

Governance and Human Resources Town Hall, Upper Street, London, N1 2UD

AGENDA FOR THE POLICY AND PERFORMANCE SCRUTINY COMMITTEE

Members of the Policy and Performance Scrutiny Committee are summoned to the meeting which will be held in Committee Room 4 on **Thursday 8 March 2018 at 7.30 pm.**

N.B. A pre meeting for Members of the Committee will be held in Committee Room 3 prior to the meeting at 7.00p.m.

Yinka Owa

Director of Law and Governance

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Despatched : 28 February 2018

Membership

Councillors:

Councillor Richard Greening (Chair)
Councillor Clare Jeapes (Vice-Chair)
Councillor Jilani Chowdhury
Councillor Theresa Debono
Councillor Gary Doolan
Councillor Martin Klute
Councillor Una O'Halloran
Councillor Caroline Russell
Councillor Troy Gallagher
Councillor Robert Khan
Councillor Alice Clarke-Perry
Councillor Gary Heather
Councillor Flora Williamson
Councillor Paul Smith

Councillor Michael O'Sullivan Councillor Rowena Champion

Substitutes:

Councillor Mouna Hamitouche
MBE
Councillor Marian Spall
Councillor Angela Picknell
Councillor Nick Wayne

Councillor Olly Parker
Councillor James Court
Councillor Satnam Gill OBE
Councillor Nurullah Turan

Quorum: 4 Councillors

7.

Chair's Report

A.	FORMAL MATTERS	Page
1.	Apologies for Absence	
2.	Declaration of Substitute Members	
3.	Declarations of Interest	
	 Declarations of interest If you have a Disclosable Pecuniary Interest* in an item of business: if it is not yet on the council's register, you must declare both the existence and details of it at the start of the meeting or when it becomes apparent; you may choose to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency. In both the above cases, you must leave the room without participating in discussion of the item. 	
	If you have a personal interest in an item of business and you intend to speak or vote on the item you must declare both the existence and details of it at the start of the meeting or when it becomes apparent but you may participate in the discussion and vote on the item.	
	 *(a) Employment, etc - Any employment, office, trade, profession or vocation carried on for profit or gain. (b) Sponsorship - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union. (c) Contracts - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council. (d) Land - Any beneficial interest in land which is within the council's area. (e) Licences- Any licence to occupy land in the council's area for a month or longer. (f) Corporate tenancies - Any tenancy between the council and a body in which you or your partner have a beneficial interest. (g) Securities - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital. 	
	This applies to all members present at the meeting.	
4.	To approve minutes of previous meeting	1 - 4
5.	Matters Arising from the minutes	
6.	PUBLIC QUESTIONS	
	For members of the public to ask questions relating to any subject on the meeting agenda under Procedure Rule 70.5. Alternatively, the Chair may opt to accept questions from the public during the discussion on each agenda item.	

B.	ITEMS FOR CALL IN - IF ANY	Page
C.	SCRUTINY AND MONITORING REPORTS	Page
8.	Executive Member Community Development - Presentation - to follow	
9.	Crime Statistics	5 - 12
10.	Performance update - Quarter 3	13 - 30
11.	iCO - 12 month update	31 - 34
12.	Financial Monitoring - update	35 - 40
13.	Report of Procurement Board	41 - 46
D.	DISCUSSION ITEMS - IF ANY	Page
E.	REPORT OF REVIEW CHAIRS - IF ANY	Page
F.	MONITORING RECOMMENDATIONS OF SCRUTINY COMMITTEES, TIMETABLE FOR TOPICS, WORK PROGRAMME AND FORWARD PLAN	Page
G.	URGENT NON EXEMPT MATTERS	
н.	Any non-exempt items which the chair agrees should be considered urgently by reason of special circumstances. The reason for urgency will be agreed by the Chair and recorded in the minutes. EXCLUSION OF PUBLIC AND PRESS	
	To consider whether, in view of the nature of the business in the remaining items on the agenda any of them are likely to involve the disclosure of exempt or confidential information within the terms of the access to information procedure rules in the constitution and if so, whether to exclude the press and public during discussion thereof.	
l.	CONFIDENTIAL ITEMS FOR CALL IN - IF ANY	Page
J.	EXEMPT ITEMS	
	The Public may be excluded from meetings whenever it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that exempt information would be disclosed.	
K.	OTHER BUSINESS	Page

The next meeting of the Policy and Performance Scrutiny Committee will be on 21 June 2018.

Please note all committee agendas, reports and minutes are available on the council's website:

www.democracy.islington.gov.uk

Public Document Pack Agenda Item 4

London Borough of Islington

Policy and Performance Scrutiny Committee - 18 January 2018

Non-confidential minutes of the meeting of the Policy and Performance Scrutiny Committee held at Committee Room 4, Town Hall, Upper Street, N1 2UD on 18 January 2018 at 7.30 pm.

Present: Councillors: Greening (Chair), Jeapes (Vice-Chair), Chowdhury,

O'Halloran, O'Sullivan, Russell, Gallagher, Heather,

Williamson, Smith and Champion

Also Councillors: Hull

Present:

Councillor Richard Greening in the Chair

415 APOLOGIES FOR ABSENCE (Item 1)

Councillors Doolan, Klute and Debono, Councillor Russell for lateness

416 <u>DECLARATION OF SUBSTITUTE MEMBERS (Item 2)</u>

None

417 DECLARATIONS OF INTEREST (Item 3)

None

418 TO APPROVE MINUTES OF PREVIOUS MEETING (Item 4)

RESOLVED:

That subject in the resolution to Minute 413 after the word 'continue' of the words'still receiving reports, in a shortened version if possible'

the minutes of the meeting of the Committee held on 30 November 2017 be confirmed as a correct record of the proceedings and the Chair be authorised to sign them

419 MATTERS ARISING FROM THE MINUTES (Item 5)

None

420 PUBLIC QUESTIONS (Item 6)

A Member of the Public stated that she wished to ask a question in relation to the Windsor Street Development in relation to the savings proposals in the Council 2018/19 Budget report as follows –

Policy and Performance Scrutiny Committee - 18 January 2018

Windsor Street, a supported living scheme for 11 people with learning disabilities, forms part of the Housing and Adult Social Services capital project scheme. Council officers and senior Councillors, have made statements that this scheme 'will form part of the changes to the social care system that will save millions'. Please will the Committee scrutinise how Windsor Street will achieve cost savings that it is supposed to do, especially in the light of its spiralling capital costs, which have risen form below £2.2million to over £4.2million and are still growing. The CCQ regulations will not permit 11 learning disabled people to be accommodated in single person and shared units in a single building on a single site, and with regard to the rules on supported living as this would make block bookings for care provision less achievable.

Members were informed in response that, whilst exact savings are difficult to predict, due to the differing nature of support services and the changing levels of support people may require over time, Supported Living provides better value than equivalent residential services. Currently, supported living in Islington is operating at or close to capacity, and the Council continues to place people in residential care outside the borough as a result of this. Financial modelling, through the nationally recognised fair price tool, the Care Funding Calculator, indicates that Windsor Street, as a supported living service, will offer significantly better value than its alternatives. For example, the Care Fund Calculator, shows that the expected cost of a placement in residential care, for 11 people with learning disabilities, with a moderate to high level of support, is likely to cost approximately £1900-£2000 per week, whilst the equivalent level of support in an 11 person Supported Living service is just over £40,000 per year for one person. Whilst it would not be wise to extrapolate this across the whole service, as each person will have different needs and circumstances, benchmarking such as this can give confidence that Windsor Street will offer better value than the available alternatives, and reduce the overall costs to social care budgets.

It was added that there have been increases of £1,398,000 in total scheme costs and £1,018,000 on build costs. These figures are taken from the financial viability reports, provided to finance, in 2015, for feasibility stage and in 2017, for pre-planning purposes. The view of Finance is that this scheme has increased in costs since the first appraisal, but this increase was acceptable and that the programme could bear the additional cost, and a strong political will, for the scheme to progress. In discussion with the Council's agent, on the subject of tender price increases in this period, it is estimated that between have d increased roughly to £2,807,000. The additional costs are as a result of design development, and the Chair outlined some of the changes. In addition to the above, there has been some other consultant costs, as a result of reports being out of date, and no longer appropriate for submission to Planning, due to the length of time taken to get the application into Planning. These reports include daylight sunlight reports, rights to light issues, a valuation report, a heritage statement, and of course the costs of taking verified views. Whilst the above mentioned design changes, and additional costs, are not specifically quantified, they do go some way to justify the increase in costs.

The Chair stated that with regard to the CQC regulations, that the CQC is not relevant to this development, but will be relevant to the provider that supports the residents that move in, as only the care element of this scheme will be registered. The residents will have their own personal tenancy agreements, so their accommodation will be separate from their personal care. It is the personal care element that will be registered with the CQC. Reference was made in the question to the fact that the questioner felt that the building will be unsuitable, because it runs contrary to the advice of the CQC on the maximum number of clients, where the language around numbers was 'softened' following consultation. The new guidance states that the CQC will not adopt 'six as a rigid rule', for providers of any service in the building, and there is sufficient flexibility to allow the ground floor, where there are 4 residents, to operate independently, of the two upper floors, where there is a capacity

Policy and Performance Scrutiny Committee - 18 January 2018

of 7 residents. The CQC has stated that 'it may register providers who have services that are small scale, but accommodate more than 6 people, where providers are able to demonstrate that they follow all the principles and values in the Building the Right Support Guidance, and meet the fundamental standards and other relevant regulations. The amended guidance acknowledges the provision of care to people with learning disabilities and autism is complex. The Chair also added that the CQC will not consider size in location from other factors, such as the effectiveness of management and the evidence base for given service models.

The Chair further stated that, with regard to the issue of possible rent arrears and Universal Credit, following Government consultation with the supported housing sector in 2017, the issue in relation to benefits is no longer relevant, as the Local Housing Allowance will no longer be applied to supported housing and rent for supported housing will continue to be paid by housing benefit.

In relation to an additional question it was stated that it was felt that the scheme was financially viable and would not only improve the lives of service users would provide cost benefits to the Council.

The Chair added that a detailed response would be sent to the questioner in writing

421 CHAIR'S REPORT (Item 7)

The Chair stated that the meeting scheduled for 8 February had now been cancelled and the next meeting of the Committee would now be held on 8 March 2018

422 <u>COUNCIL BUDGET - 2018/19 (Item 8)</u>

Councillor Andy Hull, Executive Member Finance, Performance and Community Safety was present. Steve Key, Service Director Finance and Resources was also present.

