

NOTICE OF MEETING

INTEGRATED HOUSING BOARD

MONDAY 23 MARCH 2009 at 18.30 HRS –CIVIC CENTRE, HIGH ROAD, WOOD GREEN, LONDON, N22

MEMBERS: Please see Membership List below

AGENDA**1. APOLOGIES**

To receive any apologies for absence.

2. URGENT ITEMS OF BUSINESS

The Chair will consider the admission of any new items of Urgent Business. (Late items of Urgent Business will be considered under the agenda item where they appear. New items of Urgent Business will appear under Item 11 below).

3. DECLARATIONS OF INTEREST

Members of the Board must declare any personal and/or prejudicial interests with respect to agenda items and must not take part in any decisions made in relation to these items.

4. MINUTES (PAGES 1 - 8)

To confirm the minutes of the meeting held on 10 December 2008 as a correct record.

5. COMPREHENSIVE AREA ASSESSMENT (PAGES 9 - 24)

A presentation will be provided.

6. HARINGEY'S FIRST COMMUNITY ENGAGEMENT FRAMEWORK (PAGES 25 - 58)

A presentation will be provided.

7. DEVELOPING AN AFFORDABLE WARMTH STRATEGY

A presentation will be provided.

8. LOCAL AREA AGREEMENT THIRD QUARTER PERFORMANCE REPORT

This report will be sent to follow.

9. HOUSING STRATEGY 2009/19

This report will be sent to follow.

10. HOMELESSNESS STRATEGY -EQUALITIES IMPACT ASSESSMENT (PAGES 59 - 84)

11. REGISTERED PROVIDERS PARTNERSHIP (PAGES 85 - 122)

12. NEW ITEMS OF URGENT BUSINESS

To consider any new items of Urgent Business admitted under Item 2 above.

13. ANY OTHER BUSINESS

To consider any items of AOB.

14. DATES OF FUTURE MEETINGS

The Board was asked to note the provisional dates for the new Municipal Year 2009/10:

- 11 May 2009, 6.30pm
- 28 September 2009, 6.30pm
- 26 November 2009, 6.30pm
- 23 February 2010, 6.30pm

SECTOR GROUP	AGENCY	NO. OF REPS	NAME OF REPRESENTATIVE
Local Authority	Haringey Council	6	Councillor John Bevan , Cabinet Member for Housing Niall Bolger , Director Urban Environment Phil Harris , Assistant Director Strategic and Community Housing Lisa Redfern , Assistant Director Adult Services Margaret Allen , Assistant Director Commissioning and Strategy
	Haringey Council/NHS	1	Eugenia Cronin , Director of Public Health
Health	Haringey Mental Health Trust	1	Lee Bojtor , Chief Executive
Voluntary and Community Sector	Community Link Forum	3	Sue Brown Ibilola Campbell Louis Antill Lewis
	HAVCO	1	Gloria Saffrey
	Family Mosaic	1	Jo Murphy , Group Director
Other agencies	Metropolitan Housing Trust	1	Neil Mawson , North Thames Regional Director
	Circle Anglia	1	Robert Black , Chief Executive
	Innesfree	1	Clare Winstanley , Chief Executive
	Homes for Haringey	1	Paul Bridge , Chief Executive
Total		17	

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**MINUTES OF THE INTEGRATED HOUSING BOARD (HSP)
WEDNESDAY, 10 DECEMBER 2008**

Present: Councillor John Bevan (Chair), Margaret Allen, Louis Antil Lewis, Sue Brown, Ibilola Campbell, Councillor Brian Haley, Phil Harris, Kate Dalzell, Janice Gunn, Jo Murphy, Gloria Saffrey, David Sheridan, Clare Winstanley.

In

Attendance: Xanthe Barker, Sha-Kera King.

LC82. APOLOGIES AND SUBSTITUTIONS

Apologies for absence were received from the following:

Robert Black	
Niall Bolger	-Kate Dalzell substituted
Paul Bridge	-David Sheridan substituted
Eugenia Cronin	
Neil Mawson	
Lisa Redfern	

It was noted that Margaret Allen had replaced Matthew Pelling and that Janice Gunn had been co-opted as the Supporting People Provider Forum's representative.

LC83. MINUTES

RESOLVED:

That, subject to the addition of the insertion of the word 'door to door' to LC78, paragraph 5, the minutes of the meeting held on 15 October 2008 be confirmed as a correct record.

LC84. DECLARATIONS OF INTEREST

No declarations of interest were made.

LC85. URGENT BUSINESS

No items of Urgent Business were raised.

LC86. PERFORMANCE MANAGEMENT REPORT FOR THE 2ND QUARTER 2008

The Board received a report setting out performance during the second quarter, July to September 2008, in relation to Local Area Agreement targets within the Board's responsibility and projects receiving funding from the Area Based Grant (ABG).

It was noted that the Board led on six of the LAA targets, one of which was a Local Indicator.

Performance in relation to National Indicator (NI) 156, which related to the number of households living in temporary accommodation, was Amber. There were a number of measures being taken to ensure that the target was met, including:

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- Conversion of leased accommodation into assured short-hold tenancies
- The active promotion of housing options
- A programme of occupancy checks to identify unauthorised sub-letting and abandoned properties

N1 154 -It was envisaged that this target would be met by June 2009. Although the target was reported on annually, progress to date would be measured and reported at the Board's next meeting.

NI 187 – A survey would be undertaken in Spring 2009 and the information obtained from this would inform progress and be reported to the Board's next meeting.

NI 155 –Information was available in relation to this target and the Board would receive an update on performance at the next meeting.

In response to concerns that there were still a significant number people presenting as Homeless the Board was advised that this would continued to be the case in a Borough with such high levels of housing need. However, there was a focus on preventative measures to address this, including help in accessing the private rented sector.

The Board was advised that Homes for Haringey and the Council were investing heavily in improving and promoting energy efficiency in the Borough. It was envisaged that an Affordable Warmth Strategy would be produced in Spring 2009.

There was agreement that the Council Officers responsible for producing the Affordable Warmth Strategy should be invited to attend the Board's next meeting to provide an overview of the work being carried out.

It was requested that investment in the creation of new homes should be tracked and included within the quarterly performance report.

It was noted that, at present, the cross cutting target in relation to the number of repeat instances of domestic violence was not being met. There was agreement that the link between repeat instances of domestic violence and the number of people living in temporary accommodation should be examined and reported to the Board at its next meeting.

The Chair suggested that the Cabinet Member for Safer Communities and Enforcement should be invited to attend a future meeting to discuss this issue.

RESOLVED:

- i. That the report be noted.
- ii. That the Council Officers responsible for the production of the new Affordable Warmth Strategy should be invited to attend the next meeting.
- iii. That investment in the creation of new homes should be tracked and included within future quarterly performance reports.

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- iv. That the link between repeat instances of domestic violence and the number of people in temporary accommodation be examined and reported on at the Board's next meeting.

LC87. DEVELOPMENT OF RISK REGISTER

The Board received a report presenting a draft Risk Register for adoption.

Each of the HSP Thematic Boards had been required to produce a Risk Register in order to assess the impact and likelihood of inherent and residual risk attached to achieving LAA targets within their responsibility.

The Board was given an overview of how the Risk Register worked and how it would be used in practical terms.

Concern was raised that the model proposed was not refined enough to form an effective measure of risk. It was noted that this was a generic model, which the Thematic Boards had been provided with. There was agreement that the model should be revised to include more detailed information and it was suggested that the Register adopted by the Well-Being Strategic Partnership Board should be used as a basis for this.

It was further suggested that the Board should only receive reports on a limited number of high level risks and that lower level risks should be monitored by officers and only be reported on by exception.

Once amended, the Risk Register would be circulated to the Board for comment.

RESOLVED:

- i. That the Risk Register should be revised to incorporate more detailed information and more refined descriptors.
- ii. That the amended Risk Register should be circulated to Board for comment.

LC88. FEEDBACK FROM THE CONSULTATIVE FORUMS

The Board received a report that provided feedback from the Consultative Forums.

As part of the Consultative Framework adopted by the Board on 15 October 2008 three stakeholders forums had been established:

- Landlords Forum
- RSL/Developers Forum
- Advice Providers Forum

It was noted that the Landlords Forum and the RSL/Developers Forum had now met.

Around one hundred people had attended the Landlords Forum and the main item for discussion had been the new Housing Strategy.

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The views of the landlords and rental agents present had been surveyed using an electronic voting system that provided immediate (and anonymous) feedback on their needs, concerns and aspirations. This feedback would inform the development of the new Housing Strategy.

It was suggested that it would be useful to gauge how many landlords were willing to accept tenants receiving Housing Benefit and their views around this.

The Board was advised that a commitment had been made to Landlords at the meeting that research would be undertaken into rent arrears and the link to tenants receiving Benefits. This would also be reported to the Board.

There was agreement that, prior to the next Landlords Forum, members of the Board would be invited to suggest questions that landlords could be asked.

RESOLVED:

- i. That the updates provided from each of the Forums be noted.
- ii. That the feedback given by each of the Forums be considered as part of discussions in relation to the development of the new Housing Strategy.
- iii. That prior to the next Landlords Forum, members of the Board would be invited to suggest questions that could be asked of landlords.

LC89. HARINGEY'S HOUSING STRATEGY UPDATE

The Board received a report that provided an update on the progress made in relation to the Housing Strategy since its last meeting.

On 4 November 2008, the Council's Chief Executive's Management Board (CEMB) agreed that the HSP should play an active role in the development of the Housing Strategy and that the Strategy should set out how value for money would be achieved.

It was noted that, since the Board's last meeting, the following groups had considered the Housing Strategy:

- Stakeholder Group
- Landlords Forum
- RSL and Developers Forum
- Council's Cabinet

The Board agreed that the Housing Strategy should address the needs of people affected by the economic downturn.

It was noted that since the Board's last meeting, the Strategy had been developed to further address the needs of children and young people, including safeguarding.

The Board discussed the role of Place Shaping and how this should be integrated within the Strategy and it was noted that the Council's Local Development Framework (LDF) formed the key tool in respect of this.

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There was agreement that Place Shaping should form one of the themes for discussion at the Housing Strategy Conference planned for February 2009.

It was requested that updated versions of draft Strategy should be circulated to members of the Board for their information.

RESOLVED:

- i. That progress made in relation to the Strategy be noted.
- ii. That the approach and timetable proposed for the continued development of the Strategy be noted.
- iii. That the content of the working document appended to the report be noted.
- iv. That Place Shaping should form one of the topics for discussion at the Housing Strategy Conference.
- v. That any updates to the Strategy should be highlighted and circulated to the Board for information.

LC90. TACKLING UNDER OCCUPATION

The Board received an overview of the measures being taken to address under occupation and broke into groups to discuss how Partners could contribute to these.

The following feedback was received:

- Although financial incentives were regarded as important, the main reasons for the success or failure of under occupation schemes relate to the level of 'hand holding' and practical help that is offered to service users and, of course, the quality and location of the accommodation they are being offered.
- Publicity and marketing material should encourage occupying tenants to considering the problems they experienced in their existing home and assist them to visualise the benefits of moving to a more suitable property.
- Better use could be made of new affordable being built in areas that under occupiers had expressed an interest in moving to.
- Tenants should be given the opportunity to be involved in the selection of the colour schemes and fixtures and fittings used in their new home.
- More consideration should be given to the role that friends, family, health professionals and advice and support providers can play in reaching under occupiers and encouraging them to move to smaller, more suitable homes.
- Any publicity material provided to Council tenants with the necessary reassurance around their security of tenure and rent payments if they chose to become an assured tenant of an RSL.

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- Family Mosaic Housing Association had been successful in creating a 'chain' of home moves by offering tenants the opportunity to look for properties of their choice within a specified price range and area. This approach had enabled a 'chain' to be created, maximising the number of households that could be moved.
- There was agreement that the Council should work with Family Mosaic to pilot a similar scheme in Haringey.
- Working with RSL's, there may be scope for under occupiers to relocate to other parts of the country where RSLs have stock (Family Mosaic has properties in Essex, for example), releasing family homes in London and enabling tenants to move closer to families or friends for support.

RESOLVED:

- i. That consideration should be given to the points raised above.
- ii. That options for establishing a pilot scheme between the Council and RSLs to tackle under occupation should be considered and reported back to the Board at its next meeting.

LC91. GROWING FOOD ON ESTATES

The Board received a report setting out how projects had been established to encourage and assist people living on estates to grow their own food.

This type of initiative was proving increasingly popular in the current economic climate and consequently the Board had requested that a report be submitted on this. The Board was advised that residents of the Tiverton Estate were looking to create a scheme and that they planned to visit an estate in Brixton where a scheme was already up and running.

It was noted that funding may be available from Homes for Haringey to assist with the purchase of equipment and it was noted that a representative from Homes for Haringey was planning to visit Brixton, with residents, to see how it could provide further support to residents.

RESOLVED:

To note the report.

LC92. TREE PLANTING AND STREET LIGHTING

The Board received a brief presentation from Councillor Brian Haley, Cabinet Member for the Environment, on Tree Planting and Street Lighting programmes in the Borough.

A commitment had been made to 're-light' the Borough by 2010, which meant that all of the lighting that was not up to the standard recommended by the Police, would be replaced. The new lighting was also a lot more energy efficient.

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Councillor Haley explained that additional trees were also being planted in certain areas of the Borough and that this contributed towards the Council's objective of lowering carbon emissions in the Borough.

In response to concerns that leaseholders were expected to contribute towards the cost of new street lighting to replace existing lighting that had been installed in the last ten years, Councillor Haley advised that the Council was contracted by Homes for Haringey to carry out these works. The Council was not responsible for identifying the lighting that needed to be replaced.

Homes for Haringey's representative agreed to look at the concerns raised and to report back via the Chair.

Further concerns were expressed that the lighting recently installed on Lordship Lane was inadequate and it was contended that this was not as effective as the previous lighting had been. Councillor Haley suggested that the Council's Street Lighting Officer should meet with Sue Brown to discuss this issue further.

Concern was raised that a large proportion of the lighting on the Tiverton Estate did not work and there was agreement that Homes for Haringey should look at this issue and report back via the Chair.

In response to concerns that many residents in the Borough experienced difficulties with trees that either overshadowed their properties, or caused cracks in the pavements, the Board was advised that the species of trees now being planted had smaller root systems and, as a result, were unlikely to cause such difficulties.

Councillor Haley reiterated the Council's commitment to improving community safety by ensuring that all of the lighting in the Borough was up to the recommended standard. Although there was a cost attached to this, the Council considered it a priority to ensure that streets in the Borough were as safe and as well lit as possible.

RESOLVED:

That the presentation provided be noted.

LC93. NEW ITEMS OF URGENT BUSINESS

No new items of Urgent Business were raised.

LC94. ANY OTHER BUSINESS

The Board noted that the following items of AOB:

Inspection of Adult Services

The Council's Adult Services were soon to be inspected and officers from the Housing Service and Homes for Haringey would be interviewed to assess how well the Services worked together.

Introductory Tenancies

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Consultation had now begun on the use of Introductory Tenancies and the Council's Cabinet would consider this on 16 December 2008.

On completion of the consultation process, the Board would receive a report prior to Councillor Bevan and Councillor Canver, Cabinet Member for Safer Communities and Enforcement making a decision on whether or not such a scheme should be introduced.

LC95. DATES OF FUTURE MEETINGS

It was noted that the next meeting was due to be held on 23 March 2009.

Cllr John Bevan

Chair

Comprehensive Area Assessment

March 2009

Policy & Performance

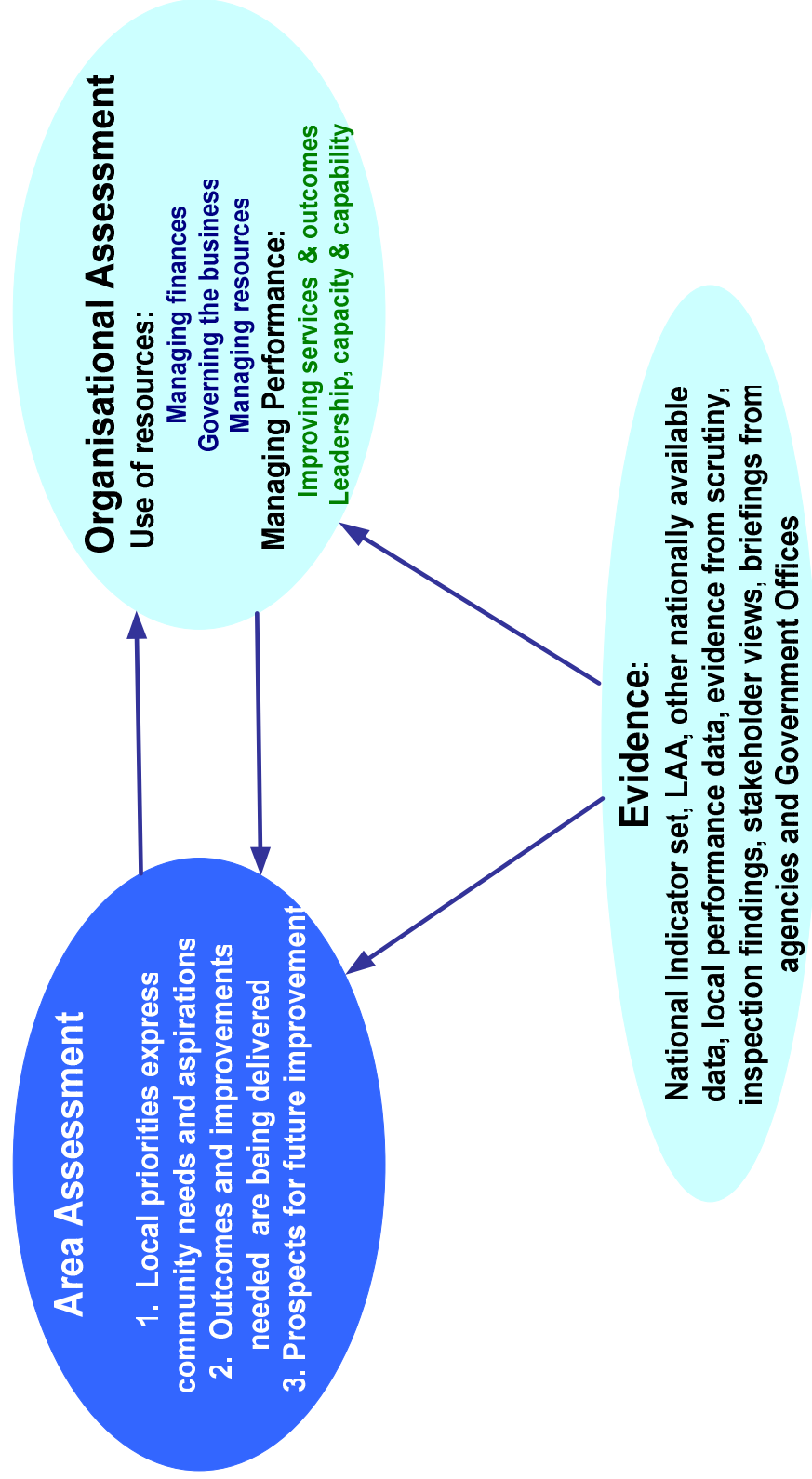
Comprehensive Area Assessment

An independent assessment of how well people are being served by local public services

Two elements which will inform each other:

- **Area assessment** – will provide a view on the short, medium and long term prospects for better outcomes for local people
- **Organisational assessment** – will assess the performance and value for money provided by individual public bodies serving the area

The Comprehensive Area Assessment



Area Assessment

Will consider the following for Haringey:

1. How well do local priorities express community needs and aspirations?
2. How well are the outcomes and improvements needed being delivered?
3. What are the prospects for future improvements?

