

Council Achievements in 2003



**Councillor George Meehan, Leader of the Council
Council Meeting 19 January 2004**



COMMUNICATIONS

- Revamped Haringey People.
- Supported the Better Haringey campaign through a posters campaign on key sites to inform the public about real service improvements
- Revamped the Haringey Council Website to ensure we have a public access point which effectively meets the needs of residents and which meet the needs of the government
- Provided a high quality translation and interpretation service to meet the diverse needs. In 2003/04 we carried out 1600 translations and provided 7000 interpreters. So well regarded is this service that we have been asked to support the Primary Care Trust in improving its translation service.

CRIME AND COMMUNITY SAFETY

- Achieved a downward trend in overall recorded crime. Particular successes in our key crime categories to date (April – October 2003) against *the same period last year* are:

All crime in Haringey is down by	- 6.3%
Street crime (robbery) is down by	- 1.1%
Burglary is down by	- 1.9%
Vehicle crime is down by	- 4.8%
Violent firearms offences are down by	- 1.6%

- Progressed significantly with high visibility policing, Haringey has a record 671 Police Officers, with new recruits arriving every 3 months. From an initial 4 PCSOs in March of this year, Haringey will have 22 by the end of December 2003.
- Completed consultation on the draft Anti-Social Behaviour strategy which endorsed our strategic approach to the tune of 95% and clearly indicated some real concerns about the environment (primarily litter/dumping/flytipping, noise and vehicle nuisance) followed by drug dealing, threatening behaviour, vandalism and graffiti. The strategy is due to be launched in early April 2004.
- The Anti-Social Behaviour Action Team (ASBAT) has run a successful and busy pilot from October – December and is currently handling around 50 cases. A police officer and lawyer have now been recruited to the team and achieved 2 full and significant Anti-Social Behaviour Orders (ASBOs).
- Launched the Keep Safe Campaign on 4 December with funding from Haringey Drug and Alcohol Action Team and the Crime Reduction Action Group. It will initially consist of three high impact posters, featuring crime prevention messages and CCTV images of staged crime scenarios. They are designed to get young people thinking about the added risks they take being out and about while they are intoxicated.
- Youth Offending Service continues to perform well and is still maintaining national standards at 9th best in London. Success is mainly ascribed to a good working relationship with key partners such as the police, health, social services

and probation and a high level of training for staff. Existing staff and partnership skills are being used to improve standards, attract and retain well-qualified staff.

- Tackling Street Crime remains a priority, with, Haringey frequently mentioned in their national report as an area of best practice. In addition, street crime disruption is being successfully targeted through a series of joint operations (Operation Tailgate). Safer Streets 3 commenced in Haringey on 1st October and has already resulted in over 200 arrests, 20 of which were directly related to street crime.
- Achieving an unprecedented level of co-ordination and joint action on burglary reduction across Council and Police services. A revised Burglary Reduction Action Plan has been agreed and a forward programme of targeted publicity will run alongside continued additional security measures for vulnerable and repeat victims. Haringey will be receiving £50,000 of LPSA funding for these initiatives early in 2004 for the coming two financial years until March 2006.
- Employs a total of 27 wardens, five schemes are currently operating in Haringey with a remit to provide a visible presence, reduce levels of street crime and anti-social behaviour, observe and report issues of environmental concern and work with the socially excluded and have so far reported 650 cases of required environmental improvements.
- Delivering Step Change – In line with the Metropolitan police generally, Haringey is now seeing its highest ever level of police officers. In response to calls for a highly visible police presence and public reassurance, new ward-based police teams will be allocated to specific areas. The model will be for 1 sergeant, 2 constables and 3 PCSOs to patrol a dedicated area to deal mainly with anti-social behaviour. Following consultation in Haringey, two wards have been selected, White Hart Lane and Crouch End, with Woodside to follow in April 2004. This programme has been one of police's key contribution to the Better Haringey campaign.
- Has opened Hearthstone, a multi-agency domestic violence advice and support centre, in June 2003. Since its launch in June, more than 200 women have accessed advice and support.
- Co-ordinated a comprehensive partnership response to the Government's consultation paper 'Safety and Justice' which is currently before Parliament. In the meantime a pilot training programme is being organised for schoolteachers and education professionals on Child Protection and Domestic Violence.
- Implemented the London Child Protection Procedures from November onwards and the Haringey Area Child Protection Committee (ACPC) has produced guidance on Domestic Violence and Child Protection to accompany the procedures.
- Established the Daphne Project - an EU-funded project to promote local services for the protection of women, older people and children. Contributions have been made by Croydon, Haringey, Palermo and Bologna. Haringey has specifically been looking at children and domestic violence.
- Developed the Kinesis Project – an impressive new training facility with highly qualified staff will be opening early in 2004 in Northumberland Park to support Haringey residents who are trying to overcome drug and alcohol dependency and who want to gain employment skills.