During the presentation of the Executive Member the following main points were made -

- The Committee noted that the Government had made significant funding reductions to Local Government funding since 2010, exacerbated by unavoidable and inflationary cost pressures. Islington has had to find savings of up to £194 million, and including, 2017/18
- It was noted that there is also an expected further 10% cash reduction in Islington's
 core settlement funding over the next 2 years, the last 2 years of the 4 year
 Government's funding settlement, and this is in combination with further inflationary,
 demographic and structural funding pressures, particularly in relation to Children's
 Services
- As a result of these pressures, it is estimated that £49 million of ongoing savings need to be found over the next 2 years, comprising £32 million in 2018/19 and £17 million in 2018/19. The 2019/20 savings requirement will increase accordingly, for any of the 2018/19 savings that are 'one off', rather than ongoing in nature
- The Committee also noted that over the period 2010-2020, Islington will have faced a like-for-like reduction in core un ring-fenced Government funding of revenue support grant, business rates and top up grant of approximately 70%
- Reference was made to the 'pooling' of business rates between London Boroughs and the GLA and Corporation of London, and that it would produce additional

Policy and Performance Scrutiny Committee - 18 January 2018

income in future years, and no borough would be a 'net' loser as a result of the proposal

- The Committee welcomed the investment in the building of new Council houses and that an additional £1m will be invested in Tufnell Park Primary School
- The Committee noted that for a third year an additional £0.5m had been budgeted for early intervention/targeted youth work, although a small number, that would be necessary as a result of the funding reduction, and hoped that these could be kept to a minimum
- The Committee welcomed that the Budget proposals had yet again sought to protect front line services, however there were difficult choices to be made in the next 2/4 years, given the continuation of Government funding reductions and an outcome based budgeting process is being considered for future years
- A number of detailed questions were asked in relation to individual issues on the budget proposals, which were responded to by Councillor Hull
- In relation to a question as to fees and charges in relation to marriage ceremonies it
 was stated that additional costs had been added at less busy periods to remain
 competitive and had been carried out bearing in mind 'market forces'
- In response to a question it was stated that ICO is progressing satisfactorily, and the ICO Board were confident of future income for the Council
- Members expressed concern at the level of stress and reduced staff morale as a result of constant increases in workload and reductions to staff
- In response to a question, Councillor Hull stated that the presentation on GDPR would be circulated to Members
- A Member referred to the current restrictions placed by Central Government on rents, and whether the Council, as a registered provider, could charge target rents on new build properties

RESOLVED:

That the Executive note the comments of the Committee and be requested to investigate the position with regard to the powers of registered providers, and any flexibility in terms of the implementation for new rents in Islington, in the light of the current restrictions on Local Authorities

The Chair thanked Councillor Hull and Steve Key for attending

423 MONITORING REPORT, FORWARD PLAN (Item 9)

RESOLVED:

That the report be noted

The meeting ended at 8.45pm

CHAIR



Policy & Performance Scrutiny Q3 Crime Update March 2018

Crime Overview

Crime Type	Number of Offences between 1 Jan 2016 - 31 Dec 2016	Number of Offences between 1 Jan 2017 - 31 Dec 2017	Difference between 2016 and 2017	MPS Rank (out of 32 where 1 is highest levels of crime)	Percentage Change between 2016 and 2017	Percentage Change (MPS) between 2016 and 2017
Total Notifiable Offences						
Total Notifiable Offences	27,832	31,983	4,151	6	14.9%	7.5%
Major Crime						
Burglary Offences	2,049	2,387	338	16	16.5%	11.2%
Criminal Damage Offences	1,902	1,822	-80	23	-4.2%	-1.2%
Robbery Offences	955	1,802		5	88.7%	37.4%
Theft from MV Offences	1,444	1,790	=	20	24.0%	14.7%
Theft from Person Offences	3,562	6,001	2439	3	68.5%	34.2%
Theft/Taking of MV Offences	666	870		24	30.6%	17.1%
Violence Against the Person	7,875	7,902		16	0.3%	5.6%
- C	,	,				
Hate Crime						
Disability Hate Offences	45	17	-28	9	-62.2%	-43.7%
Domestic Incidents	4,252	4,342	90	19	2.1%	-3.4%
Domestic Offences	2,218	2,376	158	19	7.1%	4.0%
Faith Hate Crime Offences	84	106		6	26.2%	21.1%
Homophobic Offences	96	95	-1	7	-1.0%	4.3%
Islamaphobic Offences	70	81		4	15.7%	35.5%
Racist and Religious Offences	682	576	-106	14	-15.5%	0.7%
Key						
Better than previous year						
Worse than previous year						
MPS Rank = Poor						
MPS Rank = Positive						

Youth Crime Performance

Crime Type	Number of Offences between 1 Jan 2016 - 31 Dec 2016	Number of Offences between 1 Jan 2017 - 31 Dec 2017	betwee	erence en 2016 nd 2017	MPS Rank (out of 32 where 1 is highest levels of crime)	Change between 2016	Percentage Change (MPS) between 2016 and 2017
Youth Crime							
Theft Snatch	3,798	6,602		2,804	2	74%	66.4%
Theft/Taking of MV Offences	666	870	<u> </u>	204	24	30.6%	17.1%
Serious Youth Violence	204	223		19	21	9.3%	17.3%
Youth Violence	477	479		2	25	0.4%	6.6%
Knife Crime Offs	400	542		142	12	35.5%	30.1%
Knife Crime.Knife Crime Injury (Victims Not DA 1-24)	80	71	Ŏ	-9	15	-11.3%	14.6%
Key Better than previous year Worse than previous year MPS Rank = Poor							
MPS Rank = Positive							

Youth Crime

Progress

Prevention / Early Intervention

- Our extensive refreshed 'Open for All' offer
- Detached Youth Work
- ETE offer
- Mentoring for primary school children
- Victim Support Young Victim project

Siblings Offer

- Will have prioritised places in the commissioned Youth Violence prevention services
- IGT
- YOS plans to include younger siblings at risk
- Whole family working in YOS/TYS- IFIT in teams

Prolific Offenders

- Multi Systemic Therapy
- Intensive Supervision Surveillance
- Youth Justice Board Reoffending Tracker and Spark REVIEW

Challenges & Future Work

- Ensure the "offers" shown here delivery value for money and make a real difference
- Reduce the level of youth crime, gang involvement and knife crime on the borough
- Prepare for the forthcoming YOS inspection

Page (

Violence Against Women & Girls

Progress

Challenges & Future Work

- The Anchor DVA One Stop Shop 6 month pilot Jan – Aug 2018
- 2. Spring Launch of FGM toolkit (event and training)
- 3. Procurement of 3 x LBI VAWG services completed. The new contracts start April 2018
- 4. Two new Islington services for women with complex needs
- 5. IDVA and Support service has worked with 204 and Samira has with 124 victims/survivors this financial year
- 6. IRIS has supported 155 victims/survivors since it started and funding has just been confirmed for 2018 19

Challenges

- Impact of awareness raising work and the Anchor on the demand for specialist DVA services
- Funding for health IDVA's
- Sustaining funding for projects such as IRIS in the longer term
- Managing high volume of cases at MARAC

Future Work/Opportunities

- Troubled Families Earned Autonomy bid for multi-agency/ disciplinary approach to working with families affected by DVA
- Spark prevention project around complex needs
- DVA comms around the World Cup in partnership with Arsenal
- Healthy relationship event for primary school children
- Events for International Women's Day

ASB Challenges & Future Work

Progress

- 1. A new process for responding to persistent repeat callers is in place (since January 2018)
- 2. Five hot spot locations identified and actively managed
- 3. Community MARAC continues to develop well. In Q3 there were 10 new complex case referrals & 17 successful case closures. There is a current active caseload of 20
- 4. LBI and external housing teams supported on 28 cases in the period using the Psychologically Informed Consultation and Training (PICT) process based in Community Safety
- 5. Police ASB warning notices roll out
- 6. Street population ASB approach in Stroud Green Road and Upper Street

Challenges & Future Work

- Environmental Visual Audit training is being delivered to key LBI staff in April 2018
- 2. Increase resource provision to deal with increasing street population issues
- 3. Relaunch of Safe Havens project
- 4. Implement the learning of the ASB victims journey research
- 5. Community Risk MARAC case management system

Hate Crime

Progress

Challenges & Future Work

- Over 170 organisations have signed the pledge
- 2. Over 450 people have completed the Hate Crime Awareness online training
- 3. Developing work with Islington Learning Disability Partnership
- 4. Second Hate Crime Dip Sampling Panel met with wider partnership representation

- Increase uptake in the Hate Crime Awareness training, focusing on young people take up
- 2. Continue to encourage organisations and individuals to sign the Hate Crime Pledge
- 3. Improving the identification and support to victims of sexuality and disability hate crime.
- 4. Work with the new Youth Council (one of the election pledges is around Hate Crime)

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Agenda Item 10



Chief Executive's Department Town Hall, Upper Street, London N1 2UD

Report of: Executive Member for Finance, Performance & Community Safety

Meeting of	Date	Agenda Item	Ward(s)
Policy & Performance Scrutiny Committee	8 March 2018		All

Delete as	Exempt	Non-exempt
appropriate	Exempt	Non-exempt

SUBJECT: CORPORATE PERFORMANCE REPORT – Quarter 3 2017-18

1. Synopsis

- 1.1 The Council has in place a suite of corporate performance indicators that help us to monitor progress in delivering corporate priorities and services, and working towards our goal of making Islington a fairer place to live, work and do business. Progress is reported on a quarterly basis through the Council's Scrutiny function to ensure accountability to residents and challenge performance where necessary.
- 1.2 This report sets out performance against corporate targets as of the end of Quarter 3 (i.e. the period April to December 2017), with detailed commentary on those areas which fall within the remit of the Policy and Performance Scrutiny Committee.

2. Recommendations

2.1 To note the position at the end of December 2017 in progress towards achieving the targets we agreed for 2017-18, including more detailed insight into delivering targets relating to Crime & Community Safety, and Resources.

3. Background

- 3.1 The council's performance management framework includes a set of corporate performance indicators which enables us to monitor the outcomes and services that matter most to residents and which will help us deliver our vision around Fairness.
- 3.2 The Policy & Performance Scrutiny Committee (PPS) has overall responsibility for maintaining an overview of the Council's performance, and for more detailed monitoring and challenge around those areas that fall within its remit i.e. Crime & Community Safety, and Resources. The four thematic scrutiny committees Children's Services, Health and Care, Environment & Regeneration, and Housing have responsibility for monitoring and challenging performance against those performance indicators within their remit.

Page 13

3.3 This report sets out the position at the end of December 2017, three quarters of the way through the financial year 2017-18. The body of the report focuses upon those areas which fall within the remit of PPS i.e. Crime & Community Safety and Resources, and includes a short commentary on performance. The tables at Appendix A set out end of year figures for all remaining corporate performance measures.

KEY FOR PI TABLES:

Frequency (of reporting): M = monthly; Q = quarterly; T = termly; A = annual;

(E) = equalities target

4. Crime & community safety

Objective	PI No.	Indicator	Frequency	Q3 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
	CR1	Percentage of young people (aged 10-17) triaged that are diverted away from the criminal justice system	Q	79%	85%	No	80%	Similar
Reduce youth crime and	CR2	Number of first time entrants into Youth Justice System	Q	44	70	Yes	61	Yes
reoffending	CR3	Percentage of repeat young offenders (under 18s)	Q	57%	43%	No	47%	No
	CR4	Number of custodial sentences for young offenders	Q	14	30	Yes	25	Yes
Support offenders into employment	CR5	Number of Integrated Offender Management cohort a) in employment b) in education and training	Q Q	26 7	35 47	Yes No	12 13	Yes No
Ensure an effective response for	CR6	Number of repeat ASB complainants to Police and Council	Q	60	50	No	60	Same
victims of crime and anti-social behaviour	CR7	Percentage of ASB reports which are responded to, verified and then repeat over the following three months	Q	55%	38%	No	37%	No
	CR8	Percentage of repeat victims referred to the Domestic Violence MARAC	Q	33%	29%	Yes	25%	Yes
Tackle	CR9	Number of young victims (aged 16 - 18) referred to the MARAC	Q	11	7	Yes	4	Yes
Domestic Violence	CR10	Number of consultations provided by DVIP to Children's Social Care workers	Q	153	150	Yes	100	Yes
	CR11	Rate of domestic abuse sanction detections	Q	19.1%	40%	No	34.0%	No

Objective	PI No.	Indicator	Frequency	Q3 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
	CR12	Homophobic Offences a) Number reported to police b) Number detected by police*	0 0	76 11	99 26	Yes No	77 20	Similar No
Tackle hate crime through increased	CR13	Racist Offences a) Number reported to police b) Number detected by police	0 0	411 81	647 216	No No	515 125	No No
reporting and detection (E)	CR14	Disability Hate Offences a) Number reported to police b) Number detected by police	Q Q	14 2	25 2	No Yes	38 1	No Similar
	CR15	Faith Hate Offences a) Number reported to police b) Number detected by police	Q Q	99 22	72 16	Yes Yes	65 13	Yes Yes