(Q1). How well do local priorities express community needs and aspirations?

Key themes:

- how well councils and partners know and engage their communities and understand the needs of marginalised groups
- have communities been involved in identifying priorities
- have communities been involved in assessing whether priorities are delivered
- are partners effective in co-ordinating community engagement and communicating its impact on their decisions

(Q2) How well are the outcomes and improvements needed being delivered?

Inspectors will be looking for answers to:



- How safe is the area?
- How healthy and well supported are people?
- How well is adult social care meeting people's needs and choices?
- How well kept is the area?
- How environmentally sustainable is the area?
- How strong is the local economy?
- How strong and cohesive are local economies?
- **How well is housing need met?**
- How well are families supported?
- How good is the well being of children and young people?

(Q3). What are the prospects for future improvements

Inspectorates will look for answers to:

- Do local partners have the capacity and capability to deliver their ambitions, strategies and plans?
- Are local partners taking adequate action to manage, mitigate or address any risks?
- Are local partners engaged in any exceptional innovative practice?
- How well improvement planning is being implemented –are key objectives and milestones being achieved and do local partners have robust plans for improving?

Reporting the Area Assessment

- Area Assessment is not scored – narrative report published annually
- First report to be published November 2009
 -  to indicate significant concerns about future improvement. There will be a challenge procedure for red flags
 -  to highlight exceptional performance or improvement
- Non-awarding of green flags will not be able to be challenged.

Underpinning themes

- Sustainability – building a strong, healthy and just society
- Understanding and tackling inequality, disadvantage and discrimination – will include reducing child poverty
- People whose circumstances make them vulnerable (are their needs being met now and in the future)
- Value for money – use of resources in achieving outcomes for the area

Organisational Assessment

	Theme	Key lines of enquiry
Use of resources	Managing finances	How effectively does the organisation manage its finances to deliver value for money?
	Governing the business	How well does the organisation govern itself and commission services that provide value for money and deliver better outcomes for local people?
	Managing resources	How well does the organisation manage its people, natural resources and physical assets, to meet current and future needs and deliver value for money?
Managing performance	Managing performance	How well is the organisation delivering its priority services, outcomes and improvements that are important to local people? Does the organisation have the leadership, capacity and capability it needs to deliver future improvements?

Scoring the Organisational Assessment

- Organisational Assessment Performance Management score will be agreed jointly by Audit Commission, Ofsted & Care Quality Commission (CQC)
- Ofsted and CQC will also publish more detailed finding separately
- There will be no use of rules to govern how an Ofsted or CQC grade will impact on the overall managing performance score
- Organisational Assessment will be scored for 1 – 4 where:

- 1 – performs poorly
- 2 – performs adequately
- 3 – performs well
- 4 - performs excellently

Inspections

- CAA not a once-a-year activity – unlike CPA
- information will be gathered and reviewed throughout the year (quarterly)
- reports published in late November
- linked graded assessments of children's services and of adult social care published at the same time

Timelines

Not ‘once a year activity’ – evidence will be gathered and updated throughout the year with quarterly updates

Up to mid September	Joint inspectorate gathering latest available information including educational attainment
Late September	Joint inspectorate drafts reports, including red and green flags
October	Key issues discussed with local partners. Joint inspectorate undertake final quality assurance
October/November	Draft report shared with partners. Ten days to challenge area assessment and organisational assessment
November	Resolve any challenges through formal process
Late November	Publish reports

Preparing for the CAA in Haringey

- HSP's Performance Management Group (PMG) has set up a **multi-agency group** to lead on the Area Assessment
- **Prepare area assessment self evaluation**
- **CAA web page on council website – will be updated regularly**

For more information

Visit our web page at:

[http://www.haringey.gov.uk/index/community
and_leisure/hsp/comprehensive_area_as
sessment_caa .htm](http://www.haringey.gov.uk/index/community_and_leisure/hsp/comprehensive_area_assessment_caa.htm)

(You can get there quickly by typing CAA into the search facility on the council website.)

For more information

Contact the:

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Meeting: Integrated Housing Board

Date: 23 March 2009

Report Title: Haringey's First Community Engagement Framework

Report of: Sharon Kemp, Assistant Chief Executive, PPP&C, Haringey Council

Purpose

The purpose of this report is to:

- Inform the Integrated Housing Board of the development of Haringey's first Community Engagement Framework
- Ask Integrated Housing Board members to respond to the Community Engagement Framework consultation

Summary

On 3 December 2008 the HSP's Performance Management Group (PMG) agreed that Haringey Strategic Partnership would develop a framework to co-ordinate and strengthen community engagement work, and that a multi-agency group would be formed to take forward this work.

The Community Engagement Framework (CEF) will reaffirm the commitment of the HSP to community engagement and promote a shared understanding of associated principles. It will also identify and prioritise areas which need further development.

The HSP on 26 February 2009 received:

- an update on the development of the CEF
- an update on the work of the multi-agency project group that has been established to develop the CEF
- the draft CEF consultation document

The HSP made suggestions to amend the CEF and agreed that, following those amendments, the CEF could go out for public consultation.

The consultation document is now available online at:

<http://www.haringey.gov.uk/framework>

The consultation document and questionnaire are also attached as an appendix to this report.

Integrated Housing Board members are asked to consider the draft CEF, particularly the consultation questions, and provide comments and suggestions within the consultation deadline of **21 April 2009**.

Board members are also asked to circulate the draft CEF within their organisations and to their community contacts for comment by 21 April 2009.

Legal/Financial Implications

The new statutory duty to involve is not well defined legally and there is considerable discretion in how to implement this in accordance with Guidance. This strategic framework should help us to engage a wide variety of community groups in the early formulation of local decisions and policy-making thus fulfilling the underlying purpose of the new duty.

There are no direct financial implications immediately arising from the development a Community Engagement Framework in Haringey. The Action Plan arising from the CEF, when developed, may have resource implications needing detailed consideration at that stage.

Recommendations

That the Integrated Housing Board considers the CEF consultation document, particularly the consultation questions, and provides comments and suggestions

For more information contact:

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Title: Head of Corporate Policy
Tel: 020 8489 2509
Email address: helena.pugh@haringey.gov.uk

Name: Kirsty Fox
Title: Corporate Strategy & Policy Manager
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Background information

The Haringey Strategic Partnership (HSP) is currently developing a Community Engagement Framework (CEF). The Framework will be the key reference point for community engagement by HSP organisations. It will set out the vision and principles for community engagement by HSP organisations in Haringey. The draft aim of the CEF is to enable the HSP:

‘To engage with local communities and empower them to shape policies, strategies and services that affect their lives.’

There are many reasons for developing a CEF. These include:

1. Empowering people to define and shape their own community
2. Responsive services tailored to meet people's needs
3. Better informed citizens
4. Better monitoring and measuring of performance
5. Encouraging democratic involvement
6. Building responsible citizenship
7. Improving relationships between partner agencies and the public
8. Building capacity of people to take part in engagement activities
9. Meeting our statutory obligations

The Framework builds on our responsibilities contained within the Sustainable Community Strategy (SCS), which provides the overarching direction for the borough. The principles of this Framework support **all** of the SCS outcomes, and in particular:

- **People at the heart of change**
- **Be people and customer focused**

Haringey's Local Area Agreement also clearly demonstrates the HSP's commitment to community engagement. It contains the following targets, which will allow us to measure and monitor this Framework:

- NI1: Percentage of people who believe people from different backgrounds get on well together in their local area
- NI4: Percentage of people who feel that they can influence decisions in their locality
- NI 6: Participation in regular volunteering
- NI 7: Environment for a thriving third sector
- NI140: Fair treatment by local services - proxy to what extent does your local council treat all types of people fairly

Comprehensive Area Assessment (CAA)

The Audit Commission will be testing the level and quality of public engagement and empowerment as part of the CAA assessment process. We will be assessed to see how well vulnerable and marginalised groups are involved in local decision making. One of the three key CAA questions will look at the partnership's understanding of local needs and aspirations and ensure that this knowledge has been used in the development of local priorities. The purpose of this is to ensure that there are clear priorities,

based on understanding of need, and that there is a shared commitment to the achievement of these priorities.

Multi-agency project group

A multi-agency project group to develop the CEF was established in December 2008. Representation and involvement from partner agencies has been very strong.

The group has developed the aim, objectives, principles and scope of the CEF. The group has undertaken an initial mapping exercise of community engagement work across partner organisations, and will use this to inform the development of the CEF Action Plan.

Consultation process

The consultation process is planned to take place in three phases. An initial consultation process has already taken place to inform the development of the Community Engagement Framework. Details of this initial process are as follows:

Consultation phase 1:

- The first phase of community consultation took place between 19 January 2009 and 13 February 2009.

Consultation phase 2:

- The second phase of consultation will take place between early March and 21 April 2009
- The consultation document will be sent out to community and voluntary groups and will be available on the Haringey Council website.
- The questionnaire accompanying the document will ask for specific comments on the vision, definition and principles of the CEF.
- The CEF will also be discussed at the HSP thematic board and relevant sub board meetings and Haringey's Community Link Forum meeting.

Following the second consultation phase, the following will take place:

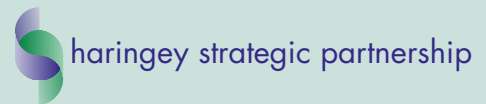
- Consultation responses will inform the final draft of the CEF.
- The CEF will be taken to the HSP for adoption on 27 April 2009.
- The final CEF document will be made available on partner websites
- The multi-agency group will continue to meet for a time-limited period in order to develop the CEF Action Plan and accompanying Equality Impact Assessment.

Consultation phase 3

- The third phase of the consultation will take place later in the year and will focus on the Action Plan to be developed following agreement of the Framework.

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COMMUNITY ENGAGEMENT FRAMEWORK QUESTIONNAIRE



Name:

Which organisation are you responding for? (if any):

E-mail address: Postcode:

Do you belong to any other organisations? If so, please state which:

1. Are these the right types of community engagement for Haringey?
(See P9 of framework)

Yes ☐ No ☐

2. Are there any other activities that should be included?
(See P9 of framework)

Yes ☐ No ☐

If so, what are they?

3. Are these descriptions of community engagement activities clear?
(See P9 of framework)

Yes ☐ No ☐

If not please describe...

4. Do you think this is the right aim for the Community Engagement Framework?
(See P10 of framework)

Yes ☐ No ☐

If not, what aim would you suggest?

5. Do you think these are the right principles for community engagement in Haringey?
(See P12 of framework)

Yes ☐ No ☐

If not, what others would you suggest?

6. Do you think this is the right timescale and process for reviewing the Framework?
(See P13 of framework)

Yes ☐ No ☐

If not, could you give another suggestion?

7. What would your top 3 priority actions be, either from those listed or any new actions you would like to suggest?
(See P14 of framework)

1.

2.

3.

8. Do you have any other comments or suggestions to make about the Framework?

Please return this questionnaire in the enclosed prepaid envelope by 21 April 2009. Thank you for your views.

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Consultation Document:

Haringey's First Community Engagement Framework:

*Working together transparently so
communities can influence and
improve public services*

March 2009

What is this consultation document about?

This document is asking for your views on the first Community Engagement Framework for the borough of Haringey. The Framework will set out the aim and principles for community engagement in the borough.

Earlier this year we asked you how you would like to be engaged in decision making locally. We have used this information together with views expressed during previous consultations to write a draft Community Engagement Framework. Findings of this consultation will be available at www.haringey.gov.uk/framework

This consultation is your opportunity to engage in the debate that will influence the final Framework. **No commitment has been made yet to the proposals put forward in this document.** We want to hear what you think the Framework should say and what we should be doing to improve engagement in the borough.

We are happy to translate it into other languages or send it to you in other formats.

Please contact:

Janette Gedge
Consultation Manager
Haringey Council
8th Floor River Park House
225 High Road
London N22 8HQ

E mail: janette.gedge@haringey.gov.uk

Phone: 020 8489 2914

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Page 14	What we will do next

Please see the enclosed questionnaire and freepost envelope.

Why are we developing a Community Engagement Framework?

By developing a Community Engagement Framework we aim to raise the profile, improve the quality and achieve better co-ordination of community engagement locally. Benefits for local people will include:

1. Empowering people to define and shape their own community
2. Responsive services tailored to meet people's needs
3. Better informed citizens
4. Encouraging democratic involvement
5. Building responsible citizenship
6. Building capacity of people to take part in engagement activities
7. Improving relationships between partner agencies and the public
8. Better monitoring and measuring of performance
9. Meeting our statutory obligations

Who is developing the Community Engagement Framework?

The Framework is being developed by the Haringey Strategic Partnership (HSP). The HSP is an alliance of local public agencies, community groups and businesses working together to improve public services and address the key issues in the borough. The HSP's aim is to improve local public services through working together and that is why your views on the Community Engagement Framework are important.

The Haringey Strategic Partnership is made up of the representatives from the organisations below:

- Barnet, Enfield and Haringey Mental Health Trust
- College of North East London (CONEL)
- Greater London Authority
- Haringey Association of Voluntary & Community Organisations (HAVCO)
- Haringey Community Link Forum
- Haringey Council
- Haringey Members of Parliament
- Haringey Registered Social Landlords
- Haringey Youth Council
- Homes for Haringey
- Job Centre Plus
- Learning & Skills Council
- London Fire Brigade
- Metropolitan Police
- Middlesex University
- NHS Haringey
- The Bridge New Deal for Communities
- It also includes representatives from the thematic sub groups reporting to the HSP.

What are we asking you to do?

We would like you to read this consultation document on Haringey's first Community Engagement Framework and let us know your views by completing the accompanying questionnaire.

Please give us your views either by:

- completing and returning the accompanying questionnaire in the freepost envelope or
- completing the questionnaire online at www.haringey.gov.uk/framework

PLEASE RETURN THE QUESTIONNAIRE BY 21 April 2009

If you have any questions please get in touch with the Corporate Policy Team using the contact details below.

Your views will be used to produce the final version of the Community Engagement Framework. We aim to take this to the Haringey Strategic Partnership Board on 27 April 2009 for final agreement. The final version of the Framework will be available at www.haringey.gov.uk/framework or as a hard copy from:

Corporate Policy Team
Haringey Council
7th Floor River Park House
225 High Road
London N22 8HQ

E mail: policy@haringey.gov.uk

Phone: 020 8489 2979

Thank you for taking part in this consultation. We look forward to hearing your views.

Yours sincerely



Cllr Claire Kober
Chair, Haringey Strategic Partnership

Consultation draft

Haringey's first Community Engagement Framework:

Working together transparently so communities can influence and improve public services

Executive Summary

Haringey's first Community Engagement Framework (CEF) reaffirms the Haringey Strategic Partnership's understanding of and commitment to community engagement.

Our **definition** of community engagement includes the following activities:

- Informing
- Finding out
- Consulting
- Involving
- Collaborating
- Empowering

The **aim** of the Framework is to enable the Haringey Strategic Partnership (HSP):

'To engage with local communities and empower them to shape policies, strategies and services that affect their lives.'

The Framework will develop and extend good practice across organisations in the partnership. It does not prescribe community engagement activity, but acts as a guide to inform community engagement work.

The Framework includes clear **principles** to be used when carrying out community engagement activities in Haringey. The HSP partners will:

- Work in partnership to join up our engagement activities
- Engage when it will make a difference
- Be clear about what we are asking
- Be inclusive and aim to engage with all communities where appropriate
- Communicate the results of engagement activity

An Action Plan to accompany the Framework will be developed to identify the outcomes and related priorities for improving community engagement in the borough.

Consultation draft

Foreword by the Chair of the Haringey Strategic Partnership

We are not starting from scratch. We recognise that good community engagement activity has and is happening in the borough. However, this is the first time that the HSP has taken a common approach to community engagement. Through the development and implementation of the Framework we hope to raise the profile, improve the quality and achieve better co-ordination of community engagement locally. Our purpose is to improve people's lives and the quality of public services, and make better use of resources.

