

**MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE
THURSDAY, 18 DECEMBER 2014**

Councillors Councillors Bull (Chair), Adje, B Blake, Connor (Vice-Chair) and Hearn

Also Present: **Co-Optees:** Mrs Y. Denny, Mr C. Ekeowa
Councillors: Cllr Arthur, Cllr Goldberg, Cllr Bevan (Observing)
Officers: Kevin Bartle (Assistant Director of Finance), Martin Bradford (Policy Officer), Tracie Evans (Chief Operating Officer), Dan Hawthorn (Assistant Director of Regeneration), Stephen Lawrence-Orumwense (Assistant Head of Legal – Social Care), Beverley Tarka (Interim Director of Adult Social Services), Natalie Layton (Clerk)
and: 12 members of the press and public

MINUTE NO. SUBJECT/DECISION

<p>OSCO01.</p>	<p>WEBCASTING</p> <p>Noted that the meeting was webcast.</p>
<p>OSCO02.</p>	<p>APOLOGIES FOR ABSENCE</p> <p>None.</p>
<p>OSCO03.</p>	<p>URGENT BUSINESS</p> <p>None.</p>
<p>OSCO04.</p>	<p>DECLARATIONS OF INTEREST</p> <p>The Chair declared a personal interest as a Homes for Haringey leaseholder.</p>
<p>OSCO05.</p>	<p>DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS</p> <p>a. <u>Deputation</u></p> <p>Received a deputation from Mary Langan (parent of a person with autism and severe learning disabilities) on behalf of the Haringey Learning Disabilities Partnership Board (LDPB) and the Haringey Autism Working Group (AWG), on the proposals for people with learning disabilities within the Corporate Priority (pages 149-150, reference 12 -13).</p> <p>Noted, from Ms Langan’s deputation:</p> <p>i. The proposed cuts in services included reduced spending on care packages, the closure of the only residential facility in the borough and three out of four day centres, including the only one dedicated to people with ASDs for people with autism and learning disabilities.</p> <p>ii. The suggestion that the proposed cuts in services in Haringey should be rejected for the following reasons:</p> <ul style="list-style-type: none"> • The cuts would heavily affect the most vulnerable people in the community and impose an increased burden of care on families and other carers – despite earlier commitments to protect

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vulnerable groups from austerity measures. Not only was there no evidence to support this policy, it defied the results of the Bubb Report in the journal *Learning Disability Today* in November, which confirmed the value service users attached to day services and their concerns about services being withdrawn.

- The cuts were likely to prove a false economy, as the increased burden on home carers would lead to the collapse of existing arrangements precipitating urgent hospital admissions to Winterbourne View-type institutions. Which the Bubb Report, aimed to prevent.
- The cuts had been proposed in the absence of proper consultation with those likely to be affected, including service users, families and other carers. After the end of year holiday period, with just a few weeks before the budget was set.

iii. The LDPB and AWG had submitted the following proposals to the Council:

- A. Rescind all proposed cuts in services pending an inquiry into alternative means of meeting budget constraints;
- B. Commitment to making no changes to care packages without comprehensive assessment of needs;
- C. Extend consultation period.

iv. Beverley Tarka, the Interim Director of Adult Social Services, welcomed feedback from services users and their parents and carers. In response to comments about consultation:

- Ms Tarka explained that formal consultation could not have commenced prior to the publication of the budget proposals and that the Council was committed to a clear consultation process.
- Ms Tarka had presented the proposals to the Learning and Disabilities Partnership Board on 10 December.
- Letters to service users (available in accessible formats) would be dispatched and published on the website the following week and made available through day service and transport provisions.
- Ms Tarka would also be attending service user and carers forums through out January in addition to the Council arranged forums on 6 and 9 January 2015.

RESOLVED that the Committee's budget scrutiny recommendations would reflect some of the concerns expressed above.

b. Question

Mr Lauritz Hansen-Bay questioned why people over 74 would be excluded from the mandatory Health Checks proposed in Priority 2, reference 20, page 157 of the agenda pack.

