Response to isses raised in public consultation, scrutiny panels and OSC

1.1 This report outlines the response to issues raised in the Mid Term Financial Strategy consultation and during the budget scrutiny panel process.

1.2 The MTFS consultation ran from Monday December 19th through to Sunday January 22nd (see the full report in Appendix 8). In January Priority budget scrutiny panels were held which fed through a number of recommendations.

1.3 The information below sets out responses to issues according to each priority area.

1.4 **Priority 1 (Children and families)**

1.5 Following concerns about the modelling of savings, it has been agreed that a further report on progress around delivering the savings be submitted to the panel before the end of 2017.

1.6 **Priority 2 (Adults and Health)**

1.7 Concerns were raised in the public consultation on the impact of any changes made to the Osborne Grove nursing home operating model. It is recommended that an option appraisal be carried out on how best to achieve the £672,000 savings target while maintaining nursing home provision. The first strand of this will consider whether an alternative provider would offer better quality and better value for money. The second strand will explore the feasibility of expanding capacity at Osborne Grove. The options for provision include: a continued in-house operating model, outsourcing to a care provider, the creation of a local authority trading company and the establishment of a joint venture between the council and a care provider.

1.8 Following concerns rose about changes in charges to Disability Related Expenditure, additional information was provided as part of the EQIA. This highlighted that, although operating a percentage disregard approach facilitates a quicker process with regards to financial assessments, to further mitigate the reduction, it is planned to increase resources to offer individual assessments to those people who would find this preferable.

1.9 Where people opt to have an individual assessment, they will be able to provide a detailed breakdown and evidence of their relevant disability related expenditure and to identify any additional areas of expenditure that are a result of their disability, age or health. It is acknowledged that this approach

could result in increased requests for detailed individual assessments, hence the need to secure additional personnel as part of this approach. However as people would have an option for a detailed individual assessment we are actively seeking to mitigate any potential adverse effects of the proposal on the vulnerable people we support.

1.10   The principle of charging for a whole package of care, rather than treating travel costs separately, was supported by the Adults and Health Scrutiny Panel. However, it was agreed that more information was needed on the implications of the Transport to Day Opportunities proposal. This information reflected that there are 466 users of day opportunities, 151 of whom currently attend in-house provision and 315 of whom attend external provision. Of these, 415 are subject to charging.

1.11   A recent desktop review indicated that Haringey pay the full transport costs to and from externally delivered daycare for 32 service users although they are contributing to the cost of the day care they receive. Initial indications are that the impact of adding on the cost of transport to the day care package costs will have a very limited impact on the actual charge to the user as the cost of the overall package will be subject to the standard financial assessment, which is based on the ability to pay and not on an automatic percentage charge of the overall cost. Any increase in charges identified would therefore only be possible within the limits set out in the charging policy. These service users have not been directly affected by the transformation of council delivered day opportunities and have continued to receive services as previously.

1.12 In addition, there are 139 service users who use transport services to attend council delivered day care. The same issues arise as for externally delivered day opportunities provision. In line with the established principle that all elements of a care package are subject to our charging policy and that this is based on financial assessment and the ability to pay, these costs are being reviewed, taking into account the changes underway within the service but always within the existing charging policy.

1.13 **Priority 3 (Environment and Community Safety)**

1.14 Following concerns expressed that the introduction of a bulky waste charge will lead to an increase in flytipping, it is recommended that a publicity campaign be drawn up to provide support for the proposed changes which includes publicity on penalties associated with fly-tipping.

1.15 Concerns were raised about the introduction of charges for replacement wheelie bins, to address these it is recommended that there should be discretion on the charge if there is evidence of bins being damaged during

collection. Bins could also be made more clearly identifiable as being from Haringey to help prevent bin thefts from outside of the borough, and could also have labels for door numbers to help prevent theft within the borough.

1.16 On proposals for a service reduction in the provision of bags above shops, it is recommended that consideration be given to the posting of recycling bags for which a charge will be incurred. However it is expected that the majority of recycling bags be collected for free from public buildings such as libraries.

1.17 Concerns were raised on the closure of Park View Road Reuse and Recycling Centre and the potential that fly tipping would increase in the area. It is therefore recommended that a communications plan be put in place to both identify all the alternative Reuse and Recycling centres in North London and remind users of the significant penalties that would be enforced for those caught fly tipping.

1.18 On the Veolia operational savingst, it is recommended that some element of pro-active work be maintained by the graffiti service although this may impact on other areas in order to meet the £200,000 efficiency target. On wider concerns expressed on the cumulative impact on changes to street cleaning, waste and recycling it is recommended that a quarterly review be conducted in the first year to monitor these changes.

1.19 As part of the savings to rationalise parking visitor permits, it is recommended that the concessionary rate be reduced from 75 to 65 and that any future increases to the visitior permits charge be staged on a year on year basis rather than on block.

1.20 As part of the processes to introduce a new parking operating model and/or to relocate parking/CCTV it is recommended that a report be submitted to Overview and Scrutiny Committee once market testing has taken place and before any award decision is taken by Cabinet..

1.21 **Priority X (Customer Service and libraries)**

1.22 A significant number of people expressed concern during the consultation on proposals to reduce library hours. Those concerns are acknowledged.

1.23 The Council is committed to maintaining a network of nine libraries. Haringey currently has some of the longest library opening hours for branch libraries compared to other authorities (as measured and reported by CIPFA).

1.24 Haringey's six branch libraries are open six days a week, from 9am-7pm Mondays-Fridays and 9am-5pm on Saturdays. In addition, our three main libraries at Marcus Garvey, Wood Green and Hornsey are also open 12-4pm

on Sundays. The proposal to reduce opening hours excludes our three main libraries.

1.25 The proposal would allow the council to keep nine libraries, but to rationalise their opening hours aligned with times of greatest use and need. Any impact on the community and protected groups will be mitigated by maintaining the longer opening hours at the borough's three main libraries which means that all residents will be within two miles of an open library, seven days a week. Those who are housebound will be able to make use of the housebound library service.