

Overview & Scrutiny

Annual Report on 2009/10



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Chair's Foreword

Over the past year Overview and Scrutiny Committee has continued to play an active role in shaping and improving services run by the Council and its partners.

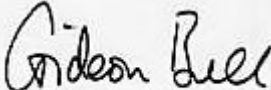
The Committee has successfully completed a number of in-depth reviews in a wide range of areas including the support provided for carers, sexual health of young people and sustainable transport. These and other reviews completed by the Committee this year have made many valuable recommendations which will hopefully bring about improvements for local services and the people that use them.

During the past year, the Committee has also been working closely with the council and its partners through the area partnership boards. Lead members appointed by the Committee have supported scrutiny at these local theme boards and have been particularly successful in identifying possible reviews to be undertaken. I expect that this work will be developed further in 2010/2011.

Given the constraint of national finances, this is likely to be very challenging time for public services. It is now clear that local decision makers will have to face many difficult choices about local services in the year ahead. I believe that Overview & Scrutiny however can play a role in helping to public services adapt, and to work together more effectively and efficiently to ensure that local people continue to get the services which they may need.

Once again, I would like to thank all those who have taken part in scrutiny over the past year. The participation and support committee members, ward councillors, officers, members of the public and representatives from the voluntary and community organisations has continued to be a key feature of effective scrutiny in Haringey and which have a positive impact on the local services.

I hope that you find this report informative and I look forward to working with you in the year ahead.



Gideon Bull

Committee Membership 2009/10



**Cllr Gideon Bull
Chair**



Cllr Gina Adamou



Cllr Charles Adje



Cllr Ron Aitken



Cllr Toni Mallett



Cllr Martin Newton



Cllr David Winskill

Co-opted members

Ms Y. Denny (church representative)
Ms M Jemide (Parent Governor),
Mr J Ejiofor (Parent Governor),
Ms S Marsh (Parent Governor),
Ms H Kania (LINK Representative)
1 Vacancy (church representative)

Introduction

Welcome to the Overview & Scrutiny Annual Report for 2009/10. Overview & Scrutiny is legally obliged to produce an annual report of its activities. It is hoped that the following offers an insight in to the role of the Overview & Scrutiny Committee and the work that it has carried out in the past year.

What is Overview and Scrutiny?

Under the Local Government Act 2000 local authorities were required to set up an Overview and Scrutiny Committee. This committee is able to scrutinise the decisions or actions taken by the Council or partner organisations or indeed, assess any matter that affects people living in Haringey.

In this context, the primary role of Overview and Scrutiny is to hold local decision makers to account and to help improve local service provision. As such, Overview and Scrutiny has a number of distinct functions:

- reviewing and challenging the decisions taken by the Council and its partners
- undertaking investigations into services or policy areas which are of interest or concern to people in Haringey
- making evidence based recommendations to improve services provided by the Council and partner organisations

Given these roles, it is clear that Overview and Scrutiny plays an important role in local democracy by:

- enhancing local accountability
- improving transparency of decision making
- enabling councillors to represent the views of constituents.

What is effective scrutiny?

Effective scrutiny is important to ensure that local services are held to account, are run efficiently and in the interests of local people. The Centre for Public Scrutiny has suggested that there are four principles for effective scrutiny, that it:

- provides a 'critical friend' challenge to policy and decision makers
- reflects the voice and concerns of a community
- is carried out by 'independent minded governors' who lead and own the scrutiny process
- makes an impact on local service delivery in order to improve outcomes.

Haringey Overview & Scrutiny Committee aims to operate within these principles in order to deliver an effective public service scrutiny function for the local community.

The role of scrutiny in Haringey

Haringey has one over-arching Overview and Scrutiny Committee which is made up of seven councillors and six co-opted members (3 parent governors, 2 church representatives and 1 representative from Haringey LINK). Councillors are proportional to the political balance of the Council and are confirmed at the Annual Meeting of Full Council.

The work of the committee is supported by 'task and finish' review panels, which are commissioned to investigate service or policy areas. Such panels involve other non-executive Councillors and are chaired by members of the Overview & Scrutiny Committee.

The Committee undertakes a number of key roles which support the support the scrutiny process in Haringey. These roles and component actions are summarised below:

Holding the Executive to account:

- Questioning the Leader and Cabinet Members in a positive and productive manner on issues within their portfolio area
- Call-in of decisions taken by Cabinet
- Reviewing council performance, including the Local Area Agreement targets, and making suggestions for improvement
- Scrutinising the activities of partner agencies which support the Local Area Agreements.

Policy review and development

- Reviewing or assessing policies and strategies developed by the Council or the wider strategic partnership.

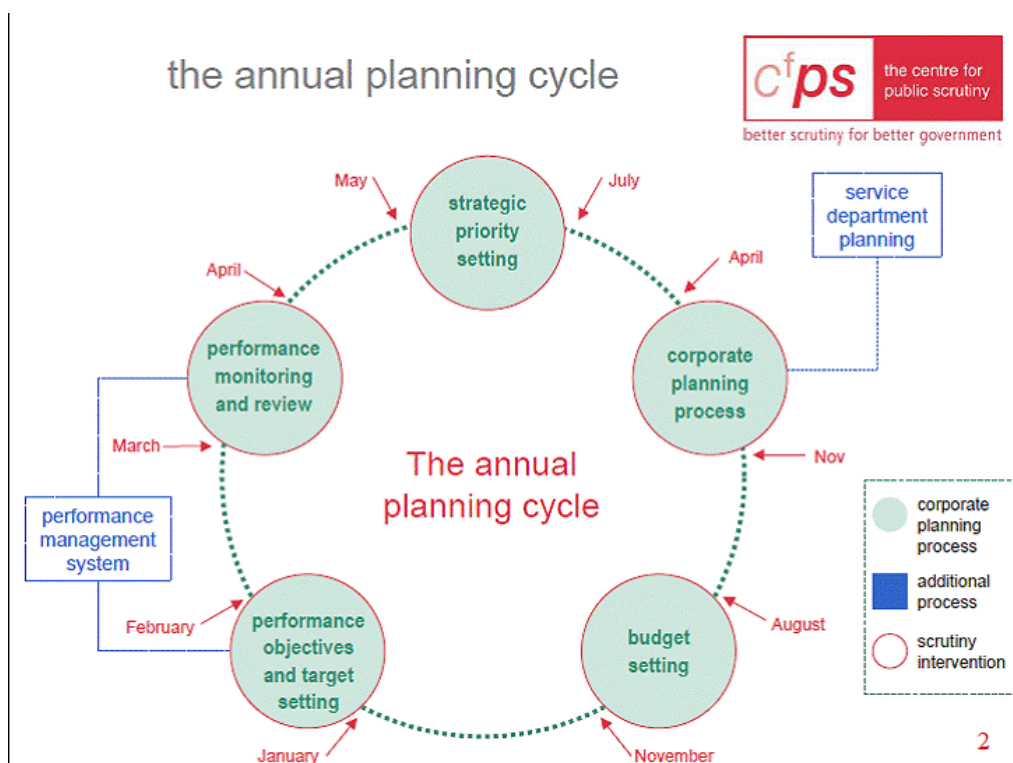
- Commission in-depth reviews of local services or policy areas taking into account the evidence base and the views of the public and making recommendations for improvement.

Consulting and involving local people

- Examining and responding to referrals from Local Involvement Network
- Operation of Councillor Call for Action where members can refer any matter that affects their ward (within defined limits)

How does this role fit in with the Council structure?

The role of Overview and Scrutiny, although separate from other functions within the Councils structure, is embedded within local decision making processes. This is illustrated below:



How is the public involved in scrutiny?