*known as sanction detections

Reduce youth crime and reoffending

- 4.1 There has been significant improvement in the Islington Youth Offending Service (YOS) performance across all four performance measures. Three of these indicators are reported on to the Youth Justice Board and the Triage indicator is a local indicator.
- 4.2 We have achieved a continued reduction in the rates for First Time Entrants to the youth justice system and in the numbers of our young people in custody. Through the sustained effort of our YOS and partners, large numbers of young people are being successfully triaged and diverted away from the justice system. Performance on the triage measure dipped in Quarter 1 of 2017/18 but has since improved and is on course to be above 2016/17 if this trend continues. Provisional data for Quarter 3 suggests a rise in the proportion of reoffenders this year for our local measure. Due to the reduction in the number of young offenders over time, the cohort of offenders this relates to is smaller in previous years, which has caused the rate to increase. There is a lot of work planned to curtail our re-offending rate including more joined up planning with the Police, the allocation of mentors from St Giles Trust to the top 25 young offenders and the offer of Multi-Systemic Therapy to some of the cohort.
- 4.3 In the past year Islington has seen a 13% reduction in knife crime injury victims under 25 whereas the rest of London has seen a 15% increase. The Metropolitan Police are attributing this performance to Islington's partnership approach including the Integrated Gangs Team, and are promoting Islington as an example of good practice due to our success in reducing gang related knife crime.
- 4.4 A small cohort of young people continues to escalate in offending behaviours in a short space of time. Considerable multi agency work is in place addressing prolific offenders and will take time to embed, with mentors linked to these young people. There has been an improvement in theft snatch offences over the past 6 months with the rate dropping from the peak of 600 thefts per month to 300 but it continues to be a major challenge for our borough. We know that theft snatch continues to draw young people into offending and has a significant impact on community confidence and the reputation of the partnership.

Support offenders into employment

- 4.5 Helping offenders into work is a key part of our strategy to reduce reoffending. This measure tracks the number of offenders in the Integrated Offender Management (IOM) cohort who have enrolled into any sort of Education, Training or Employment (ETE) related activity (including helping those who are on benefits such as Jobseekers Allowance and Employment Support Allowance). Many of the cohort are some way from the labour market and thus effort has been focused on getting offenders job ready and into work. Whilst we've seen positive results in terms of numbers into work, there has been little take up of education and training offers. This is mainly due to the current provision not being appropriate for the level and risk of the offenders on the scheme.
- 4.6 However, a new project called Blue Sky has been launched under the Gripping the Offender scheme which focuses on getting offenders into education and training with a view to longer term employment. It is hoped this will provide a more suitable offer for our current cohort.

Effective response to anti-social behaviour (ASB)

- 4.7 There were 59 Repeat callers who called the council/police 10 or more times during a 6-month period (57 called the council and 2 called the police). A new process for responding to persistent repeat callers was introduced in January 2018. Police now attend, and there are single points of contact within each of the main Housing Associations / Social Landlords in Islington, who have agreed to take ownership of those cases related to their properties. This process is a pre-curser to cases accessing the Community MARAC (Multi-Agency Risk Assessment Conference), where a range of professionals work together to minimise risk and tackle complex needs.
- 4.8 The Community MARAC is continuing to develop well in Islington with a wide variety of statutory and voluntary support services represented. This pioneering approach to supporting victims has gained recognition for being an effective way to support some of the most vulnerable victims of crime and ASB. The Community MARAC approach has been recognised as best practice by the London Assembly Crime Committee, who have recommended that the Mayor of London seek to promote its use right across London in their recent report in relation to ASB. The link to the report can be found here.
- 4.9 In Quarter 3 (October to December 2017) there were 10 new complex case referrals made to the Community MARAC, which is in line with targeted projections of nine. Furthermore, there were 17 successful case closures in the period from the working caseload. There are now 20 active cases being managed with new referrals being added each month and a total for the year to date of 44.
- 4.10 Some of the positive outcomes from the Community MARAC in Q3 include:
 - Referrals to the Personality Disorder Unit
 - Joint home & outreach appointment conducted by Change-Grow-Live, Single Homeless Project, LBI Housing and Clinical Psychologist to engage with victim
 - Referrals to Victim Support
 - Acceptable Behaviour Contract agreed and signed by perpetrator agreeing to stop ASB
 - Crime Prevention Officer visits conducted
 - Block letters sent to area of high ASB
 - Offers of temporary accommodation
 - Referral to supported accommodation
- 4.11 The Psychologically Informed Consultation and Training service (PICT) is part of The Camden & Islington NHS Foundation Trust's Personality Disorder Service that sit within

- Community Safety. The remit is workforce development, improving systems capability and supporting staff to work more effectively with personality disorder and other complex and challenging mental health difficulties and presentations.
- 4.12 The Clinical Psychologist has been in post since June 2017 and is co-located in Islington's Community Safety and Housing ASB Teams. Her role is to provide support to staff managing ASB cases. There is a focus on assisting with Community Risk MARAC referrals and repeat caller cases. She does not case hold clients for direct interventions but provides support to staff.
- 4.13 In Quarter 3 we have supported 28 complex cases with a running total of 59 for the year to date. These interventions are made up of:
 - Staff case consultation (either individually or in group sessions)
 - · Liaison and navigation between different services in the care pathway
 - Training
 - Direct working with service users but jointly with the staff member who keeps caseholding responsibility
- 4.14 This work is being developed further in Quarter 4 with the delivery of six training sessions for staff and partners who attend Community MARAC meetings.
- 4.15 The new Community Safety Partnership Planning meeting is designed to identify new and emerging ASB hotspot locations and, which will then invoke a partnership action plan to tackle these. This is being monitored with regular communications around successes being shared with partners and residents. There are currently five active locations being managed by this process. This will help to reduce callers who are phoning about long standing and repeat problems in the same locations. The council is supporting the police in the roll-out of ASB warning notices, which have proved effective in dealing with low level ASB in Tower Hamlets.
- 4.16 One of the biggest current issues the council has been dealing with is an increase in street population related ASB. This has been most visible in the Stroud Green Road and Upper Street areas. The council provides extensive support provision in a coordinated and partnership led approach. Where support has been refused, the council is exploring the range of enforcement options available to force those most vulnerable to take up the support available. However, enforcement is seen as a last resort. We are working extremely closely with the Media Team to ensure that our staff, partners and members of the public understand the complexities of these challenges and the approach we are attempting to take.
- 4.17 We are about to relaunch the Safe Havens project, whereby members of the public can attend specifically recognised premises in the borough for information, advice and guidance on a range of issues, but focussing on staying safe.

Tackle Domestic Violence

4.18 The Islington Violence Against Women and Girls (VAWG) Strategy was launched in February last year and substantial progress has been made in the past year. We have recently reproduced the contracts for our three main VAWG services with the new contracts due to start in April, and were successful in securing funding for the IRIS project for 2018 -19. The IRIS has trained GP surgeries to raise awareness of Domestic Violence Abuse (DVA) and to increase referrals from primary care settings and has supported 155 victims to date. Islington will benefit from two new DVA services that will work with victims with complex needs, both projects started in January 2018 and will target women who have not engaged with support services for an extended period and whose experience of VAWG intersects with severe disadvantage, increasing their vulnerability and risk.

- 4.19 There are a number of other exciting new developments with the council being awarded White Ribbon Status in November; the Anchor DVA One Stop which started in January, and the launch of the new FGM toolkit this spring. In addition, the council has submitted a bid to the Ministry for Housing, Communities and Local Government's Troubled Families department for Earned Autonomy funding and, if successful, this will fund a new and highly innovative multi-agency approach to working with children and families affected by Domestic Violence and abuse and with perpetrators in our borough.
- 4.20 The MARAC continues to achieve the targets for repeat referrals as set out in the Safe Lives guidance and we have seen an increase in the number of new referrals of young people to MARAC this year and have exceeded our annual target. DVIP has exceeded targets for the number of consultations provided to Children's Social Care workers.
- 4.21 We are continuing to work with the police to support their efforts to hold domestic violence perpetrators to account, and with our other partners including housing to use a range of sanctions including tenancy action and domestic violence protection notices etc.

Tackle Hate Crime

- 4.22 In October 2017, Islington ran its most successful Hate Crime Awareness week, building on previous years' successes in line with the national campaign. During this week, there were over 22 events, culminated with an open day at the Emirates Stadium, which attracted 106 school children. The event was attended by a range of partners to promote tolerance and celebrate diversity in information sessions and practical workshops. We used this week to launch the Islington Hate Crime Pledge and the Hate Crime Awareness online training.
- 4.23 Over 170 organisations have signed the pledge and over 450 people have had undertook the Hate Crime Awareness online training and the number doubled in the last month alone. This promotes the use of the Self-Evident App, which can help secure better outcomes by sending reports directly to the local police including photographic and/or video evidence. We have engaged with London Ambulance Service, Safer Islington Partnership, Adults Safeguarding Board to extend the reach further and will also ensure an increased uptake from children and young people.
- 4.24 Whilst Sanction Detections remain low, the police are now using a range of other interventions, including Community Resolutions and restorative practices to support a more victim focused approach (NB: we may want to reflect this in our performance measures going forward).
- 4.25 In support of this, we have set up the Hate Crime Dip Sampling Panel, where relevant partners help the police scrutinise randomly selected hate crime reports to identify opportunities to develop better ways to support victims and bring perpetrators to justice.
- 4.26 The focus of the work in 2018 will be around improving the identification and support to victims of sexuality and disability hate crime.

5. Resources - Finance, Customer Services and HR

Objective	PI No.	Indicator	Frequency	Q3 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
	R1	Percentage of council tax collected in year	М	74.1%	96.7%	Yes	74.2%	Similar
Optimise income collection	R2	Number of council tax payments collected by direct debit (average monthly)	M	62,475	62,000	Yes	60,450	Yes
	R3	Percentage of business rates collected in year	M	80.6%	99%	Yes	79.7%	Yes
	R4	Number of visits in person at Customer Contact Centre	М	101,441	161,000	Yes	138,303	Yes
Improve customer access and	R5	Number of telephone calls through Contact Islington call centre	M	311,654	390,000	No	320,490	Yes
experience through appropriate	R6	Number of online transactions	M	116,412 (Nov 19)	180,000	No	110,473	Yes
channels	R7	Percentage of calls into Contact Islington handled appropriately (average monthly)	M	99.0%	97.0%	Yes	99.42%	Similar
Fair and effective management of council	R8	Average number of days lost per year through sickness absence per employee	Q	8.10	6.0	No	7.9	No
workforce	R9	Percentage of workforce who are agency staff	Q	10.9%	10%	Yes	13.8%	Yes
Increased representa-		a) Percentage of BME staff within the top 5% of earners	Q	17.9%	20.6%	No	18.4%	No
tion of BME / disabled staff at senior level (E)	R10	b) Percentage of disabled staff within the top 5% of earners	Q	5.9%	6.5%	No	5.7%	Yes

Income collection

- 5.1 Collection performance in the first nine months of this year for both Council Tax and Business Rates continues to be strong and we are on track to meet our 2017-18 targets.
- Forthcoming changes to funding for local government in London due to be implemented from April 2018 will see an end to the annual government grant. Instead Islington will be able to retain an increased proportion of Business Rates collected. This means that Council Tax and Page 19

- retained Business Rates will account for the vast majority of the non-ringfenced funding we receive as a council. Maintaining our current collection rates is essential to maximise the funding available to deliver services for Islington residents.
- 5.3 Where possible, we encourage residents to pay their Council Tax by direct debit as the easiest way to ensure payments are made on time and to avoid falling into arrears. Monthly payments made by direct debit continue to grow. In the first nine months of this year, the average number of Council Tax payments made by direct debit each month was over 62,475, well on target and an increase of over 2,000 per month compared to the same period last year. We're exploring the potential to also report the proportion of Council Tax payments made through direct debit (as well the number) to provide a better sense of the shift towards direct debit.
- We are continuing our efforts to recover 'older debt' from unpaid Council Tax and Business Rates arrears. So far this year (April to December 2017), we have recovered a further £2.9m Council Tax debt, plus arrears of Business Rates (NB: data for the latter still needs to be verified so we will provide an update in the Quarter 4 report).