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	<p>RESOLVED that the Director of Public Health, Jeanelle De Gruchy, be requested to provide a formal response to Mr Hansen-Bay after the meeting. Action: Jeanelle De Gruchy</p>
<p>OSCO06.</p>	<p>BUDGET SCRUTINY PROCESS AND TIMETABLE</p> <p>Noted the briefing on the Overview and Scrutiny Committee budget scrutiny process (pages 1-6 of the agenda pack).</p>
<p>OSCO07.</p>	<p>BUDGET 2014/15</p> <p>Received the Corporate Planning covering report (pages 7-18 of the agenda pack) cover report and Corporate Plan 2015-16 (pages 19 – 266).</p> <p>Councillor Arthur, Cabinet Member for Resources and Culture, introduced the areas of the budget proposal within his portfolio, including that it was necessary to remodel the delivery of Council services and relationships with residents, businesses, voluntary sector and community groups, and, that a 3-year budget plan was the right approach to ensure clear outcomes in order to stimulate growth and manage the rising cost in social care.</p> <p>Consideration of the areas of concern within the Committee’s responsibility are noted below.</p> <p>a. <u>Corporate Priority 4 – Drive growth and employment from which everyone can benefit (summary page 187)</u></p> <p>i. <u>Item 49 – Economic Development – Film Office</u></p> <p>The Committee requested a briefing note on the proposal to outsource the Film Service.</p> <p style="text-align: right;">Action: Dan Hawthorn <i>(Post meeting note: briefing circulated to OSC on 7/1/15)</i></p> <p>ii. <u>Item 51 – Reduce funding for Alexandra Palace and Park Trust (p.195)</u></p> <p>A member expressed concern that cuts to Alexandra Palace and Park funding would impact a well used community facility and risk losing the current Heritage Lottery Fund project bid. Cllr Arthur recognised the importance of Alexandra Palace for Haringey and that support would continue to assist the Palace to achieve a more sustainable position.</p> <p>The Committee was concerned that the Council would continue to subsidise the Palace at the expense of other Council priorities. Councillor Arthur sympathised with this view and highlighted the Council’s statutory responsibility regarding continued support for the Palace and Park.</p> <p>iii. <u>Item 52 – Heritage Lottery Fund (HLF) bid for Bruce Castle</u></p>

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Museum (p.196)

The Committee questioned the impact of cutting £218k funding from Bruce Castle, a much needed facility in a very deprived area, in the third year and the consequence of the HLF bid being unsuccessful.

Cllr Arthur acknowledged that Bruce Castle was important to the community and ran good events but also that the building required repairs. The HLF bid was part of the regeneration project for Tottenham and included options for a sustainable future for the facility. In the unlikely event that the bid was unsuccessful there was scope for other options including the use of capital funds. In response to concerns about any decisions on the transfer of any assets or leases being open and transparent the Cabinet Member assured the Committee that any options and implications would be open to consultation and presented to Cabinet.

iv. Item 54 – Cultural Strategy (investment proposal, p.198)

The Cabinet Member explained, in response to a question, that the figures for Year 2 were in brackets to demonstrate that this money would be removed from Year 2 funding.

The Committee raised concerns about how participation in culture would be delivered with reduced funding and that areas of the Borough were often 'forgotten'. Cllr Arthur emphasised that rather than provide direct funding, the Cultural Strategy would focus on providing active support (such as granting necessary licences, assisting in bids for funding) to communities and organisations which were aligned to the Corporate Plan. The partnership and whole-borough approach of the Cultural Strategy would target growth and skills to: attract creative industries to the Borough, equip residents in the required areas and work with organisations to make use of existing buildings.

v. Item 55 – Jacksons Lane (page 199)

Noted the Committee's uneasiness about the proposal not to invest in Jackson's Lane beyond Year 1 and the Council's commitment to continue to work in partnership with the management team.

b. Corporate Priority – Enabling

i. Item 70 – Customer Service Transformation programme (page 217)

The Committee highlighted the need for customer services to be inclusive, content of the website and literature to be in plain English, for residents to be listened to and not feel rushed when seeking customer advice and support.

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The Cabinet Member and officers explained that the standard of customer service required improvement as issues were not consistently dealt with at first contact, residents felt that frontline staff were unsupportive and unhelpful and the proposals allowed more flexibility in staffing. The proposals included extending the Council's online services to reduce the number of residents requiring assistance from customer agents and enable faster access to face to face support for those residents who did not use the online system. The savings would be made by moving all customer agents into one building.