Scrutiny has a particular responsibility to members of the public, whether through challenging decisions on behalf of service users or through detailed investigation of community concerns. Overview and Scrutiny therefore aims to ensure that its processes and outcomes reflect community needs.

All scrutiny meetings of both the overarching Committee and panels are held in public. Members of the public are able to attend these meetings and listen to what is being discussed and ask questions.

Information about scrutiny meetings taking place can be found on the Haringey website, or by contacting a member of Scrutiny team or the Scrutiny Committee. In accordance with statutory requirements, agendas and background papers are published in advance of all meetings.

Local education and church representatives are co-opted on to the Overview & Scrutiny Committee, and similar cooption arrangements to include specialist advice and input also operate for task and finish reviews. Councillors also engage and consult with local community groups, service users or local residents when gathering evidence for in-depth reviews.

Scrutiny in Haringey aims to be as inclusive as possible and members of the public are able to submit their views on a particular topic for consideration and inclusion. Members of the public may also suggest topics for scrutiny review through the website.

For more information about how to get involved in overview and scrutiny please look at the scrutiny web page on the Council website (www.haringey.gov.uk). Or if you prefer, please call the scrutiny manager: 0208 489 6922.

National and local developments for scrutiny in 2009/10

The following provides an overview of the main developments Overview & Scrutiny in 2009/10.

Statutory Scrutiny Officer

The Local Democracy, Economic Development and Construction Act 2009 require all local authorities in England to designate a specific individual as its statutory scrutiny officer. This part of the Act came into operation on 1 April 2010. The functions of this role are to:

- promote the role of the Overview and Scrutiny Committee
- provide support to the Overview and Scrutiny Committee and its Members
- provide support and guidance on the functions of the Overview and Scrutiny Committee to other Members of the Council, including the Executive and officers.

The Council appointed Stuart Young, Assistant Chief Executive for People, Organisation and Development to fulfil this role.

Part of the driver for the establishment of a statutory scrutiny officer role was to ensure that local authorities develop dedicated resources for scrutiny or where the government felt that there was evidence that scrutiny recommendations were not being taken seriously.

That has not been the case at Haringey where there has always been a dedicated team tasked with supporting the scrutiny function and a strong track record of scrutiny recommendations being agreed by the Council's Cabinet.

Scrutiny of Crime and Disorder Reduction Partnerships

New powers came into force during the year that gave local authority overview and scrutiny committees specific powers to scrutinise crime and disorder reduction partnerships (CDRPs). These provided a framework for the development of a closer relationship between CDRPs and scrutiny.

The new provisions meant that scrutiny of crime and disorder was now no longer a matter of choice but a requirement for local authorities. It required every local authority to have a committee with the power to review or scrutinise crime and disorder matters.

There was already a long history of scrutiny of crime and community safety issues in Haringey which has enabled the development of good practice and working relationships. In particular, significant contributions to policy development had been made through reviews on anti social behaviour, CCTV and street prostitution. In recognition of this, the statutory guidance on scrutiny of CDRPs that was issued by the Home Office used Haringey as an example of good practice.

Comprehensive Area Assessment

2009/10 saw the first results from the new public sector performance framework, the Comprehensive Area Assessment (CAA). This framework incorporates an assessment of both the Council and partner organisations performance in meeting shared local priorities for Haringey.

There has been a developing relationship between CAA and overview and scrutiny,

where the local self assessment process has been useful in guiding and informing the selection of in-depth scrutiny reviews. Similarly, the in-depth scrutiny reviews have provided useful evidence to include within the CAA self assessment process.

Although the CAA self assessment process has been abolished, it is unlikely to be replaced by another centrally administered inspection process.

Although the new coalition government is still finalising plans for the relationship between central and local government, it looks likely that local accountability will be extended through requirements for greater transparency and openness, such as, for example, the publication of local authority spending on-line.

Scrutiny Lead roles for partnership theme boards

To help the Council and its partners achieve objectives set out in the Local Area Agreement, councillors from the Overview & Scrutiny are aligned to theme boards within Haringey Strategic Partnership. Improved liaison has been achieved through this alignment where it has been possible to identify areas where

it may be beneficial for scrutiny involvement.

Each councillor of the Overview & Scrutiny Committee is aligned to a theme board and has a role to:

- Chair “task and finish” reviews on topics which fall under the board
- Build a strong working relationship with board members
- Promote the role of Overview and Scrutiny among board members
- Attend the quarterly board meetings
- Develop an overview of the LAA targets within the theme board: performance and actions taken in respect of exception reporting.

Councillors are required to feed back to Overview and Scrutiny Committee on areas within the theme board:

- where possible scrutiny involvement could add value
- other key issues within the remit of the board which the committee should be made aware.

It is expected that liaison between Overview & Scrutiny Committee and local strategic theme boards will develop further in 2010/11.

Holding the executive to account

Overview & Scrutiny Committee

The Overview and Scrutiny Committee met 19 times during 2009/10. Of these 19 meetings:

- 11 were to consider general business of the committee
- 4 were special meetings to scrutinise the Action Plans of the Joint Area Review of Child Protection
- 3 were dedicated to scrutinising the Cabinets budget proposals
- 2 were to consider a Call-in of a cabinet decision.

During the past year the Committee undertook a range of activities to help monitor the performance of the council and its partners. The Committee:

- Questioned the Leader and Cabinet Members on their portfolio area
- Considered Council performance reports
- Provided input into new policies and strategies
- Commissioned “task and finish” reviews
- Monitored the implementation of recommendations in previous reviews
- Considered feasibility reports for in-depth review
- Scrutinised other issues of importance to the community.

Details of each meeting and associated reports and minutes can be found on the Haringey website (www.Haringey.gov.uk).

Cabinet Q&A

There is an agreed process by which Members of the Committee, other Non Cabinet Members and the public may submit questions for the Leader or Cabinet Members attending the question

session, as well as the manner in which they will be answered.

Written questions in relation to the Leader / Cabinet Member briefings must be submitted as soon as possible but by no later than 10am, at least 5 complete working days before the meeting. Late questions will not be accepted.

Written replies, for questions meeting the deadline, will be circulated on the previous working day to the meeting. The replies will be available at the meeting of the committee and will be placed on the Overview and Scrutiny Committee pages of the Council’s website after the meeting.

Persons who have submitted written questions will be able to ask one supplementary question for further explanation, this must be related to the original question.

When all written questions and supplementary questions are exhausted the Chair will invite questions from those people attending the committee meeting. Priority will be given to Committee Members and Non-Cabinet Members attending. The public may then be invited to ask questions.

There will be no limit to the volume of questions other than time, which will be up to 30 minutes for each member session in total. A question and answer sequence in process at the time limit shall be completed, but no further questions allowed after that time.

Questions must be of a general policy nature and not cover issues that would be better dealt with as a Member’s enquiry or through another of the council’s existing procedures.

A written question will be rejected if it:

- Concerns an individual's complaint
- Is or could be an issue which is the subject of legal or quasi legal proceeding or investigations, including Ombudsman cases
- Is defamatory, frivolous or offensive
- Is substantially the same as a question which has been put at a meeting of the Council or Council Committee, in the past six months
- Requires the disclosure of confidential or exempt information.

The decision to reject a written question will be taken by the Chair, after advice is received from the Monitoring Officer. If a question is refused on any of these grounds, the questioner will be notified in writing. Questions will be managed by the Chair at the meeting.

During 2009/10 approximately 340 written questions were submitted.

Call-ins

A Call-in is a challenge to a decision made by the Cabinet, an individual member of the Cabinet, or a key decision made by an officer with delegated authority from Cabinet. It must be made by at least five members of the Council and within laid down deadlines.

