town Hall and the development of cultural centres in the West of the borough where there are none due to the bias towards the East
A local resident and community group member.	Enforcement issue .Why are Christian based groups targeted when they try to do work in community areas. For many years my desire has been to find a place for community projects. But fell-foul of the law. I am a Christian but I would still like to give something back to the community because once upon a time organisations like the one I am part of helped me tremendously. How can it be made easier for groups like ours to be made to feel welcome instead feeling like blots on the land? How can this be resolved?
A representative of a local public service	ASB

Appendix F – Suggestions for Environment & Housing Scrutiny Panel

A member of a community group or voluntary group	Increase in access to good quality affordable local housing for young adults with a local connection.
A local resident (details provided)	personally speaking, as a Reed Road resident, it would be useful if you look into your gardening services on estates. overall they are good and seem to have improved recently but the approach can be heavy handed, with an emphasis on 'clearing away' greenery, eg mature trees cut down with inadequate consultation, mature jasmine cleared out of flat garden when tenants changed, ivy disguising a concrete wall being removed, etc etc. These not only lead to a significant loss of habitat but reduce the attractiveness and sense of well being in an area. New tree planting that has taken place is welcome, but would have appreciated more consultation on species. To note that upper floor flats are just as affected by the state of a garden as ground floor flats.
A member of a residents association	Make empty Council building faster available, for them be in need. Not covered for over 3Mths. (e.g.38 Gospatrick Road). Is imported for the living around this houses, let the area down!
A local resident and both a member of a local community group and residents association.	Another is repairs with regards to housing, tenanted or leasehold, is appalling where there s lack of oversight, lack of photographic evidence of the job being done, lack of procedure to get quotes and involve the tenants or leaseholders before the work is done, high cost invoiced, complete lack of accountability. Please, please, please ensure a works clerk signs off and surveyor oversees works to residential dwellings. Repairs workmen should be accountable and be paid a salary, and a bonus AFTER satisfactory work is done and evidenced via photographic evidence (where appropriate) that can be put on a memory stick, disc or flickr website, and given to a supervisor. Repairs cost to the Council as well as to leaseholders is horrendous, along with works that aren't done but invoiced for, bad workmanship, lack of any consultation with residents, and high invoicing. This includes all property repairs, electrical and drains external and I would hazard a guess, internal tenants' dwellings. V expensive way to run this, but someone is benefitting, not sure who. Further the repairs have around 36% management charge included in the charge given out by HfH! Another issue is void properties, residential or commercial, I m sure you are onto this, but can someone obtain a list of where they are and tackle refurbishing them to provide much needed housing,

	and cut down the temp accommodation bill.
A member of a community group or voluntary group	What bothers me a lot is the negligence of private landlords. As long as the rent is being paid, they are happy. As a neighbour of a road full of private tenants I am not happy. The gardens are turning into sycamore forests covered in bindweed and ivy. The encroaching trees block light and will eventually do damage to foundations. The front gardens are very often concreted over to avoid maintenance, thereby adding to excess water run-off in wet periods.
A local resident	I would like empty or derelict houses to be looked at in the borough to see if they can be refurbished for social housing
A local resident (details provided)	a) Licensing b) the function seeks not to engage residents sufficiently (e.g. poor consultation, old fashioned mechanisms like notices in windows) c) residents often don't realise the potential implications of licenses being granted or that they can recommend restrictions to licenses which could meet the best interests of residents and license-seeker.
A member of a community group or voluntary group	The preservation and maintenance of parks and open spaces may seem a strange priority, but when people are under pressure it is particularly important that they have spaces where they can go, meet, let the children play and relax, but such facilities tend to get neglected in difficult times and it takes years to remedy the effects, so please don't let them decay AGAIN, we have been through this before.
A member of a community group or voluntary group (details provided)	Conservation of open spaces and prevention of land being used for 'luxury, high priced housing' where there is no real need for it. An example of this the Fortis Green Reservoir land where the present plans were opposed by over 500 letters and supported by 19, but the plans were given the 'go ahead' by the council planning committee.
A local resident and a member of a community group.	I would like to make it clear how inconvenient it is that garbage trucks are picking up rubbish between 8-10am on roads coming off of Lordship Lane. I have had to sit in a queue of 15 cars at that time. I HAVE COMPLAINED OM SEVERAL OCCASIONS!!!! BUT AS USUAL NOTHING GETS HEARD OR DONE!!!! SOME THING NEEDS TO BE DONE ABOUT THE CHILDREN'S SWIMMING POOL IN PARK NEAR TO ST THOMAS MOOR SCHOOL - IT'S ALWAYS FULL OF RUBBISH!!! The patch of land/park on great Cambridge road needs a walkers path going round it and more bins for dog refuse residents in the tower garden estate (opp lordship Rec) need to be encourages to keep front gardens tidy as mattresses