To help us develop the Framework, we listened to what people have told us, reflected on previous and current community engagement in the borough and looked at research that has already been done here¹ and elsewhere in the country. This includes consideration of recent developments in national government policy and legislation, particularly the Government's white paper 'Communities in Control' and the new 'duty to involve' in the Local Government and Public Involvement in Health Act 2007.

The Framework has been signed up to by all members of the HSP and therefore applies to all the organisations on and sub groups under it.

Signatories to the framework

To be inserted

¹ *Public officials and community involvement in local services*, Joseph Rowntree Foundation, November 2008

Consultation draft

1. Introduction

Community engagement goes far beyond just consulting local people and communities. It lies at the heart of the services provided by the organisations that make up the Haringey Strategic Partnership.

As Hazel Blears MP, Secretary of State for Communities and Local Government, has stated, community engagement is central to local service delivery:

"Bringing government closer to people, passing power from Whitehall to the town hall and direct to local communities, isn't just the right thing to do. It's the best way to revitalise the local roots of our democracy... the surest way of making local services reflect people's needs [and] the only way we can get to grips with some of the biggest challenges we face – from climate change to childhood obesity."

(Speech to the Development Trusts Association Annual Conference, 17 September 2007)

Appendix A describes the national context for this work.

2. Why a Community Engagement Framework?

There are a number of compelling reasons why community engagement is central to the work of the HSP. Engaging with our local communities will help us to meet our Sustainable Community Strategy vision of:

'A place for diverse communities that people are proud to belong to.'

The **benefits** of achieving our vision are described below:

1. Empowering people to define and shape their own community:

People have a right to shape and influence their own community. Getting people involved in shaping their own communities can help to create a greater sense of belonging.

2. Responsive services tailored to meet people's needs:

Community engagement is central to evidence based policy and practice. Engagement with local people will help to plan and develop services that are more appropriate and responsive to their needs.

3. Better informed citizens:

Engaging with local communities can bring greater understanding of the HSP policies and priorities. Community engagement can help to explain to local people the competing demands on local resources and help to manage expectations.

4. Encouraging democratic involvement:

Community engagement is an exercise in participatory democracy which many people enjoy. The expansion and development of community engagement can reinvigorate the democratic process.

Consultation draft

5. Building responsible citizenship:

If communities are able to play a significant role in improving the area they live in they are more likely to develop a greater sense of responsibility or ownership. This strengthens the role of communities in the management of their neighbourhoods.

6. Building capacity of people to take part in engagement activities:

Community engagement can help to build the capacity of participants by developing their knowledge and skills. They will learn about their community, its issues, organisational structures and processes. Community engagement can also help to develop practical skills: for example, communication, surveying and interviewing.

7. Improving relationships between partner agencies and the public:

Community engagement makes organisations more accessible and open to the communities they serve which can, in turn, make services they provide more responsive to the needs of communities.

8. Better monitoring and measuring of performance:

Community engagement, as performed through quantitative and qualitative assessments (surveys, focus groups and interviews) will provide the HSP with evaluative feedback essential for establishing baseline data and monitoring performance.

9. Meeting our statutory obligations:

There are a number of statutory obligations on the HSP to engage with communities. Consultation is at the core of the Sustainable Community Strategy and community involvement is important in building local evidence for assessments within the Comprehensive Area Assessment.

3. What do we mean by engagement?

There are many different words used to describe community engagement – ‘empowerment’, ‘involvement’, ‘consultation’ and ‘research’ are just a few. All of these activities are important in engaging communities. All are equal in merit. We are working towards **empowering** local citizens but recognise that different methods of engagement are appropriate for different circumstances.

In Haringey we have defined the following different types of activity as community engagement:

- Informing
- Finding out
- Consulting
- Involving
- Collaborating
- Empowering

All these activities include getting the participants’ views on the activity as well as feeding back the results of it to those who took part. Examples of these different types of community engagement are outlined on the following page.

COMMUNITY ENGAGEMENT ACTIVITIES

<p>Informing: This is the simplest form of engagement and is all about giving information to communities and stakeholders</p> <p>E.g. websites, newsletters and leaflets</p>	<p>Finding out: This is where research is undertaken in order to find out new knowledge and understanding of our community</p> <p>E.g. NHS Community Survey</p>	<p>Consulting: This is used to have a dialogue with our citizens to inform decision-making</p> <p>E.g. Statutory consultation on school admission arrangements; consultation on the Sustainable Community Strategy; Local Area Assemblies</p>	<p>Involving: This is where citizens are involved in decision-making on the future of their communities</p> <p>E.g. Safer Neighbourhood Ward Panels; Young Advisors to Council</p>	<p>Collaborating: This involves people and organisations both deciding and acting together and also sharing responsibility</p> <p>E.g. Haringey Community Link Forum</p>	<p>Empowering: This is the most ambitious level of engagement where communities develop and implement their own plans with support from the statutory and voluntary sector</p> <p>E.g. Learning Disabilities services run by service users</p>
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Q1. Are these the right types of community engagement for Haringey?

Q2. Are there any other activities that should be included? If so, what are they?

Q3. Are these descriptions of community engagement activities clear? If not please describe...

Consultation draft

4. What are the HSP's existing commitments to community engagement?

This Framework builds on our responsibilities contained within the Sustainable Community Strategy (SCS), which provides the overarching direction for the borough. The principles of this Framework support **all** of the SCS outcomes, and in particular:

- **People at the heart of change**
- **Be people and customer focused**

Haringey's Local Area Agreement also clearly demonstrates the HSP's commitment to community engagement. It contains the following targets, which will allow us to measure and monitor this Framework:

- NI1: Percentage of people who believe people from different backgrounds get on well together in their local area
- NI4: Percentage of people who feel that they can influence decisions in their locality
- NI 6: Participation in regular volunteering
- NI 7: Environment for a thriving third sector
- NI140: Fair treatment by local services - proxy to what extent does your local council treat all types of people fairly

5. Aim of Haringey's Community Engagement Framework

The **aim** of this Community Engagement Framework is to enable the HSP partners:

'To engage with local communities and help empower them to shape policies, strategies and services that affect their lives.'

Q4. Do you think this is the right aim for the Community Engagement Framework? If not, what aim would you suggest?

Consultation draft

6. Haringey's Community Engagement Principles

The Framework develops and extends good practice across organisations in the partnership. It does not prescribe community engagement activity, but acts as a guide to inform community engagement work across the HSP. It draws together the actions of partners. We have developed a set of principles to be used in carrying out community engagement activities.

We will:**1. Work in partnership to join up our engagement activities**

- Adopt the COMPACT way of working which promotes good practice in partnership working
- Work together to co-ordinate engagement activities and resources where possible, to avoid duplication and over-engagement
- Build trust between our communities and the HSP
- Ensure that the HSP has a clear understanding of Haringey's communities and a commitment to engaging with them
- Enhance community leadership by ensuring that voluntary and community organisations are effectively represented across the HSP

2. Engage when it will have make a difference

- Engage where there is a real opportunity for people to influence decisions on those issues which local people care about
- Engage when an initiative will have direct implications for local people
- Ensure that the outcomes of community engagement are used to plan and deliver services, strategies and policies that reflect the needs and aspirations of local communities
- Engage where there is an identified lack of knowledge among HSP partners
- Promote the principles of community engagement within the work of all agencies of the HSP and ensure that engagement is carried out to a consistently high professional and ethical standard

3. Be clear about what we're asking

- Make the aim of engagement clear
- Provide clarity for local partners and local people about the opportunities there will be to shape services and what the benefits might be
- Be honest about what can and can't be achieved or influenced from the beginning
- Ensure that participants understand what they are taking part in and how their views will be used
- Ensure that there are engagement opportunities from the beginning of any process to develop policies, strategies and services
- Ensure that participants understand when consultation has finished and what will happen next

4. Be inclusive and aim to engage with all communities where appropriate

- Ensure that individuals have the opportunity to express their views and know that these views will be listened to and respected
- Take into account particular needs of individuals or groups and aim to overcome any difficulties people may have in engaging

Consultation draft

- Aim to involve communities that do not usually engage
- Ensure that communities who are directly affected by an initiative are aware of engagement opportunities
- Ensure that engagement methods are accessible and appropriate to the communities or individuals who are participating

5. Communicate the results of engagement activity

- Ensure that communities are aware of the impact of their input by making sure participants receive feedback as soon as possible, and that they are told when this will be
- Ensure that communities who are affected by an initiative receive feedback on engagement activities, through a variety of channels where appropriate
- Give participants the opportunity to feed back to us on the engagement process
- Review and evaluate the engagement process and learn from it

6. Build capacity of communities to take part in engagement activities

- Ensure that the statutory and voluntary sector are supported to develop their skills and capacity in order to facilitate communities to engage effectively
- Establish a coordinated and consistent approach to community engagement including better use of resources and sharing information between partners

Q5. Do you think these are the right principles for community engagement in Haringey? If not, what others would you suggest?

We recognise that we need both human and financial resources to ensure good quality engagement and that organisations will have different access to these. We hope this framework will help us to make better use of all our existing resources, by changing our ways of working including sharing ideas, facilities, expertise and good practice. We aim to be transparent about the level of resources we have for improving community engagement locally by making sure that the priorities included in the final framework are adequately resourced.

7. How was this Framework developed?

We set up a multi-agency project group to develop this Framework. This group undertook engagement activities with local stakeholders, community groups and individuals to make sure the Framework focuses on those issues which local people care about. Engagement activities included: (details to be written following all consultation activities)

Consultation draft

8. How will we implement the Framework?

During the process of developing the Framework key actions will emerge as being essential to improving community engagement in Haringey and achieving the aim of the Framework.

The partner organisations will work together to deliver the aim of the Framework and the multi-agency group will lead on the development of priorities and an accompanying action plan which will be monitored by the Performance Management Group of the HSP. The multi-agency project group has started this process by mapping existing community engagement work. This will be developed further following consultation on this draft framework.

While it is unlikely that the Framework will change significantly, it will be reviewed after one year to ensure that it is having a positive impact on the way community engagement is undertaken in Haringey. After this, the Framework will be reviewed every three years by a multi-agency group.

Q6. Do you think this is the timescale and process for reviewing the Framework? If not, could you give another suggestion?

Equalities Impact Assessment:

An initial Equalities Impact Assessment (EIA) of the Framework is being carried out on the Framework and will be available at www.haringey.gov.uk/framework. A full EIA will be undertaken when the Action Plan is developed.

Further information:

For further information on Haringey's Community Engagement Framework please contact: (to be confirmed)

Consultation draft

What Priority Actions should we undertake?

Having considered the draft aim and principles of the Framework, we would like you to think about priority actions we should undertake to help us to achieve them. Some suggestions are given below. We would like to know what your **top 3 priority actions** would be, **either from those listed below or any new actions you would like to suggest**.

The suggested actions below are listed in no particular order:

- A. Publicise details of engagement opportunities in Haringey
- B. Investigate the potential for a common approach to research to be used across HSP partner organisations
- C. Set up a cross-sector engagement development programme that can be undertaken by community groups, frontline staff, policy staff and community representatives
- D. Ensure community engagement awareness and the COMPACT way of working is part of staff induction programmes in all statutory agencies
- E. Establish an evaluation process for all engagement activities to:
 - ensure that we use the results to improve local services
 - identify best practice and learn from mistakes
- F. Establish an annual conference for engagement workers

Q7. What would your top 3 priority actions be, either from those listed or any new actions you would like to suggest?

Q8. Do you have any other comments or suggestions to make about the Framework?

What we will do next

Your views will be used to produce the final version of the Community Engagement Framework. We aim to take this to the Haringey Strategic Partnership on 27 April 2009 for final agreement. The final version of the Framework will be available at www.haringey.gov.uk/framework or as a hard copy from:

Corporate Policy Team
Haringey Council
7th Floor River Park House
225 High Road
London N22 8HQ

E mail: policy@haringey.gov.uk
Phone: 020 8489 2979

Consultation draft

Appendix A

National Policy Context

Over the past few years, central government has placed increasing emphasis on how councils empower and engage people in all aspects of local public services. This is seen as essential to help renew local democracy, improve trust in public institutions, enhance community cohesion and encourage an active citizen culture.

The Government's White Paper on community engagement, 'Communities in control: real people, real power' sets out new duties for local authorities to engage with and empower local people. As of April 2009, local authorities have a duty to inform, consult and involve communities in local decisions, policies and services.

The following national policies demonstrate central government's drive towards involving communities:

- Local Government and Public Involvement in Health Act (2007)
- White Paper: Strong and Prosperous Communities (2006)
- White Paper: Communities in Control: real people real power (2008)
- Sustainable Communities Act (2008)
- Discussion Paper: National Framework for Greater Citizen Engagement (2008)
- Planning for a sustainable future (2007)
- Draft Local Democracy, Economic Development and Construction Bill (2008)
- Draft Policing and Crime Bill (2008)
- NHS Act (2006)

Definitions

Communities and Local Government (CLG) define community engagement as *'the process whereby public bodies reach out to communities to create empowerment opportunities'*.

CLG definition of empowerment is *'the giving of confidence, skills and power to communities to shape and influence what public bodies do for or with them.'*²

The Metropolitan Police define community engagement as *'the proactive harnessing of the energies, knowledge and skills of communities and partners not merely to identify problems but also to negotiate priorities for action and shape and deliver solutions.'*³

The National Institute for Health and Clinical Excellence guidance on community engagement states that it *'refers to the process of getting communities involved in decisions that affect them.'*⁴

² See *An Action Plan for Community Empowerment: Building on Success* (CLG, 2007), p.12 for both definitions

³ See the Metropolitan Police Authority and Metropolitan Police Service, *Community Engagement Strategy 2006-2009*, p.5

⁴ See National Institute for Health and Clinical Excellence Public health guidance 9, *Community engagement to improve health*, February 2008, p.5

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haringey strategic partnership

Developing the HSP's Community Engagement Framework

**Integrated Housing Board –
23 March 2009**

Why a Community Engagement Framework?

- Reaffirm HSP's commitment to community engagement
- Promote shared partnership understanding of principles of community engagement
- Identify and prioritise areas for development

National & Local Drivers

- **CLG definition of Community engagement:**
‘the process whereby public bodies reach out to communities to create empowerment opportunities’
- **National Drivers:** LGPIH Act & others
- **Local Drivers:**
 - Local Area Agreement targets
 - Comprehensive Area Assessment: How well do local priorities express community needs and aspirations?

Benefits of Community Engagement

- Empowering people to shape their community
- Responsive services tailored to meet people's needs
- Better informed citizens
- Better monitoring and measuring of performance
- Encouraging democratic involvement
- **Building responsible citizenship**
- Improving relations between partner agencies and the public
- Building capacity
- Meeting our statutory obligations

What do we mean by 'engagement?'

- **Informing** e.g. websites, newsletters
- **Finding out** e.g. NHS Survey
- **Consulting** e.g. Statutory consultations, Local Area Assemblies
- **Involving** e.g. Safer Neighbourhood Ward panels
- **Collaborating** e.g. Community Link Forum
- **Empowering** e.g. LD services run by service users

How are we developing the CEF?

- HSP's Performance Management Group leads CEF development
- A multi-agency sub-group of the PMG is meeting regularly
- 3 phases of community consultation scheduled
- Framework to be agreed at April HSP meeting
- Action Plan to be developed during 2009-10

Engagement Principles

- Findings from consultation phase 1 have informed the draft Framework:
- Community groups told us: to evidence that their views had been acted on. A principle of the draft CEF is to **Communicate the results of engagement activity**
- Community groups told us: to target people from ethnic minorities; to hold engagement activities in environments where people feel comfortable. A principle of the draft CEF is to **Be inclusive and aim to engage with all communities where appropriate**
- Community groups told us to engage on specific issues. A principle of the draft CEF is to **Engage when it will make a difference**

Next Steps

- **Encourage community groups and contacts to complete online consultation**
 - **Consider consultation questions as group now**
- OR**
- **give responses by deadline of 21 April**
 - **www.haringey.gov.uk/framework**

Further information

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Meeting: Integrated Housing Board

Date: 23 March 2009

Report Title: Haringey's Homelessness Strategy -Equalities Impact Assessment

Report of: Nick Powell – Head of Housing Strategy, Development and Partnerships

Purpose

At its meeting of 26th June 2008 the Integrated Housing Board received a briefing on the development of Haringey's Homelessness Strategy. This Strategy was subsequently approved by Cabinet and published in July 2008.

The purpose of this report is to provide the Board with findings of the Equalities Impact Assessment (EIA) conducted on Haringey's Homelessness Strategy, which the Integrated Housing board is invited to consider and note.

The EIA has been signed off by the Council's Principle Equalities and Diversities Officer.

Summary

The Equalities Impact Assessment has found that the Homelessness Strategy and the actions specified within the action plan were designed to reduce homelessness among all groups. However in examining information relating to the various groups which were over represented, further data was needed to fully understand the causes of homelessness and how to best address their needs. As a result in addition to specific actions which aim to improve services for BME and other specific groups, the Homelessness Strategy action plan includes actions recommended by the EIA which are dedicated to research and the implementation of systems to ensure that all the relevant data is collated in the future and that this information is used to inform future service provision.

Progress of the Strategy's action plan is reviewed by the Homelessness Strategy Implementation Group (HSIG), which held its first meeting on 10th March 2009. In brief this meeting established that:

- The multi-agency delivery groups were well attended
- While some action due dates had passed good progress was being made to ensure all actions would be completed within the target year.
- Recommendations to be received on the format of future meetings.

A review of the first year of the Strategy's action plan will also be carried out and presented to a future meeting on the Integrated Housing Board.

The Homelessness Strategy and action plan is a working document that will therefore evolve as issues arise, and will be revised accordingly.

Legal/Financial Implications

Financial Implications

The Equalities Impact Assessment of the 2008-11 Homelessness Strategy describes proposed actions for further research projects and improved multi-agency working towards reducing homelessness; no specific proposals with resource implications are put forward in the Equalities Impact Assessment.

