

AREA PLAN – St Ann’s & Harringay

St Ann’s & Harringay Area Forum & Committee Area Plan - For Discussion at Area Committee on 22 April 2013

Aspiration (3 year vision)	Year Two Activity 2013/14	Service / Partner Action	Lead Service & Lead Officer Contact	Outcomes	Timescales	April 2013 Update
1. CLEAN & GREEN	1. Fly-tipping & Litter	<ol style="list-style-type: none"> 1. Programme of increased communication agreed with Veolia re fly-tipping, litter etc. that informs and aims to effect positive behaviour change by June 2013 2. Public realm audit of Green Lanes to take place in 2013/14 as part of the Public Realm as part of the Outer London Fund delivery 3. Gardens Street public realm audit to take place in 2012/13 engaging and working alongside the Gardens Residents Association. 4. Neighbourhood Services colleagues to respond to street audits undertaken by community groups with concerns about street signs, read-ability and practical value (including community languages, promotion). 	Michael McNicholas – Neighbourhood Action Team Manager & Tony Kennedy – Sustainable Transport Manager			
	2. Greening	<ol style="list-style-type: none"> 1. Maintenance of trees and planters along Harringay Green Lanes This is done as part of a 4 year inspection cycle covering the borough’s trees and planters. Trees and planters on the Ladder and Green Lanes were inspected in early April 2012. Works will be contracted to take 	Alex Fraser – Arboricultural and Allotments Manager			

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1. CLEAN & GREEN (cont.)		place in July 2012 as part of the Summer Works Programme				
	3. Refuse & Recycling	<p>1. Robust communication about new fortnightly refuse collections will be shared with residents before implementation (by June 2012)</p> <p>2. Haringey Council / Veolia will more widely publicise refuse, recycling and street cleaning schedules (Plain English):</p> <ul style="list-style-type: none"> • Online at www.haringey.gov.uk/report-it • In all marketing material • New Neighbourhood Services page in www.haringey.gov.uk/haringeypeople <p>Timed collection schedules to be sent to ward Councillors</p>	Michael McNicholas			COMPLETED
	4. Community Reporting & Engagement	<p>1. Council to promote ways for community to report cleaner / greener concerns:</p> <ul style="list-style-type: none"> • Online (www.haringey.gov.uk/report-it) • in all marketing material • New Neighbourhood Services page in Haringey People at www.haringey.gov.uk/haringeypeople 	Denise Adolphe, Communications & Consultation Manager, Single Frontline	Audit complete with a list of current		Reviewing best way of promoting these services to residents. Use of Haringey People to promote services during 2013/14 where possible. Information to be incorporated into any relevant leaflet produced. Drawing up a new contract for community management of the notice boards.

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		<ol style="list-style-type: none"> 2. Audit current key holders of community notice boards (May 2012) 3. Re-launch community notice boards with regular updates and wider range of local service information 	Zoe Robertson – Engagement & Enablement Manager	<p>notice boards in the borough</p> <p>Notice boards handed over to relevant community groups / associations to keep up to date with local issues.</p>	<p>April 13</p> <p>April 13</p>	
	5. Enforcement (Dog fouling, littering, fly-tipping)	<ol style="list-style-type: none"> 1. Implement dog control orders locally and work with police around use of powers and enforcement 	Rob Curtis – Team Leader, Tactical Enforcement		The proposed launch date is 1 st April 2013.	
2. CRIME & ANTISOCIAL BEHAVIOUR (ASB)	1. Supporting Safer Neighbourhood Team Priorities	<ol style="list-style-type: none"> 1. Promote ward panel membership locally to reflect local population and promote their work 2. Updates from Safer Neighbourhood Teams provided at quarterly Area Forums 	Claire Kowalska – Community Safety and Engagement Manager / Inspector Mark Hembury-Safer Neighbourhoods	New and Streamlined Safer Neighbourhood boards	Results can be feedback at the next round of meetings	Results can be feedback at the next round of meetings
	2. Tackling Wickes Issues	<ol style="list-style-type: none"> 1. Regular updates from Antisocial Behaviour Team(ASBAT) at www.haringey.gov.uk/anti-socialbehaviour to ward councillors on how issue is being progressed 2. Review current signage at Wickes (and potential of signs in other languages) 	Michael Bagnall – Antisocial Behaviour Team Manager		Ongoing	Last update provided to Ward Members on 22 nd Feb 2013.