Improve customer access through appropriate channels

- 5.5 The numbers of residents visiting or phoning the council continues to decrease and figures are significantly lower than this time last year. The data relating to visitor numbers includes an element of manual recording of customers, so is prone to under-reporting in busy times. We continue to explore the potential for customer centre staff to use tablets to record visitors as this would be quicker for them and provide more reliable data. A product is now available via QMATIC, who provide the queuing system. Shared digital are looking at the software and supporting tablet.
- 5.6 Whilst calls and visits to the council are falling, the number of online transactions continues to grow, albeit slowly. There are still IT issues related to the new online Repairs service. Whilst these are being resolved, tenants are unable to request repairs online. There has also been a reduction in online applications for Bulky Waste removals since the charging policy was introduced.
- 5.7 Schools Admissions are now 100% online, and account for a large volume of total online transactions. However, figures are on-track to be very close to target by year end. Admissions are concentrated at certain points in the school year (typically Autumn and Spring terms), in line with application deadlines. The online transactions for October were over 3,000 higher than the same period last year (18,523, compared to 15,335).
- 5.8 Since December 2017, electronic visitor parking vouchers have been launched across all zones. This should reduce footfall at our Customer Centre and increase the volume of transactions online.

Fair and effective management of council workforce

- 5.9 The average days lost through sickness per employee is currently 8.1 days. This is a slight increase on the figure reported at Quarter 2. The median number of staff sickness days compared to the average is 2.5 days again, an increase on the figure of 2 days reported for the last three quarters.
- 5.10 However, it is anticipated that sickness figures will reduce over the next quarter as active measures to reduce absences start to show results. These include regular reporting to senior management and targeted support in areas that have high levels of sickness absence.
- 5.11 The picture of sickness absence varies across the Council. The table below shows the top five reasons for sickness and the breakdown by department.

Reasons for sickness absence	Chief Exec's	Children, Employment & Skills	Environ- ment & Regen	Housing & Adult Social Services	Public Health	Resources	LBI TOTAL
Stress/Depression/ Anxiety/Mental Health	0.64%	20.63%	26.75%	26.38%	3.45%	18.08%	23.86%
Other Musculo-skeletal	0.64%	5.22%	20.12%	14.12%	0.57%	17.38%	14.84%
Back & Neck Problems	3.86%	12.07%	11.91%	10.80%	2.30%	7.63%	10.84%
Infections	14.79%	10.26%	8.61%	9.34%	43.10%	8.78%	9.28%
Stomach/liver/kidney/ digestion	9.97%	10.10%	7.92%	8.79%	8.05%	6.99%	8.46%

5.12 Work across the council and with Comensura to reduce the number of agency workers is on track. The proportion of the workforce who are agency staff is 10.9%, a significant reduction on the figure for this time last year (13.8%) and on track to meet our target of 10%. A new Agency provider will be in place from March 2018 and we will continue to work with them to further reduce the numbers of agency worker assignments.

Progression of BME and disabled staff

5.13 The aim is to achieve even progression across all groups by 2019 and to increase the proportion of BME and disabled staff in Senior Management roles. Analysis of the Gender Pay Gap report is currently underway and actions will be put in place to address any areas of concern or requiring further consideration. HR are working with the recruitment system provider to develop in-depth equalities analysis that will provide insight into variations in success rates at every stage of the recruitment process for BME and Disabled candidates. This will enable informed actions to be taken to address barriers to recruitment and progression.

Report author:

Final Report Clearance

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Appendix A

Adult Social Care

Objective	PI No.	Indicator	Frequency	Q3 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
Support older and disabled adults to live independently	ASC1	Delayed transfers of care (delayed days) from hospital per 100,000 population aged 18+	Q	tbc	525.9	Yes	941.27	Yes
	ASC2	Percentage of people who have been discharged from hospital into enablement services that are at home or in a community setting 91 days after their discharge to these services	Q	96.96%	95.0%	Yes	95.7%	Yes
	ASC3	Percentage of service users receiving services in the community through Direct Payments	M	31.2%	35.0%	No	30.9%	Yes
Support those who are no longer able to live independently	ASC4	Number of new permanent admissions to residential and nursing care	М	92	130	Yes	137	Yes
Tackle social isolation faced by adult social care users (E)	ASC5	The percentage of working age adults known to Adult Social Care feeling that they have adequate or better social contact (E)	А	74.0% (2016/17 Next survey due July 18)	73.0%	Yes	70.8%	Yes

Children's Services

Objective	PI No.	Indicator	Frequency	Q3 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
Improve access to and uptake of good quality	CS1	Percentage of 2 year old places taken up by low income families, children with Special Educational Needs or Disabilities (SEND) or who are looked after	Т	67% (Autumn term 2017)	75%	No	69%	No
Early Years provision Equalities objective: Increase take	CS2	Percentage of families with under- 5s registered at a Children's Centre NB: targets for registration of specific groups will be introduced for 2018-19. *See latest data below)	Т	85% (Summer term 2017)	95%	No	91%	No
up by under- represented groups	CS3	Uptake of funded early education places for 2 year olds among Turkish / Kurdish families (E)	Α	42 (Jan 2017)	50	Awaiting data for Jan 18	30 (Jan 2016)	Yes
Support families facing multiple challenges and disadvantage	CS4	Number of families in Stronger Families programme with successful outcomes as measured by payment by results	Minimum 2 claims Oct 17 & Spring 18 tbc	357 (Sep 2017 claim)	260	Yes	N/A cumulative	N/A
Safeguard vulnerable children	CS5	Number of children missing from care for 24+ hours	М	9	20	Yes	N/A Change in indicator	N/A
	CS6	Percentage of primary school children who are persistently absent (below 90% attendance)	Т	9.4% (16/17 prov)	At or below Inner London average	tbc	9.2%	No
Ensure all	CS7	Number of children in Alternative Provision	Q	45	90	tbc	112	Yes
pupils receive a good education in our schools	CS8	Average Attainment 8 score	А	45.6 2016/17	48.2 Inner London ave 2016/17	No	N/A Change in measure	N/A
	CS9	Average Progress 8 score	А	0.13 2016/17	0.21 Inner London ave 16/17	No	N/A Change in measure	N/A

^{*}Reach of Children's Centres as measured through registration of families – as of Summer 2017:

- 81% of families living in social housing
- 78% of Black and Minority Ethnic families
- 81% of lone parent families
- 87% of families living in overcrowding
- 80% of families known to be workless households

Objective	PI No.	Indicator	Frequency	Q3 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
Equalities objective: Improve	CS10	Gap in attainment between Black Caribbean pupils and the LA average for all pupils at: a) Key Stage 2 (expected standard in Reading, Writing and Maths) b) Key Stage 4 (Progress 8)	A A	16.0% 0.22	14.99%	No Yes	15.0% N/A Change in measure	No N/A
attainment rates for under- performing groups (E)	CS11	Gap in attainment between White British pupils eligible for Free School Meals and the LA average for all pupils at: a) Key Stage 2 (expected standard in Reading, Writing and Maths) b) Key Stage 4 (Progress 8)	A	20.0%	<12% <0.59	No No	12.0% N/A Change in measure	No N/A
Ensure suitable pathways for all school leavers		Percentage of Islington school leavers in Year 11 who move into sustained education or training	A	97.3% 2016 leavers	98%	No	96.8% 2015 leavers	Yes

Employment

Objective	PI No.	Indicator	Frequency	Q3 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
		a) Total number of people supported into paid work through council activity with sub-targets for:	Q	862	1,250	No	718	Yes
	E1	b) Islington parents of children aged 0-15	Q	289	385	Yes	157	Yes
0		c) Young people aged 18-25	Q	308	325	Yes	185	Yes
Support Islington residents into employment		d) Disabled people / those with long term health conditions (E)	Q	160	200	Yes	118	Yes
E	E2	Percentage of residents supported into paid work* through council activity, who remain in employment for at least 26 weeks	Q	No data	70%	tbc	No data	tbc
Increase proportion of disabled	E3	Percentage gap between employment rate for residents with long term health conditions and overall Islington employment rate (E)	Α	20.3% 2016/17	13.5%	No	15.1% 2015/16	No
people in employment (E)	E4	Number of Islington working age residents claiming Employment Support Allowance or Incapacity Benefit (E)	Q	11,548 (May 2017)	11,460	No	11,540	Similar
	E5	Number of Islington residents supported into: a) Council apprenticeships	Q	39	50	Yes	32	Yes
Lead by example in promoting apprentice-ships		b) Apprenticeships with external employer	Q	70	75	Yes	48	Yes
	E6	Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship	Q	67%	70%	Yes	N/A New measure	N/A

Objective	PI No.	Indicator	Frequency	Q3 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
Promote social value through our	E7	Number of Islington residents: a) Supported into jobs with Council contracted suppliers	Q	43	30	Yes	N/A New measure	N/A
contracts		b) gaining apprenticeships with council contracted suppliers	Q	8	10	Yes	N/A New measure	N/A
Promote employability skills and	E8	a) Number of learners doing an accredited course through Adult & Community Learning b) Percentage of these	Т	327 (Autumn 2017)	1,200	No	N/A New measure	N/A
lifelong learning		learners who achieve an accreditation	Т	50% (Autumn 2017)	90%	No	N/A New measure	N/A
	E9	Number of library visits	Q	782,136	1,081,049	No	802,698	No

Environment & Regeneration

Objective	PI No.	Indicator	Frequency	Q3 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
Effective	ER1	Percentage of household waste recycled and composted	Q	29.7% (Q1&Q2)	35.6%	No	31.6%	No
disposal of waste and recycling	ER2	Number of missed waste collections - domestic and commercial (monthly average)	М	586	450	No	475	No
Deal		a) Percentage of planning applications determined within 13 weeks or agreed time (majors)	М	100%	90%	Yes	100%	Similar
promptly with planning applications	ER3	b) Percentage of planning applications determined within the target (minors)	М	89.3%	84%	Yes	87.7%	Yes
		c) Percentage of planning applications determined within the target (others)	М	93.2%	85%	Yes	89.4%	Yes
Promote and increase use of leisure centres	ER4	Number of leisure visits	Q	1,813,227	2,188,359	Yes	1,749,539	Yes
Tackle fuel poverty	ER6	Residents' energy cost savings (annualised)	Q	£163,939	£182,500	Yes	£276,888	No

Housing

Objective	PI No.	Indicator	Frequency	Q3 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
	H1	Number of affordable new council and housing association homes built	Q	57 Q2	250	No	72	No
Increase supply of and access to suitable affordable homes	H2	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	81	108	Yes	99	No
	НЗ	Number of under-occupied households that have downsized	Q	100	163	No	118	No
	H4	Percentage of LBI repairs fixed first time	M	85%	85%	Yes	84.8%	Yes
Enguro officialis	H5	a) Major works open over three months as a percentage of Partners' total completed major works repairs	М	8% Q2	11%	Yes	12.5%	Yes
Ensure effective management of council housing stock		b) Satisfaction rate with repairs undertaken by Partners	M	No data	95%	tbc	No data	N/A
	H6	a) Rent arrears as a proportion of the rent roll - LBI	M	2.2%	2.0%	No	2.2%	Similar
	ПО	b) Rent arrears as a proportion of the rent roll - Partners	M	2.7%	Target tbc	tbc	2.7%	Similar
Reduce	H7	Number of households accepted as homeless	M	167	400	Yes	294	Yes
homelessness	H8	Number of households in nightly-booked temporary accommodation	M	333	400	Yes	417	Yes