As the tasks identified in the Homelessness Strategy Action Plan for 2008/09 are completed, those involving the potential need for additional resources will need to be identified for further consideration in the business planning processes of the varying agencies.

Legal Implications

No specific legal issues were highlighted, however general comments were made relating to the faith group equality strand not appearing in the body of the EIA.

At the time of writing the EIA there was insufficient information to draw any reliable conclusion relating to the representation of particular faith groups among service users. Systems are now in place (equalities monitoring which captures faith groups which was implemented in 2008) which will enable future monitoring of this equality strand.

A question of how the gap in monitoring the sexual orientation equality strand could be addressed was also raised. The level of responses in this area may be low due to a reluctance for service users to provide this information. Further research is planned within the homelessness strategy action plan aimed at removing any barriers in accessing services and will specifically examine causes of homelessness and the support needs of this group. In line with the partnership approach of the Strategy, working with Lesbian Gay Bisexual and Transgender community and voluntary sector organisations could provide better sample sources for future research.

A final point was concerned with whether the consultations are still relevant given that they took place some time ago. The consultations took place at the end of 2007 and in the beginning of 2008. While focusing on different elements, the messages from the consultation provided consistent messages and it is these that addressed in the strategy. However in order to ensure that we remain responsive an annual programme of events and activities relating to service user consultation and involvement will be published

Recommendations

That the Board note the Equalities Impact Assessment.

For more information contact:

Name: Nick Powell

Title: Head of Housing Strategy, Development and Partnerships

Tel: 020 8489 4774

Email address: nick.powell@haringey.gov.uk

Appendices

Copy of the EIA (attached)

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HARINGEY COUNCIL

EQUALITIES IMPACT ASSESSMENT FORM

PART A

Service: Housing Services

Directorate: Urban Environment

Title of Proposal: Homelessness Strategy 2008-11

AIM(S) OF PROPOSAL

Note: You should state what effects the proposal is intended to achieve and who will benefit from it.

Taking into account evidence on homelessness in Haringey and feedback from consultations exercises on homelessness issues in the borough, the Homelessness Strategy identifies the following commitments:

- Support and promote a partnership approach to tackling homelessness
- Invest in early intervention and effective homelessness prevention
- Increase the supply of affordable homes
- Provide choice and encourage independence
- Halve, by 2010 the number of residents in temporary accommodation
- Improve the quality and suitability of temporary accommodation
- Improve customer service, involvement and satisfaction
- Ensure that out policies are fair, transparent and widely understood
- Work proactively to safeguard children and vulnerable adults

The Strategy also states actions which will be undertaken to help the London Borough of Haringey to meet a number of central Government targets, significantly:

- Reducing the number of households in temporary accommodation by half (of 2005 levels) by 2010
- Providing supported housing for all homeless 16-17 year olds by 2010
- Keeping rough sleeping at below one third of 1999 levels and reducing it even further

More detailed objectives and actions are identified in the Homelessness Strategy Action Plan. It is envisaged that the Homelessness Strategy Action Plan will be a working, evolving document, and should new issues arise, it will be revised accordingly.

Those who will benefit from the Strategy are people in Haringey who are homeless and in temporary accommodation, and those who are at risk of becoming homeless.

Homelessness also has more 'general' effects on the community. Properties which provide temporary accommodation are often considered to be undesirable and unsightly, and can have an adverse effect on the community cohesion of an area. Large numbers of these properties can also affect the housing market in an area, with fewer people wanting to move there. Large numbers of unsightly properties can in turn lead to an increase in rates of crime and anti-social behaviour in a particular area, affecting residents. Homelessness amongst children and young people can lead to poor behaviour at school, affecting individuals' performance and the performance of other pupils.

The Homelessness Strategy aims to reduce the negative impacts on communities that high levels of homelessness and temporary accommodation can cause.

PART B LOOKING AT THE PRESENT: What does current data tell you?

Note: You should gather all relevant quantitative and qualitative data that will help you to assess whether at present, there are differential outcomes for the different equalities strand – ethnic groups, women, men, older people, young people, disabled people, gay, lesbians and transgender people and faith groups. Identify where there are gaps in data and say how you plug these gaps.

In order to establish whether a group is experiencing disproportionate effects, you should relate the data for each group to its population size. The 2001

Haringey Census data has an equalities profile of the borough and will help you to make comparisons against population sizes.

B1. Using data from equalities monitoring, recent surveys, research, consultation, etc, which group(s) in the community are significantly under/over represented in the use of the service, when compared to their population size?

&

B2. Factors (barriers) accounting for over representation

AGE

Children

It is well established that being homeless has serious negative consequences for most children, adversely affecting their health, mental well-being, safety, school attainment and over-all life prospects.¹ Yet children and young people, especially those who have been in care, are disproportionately likely to become homeless. The situation in Haringey conforms to this broader pattern.

Haringey has around 7,500 children under the age of 16 living in temporary accommodation – roughly half the total number of people in TA. They are therefore significantly over-represented, compared to the total number of children in Haringey. In 2006 children aged 19 and under made up 24.3% of the total Haringey population.

Factors accounting for over representation:

Children under 16 are likely to be in temporary accommodation because their parents have become homeless.

Young people

- In Jan 2008, 36% of the 1044 single people in Temporary Accommodation in Haringey were between 16 and 24.
- Between 2003-04 122 16-17 year olds were accepted as priority homeless. 64% of these young people were female and about 90% were from ethnic minorities.
- During 2007/08, 43 16-17 year olds were accepted as priority homeless – a significant reduction. Of these, 5 were 16 and 38 were 17. 24 were female and 19 were male. An ethnicity breakdown is provided below:

Ethnicity	
Any Other Ethnic Group	5
Black African	5
Black British	4
Black Caribbean	5
Black Caribbean and White	4
Mixed Black	1
Mixed Other	1
No Response	6
Other Asian	1
Other White	1
Other White European	1
Pakistani / UK Pakistani	1
Unknown (data take on)	1
White British	5
White Irish	1

¹ Lisa Harker, [Chance of a lifetime; the impact of poor housing of children's lives](#), Shelter; 2008

White Turkish	1
Total	43

16/17 year olds and care leavers aged 18 – 20 years represented 8 per cent of total homeless acceptances by local housing authorities in England in 2007, yet this cohort makes up just 3 per cent of the population.

Factors accounting for over representation:

Young people are more likely to become homeless for the following reasons:

- family breakdown
- pregnancy
- birth of a child

Older people

Older people have not been identified as over-represented in terms of those who are homeless or in temporary accommodation. However, the Homelessness Strategy will help to address the needs of older people who are homeless or at risk of becoming homeless. This will be done through actions designed to support vulnerable adults.

It is possible that work may need to be undertaken to assess whether there are low numbers of older people in temporary accommodation because older people are settled in their homes, or because of barriers to accessing homelessness services.

GENDER

Single men:

In June 2008, men accounted for 589 single homeless households and women for 368, in comparison to the overall Haringey ratio of men to women which is 50:50. The number of single men in temporary accommodation has been continuously higher than that of single women. This reflects national trends.

Reasons for over representation:

Single men are more likely to be ex-offenders, who have no home on their release. Over 14,000 prisoners are discharged into London each year from prisons both within and outside the capital, of which it is estimated half are homeless. (Draft Mayor's Housing Strategy, p.105). It has not been possible to establish exact numbers of ex-offenders who are homeless in Haringey. However, there are various Supporting People schemes which aim to meet the accommodation needs of this group:

There are three different schemes in Haringey:

1. Supported accommodation for 8 ex-offenders in a development in Crouch End (offenders who are Priority and Prolific Offenders)
2. Floating support across the borough for 8 ex-offenders in their own accommodation (offenders who are under MAPPA)
3. A scheme which is currently being decommissioned and will be remodelled which has up to 45 bed spaces in supported accommodation across the borough for ex-offenders. There were originally 45 places for ex offenders, 18 places for drug and alcohol users, but the remodelling is blurring the line between these, as so many drug and alcohol users are ex offenders and vice versa. The aim is for this service to pick up referrals from the Drug Intervention Programme and Drug and Alcohol Team. This is still in the early stages of development.

The Home Office limit for ex-offenders released into Haringey per year is 40. But anecdotally, there are always more than this. Supply should, in theory, meet demand in Haringey. Ex offenders are often released into boroughs away from where they were living / committing crime before they were sentenced.

There is a pilot North London resettlement project going on with Holloway prison. Prisoners are moved to a 'resettlement' wing before they are released, and as part of the process go before a multi-agency panel to manage their rehabilitation into the community. However, so far nobody from this scheme has gone into supported housing.

Single men who are perpetrators of domestic violence may find themselves homeless if they are evicted from their homes because of this. It is not known at present if this is an issue, or the extent of it, in Haringey. At present, temporary accommodation figures show that it is more likely that victims of DV in Haringey leave their homes than perpetrators. However, the possibility of a partner becoming homeless can make female victims reluctant to assist authorities in removing perpetrators, thus perpetuating a DV cycle in the home. Actions will be taken to address how families can remain in their homes, if appropriate – see action 9 of the Homelessness Action Plan regarding Sanctuary Schemes and further research into DV in Haringey. See also the section below on Domestic Violence.

WOMEN

Although single men are over-represented in temporary accommodation figures, overall, women are over-represented in terms of those who access temporary accommodation. As at 23 June 2008, 7,081 people in temporary accommodation in Haringey were male and 8,787 were female, as opposed to the overall Haringey ratio of men to women, which is 50:50. Women are consistently over-represented in homelessness figures, reflecting the national picture. Nationally, women, particularly those with children, are likely to earn less money than men, affecting their ability to access housing, particularly private housing.

Reasons for this over representation include:

- 1) women are more likely to become homeless following pregnancy or the birth of a child (see ethnicity data below)
- 2) women are more likely to have to leave their home due to domestic violence

Single female parents:

In June 2008, of 5204 households in temporary accommodation in Haringey, 3664 were single parent households. Of these, 2856 heads of household were women and 808 heads of household were men. These figures reflect national trends.

Single parent households therefore make up 70% of the households in temporary accommodation, which is five times higher than the 13.6% of households across Haringey which are single parent households.

Figures showing the main ethnic groups of single parents are given below:

Ethnicity of Single Parent Households – June 08	
Black African	907
Black Caribbean	560
White British	456
Any Other Ethnic Group	318
No Response	266
Other White European	181
Black British	135
White Turkish	135

Black African women are significantly over-represented among single female parents.

Domestic Violence

There is currently no reliable data on the number of women who are homeless in Haringey due to domestic violence. This is a recognised gap. However, domestic violence accounts for about 12% of homelessness acceptance nationally, and around 30% of domestic violence starts during pregnancy. The data below provides details of how domestic violence affects women in Haringey.

Cases of Domestic Violence in Haringey are dealt with by the Hearthstone service. Data providing details of the victims assisted during 2007-08 is given below:

- Hearthstone received 1263 approaches last year – of these, 1238 were from women and 25 were from men.
- Gender: the majority of people who approached Hearthstone were young women – 452 were

between 20 and 29, and 383 between 30 and 39. However, significant numbers were both younger and older, demonstrating that DV affects all age groups.

- Ethnicity: The main ethnic groups using the service last year were: Black Caribbean – 270; White British – 218; African – 177; White (other European) – 106 and Mixed Caribbean – 75.
- 2007-08 monitoring data suggests that substance misuse and mental health issues affect a significant number of DV survivors. 379 service users reported using drugs and/or alcohol, and 205 reported having a mental health issue. 39 service users reported having a disability.

Haringey has in place a Sanctuary Scheme which provides the opportunity for survivors of DV to remain in their own homes by providing a range of safety measures. This is offered to all women, irrespective of tenure, who want to remain in their own homes. The number of installations has increased year on year since 2005 when the scheme started, and a target of 80 installations has been set for 2008/09.

The ethnicity of those who have had Sanctuary schemes installed is as follows:

Ethnicity	Number
White British	18
Irish	3
Turkish	4
Greek	1
Kosovan /Albanian	1
Pakistani	1
Iranian	2
Black Caribbean	12
Black African	7
Not known	2
TOTAL	51

ETHNICITY

BME communities:

Haringey is a racially and ethnically very diverse borough, with many new immigrants. Some BME groups tend to be particularly at risk of homelessness and overcrowding. Across England and Wales as a whole, BME people are three times more likely to become statutorily homeless than are the majority white population. In London, ethnic minority households made up 23% of the population in 2001 (latest census figures), but accounted for almost 60% of those accepted as homeless by local authorities in 2004-05.

It is estimated that around 34% of Haringey residents are black or from an ethnic minority, yet the BME population accounts for 74% of people seeking advice and assistance from Haringey's P&O service, and 81% of people in TA.

There are marked differences in Haringey in the rates of statutory homelessness between different ethnic minority groups. Black African people make up less than 10% of borough residents, but over 20% of people in temporary accommodation. 'Other white' people make up around 14% of the borough, but more than a quarter of those in TA. The proportion of Black Caribbean people in TA is about the same as the number of people living in the borough. White British people make up nearly 48% of the Haringey population but only 6.5% of those in TA.

This situation is not specific to Haringey. The Shelter (2004) BME Housing Crisis Report stated that Black African and Black Caribbean homeless households were the most over represented group across the country, accounting for 10% of homeless acceptances, as opposed to 2% of the population. A Fordham North London sub-regional study of 2005 found that Black African households are the most likely to be in housing need, both now and in the future. Black African and Black Other households were also particularly likely to be living in unsuitable housing. Black households were also more likely to be single parent households.

The ethnicity of people living in temporary accommodation in Haringey in November 2007 was:

Black African – 3,561 people
 Any other ethnic group – 2,297 people
 Black Caribbean – 1,333 people
 Other White European – 1,223 people
 White Kurdish – 1,137 people
 White British – 1,104 people

The over-representation of BME households among homeless households reflects London trends. In 2005-06 BME households made up 67% of households accepted as homeless compared to 40%.

Reasons for over representation:

While no research has been undertaken in Haringey specifically, the London Borough of Islington recently commissioned research into reasons for high levels of homelessness among black communities. The following findings for Black African communities are also relevant to Haringey:

- The main causes of homelessness were found to be parents, relatives or friends asking a member of the household to leave following pregnancy, relationship breakdowns and overcrowding. Pregnancy was more common amongst those already well established in England.
- Family breakdowns could be linked to the difficulties of adapting to a new environment. Life in England could lead to marital strains, particularly where men had been used to living in a society with traditional gender roles and hierarchical social relations.
- Over-crowding was linked to the arrival of family members from Africa and the birth of children.

The following findings for Black Caribbean communities are also relevant to Haringey:

- One of the most common causes of homelessness was pregnancy, causing family tension and overcrowding, leading to young mothers leaving the family home.

Evidence also suggests that Black African and Black Caribbean people probably experience psychosis and schizophrenia and other neurotic disorders at a slightly higher rate than White people. A UJIMA Housing Association study on residential mental health services for BME communities reports a low take up of residential places by BME communities, which may be because existing service models are not appropriate.

Gypsies, Travellers and Roma

Haringey's Travellers Needs Analysis, undertaken in December 2004, estimated that there are 2500 individuals from the Traveller Community in the Borough. Although most Travellers in Haringey are Irish Travellers, there are an increasing number of Roma from Eastern Europe in the Borough. Many Irish Travellers do not identify as such for fear of discrimination.

In Haringey, there are 2 official sites, one in Clyde Rd, Tottenham with 4 pitches and one at Wallman Place near the Civic Centre with 6 pitches. A large site (Station Rd) was closed in July 2004 with a loss of 12 pitches. Although the numbers of travellers on pitches has decreased with the closing of the larger site, most of Haringey's traveller population is in settled accommodation and exact numbers are not known. A twice weekly Housing Support and Welfare Rights Drop In for Travellers was held in Cumberland Road from the 1990s until early 2008. This reception was closed in 2008 due to restructuring. The Traveller's Team Community Social Worker spends more than 90% of his time working with "settled" travellers.

Haringey is unusual in the statutory sector in having a social work team dedicated to Travellers. The team currently consists of 3 full time workers, one community social worker, one Travellers liaison officer and one housing support worker post, which is funded by Supporting People.

Much of the work of the Travellers Team in Haringey is related to the prevention of eviction. High levels of illiteracy in the community mean that many cannot understand letters they receive from Housing Benefit re HB renewal claims, causing claims to lapse with high levels of arrears accruing. Similarly, letters containing notices of possession are not understood. Travellers living on sites do not enjoy the same degree of security of tenure as those in settled housing and there has been much anxiety amongst the community caused by rumours of site closure. The vast majority of Gypsy and Traveller families would prefer not to be in settled bricks & mortar housing and consequently face a unique set of problems and challenges. For Travellers, living in a house is associated with long term illness, poorer health state and anxiety (those who rarely travel having the poorest health). A "psychological aversion to housing" is outlined in case law and has recently been accessed in the Fordham's 2007 London wide Traveller accommodation needs assessment.

As at December 2004, 20 clients had taken part in a Travellers Team survey survey, demonstrating that:

- 15% lived in a trailer / caravan; 85% lived in council housing
- Nearly half of those living in council housing would prefer to live in a trailer / caravan
- With one exception all had received support with access to housing

Although very low numbers of Gypsies and Travellers are currently in temporary accommodation, this

could be due to the fact that they do not identify themselves as Gypsies or Travellers for fear of discrimination. The information provided above demonstrates the challenges involved in identifying homeless travellers and providing appropriate accommodation for them.

However, data regarding gypsies and travellers in temporary accommodation in Haringey is conflicting. Research carried out by the Fordham consultancy into Roma in London carried out interviews with 20 Roma in Haringey and 'two thirds' of these reported being in TA. This discrepancy could arise because gypsies and travellers do not identify themselves on official forms, though only two of those interviewed said they would avoid revealing their identity to housing or other council services. In addition only two said they would rather live in a camp than in bricks and mortar.

Reasons for being a priority group:

Nationally, Travellers have been excluded for decades, as site provision is lacking across the country.