	and other rubbish prevent this listed estate from looking its best - look at Hampstead Garden Suburb - a similar estate yet absolutely stunning!!!! The graveyard next to Bruce Castle should be better maintained and policed- the grave stones have been smashed and near the lake i have caught kids burning wreathes and smoking pot.
A local resident (details provided)	Building Planning appears to be getting out of control - there is less rigour around planning applications and there needs to be more not less. Also control of builders is a real issue with lots of unpermitted development and breaking the regulations going on. Haringey should adopt a builder's code of practice like Westminster Council and this should be enforced.
A member of a community group or voluntary group	The most important issue facing us all is global warming. We have set up the 40:20 commission to reduce carbon emissions in Haringey. The committee should review this regularly to make sure we are on target.
A member of a community group or voluntary group	Sustainable upkeep of parks and open spaces for the benefit of all
A local resident (details provided)	Environment and open spaces: make sure they are preserved and are as good as possible since they are fundamental to our health and well-being.
A local resident (details provided)	Areas such as Stationers Park should be looked at as, since government cuts, there has been a rise in graffiti, litter and, in particular dogs off leads and dog fouling. The latter is a particular concern to me because of health and safety issues associated with dog mess and dogs not in control. This is important to the community because this area is dense with families with young children and this park houses the entrance to Weston Park Primary School. There are new dog control orders but they mean nothing if there is no manpower to enforce them.
A member of a community group or voluntary group (details provided)	Housing & homelessness as it affects every other area of residents' lives
A local resident	The prioritisation process used in the allocation of housing resources. My concern being that long-time Haringey residents should be given priority over people moving into the borough
A representative of a local public service	links between housing and health. It's a big agenda nationally and we don't appear to be doing anything locally.
A member of a community group or voluntary group (details provided)	Improving the energy efficiency of homes and businesses because this is an area where people need help to take action. It will save people money, will contribute to our progress to a low carbon future, will

	improve health and could create jobs. I am very concerned about our energy future.
A member of a community group or voluntary group (details provided)	a) In Conservation Areas b) Planning enforcement (i.e., enforcement where planning conditions have been ignored or broken) and the publication of better guides on good design, area appraisals etc. c) many people welcome and enjoy living in Conservation Areas, but feel frustrated that the council offers so little guidance and support to local residents.
A local resident and a member of a community group and residents association (details provided)	Private landlords charging high rents; because of housing benefit cuts families are being re-housed into smaller units and landlords of purpose built family homes are maintaining their high rents by dividing these properties into flats or bedsits. This is bad for communities and social cohesion.
A local resident (details provided)	[1] a) How the Council can increase recycling from flats. b) To increase recycling in the borough. c) To lower the borough's carbon footprint
A representative of a local public service	Empty Homes in Haringey - how many are there and what is being put in place to reduce this. ASB
Local Councillor (details provided)	HOUSING ASSOCIATIONS RAISING RENTS IN BREACH OF THEIR LEGAL AGREEMENT WITH THE HOMES AND COMMUNITIES AGENCY WHICH PROVIDED FUNDING TO ENSURE THAT THESE RENT INCREASES COULD BE AVOIDED.
A member of a community group or voluntary group (details provided)	Add flexible packaging to the items collected for recycling please.
A local resident (details provided)	The funding of the Allotments Service to make good outstanding repairs. A recent 100% rent increase proposal to raise an additional £60,000 income has been frozen because of objections that the additional income would not be ring fenced for outstanding repairs/improvements to the Borough's 27 allotment sites. Site infrastructure such as security fencing, roadways and water supply is deteriorating due to a lack of investment. Poor security causes many tenants to give up plots. Allotments have a long local social history and are a vital community resource - preserving green space, benefiting the environment and encouraging the production of local and sustainable healthy food.
A local resident (details provided)	2) An audit of the council's 40:20 campaign.
A local resident	a) Adaptation to climate change risks to local well-being: the adequacy of Council policies, focusing on adaptation actions in relation to likely extreme weather impacts, and the relation between adaptation and mitigation. (Background: 1) the report by London

	<p>Councils deals only with risks to council service delivery, not to the risks to wider population; 2) 20:40 initiative is a useful focus on mitigation (ie reducing emissions) but doesn't deal with 'adaptation' actions to ensure the borough remains liveable, safe and resilient to the weather impacts that are already evident let alone the more severe weather events that are increasingly likely to hit us: ie flooding and storms, drought and heat stress. Air pollution and equality: what actions are needed to give the east of the borough air quality no worse than that in the west of the borough -- in the light of the alarming health damage and reduced life expectancies associated with living in more heavily polluted air.</p>
<p>A local Community group</p>	<p>We should like the committee to include Haringey having a 20mph speed limit on all roads. Let us know if we need to present evidence to support the request.</p>