Once challenged, the Cabinet decision is in effect suspended until the Overview and Scrutiny Committee meets and the reasons and rationale behind the decision are explained by the decision taker. The Committee then has three options, it may decide:

- Not to take any further action, in which case the decision is implemented immediately
- To refer the decision back to the decision taker, in which case the

decision taker has 5 working days to do so before taking a final decision after which it is implemented immediately

- To refer the decision to Full Council.

The Call-in procedure should only be used in where there is real and genuine concern over the impact of a decision being taken and must not be abused or cause unreasonable delay to the functioning of the Cabinet.

There was 2 Call-in's over 2009/10. These were on the Cabinets decision regarding the closure of Supported Housing units and the installation of digital aerial systems within the decent homes programme. After lengthy discussion, the decision of the Committee was to take no further action. The Cabinet decisions were therefore implemented. The Committee did however make a number of additional recommendations to Cabinet in respect of these call-ins.

Budget Scrutiny

The context within which finances are managed and budgets constructed is complex and rapidly changing. The growth of partnership working, pooled resources, devolved budgets, pressures from inspection regimes, the changes to grant distribution and the efficiency agenda, all have direct implications for budget proposals.

The role of scrutiny in the financial process is to hold the Cabinet to account and to ensure that decision making is efficient, transparent and accountable. Financial scrutiny is not easy as it is inherently political, but it has to fulfil a role that is distinct from the role played by the political groups.

It is not the role of the committee to develop an alternative budget, but that it aims to focus on outcomes rather than inputs, measure the effectiveness or impact of resource allocation decisions and spending, receive quarterly exception reports monitoring of performance against financial targets and indicators and to consider how well integrated service and corporate planning is with financial planning.

In Haringey the role of scrutiny has been built into the annual business planning and budget setting cycle. In July the committee received a report outlining the Council's 3 year financial strategy and the key financial issues and risks for each service. In November Pre Business plan Reports 2010/11 were released by the Cabinet. The reports were considered over 3 special meetings of the committee in November/December. The reports contain proposals for investments and efficiencies in relation to Capital and Revenue budgets for the 3 year planning period 2010/11 to 2012/13.

The Committee made 95 requests for further information about the proposals in the reports, where information was deemed unclear or lacking sufficient detail.

As a result of the investigations by the Overview and Scrutiny Committee, 11 recommendations were made in a report to the Cabinet in January 2010, eight of which were agreed. The Cabinet would not reconsider efficiency proposals in relation to the Leaving Care, Asylum services and Town Centre Management, nor to bring forward pre-agreed savings in the Housing Department.

Strategy review

The Committee also received a number of local strategies, policies and action plans for scrutiny comment. These included:

- Community Engagement Framework
- Housing Strategy 2009/2019
- 3 year Financial Strategy
- Move-on strategy (housing under occupancy)
- Primary Care Strategy
- Sports and Physical Activity Strategy
- Safer and stronger communities action plan.

Scrutiny of Child Protection and the Safeguarding Plan

The Council faced serious criticism for the failings in the child protection service over the Baby P case. The Council and also the health services, the police and others accepted that things went badly wrong. They were truly sorry for the cruelty and suffering that Baby P experienced.

However, under the new Director of Children's Services the Council co-ordinated and prepared a detailed and extensive Joint Area Review (JAR) action plan, setting out fundamental changes in the way that the council and the other agencies responsible for the safeguarding of our children, work together. This safeguarding Plan was agreed by the Government in February 2009.

The Overview and Scrutiny Committee decided it would build into its work programme for 2009/10, a number of special meetings dedicated to child protection and the response to the JAR. At each meeting the Committee received the following reports from the Director of Children's Services:

- An update on the development of the Safeguarding Plan and a report on the progress of implementation

- A report on child protection performance and key issues arising
- A report outlining the work and progress made by the Cabinet's Children's Safeguarding Policy and Practice Advisory Committee.

As a result of receiving the reports, the Committee was able to question and discuss in public, the issues surrounding the case. It was able to put forward suggestions for improvement to the proposed plan and it was able to obtain re-assurances from partner organisations, the Cabinet Member and the Director of Children's Services. Finally, it was able to satisfy itself that the plan was supported by all the agencies in child protection, that the plan was robust, properly resourced and was being implemented effectively.

There were 4 special Overview and Scrutiny Committee meetings. At the last meeting the Committee decided that it would continue with the process and requested that 3 more special meetings be built into the work programme for 2010/11.

Health Scrutiny

Overview and scrutiny committee has specific powers to scrutinise NHS services. There is a general duty on NHS organisations to engage with them on the planning of services, developing and considering proposals for changes in the way services are provided and decisions to be made that affect how those services operate.

In addition, there is also a specific duty to consult on any significant changes that are proposed to local services. In such cases, committees have the power to refer changes that they do not believe are

beneficial to local health services to the Secretary of State for Health.

Officers from local NHS trusts are regularly invited to attend at Committee to report on local health developments, seek comment on local health strategies or to discuss health issues which are important to local people. Indeed, in the past year, a number of committee meetings have been dedicated solely to assessing health issues in this context.

In the past year, the committee has received reports or discussed local health issues in relation to:

- updates on the primary care strategy
- health visiting
- oral health
- high impact users
- out of hours primary care.

The Committee continues to play a role in helping to minimise local health inequalities. The Department of Health National Support Team (HINST) for Health Inequalities visited Haringey in late 2009 and noted that the work of a "strong and active" Overview and Scrutiny Committee had successfully provided challenge on a range of health inequalities issues which had subsequently raised the profile of the health inequalities agenda as well as supported service delivery.

The HINST included the previous review on stroke prevention as an example of best practice in their feedback to Haringey and stated that the recommendations made by the review had "led to significant service improvement".

The HINST has since used Haringey Overview and Scrutiny Committee work in tackling health inequalities as an example of best practice in a number of settings including health inequality seminars.

In-depth scrutiny reviews

The work of the Committee is supported by a number of “task and finish” panels. These are commissioned on an ad-hoc basis to conduct in-depth investigations into local policy and performance issues. Topics chosen for in-depth investigation are developed from consultation with Councillors, officers, partners and members of the public with a view to making recommendations to improve a particular service area. Panels are chaired by a member of the Overview and Scrutiny Committee with other non-Cabinet members sitting on the panel.

Completed in-depth reviews with their recommendations for service improvement, are required to be approved by the Overview and Scrutiny Committee. These are subsequently sent to Cabinet and/or to the relevant external body for decision and implementation. Overview and Scrutiny Committee then monitors the implementation of these recommendations.

Breast Screening Services

Cllrs Alexander, Beynon, Bull and Winskill (Chair)

Breast cancer is one of the biggest causes of cancer among women in the UK and a major cause of adult female mortality.

The National Breast Screening Programme (NBSP) screens nearly 2 million women each year and helps to detect breast cancer earlier, which has helped to improve treatment options and survival rate for those women diagnosed. The NBSP saves about 1,400 lives each year.

As a result of the temporary suspension of the North London Breast Screening Service, fewer women in Haringey are screened every three years than in many other boroughs. Furthermore, just over half (55%) of women actually take up invites to breast screen in Haringey. There is a concern that poor uptake may exacerbate local health inequalities.

This scrutiny review aimed to assess how local uptake rates could be improved. To help form recommendations, the panel:

- talked to local commissioners and service providers
- heard evidence from specialist screening agencies
- consulted local women who had used the breast screening service
- visited the local breast screening service.

Key conclusions:

The panel found that there are a number of issues which affected screening uptake:

- operational issues: location of clinics, appointment times, availability of out of hours services
- structural issues: how screening lists are developed, operation of call and recall system
- socio-demographic issues: age, ethnicity, social deprivation
- personal attitudes: personal anxiety, perceptions of personal risk

Key recommendations:

The panel identified some preliminary work (i.e. Health Trainers project & the Breast Screening Action Plan) but noted that this had yet to be fully implemented. The panel felt that concerted action would be necessary at a number of levels to help improve screening uptake.