People from the Gypsy and Traveller communities are most likely to become homeless through overcrowding. The age profile of travellers indicates that this is a growing population. Also, traditionally, Travellers marry at a young age, women bear children at an early age and conceive larger numbers of children, often eight or more. As many travellers live in housing as well as on sites, overcrowding also applies to conventional housing.

In addition to overcrowding, high levels of illiteracy in the community mean that many Travellers cannot understand letters they receive from Housing Benefit re HB renewal claims, causing claims to lapse with high levels of arrears accruing. Similarly, letters containing notices of possession are not understood. Travellers have been repeatedly recorded as having the worst education outcomes of an ethnic minority in the UK for the last forty years ('Room to Roam', Power 2004: 56). It is likely that there is a link between the lack of site provision and the lack of adaptation to conventional education. The poor literacy skills in Traveller communities that flow from education exclusions mean that they can have problems reading and writing letters and such literacy problems lead to evictions if drop in support services are not provided.

DISABILITY

Disability and illness disproportionately affect homelessness people. Only 2.5% of homeless people with a disability are in employment nationally and in Haringey over 1 in 10 people of working age living in social housing have an illness or disability that prevents them from working.

Research by Crisis found that while the employment rate of the general homeless population is only 10%, it is even lower for homeless people with a disability, at 2%, and for homeless people with a mental health condition (also 2%). Other research undertaken by Inclusion found that 43% of homeless people with a disability, and 40% with a mental health condition have been unemployed for more than three years.

At present there is a recognised gap regarding the monitoring of homeless people with a disability in Haringey. Whilst some data is available, it is thought to be unreliable and unsuitable for making evidence on which to base policy and service delivery. In the absence of reliable data regarding the numbers of disabled people in temporary accommodation, it is only possible to provide borough-wide data and conjecture as to where the greatest need is for preventing homelessness amongst disabled people.

As at May 2007 there were 12,150 claimants of Incapacity Benefit or Severe Disablement Allowance in Haringey, representing 7.7% of the working age population. The claim rate in the borough is above the current England and London averages of 6.7% and 6.1% respectively. At May 2007, 56.5% of IB / SDA claimants had been in receipt of these benefits for 5 years or more – the same story is true for both London and England.

The highest concentration of IB / SDA claimants are in the east of the borough, specifically in areas in Bruce Grove, Harringay, Hornsey, Noel Park, Northumberland Park, West Green, White Hart Lane and Woodside wards. In these areas, the claim rates range from 11.8% to 15.3%. The highest concentrations of people receiving a community based service from the council to support them with physical disabilities or sensory impairment in January 2008 were in Noel Park, Bounds Green, Bruce Grove and Northumberland Park.

2001 census data shows that 15.51% of Haringey residents have a limiting long-term illness – similar to prevalence across London and slightly lower than prevalence across England. Analysis of census data by tenure shows that 22.58% of people in local authority households had a limiting long term illness

(Equalities Impact Assessment – Homes for Haringey Resident Involvement Agreement 2007). These figures suggest that there is likely to be a higher than borough average number of people in TA who have a limiting long term illness.

Haringey has high levels of mental ill-health, as evidenced by the Haringey Public Health Report 2004. There are a wide number of determinants of good mental health, which contribute to the overall level of need: these include housing, unemployment and educational attainment. Mental illness is particularly common in some of Haringey's newer refugee communities, whose members have often experienced traumatic events in their home countries.

Mental health hospital admissions are not proportionately distributed across ethnic groups – the data suggests a higher rate of occurrence among Black communities. While the Black or Black British community represents 20% of Haringey's population, they represent 24% of mental health admissions in 2003. This bears out the research referenced in the homelessness study undertaken in Islington, which suggests that Black African and Black Caribbean people probably experience psychosis and schizophrenia and other neurotic disorders at a slightly higher rate than White people. Similarly, Chinese or other ethnic groups represent 3.1% of the population but 10.1% of admissions in 2003.

There is a complex relationship between mental health and homelessness. 1 in 5 people cite mental health problems as a factor in becoming homeless. (Crisis – Home and Dry, Homelessness and Substance Misuse 2002). Given this statistic, and the high level of mental ill-health in the borough, it is likely that mental illness is a significant factor in the high rates of people in TA in the borough, suggesting that better support provision is needed for people with mental illnesses in retaining tenancies. The stigma attached to mental illness can make it hard for some people to access housing services and tenancy support outside of Supporting People schemes.

Reasons for being a priority group:

While no research has been undertaken in Haringey specifically, national research suggests that worklessness amongst people with a disability is strongly linked to homelessness. Research by Crisis found that while the employment rate of the general homeless population is only 10%, it is even lower for homeless people with a disability, at 2%, and for homeless people with a mental health condition (also 2%). Other research undertaken by Inclusion found that 43% of homeless people with a disability, and 40% with a mental health condition have been unemployed for more than three years.

SEXUALITY

At present there is a recognised gap in the recording and monitoring of homeless applicants' sexual orientation. This situation is common in local authorities, and not specific to Haringey. It is therefore not possible to assess whether lesbians, gay men, bisexuals or transsexual people access homelessness services in line with numbers in the general population. We can conjecture, though, that young gay people are more likely to be more likely than young straight people to be rejected by their families because of the sexuality, leaving them at risk of homelessness. We can also conjecture that young gay people are more likely to suffer from discrimination and bullying at school, making them more likely to leave school early or attain lower grades – which in turn may leave them with a lower income, and at greater risk of homelessness. However, we can also speculate that young gay people are also less likely to become pregnant or to be single parents – so in this way, are less likely than young straight people to become homeless.

There is no evidence that a person's sexual orientation will affect the quality of the service they receive.

A 2005 survey returned by 800 gay and lesbian people and funded by the Economic and Social Research Council found that one third of respondents reported being victims of domestic abuse either in their current relationship or in a previous same sex relationship. Slightly more women than men had experienced abuse, but the difference was not large. The most common form of abuse reported was emotional, however male perpetrators were also likely to be physically and sexually abusive. Victims were more likely to be under 35, have a low income and few qualifications. (Comparing Love and Domestic Violence in Heterosexual and Same Sex Relationships – Dr Catherine Donovan, University of Sunderland, 2005-06. RES-000-23-0650)

We know very little about sexuality and homelessness in Haringey, but Stonewall Housing's 'Sexual Exclusion' Report (2005) identifies specific homelessness issues faced by lesbian, gay and bisexual people nationally:

Young LGB people:

Sexuality can be a direct cause of homelessness for young LGB people - they can be thrown out of their home or decide to leave home to escape homophobia. Coming to terms with their sexuality and the withdrawal of support from family can lead to emotional or mental health difficulties, such as low self-esteem, depression and self-harming behaviour. They can put themselves in dangerous or exploitative situations to meet their need for acceptance and affection and they can begin to use alcohol or drugs to try to cope with or block out issues arising from being LGB and homeless.

Harassment and violence:

Many LGB people of all ages experience homophobic harassment and violence in their neighbourhood. Harassment can people often too frightened to leave their own home, or may lead to homelessness as the neighbourhood can become unbearable to live in.

Domestic abuse:

LGB people can face domestic abuse from partners, parents, siblings and other family members. This abuse can be emotional, physical, financial or sexual. One of the biggest obstacles for LGB people wanting to flee domestic abuse is the lack of emergency accommodation for LGB people, especially for men.

Reasons for being a priority group:

Further data needs to be collected and monitored before an assessment of any relationship between sexuality and homelessness can be undertaken.

B2. What factors (barriers) might account for this under/over representation?

See section B1 above for explanations under each equality group as to why they are over representation, or why they are included as a priority group.

As we are aware that there is a lack of data and knowledge for some groups, we thought it better to include what data we have and an analysis in one section (the section above), rather than dividing these up.

PART C LOOKING AT YOUR PROPOSAL

Note: *Using the information you have gathered and analysed in Section A, you should assess whether and how the proposal you are putting forward will affect existing barriers and what actions you will take to address any potential negative effects.*

C1. How will your proposal affect existing barriers? (Please tick below as appropriate)

Increase barriers?

Reduce barriers? X

No change?

Comment

The aims outlined in the Homelessness Strategy and actions specified in the action plan are designed to reduce homelessness amongst all groups.

It is intended that the proposals in the Strategy will improve multi-agency working towards reducing homelessness.

C2. What specific actions are you proposing in order to respond to the existing barriers and imbalances you have identified in Part A?

Under Strategic Priority Two - Invest in early intervention and effective homelessness prevention

- Action 10 Actively promoted the take up of the Sanctuary scheme **to women from B&ME groups** (publish and distribute Sanctuary leaflet and improve awareness by delivering briefings for staff and local agencies).
- Action 15 Devise better ways of engaging with BME households in order to prevent homelessness and encourage the take up of housing option (consider co-location of staff and use of surgeries)
- Action 16 Develop and promote a range of services and intervention for young people
- Action 17 Provide schools and Youth Service with advice and support to help them run a leaving home project for 14-16 year olds, enabling young people to make informed choices about their future housing

Under Strategic priority Six – Improve the quality and suitability of temporary accommodation

- Action 46 Ensure that no homelessness families or 16/17 years olds are placed in B&B except in an emergency and then only for up to 6 weeks

Under Strategic priority Seven – Work proactively to safeguard children and vulnerable adults

- Action 47 Adopt a strategic approach to the provision of housing and support for homeless children, young people and vulnerable adults

Also- investigate options for investing in adaptation of existing stock to meet the changing needs of families as they expand and address over-crowding **providing more 3 bed plus properties**

A re-registration exercise will take place in 2008-09 which will assist with the equalities monitoring of those in temporary accommodation.

It is proposed that a number of research projects take place which will concentrate on the prevention of homelessness and early intervention for those at risk of becoming homeless. It is proposed that these projects include better data collection, monitoring and analysis by equalities groups. These research projects have been included as equalities actions through the Homelessness Strategy Action Plan. These actions are listed simply in the Homelessness Action Plan, but more a more detailed examination of what research could include is provided in this section.

It is proposed that these projects are based on more than quantitative research, and will include:

- research into best practice in other authorities – both from statutory and voluntary/community services
- consultation with priority groups in Haringey
- desk based research

- recommendations as to how homelessness services can be improved to better understand the reasons why particular groups are at risk of homelessness and to meet the needs of these groups

This is particularly important in understanding why families in Haringey become homeless, why particular BME groups in Haringey become homeless, and the impact of homelessness on children and young people – so that support and early intervention can be provided to those at risk.

AGE

Families with Children

Further research needs to be undertaken in Haringey to understand:

- reasons why families in Haringey become homeless
- options that can be given to them to support them and prevent homelessness
- needs of families and children who become homeless
- how pregnancy among young women in the borough leads to homelessness
- why pregnancy leads to family breakdown
- the effects of homelessness on children in the borough

Research could either be commissioned from a social research organisation or undertaken by officer in SCHS. It should be undertaken in partnership with officers from Children and Young People's Services, and include the following:

- How often have children moved?
- How far on average are they from school?
- How many are registered with GP?
- How do they do in respect of attainment, truancy, etc?
- Have they been victims of or witnessed domestic violence?
- Are their parents substance misusers?
- Are they 'at risk'?

It is proposed that this will be a detailed piece of research, to contain recommendations as to how the experience of families at risk of becoming homeless can be improved - particularly children.

Young people

It is proposed that a similar piece of research should take place into homelessness and young people in the borough, which would aim to understand why so many young people in the borough become homeless. Reasons are likely to be linked to issues of teenage pregnancy and family breakdown listed above, and so the two pieces of research should be undertaken side by side, and include the following:

- Ethnicity breakdown of young people (16 - 24) in TA
- Gender breakdown of young people (16 – 24) in TA
- No. of teenage parents in TA
- No. of care leavers (16 – 24??) in TA
- Levels of qualifications amongst young people in TA
- Levels of employment / worklessness amongst young people in TA
- Possibly family / support networks of young people in TA

Again, it is proposed that this would be a qualitative as well as quantitative piece of research to result in recommendations as to how homelessness amongst young people can be prevented. It is likely that work is already being undertaken in Haringey to tackle some of the issues above, particularly in the Children and Young People's Directorate, and under the Well-being theme of the Community Strategy. Research undertaken by Strategic and Community Housing should link up with these projects.

These pieces of research will help us to identify actions which will target specific families who are at risk of becoming homeless. Further actions are likely to be multi-agency, and fall into the themes of the existing action plan.

Older people

It is possible that work may need to be undertaken to assess whether there are low numbers of older people in temporary accommodation because older people are settled in their homes, or because of barriers to accessing homelessness services.

GENDER

Single men

Further data collection and monitoring should be undertaken of:

- No. of ex-offenders in TA / homeless
- No. of young single men ejected from home

Actions:

- Providers of supported accommodation for ex offenders to record & monitor who doesn't make it onto their schemes, as well as who does, the reasons why they aren't eligible and where they go instead – to try to establish what other needs (particularly housing needs) ex offenders have.
- Research into reasons why young single men are ejected from family home
- Research into which services young men are likely to access – less likely to access statutory services
- Research into which community groups / services could be involved in family mediation specialising in helping young men

Women, including single female parents

- **Monitoring of TA figures to include how many people are in TA for reason of domestic violence**
- Continued monitoring of Hearthstone services by the categories already used: gender; age; repeat cases; referral source; ethnicity; tenure; vulnerability.
- **Further monitoring by type of DV – to include data on forced marriage and FGM, in order to understand if these are major issues for women in Haringey**
- A further monitoring category could be introduced: dependent children
- Further investigation to be undertaken into reasons why some ethnic groups are over-represented. Possible DV perpetrator schemes to be targeted at these groups – does this already happen?
- Possible monitoring of whether service users come from same-sex couples
- Possible further investigation into relationships between DV / substance misuse / mental health issues – targeted support available at Hearthstone? Clear links & referral paths to be established between Hearthstone and Adult Social Care & Children's Social Care?
- Establish better links with DV support services and Homelessness services in neighbouring boroughs
- Investigation into whether housing advice could be provided through different services – eg Children's Centres and GP practices

Suggested actions regarding Sanctuary schemes:

- Investigation into reasons why Black Caribbean and Black African women do not make more use of Sanctuary measures
- High numbers of owner occupiers use the Hearthstone service, but a very small number have Sanctuary measures installed. Further investigation into reasons why and legalities of this.

ETHNICITY

- In light of the research undertaken into reasons for homelessness amongst Black African and Black Caribbean people in Islington, preventative actions based on these findings could be developed in Haringey, and further research carried out with Haringey residents based on these findings.
- Research in to why 'Other White European' groups are over-represented. Breakdown of those who are in TA by countries of origin and actions on how this can be prevented
- Possible consultation exercises with just these groups
- Investigate the possible future impact on services if A8 nationals have full access to public funds from 2011.
- Possibility of targeting housing advice through religious organisations. Black African and Black Caribbean people are likely to be Christian or Muslim.
- A Gypsy and Traveller Needs Assessment for London was published in March 2008. This was commissioned by all London Boroughs and carried out by Fordham Research. These Needs Assessments are a requirement of the 2004 Housing Act. Recommendations were made for the findings of the research to be included in the Draft Mayor's Housing Strategy, and for boroughs to take steps to address need when updating their Housing Strategies. However, as London now has a new Mayor, it is not currently known how the findings of the research will be accommodation within the London Housing Strategy or London Plan. This is certainly not to say the findings should be ignored.

DISABILITY

A re-registration exercise will take place in 2008-09 which will monitor disability amongst Haringey

residents in temporary accommodation, which will give us a much clearer idea of the scale of disability and long term limiting illness amongst residents. Further evidence will enable the homelessness service to put in place actions to support those likely to become homeless, and aid early intervention.

It would be useful if further data could be collected or research could take place regarding disability and long term illness amongst residents in temporary accommodation, such as:

- Categories of disability – such as mental illness, long term limiting illness (HIV / Aids / ME etc), in order to better understand the relationships between disability and homelessness
- Rates of substance misuse amongst residents in temporary accommodation
- The number of carers caring for disabled dependents in temporary accommodation
- The number of families with disabled children in temporary accommodation
- Procedures for care and support on leaving hospital

SEXUALITY

- Re-registration exercise to take place in 2008-09 to monitor sexual orientation amongst those in temporary accommodation
- Research undertaken to assess whether the LGBT community are likely to access statutory homelessness services, and any barriers to this
- Further relations to be built between the council's homelessness service and with community LGBT groups, possibly building on relations already in place through the Equalities Stakeholder Group.

C3. If they are barriers that cannot be removed, what groups will be most affected and what Positive Actions are you proposing in order to reduce the adverse impact on those groups?

State positive Action measures to deal with barriers

The research, data collection, monitoring and analysis stated above will assist in removing barriers to homelessness services amongst all groups.

PART D. CONSULTATION

Note: Consultation is an essential part of impact assessment. If there has been recent consultation which has highlighted the issues you have identified in Parts A and B above, use it to inform your assessment. If there has been no consultation relating to the issues, then you may have to carry out one to assist your assessment. Make sure you reach all those who are likely to be affected by the proposal, ensuring that you cover all the equalities strand. Do not forget to give feedback to the people you have consulted, stating how you have responded to the issues and concerns they have raised.

C1. Who have you consulted on your proposal and what were the main issues and concerns from the consultation?

SCHS consulted a range of stakeholders of the housing service through a conference on 23 Jan 08. This was well attended, and representatives included housing associations, voluntary sector and community groups representing BME and faith communities and a range of support organisations for sufferers of drug and alcohol problems and domestic abuse.

The main issues from the consultation were the need for:

- greater partnership working, to increase the impact of activities to reduce the number of homeless households by working together with the range of support organisations already active in Haringey.
- a more integrated approach to the support of vulnerable clients, involving pathways and crisis floating support services
- a stronger message about the private rented sector being the most realistic housing option
- capitalise on opportunities to increase available housing. This includes compulsory purchase orders, cash incentives to landlords, converting properties to increase the size, improving links with other boroughs to encourage people to consider living in different areas.