Public Health

Objective	PI No.	Indicator	Frequency	Q3 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
	PH1	Proportion of new births that received a health visit	Q	93% Q2	90%	Yes	94%	No
Promote wellbeing in early years	PH2	a) Proportion of children who have received the first dose of MMR vaccine by 2 years old	Q	85% Q2	95%	No	92%	No
		b) Proportion of children who have received two doses of MMR vaccine by 5 years old	Q	77% Q2	95%	No	85%	No
		a) Number of four week smoking quitters	Q	256 Q2	800	No	N/A New measure	N/A
Identify and reduce key health risks	PH3	b) Percentage of smokers using stop smoking services who stop smoking (measured at four weeks after quit date)	Q	46% Q2	50%	No	45%	Yes
	PH4	Percentage of eligible population (40-74) who receive an NHS Health Check	Q	12.0%	13.2%	Yes	N/A New measure	N/A
Tackle mental health	PH5	a) Number of people entering treatment with the IAPT service for depression or anxiety	Q	3,733	4,655	Yes	3,736	Similar
issues		b) Percentage of those entering IAPT treatment who recover	Q	47%	50%	No	49%	No
Effective treatment for substance misuse	PH6	Percentage of drug users in drug treatment during the year, who successfully complete treatment and do not re-present within 6 months of treatment exit	Q	18% Q2	20%	No	18%	Similar
	PH7	Percentage of alcohol users who successfully complete their treatment plan	Q	34% Q2	42%	No	35%	No
Improve Sexual Health	PH8	Number of Long Acting Reversible Contraception (LARC) prescriptions in local integrated sexual health services	Q	260 Q2	780 (Q2-Q4)	Yes	N/A New measure	N/A

^{*}Improving Access to Psychological Therapies



Agenda Item 11



Environment and Regeneration Municipal Offices, 222 Upper Street, London

Report of: Executive Member for Finance, Performance and Community Safety

Policy & Performance Scrutiny Committee	Date: 8 th March 2018	Ward(s): All
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Delete as	Non-exempt
appropriate	

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SUBJECT: iCo update

1. Synopsis

- 1.1 This report provides an update on the performance of the Council's trading company Islington Ltd, also known as iCo.
- 1.2 The report considers the progress of the various business units within iCo and provides information on other aspects of iCo's work and development.

2. Recommendations

- 2.1 To note and comment on the progress made by iCo in 2017/18.
- 2.2 To receive a further update in 12 months' time.

3. Background

3.1 iCo is the Council's commercial trading company. The company has been established to generate income for the Council in order to help protect essential frontline services. The company trades existing Council services on a commercial basis and also seeks to provide consultancy services related to technical, professional or specialist knowledge, skills or expertise.

iCo's Board members are named below:

Councillor Andy Hull, Executive Member for Finance, Performance and Community Safety Councillor Claudia Webbe, Executive Member for Environment and Transport

Kevin O'Leary, Corporate Director for Environment and Regeneration

Bram Kainth, Service Director for Public Realm

Steve Key, Service Director for Financial Services

There is also a vacancy following the retirement of Martin Holland. In considering his replacement, the Board has decided to look externally and intends to recruit a Non-Executive Director with some commercial experience. Recruitment will begin in the Spring.

The Council as shareholder is represented at Board meetings by the Director of Law & Governance.

3.2 iCo's business units

The iCo Business Units continue to grow in terms of turnover and the Board expect to make a small profit for 2017/18.

The table below gives an indication of the income achieved or projected at the end of December 2017 for iCo's business units and shows the progress made since the first report to this committee from July 2016.

Business Unit/Income	Actual to March 2016 (£000)	Actual to March 2017 (£000)	Forecast to March 2018 (£000)
Commercial Waste	2	85	380
Memorials	34	180	250
HR	n/a	30	30
iCo Green	n/a	n/a	12
Pest Control	n/a	n/a	30
Income for year	36	295	702

3.3 Memorial Services – Forecast Income from April 2017 to March 2018 £250k

Service delivery has continued as predicted with a steady inflow of demand. Income is expected to exceed previous years; demonstrating that the service continues to grow, with minimal promotion. The plan is to begin positively promoting and marketing the service with five brochures now in development. The first of these will be due in February as the business starts to focus on bringing more exposure to what it can offer. The Board has agreed that investment in IT support to help the business is a high priority and this will figure in the 2018/19 business plan.

3.4 Commercial Waste - Forecast Income from April to March 2018 - £380k

The iCo Commercial Waste Service is provided to customers in neighbouring boroughs including Haringey, Camden and Waltham Forest - the service is based around general waste and re-cycling (bulk bins). Income has grown steadily through the year and the team are currently exploring the potential to grow the business – The Board has asked for options to consider the level of resources staff, vehicles etc. to make this a reality.

3.5 HR Services – Forecast Income from April to March – 2018 -£30k

The iCo Human Resources Service is provided under contract to the London Borough of Barnet – for schools HR services. This is provided under an annual contract with a small range of additional services e.g. recruitment campaigns. Children's Services are interested in expanding this service offer to other schools.

3.6 Pest Control – Forecast Income from April to March 2018 £30k

The Pest Control Business only started trading in 2017 and has seen steady growth throughout 2017. A local advertising campaign took place last spring in Islington Life. This is a service area where there is confidence that there is unmet demand from the number of enquiries that are currently received. Confidence is high that a reasonable income stream can be achieved in this area given the demand. The team has recently been successful in acquiring commercial contracts and sees this a potential area where further inroads can be made.

3.7 iCo Green

iCo Green has been developed around the in-house Arboricultural Service. The service is already successful in generating income with clients such as the Corporation of London and the London Borough of Waltham Forest.

The business is scoping the possibility of having beneficial associations with other private companies and individuals in order to increase services that can be offered to clients. For example:

Ecological surveys – many arboricultural consultants are linked to ecology services and iCo has been asked by if this is a potential service that it could offer.

3.8 Business model

Along with the profit that iCo makes and the Council receives as the shareholder, the Council also benefits in another way. It is an important element of financial accounting that iCo shows the full cost of all its trading activities. Therefore, when a service is provided through Council teams or uses Council assets, we invoice iCo for these costs, including overheads. If the Council has not incurred additional costs, for example by using existing vehicles or staff doing the work during their existing contracted hours, the income from these invoices can be used as savings in budget planning. Whilst there are some additional costs in running the iCo services, we estimate that the additional 'unbudgeted' income is in the region of £350k to the Council.

3.9 iCo – exploring commercial opportunities

Additional support for ICO.

At the moment ICO does not have any direct dedicated resource to help grow the business. There are two areas where it is felt that some additional capacity is required, this is now being considered in the context of ICO moving into profit.

- Sales and Marketing. We have very few people dedicated to sales in the organisation, and in
 order to really grow some of these services we need to increase capacity. As well as direct sales
 activity, we need to improve our marketing materials and help to join up complementary services
 across the council who may be able to sell to existing customers.
- Business Development and administration. Selling services requires a series of specific
 administrative tasks over and above normal duties. This can include arrangements for invoicing
 and taking payments, collecting bad debt, providing some customer support and monitoring
 income forecasts and spend. A dedicated resource would help to establish clear processes and
 make it much easier and quicker for new services to get up and running.

The ICO board has agreed to explore the best way of filling these skills gaps, and test whether increasing capacity in these areas can increase our income and improve our startup processes. The Board will review this in the Business Planning process for 2018/19.

4. Conclusion

4.1 iCo is now trading in a small number of areas. It has been a gradual start whilst critical systems and procedures have been established over the last couple of year. There are signs that steady income growth is achievable and that overall the company is making a reasonable contribution to the Council. Sales and marketing campaigns that are yet to be launched will further support this growth. Overall the level of income being generated is considered to be positive. The Commercial Board provides an ongoing pipeline of possible ventures for iCo to consider and this process appears to be working well.

5. Implications

5.1 Financial Implications

Detailed financial implications are considered as part of the business case and report for any project being proposed.

5.2 **Legal Implications**

Any legal implications are included within relevant reports to take iCo projects forward.

5.3 Environmental Implications

There are no environmental implications.

5.4 Resident Impact Assessment

A Resident Impact Assessment will be completed and included within the relevant reports for approved projects where applicable.

Signed by:

23 February 2018

Corporate Director Environment & Regeneration Date

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Financial Implications Author: Steve Keys Tel: 020 7527 2629

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Legal Implications Author:

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Resources Department Newington Barrow Way, N7

Report of: Executive Member for Finance, Performance and Community Safety

Meeting of:	Date	Ward(s)	
Executive	1 February 2018	All	

FINANCIAL MONITORING 2017-18 MONTH 9

1. <u>SYNOPSIS</u>

- 1.1 This report presents the forecast outturn position for 2017-18 as at 31st December 2017. Overall, there is a forecast gross General Fund overspend of £6.2m. Action is required to continue to bring this overspend down; otherwise the Council's contingency budgets will be low going into 2018-19.
- 1.2 The Housing Revenue Account (HRA) is forecast to break-even over the year.
- 1.3 It is forecast that £105.6m of capital expenditure will be delivered in 2017-18.

2. **RECOMMENDATIONS**

- 2.1. To note the forecast revenue outturn for the General Fund (**Table 1**) of a gross overspend of £6.2m, including corporate items. (**Paragraph 3.1**)
- 2.2. To note the actions to reduce the forecast gross General Fund overspend, and that any remaining overspend at year-end will be covered by drawing down from corporate contingency budgets in the first instance. (Section 4, Paragraph 3.3)
- 2.3. To note the breakdown of the forecast General Fund outturn by individual variance at **Appendix 1** and by service area at **Appendix 2**.
- 2.4. To note that the HRA forecast is a break-even position. (Section 5, Table 1)
- 2.5. To note the latest capital position with forecast capital expenditure of £105.6m in 2017-18. (Section 6, Table 2, and Appendix 3)

3. REVENUE POSITION: SUMMARY

3.1. A summary position of the General Fund and HRA is shown in **Table 1**, a breakdown by individual General Fund variance at **Appendix 1** and a breakdown by General Fund and HRA service area at **Appendix 2**.

Table 1: 2017-18 General Fund and HRA Month 9 Forecast

	Forecast Over/(Under) Spend (£000)
GENERAL FUND	
Resources	(1,577)
Chief Executive's Department	(421)
Core Children's Services (Excluding Schools)	5,565
Environment and Regeneration	334
Housing and Adult Social Services	941
Public Health	0
DIRECTORATE TOTAL	4,842
Corporate Items	1,377
GROSS OVER/(UNDER) SPEND	6,219
HOUSING REVENUE ACCOUNT	
NET (SURPLUS)/DEFICIT	0

3.2. Any overspend at year-end will be covered by drawing down from corporate contingency budgets in the first instance. Prior year and current year corporate contingency budgets total £6.7m.

4. **GENERAL FUND**

Resources Department (-£1.577m)

4.1. The Resources Department is forecasting, after management actions, an underspend of (-£1.577m) over the financial year with the key variances detailed in **Appendix 1**.

Chief Executive's Department (-£0.421m)

4.2. The Chief Executive's Department is forecasting an underspend of (-£0.421m) over the financial year with the key variances detailed in **Appendix 1**.