The Panel made a number of recommendations in three key areas to help improve screening uptake:

- improved accessibility of breast screening clinics
- greater involvement of primary care in the breast screening process
- the need to develop more localised public health information and awareness for breast cancer.

Engaging with Hard to Reach Communities

Cllrs Bull (Chair), Aitken and Adamou

For the purpose of this review the term 'hard to reach' was defined as:

“Those groups which are difficult to engage with from an organisational perspective because they do not feel empowered to do so, or due to barriers which may be overcome.”

Haringey is one of the most diverse boroughs in London with nearly half of its population from ethnic minorities. Within this there are a number of communities and groups which do not engage with organisations whether this is because they do not feel empowered to do so or because they do not know how to access the organisations.

A wide range of organisations and individuals contributed to the review including: Bringing Unity Back Into the Community (BUBIC), Sexual Health On Call (SHOC), BME Carers, Caris Haringey, Afrikcare, Crucial Steps, North Middlesex University Hospital Trust, Whittington NHS Trust, Haringey Borough Police, LGBT Network, Haringey Council departments, HAVCO members of the public.

The panel also went along to a Youth reparation session and had an extremely interesting conversation with young people to get their views.

Key recommendations:

- The development of a multi-agency consultation network and some areas of work for the network to undertake
- Consultation training to include cultural awareness and hard to reach groups
- The undertaking of a customer journey mapping exercise to include dual needs for example, a sex worker who has housing needs as well as needing support on drug addiction. The aim of this is to ensure that no one slips through the net due to their complex needs
- Exploration of IT based options for sharing accessibility data across the council, for example if one service knows that a person needs communication in large print then this information should be shared with other services.

Review participant on the final report:

“I really enjoyed reading it and there are so many useful contacts and possibilities for neighbourhoods to work. I am going to forward this onto the other community development officers” Community Development Officer

Support to carers

Cllrs Adamou (Chair), Wilson & Alexander

Carers are estimated to save Haringey £236million per annum.

The aim of the review was agreed:

‘To assess the support provided to adult carers of adults in Haringey specifically to provide an objective view

of these services and whether they provide value for money.'

The review:

A number of panel meetings were held throughout the review to hear evidence from a variety of sources, including NHS Haringey, Adult Services, Barnet Enfield & Haringey Mental Health Trust, Leisure Services and Adult Learning. Meetings were very well attended, including by a number of carers.

The panel hosted a coffee morning for carers to give them a chance to share their experiences, views and thoughts and feed into the review in an informal setting away from service providers.

The panel also attended a lively BME Carers Support Group to gain their input and answer any questions about the review.

The review was also discussed at a HAVCO (Haringey Association of Voluntary and Community Organisations) Well-being meeting and the Carers Partnership Board.

A number of carers also wrote to the panel with input.

Key recommendations:

- NHS Haringey and Haringey Council jointly addressing the need for greater provision of respite/carers breaks.
- A review of the Carers Assessment processes across the partnership to ensure continuity.
- Emergency plans being in place for all carers receiving a care package.
- A review of the way information is provided to carers on changes due to take place under personalisation.

- Exploration of sharing information on carers held across statutory organisations.
- A mapping exercise of carers services including equity of access.

From a Haringey Carer:

"I appreciate all you are doing for the carers in Haringey."

"Thank you for what you are doing for the carers."

Support to small businesses

Cllrs Adje (Chair), Allison, Thompson and Winskill

This review looked at how Haringey and its partner agencies supported small businesses. Comparisons were made with other boroughs and the role of the Enterprise Partnership Board was examined.

The Panel were pleased to find evidence of:

- a comprehensive range of support to small businesses, which included financial support
- support on availability of business premises
- signposting to business information,
- staff and training
- procurement opportunities.

Key recommendations

The review offered recommendations that could make the borough more attractive to start up companies, help keep our existing businesses and allow expanding businesses to stay in the borough. In particular there were recommendations such as:

- That a further report be made to the Enterprise Board on the services available

- That a Cabinet Member assume responsibility for small businesses.

In response to concerns by small business representatives' for more information of accessing funds and grants the Panel recommended that:

- From within existing resources a small sum of money be set aside to enable the Council to engage the services of an external provider to provide a business turnaround service.
- That consideration be given to commissioning a best value partner offering loan schemes to work with officers to introduce a scheme in Haringey.

At the end of the review the officers from the Business and Enterprise Team have commented:

"...that the scrutiny review was a useful exercise, it raised both the profile and impact of the work carried out by the Team. The review also highlighted the dynamic and varied support needs of the borough's business community and how the team responds to these needs. This scrutiny review has also been about learning and highlighted where there is need for improvement."

Sustainable Transport

Cllrs Beacham, Mallett (Chair), Santry and Weber

The Council has very ambitious targets to reduce carbon emissions: it has signed up to reduce carbon emissions by 40% by 2020.

Transport is a significant cause of carbon emissions, therefore promoting more

sustainable forms of transport (i.e. walking, cycling and public transport) can help to reduce local carbon emissions.

The review assessed the ways in which car use could be reduced and other sustainable forms could be promoted, in particular:

- removing barriers to cycling and walking:
- the use of smarter travel initiatives (i.e. car clubs)
- the use of demand management techniques (i.e. traffic calming).

To help develop its recommendations the review panel undertook a detailed investigation which involved:

- taking evidence from 20 organisations (e.g. Transport for London, Sustrans and other London boroughs)
- Visits to two sustainable transport demonstration towns in Sutton and Peterborough
- local community group engagement (Haringey Cycling Campaign, Haringey Living Streets and Sustainable Haringey).

Key conclusions

Promoting sustainable transport is known can have a number of positive benefits, it can help to:

- reduce emissions and improve local air quality
- keep people healthy by using more active forms of transport (walking and cycling)
- make local communities more attractive and enjoyable places to live by reducing traffic congestion.

Key recommendations:

The panel identified a number of key recommendations to support the uptake of sustainable transport:

- Greater involvement and coordination within the HSP to help reach sustainable travel goals
- Work to promote sustainable transport needs to be coordinated through a balanced programme of initiatives
- Travel planning for schools, workplaces and for individuals represent an effective method of encouraging modal shift
- A 20mph speed limit may encourage more people to walk and cycle.

The panel also hoped that the conclusions and recommendations reached in the review would guide and inform the development of the Local Implementation Plan (Haringey Transport Strategy) in 2011/12.

Support to victims of crime

Councillors Aitken (Chair), Davies, Egan and Patel.

The review looked at how easy it is for victims of crime to access support, its effectiveness and where improvements to services could be made. The Panel found that there were a wide range of such services available within Haringey. Whilst it was clear that support had improved, the number of different bodies now potentially involved could cause confusion. In addition, a significant amount of support was either reliant on sources of funding that were vulnerable or the goodwill of volunteers.

The Panel received evidence that there was a need for better co-ordination of services and felt that the establishment of clearer governance arrangements would assist. Once established, this would provide the opportunity to review the full range of provision, address any areas of

duplication and develop a joint plan for improvements.

The Panel was concerned that information on witnesses, including ones who were vulnerable and intimidated, does not appear to always be being passed onto Witness Service volunteers and professionals. This could mean witnesses sometimes arriving without support agencies and the Court having prior notice of their needs. It felt that such instances should be brought quickly to the attention of the Witness Care Unit so that the reason can be identified.

The Panel was concerned that the Witness Service was currently based in accommodation at the Magistrates Court that appeared not to meet their needs and felt that partners should explore alternative options.