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2. CRIME & ANTISOCIAL BEHAVIOUR (ASB) (cont.)		3. Communicate enforcement successes widely <ul style="list-style-type: none"> • online • New Neighbourhood Services page in Haringey People – www.haringey.gov.uk/haringeypeople • Updates to Area Forum 		Blanket section 222 Injunction against those gathering at Wickes. Any breaches will be automatically arrestable and can lead to a 5 year prison sentence.	Anticipate further Court action within next 3 months.	Adjourned Court Hearing due Mid May 2013.
	3. Anti-social Behaviour	1. Publicise more widely antisocial behaviour (ASB) reporting processes (Plain English) <ul style="list-style-type: none"> • Online at www.haringey.gov.uk/report-it • in all marketing material • Explore new Neighbourhood Services page in Haringey People www.haringey.gov.uk/haringeypeople • A new ASB campaign Communicate enforcement successes widely (as above)	Denise Adolphe, Communications & Consultation Manager (Single Frontline)		Ongoing	Community Safety and Regulatory Services are regularly covered through news and features in Haringey People, such as the Noel Park Week Of Action in Feb/March. Reviewing best way of promoting these services to residents. Use of Haringey People to promote services during 2013/14 where possible.
	1. Inward Investment	1. Promote Harringay Green Lanes as a Town Centre to attract business, tourists and Londoners:	Green Lanes Strategy Group			

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3. CULTURE & CREATIVITY		<ul style="list-style-type: none"> Identify and publish in relevant travel guides and sites Produce electronic brochure for visitors to London geared also towards those privately accommodated Identify good practice elsewhere (e.g. Wood Green/Tower Hamlets/Stroud Green) 				
	2. Celebrating the Arts	<ol style="list-style-type: none"> 1. Work with local businesses to find space for local artists – wall space and floor space 2. Support local people to organise a Harringay Open Studios event 3. Enable the involvement of local libraries as a key player in the local arts scene 4. Encourage local artists and digital media to develop a thriving local scene 	Green Lanes Strategy Group			
	3. Community Resources	<ol style="list-style-type: none"> 1. Outcome of Community Buildings Review (below) to be a future Area Forum agenda item in order to identify key venues to meet community needs and interests (September 2012) <p>Haringey Council is undertaking a review of Council buildings leased to community organisations to improve support for Haringey’s voluntary sector (in line with the Voluntary Sector Strategy 2011-16, visit</p>	Dinesh Kotecha – Property Services Manager			Further to the Cabinet decision (December 2012), and key strategic principles for community buildings, the next phase of the Review has commenced. This will include an in depth review of tenant sustainability, community benefit and building use, to establish the level of social value from each building, from the

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<p>3. CULTURE & CREATIVITY (cont.)</p> <p>3. CULTURE & CREATIVITY (cont.)</p>		<p>www.haringey.gov.uk/voluntary_sector_strategy). Key issues the Building Review will consider are;</p> <p><u>Building condition</u> –the portfolio is considered to be in poor state of repair, with limited capacity to invest</p> <p><u>Community use</u> – some buildings could be made more generally available as a flexible resource</p> <p><u>Utilisation</u> – some buildings are under-utilised due to limited opening hours, constraints to flexibility in uses and building condition</p> <p>The approach to the Buildings Review is as follows:</p> <ol style="list-style-type: none"> 1. Assess the building stock condition and utilisation of the 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>services and activities delivered by voluntary and community organisation tenants. It will also provide the Council with a better understanding of how its building are used in line with outcome 5 of the Council’s Voluntary Sector Strategy-To provide support to enable Voluntary Sector organisations to access and to share high quality premises. The process will include a tenant ‘self assessment’, and inform the Council’s options appraisals.</p>