The Haringey Council website provides information on the results of consultation.

D2. How, in your proposal have you responded to the issues and concerns from consultation?

An action plan has been produced to support the aspirations and objectives of the homelessness strategy. Amongst other activities, the following actions will be carried out to address the feedback from stakeholders:

Action 49 Provide joined up services that are responsive to the needs of young people and vulnerable adults and focus on homelessness prevention (make recommendations to improve early intervention, support and housing options for disabled people (including children) and their carers and families, BME households, gypsies and travellers, single homeless men and the LGBT community, and remove barriers to accessing services through better joined up services).

In the Draft Housing Strategy – investigate options for investing in adaptation of existing stock to meet the changing needs of families as they expand and address over-crowding

Greater partnership working

- Produce a directory of homelessness services
- Develop protocols for referrals, joint working and information sharing
- Review the roles and remits of local forums
- Support sub-regional initiatives and working

A more integrated approach to the support of vulnerable clients

- Develop new ways of working to identify and work with people as soon as there is a risk they might lose their home
- Improve procedures for dealing with hospital discharge, prison leavers and care leavers
- Develop a range of services and interventions for young people, including mediation, supported lodgings and mentoring
- Explore merits and feasibility of introducing the Pathways approach to supported housing
- Undertake holistic needs assessments and tailor support packages to the specific needs of families and vulnerable adults

A stronger message about the private rented sector being the most realistic housing option

- Amend the lettings policy to ensure it assists the prevention and reduced use of TA

- Publicise average waiting times and locations of social housing to better manage expectations

Identify and act on opportunities to increase available housing

- Work proactively with landlords and tenants to facilitate the set up of a new AST contract
- Work with RSLs to convert temporary homes into settled accommodation
- Issue secure tenancies, where appropriate, to homeless households living in suitable council homes

D3. How have you informed the public and the people you consulted about the results of the consultation and what actions you are proposing in order to address the concerns raised?

The Homelessness Strategy 2008-11 will be publicised widely. It will:

- be published on the Haringey website
- receive coverage in local media
- be summarised in a newsletter to everyone in TA and all stakeholders.

PART E. TRAINING

Note: *The issues you have identified during the assessment and consultation may be new to you or your staff, which means you will need to raise awareness of them among your staff, which may even involve training. You should identify those issues and plan how and when you will raise them with your staff.*

E1. Do you envisage the need to train staff or raise their awareness of the issues arising from any aspects of your proposal and as a result of the impact assessment, and if so, what plans have you made?

Staff in the Homeless Service have undertaken general training in equalities and customer care. However, it is recommended that staff who will be carrying out work with specific groups undertake more specialised training into issues for these groups. Training needs will be identified with individual staff through meetings with their line managers.

It is acknowledged that some of the equalities issues raised in this assessment may be too specific for training to be available. In this case, 'training' will be more informal, and will take the form of:

- building relations with different community groups
- taking advice from specialist services such as Stonewall, the Disability Rights Commission, the Commission for Equality and Human Rights etc
- reading and making use of research undertaken by such services
- feeding back to colleagues on specific issues during team meetings
- possibly commissioning equalities consultants to carry out training with staff on specific issues

PART F. PUBLISHING RESULTS OF THE ASSESSMENT

Note: *There is a legal duty to publish the results of impact assessments. The reason is not simply to comply with the law but also to make the whole process and its outcome transparent and have a wider community ownership. You should summarise the results of the assessment and intended actions and publish them. You should consider in what formats you will publish in order to ensure that you reach all sections of the community.*

F1. When and where do you intend to publish the results of your assessment, and in what formats?

The Equalities Impact Assessment will be made available on the Haringey website with the Homelessness Strategy and therefore be available to all.

Details of publication will be made known to:

- Haringey councillors
- Haringey Council's Senior Management Team
- Haringey's Equalities Stakeholder Group. The Stakeholder Group contains representatives from many community groups, and members should be able to comment knowledgeably on all equality strands, and suggest further actions to reduce barriers to homeless services.

PART G. MONITORING OF ACTUAL EFFECTS

Note: *If the proposal is adopted there is a legal duty to monitor and publish its actual effects on people. Monitoring should cover all the six equality strands. The purpose of equalities monitoring is to see how the policy is working in practice and to identify if and where it is producing disproportionate adverse effects and to take steps to address the effects.*

The following questions may help guide monitoring:

- *Who will be responsible for monitoring?*
- *What indicators and targets will be used to monitor and evaluate the effectiveness of the policy/service/function and its equalities impact?*
- *Are there monitoring procedures already in place which will generate this information?*
- *Where will this information be reported and how often?*

You should use the Council's equal opportunities monitoring form which can be downloaded from Harinet. Generally, equalities monitoring data should be gathered, analysed and report quarterly, in the first instance to your DMT and then to the Equalities and Diversity Team.

G1. What arrangements do you have or will put in place to monitor, report, publish and disseminate information on how your proposal is working and whether or not it is producing the intended equalities outcomes?

Procedures are already in place which monitor by various equality strands. The re-registration exercise planned for 2008-09 will help to fill equalities monitoring gaps. The actions listed above will also help to fill these, and ensure that the Homelessness Strategy and action plan are monitored by all equality strands.

The equality impact of the Homelessness Strategy will be monitored as the Strategy's action plan is monitored. Equalities data will be collected continuously and analysed quarterly, as reporting will be done on a quarterly basis.

The Homelessness Strategy will be monitored by the Housing Improvement Board. This Board will also monitor Haringey's LAA target concerning numbers of people in temporary accommodation. The Homelessness Strategy Implementation Group will carry out and monitor the actions detailed in the Strategy. Each of the 9 priorities will be overseen by its own sub group of this Implementation Group.

These groups will meet on a regular basis, and will each receive equalities reports appropriate to its actions.

PART H SUMMARY OF IMPACT

In the table below, summarise for each diversity strand the impacts you have identified in your assessment

Age <i>(Older people/Young people)</i>	Disabled people <i>(including mental health)</i>	Faith Groups	Gender <i>(Men/Women)</i>	Race <i>(Ethnic Groups)</i>	Sexual Orientation <i>(Lesbians/Gay/Bisexual/Transexual)</i>
<p>Young people are a priority group for the Homelessness Strategy. Proposals include the better integration of homeless services with mainstream services for children and young people and placing more emphasis on early intervention and preventative services such as family medication.</p> <p>Further Haringey-specific research is recommended on the effects of and reasons for homelessness for both children and young both.</p>	<p>There is currently insufficient data regarding disabled people. The housing needs of people with severe and moderate disabilities are likely to be met by Adult Social Care services and the Supporting People programme. Further investigation is proposed into categories of disability amongst homeless people in the borough, which will enable improved targeted support. Investigation is also proposed into the needs of carers, and into support following hospital stays. The Strategy proposes</p>	<p>Religion has not been identified as a major barrier to accessing homelessness services. However, this assessment recognises that ethnicity and religion are often closely related. Groups with high levels of homelessness, such as Black African and Black Caribbean people, are nationally more likely to be Christian or Muslim, and therefore places of worship could be used to target these groups.</p>	<p>Women are identified as a priority group in the Homelessness Strategy. Particularly identified are young, single female parents and women made homeless through domestic violence.</p> <p>This assessment recommends further investigation into the relationship between homelessness, domestic violence and substance misuse.</p> <p>Single men are also identified in this assessment as a priority group. Particularly identified are young men ejected from the</p>	<p>Race is identified in the Strategy as a major factor in homelessness in Haringey. Black African and Black Caribbean groups are identified as a priority, and reasons for homelessness amongst these groups are identified.</p> <p>Further actions are identified to target support to these groups in particular, and to recommend further research into reasons for homelessness amongst White Other groups.</p>	<p>This assessment recognises that there is currently insufficient data to assess the whether LGBT groups are over represented amongst the homeless population. There is currently no evidence that a person's sexuality will influence their access to homelessness provision.</p> <p>Actions are recommended into further monitoring and assessment of this.</p> <p>Further research is also recommended into domestic violence amongst same sex couples, to assess whether current services offer adequate support.</p>

	<p>better partnership working within the council and with other agencies such as mental health services. Those with mental illnesses should benefit from this.</p>		<p>family home and ex offenders. Further actions are proposed into support for these groups.</p>		
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PART I SUMMARY OF ACTIONS TO BE IMPLEMENTED

The Homelessness Strategy Action Plan provides details of all equalities actions, delivery groups and timescales. These are also summarised in the attached document.

Please list below any recommendations for action that you plan to take as a result of this impact assessment.

Issue	Action required	Lead person	Timescale	Resource implications

Assessed by (Author of the proposal): Name:

Designation:

Signature:

Date:

Quality checked by (Equality Team): Name:

Designation:

Signature:

Date:

Sign off by: (Sponsor of the proposal): Name:

Designation:

Signature:

Date:

Ref: IA U:\Revised old EIA Form



haringey strategic partnership

Meeting: Integrated Housing Board

Date: 23 March 2009

Report Title: Registered Providers Partnership

Report of: Strategic and Community Housing

1.Purpose

1.1 To recommend to the IHB that the current partnering arrangements are altered to encompass all Registered Providers (RPs) working within Haringey under a new partnership agreement/protocol.

2.Summary

2.1 This report reviews Haringey's Preferred Partnering arrangements and requests that proposals for the alteration of the current partnering arrangement are considered and approved.

2.2 Considering the current economic downturn and the associated pressures on the housing market this report recommends a more holistic approach to preferred partnering to encompass all RPs working within the borough – that the Council and the RPs will be better able to cope and continue to provide quality services and deliver new homes if the group of strategic partners is widened.

3.Legal/Financial Implications

3.1 None identified

4.Recommendations

4.2 That the RP partnership is expanded to include all RPs working within Haringey willing to sign up to a new partnership agreement.

4.3 That subject to agreement of point 4.2, the partnership agreement/protocol and associated service level agreements covering standards of management, development, maintenance, joint working and nominations and lettings appended to this report is circulated to relevant staff, Members and stock holding RPs for consultation (attached draft for consultation).

For more information contact:

Name: Paul Dowling

Title: RSL Development Officer Tel: 020 8489 4301 Email address: paul.dowling@haringey.gov.uk

5. Background

- 5.1 The proposal to pursue a system of Registered Social Landlord (RSL) preferred partnering was initially ratified by the Executive of 21st March 2006. Following a detailed selection process the Council adopted 6 preferred partners (subject to annual review):

Circle Anglia
Family Mosaic
L&Q
Metropolitan Housing Trust
Presentation
Servite Houses

- 5.2 The initial ideology behind this approach was:

- a) That a preferred partnering approach would improve our collective capacity to meet the various targets that the government has set for us, to maximise inward investment in our borough and to raise housing management standards and benefits to tenants across all the sectors.
- b) That it would enable a more co-ordinated approach to the delivery of affordable housing and to the standard of housing management in new stock.
- c) That it would help ensure longer-term commitment to the Council and the wider communities particularly the tenants of the respective RSLs.
- d) That it is easier to have a closer and more productive relationship with a smaller, more manageable group of RSLs – for officers, Members and residents, and that the Council would be able to undertake better monitoring of their performance from scheme development through to site management of completed projects.
- e) That Partners would be more likely to develop closer links with the community and its representatives.

- 5.3 The intention was for the selected partners to work closely with the Council on initiatives such as common housing management standards, public realm management; and research and strategy formulation. Quid pro quo the Council intended that the preferred partners would receive the bulk of National Affordable Housing Funding and that the borough could insist on its choice of partner for schemes where Haringey was the landowner.

6. The current situation

- 6.1 Recent assessments by the Housing Corporation have identified areas of concern in two of Haringey's existing partners. Both Servite Houses and Presentation have lost development partner status with Servite Houses receiving an 'Amber' status for both viability and Governance (May 08) and Presentation receiving an 'Amber' status for viability and 'Red' for Governance. The assessments leave both associations unable to bid for funding from the Homes and Communities Agency and under the terms of the existing partnership protocol the partnership status of both should be rescinded. This would leave four preferred partners in the current system which is viewed as officers as unviable.
- 6.2 Many of the larger RPs (not limited to preferred partners) work effectively with the Council on a strategic and operational level. 13 RPs are currently signed up to the Council's nomination agreement (notably however Presentation refused to sign the agreement).
- 6.3 The 2006-8 bid round was very successful for Haringey with a take-up of over £87m although the two top performers were non-preferred partners - Newlon Housing Trust and Paddington Churches HA (Genesis Housing Group). Table 8.1 shows the take-up broken down by RP; overall the preferred partners took up £31,655,709 compared with an 'other RP' figure of £56,064,095.
- 6.4 Last financial year Haringey's affordable housing figure submitted to CLG was 315 (Table 8.2). The other RPs delivered 179 of these units compared with 136 from the preferred partners. The RP (Paddington Churches HA) that brought forward the highest proportion of these units (96 units in 4 schemes) is not a preferred partner. Forecast completions for the next four years currently show the preferred and other RPs on an even keel at 720 and 727 forecast completions respectively.
- 6.5 Whilst the data in tables 8.1 and 8.2 reflect poorly on the preferred partners compared to other developing RPs it must be recognised that due to the development pipeline timescales the performance mainly relates to the period prior to the appointment of partners in 2007. However the allocations to date for the 2008-11 programme do not reflect an improvement with no allocations going to preferred partners (table 8.3).
- 6.6 Over the life of the preferred partnering arrangement there has been no significant difference in terms of development between the preferred and the other RPs. It cannot be demonstrated that the existing preferred partners have exceeded other RPs in terms of performance and in several cases they have been outperformed by non-preferred RPs.
- 6.7 The intentions set out in the original report to the Executive, that being improving targets, raising management standards and ensuring that Preferred Partners received the bulk of affordable housing grant have

either not been realised or performance has not differed greatly from the other RPs.

7. Conclusion

- 7.1 It is clear, especially in the current economic climate that Haringey cannot simply focus on a small group of RPs to deliver affordable housing in the Borough; by expanding the partnership it is hoped that Haringey will be better able to meet affordable housing targets over the next few years.
- 7.2 The premise for the recommendation to change the existing partnership arrangement is that Haringey will benefit from working proactively with all RPs willing to commit to the agreement. As a result it is also expected that a greater number of RP will sign up to the Council's nominations agreement which is currently undersubscribed.

8. Appendices

8.1 2008 National Affordable Housing Programme grant take up by RP

RP	Total
Newlon Housing Trust	£28,302,000.00
Paddington Churches Housing Association Ltd	£12,371,566.00
Circle Anglia Limited*	£10,499,782.00
Community Housing Association Ltd	£9,178,139.00
Presentation Housing Association Ltd*	£5,896,000.00
London & Quadrant Housing Trust*	£5,795,683.00
Metropolitan Housing Trust Ltd*	£5,603,179.00
Network Housing Group	£4,531,625.00
Family Mosaic Housing*	£3,861,065.00
Sanctuary Housing Association	£875,370.00
Octavia Housing and Care	£700,000.00
Islington and Shoreditch Housing Association Ltd	£101,130.00
Habinteg Housing Association Ltd	£4,265.00
	£87,719,804.00

*Preferred Partners

8.2 2007-2008 Affordable housing completions

RP	Scheme Name	Tenure	Units
Genesis	143 Broad Lane	MFRENT	6
Genesis	143 Broad Lane	HBYNB	48
Genesis	Middx Uni	MFRENT	27
Genesis	P&R	MFRENT	15
Family Mosaic*	Academia Way	MFRENT	26
Family Mosaic*	Academia Way	HBYNB KW	29
Network	Elizabeth Clyde Close	MFRENT	5
Network	Portland Place	SPH	48
Network	Windsor Parade, 583 - 554 High Rd	TSH	14
L&Q*	Middx Uni	MFRENT	58
Presentation*	691 - 693 High Road	HBYNB	23
Newlon	Street Properties	MFRENT	2
Origin	London SQ Bounds Green N11	HBYNB	14
			315

*Preferred Partners

8.3 National Affordable Housing Programme 2008/11 initial allocation

RP Name	Projects allocated to	Total units	Total allocation
Newlon HT	1	31	£1,752,136
Paddington Churches HA Ltd	2	21	£1,748,000
Sanctuary HA	1	16	£1,462,404
Network HG	2	8	£517,000

8.4 Draft partnership agreement/protocol (attached separately)

END

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Partnership Agreement For Registered Providers

FIRST DRAFT

FOR INTERNAL CONSULTATION

March 2009

Consultation pool:

Integrated Housing Board
Assistant Director for Strategic & Community Housing
Director Urban Environment
Cabinet Member for Housing
Leader of the Council
Ward Members
Anti-social behaviour team
Enforcement team
Planning Policy and Development
Housing Supply
Housing Policy and Performance
Director of Urban Environment
Chief Executive
Corporate policy team
Neighbourhood management
Homes and Communities Agency
Tenant Services Authority
Housing Options
RPs with existing stock and/or management obligations

Foreword – Leader/Phil/Cllr Bevan/Niall

XXXXXXXXXXXXXXXXXX

The Parties to this agreement:

RPs working within Haringey
RPs wishing to develop and receive LA support for NAHP funding
Home and Communities Agency
Tenant Services Authority
The London Borough of Haringey

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Partnership Agreement For Registered Providers

Part I – Partnership Agreement

1. Introduction

- 1.1 This document sets out the priorities and strategic vision for joint partnership working between Haringey Council and its Registered Provider (RP) partners.
- 1.2 This will involve partnership working between the Council, the HCA and RPs. The broad purpose is to ensure a strategic and integrated approach to the provision and management of affordable housing in the Borough and the development of sustainable communities.
- 1.3 This Agreement is not intended to be legally binding document. It is a statement of intent to be adhered to by parties, who undertake to use all reasonable endeavours to put this partnership into effect through a partnership approach.

2. Priorities and Strategy

- 2.1 The RSL signatories to this agreement agree to actively engage with the Council in the pursuance and achievement of the 5 Borough Priorities being;

Priority 1. Making Haringey one of London's greenest boroughs.