Some Victim Support volunteers can be traumatised by the work that they undertake and there is currently no provision for therapeutic support for them. The Panel felt that partners should explore fully the possibility of providing such support when required.

The Panel noted that there is now a victim support worker in the ASBAT but funding for this is time limited. It felt that long term decisions needed to be taken about the future development of the ASBAT as the service is currently almost totally reliant on time limited grants.

Only a minority of crimes are reported to the Police and this is particularly true of younger people. The Panel therefore welcomed the proposal to develop a project to work with young people to increase their awareness of support services for victims and encourage more of them to report crime.

Sexual health of young people

Cllrs Bull (Chair), Newton, Santry and Scott

Co-opted Members were Yvonne Denny, Marcelle Jemide, Joseph Ejiofor, Sarah Marsh and Helena Kania

The review looked at what the Council and its partners do to promote and improve the sexual health of teenagers with the Borough, including action to reduce sexually transmitted infections and conceptions.

The Panel commended the work of the Children and Young Peoples Service (C&YPS), NHS Haringey and their partners to address these issues. Initiatives to reduce teenage conceptions involving schools had been particularly successful but not all schools were participating. The Panel was of the view that the LEA should work with its partners to persuade all schools of the merits of participation.

Young people feel embarrassed in seeking advice on sexual health and this is the main influence on how they use services. It was felt that services needed to recognise this in their configuration.

Many young people travel to neighbouring boroughs to receive services and it was felt that this should be recognised through greater collaboration with other boroughs. In order to better attract and encourage young people to use local services, venues which they find comfortable to visit needed to be identified. They also needed to be open when they were most likely to be able to attend.

The Panel noted that young people were not inclined to visit their GP for sexual health services. It was nevertheless of

the view that GP services offered much potential for delivering sexual health services due to the hours that they are open, their accessibility and their links to other services.

Finally, the Panel welcomed the fact that recent changes appear to respond positively to what young people have been saying for a long time, such as the need for better sex and relationship education that does not focus solely on the biological issues. It also welcomed the significant reductions that have taken place in teenage conception rates within the Borough.

Transition from Children's to Adult's Services

Councillors: Newton (Chair), Adje and Allison

The review looked at what happens when young people receiving health and social care reach adulthood and transfer to being the responsibility of adult services. Strong collaboration between services and well planned transition can improve outcomes for young people.

Haringey has an established multi-agency approach to transition planning. This is initiated at the young persons 14+ transition review and specifies the steps needed to meet the person's needs on leaving school. It is updated at each subsequent review meeting until the young person leaves school.

Both the Children and Young People and Adults' Services have recognised the need to improve arrangements and ensure all planning better reflects national standards and best practice, as well as the personalisation agenda. Greater emphasis also needs to be placed on the key roles that young people and their families have.

The government intends that 16-18 funding for sixth forms and colleges will in future be delivered through local authorities. Until then, the Learning and Skills Council will remain responsible. The Panel felt that the Council should take the lead on the way in which the money is spent, especially if not ring-fenced. It felt that the government should also be lobbied to ensure that funds were ring fenced of funds as the lack of this could have an adverse impact on adult social care.

Difficulties had been experienced by some families in understanding the transition process and it was felt that a dedicated officer to assist would help to mitigate such difficulties. An information pack and specific web pages outlining services available would also be of help.

There is a lack of employment opportunities for young people with special educational needs. The Panel felt that the Council should be proactive in creating employment opportunities and recommended that it consider setting an employment quota for young people with learning difficulties, mental health issues and with physical disabilities. In addition, it felt that the Council should also consider training those leaving care to work within the care profession.

Finally, housing can be an issue and the panel therefore recommend that Strategic Community Housing Services put measures in place so that access and referrals can be improved and streamlined.

Review feedback from members and participants

Effective scrutiny reviews are dependent, in part, on the participation and support of two key groups: non Cabinet councillors who sit on review panels and those who attend to give evidence (e.g. officers, specialist advisers, community organisations). It is therefore important to assess the experience and perceptions of the scrutiny review process of these two groups.

Panel members and participants are routinely invited to comment on the scrutiny review process via a survey administered after the completion of each review. 14 responses were received from panel members and 40 from review participants to reviews completed in 2009/10 (Appendix A).

Full tables of quantitative responses from members and participants are contained in Appendix C and Appendix D respectively. Key findings from these groups are presented below.

Member Survey

Panel members were broadly satisfied all aspects of the review process. Members agreed that the terms of reference for reviews were clear, practicable and fully agreed and that panel meetings were well organised.

Of critical importance to the review process is that members have access to appropriate evidence to help meet the objectives of the review. In this context, panel members were in broad agreement that sufficient information had been received, was interesting and clearly presented.

Members also acknowledged the role of the scrutiny officer in collating evidence to be put before the panel:

'... the officer was well organised and pulled a lot of material and evidence together.'

Of services under review, members noted that these had been supportive of the scrutiny process in that relevant officers had attended panel meetings, responded to member questions and produced concise and useful reports.

Panel visits can play an important role in enabling panel members to see services first hand and enable them talk to front line staff and service users. Visits can also be made to services in other boroughs, where they can assess alternative service models of and to identify good practice.

Members were in broad agreement that scrutiny visits were:

- relevant to the review (83%)
- interesting (83%)
- contributed to the review process (83%).

Qualitatively, members commented on the usefulness of panel visits to the review process:

'Visits were very informative, particularly those outside Haringey [the panel] learnt a lot.'

Independent advisers are sometimes called upon within the scrutiny review process to provide expert information or guidance to the panel. Whilst members were clear that where independent advisers had provided impartial guidance (67% agreed), they were less certain that

this information could not have been provided by an officer (50%) and had actually contributed to the review (33%).

In terms of outcomes from the scrutiny review, members were in broad agreement that final reports were concise and contained key recommendations. Critically, the overwhelming majority of members were in agreement that the scrutiny review report:

- will add value to the service (93%)
- justified the work involved (100%)

Participant Survey

Participants in the scrutiny process may involve a wide range of informants that may include officers (from the council or its partners), other governmental agencies, local community groups or service users and members of the public.

There was broad satisfaction with the arrangements that were made by officers in preparation for participant's attendance.:

- arrangements well organised (93%)
- clear about review objectives (93%) and why they'd been invited (90%)
- was given enough time to prepare (93%).

In respect of the accessibility and operation of panel meetings, participants thought that these were generally conveniently time and in an accessible location. However, a number of participants were of the view that some of the locations used for panel meetings were not accessible to those with a limited mobility:

'Meetings in the canteen are a pain for wheelchair users because of lousy lifts.' (Sustainable Transport Review)

In terms of possible improvements, participants remarked that the timing and focus of review panel meetings might be improved:

'Everything was fine, though the timing of the meeting went badly awry....speakers had to compress their contributions into a few minutes [and] one had no time to take questions.' (Sustainable Transport Review)

'.... It [was] a challenge to focus entirely on the topic in hand and was distracted at times on to different tangents.'

At the meetings, a majority of participants indicated that they were treated with respect (100%), that meetings were open and friendly (95%) and were non-political (90%). Participants were also broadly happy with arrangements to present their evidence:

- able to present all evidence (85%)
- panel listened to evidence (88%)
- asked relevant questions (68%).

Overall, participants at scrutiny panels were positive about the scrutiny review process. Most felt that their attendance was constructive (83%) and that the review process was fair (92%) and thorough (78%). These perceptions were verified in qualitative comments provided by participants:

'I enjoyed the process and felt that the panel was supportive and approached the issue with the main aim to aid service improvement rather than scrutinise service inefficiencies. I found the whole process fair, supportive and an excellent learning opportunity.' (Breast Screening Review)

'Some useful ideas were generated as the discussion was lively and helpful.' (Victims of Crime Review)

In terms of other possible developments, it may be necessary to make it clearer to review participants what happens to the review recommendations after the panel meetings have concluded:

'I think it needs to be made clearer how recommendations from scrutiny are held

to account at the relevant boards..... . ' (Victims of Crime Review)

It is intended that the review feedback will be an ongoing feature of the scrutiny review process to maintain and the experience of review participants.