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		The review is in progress and a list of relevant properties, initial outcomes and options will be available in Autumn 2012.				
4. GREEN LANES DEVELOPMENT	1. Delivery of Green Lanes Outer London Fund Programme (3 strands): I. Public Realm II. Shop fronts III. Bridge Improvements	Delivery Plans in development	Regeneration & Green Lanes Strategy Group (GLSG)			
	2. Green Lanes Corridor Traffic Improvements	Delivery Project Plans in development	Tony Kennedy – Sustainable Transport Manager & Green Lanes Strategy Group (GLSG)			
	3. The Gardens Community Streets Project (www.haringey.gov.uk/roadsafetyconsultations)	The Gardens Community Streets project allows for several key elements, including innovative traffic calming design, reclaiming of space, designing for people while promoting healthy and environmentally friendly transport modes. An integral element of the project is community engagement. This project gives the initiative back to residents and allows them to create a space suitable for people to meet, socialise, and play. The initiative is a 2	Tony Kennedy – Sustainable Transport Manager John McQueen – Design Engineer		2 year project & we are currently mid-way through project (ongoing)	3 outdoor community events. 7 Saturday design/consultation workshops. 1 walkabout. Over 60 residents involved with project. Community priorities agreed. Neighbourhood Plan agreed. Preliminary designs agreed. De-cluttering exercise. Next steps include: formal

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		year project				consultation exercise & detailed design with construction programmed for mid-summer
5. HEALTH	1. Access to GPs	1. Access to GP care and availability of appointments to be a future Area Forum agenda item (Chair to determine during 2012)	Jeanelle De Gruchy – Joint Director of Public Health			
	2. Health Promotion (healthy eating, active lives, smoking cessation, vaccinations, antenatal care)	<p>1. Continue the range of health promotion programmes already underway locally: health trainers, physical activity referral, NHS health checks, smoking cessation.</p> <p>2. Campaign materials aimed at raising awareness of the importance of early maternity care access with the general public will be disseminated in key locations throughout Haringey (including GPs, pharmacists, housing departments, social services, sexual health services, leaving care teams, looked after children services, educational establishments and third sector organisations) (August 2012)</p>	<p>Nicole Klynman - Assistant Director of Public Health, working with Clinical Commissioning Group (CCG), Vanessa Bogle, Senior Public health Commissioning Strategist</p> <p>Sheena Carr – Senior Public Health Commissioning Strategist</p>	<p>NHS health checks Smoking cessation numbers Mental health patients using the linkworkers scheme Patients using the new welfare hubs</p> <p>Increase in percentage of women booking for</p>	<p>Welfare hubs will be commenced in early January. Majority of other work is ongoing or requires additional investment.</p> <p>Ongoing dissemination</p>	<p>Presentation to South East GP collaborative on importance of promoting</p>
5. HEALTH (cont.)						

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		<p>3. Targeted outreach work with black African communities will utilise existing networks and programmes to promote the importance of early access (2012 onwards)</p>	<p>Sheena Carr – Senior Public Health Commissioning Strategist</p>	<p>antenatal care before 12 weeks 6 days of pregnancy. Improvements to be assessed in annual health equity audit (to take place in April 2013). Ward level information can be shared with councillors to assess improvements in this ward.</p> <p>Increase in proportion of Black African women booking before 12 weeks</p>	<p>of materials – new materials to be disseminated from January 2013.</p> <p>January-June 2013</p>	<p>early access to maternity services (Oct 2012). GP request for ASAP posters promoting early access to be translated in other languages. Posters due March 2013 in Somali, Lingala and French. These will be disseminated to GP practices in St Ann’s and Harringay wards. A pharmacy campaign is set for April and the posters will be distributed to pharmacies in the area.</p> <p>Seminar held in January 2013 exploring issues of maternity, faith and African communities. Report from seminary due March 2013. Plans to develop a DVD promoting early access for African women – work underway and finished product due June 2013.</p>