Priority 2. Creating a better Haringey: cleaner, greener and safer.

Priority 3. Encourage lifetime well-being, at home, work, play and learning.

Priority 4. Promoting independent living while supporting adults and children when needed.

Priority 5. Delivering excellent, customer focused, cost effective services.

- 2.2 The RSLs signatories to this agreement further agree to work with the Council in the effective delivery of its main strategies being:

- Community Strategy
- Council Plan
- Wellbeing Strategic Framework
- Safer for all (Safer Communities Plan)
- Homelessness Strategy
- Regeneration Strategy
- Greenest Borough Strategy
- Housing Strategy
- Supporting People Strategy

3. Roles and expectations

- 3.1.3 The Council will ensure that partners are appropriately involved at all key stages of strategy development and implementation;
- 3.1.4 RPs agree as stakeholders in Haringey to provide consultation comments on Council Strategies and significant documents when invited to do so.
- 3.1.5 The Council will publicise its list of partners in planning and other documentation to private developers and others, and seek to involve partners at the earliest opportunity in effectively negotiating Section 106 agreements;
- 3.1.6 The Council will facilitate partnership meetings, disseminate information and improve relations with strategic bodies.
- 3.1.7 RPs agree to provide information about their activities in the borough on request (e.g. updated property lists by location and lettings information).
- 3.1.8 RPs agree to provide full details of their complaint procedures to the Council on request and further commit to inform RP residents of these procedures.
- 3.1.9 RPs should further provide information about complaint making on their websites and provide a link to the TSA (Tenant Service Authority) as well as the TSA's guide to making a complaint ("Putting Things Right").

4. Rent & service charge levels

- 4.1 The parties to this Agreement acknowledge the importance of achieving and maintaining rent levels which are affordable to tenants on low incomes and which do not form a barrier to employment.
- 4.2 Partner RPs will be expected to operate within the target rent and service charge framework set out by the HCA for new and existing homes. Rents and service charges should be set using a process that is easily understood and accountable to residents.

5. Anti – Social Behaviour (ASB)

- 5.1 RP Partners will be expected to...
 - 5.1.1 Actively combat ASB within their housing stock
 - 5.1.2 Sign the Council/Partnership information sharing protocol (ISP)

- 5.1.3 Sign up to the Respect Standard
- 5.1.4 Have in place an ASB Policy, as required by the Home Office
- 5.1.5 Provide quarterly data and statistical returns to the Council on ASB activity within stock showing the location, type and nature of ASB as well any enforcement measures taken.
- 5.1.6 Be active members and regularly attend the quarterly Anti-Social Behaviour Partnership Board and the Anti-Social Behaviour RP liaison meetings.

6. Existing Stock

- 6.1 The parties recognise the importance of the RPs maintaining the quality of their existing stock as well as in developing new homes.
- 6.2 It is acknowledged that there will be occasions when it is appropriate for an RP to dispose of some of its existing stock, for example when it is uneconomic to renovate it to the standards required. It is agreed that the RP partners will consult the Council prior to any disposals within the Borough, and that the proceeds of any sales funded through NAHP grant will be reinvested into projects within the borough.
- 6.3 The Council will advise all other partner RPs of disposal, marketing and auction dates with a view to encouraging retention as affordable housing.

Other policies and strategies, not named above, will be produced by the Council from time to time. The RSL preferred partners will be expected to comply with the terms of those documents insofar as they relate to the operation of this protocol.

END

Partnership Agreement For Registered Providers

Part II - Nomination & Lettings

7. Introduction

- 7.1 The document sets out the procedures and guidelines for nomination by Haringey Council of prospective tenants for vacant RP homes, as agreed between the council and the housing providers working in the borough.
- 7.2 It details the quotas and targets for Registered Provider lettings allocated to Haringey Council, provides an agreed definition of “true void” for RSL homes, and describes the nomination process for use by both RPs and the Council. It also sets out an agreed system for monitoring and liaison.

8. Scope

- 8.1 This agreement covers all permanent lettings of self-contained RP managed accommodation within the London Borough of Haringey. It includes all general needs and sheltered units unless specific arrangements are made between the Council and an RP. Arrangements for intermediate housing are outlined in section 14.

9. Definitions

9.1 Definition of “true void” in RP stock

- 9.1.1 In calculating the proportion of “true void” properties to be made available to Haringey Council, RPs shall define a “true void” as being:
- i. Voids within new build, newly acquired or newly rehabilitated schemes.
 - ii. Voids created through tenant moves to other landlords where no reciprocal arrangement exists, including moves made under mobility schemes.
 - iii. Voids created by housing association transfers within Haringey where the transfer is to another landlord.
 - iv. Voids created through tenant transfers to another borough or another landlord where no reciprocal arrangement exists except when such transfers are made on the grounds of racial harassment or violence.

- v. Voids created by tenants buying or renting their own property in the private sector, through the Tenants Incentive Scheme, or through making other accommodation arrangements.
- vi. Voids created by the death of a tenant where there is no statutory or contractual right to succession.
- vii. Voids created by eviction or abandonment of the property.
- viii. Voids created by decants once works are completed.

9.2 Definition of non “true void”

- i. Voids created by temporarily decanted tenants
- ii. Voids created by mutual exchanges
- iii. Voids created as a result of tenant transfers within RPs own stock and within the borough of Haringey.

10. Quotas for RSL lettings

10.1 For initial letting of newly built schemes:

- 10.1.1 The RPs shall provide the Council with nomination rights to 100% of units for initial lettings to new developments.

10.2 For subsequent lettings:

- 10.2.1 The RPs shall provide the Council with nominations rights to a minimum 50% of bed-sit and 1 bedroom “True void” properties in their housing stock.
- 10.2.2 The RPs shall provide the Council with nomination rights to a minimum 75% of two bedroom of larger “true void” properties in their housing stock.
- 10.2.3 RPs undertake to closely monitor nominations to the Council to ensure that these quotas are met within the financial year (April – March).

11. The Nominations Procedure

11.1 General comments

- 11.1.1 Haringey Council is a member of the Home Connections Choice Based Lettings scheme. Except where otherwise specified, Home Connections will be the system by which the

Council provides nominations to RPs. The procedure for letting via Home Connections is set out in section 12.

- 11.1.2 Where a property is excluded from the Home Connections process, the borough will provide a direct nomination as per the process set out in section 13.
- 11.1.3 Written procedure for processing nominations shall be drawn up and kept updated by the Council for use by relevant staff. Copies of these shall be provided to all RP partners. RP staff shall be invited to attend relevant training on these procedures.
- 11.1.4 The Council shall review each application on its waiting list periodically to verify applicant's household details
- 11.1.5 In order to facilitate the most efficient letting of new properties, RPs shall advise the council six months prior to completion of new housing to be handed over or any special housing schemes to be developed in the next six months, including information on bed size, suitability for special needs and availability dates.
- 11.1.6 RPs agree not to place unreasonable conditions on the type of nomination which might be made to a particular letting.
- 11.1.7 The Council operates a "one suitable offer" policy; where an applicant refuses a suitable offer, the Council will deem its duty to them discharged and the applicant will receive no further offers of accommodation. [Is this still the Allocations policy?]
- 11.1.8 Each RP is expected to achieve a universal lettable standard [what is this?] for each void property to which the Council has nomination rights.

12. Home Connections Process

- 12.1 The Home Connections Choice Based Lettings process runs on a weekly cycle with properties advertised both on-line and in the local free newspaper. Properties are available for bidding from a Wednesday until midnight on the following Monday.
 - i. The RP will submit a vacant property for nomination to the Council by completing the electronic form (NP1) before the deadline of 10am each Tuesday. This must include a photograph of the void property.
 - ii. The Council will provide the RP with a shortlist of up to five appropriate nominees to the RP by 5pm the following Tuesday using the NP1 form (close of business the day following the close of bids at midnight on Monday)
 - iii. The RP will conduct its own internal viewing and verification process resulting in the highest pointed candidate who is willing to accept the nomination being offered the property; viewings are preferably conducted on a Wednesday.

- iv. The RP will inform the Council of the outcome of the viewing process using the electronic form NP1, by the close of business on the day of the viewings.
- v. After receiving the outcome form the Council will conduct a final verification of the applicant and will then send a formal offer letter to the successful applicant and full household details to the RP within two working days using the HD1 form.
- vi. The association will inform the Council of the tenancy start date within two working days of the completion of the sign up process.
- vii. Where none of the nominees accept the offered property, or no bids are received for a marketed void, the void will be re-marketed in the following week's cycle. Thereafter, if no bids are received or no nominees accept the property at viewing, the RP shall be free to withdraw the void and use themselves, or discuss and agree inclusion of the void in further Home Connection cycles with the Council's Lettings Team Leader.

13. Direct Letting Process

- 13.1 Where specified some types of property shall be let through direct offer from the Council. Where a property is to be let this way, the following procedure shall be followed:
- i. The RP shall inform the Council of a vacancy using the form available on the Council's web site.
 - ii. The Council shall provide, via email to the nominated officer, details of a nominee for the property within two working days of receiving notification.
 - iii. The RP shall carry out its own internal verification and viewing process which will include interviewing nominees in order to verify the accuracy of information provided and to provide detailed information about the RP and the proposed letting. The RP may also require nominees to complete an internal application form.
 - iv. The RP shall inform the Council of the outcome of the nomination using the form available within 5 days of receiving the nominee details.
 - v. After receiving the outcome form the Council will conduct a final verification of the applicant and will then send a formal offer letter to the successful applicant and the RP within 2 working days.
 - vi. All nominees shall receive written confirmation of the outcome of the letting for them from the RP.
 - vii. The RP will inform the Council of the tenancy start date within two working days of the completion of the sign-up process.

14. RP Grounds for Refusal

14.1 RPs shall only reject nominees in the following specific circumstances:

- i. If the circumstances of the nominated household have changed since they were last assessed by the Council. Or, if new information has come to light since the assessment was made, such that the offer is unsuitable.
- ii. If a property is unsuitable for the nominated household because the household is too large or small for the unit, according to the RPs allocations policy.
- iii. If the unit is not suitable or suitably adapted for the household and this is supported by the Council's medical advisor.

14.2 RP shall not offer a nominee a different unit from that originally made available.

15. Applicant grounds for refusal

15.1 Applicants can only refuse a formal offer on the following grounds:

- i. If the applicant/s have become aware of a personal threat to their welfare, from an area within the immediate neighbourhood of the property bid for. Immediate neighbourhood in this instance should not exceed a 1 kilometre radius surrounding the property in question. A refusal form must be completed and signed for by each applicant.

16. Reciprocal arrangements

16.1 The Council shall consider sympathetically any requests from RPs for reciprocal lettings arrangements. These will be considered on a case by case basis by senior officers who will have particular regard to:

- i. The comparability of the units (e.g. size, quality, area, timetable for availability)
- ii. Whether it will prevent statutory homelessness
- iii. Whether it is necessary to achieve expenditure within a necessary timescale
- iv. Whether it is necessary to prevent violence/harassment

17. Council Appeal Procedure

- 17.1 Nominees shall have the right of appeal in line with the Council's published lettings policy. The right of appeal relates only to the suitability of the offer.
- 17.2 The Council shall operate the appeal procedure as specified in the Lettings Policy. During the appeal process, the RP shall be requested to keep the offer open for five working days from the date of refusal. Should the appeal decision take longer than this, the Council shall withdraw the offer and provide a new shortlist of appropriate nominations.

18. Preventing discrimination

- 18.1 Both the Council and RP partners are strongly committed to actively tackling discrimination on the grounds of ethnicity, disability, gender, religion/belief, age or sexuality.
- 18.2 RPs and the Council shall operate equal opportunity policies designed to prevent and eliminate discrimination in the provision of social housing. Equalities information will be collected and will form part of the monitoring information required in the lettings return.
- 18.3 The lettings sub-group shall review the equalities data collected on an annual basis and may jointly set annual targets to ensure appropriate lettings.

20. Monitoring

- 20.1 Each RP shall complete the Haringey lettings return on a quarterly basis. Associations with small stock holdings (fewer than 50) of a very low turnover of units (fewer than 10 per year) shall be asked to submit an annual return only.

END

Partnership Agreement For Registered Providers

Part III - Management & Repairs

N.B. This part of the document although drafted by housing enforcement has not been drawn up in consultation with Senior Management – this is subject to changes/deletion.

This Management & Repairs SLA applies to all partner RPs with stock within the London Borough of Haringey.

21. Introduction

- 21.1 This protocol sets out the procedures and target time limits that Registered Providers working in partnership with the Council, will employ when dealing with tenants disrepairs. It identifies the roles of both parties, that they will be expected to comply with. This in turn, will hopefully lead to good customer satisfaction and assist in bringing the existing housing stock up to a decent home standard by 2012.

22. Service Objectives

- 22.1 This Protocol/Service Level Agreement has been developed to improve the working relationship between the Council and RPs, in terms of the management of their housing stock and repairs. It aims to improve the following :
- The communication between the Local Authority and RPs.
 - The speed at which repairs are put in hand, and completed.
 - Customer satisfaction issues that require addressing.
 - Improvement of existing stock and quality of homes

- 22.2 That the RPs working in partnership with the Council provide an effective and efficient repair service, to all RP tenants and leaseholders.
- 22.3 To provide a service that maintains a high standard of accommodation that is fit, safe and compliant with the *Housing Act 2004*, and all other associated legislation.

23. Definitions

The Council	-	Haringey Council
The Council's Authorised officer	-	Nominated Health & Housing Officer within the Strategic & Community Housing Service
RP	-	Registered Providers
RP Case Officer	-	RP Housing Officer or surveyor
The Client	-	The complainant/tenant

24. Obligations

- 24.1 The Council's Authorised Officer will supply to the RP case officer any reports, data or other information necessary for detailing with the disrepairs, within the required or agreed time scale, as set out in this protocol.
- 24.2 Where the Council allocates a case to an alternative Case Officer, the Case Officer should notify the RP Case Officer of their intentions.
- 24.3 The Council will be responsible for notifying the RP of any changes in the work required, or any changes in circumstances which may alter the advice given or work to be undertaken.
- 24.4 The Council will be responsible for monitoring the delivery of services, with reference to the general and specific performance standards.
- 24.5 The Council will ensure that the works abide by the principles of the Government Enforcement Concordat, including making sure that all the necessary authorisations are obtained.
- 24.6 The Council's Authorised Officer will also comply with all statutory requirements and will exercise skill, care and diligence in accordance with best professional practice.
- 24.7 The RP will comply with any specific obligations set out in Appendix I and II of this report.

- 24.8 That the Council and the RP signatories to this document put in place adequate measures to ensure compliance with the outlined timescales and standards.
- 24.9 The RPs agree to conduct regular estate inspections and to supply the Council with a timetable and contact name for these inspections so that Ward Members can be notified and attend.

25. General Performance Targets and Timescales

- 25.1 If a performance standard specifies a time scale, or where a time scale has been agreed with the Council (as detailed in Appendix ?, attached), the Council/RP will ensure that all the work is carried out to that time scale specified/agreed.
- 25.2 If a performance standard does not specify a time scale, or where no time scale has been agreed with the Council, the RP will ensure that work is carried out within a negotiated reasonable time scale.
- 25.3 Within 3 working days of receipt of a complaint to the Council, the Council's Authorised Case Officer will acknowledge receipt and contact the client. The Authorised Case Officer, where necessary, will inspect the premises, to ascertain the state of the repair and to collect details/evidence and any other requirements.
- 25.4 Following on from this, if emergency works are required an oral instruction relating to the work will be made by the Council, and subsequently confirmed in writing by an email or letter to the RP.
- 25.5 Upon receipt of this notification, the RP shall respond, using **written correspondence** via the email or a letter to the authority within 3 working days, outlining their intention to carry out the works. This should include the required time limit (as detailed in Appendix ?)... If the agreed time limit cannot be met, the reason must clearly be stated and a revised time limit agreed by both parties.
- 25.6 The RP will ensure, so far as reasonably practicable, that the Council's Authorised Officer is notified of progress of the works being carried out and upon completion **will send an email or letter confirming that all works are completed.**
- 25.7 Where an agreed time limit is not met, then a warning letter will be sent by the Council, **allowing 7 working days** to start the works, or **2 days in urgent cases** (Details in Appendix I).
- 25.8 Once this letter has been received if the works have not commenced **within 7 days, an appropriate statutory notice will be served**, specifying the time constraints and the works required.
- 25.9 The works should then be completed. Failure to comply with the statutory notice will lead to the Council having to employ appropriate builders/contractors to carry out the **works-**

in-default, and the RP will be required to reimburse the full costs of the works to the Council, including an administrative fee.

- 25.10 In the cases where it is deemed appropriate to carry out a Housing Health and Safety Rating System assessment, a 'Power of Entry' Notice under the *Housing Act 2004* Section 239, will be served on the RP. A copy of the notice will also be served on the residents of the property. This will notify them of the date and time the inspection will be carried out.
- 25.11 Following on from this, if the hazards are a Category 1 an Improvement Notice under the *Housing Act 2004*, will be served on the RP specifying a time limit to complete the works.
- 25.12 Failure to comply with this statutory notice, will then subsequently lead to a prosecution being carried out.
- 25.13 Specific performance targets and time scales can be found with each work type in Appendix I, and within the step by step procedures in Appendix II of this report.
- 25.14 All new and existing housing developments and estates must be maintained up to a high standard including the external appearance, the communal areas, and car parks.

26. Review Meetings

- 26.1 Review meetings will be held quarterly in June, September, December and February each year between the nominated Client Care Officer(s) from the Service Provider and the Client, to discuss the following as required; -
- Performance
 - Results of satisfaction monitoring, including customer satisfaction
 - Sensitive and high risk cases
 - Protocol agreement
 - Decent home programmed works

27. Decent Home Standard

- 27.1 This Protocol seeks to ensure that all parties are actively working to provide decent homes for the residents of Haringey.
- 27.2 The definition of a decent home is defined as meeting four criteria:
- It meets the current statutory minimum standard for housing
 - It is in a reasonable state of repair
 - It has reasonably modern facilities

- It provides a reasonable degree of thermal comfort

27.4 The RPs need to have a programme of works set in place to bring their stock up to a decent home standard, by the Governments' 2010 target.