Updates on Previous Scrutiny Reviews

The Overview and Scrutiny Committee receives updates on previous scrutiny reviews approximately eighteen months after the response and action plan arising from them has been received. The purpose of this is to monitor the implementation of the recommendations and determine with the envisaged outcomes have been achieved. During the past year, updates were received on the following reviews:

Allotments

The review was commissioned to review the arrangements made by the Council for management of the Allotments Service and, in particular to consider issues relating to meeting of local needs, value for money and funding sources.

Key findings from the review:

- There was no dedicated Allotments Officer at the time of the review. This meant that the area officers had to cover parks as well as allotments, resources were stretched and the service delivered to some sites was unsatisfactory.
- There were not enough plots available across the Borough to meet current and projected demand.
- There was concern about the management of plots in terms of adherence to guidance on permitted shed size, removal of tenants that did not maintain their plots and sub letting.

- There was a need for more investment in allotments, demonstrated by a number of maintenance issues being raised. However, it was acknowledged that funds would need to be raised externally.
- There were no formal consultation mechanisms in place and information exchange could be improved.

Outcomes:

Of the 6 recommendations made, the Cabinet fully agreed 5 of them. It did not agree to establish a dedicated officer post to support the allotment service as it felt that there was insufficient justification and no funding to do so. A Parks Customer Services Officer spent 50% of their time supporting the allotment service and further support was provided by Parks Neighbourhood Managers and a project officer. From October 2009, arboricultural officers became responsible for allotment site inspection and the day to day management of sites.

An allotment asset survey was conducted in 2007 across all 26 allotment sites. The survey provided a summary of the work required to improve the condition of allotment sites. The total cost of improvements was £250k and this formed the basis of capital bids that were made in 2007, 2008 and 2009. The bids were unsuccessful and the Recreation Service was only able to allocate £25k in 2007 and 2008 and £50k in 2009.

The establishment of the Allotments Forum has enabled clear lines of communication and consultation with allotment site secretaries. The Allotments Forum meets bi-monthly and as a result there is now a more positive perception

of the Allotment Service and its performance. A detailed review of the tenancy agreement resulted in a new agreement being introduced in January 2010.

A review of rent charges was carried out, which showed that Haringey charges compared favourably with neighbouring local authorities. Proposals were made to link rent increases to investment funding but these have not been taken forward.

Children's Centres

The review was commissioned to look at work that had already been done and future plans to establish children's centres as models of excellence.

Key Findings:

- A useful start had been made in developing children's centres and there were positive plans for further development. Further reports should be presented on outreach services and how they identified and targeted disadvantaged children and the development and outcomes of the support strategy for child care providers.
- Resources should be targeted to provide more affordable high quality childcare places where a deficiency has been identified.
- Children's Centres should be encouraged to make greater use of their facilities at weekends and evenings.
- Consideration should be given to the possibility of some kind of incentive to encourage those involved in childcare provision to attend relevant courses.

- NHS Haringey should be requested to ensure that there are enough health visitors to enable them to visit newly born children and make holistic family health assessments.

Outcomes:

All of the six recommendations made were agreed by the Cabinet. A report was presented to Cabinet on the development of the outreach strategy, a key feature of which is that a dedicated outreach workforce will be established in partnership with NHS Haringey, Job Centre Plus, schools, the voluntary sector and other Council services.

An action plan has been produced. This focuses on improving the affordability of childcare, improving provision for children with disabilities and special needs, improving the take up of before and after school provision, increasing access to and awareness of holiday provision for all ages and developing a long term commissioning strategy for childcare.

Children's centres are looking at their governance and participation mechanisms to enable broader engagement with local communities so that greater use can be made of the buildings at evenings and weekends.

A local authority accreditation scheme is being created which will provide an incentive for centres to continually improve their provision for children. It will be based on a star system and include things such as the qualification of staff and the amount of training that staff take up.

Governor Services are reviewing the governance of children's centres and the intention is to reinforce models that

promote parental and community representation and participation.

An early childhood strategy group, which brings together key agencies, had been implemented to provide a joint framework for improving health outcomes of children and families. A new integrated model is also being developed involving midwives, health visitors, infant psychologists, family support workers and children's centre staff. This is being undertaken in partnership with NHS Haringey as part of the early years strategy.

Extended Services

The review was commissioned to look how extended services were being developed in Haringey.

Key Findings:

- There was considerable potential in the extended schools initiative. It could help in the provision of a range of services for children and families and strengthen community ties. Haringey was tackling the development in a co-ordinated and effective manner.
- Long term funding needed to be in place and consideration given to the way users pay for services and the manner in which the benefit structure operates. There should also be continual discussion with schools and other providers to ensure that the charges and concessions levied by schools are consistent.
- In order to derive maximum benefit, both the private and voluntary sectors should be involved.
- There should be a comprehensive list of providers for the kinds of services

required in schools. Consideration should also be given to the provision of services for the wider community.

- Good communication was essential to ensure that agencies and Council staff were aware of service developments. There was also the need for continuity as pupils moved from one educational establishment to another.

Outcomes:

All the five recommendations by the review made were agreed by Cabinet. Since the review, a flat fee for activities has been introduced. This is regularly checked with charges elsewhere in order to ensure that it compares well. The Council is working with schools to look at the issue of sustainability as it is the government's intention that extended services will remain an integral part of the life of schools beyond 2011.

A number of jointly planned activities between the Children's Services and Highgate School have been initiated, including a summer school and Oxbridge tuition sessions. The Children's Service is also continuing to develop joint working and partnership arrangements with private and voluntary childcare providers.

Extended Service Co-ordinators have been appointed and are working closely with schools, voluntary and other agencies within the networks to ensure that all opportunities are maximised.

High Intensity Users of Healthcare

The review was commissioned as a relatively small percentage of patients were known to generate a disproportionately high percentage of hospital admissions. Evidence had been made available on a national basis that

showed that many of these admissions could be avoided through better primary care.

Key Findings:

- Keeping more people out of hospital not only had the potential to benefit the NHS in the long term by saving it money and freeing up resources, it could also greatly improve the quality of life of patients. Community based services needed up front investment before further progress could be achieved.
- Health and social care services needed to be better integrated in order to improve services for high impact users. Good information was key to effective targeting but NHS information systems were unable to do this effectively and not compatible with social services systems.
- IT and telecare initiatives designed to support patients in their own homes had immense potential but costs could deter patients as well as providing a disincentive for social care services to invest. The transfer of resources from the NHS to Adult Services to support this would not only save it money but also improve the quality of life for patients.
- Community matrons were already working well within the Borough but the PCT had not met its target for the number of posts to be created. There were enough indications that that they were working effectively to justify their numbers being increased to target levels within the Borough.
- A significant number of high impact users are suffering from mental illnesses and it was important that this was identified by local hospitals.

There was a shortfall in psychiatric liaison provision, particularly for older people, at the North Middlesex Hospital and it was important that NHS Haringey worked with its partners to resolve this issue speedily.

Outcomes:

7 out of the 8 recommendations of the review were fully agreed by NHS Haringey. It was agreed that the issue of increasing the level of integration would be addressed as part of the joint Council and NHS Haringey Rehabilitation and Integrated Care strategy. New IT systems are now patient centred rather than focussed on episodes of care.