Children's Services - General Fund (+£5.57m), Schools (-£0.428m, -0.3%)

- 4.3. The Children's Services Department is forecasting a (+£5.57m) General Fund overspend, the largest of any council service but not inconsistent with other similar councils. The key variances behind the General Fund net overspend are set out in **Appendix 1**.
- 4.4. Management actions being undertaken are as follows:
 - 4.4.1. Vacancy management across services;
 - 4.4.2. Review high cost packages and personal budgets;
 - 4.4.3. Wider review of Children Look After placements, cost drivers and commissioning arrangements;
 - 4.4.4. Review housing benefit collection arrangements;
 - 4.4.5. Review dispersal arrangements for Unaccompanied Asylum Seeking Children placing young people in other authorities where dispersal scheme is in operation;
 - 4.4.6. Loss of £3m Dedicated Schools Grant funding mitigated by recycling early childhood transformation and childcare subsidy savings, disapplication from DSG funding regulations and funding identified through line by line DSG review; and
 - 4.4.7. Reviewing contract arrangements and viability between the Council, Greenwich Leisure and relevant school bodies for Holloway Pool.
 - 4.5. The schools' dedicated schools grant position is a forecast underspend of (-£0.428m or -0.3%). This position includes £0.3m of prior year balances being managed on behalf of the Schools Forum.

Environment and Regeneration (+£0.334m)

- 4.6. The Environment and Regeneration Department is forecasting a (+£0.334m) overspend. The key variances behind this net overspend are set out in **Appendix 1**.
- 4.7. The management actions being taken to control these pressures are:
 - 4.7.1. Regular monitoring of spend and income trends across the department to enable effective decisions to be taken.
 - 4.7.2. Extensive work being undertaken within Street Environmental Services to control and monitor staff related spend in particular overtime levels, agency staff and sickness absence.
 - 4.7.3. Vacancy and recruitment management across the department and control over non-essential expenditure.
 - 4.7.4. On-going work to drive through service changes to deliver the delayed savings.

Housing and Adult Social Services (+£0.940m)

- 4.8. Adult Social Services is forecasting a (+£0.940m) overspend. The key variances behind this net overspend are set out in **Appendix 1**.
- 4.9. The management actions being taken to control the net overspend are:

- 4.9.1. Review of savings plans;
- 4.9.2. Finance training for all budget holders;
- 4.9.3. Review of all agency staff and establishments in order to reduce staffing pressure; and
- 4.9.4. Review of all current care packages to ensure projections have been made accurately.
- 4.10. The Housing General Fund is forecasting a break-even position for the financial year.

Public Health (Break-Even)

4.11. Public Health is funded via a ring-fenced grant of £26.6m for 2017-18. There is a forecast net break-even position for the financial year.

Corporate Items (+£1.377m)

- 4.12. There is a (+£0.8m) uncontrollable cost due to the Council's statutory duty to provide assistance to all destitute clients who are Non-European Union nationals and can demonstrate need under Section 21 of the National Assistance Act, 1948. This is commonly referred to as No Recourse to Public Funds (NRPF).
- 4.13. (+£1.2m) of planned savings are now considered unachievable in 2017-18, including cross-cutting savings relating to further channel shift and income generating activities across the Council.
- 4.14. There is a (+£0.6m) unbudgeted cost relating to the estimated General Fund cost of the new apprenticeship levy.
- 4.15. These overspends are partially offset by:
 - 4.15.1. Net unbudgeted grant income totalling (-£0.8m), for example to compensate for the impact of Government policy on our retained business rates income in 2017-18 and to reimburse previously top-sliced New Homes Bonus funding.
 - 4.15.2. A forecast underspend of (-£0.4m) on the corporate levies budget compared to the estimate before the start of the financial year.

5. HOUSING REVENUE ACCOUNT

5.1. The net total forecast variance for the Housing Revenue Account is projected to be a break-even position over the financial year.

6. CAPITAL PROGRAMME

6.1. It is forecast that £105.6m of capital investment will be delivered in 2017-18. This is set out by directorate in **Table 2** below and detailed at **Appendix 3**.

Table 2: 2017-18 Capital Programme Month 9 Forecast

Directorate	2017-18 Capital Budget	2017-18 Capital Forecast	Forecast Re-profiling (to)/from Future Years
	(£m)	(£m)	(£m)
Children's Services	6.8	6.8	0
Environment and Regeneration	27.0	26.5	(0.5)
Housing and Adult Social Services	89.9	72.3	(17.6)
Total	123.7	105.6	(18.1)

Forecast Re-profiling

- 6.2. Under the Council's financial regulations, the re-profiling of capital budgets between financial years over £1m on an individual capital scheme is a function of the Executive.
 - Housing and Adult Social Services
- 6.3. The forecast re-profiling of the Housing and Adult Social Services capital programme to 2018-19, totalling £17.6m, comprises:
 - 6.3.1. Housing major works and improvements programme (£3.5m), caused by delays in contract starts on site arising primarily as a result of recruitment pressures, staff resources being diverted to fire safety related assessments/works post Grenfell and protracted contract price negotiations.
 - 6.3.2. New homes programme (£14.1m) based on latest scheme projections, which estimate total expenditure of £42.3m in 2017-18 compared to the original estimate of £56.4m before the start of the financial year.

7. <u>IMPLICATIONS</u>

Financial Implications

7.1. These are included in the main body of the report.

Legal Implications

7.2. The law requires that the Council must plan to balance its spending plans against resources to avoid a deficit occurring in any year. Members need to be reasonably satisfied that expenditure is being contained within budget and that the savings for the financial year will be achieved, to ensure that income and expenditure balance.

Environmental Implications

7.3. This report does not have any direct environmental implications.

Resident Impact Assessment

7.4. The Council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of

opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The Council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The Council must have due regard to the need to tackle prejudice and promote understanding.

7.5. A resident impact assessment (RIA) was carried out for the 2017-18 Budget Report approved by Full Council. This report notes the financial performance to date but does not have direct policy implications, so a separate RIA is not required for this report.

Appendices:

Appendix 1 – General Fund Revenue Monitoring by Individual Variance

Appendix 2 – Revenue Monitoring by Service Area

Appendix 3 - Capital Monitoring

Background papers: None

Signed by

23 January 2018

Executive Member for Finance, Performance and Community Safety

And Hill

Date

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Mike Curtis Corporate Director Resources

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Agenda Item 13

ISLINGTON

Resources Department 7 Newington Barrow Way, Finsbury Park, London N7 7EP

Report of: Assistant Director, Service Finance on behalf of the Commissioning and Procurement Board

Meeting of:	Date	Agenda item	Ward(s)
Policy and Performance Scrutiny Committee	8 March 2018		All

Delete as	Non-exempt
appropriate	



1. Synopsis

- 1.1 This report is the now annual update to the Policy and Performance Scrutiny Committee (the 'Committee') to enable the Committee to maintain an overview of the work of the Commissioning and Procurement Board (the 'Board').
- 1.2 The report forms part of the implementation of the agreed decisions of the Executive on 18 September 2014 following a year-long review of the Council's procurement process by the Committee. The last such report was presented to the Committee on 14 March 2017.

2. Recommendations

- 2.1 To note the work of the Board during 2017/18.
- 2.2 To note the actions of Strategic Procurement and the Board in following up the recommendations of the Committee.

3. Background

- 3.1 The Committee undertook a year-long review of procurement processes and key areas of Council spend. The Executive in response decided that the Board should provide the Committee with a report on its work.
- 3.2 The Committee has now requested this report to be provided annually. The Committee resolved at the meeting 14 March 2017 that the future reports of the Board should:
 - focus on the Voluntary Community Sector (VCS) and be in a shorter format (see Part A);
 - That details be provided of which organisations had taken part in the procurement training provided and whether this had resulted in them obtaining contracts (see **Part B**).

A shorter summary of other work of the Board is additionally provided (see **Part C**).

PART A: VCS Organisations

- 3.3 The Committee are asked to note some of the work of Strategic Procurement to support the VCS, overseen by the Board, including:
 - Offering bi-monthly supplier registration days to assist potential providers to register on the London Tenders Portal, in addition to offering the significant training offer to providers as covered within Part B of this report;
 - Working with other departments on networking events and strategies including the Voluntary and Community Sector Development Team, Business Engagement and Employment Support and Economic Development;
 - Encouraging departmental commissioners to get to know the VCS sector through 'meet the buyer', pre-market engagement, networking, sub-contracting/partnering and/or information events, whilst encouraging the VCS to link with umbrella organisations, such as Voluntary Action Islington (VAI);
 - Publishing lists of all contracts on the Council's website with an aggregate annual value of £5,000 or more to ensure voluntary and community sector can see who our prime contractors are with whom they can build alliances, where they may be too small to contract directly and see when existing arrangements are due to be next available:
 - Having dedicated pages on Selling to the Council with a range of guidance and support available, such as the Tender Resource Pack, along with a dedicated helpline 020 7527 8118 and generic email address <u>procurement@islington.gov.uk</u> to help with general enquiries on how to do business with the Council;
 - Advertising larger requirements, clearly stating the Council welcomes bids from the VCS, transparently on the Council's website, Contracts Finder and via VAI, in addition to London Tenders Portal which has an e-alert function for a providers chosen key words or service category;
 - Delivering on the Executive agreed Procurement Strategy theme for Supporting the Local Economy, challenging all Procurement Strategies (business cases) to ensure where appropriate they reflect Social Value, are correctly sized, for the best duration, are divided into lots, have selection criteria requiring experience working with the VCS, the

community or hard to reach groups and award criteria in regards to partnership working with the VCS:

- Having streamlined straightforward procurement processes, with thresholds set as high as
 the Council is reasonably able, sensible and published timescales, utilising standard
 documentation/terminology, outcome based specifications for the VCS to demonstrate
 their approach and ability and ensuring documentation is simple, proportionate,
 reasonable and relevant;
- Balancing cost/quality, obligations/risk, specification terms for the community, sustainability/savings in budget setting, prompt payment to support cash flow and key performance indicators prudently; and
- At the end of the process ensuring comprehensive feedback is provided to bidders to identify how to improve with internal client commissioning officers able to access resources and training to ensure providers do deliver.

PART B: Procurement Training

3.4 A workshop can take up to 14 organisations/individuals when fully booked and cost in the region of £50 per attending organisation. The costs were benchmarked as good value money, following a competitive process of 9 organisations and compared with other training available. The Council was committed by the Executive to the programme for five years until March 2020.

A list of the available future Supplier Workshop dates is published on the Council's website: https://www.islington.gov.uk/business/opportunities/selling_council

2016/17 Programme

In 2016/17 the following 11 courses were delivered:

- Consortia Bidding Workshop x 3 workshops
 (31 May, 1 July 2016 and 17 January 2017)
- Completing a PQQ/SQ¹ workshop x 4 workshops
 (1 June, 19 July, 14 October 2016 and 17 February 2017)
- Completing an ITT Workshop x 4 workshops
 (24 May², 23 September, 23 November 2016 and 7 March 207)

The feedback for training was 99% positive or very positive (for detailed information, see **appendix**). The Council spent £7.3m with providers who attended the Council's procurement training.

¹ The Committee should note that with the introduction of the Selection Question (SQ) replacing the Pre-Qualification Questionnaire (PQQ), the training has been updated to be 'Completing a SQ' with effect from January 2017.

² This session was delayed from 2015/16 to enable organisations to attend the session, resulting in 11 instead of the planned 10 sessions.

2017/18 Programme

In 2017/18 the following 10 courses were/are being delivered:

- Consortia Bidding Workshop x 3 workshops (16 June, 6 October 2017 and 15 February 2018)
- Completing a SQ workshop x 4 workshops (5 April, 21 July, 10 November 2017 and 22 March 2018)
- Completing an ITT Workshop x 2 workshops
 (12 May, 25 August 2017, and 12 January 2017)

The feedback for training has been very positive so far. Figures for training satisfaction and send with relevant suppliers will be available in the 2018/19 financial year.

