

AREA PLAN

Woodside, Noel Park & Bounds Green Area Forum & Committee Area Plan

Priority	Year One Activity 2012/13	Service / Partner Action	Lead Service & Lead Officer Contact	UPDATE Sept 12
1. Community Engagement	Secure access for local groups to use community facilities for free / at a reduced rate	<p>The Council is undertaking a review of the Council buildings leased to community organisations to improve support for Haringey's voluntary sector (in line with the Voluntary Sector Strategy 2011-16 - www.haringey.gov.uk/voluntary_sector_strategy). Key issues the review will consider are;</p> <p>Building condition – generally community buildings are considered to be in poor state of repair overall, with limited capacity to invest.</p> <p>Community use - some buildings could be made more generally available as a flexible resource</p> <p>Utilisation – some buildings are under-utilised due to limited opening hours, constraints to flexibility in uses and building condition</p> <p>The approach to the community buildings review is as follows:</p> <ol style="list-style-type: none"> 1. Assess the building stock condition and use of the tenanted buildings and other Council properties available for community use 2. Evaluate all buildings to identify opportunities for redevelopment and consider disposal options that could help realise or contribute to other Council objectives relating to regeneration and housing and employment. 3. Develop options for increasing the efficiency and effectiveness of community building assets. <p>The review is in progress and a list of relevant properties, initial outcomes and options will be available in Autumn 2012.</p>	Dinesh Kotecha – Head of Property Services	

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		Recommended that outcome of Review is considered as part of future Area Forum agenda		
	Allow local people to set the agenda (e.g. for consultations, Area Forums)	The creation of Area Forums in June 2011 was intended to do just this; provide a space for residents to raise concerns and set the agenda. Residents had an opportunity in March 2012 to comment on the way the Area Forums are currently working as part of a Governance Review. This Review is still in progress and will look at ways of ensuring residents are empowered. Recommended that outcome of Review is considered as part of future Area Forum agenda	Stuart Young – Assistant Chief Executive	
	Establish a network of local Residents' Associations	A Resident Association network exists in Haringey already. It's called Haringey Federation of Residents' Associations: www.haringeyresidents.org .		
1. Community Engagement (cont.)	Communicate and promote learning opportunities locally	Haringey Adult Learning Service www.haringey.gov.uk/adult-learning is proactive in marketing course options in the borough. Currently they do this through: <ol style="list-style-type: none"> 1. The HALS brochure - www.haringey.gov.uk/adult-learning - (on display in every library, sent to all schools and children's centres, community centres, Job Centres etc) 2. Libraries digital displays 3. Free newspapers 4. The Haringey website 5. Attendance at community events, which are used to promote courses (usually 12-15 a year) 6. Taster courses 7. Partner agencies who promote HALS courses 8. A London wide courses website <p>HALS is currently talking with Enfield about joint promotion of some key courses where the other doesn't offer them, such a bookkeeping in Wood Green. We've also asked Support Services for</p>	Robert Bennett – Head of Haringey Adult Learning Service	Brochure for academic year now published and distributed to libraries, schools, children's centres and community groups. Digital displays updates are being implemented. Advert taken out in Haringey People (Aug/Sept) and will be in NL Advertiser mid-August.

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1. Community Engagement (cont.)		<p>access to the Haringey texting facility as we see great potential to promote.</p> <p>Analysis over years has demonstrated that more costly promotions are simply not cost-effective. In 2010, HALS spent over £2000 on newspaper adverts that generated very few enrolments (1.8%), this year HALS only used Haringey People and generated 2%. Word of mouth is the most cost effective as it brings in 19% of all enrolments and is free.</p>		<p>Press releases available on intranet and H website. Programme guide on website. Programme of attendance at community events implemented. Tasters planned for Autumn term. SMS texting now available. Courses uploaded to London learning website. Recent survey indicates 97% of learners said they would recommend HALS.</p>
	<p>Make use of talking software to market services to, and engage, the visually impaired</p>	<p>The Council's Communication team will provide information in different formats to support residents who are visually impaired e.g. Braille.</p> <p>The Council's website does not offer text to speech facilities, however there is information on the Council website (www.haringey.gov.uk/index/about_this_site) about free external tools residents may wish to use.</p>	<p>Lesley Gordon – Communications Manager (Marketing)</p>	<p>There is a continued provision to provide transcribed material on request including Braille and other</p>