Although Community Matrons were seen by the government as being a crucial part of their strategy for meeting the needs of people with long terms conditions effectively, the case management element that they provide need not necessarily be provided by them. Relevant targets now refer to the number of patients being case managed.

NHS Haringey has now moved on from focusing on the number of community matrons to providing the services that they were responsible for via a range of different means. In addition, they have also widened the skills mix within the service. As a result, NHS Haringey has now introduced a specialist case manager and community matron assistants for community matrons. These assistants facilitate better access to resources needed to more effectively manage patients in the community. Resources include rapid access to physiotherapy, occupational therapy, psychology, home care and equipment.

Access to Services for Older People

In 2007 the Overview and Scrutiny Committee commissioned a review to look at access to services for older people in Haringey.

Key Findings:

- There was a recognition that there were significant challenges in meeting the preventative and personalisation agenda whilst continuing to support those most in need.
- Systems should be put in place to follow up those older people who do not meet Haringey's Fair Access to Care Services Criteria and are redirected.
- A mapping exercise and gap analysis should be undertaken on what low level services and activities are currently available throughout Haringey and an action plan put in place to cover any gaps and optimise take up of all services.
- The Urban Environment Directorate, which led on Income Maximisation, should publicise the strategy and action plan as soon as possible.
- Advocacy and representation needed to be built into the assessment and care management processes. There was also a need for the development of partnership information and advice strategy and more foot care for older people in the borough.

Outcomes:

The Transforming Social Care Programme is developing a range of service options for older people who fall below the eligibility criteria through, for example advice and information services. In addition, a web based service directory is being developed to ensure comprehensive and quick access to information on services available in the borough.

A joint information and advice strategy is being delivered through the work of the Integrated Access Team, which has a key role in providing information and advice as well as signposting to Council and non-Council services, as appropriate. Information packs for older people are being refreshed and due to be completed in 2010.

Adult Services is working with the voluntary sector, funding a capacity building role to support the development of specialist advocacy. Income maximisation assessments have been moved to the beginning of the assessment process to ensure more people benefit.

NHS Haringey has provided additional resources for training around essential and non-medical foot care across the borough.

Responding to local petitions

The Local Democracy, Economic Development and Construction Act 2009 required the Council to develop a scheme for the handling of petitions received from local residents.

Anyone who lives, works or studies in the borough can now bring a petition to the Council. Although the aim is to allow local residents to raise issues of public concern with the Council, issues raised should be on matters which the Council has duties or powers to affect change.

The Council must acknowledge the petition and provide information about what it has done or proposes to do in response to the petition. In response to a petition the Council must complete at least one of the following actions:

- Giving effect to the request in the petition
- Consider the petition at a meeting of the authority
- Hold an inquiry
- Hold a public meeting
- Commission research
- Give a written response setting out the authority's views about the request in the petition
- Refer the petition to overview and scrutiny committee
- Refer the petition to a committee of the authority to review or scrutinise decisions made, or other action taken

The role of Overview & Scrutiny is primarily to assist in the appeal process

should the petitioners feel that their petition has not been dealt with properly.

The Committee may then review the steps that the Council has taken in response to the petition.

Petitions can also be made to directly to **Full Council**, where a response will be provided by the relevant Cabinet member. Petitions with over 2,200 signatures will trigger a full debate at Full Council.

Petitions may also ask for a **senior officer** (Directors) to give evidence at a public meeting on service areas for which they are responsible. If the petition contains more than 1,100 signatures, the officer will be called to give evidence at a public meeting of the Overview & Scrutiny Committee.

Legislative and policy changes

The new coalition government has published a draft legislative agenda for the forthcoming year. The overarching priority of the new government is the reduction of the national deficit, which will undoubtedly affect current and future funding levels for many public services.

It is therefore likely that the year ahead will be challenging for local public services as they may be required to adapt and restructure services to respond to these budgetary pressures. In this context, Overview & Scrutiny may be called upon to assess planned service changes or help to consider ways in which services may be provided more effectively for local people.

The new government is also set to introduce new legislative changes and policy directives within the next

parliamentary session, of which the following may be of particular note for scrutiny:

The **Decentralisation and Localism Bill** will aim to give greater powers to the local councils and neighbourhoods through:

- Giving local residents the power to instigate local referendums on any local issue
- Giving local councils a power of competence and decision making powers on housing and planning.

The **Health White Paper** (Equity and Excellence) primary objective is to give local GP consortia powers to commission local health services. In addition, this policy document:

- Intends to remove overview & scrutiny committee's statutory powers in respect of health services reconfigurations
- Transfer public health to local councils
- Local LINK services to become HealthWatch, with an enhanced role for inspecting local health services

Work Programme 2010/11

The purpose of the work programme is to carry out a general scrutiny of the outcomes and activities of the council and its partners and to identify areas which could be subjected to more detailed scrutiny.

This work programme will help to improve the link between scrutiny's work and the Council's improvement agenda and to ensure scrutiny contributed to achieving outcomes that benefit the community.

As in previous years the Overview and Scrutiny Committee will select the topics for detailed scrutiny reviews. Suggestions

for topics for review come from a variety of sources e.g. councillors, officers, the various Partnership Boards and members of the public. An outline of the Overview & Scrutiny Committee agenda is contained in Appendix D.

Areas for in-depth review will be chosen where they compliment the Comprehensive Area Assessment process and provide valuable evidence to the inspectors of the efficacy of local services and the plans for improving them. To do this scrutiny topics must also contribute to the achievement of the outcomes and priorities set out in the Haringey's Council Plan and Sustainable Community Strategy.

It is intended that during 2010/11 a number of feasibility studies will be carried out. These will be one off reports which will identify whether the selected topic would be worthy of a full scrutiny review, to make recommendation to Cabinet or to take no further action.

The Scrutiny Lead responsibilities which align scrutiny responsibilities with the work of a Haringey Strategic Partnership Theme Board will continue. This will provide further challenge to undertake more strategic and cross cutting work.

In-depth scrutiny reviews for 2010/2011

A number of scrutiny reviews are commissioned by the Committee each year. These are in-depth investigations undertaken by task and finish panels.

Each year, one review is undertaken within each theme board area of the Haringey strategic partnership in addition to a small number of overarching cross cutting themed reviews,

An essential aim of each scrutiny review is to demonstrate that the area being scrutinised is evolving and responsive to changing circumstances (i.e. it is improving?).

The following reviews have been agreed by the Committee for the year ahead:

- Common management standards among registered housing providers (Chair: Cllr Alexander)
- The Big Society: what role can community and voluntary sector play in shaping local communities? (Chair: Cllr Browne)
- The effectiveness of the Haringey Guarantee scheme (Chair: Cllr Basu)
- The Councils role as corporate parent (Chair: Cllr Ejiofor)
- Implementation of a 20mph speed limit in Haringey (Chair: Cllr Bull)
- Preventing youth crime (Chair: Cllr Newton)
- The clustering of betting shops in Haringey (Chair Cllr Winskill).

A review linked to the Well-Being Partnership board is still being discussed. This will be agreed once the implications of the recent NHS White Paper have been assessed.

Appendix A: Responses to annual member/ participant surveys 2009/10.

Responses to annual member/ participant surveys 2009/10.		
Review	Member Survey	Participant survey
Budget	1	0
Sexual Health	3	2
Breast Screening	2	4
Transition from child to adult	1	0
Support to small business	2	5
Sustainable transport	2	5
Engaging hard to reach	2	12
Support to carers	1	6
Victims of crime	0	6
total	14	40

Appendix B: Summary of Member responses to participation in scrutiny reviews 2009/10.