It was noted that the Council's vision was to build a caring and supportive culture and that this was maintained and consistent resident engagement was key at this time of necessary change.

The Chair suggested a possible future Scrutiny Review of the Council Telephone System.

Action: Clerk

ii. Item 71 – Muswell Hill Library relocation (p.218)

The Committee expressed that the Council needed to listen to residents who wanted the library to remain where it was.

Cllr Arthur acknowledged the anxiety in the Muswell Hill community about the possible move of the library from its existing site. He assured the Committee that all 9 libraries in the Borough would be protected and invested in. Proper consultation would take place about the future of the library including whether to improve existing facilities onsite or move to another location.

iii. Item 72 Libraries staff restructure (p.219)

Cllr Arthur agreed with the Committee's comments that the libraries self-service IT system required improvement.

iv. Item 73 – BIP: Business Infrastructure Programme (p.220) and Item 74 – BIP: Commercial Unit & Organisation Wide Supplier Savings (p.221)

The Committee noted that savings would be achieved through:

- More efficient processes
- ICT enablement (e.g. online payslips)
- People Savings

Members expressed that outsourcing did not always achieve efficiency.

Cllr Arthur accepted the general consensus of the Committee against the outsourcing of services but reminded the Committee that the Council already currently commissioned successful

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services but proposals were focused on delivering the best services for residents and value for money. In response to concerns it was explained that the Council would not move away from its existing framework but would include a more commercial approach.

c. Draft Capital Programme 2015/16 and Indicative Spending Plans 2016/17 and 2017.18 (p.223)

In response to the Committee's request for wider consultation on capital proposals it was stated that engagement would take place with residents and councillors about the capital programme proposals for 2015/16.

i. 1 – Technopark – to achieve vacant possession disposal

The Committee requested a briefing on the background of the Technopark project and what the proposals entailed.

Action: Cabinet Member for Culture and Resources/ Cabinet Member for Housing and Regeneration

ii. 4 - Ashley Road Depot relocation (short term costs) – Feasibility costs for depot relocation options

Noted that as part of the Technopark deal Ashley Road depot would be required to move and this proposal related to a feasibility study including the possibility of moving the Ashley Road depot to Marsh Lane.

iii. 17 – Marcus Garvey CSC Remodel of Library to accommodate customer service centre

The Committee highlighted the anxiety in the community about the possibility of a reduced library service from this site and expressed uneasiness about the potential move of Apex House customer services into the building. The Committee did not agree with placing too many services, some dealing with sensitive matters, into the public building which was not particularly accessible and would not provide additional parking for the proposed additional staff coming to the building. Cllr Arthur understood the concerns and assured the Committee that proposals would not be taken forward if there was clear evidence that they would not achieve the desired outcomes.

It was noted that a report on the Apex House proposals and Library proposals would be presented to Cabinet in January and March 2015 respectively. The move of quality customer services in to Marcus Garvey could increase the footfall and improve use of the library. There was evidence that libraries which also provided other services worked well at other sites (e.g. Wood Green).

Clerk's note: Vice-Chair, Cllr Connor, took the chair during consideration of this item as the Chair left the room briefly (20:01hrs – 20:04hrs)

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- iv. 19 – Hornsey Town Hall Delivery option appraisals for Town Hall refurbishment project

Noted that the options would be developed and may require capital funding.

- v. 21- Compulsory Purchase – empty properties

The Committee requested a written briefing about compulsory purchases, particularly in relation to its concern that the market values of properties may not be paid.

Action: Tracie Evans

d. Proposed Schemes for approval (to be funded from grants and receipts (p.223))

- i. 23 – Keston vacant possession – To allow vacant possession disposal of site

It was explained that the proposal to allow vacant possession disposal of the Keston site had come directly from the service area in order to obtain a significant capital receipt. The site had formally been used as an adult assessment centre.

Clerk's note: Cllr Blake left the room briefly (20:04hrs – 20:07hrs) during consideration of this item.

- ii. 27 – Business Infrastructure Programme – ICT investments to secure Business Improvement Programme

A total of £9 million was proposed for ICT investments over the three year period but this figure is likely to be reduced depending on the model chosen. An options report would be presented to Cabinet.