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				formats.
2. Community Health	Consider opportunities for a mental health outreach programme – to include counselling, keep fit and activities to counter loneliness	We are developing closer working relationships with mental health voluntary sector that will run counselling (as part of the national Improving Access to Psychological Therapies (IATP) programme – visit www.nmhdu.org.uk/news/improving-access-to-psychological-therapies). They are not currently involved in exercise/fitness but we are requiring them to act as a signposting service so should be able to direct people to appropriate leisure facilities.	Tristan Brice – NHS Borough presence & Nicole Klynman – Public Health	
	Campaign / negotiate for a community medical centre facility as part of the Heartlands site Heartlands developers to recruit locally	Both of these activities are part of the draft Section 106 agreement due to be signed in March 2012 and agreed by Planning Committee (www.minutes.haringey.gov.uk/mgCommitteeDetails.aspx?ID=106). Health space will be offered to "health organisers" as and when the scheme gets built (1-5 years). The scheme will also support local jobs/training resources. Recommended that an update on Heartlands is a future Area Forum agenda item	Nick Powell – Head of Carbon Management and Sustainability & Martin Tucker – Regeneration Manager, Employment & Skills	
	Encourage residents to take part in community walks that use local parks	An Active for Life (www.haringey.gov.uk/active_for_life) community walks programme exists and is led by public health colleagues Recommended that walks are promoted through future Area Forum meetings	Vanessa Bogle & Gloria Salmon – Public Health	Health Champions recently recruited who promote the health walks across Haringey.
2. Community Health (cont.)	Install a BCTV Green Gym in Woodside area	The current green gym is limited in the number of sites it can operate in. However, additional funding applications have been made and subject to them being successful The Conservation Volunteers (formerly BTCV) would be able to run regular session at Woodside. TCV would be keen to work with BPCA on this.	Simon Farrow – Head of Client Services, Leisure Services	No further update at this time.

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3. Community Safety	Identify problem areas for street drinking (incl. Tintern, Granville, Grainger, Cline Road and Hillside Gardens)	The Safer Neighbourhood Team (SNT) for the area will investigate this and report back to the Area Forum at the June 2012 Area Forum	Mark Long – Chief Inspector Safer Neighbourhoods	^ CI Long - The Woodside team has received no complaints regarding Tintern/Granville and Grainger. They also have seen no evidence of street drinking having undertaken a patrol in these roads just yesterday (6/8/12). Their main street drinking problem is in Stewart Crescent which they patrol everyday to enforce the no-drinking zone. The Bounds Green Team have not received any complaints or noticed any problems in Cline Road. They have had some
3. Community Safety (cont.)				

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				complaints regarding Middleton Road and are regularly patrolling this area and stopped 4 drinkers today (7/8/12).
	Enforce a Drinking Control Zone in problem areas	This is the responsibility of both police and Council and will be undertaken.	Claire Kowalska – Community Safety and Engagement Manager / Mark Long – Chief Inspector Safer Neighbourhoods	^ CI Long - No-drinking and dispersal zones are enforced by local SN Teams regularly
	Make more use of CCTV to detect issues – in consultation with local residents	There is a protocol already in place for the use of CCTV for community safety purposes. Safety is the overriding priority. The Community Safety Team (www.haringey.gov.uk/communitysafety) is now in the Single Frontline Service with the CCTV/Parking Team under a single Assistant Director and this will further strengthen performance. We will investigate the use of a CCTV Lay Panel rather than general consultation as this is more practical.	Claire Kowalska – Community Safety and Engagement Manager / Mark Long – Chief Inspector Safer Neighbourhoods	^ CI Long - CCTV is always considered in any investigation of crime or ASB to detect offences and offenders. There is also use of mobile cameras where coverage is insufficient.
	Communicate police activity / successes to tackle gang issues to residents	Special feature on gang approaches and successes to be in Haringey People (www.haringey.gov.uk/haringeypeople) in the Autumn. Could be an agenda item at Autumn area committee if requested.	Claire Kowalska – Community Safety and Engagement Manager / Mark Long – Chief	^ CI Long - this action should fall under DCI Lee Presland who has the Police lead for