Summary of Member responses to participation in scrutiny reviews 2009/10. (Total responses n=15)			
	Strongly agree/ agree %	Neither %	Disagree/ strongly disagree %
Terms of reference were: (n=14)			
<i>Discussed and agreed</i>	93	7	-
<i>Clear and concise</i>	86	14	-
<i>Practicable & achievable</i>	100	-	-
Panel meetings were: (n=14)			
<i>Well planned & organised</i>	100	-	-
<i>Of an appropriate length</i>	86	14	-
<i>Of an appropriate number</i>	86	14	-
Evidence the panel received was: (n=14)			
<i>Sufficient for review objectives</i>	71	21	7
<i>Interesting and varied</i>	93	7	-
<i>Presented clearly and coherently</i>	71	21	7
Inspected service provided: (n=14)			
<i>Officers attended to support the review</i>	86	14	-
<i>Concise and useful reports</i>	79	7	14
<i>Responded to members questions</i>	71	14	14
Panel visits: (n=12)			
<i>Were relevant to the review</i>	83	17	-
<i>Were interesting</i>	83	17	-
<i>Contributed to the review</i>	83	17	-
User participation: (n=13-14)			
<i>Was incorporated in to the review</i>	100	-	-
<i>Contributed to the review process</i>	100	-	-
Independent Adviser provided: (n=6)			
<i>Impartial guidance</i>	67	33	-
<i>Input that officers could not provide</i>	50	50	-
<i>Contributed to review findings</i>	33	67	-
Final review report: (n=12-14)			
<i>Was concise and readable</i>	93	7	-
<i>Contained key recommendations</i>	75	25	-
<i>Will add value to the service</i>	93	7	-
<i>Justified the work involved</i>	100	-	-
The scrutiny process was: (n=14)			
<i>Useful</i>	93	7	-
<i>Interesting</i>	100	-	-
<i>Like to participate in further reviews</i>	100	-	-

Appendix C: Summary of participant responses within scrutiny reviews 2009/10

Summary of participant responses within scrutiny reviews 2009/10 (Valid responses n=38-40)			
	Strongly agree/ agree %	Neither %	Disagree/ strongly disagree %
Before attendance at the meeting			
<i>Arrangements were well organised</i>	93	5	3
<i>Was clear about why I was invited</i>	90	8	3
<i>Was clear about objectives</i>	93	8	-
<i>Was given enough time to prepare</i>	93	5	3
Accessibility of panel meetings:			
<i>Timing was convenient</i>	90	10	-
<i>Location was convenient</i>	85	13	3
<i>Physical access was good</i>	95	-	5
At the panel meeting:			
<i>I was treated with courtesy & respect</i>	100	-	-
<i>Was open and friendly</i>	95	3	3
<i>Was non political</i>	90	10	-
Evidence I presented:			
<i>Presented all I intended</i>	85	15	-
<i>Panel listened to evidence</i>	88	13	-
<i>Panel asked relevant questions</i>	68	30	3
<i>Was useful to review process</i>	83	18	-
Scrutiny review process			
<i>My attendance was constructive</i>	88	13	-
<i>Was thorough</i>	78	23	-
<i>Was fair</i>	92	8	-
<i>Improved understanding of scrutiny</i>	71	24	5
<i>Like to be involved in future reviews</i>	79	18	3

Appendix D: Overview and Scrutiny Committee Programme 2010/11

Committee Date	Planned agenda items
5 th July	Cabinet Questions: Cllr. C. KOBER – Leaders State of the Borough report – Cabinet priorities for coming year and last years performance.
21 st July	Special Meeting Child Protection Cabinet Questions: Cllr. Reith Deputy Leader and Cabinet Member for Children’s Services
28 July 2010 (provisional)	Special dedicated meeting on Health issues
29 th July	Cabinet Questions: Cllr. Dogus Cabinet Member for Adult and Community Services Cllr. Vanier Cabinet Member for Community Safety and Cohesion
6 th September	Cabinet Questions: Cllr. Bevan Cabinet Member for Housing Cllr. Goldberg Cabinet Member for Finance and Sustainability
4 th October	Cabinet Questions: Cllr. Kober Leaders portfolio areas only Cllr. Mallett Cabinet Member for Planning and Regeneration
1 st November	Special Meeting Child Protection Cabinet Questions: Cllr. Reith Deputy Leader and Cabinet Member for Children’s Services
29 th November	BUDGET SCRUTINY SPECIAL MEETING
2 nd December	Cabinet Questions: Cllr. Cabinet Member for Adult and Community Services Cllr. Cabinet Member for Neighbourhoods
6 th December	BUDGET SCRUTINY SPECIAL MEETING

Committee Date	Planned agenda items
15th December	BUDGET SCRUTINY SPECIAL MEETING
31st January	Cabinet Questions: Cllr. Bevan Cabinet Member for Housing Cllr. Goldberg Cabinet Member for Finance and Sustainability
28th February	Cabinet Questions: Cllr. Kober Leaders portfolio area only Cllr. Mallett Cabinet Member Planning and Regeneration
17th March	Special Meeting Child Protection Cabinet Questions: Cllr. Reith Deputy Leader and Cabinet Member for Children's Services
28th March	Cabinet Questions: Cllr. Canver Cabinet Member for Neighbourhoods Cllr. Bevan Cabinet Member for Housing
9th May	Cabinet Questions: Cllr. Vanier Cabinet Member Community Safety and Cohesion Cllr. Goldberg Cabinet Member Finance and Sustainability

Shqip

Nëse e doni në gjuhën tuaj Raportin Vjetor 2009/10 të Hetimit të Hollësishëm të Këshillit të Haringejit, ju lutem shënjoni ✓ kutinë dhe plotësoni e ktheni formularin e mëposhtëm.

Kurdî Kurmancî

Hek hun Rapora Raçavkirina Salane ya Beledîya Haringey a 2009/10 an bi zimanê xwe dixwazin, ji kerema xwe qutikê îşaret bikin û forma jêrîn bişînin.

اللغة العربية

إذا كنت ترغب في الحصول على "تقرير التدقيق السنوي للعام 10/2009 لبلدية هرنغيه" بلغتك الأصلية الرجاء وضع علامة على المربع وأملئ الاستمارة أدناه وارجعها.

Português

Caso gostaria de receber o Relatório anual de escrutínio de 2009/10 do Haringey Council na sua própria língua, assinale no quadrado abaixo, preencha e envie de volta o formulário.

বাংলা

আপনি যদি 2009/10 সালের 'হারিংগে কাউন্সিল স্ক্রুটিনী অ্যানুয়্যাল রিপোর্ট' আপনার নিজের ভাষায় পেতে চান, তাহলে বাক্সে টিক্ চিহ্ন দিন এবং নিচের ফর্ম পূরণ করে ফেরত পাঠান।

Romanian

Dacă doriți traducerea Raportului Scrutinului Anual 2009/10 al Consiliului Haringey în limba dvs maternă, vă rugăm să bifați căsuța, să completați și să ne trimiteți formularul de mai jos.

Français

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Soomaali

Haddii aad rabto in luuqadaada lagugu tarjumo warbixinta la dhaho 2009/10 Haringey Council Scrutiny Annual Report, fadlan sax mari sanduukha kuna soo dir ciwaanka boostada bilaashka ah

Ελληνικά

Αν θέλετε στη δική σας γλώσσα την Εξεταστική Ετήσια Έκθεση 2009/10 του Δήμου Haringey, παρακαλούμε σημειώστε το τετράγωνο, συμπληρώστε και επιστρέψτε το πιο κάτω έντυπο.

Türkçe

Haringey Belediyesi'nin 2009/10 Yıllık Güvenlik Raporunun kendi dilinizde olanını istiyorsanız, lütfen formdaki kareyi işaretleyip aşağıda belirtilen adrese gönderiniz.

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