PART C: Short summary of other work of the Board

- 3.5 The Board comprises a senior/chief officers from each Council department, specialist advisors on key areas and the Executive Member with relevant portfolio.
- 3.6 The Board have overseen the work of the Supply Chain Practitioners, the operational manager group which sits below the Boards. In 2017/18 the Supply Chain Practitioners have covered agenda items of spend, market engagement, General Data Protection Regulation (GDPR), Pricing Schedules, Resident Impact Assessments, Service User Involvement, Co-Production, Quotations, Improving Templates and Successful Evaluations.
- 3.7 The Procurement Strategy and Procurement Service Plan have been progressed. A review has taken place of our current status. Strategic Procurement have set their objectives to actively target the five year outcomes set.
- 3.8 The Board continue to have oversight on key supply chain policy decisions, including any revisions to national guidelines or the Council's Procurement Rules. In addition to Strategic Procurement continuing to make sure key messages are delivered through IC Bulletin and Managers' Bulletin.
- 3.9 The Board oversee the transparency publication of the Council of all contracts which exceed £5,000. The data is managed by Strategic Procurement on behalf of the Council. Findings continue to be presented on a calendar monthly basis to the Board for assessment.
- 3.10 The Community Right to Challenge window ran from 1 September 2016 until 31 October 2016 on the Council's website as planned. The window is operated by Strategic Procurement and overseen by the Board. The window allows local community and faith groups to express their interest in running existing Council services and is a legal requirement. The window closed with no expressions of interest from local community or faith groups to take over existing Council services.
- 3.11 The Board has maintained its Constitutional responsibility to "challenge the approach and strategy of commissioning officers across the Council for the purposes of improving efficiency". The Board have invested appropriate time to review and challenge the commissioning of departments before procurement to consider the decision, identify improvements and give reassurance that value for money will be achieved.

4. Implications

4.1 Financial implications:

This is an information report only on work undertaken and thus has no additional financial implications.

4.2 Legal Implications:

This is an information report only on work undertaken and thus has no specific legal implications.

4.3 Environmental Implications

This is an information report only on work undertaken and thus has no additional environmental implications.

4.4 Resident Impact Assessment (incorporating the Equalities Impact Assessment):

The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

Neither the initial screening for a Resident Impact Assessment (RIA) nor a full RIA has been completed, as this is an information report only on work undertaken and thus has no additional resident and/or equalities implications.

5. Conclusion and reasons for recommendations

5.1 This report updates the Committee on work undertaken by Board, focussing on the Committees chosen areas.

Appendices/Background papers

Combined feedback results for completing an ITT, completing an SQ and Consortia bidding

Final report clearance:

Signed by:

Asst Director, Service Finance Date

Received by:

Head of Democratic Services Date

	ricad of Defficeratio oct vices	Date
Report Authors:	Steve Key,	Peter James Horlock,
	Asst Director, Service Finance	Head of Strategic Procurement
Tel:	020 7527 5636	020 7527 3131
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APPENDIX

Combined feedback results for completing an ITT, completing an SQ and Consortia bidding <u>Total of 11 sessions form 24 May 2016 – 07 April 2017</u>

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Did not respond
The workshop covered the topics that I wanted to know more about				41%	56%	3%
The information was presented in a clear and organised way				33%	67%	
The length of the workshop was about right				48%	52%	
The amount of material covered was about right			3%	38%	59%	
The pace of the workshop was about right				33%	67%	
I now have a better understanding of how to complete a PQQ/SQ/ITT etc.				26%	74%	



Governance and Human Resources

Resources Town Hall, Upper Street, London N1 2UD

Report of: Assistant Director Governance and Human Resources

Meeting of	Date	Agenda Item	Ward(s)
Policy and Performance Scrutiny Committee	1 MARCH 2018	G1	All

Delete as	Exempt	Non-exempt
appropriate		

SUBJECT: MONITORING OF RECOMMENDATIONS OF REVIEW COMMITTEES TIMETABLE FOR TOPICS, POLICY AND PERFORMANCE COMMITTEE'S WORK PROGRAMME, KEY DECISIONS

1. Synopsis

To inform the Policy and Performance Scrutiny Committee of the timetable of the Review Committees scrutiny topics for the remainder of the municipal year, the timetable for monitoring the recommendations of the Review Committees, the current situation on the Policy and Performance Scrutiny Committee's work programme, and Key Decisions.

2. Recommendation

That the Policy and Performance Scrutiny Committee note the timetable and the arrangements for monitoring the recommendations of the Review Committees, the current work programme, and the key decisions.

3. Background

Attached to this report are the details of the work programme and timetable for the Review Committees for the remainder of the municipal year, the arrangements for monitoring the recommendations of review committees, key decisions details, and the Policy and Performance Scrutiny Committee's work programme.

PTO

4.	implica	tions		
4.1	Environn	nental Implications		
	None spe	cific at this stage		
4.2	Legal Imp	plications		
	Not applic	cable		
4.3	Financial	Implications		
	None spe	cific at this stage		
4.4	Equality	Impact Assessment		
	None spe	cific at this stage		
Final R	Report Clea	arance		
0:				
Signed	l by ₋	Interim Director of Law and Governance	Date	
Б.				
Receiv	ed by _	Head of Democratic Services	Date	
	Author:	Peter Moore		
Tel: E-mail:	:	020 7527 3252 peter.moore@islington.gov.uk		

SCRUTINY REVIEWS 2015/16:

SCRUTINY REVIEW	COMMITTEE	DATE SUBMITTED DUE TO GO TO EXECUTIVE	RESPONSE TO RECOMMENDATIONS DUE (3-6 months after submission to Exec)	RESPONSE TO RECOMMENDATIONS SUBMITTED (?)	12 MONTH REPORT DUE TO ORIGINAL REVIEW COMMITTEE	LEAD OFFICER
CCTV	Environment and Regeneration	JB 28 June 2016 Exec 21 July 2016	July - Nov 2016	JB 13 Dec 2016 Exec 19 Jan 2017	15 May 2017	Simon Kwong
Alternative Provision	Children's	JB 6 Sept 2016 Exec 29 Sept 2016	Oct - Jan 2017	JB 17 Jan 2017 Exec 9 Feb 2017	28 Nov 2017	Mark Taylor
Capital Programming	Housing	JB 22 Mar 2016 Exec 21 April 2016	June – Oct 2016	JB 20 September 2016 Exec 20 October 2016	16 Nov 2017	Simon Kwong
Responsive Repairs	Housing	JB 6 Sept 2016 Exec 29 Sept 2016	Sept - Dec 2016	JB 13 Dec 2016 Exec 19 Jan 2017	11 Dec 2017	Matt West & Simon Kwong
Smart Cities	Environment and Regeneration	JB 28 June 2016 Exec 21 July 2016	July - Nov 2016	JB 13 Dec 2016 Exec 23 March 2017	25 Jan 2018	Sally Millett
Health implications of damp properties	Health and Care	JB 18 Oct 2016 Exec 24 Nov 2016	Sept - Dec 2016	JB 21 March 2017 Exec 27 April 2017	13 March 2018	Julie Billet & Simon Kwong
Tax Avoidance	Policy and Performance	JB 28 June 2016 Exec 21 July 2016	Sept - Dec 2016	JB 21 March 2017 Exec 27 April 2017	20 July 2017	Steve Key
Knife Crime and Mobile Phone Theft	Policy and Performance	JB 28 June 2016 Exec 21July 2016	Sept - Dec 2016	JB 20 June 2017 Exec 13 July 2017	2 Nov 2017	Catherine Briody

SCRUTINY REVIEWS 2016/17:

SCRUTINY REVIEW	COMMITTEE	DATE SUBMITTED DUE TO GO TO EXECUTIVE	RESPONSE TO RECOMMENDATIONS DUE (3-6 months after submission to Exec)	RESPONSE TO RECOMMENDATIONS SUBMITTED (?)	12 MONTH REPORT DUE TO ORIGINAL REVIEW COMMITTEE	LEAD OFFICER
Flooding Scrutiny	Policy and Performance	JB 5 Sept 2017 Exec 28 Sept 2017	Sept - Nov	JB 27 Feb 2018 Exec 22 Mar 2018		Kevin O'Leary
Regeneration of Retail Areas	Environment and Regeneration	JB 5 Sept 2017 Exec 28 Sept 2017	Sept - Nov	JB 27 Feb 2018 Exec 22 Mar 2018		Martijn Coojimans
Infroving access to psychological therapies	Health and Care	JB 5 Sept 2017 Exec 23 Nov 2017	Nov - Dec	JB 12 Dec 2017 Exec 4 Jan 2018		Natalie Arthur
Housing Services for Vulnerable People	Housing	JB 5 Sept 2017 Exec 28 Sept 2017	Oct - Jan	JB 12 Dec 2017 Exec 4 Jan 2018		Paul Byer
Post-16 Education, Employment and Training	Children's	JB 5 Sept 2017 Exec 28 Sept 2017	Oct - Feb	JB 16 Jan 2018 Exec 1 Feb 2018		Holly Toft

SCRUTINY REVIEWS 2017/18: SCRUTINY REVIEW COMMITTEE DATE **RESPONSE TO RESPONSE TO** 12 MONTH LEAD **SUBMITTED OFFICER** RECOMMENDATIONS **RECOMMENDATIONS** REPORT DUE **DUE TO GO TO TO ORIGINAL** DUE SUBMITTED (?) **EXECUTIVE** (3-6 months after **REVIEW COMMITTEE** submission to Exec) Damian Housing Scrutiny JB 27 Feb 2018 Fire Safety Dempsey & Exec 22 Mar 2018 Committee Stuart Fuller **Housing Scrutiny** Effectiveness of JB 27 Mar 2018 Paul Byer & Committee Communications Lynne Stratton Exec 19 Apr 2018 **Housing Scrutiny** New Build Programme (mini JB 27 Mar 2018 **TBC** Committee review) Exec 19 Apr 2018

Julie Billett

Matthew

Homer

TBC

N/A

JB 27 Mar 2018

JB 27 Mar 2018

JB 27 Mar 2018

Exec 19 Apr 2018

N/A

Exec 19 Apr 2018

Exec 19 Apr 2018

Health and Care

Environment and

Children's Services

Regeneration

Policy and

Performance

Scritiny Committee

Air Quality and Health

Vulnerable Adolescents

Recycling

None

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KEY DECISIONS TO BE CONSIDERED BY THE EXECUTIVE/COMMITTEES/OFFICERS FOR THE PERIOD TO THE EXECUTIVE MEETING ON 19 APRIL 2018 AND BEYOND

Lesley Seary
Chief Executive
Islington Council
Town Hall
Upper Street
London N1 2UD

Contact Officer: Mary Green

Democratic Services

E-Mail: democracy@islington.gov.uk Telephone: 020 7527 3005

Website: http://democracy.islington.gov.uk/

Published on 1 February 2018

KEY DECISIONS TO BE CONSIDERED BY THE EXECUTIVE/COMMITTEES/OFFICERS FOR THE PERIOD TO THE EXECUTIVE MEETING ON 19 APRIL 2018 AND BEYOND

This document sets out key decisions to be taken by the Executive within the next 28 days, together with any key decisions by Committees of the Executive, individual Members of the Executive and officers. It also includes potential key decisions beyond that period, though this is not comprehensive and items will be confirmed in the publication of the key decisions document 28 days before a decision is taken.

It is likely that all or a part of each Executive meeting will be held in private and not open to the public. This may be because an appendix to an agenda item will be discussed which is likely to lead to the disclosure of exempt or confidential information. The items of business where this is likely to apply are indicated on the plan below.

If you wish to make representations about why those parts of the meeting should be open to the public, please contact Democratic Services least ten clear days before the meeting.

the background documents (if any) specified for any agenda item below, will be available on the Democracy in Islington web pages, five clear days before the meeting, at this link -http://democracy.islington.gov.uk/ - subject to any prohibition or restriction on their disclosure. Alternatively, please contact Democratic Services on telephone number 020 7527 3005/3184 or via e-mail to democracy@islington.gov.uk to request the documents.