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			Inspector Safer Neighbourhoods	Gangs.
	Explore potential for after-school and 7pm onward police patrols	After school patrols is a priority and now a Haringey Police Community Promise, see (www.content.met.police.uk/News/Valentines-Day-sees-launch-of-local-police-community-promises/1400006675653/1257246741786). The police would like more information on the need for evening patrols as the current intelligence does not support this.	Mark Long – Chief Inspector Safer Neighbourhoods	^ CI long - After school patrols are fully embedded into daily taskings for Schools Officers and Neighbourhood Policing Teams. This is monitored by local Grip & Pace Centre. There remains no intelligence to support patrols until 7pm.
	Encourage residents to engage with local Neighbourhood Watch schemes	Area Committee to nominate a Member to liaise with the Neighbourhood Watch Co-ordinator Pauline Syddell to pass on details of those interested and to agree on the best channels of promotion for the area.	Mark Long – Chief Inspector Safer Neighbourhoods	^ CI Long - I am unsighted as to whether this name was provided at this time. I am awaiting an answer from Pauline who is not on duty at this time.
4. Support for Families	Parenting classes to support families and build self-esteem	Parenting programmes run regularly across the year from the borough's Children's Centres. Parents are referred to the programmes by professionals.	Alison Botham – Head of Integrated Working and Family Support	Timetable agreed. Programmes being run from September 2012.

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	(considering accessibility e.g. translation services)	Children and Young People's Service are also proposing to run parent workshops on supporting young children's well being and development as part of the expanded 2 Year Old Programme from September 2013.	Shubhi Raymond – Early Years Inclusion Team Manager	
	Explore feasibility of running Young Mum's coffee mornings or drop-in sessions offering support	All the borough's children's centres run drop in sessions for parents with a timetable of sessions delivered across each Children's Centre cluster.	Ngozi Anuforo – Early Years Commissioning Manager	All children's centre timetables include drop-in activities for parents. Targeted group sessions for young parents planned for April 2013.
	Advertise local support groups / activity schemes more widely	Children's centres provide information for parents on groups and activities within each Children's Centre cluster. The Haringey family Information Service website also has information about childcare, play schemes and activities for families.	Ngozi Anuforo – Early Years Commissioning Manager	Across the children's centre clusters information about local support activities is gathered and shared with parents. All centres have a lead information role within the team and parents are signposted to appropriate support and services.
5. Houses of Multiple	Take enforcement	The HMO work plan is prioritised to ensure limited resource is used	Steve Russell –	

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Occupation (HMOs) / Overcrowding	action against rogue landlords	effectively. The team therefore prioritise reports against properties that meet the following criteria: <ul style="list-style-type: none"> - 3+ stories - 5 or more people - 2 or more households - Shared facilities <p>The HMO Team respond to all referrals regarding housing conditions in the private sector and take enforcement action in the worst cases, visit www.haringey.gov.uk/hmo-licensing for more information.</p>	Manager, Housing Improvement Team (Private Sector)	The team is providing a reactive service to this area. Mandatory HMO's will be actioned and HMO's with serious safety issues will be dealt with. Basic public health issues are dealt with through service of notices.
6. Public Realm (parks & green space, traffic and connectivity)	Address inadequate lighting in the alley of Arnold Bennett Way (off the High Road), Tintern Road and Hillside Gardens	The Council is unable to commit to this due to unknown level of funding beyond 2012/13 and that funding has already been allocated to other locations.	Tony Kennedy – Sustainable Transport Manager	No further update
	Explore feasibility of making the temporary diversions set up to aid the gas works on Hornsey Park Road (opposite Mary Newner Way) permanent to aid congestion	It is unlikely that a one-way system will be considered in Hornsey Park Road as this could potentially lead to an increase in traffic speeds. Surrounding roads would also see a rise in traffic volume. Current streetscape design discourages one way roads as they often serve to bisect communities, raise safety concerns through traffic speeds and volume and are inconvenient to those that live along them. To this end, many one way streets are now being removed. The main purpose of the Mary Neuner Way diversion was to enable the regeneration of the Haringey Heartlands site, which may have	Tony Kennedy – Sustainable Transport Manager	No further update

