

Policy and Performance Scrutiny Committee - 15 September 2022

Minutes of the meeting of the Policy and Performance Scrutiny Committee held at Council Chamber, Town Hall, Upper Street, N1 2UD on 15 September 2022 at 7.30 pm.

Present: **Councillors:** Kay (Chair), Chowdhury, Jackson, Clarke,
Chapman, Heather, Staff, Nargund, Pandor,
Nathan, Weekes, Ibrahim, Graham and Russell

Also Present: **Councillors:** Ward, O'Halloran and Khurana

Councillor Jenny Kay in the Chair

The meeting started with a moment of silence to reflect on passing of Queen Elizabeth II.

24 APOLOGIES FOR ABSENCE (Item A1)

Councillor Ozdemir, Cllr McHugh

25 DECLARATION OF SUBSTITUTE MEMBERS (Item A2)

None.

26 DECLARATIONS OF INTEREST (Item A3)

None.

27 MINUTES OF THE PREVIOUS MEETING (Item A4)

In relation to Minute 20, Review Topics from the Council's Scrutiny Committees, it was noted that the Environment and Regeneration Scrutiny Committee's review topic would be on the council's Net Zero Carbon Strategy 2030, focusing on the circular economy and jobs.

RESOLVED:

That subject to the above amendment, the minutes of the meeting of the Committee held on 25 July 2022 be confirmed and the Chair be authorised to sign them

28 CHAIR'S REPORT (Item A5)

The Chair reported that officers will be working on modelling of a banded Council Tax Support Scheme. The Chair has received a list of statutory Key Performance Indicators from all departments, this will be passed onto the informal working group focused on how to monitor and communicate the council's performance.

29

EXTERNAL ATTENDEES (Item A6)

THAMES WATER

Simon Moore, Head of London Planning and Martin Padley, Director of Water, London were present from Thames Water. An update was provided on their response to recent mains bursts and other issues in the borough.

Members, local businesses, and residents raised the following comments and concerns:

- The percentage of mains replacement work across the borough is no higher than when Thames Water last attended the committee in 2020.
- Concerns were expressed about the lack of communication between Thames Water, residents and local businesses within the borough.
- The recent mains water burst on Hornsey Road had a significant impact on local businesses and residents, with damage to properties and local amenities. Thames Water had yet to resolve these issues.
- Concerns were raised with delays in the Seven Sisters/Queens Drive trunk main scheme, as Phase 2 was already delayed before Phase 3 could start.
- Members were concerned about the lack of improvement work being carried out in Tollington Road, Hemingford Road, Offord Road and the surrounding area following recent incidents of flooding.
- Residents commented on the slow and frustrating process around getting Thames Water to pay for damages, which have been made worse by subsequent flood damage.
- Residents and local businesses live in fear of more floods coming to their local area. Vulnerable residents were concerned about future flooding and how they would leave their housing in an emergency.
- It was suggested that Thames Water should invest more in the borough, particularly given the high level of profit currently being generated by the organisation.
- The Committee considered that Thames Water needed far greater investment in improvements across the borough and throughout London. Their investment strategy needed community engagement and input from stakeholders.

Actions:

- Thames Water committed to reviewing and expediting requests for compensation submitted by residents and businesses that had experienced property damage during recent flooding
- Thames Water were asked to follow up with residents who have had issues with contractors and resolve them ahead of the October meeting
- Thames Water were asked to provide information on the causes of the recent Hornsey Road flooding.
- Thames Water were asked to follow up with residents and local businesses over the lack of progress to works in the Holloway Road/Nags Head area.

- Thames Water were asked to respond to residents on the Greening Fund for sustainable drainage and its usage on affected roads
- Thames Water were asked to further update the committee on traffic loading and the impact of traffic on water pressure

The Chair thanked Simon Moore and Martin Padley for attending and asked for Thames Water to keep the committee updated on the concerns that were raised.

Operose Health

Omar Din, Managing Director and Stephen Webb Director of Communications, were present from Operose Health.

Members raised the following comments and concerns:

- Concerns were raised about the number of GPs per surgery, the inappropriate use of physician associates and general levels of staffing at Mitchison Road Surgery and Hanley Primary Care Centre.
- Operose Health said they had 17 FTE GPs working in the borough. They confirmed this number when asked why only four GPs were listed on their websites.
- Operose Health explained that they disagree that they 'put profit over care' as BBC Panorama has alleged.
- Members asked why Operose Health didn't complain to Ofcom about the Panorama programme if they thought it contained inaccuracies and were told the company decided it was not worth the cost.
- In answer to a question from members Operose Health stated they were not being investigated by the CQC for their use of physician associates contrary to what an article in the BMJ had stated.
- Following a question on data sharing, it was advised that data was shared within the NHS with patient consent. Members expressed concern about patient data being used and sold internationally. Operose said data was only used for clinical purposes. A patient of Operose Health was present and raised that getting support and treatment from Operose Health could be a struggle in their experience.

Actions

- Operose Health to check their own websites for the accuracy of the GPs listed and send a list of the 17 GPs to the committee of all Islington GPs.

30 **PUBLIC QUESTIONS (Item A7)**

None.

31 **SCRUTINY REVIEW WITNESS EVIDENCE - RESIDENT SUPPORT (Item C1)**

Robbie Rainbird, Assistant Director Community Financial Resilience, with Victor Momodu, Programme Manager, Cripplegate Foundation was present for discussion of this item.

Victor Momodu reported on the Resident Support Scheme and the work that is done on engaging with residents but also the improvements the scheme needs.

Members made the following comments:

- When raising casework, members are sometimes delayed in raising concerns from residents as the switchboard is unable to connect calls. Officers confirmed that in the New Cost of Living Campaign, there will be a dedicated number for members and residents to get support.
- Members suggested that the Council Tax Energy Rebate does not seem to have reached as many residents as it should have done. Officers confirmed the scheme has been rolled out fully and has reached residents.

Action:

- Officers to get back to committee about the discretionary spending around the Council Tax Energy Rebate.

32 2021/22 ANNUAL CORPORATE PERFORMANCE REPORT (Item C2)

RESOLVED:

Members Noted the Report

33 BUDGET MONITORING 2022/23 MONTH 3 (Item C3)

RESOLVED:

Members Noted the Report

34 MONITORING ITEM (COUNCIL FORWARD PLAN / SCRUTINY UPDATES / COMMITTEE WORK PROGRAMME) (Item C4)

RESOLVED:

Members Noted the Reports

35 PRESENTATION BY EXECUTIVE MEMBER HOMES AND COMMUNITIES (Item C5)

Cllr Una O'Halloran, Executive Member for Homes and Communities was present for discussion of this item.

RESOLVED:

Members Noted the Presentation.

The meeting ended at 10:34pm

CHAIR