- Supported Communities Against Drugs (CAD) – CAD aims to disrupt local drugs' markets by tackling both the supply and demand, tackling drug-related crime and strengthening the community responses to the problems. Significant successes have been achieved in designing out hot spots, proactive action against crack houses, prevention and educational programmes and drama workshops, and the provision of drug awareness training under the Community Empowerment Programme.
- Criminal Justice Interventions Project – Haringey is one of 25 boroughs around the country developing an integrated programme of criminal justice and drug treatment.
- Operation Tailgate is a joint enforcement and disruption operation, utilising the powers and expertise of a range of partners to tackle hot spot areas and particular crimes such as drug dealing, street crime, licensing non-compliance. Following the success of recent operations (92 arrests, 45 tons of illegal alcohol and over 10,000 cigarettes seized, dramatic decrease in localised robbery).
- Supporting Operation Cubit a partnership operation involving the Council, Police and the DVLA, aimed at the rapid removal of abandoned/untaxed vehicles in the borough achieving a 30% drop in the numbers of abandoned vehicles around the borough.
- Supported Operation Tiller - conducted on the night of 09/12/03 - aimed at men of violence and involved in organised drug related crime in the Haringey/Hackney and Enfield.
- Targeted kerb crawlers from 23/11/03 to 30/11/03 by Task Force 3 and Clubs and Vice, which resulted in 30 arrests. A recent public survey indicated that the number of people who consider prostitution in Seven Sisters to be a major problem has halved since the commencement of Task Force 3 operations 3 years ago.
- The Enforcement group has now met comprising Metropolitan Police crime prevention officers, London Borough of Haringey - Parks & Recreation, Parks Constabulary, Anti Social Behaviour Team, Safer Communities Unit, Street Lighting, Highways, Neighbourhood Management, Waste Management and, hopefully, Housing. The Purpose and aims of the group are to:
 - Provide a forum for officers involved in Crime Prevention to share information and network
 - Identify common themes and implement practical solutions.
 - Increase ownership by identifying individual lead officers on specific projects
 - Better use of crime mapping and information arising from crime analysis
- Stay safe in Haringey booklets have been distributed to all households in the borough. The booklet includes crime prevention advice, tips on home safety, staying safe in the street, drug information and provides a host of useful contacts, services and telephone numbers. Copies are available in public buildings including libraries and health centres.