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	3. Mental Health support	<p>1. Mental health to be a future Area Forum agenda item (Chair to determine - 2012)</p> <p>Agenda item to address the following issues:</p> <ul style="list-style-type: none"> • Local mental health need • Housing provision and mental health • Mental health provision and the St Ann’s development • Alternative community support for mental health patients 	Jeanelle De Gruchy – Joint Director of Public Health			
6. HOUSING	1. Homes for Haringey Estates	<p>Improve Enforcement</p> <ol style="list-style-type: none"> 1. To increase enforcement activity (tenancy, improper use of stairwells etc) Homes for Haringey (HfH) will draw together a list of problem blocks / estate where stairwells and corridors are used for loitering / ASB to inform a targeted action plan (by July 2012) 2. The restructure of the Homes for Haringey Housing Management Directorate in 2012/13 and will see the introduction of a dedicated enforcement team (by end 2012) <p>Improved Caretaking</p> <ol style="list-style-type: none"> 3. A meeting will be scheduled between 	Sharon Morgan – Deputy Director of Operations, HfH			<p>LIST COMPLETED</p> <p>Further meeting to be set up with ASBAT and Safer Neighbourhoods Team to agree targeted action plan.</p> <p>The restructure of HfH Housing Management Directorate will be implemented on 1/4/13. The Tenancy Management staff will have a greater focus on enforcing tenancy conditions as part of their new role.</p>

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6. HOUSING (cont.)		<p>Ward Members and key Homes for Harringay (HfH) staff including Head of Estate Services, Leasehold Services Manager and Business Improvement Manager to agree responsibility/ownership around the caretaking role that is being paid for by leaseholders (by May 2012)</p> <p>4. Cleaning concerns about specific blocks will be identified and an agreed, targeted, programme of action put in place for each block / estate to address the issues (June 2012 onward)</p> <p>Improved Ground Maintenance</p> <p>5. Schedule of seasonal grounds maintenance, including grass cutting, will be made available to residents (by June 2012)</p>	<p>Sue Hunter – Business Improvement Manager, HfH</p> <p>Peter Purdie – Head of Estate Services, HfH</p> <p>Peter Purdie – Head of Operations, Clienting, HfH</p>	<p>Deep cleaned stairwells with some decorated if in a poor condition</p> <p>Improved grounds maintenance through adherence to a</p>	<p>Cleaning to be completed by end of Nov 12 Painting to be completed by end of March 12</p> <p>Grass cutting schedule by June 12</p>	CLOSED AND COMPLETED PREVIOUSLY

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6. HOUSING (cont.)		<p>Improved communication and working with Councillors</p> <p>6. Reinststate a regular communication to Councillors (e.g. on achievements, prosecutions, new policies etc.)</p> <p>7. Invite Cllr Brabazon to Leasehold Panel</p> <p>8. Consider starting face-to-face briefings/round-ups for Councillors</p> <p>Explore establishment of a sense of neighbourhood /place bringing together numerous small blocks to east of these Wards</p> <p>Explore holding an "Area Event" to discuss this with residents</p> <p>9. Address Councillor concerns RE: Tenancy Management staff in this part of borough</p> <p>10. Conduct an assessment – are there a</p>	<p>David Sherrington</p> <p>Nesan Thevanesan David Sherrington</p>	<p>schedule of maintenance.</p> <p>Improved communication with Councillors</p>	<p>By mid Dec 12</p> <p>Decent Homes briefing note Jan/Feb 2013</p> <p>New Vision face to face briefing Dec 2013</p> <p>New Vision briefing note to members Dec 2013</p> <p>Further updates on welfare reform to members Jan/Feb 2013</p>	<p>New Vision briefing for Councillors held in February 2013 and Monthly bulletins will be sent out from March onwards</p> <p>Restructure will be implemented on 1/4/13. New role for Tenancy Management Officers & new patches. Project to start in the summer 2013.</p>