28. Empty Homes

28.1 If the RP has any empty properties that need extensive works to bring them up to standard, then a detailed programme of works specifying timescales and suitable deadlines should be drawn up and supplied to the Council.

28.2 A long term programme should be adopted to bring all empty properties back in to use.

28.3 **The signatories to this protocol agree to work with the Council where viable on initiatives to bring empty properties back into use as affordable housing.**

29 Customer Satisfaction Survey

29.1 A customer satisfaction survey will be carried out annually by the Council, and a report detailing the findings and suggested improvements will be published.

END

Partnership Agreement For Registered Providers

Part IV – Development & Marketing

This Development SLA applies to all partner RPs actively developing or considering development activity within the London Borough of Haringey.

30. Funding & grant availability

- 30.1 The Council will actively work with the Homes & Communities Agency (HCA) to maximise the availability of NAHP funding for compliant and viable schemes.
- 30.2 It is required that the partner RPs will inform the Council (Enabling Team) of any intention to bid for NAHP funding.
- 30.3 The Council will only support NAHP grant bids from RP signatories to this agreement.
- 30.4 The Council will fully utilise the process of Continuous Market Engagement (CME) to promote compliant, viable schemes brought forward by partners.
- 30.5 The Council will, where possible, make available funding streams other than NAHP grant for the provision of affordable housing e.g. commuted sums secured through s.106 agreements. Such payments will be allocated through a competitive tendering process to RPs signed up to this agreement.
- 30.6 The RPs will seek to maximise the input to housing investment in the Borough from private finance and other funding sources

31. Community involvement

- 31.1 All the parties of this agreement recognise the importance and value of consulting with and involving the local community. Effective and early community consultation is critical to the development process. The RPs agree to actively and meaningfully consult with members of the local community and Ward Councillors at the pre-planning application stage.
- 31.2 The Council will endeavour to promote and facilitate scheme specific consultation when requested by an RP

32. Development Standards

- 32.1 It is agreed that RPs undertaking development adhere to and where possible exceed the standards required by the HCA's current design and quality standards irrespective of grant funding.
- 32.2 RPs agree to approach the planning and design of new schemes with a view to minimising future management and maintenance issues e.g. communal satellite/cable connectivity, community safety, use of good quality and low maintenance external components and finishes etc.
- 32.3 RSL partners should use reasonable endeavours to ensure that at least 25% of the workforce carrying out the development lives within the London Borough of Haringey. This might involve pooling and sharing of information sub regionally by the RP partners to facilitate the process.
- 32.4 **Secured by Design**
- 32.4.1 All parties of this agreement recognise the importance of ensuring that all new development adheres to the 'Secured by Design' principles.
- 32.4.2 RPs agree to consult with (at the pre-planning stage) Haringey's Crime Prevention Officers (MET Police) (Please see appendix III for contact details).
- 32.5 **Lifetime Homes**
- 32.5.1 The Council aims to meet the target of 100% Lifetime Homes as set by the GLA's London Plan for all new housing in the borough and expects all the RP partners to co-operate in the achievement of this target.
- 32.6 **Wheelchair accessible housing**
- 32.6.1 10% of all general needs rented housing shall be designed and constructed to be suitable for occupation by a wheelchair user¹. 100% of supported extra care schemes should be suitable for wheelchair user occupation; the level of wheelchair housing on other supported schemes will be subject to negotiation with RPs.
- 32.6.2 RPs must allow for consultation with the Council's Occupational Therapists or Medical Advisors during the design phase and incorporate the Council's reasonable requirements into new homes.
- 32.7 **Building for Life**

¹ See GLA Best Practice Guidance: Wheelchair accessible housing: Designing homes that can be easily adapted for residents who are wheelchair users.

32.7.1 It is expected that on RP led projects Building for Life standards are used to assess proposals at an early stage and throughout the planning process to ensure effective place shaping.

32.7.1 RPs will ensure in consultation with the Council that during the planning process and at completion of RP led developments a score of 16/20 or higher is achieved using the Building for Life Standards.

33. Partnership working & information sharing

33.1 Partner RPs agree to contact the Enabling Team as soon as an approach is made by a developer or land owner regarding a new site, well in advance of any bid for NAHP funding.

33.2 The RPs authorise Haringey to communicate their involvement in a scheme to other partner RPs who are or have been approached by a developer with regard to the same site

33.3 The Council agrees to provide partner RPs with site specific information on request such as existing planning briefs, planning history etc.

33.4 RPs should promote understanding of the Council's planning requirements with developers.

33.5 The Council will (when requested) provide details of our partnership approach and will provide a list of RP partner contacts.

33.6 RP partners consent to provide a designated officer (when requested) with agreed financial information at the appropriate time to enable issues of affordability and viability to be examined.

33.7 The Council will enable good communication on development issues across Council services including the Planning and Legal department. The Enabling Team will further endeavour to facilitate appropriate meetings with or between partners and Council officers in order to problem solve development issues.

33.8 The RP partners will provide regular updates on forecast start on site and practical completions.

33.9 The Council will provide and maintain an up-to-date list of key Council contacts to all RP partners.

33.10 All parties should provide timely updated information including staff changes, contact details, organisational restructures etc.

33.11 The Council will provide partners, where possible, with development opportunities through the disposal of land or buildings.

- 33.12 The Council will consult on the development of planning policy and Local Development Framework (LDF) and expect that RP partners will provide comments.

34. Low Cost Home Ownership (HomeBuy) Marketing

34.1 'Haringey People' advertising

- 34.1.1 The Council wishes RPs to advertise new developments, open days and other events in the borough-wide 'Haringey People' magazine. The magazine is published 10 times per year and is distributed to 224,500 residents.

- 34.1.2 Haringey People rates can be downloaded from the Haringey Council website at www.haringey.gov.uk/haringey_people_rates.pdf

- 34.1.3 For further information please contact Laura Mitchell, Senior Marketing Communications Officer on 020-8489-2993, or email laura.mitchell@haringey.gov.uk

34.2 Direct mail-out requests

- 34.2.1 For reasons of data protection, client lists cannot be shared with RPs but the Council can conduct a mailout on behalf of an RP.

- 34.2.2 Upon application the Council will obtain a quote for a targeted marketing mail-out of Homes for Haringey tenants and/or clients on the Haringey Housing Register tailored to the specific requirements of the RP (e.g. all applicants requiring two bedroom accommodation).

- 34.2.3 Further information on this and advertising in Haringey people can be found in "Home Ownership Marketing Procedures" annexed to this agreement.

34.3 'Home Connections' advertising

- 34.3.1 The Council advertise shared ownership properties on Haringey's Home Connections page for both new build development and re-sales.

- 34.3.2 The adverts are available to view on the Home Connections web site as well as appearing weekly in the Haringey Advertiser and in Council Customer Service Centres and libraries.

- 34.3.3 Currently this service is free of charge. For further information please contact Paul Dowling, RSL Development Officer on 020-8489-4301, or by email at paul.dowling@haringey.gov.uk

34.4 Haringey's Priorities

- 34.4.1 In addition to the criteria published by Housing Options for the purchase of shared ownership properties, the usual priority scale for this type of accommodation is:

- i. Council and housing association tenants
- ii. Those in temporary accommodation
- iii. Housing Register

34.4.2 This order of priority is generally the norm across London; however each Local Authority is able to set their own waiting list priority dependant on the needs of the local area. Applicants for shared ownership properties on Haringey's Housing Register are prioritised in the following order:

- i. Homeless Families and Children
- ii. Those in overcrowded properties
- iii. Vulnerable People
- iv. Those with a Local Connection
- v. Remainder of Housing Waiting List

34.4.3 Further information about Key Workers and shared ownership is available from the Housing Options website² from the HCA website³ and from the Haringey Council website⁴.

35. Visits & Open Days

35.1 RPs should ensure that they advise the Council of forthcoming open days. This will allow Housing Prevention and Options and Allocations staff to visit properties before they are let or sold. The intention is that staff will subsequently be better able to discuss scheme specifics with clients.

END

² www.housingoptions.co.uk

³ www.homesandcommunities.co.uk

⁴ www.haringey.gov.uk

Partnership Agreement For Registered Providers

Part V – Safeguarding Children and Vulnerable Adults

36. Safeguarding Children

- 36.1 Safeguarding children is a responsibility for us all. The London Child Protection procedures stress the need for all agencies and partners to work together to safeguard children. The procedures provide clear guidance on what is expected of all agencies who work with children or adults who are parents.
- 36.2 The Council is committed to working with RP partners to ensure that safeguarding responsibilities are delivered. RPs are expected to flag situations where there are safeguarding concerns to Children's Services through agreed referral routes and to work co-operatively with Children's Services on cases, sharing information as appropriate.
- 36.3 It is required that RPs in the borough ensure that their organisations have regard to their responsibilities in relation to s.11 of the Children's Act and have policies and procedures in place which promote child welfare and safeguarding. RPs will ensure that their staff are competent in identifying child protection issues and concerns.
- 36.4 The Council will provide advice and support as required to ensure that compliance with s.11 is achieved. The Council will provide contact details for a Nominated Safeguarding Officer who will act as a link person the Council and RPs in cases of child protection.
- 36.5 In situations where a serious case review is commissioned by the Local Safeguarding Children Board following the death or serious injury to a child RPs will co-operate fully with the review process to ensure that any learning can lead to improvements in safeguarding arrangements.

37. Safeguarding Adults

- 37.1 Working to safeguard vulnerable adults is also an important area of responsibility for the Council and RPs operating in the borough.
- 37.2 RPs will ensure that their staff are aware of issues concerning the safety of vulnerable adults and are able to raise alerts in situations of concern. Information will be shared as appropriate to allow cases to be investigated and for appropriate measures to be put in place.
- 37.3 The Council will work with RPs to support the delivery of appropriate training and provide materials to promote the importance of safeguarding.

Partnership Agreement For Registered Providers

Part VI – Hearthstone & Domestic violence (DV)

38. Hearthstone

- 38.1 Hearthstone provides survivors of DV in Haringey with access to all the support they will need in one place. The centre bring together Housing officers, victim support volunteers, Police Community Safety officers and staff from the Council's Equalities and Diversity unit.
- 38.2 The people working in Hearthstone all have considerable professional expertise of supporting survivors of DV. They are able to ensure that people contact agencies at the right time and, when they do, they are adequately prepared. They are also able to make referrals for longer term support and assistance.

39. Sanctuary Scheme

- 39.1 Transferring survivors away from DV is not always the best solution; for many victims remaining in the home is the preferred option.
- 39.2 The Sanctuary scheme allows survivors of DV to remain feeling safe and secure in their own home though police approved property modifications.
- 39.3 Modifications can be tailored to individual cases and range from minor security changes such as renewed lock systems to the installation of a panic room.

40. Multi Agency Risk Assessment Conference (MARAC)

- 40.1 A Multi Agency Risk Assessment Conference combines up to date risk information with an assessment of a victims needs and link those directly to provision of appropriate services for all those involved in a domestic violence case: victim children and perpetrator; (Co-ordinated Action Against Domestic Abuse (CAADA) definition).
- 40.2 The role of the MARAC is to facilitate, monitor and evaluate effective information sharing to enable appropriate actions to be taken to increase public safety. Cases are evaluated on the level of risk of repeat occurrence according to the CAADA risk assessment criteria on a scale of 1-20; cases meeting 10 or more of these criteria are considered to be at risk of repeat victimisation or death.

41. Policy and procedure

- 41.1 The RP should have a dedicated policy and procedure for dealing with DV cases; this should cover arrangements for management transfers to like for like properties.
- 41.2 A dedicated officer to deal with DV cases should be identified within the RSL and the contact details should be supplied to Hearthstone on request.
- 41.3 The RP consents to supply a copy of its Domestic Violence policy and a copy of its internal transfer form to be kept by Hearthstone in the event that after assessment a victim of DV is considered high priority for transfer.
- 41.4 Hearthstone will advise the respective dedicated RP officer of any DV referrals received where the victim is housed by the RP.
- 41.5 Hearthstone will assess the case and make recommendations to the relevant parties.
- 41.6 If a management transfer to another property is advised the RP will arrange for that transfer to take place as soon as possible.
- 41.7 If the RP feels that the case does not warrant the use of a management transfer the RP agrees to abide by the findings of a MARAC that will be set up in consultation with the RP.
- 41.8 If property modification is deemed preferable in discussion with the RP and the tenant, the RP agrees, by negotiation with the Council, to bare the cost of installation of agreed security measures.

Partnership Agreement For Registered Providers

Part VII – Appendices

APPENDIX I

Table of timescales for works

Description	Performance Standard
<u>Emergency Repairs</u> i.e. Blocked drains Broken & Defective W.C.s Cut of services/supplies	<ul style="list-style-type: none"> ✓ The RSL will employ a contractor to clear the blockage or carry out the repair ✓ Ensure that all sanitation requirements are up to standard ✓ Maintain all electrical/gas/water supplied including safety certificates.
<u>General Drainage Disrepairs</u> i.e. Defective drainage systems - gutters/waste/soil pipes ----- <u>General Emergency Repairs Prejudicial to Health</u> i.e. No hot water or Heating Structural Collapse Security measures Electrical Hazards	<ul style="list-style-type: none"> ✓ The RSL will employ a contractor to repair or supply an adequate drainage system to the property within 21 days and, ✓ Complete all works within 28 days. ✓ Within 9 days arrange for the boiler appliance to be fixed, to ensure that an adequate hot water supply or heating is provided. ✓ Make safe any structure to ensure that it does not collapse ✓ Ensure that the property is secured, repair any broken glazing or locking mechanisms. ✓ Repair any defective or dangerous electrical faults.

Description	Performance Standard
<p><u>General Disrepairs</u> <u>(under the HHSRS)</u></p> <p>i.e. Trip hazards Ventilation issues Food safety problems</p>	<p>Works should commence within 3 weeks and. be completed by 4 weeks</p>
<p><u>General Long-term Disrepairs</u> To bring property up to a decent home standard</p> <p>i.e. Improvements in Heating Change of Windows Insulation</p>	<p>Works should be scheduled to be carried out within a maximum of 3 months</p>
<p><u>Pest infestations</u></p> <p>i.e. Rats/mice Cockroaches</p>	<p>In houses in multiple occupation, flats and other buildings with common areas, a treatment programme to eradicate infestations should commence within 21 days, including all necessary works to fill in access points into the building.</p>
<p>Overcrowding</p>	<p>Each individual case will be on judged on its urgency.</p>

APPENDIX II

Planning policy

Housing SPD here

APPENDIX III

Council Contacts (as at August 2008) to be completed

Position	Name	Number	Location ⁵
Leader of the Council	Cllr George Meehan	020-8489-2964	RPH – 5 th floor
Lead Member for Housing	Cllr John Bevan	020-8489-2774	RPH – 5 th floor
Chief Executive	Ita O'Donovan	020-8489-2648	RPH – 5 th floor
PA to Chief Executive	Jan McNicholas	020-8489-2649	RPH – 5 th floor
Director of Urban Environment	Niall Bolger	020-8489-4523	RPH – 2 nd floor
Head of Economic Regeneration	Karen Galey	020-8489-2616	RPH – 2 nd floor
Assistant Director for Strategic & Community Housing	Phil Harris (PA – Pat McDonnell)	020-8489-4338	APEX – 3 rd floor
Assistant Director for Planning Policy and Development (Interim)	Ransford Stewart (PA – Amanda Da-Costa)	020-8489-5538	639 – 1 st floor (1.7)
Head of Housing Strategy and Needs	Denise Gandy	0	APEX – 2 nd Floor
Head of Development Control – North Team	Paul Tomkins	0	639 – 1 st floor (1.3)
Head of Development Control – South Team	Paul Smith	0	639 – 1 st floor (1.3)
Enabling Manager	Nic Grayston	0	APEX – 3 rd floor
Team Leader Planning Policy	Ciara Whelehan	0	
	Hailey McEvoy	0	
RSL Development Officer	Sandra Lawrence	0	APEX – 3 rd floor
RSL Development Officer	Yvonne Cookhorn	0	APEX – 3 rd floor
	Shannon Francis	0	APEX – 3 rd floor
RSL Development Officer	Paul Dowling	0	APEX – 3 rd floor
	Malcolm Dawes	0	
	Phillip Cunliffe-Jones	0	
Prevention and Options Manager	Jagdish Jethwa	0	APEX – 1 st floor

APPENDIX IV

Member Contacts (as at August 2008) incomplete

⁵ RSLH – River Park House, 225 High Road, Wood Green, N22 8HQ | APEX – APEX House, 820 Seven Sisters Rd, Tottenham, N15 5PQ | 639 – 639 High Road, Tottenham, N17 8BD | ALEX – Alexandra House, 10 Station Road, Wood Green, N22 7TR.

Position	Name	Number	Location ⁶
Leader of the Council		020-8489-2964	RPH – 5 th floor
Lead Member for Housing	Cllr John Bevan	020-8489-2774	RPH – 5 th floor

APPENDIX V

Non-Council contacts

Position	Name	Company	Number	Address
Crime Prevention Officer	Eric Childs	MET Police		
Crime Prevention Officer	Andrew Snape			

APPENDIX VI

RSL Contacts (TO BE ADDED)

⁶ RSLH – River Park House, 225 High Road, Wood Green, N22 8HQ | APEX – APEX House, 820 Seven Sisters Rd, Tottenham, N15 5PQ | 639 – 639 High Road, Tottenham, N17 8BD | ALEX – Alexandra House, 10 Station Road, Wood Green, N22 7TR.

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