If you wish to make representations to the Executive about an agenda item, please note that you will need to contact the Democratic Services Team on the above number at least 2 days before the meeting date to make your request.

Please note that the decision dates are indicative and occasionally subject to change. Please contact the Democratic Services Team if you wish to check the decision date for a particular item.

A key decision is 1.an executive decision (other than a decision which relates to the placement of an individual, be that an adult or child) which is likely to result in expenditure or a receipt which is, or the making of savings which are, significant (i.e. in excess of £500,000 revenue or £1m capital), or to have significant effects on those living or working in an area comprising two or more Wards or, in respect of a disposal of land, where the proposed receipt (or reasonable presale estimate in the case of an auction sale) exceeds £1.5m, or in respect of the acquisition of land or property, the proposed expenditure (or reasonable estimate prior to entering into the contract) exceeds £500,000; or

	Subject/Decision	Ward (s)	Decision taker	Date(s) of decision	Background papers	If all or part of the item is exempt or confidential this will be stated below and a reason given. If all the papers are publically accessible this column will say 'Open'.	Corporate Director/Head of Service Executive Member (including e-mail address)
1.	Carbon Offset Fund Allocations	All	Executive	1 February 2018	None	Open	Kevin O'Leary kevin.oleary@islington.gov.uk Councillor Claudia Webbe, Executive Member for Environment & Transport claudia.webbe@islington.gov.uk
∾ Page 55	School admission arrangements 2019/2020	All Wards	Executive	1 February 2018	None	Open	Carmel Littleton carmel.littleton@islington.gov.uk Councillor Joe Caluori, Executive Member for Children, Young People & Families joe.caluori@islington.gov.uk
3.	Triangle Estate - Application for Compulsory Purchase Order in respect of leasehold and commercial properties	Bunill	Executive	1 February 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Sean McLaughlin Sean.mclaughlin@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Housing & Development diarmaid.ward@islington.gov.uk
4.	Business Rates - the determination of the Revaluation Relief awards for 2018/2019	All	Executive	1 February 2018	None	Open	Mike Curtis Mike.curtis@islington.gov.uk Councillor Asima Shaikh, Executive Member for Economic Development asima.shaikh@islington.gov.uk

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5.	Contract extension for Learning Disability Supported Living Services	All Wards	Corporate Director of Housing and Adult Social Services	2 February 2018	None	Open	Sean McLaughlin Sean.mclaughlin@islington.gov.uk
ေ Page	Extension to existing contract for the provision of agency workers	n/a	Corporate Director of Resources	2 February 2018	None	Open	Mike Curtis Mike.curtis@islington.gov.uk
е <u>7</u> 56	Contract award - School meal catering contract	All	Corporate Director for Children, Employment and Skills	6 February 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Carmel Littleton carmel.littleton@islington.gov.uk

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8.	Contract award for supported accommodation for young people	All	Corporate Director of Housing and Adult Social Services	16 February 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Sean McLaughlin Sean.mclaughlin@islington.gov.uk
9. Page	Contract alterations to align the end dates of social care case management contracts	n/a	Corporate Director for Children, Employment and Skills	20 February 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Carmel Littleton carmel.littleton@islington.gov.uk
5 16	Contract award for shared digital multifunctional devices and print room services	n/a	Shared Digital Joint Committee	20 February 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Mike Curtis Mike.curtis@islington.gov.uk Councillor Andy Hull, Executive Member for Finance, Performance and Community Safety andy.hull@islington.gov.uk

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11.	Contract award for Shared Digital mobile phones/devices	n/a	Shared Digital Joint Committee	20 February 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Mike Curtis Mike.curtis@islington.gov.uk Councillor Andy Hull, Executive Member for Finance, Performance and Community Safety andy.hull@islington.gov.uk
12. Page 58	Contract award for autism spectrum condition and profound learning difficulties outreach service	All Wards	Corporate Director for Children, Employment and Skills	23 February 2018	None	Open	Carmel Littleton carmel.littleton@islington.gov.uk
13.	Contract award for the framework agreement for municipal building repairs - plumbing and drainage contract	n/a	Corporate Director of Resources	27 February 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Mike Curtis Mike.curtis@islington.gov.uk

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14.	Procurement strategy for small works frameworks programme - Waste Recycling Centre facilities, Parks and Leisure sitesdrainage and specialist engineering works	All Wards	Corporate Director of Environment and Regeneration	28 February 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Kevin O'Leary kevin.oleary@islington.gov.uk
15. Page 59	Procurement strategy for small works frameworks programme - Waste Recycling Centre facilities, Parks and Leisure sites - building maintenance	All Wards	Corporate Director of Environment and Regeneration	28 February 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Kevin O'Leary kevin.oleary@islington.gov.uk
16.	Procurement strategy for small works frameworks programme - Waste Recycling Centre facilities, Parks and Leisure sites - building repairs	All Wards	Corporate Director of Environment and Regeneration	28 February 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Kevin O'Leary kevin.oleary@islington.gov.uk

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17.	Procurement strategy for small works frameworks programme - Waste Recycling Centre facilities, Parks and Leisure sites - building refurbishments	All Wards	Corporate Director of Environment and Regeneration	28 February 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Kevin O'Leary kevin.oleary@islington.gov.uk
18. Pa(Procurement strategy for the provision of office furniture	n/a	Corporate Director of Resources	2 March 2018	None	Open	Mike Curtis Mike.curtis@islington.gov.uk
age:60	Allocation process for Islington Council Community Chest 2018-21 and round one grant awards 2018-19	All	Voluntary and Community Sector Committee	13 March 2018	None	Open	Sean McLaughlin Sean.mclaughlin@islington.gov.uk Councillor Kaya Comer-Schwartz, Executive Member for Community Development kaya.comerschwartz@islington.gov.uk
20.	Contract award for framework agreement for fire safety work to housing street properties	All	Executive	22 March 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Sean McLaughlin Sean.mclaughlin@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Housing & Development diarmaid.ward@islington.gov.uk

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21.	Highbury Corner Roundabout	St Mary's; Highbury East	Executive	22 March 2018	None	Open	Karen Sullivan Karen.Sullivan@islington.gov.uk Councillor Claudia Webbe, Executive Member for Environment & Transport claudia.webbe@islington.gov.uk
Page	Clerkenwell Green transformation	Clerkenwell	Executive	22 March 2018	None	Open	Karen Sullivan Karen.Sullivan@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Housing & Development diarmaid.ward@islington.gov.uk
O) 23+	Contract award for the construction of two 2 storey, 2 bedroom,4 person houses on the land between Nos. 29 & 64 Belfont Walk. N7 OSN	Holloway	Corporate Director of Housing and Adult Social Services	22 March 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Sean McLaughlin Sean.mclaughlin@islington.gov.uk

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24.	Contract award for the framework agreement for municipal building repairs - electrical works	n/a	Corporate Director of Resources	27 March 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Mike Curtis Mike.curtis@islington.gov.uk
25. Page 62	Contract award for building materials, equipment, tool hire and plant hire supply	All Wards	Corporate Director of Housing and Adult Social Services	22 March 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Sean McLaughlin Sean.mclaughlin@islington.gov.uk
26.	Procurement strategy and contract award for the commissioning of regulated placements-foster care and residential care	All	Executive	19 April 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Carmel Littleton carmel.littleton@islington.gov.uk Councillor Joe Caluori, Executive Member for Children, Young People & Families joe.caluori@islington.gov.uk

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27.	Contract award for the construction of 40 new build homes and improvements to Dixon Clark Court	St Mary's	Corporate Director of Housing and Adult Social Services	30 May 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Karen Lucas Karen.Lucas@islington.gov.uk
28. Page 63	Contract award for the construction of 40 new homes and associated improvements for the Park View Estate, Collins Road, N5	Highbury East	Corporate Director of Housing and Adult Social Services	30 May 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Sean McLaughlin Sean.mclaughlin@islington.gov.uk
29.	Finsbury Park Neighbourhood Forum and Area designation	Finsbury Park	Executive	14 June 2018	None	Open	Karen Sullivan Karen.Sullivan@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Housing & Development diarmaid.ward@islington.gov.uk

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30.	Hanley Crouch construction of 8 units	Tollington	Corporate Director of Housing and Adult Social Services	22 June 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Sean McLaughlin Sean.mclaughlin@islington.gov.uk
31. Page 64	Contract award for refurbishment works to 173 Highbury Quadrant to produce 3 units that meet Enerphit standards and for the construction of a new build 3 bedroom house built to Passivhaus standards	Highbury East	Corporate Director of Housing and Adult Social Services	1 August 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Sean McLaughlin Sean.mclaughlin@islington.gov.uk
32.	Contract award for new build scheme for clients with learning disabilities at Windsor Street	St Peter's	Corporate Director of Housing and Adult Social Services	22 August 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Sean McLaughlin Sean.mclaughlin@islington.gov.uk

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33.	Contract award for the construction of 42 new build homes and improvements to Hathersage Court and Besant Court	Mildmay	Corporate Director of Housing and Adult Social Services	30 August 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Karen Lucas Karen.Lucas@islington.gov.uk					
34. Page 65	Contract award for the construction of 42 new homes, a new community centre, a new multi-use games area for Zoffany Park and associated estate landscaping improvements for the Elthorne Estate, Sunken Pitch and Community Centre Sites, N19	Hillrise	Corporate Director of Housing and Adult Social Services	28 December 2018	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Sean McLaughlin Sean.mclaughlin@islington.gov.uk					
35.	Contract award for the construction of 61 new build homes on the Andover Estate	Finsbury Park	Corporate Director of Housing and Adult Social Services	22 February 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Karen Lucas Karen.Lucas@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Housing & Development diarmaid.ward@islington.gov.uk					

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Membership of the Executive 2017/2018:

Councillors: Portfolio **Richard Watts** Leader

Janet Burgess MBE Health and Social Care

Joe Caluori Children, Young People and Families

Community Development

Finance, Performance and Community Safety

Andy Hull
Asima Shaikh **Economic Development** Diarmaid Ward Housing and Development Claudia Webbe **Environment and Transport**

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POLICY AND PERFORMANCE SCRUTINY COMMITTEE WORK PROGRAMME 2017/18

20 JULY 2017

- 1.Revenue outturn 2016/17
- 2. Presentation Leader of the Council on Executive priorities 2017/18
- 3. Quarter 4 Performance report
- 4. Work Programme 2017/18
- 5.Call ins if any
- **6.Monitoring report**
- 7. Use of Agency staff/Sickness absence
- 8. New Scrutiny topics Approval
- 9. Scrutiny Review Tax Avoidance 12 month report back

05 OCTOBER 2017

- 1.Financial update
- 2.Call ins if any
- 3. Monitoring report
- 4. Welfare Reforms update
- 5. Performance update Quarter 1
- 6. Thames Water response to flooding scrutiny review and St.John Street and Copenhagen Street bursts

02 NOVEMBER 2017

- 1. Annual Crime and Disorder report
- 2. Knife Crime 12 month report back
- 3. Financial Monitoring
- 3. Welfare Reforms update
- 3. Call ins (if any)

30 NOVEMBER 2017

- 1..Use of agency staff
- 3 Call ins if any
- 4. Monitoring report
- 5. Quarters 1/2 Performance update

- 6. Work Programme 2017/18
- 7. Presentation Executive Member Performance, Finance and Community Safety
- 8. ASB update
- **18 JANUARY 2018**
- 1.Budget 2017/18
- 2.Call ins- if any
- 3. Monitoring report

08 MARCH 2018

- 1.Performance update Quarter 3
- 2.Call ins if any
- 3. Monitoring report
- 3. Financial update
- 4. Presentation Executive Member Community Development Councillor Comer-Schwartx
- 5. iCO 12month update
- 6. Crime statistics
- 7. Work Programme 2017/18

JULY 2018 RESPONSE TO FLOODING SCRUTINY - 12 MONTH REVIEW