- iii. 28 – Customer Services – New customer services platform – design and implementation costs

It was noted that a report would be presented to Cabinet in the new year around the contract for the new platform and that costs may be lower than proposed.

- iv. 29 – Bruce Castle Project to restore Bruce Castle via HLF bid

More detail on the match funding would be available once options were established.

- v. 30 – Outdoor Gyms

The Committee requested a written briefing on how the provision of outdoor gyms would be funded.

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	<p style="text-align: right;">Action: Cabinet Member for Culture and Resources</p> <p>vi. <u>33 – Bruce Grove Station match funding for Network Rail project to support improved commercial offer at Bruce Grove station</u></p> <p>The Chair emphasised the need to encourage Network Rail to clean the station.</p> <p>Cllr Arthur was thanked for attending.</p> <p>Cllr Goldberg, Cabinet Member for Economic Development, Social Inclusion and Sustainability, answered questions and provided information on the proposals of concern.</p> <p>e. <u>Corporate Priority – Economic Growth</u></p> <p>i. <u>Item 49 – Economic Development (p.194)</u></p> <p>Concerns were raised about outsourcing services which were already performing well. In response, it was emphasised that proposals would not only seek to run services more efficiently, with more expert resources, but would attract investment in the Borough and could reduce demands on management time and also produce a revenue stream.</p> <p>ii. <u>Item 50 – Environmental Resources</u></p> <p>The Committee emphasised the importance of maintaining efforts to achieve carbon reduction. Cllr Goldberg recognised that cuts could affect services but the Council was still committed to a reduction in 40% carbon emissions and more partnership working would be required to achieve this but also had to balance the management of climate change with providing essential services such as adult’s and social care.</p> <p>The Cabinet Member congratulated, Ben Brown, LBH Procurement Manager, on the tax savings made so far through successful savings in energy and carbon reductions though not using so many buildings.</p> <p>Cllr Goldberg was thanked for attending.</p>
OSCO08.	<p>DRAFT PANEL RECOMMENDATIONS</p> <p style="text-align: center;"><i>Vice-Chair, Councillor Connor, took the chair during this item</i></p> <p>Received tabled copies of the draft minutes of the Adults and Health Scrutiny Panel, Children and Young People’s Scrutiny Panel, Housing and Regeneration Scrutiny Panel and the Environment and Community Safety Scrutiny Panel meetings which each considered their individual areas of the Medium Term Financial Plan.</p>

a. **Recommendations of the Adults and Health Scrutiny Panel – 11 December 2014**

i. Priority 2, Item 11 – New Pathways for Older People (p.148)

(A) The Haven

The Committee listened to a member of the public express their frustration at the amount of IT expenditure proposed in comparison to the proposed closure of the Haven Day Centre, which provided much needed support to the elderly and their carers.

Committee members expressed their support for the Haven and were concerned about the removal of professional services and leaving these services to be delivered by volunteers.

(B) The Haynes

The Vice-Chair reported that prior to the meeting she had received a response to the budget proposals from The Haynes Relatives Support Group. The Group's response was provided in writing, including the following points:

- People with dementia were fully dependent on others for all their needs 24/7, could not be left alone, had a progressive disease with their needs increasing over time, were very vulnerable, need stability, familiarity, minimal change, stimulation and protection and for their carers to be well and healthy.
- The Haynes Day Care Centre was a **Centre of Excellence**, providing care for people with dementia at an advanced stage. Proposals would mean that this would be difficult to sustain.
- Day care centres provided stimulation, social contact, emotional, physical support, range of activities and specialist expert care by experienced skilled staff – these helped people with dementia, and their carers, to stay healthier and independent longer.
- Day care was a **preventative service** both for the cared for, and their carers, helped to extend staying at home and in the community. In the absence of such services, carers suffered serious ill-health over extended periods often needing hospital stays.
- Day Care made **financial sense**. Carers wanted to delay the need for more costly residential and nursing care for loved ones or hospital admissions and to stay healthier themselves, day care was necessary to achieve these aims. Day care costs also much less than care at home. The Group had submitted estimates of increased costs to the Council in 2011, and we felt they were still valid.
- The planned consultation was inadequate.