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6. Public Realm (parks & green space, traffic and connectivity)		benefits in terms of relieving traffic on Hornsey Park Road. However, it was not built as a by-pass for Hornsey Park Road and was not designed to cater for the traffic on Hornsey Park Road as well as the traffic from the redevelopment of Haringey Heartlands.		
	Replace Olympic flag outside Wood Green library	The flag was originally given by the London Olympic games Committee with the involvement of Communications Team and Culture Services. Leisure Services will secure a replacement flag by June 2012.	Maria Stephanou – Principal Officer Library Service Delivery	
	Tackle dumping / fly-tipping joining on Lordship Lane Explore feasibility of CCTV in fly-tipping hot spots	Neighbourhood Services and Veolia respond to all reported incidents of dumped rubbish. Tackling fly-tipping is a key aim for the Neighbourhood Action Teams. In 2012/13 a new Fly-tipping Strategy will be piloted in Tottenham & Seven Sisters. Learning from this pilot will be rolled out to other areas in 2013/14.	Michael McNicholas – Neighbourhood Action Team Manager	The Tottenham & Seven Sister pilot has begun.
	Monitoring of roll-out of fortnightly refuse collections to ensure residents are happy with new provisions	This will happen as part of new fortnightly collection scheme's evaluation 2012/13. Residents with concerns about the new provisions can call Veolia Contact Centre 020 8885 7700.	Michael McNicholas – Neighbourhood Action Team Manager	Monitoring & targeted Engagement has commenced in Phase 1&2 and will continue in Phase 3.
	Support community litter picking activity involving residents associations, schools and community groups	Part of new Neighbourhood Action Team's (NAT) role is to build relationships with schools. Schools interested in supporting a litter pick can contact their named local NAT officer who will coordinate support from Veolia (gloves, bins and advice etc). Neighbourhood Services is also developing a Community Volunteers scheme, to be launched 2013/14.	Gary Cooke – NATS Team Leader Zoe Robertson –	The named Neighbourhood Action Officers for the mentioned wards have contacted in the first instance primary schools in their respective

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			Community Engagement Manager	<p>wards and introduced themselves as their ward NAO. The officers have asked the schools if they are interested in organising a local clean up and invited them to submit any ideas / suggestions they may have.</p> <p>The officers have also provided suggestions and are currently waiting for a response from the schools to ascertain the level of interest and what recourse maybe required. The officers will also send emails to the active residents associations and Safer</p>

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				<p>Neighbourhood Team Ward panel members, however they are waiting on feedback from the schools to ascertain the level of interest and resources are managed effectively.</p> <p>Proposals for a new Community Volunteers scheme being developed for later in 2012.</p>
7. Regeneration (Civic Centre and local developments)	Develop a local lettings policy for the Wood Green Area	The Council needs to balance using its own assets to support council services and the capital programme with supporting local businesses. In principle Council policy is to support local business by advice and guidance, networking and signposting and working on strategic infrastructure programmes (development and transport) and advertising its own procurement opportunities. The Council	Nick Schlittner – Projects & Policy Officer	Sustainable Transport are leading on TFL scheme in Wood Green. Cllr Strickland will

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7. Regeneration (Civic Centre and local developments) (cont.)	<p>Introduce a shop frontage improvement programme for Lordship Lane</p> <p>Encourage inward investment</p> <p>Break up proliferation of fast food outlets</p> <p>Market Alexandra Palace as Wood Green's cultural centre to encourage more visitors</p>	<p>then needs the market to respond to economic development opportunities</p> <p>Such Grant schemes need external funding bids to support them. Council policy is to support local business and community Town Centre Groups to bid for such funds. This has been successful in Green Lanes, Muswell Hill and Tottenham High Rd</p> <p>The Council's Planning Service regularly meets land owners, developers to promote Haringey. The Council supports Haringey Business Board and North London Business and the North London Strategic Alliance to promote Inward Investment</p> <p>During 2012/13 the Council will research policy and strategy mechanisms to do this. Report in 2013/14</p> <p>This begun in May 2012. Consultation document is now in the public domain</p> <p>Recommended that Wood Green regeneration (including plans for Transport for London improvements) is a future Area Forum Agenda item (June or September 2012)</p> <p>To also consider the development of an Improvement Strategy for Myddleton Road Local Shopping Centre (consultation due July/ August for 6 weeks)</p>		<p>Speak to Cllr Christophides to make the presentation an agenda item. Presentation will be delivered by project architect.</p> <p>Planning Policy have commissioned a town centre retail study which will have business clusters as part of its remit. Current policy requires that all new applications for fast food outlets seek planning permission</p> <p>Economic Development currently working to establish a Business led Town Centre Forum in Wood</p>