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		higher percentage of people with Mental Health problems housed in this area 11. Share work on Customer Journey with Cllr Brabazon	Sharon Morgan Deputy Director of Operations Sharon Morgan Sharon Morgan Sue Hunter			Closed and completed previously

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	2. Affordable Housing (St Ann’s Hospital Development)	<p>1. Affordable Housing to be included as part of any redevelopment of the St Ann’s Hospital site</p> <p>St Ann’s Hospital is listed in the Unitary Development Plan (www.haringey.gov.uk/udp-2) as Site Specific Proposal no.14, which indicates the development potential of the site for a comprehensive mixed-use scheme. This might include housing, leisure, health and community services, community spaces, employment and small business / social enterprise opportunities and allotments (once the health-related needs have been determined). The Council will work to deliver good quality residential development including affordable housing on the site of St Ann’.</p> <p>2. Suggested that St Ann’s development / affordable housing update is a future Area Forum agenda item – to address sizes of homes developed (2012/13)</p>	Nick Powell – Head of Carbon Management and Sustainability & Michael Kelleher – Housing Development Manager	Comprehensive mixed-use development of the St Ann’s Hospital site including an appropriate provision of affordable housing.	Design Panel – Jan/Feb 13 (TBC) Planning Committee – May 13 (TBC)	
	3. Houses of Multiple Occupation	1. Monitor the effectiveness of the Additional Licensing Scheme (www.haringey.gov.uk/additional-hmo-	Steve Russell – Manager, Housing Improvement	Since the scheme became operation in Oct 2011 a total of		

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	(HMO)	<p>licensing) that was formally adopted on 1st October 2011 and which will last for 5 years.</p> <p>(The Grand Parade side of Green Lanes has been included within the area as has Salisbury Road N.4, which is in St Ann’s ward. The whole of the Harringay ward is included within the scheme including both sides of the main roads forming the boundary).</p> <p>2. Complete and approve a business case for Article 4 and extend to St Ann’s & Harringay ward</p> <p>Article 4 is a planning issue and the Council’s Planning department is looking to adopt Article 4 in the east of the borough.</p>	Team (Private Sector)	100 licensing applications have now been received. Proactive work with letting agents and Landlords have involved hundreds of properties in the area all of whom are currently in the process of licensing. Those property owners who have failed to communicate will be targeted in the new year. This initiative has however been extremely successful		
7. REGULATION	1. Planning Enforcement	<p>1. Explain the role and scope of this service and advertise the way residents can report concerns for investigation (Plain English)</p> <ul style="list-style-type: none"> • Online at www.haringey.gov.uk/report-it • in all marketing material • New Neighbourhood Services page in Haringey People (Visit www.haringey.gov.uk/haringeypeople) 	Paul Smith – Head of Development Management			

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7. REGULATION (cont.)	2. Licensing & Trading Standards Enforcement	2. Explain the role and scope of this service and advertise the way residents can report concerns for investigation (Plain English) <ul style="list-style-type: none"> • Online at www.haringey.gov.uk/report-it in all marketing material • New Neighbourhood Services page in Haringey People (www.haringey.gov.uk/haringeypeople) 	Denise Adolphe, Communications & Consultation Manager (Single Frontline)	Advertisements, leaflets and engagement regarding services	2012/13	Services will be promoted through Haringey People including on-line reporting methods. This information to be added to any relevant leaflet produced. Reviewing best way of promoting these services to residents. Use of Haringey People to promote services during 2013/14 where possible.
	3. Trade Waste Enforcement			3. Neighbourhood Services will produce a pamphlet explaining the role and scope of Neighbourhood Services, including Licensing, Trading Standards and Waste. The pamphlet will explain local powers and ways residents can help enforcement activity.		