The Committee noted that the concerns raised by The Haynes

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Relatives Support Group were not reflected in the proposals.

RESOLVED to recommend that, before moving forward with the proposals, Adult Services clarify the proposals, including more detail about consultation, how respite services would be provided if closures went ahead and how specialist dementia services would be provided.

ii. Priority 2, Item 13 – New Pathways for People with Learning Disabilities – Day Opportunities (p.150)

The Committee heard from a Member of the Autism Working Group including that:

- Staff had built relationships with service users and an increase in challenging behaviour from people with autism dealing with change could be expected.
- Mental health issues were likely to arise in people with complex needs as a result of changing these services and the service users will be more socially isolated.
- The Autism Group felt it had not been consulted properly.

Committee members echoed the concerns expressed above and added that the LA would be liable if vulnerable people were managed by inadequately trained staff.

Clerk's note: The Chair, Cllr Bull, left the meeting briefly and returned (20:52-20:55hrs)

iii. Priority 2 – Public Health – Health Improvement

Ms Denny emphasised the need for Children's Health Services to act on the increase of the spread of head lice in schools.

RESOLVED that the recommendations and comments of the Adults and Health Scrutiny Panel be amended and agreed as discussed by the Committee, and listed in the table attached to these minutes.

Clerk's note: Cllr Adje, left the meeting between 20:52-20:55hrs

b. Recommendations of the Children and Young People's Scrutiny Panel – 15 December 2014

i. Priority 1, Reference 2 – Services for Young People including Young Offenders

The Committee heard from a local resident who expressed that the cuts to youth services would cost more in the long run, the consultation document on the Council's website was inaccurate in stating that the youth service was not utilised and that this should be amended. It was also recommended that further engagement, particularly with young people, was required including more appropriate information to be provided.

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RESOLVED to recommend to the Cabinet that the proposal in Priority 1, reference 2, be reassessed as high risk.

ii. Priority 1, Reference 3 – Public Health, Children and Young People

The Vice-Chair expressed concern that pupil premium funding, provided to schools, was being used to address health inequalities rather than to support vulnerable children.

iii. Priority 1, Reference 4 – Impact of Early Help

In response to questions it was confirmed that the anticipated reduction in the number of families requiring intervention had not occurred. A report on troubled families would be circulated to the Committee.

Action: Interim Director of Children's Services

RESOLVED that the recommendations and comments of the Children and Young People's Scrutiny Panel be agreed as discussed by the Committee, and listed in the table attached to these minutes.

c. **Recommendations of the Environment and Community Safety Scrutiny Panel – 10 December 2014**

Priority 3, Item 39 – Direct Services

The Chair, Cllr Bull, requested to be included on the site visit to Wolves Lane Nursery Site.

Action: Rob Mack

Noted that the Vice Chair expressed that she did not agree with this proposal.

RESOLVED to agree the recommendations of the Environment and Community Safety Scrutiny Panel.

*21:58hrs The Committee **RESOLVED** to suspend standing orders (Part 4, Section B, Committee Procedure Rules 18) to continue the meeting beyond 10pm to enable the business in hand to be concluded.*

d. **Recommendations of the Housing and Regeneration Scrutiny Panel – 10 December 2014**

i. Priority 5 – Item 63 – Homes for Haringey (HfH) Repairs

In response to questioning the Committee was informed that this proposal meant that HfH would not spend large amounts of money repairing homes of very elderly residents as their properties were often vacated soon after.

ii. Priority 5 – Item 66 – Homes for Haringey (HfH) Repairs

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	<p>RESOLVED to recommend that the proposals for the Right to Buy should be extended to empty street properties.</p> <p>RESOLVED to agree the comments and recommendations of the Housing and Regeneration Scrutiny Panel, subject to the amendments and comments above.</p>
OSCO09.	<p>NEW ITEMS OF URGENT BUSINESS</p> <p>None.</p>
OSCO10.	<p>FUTURE MEETINGS</p> <p>Noted the dates for future meetings: Monday 26 January 2015 and Thursday 26 March 2015.</p>

Chair, Cllr Bull

The meeting ended at 22:30hrs

Chair

SIGNED AT MEETING.....DAY

OF.....

CHAIR.....