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				Green with a focus on marketing the centre and local landmarks. Wood Green Cultural Quarter is currently centred around artist workspace at The Chocolate Factory
	Introduce and enforce higher design standards for buildings in Wood Green (public and private)	Haringey Design Awards (www.haringey.gov.uk/designawards) will take place in July 2012. September will see the launch of "Improving Design in Haringey programme". This will include more scrutiny; training and seminars; greater focus on quality materials and modern buildings that are sustainable, compliment local character, are functional and that "lift the spirits".	Nick Powell – Head of Carbon Management and Sustainability	
	Audit signage and street furniture on the High Street	Neighbourhood Services are happy to provide response to community audits of public space. However, there is not enough resource for Officers to undertaken audits on request.	Joan Hancox – Neighbourhood Services	
	Advertise licensing process and raise awareness of Council regulatory services and ways to report issues	Recommended that this is a future Area Forum agenda item. Neighbourhood Services will be launching a new "Neighbourhood Services" page in Haringey People (www.haringey.gov.uk/haringeypeople) highlighting information about reporting processes, collection schedules and enforcement successes.	Joan Hancox – Neighbourhood Services	
	Share information and consultation opportunities about	Frequently Asked Questions about Pinkham Way are updated regularly at www.haringey.gov.uk/pinkhamway .	Nick Powell – Head of Carbon Management and	

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	Pinkham Way	An update on Pinkham Way is an agenda item for the Area Forum taking place on 17 April 2012	Sustainability	
8. Young Adults (17-25 years olds)	Explore the potential for local work experience and / or apprenticeship schemes for young people (with placements available within big businesses, small and medium sized enterprises (SMEs) and Council services)	All of these ideas are being developed through the new Employment Strategy agreed by Cabinet in March 2012. The new Employment Programme (particularly the job creation element where a minimum of 200 new jobs will be created in partnership with businesses) will include skills development plans including apprenticeships leading to Level 2/3 qualifications. The job creation scheme will include a wage subsidy to small and medium sized enterprises (SMEs) to create new jobs for local unemployed people with incentive payments if the job lasts 9 months and 12 months. Young people under 25 will be the primary focus of the programme. Developing an apprenticeship scheme within the Council is also under consideration. Recommended that this is a future Area Forum Agenda item	Martin Tucker – Regeneration Manager, Employment & Skills	
9. Young People (8-17 years old)	Develop an activity programme for young people and young adults on Sandlings Estate	Homes for Haringey helped establish a Youth Club (the Sandbunker) on the Sandlings estate. It meets every Friday. Involvement has continued via the Young Advisors Project; integrated projects between old and young e.g. an estate day trip; support for funding bids (£18k achieved over 5 years); establishment of the first Youth Committee in the country.	Marlon Bruce – Youth Outreach Community Officer, Homes for Haringey	50% increase youth provision at the Sandbunkers centre. Consistent YCP practitioner meant that hard to reach young people have been identified and offered intense one to one

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9. Young People (8-17 years old)		<p>Assist the RA with funding bid to promote responsible dog ownership</p> <p>The Council has worked with the youth worker to extend the opening hours and have provided support to complete funding applications. Possibility of continuation with Communities Against</p>	<p>Sade Ademosun – Resident Involvement</p> <p>Belinda Evans – Head of Youth, Community and</p>	<p>support. Diverse range of activities catering for a variety of needs and interests these include; Graffietti, Fashion Design, Boxing, trips and jewelery making. Community Safety team reported that in the first 3 months of delivery Youth associate violent crime had decreased.</p> <p>Dogs Trust workshops held May 12. Good attendance. 17 dogs were chipped.</p>

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		Gun, Gangs and Knife Crime funding.	Participation	
	Deploy detached youth workers with a long-term focus	There is no current resource base in the Council to fund this area of work.	Belinda Evans – Head of Youth, Community and Participation	Temp Outreach Workers have been employed as part of the summer programme. We will evaluate the impact of their work with a view to redirecting resources if a need is identified.
	Promote take up of positive group activities like police Cadets, Brownies and Cubs in primary schools	This can be undertaken in 2012/13 through the Primary Headteachers' Forum.	Belinda Evans – Head of Youth, Community and Participation	This will be progressed in the Autumn Term.
10. Improving air quality				