EDUCATION

- Is responsible for Primary schools in Haringey, including infant and junior schools and three nursery schools, and 11 Secondary schools, 9 of which have 6th form provision
- Educates a school population is 31958, a 5% increase since 1999 and the percentage of pupils from ethnic minority groups is 53.5%
- The proportion of pupils with English as an additional language is 41% in primary schools and 52% in Secondary schools
- Provides the 39% of pupils who are eligible with free-school meals, double the national average
- Employs in
Primary schools:
 - 927 full-time equivalent (fte) teachers
 - 452 fte teaching assistantsSecondary schools:
 - 708 fte teachers
 - 52 teaching assistants
- Employs one support worker to every teachers
- Progress recognised by OFSTED, assessing Haringey Local Education Authority as satisfactory – with many functions judged to be good and highly satisfactory – with good capacity for further improvement. Ofsted:
“The Council has demonstrated its improved capability to lead education effectively through its good funding arrangements, sound decision-making processes and the regained trust of schools”.
- Progress recognised by the Comprehensive Performance Assessment (CPA) for local authorities leading to Haringey Education being awarded two stars with ‘proven’ improvement and ‘secure’ capacity.
- At Key Stage 1 Haringey’s rate of progress over the last five years has exceeded the rate nationally.
- At Key Stage 2 Haringey’s rate of progress has been similar to the National trend over the last five years.
- Value added data shows that in English and Maths most pupils make good progress between Key stages 1 and 2.
- At Key Stage 3, Haringey’s rate of progress has mainly exceeded the national trend, particularly in maths and science.
- At Key Stage 4, Haringey has exceeded the national trend over the last five years. The percentage of pupils exceeding 5 A*-C has increased to around 39%, a rise of 8% since 2001.
- Is, according to the value added tables, the eight best progressing Education Service in the country in terms of GCSE results for 2003.
- The improved results at GCSE are spread across the many different ethnic groups in Haringey schools. In particular, Black Caribbean and Black African pupils have seen their results improve from 22% to 33% and from 31% to 38% respectively.

- All but two secondary schools have seen improvements in their GCSE results. Gladesmore and White Hart Lane have more than doubled the percentage of pupils achieving 5+ A* - C results since 2001.
- The capital allocation for 2004/5 is £16,797,292 which is the second largest in the whole of London.
- The results for the outcome of the bid to Building Schools for the Future (BSF) will be available later early in February. Worth £180 million, this is targeted at developing secondary schools to deliver the curriculum of the 21st century, and we have a booklet available which accompanied our bid.
- The development of the new Post-16 Provision proposals will become clearer this month. The consultation on the proposals for the new provision has been carried out by the Learning and Skills Council London North (LSCLN) and is a very important development for the young people in Haringey. Soon a formal proposal will be put to the Secretary of State.
- "Turning Up the Volume on Ethnic Minority Attainment" a major review which aims to ensure our African Caribbean, Black African and White European children and young people can have better life chances through higher attainment at the end of every key stage, has already resulted in Race Equality policies in all Haringey Schools and continuing increases in the reporting of discriminatory incidents.
- A Compact has been developed between the LEA and the DfES. This Compact is an agreement to work in partnership to achieve better educational outcomes for children and young people in the short and medium term.
- All school are now members of one of six Networked Learning Communities, supporting schools in learning together.
- After extensive consultation, the SEN policy and strategic plan have been implemented this year and are now improving school practice. 93% of SEN assessments have been completed in the statutory time scale.

ENVIRONMENT

- Issued 37,751 Freedom Passes (the unit cost of a pass to the Council is £159).
- Has now 800 litterbins in the borough.
- Has In the last four months removed more than 9,000 square metres of graffiti and fly posting.
- Established a graffiti hotline has been set up which anyone can use to report graffiti for removal. The Council's website can also be used to report graffiti 24 hours a day.
- Cleaned more than 3,000 graffiti sites.
- Provided free-of-charge community rubbish collections have been provided for residents to dispose of large items that are too big for a wheelie bin.
- Provided 59 Community Clear Ups between April and November.
- 41,222 of households receiving the Community Clear Ups service at the end of November.
- Collected 913.27 tonnes of materials from Community Clear Ups.

- Provided Green Boxes for more residents, all suitable properties will have door step recycling by the end of this year.
- There are currently an estimated 57,000 properties on the kerbside collection (out of est 65,500 which are eligible).
- Operates currently 15,000 street lights in the Borough
- Replaced over 1,000 streetlights this year.
- Provided extensive improvements have been made to street lighting in worse effected areas such as South Tottenham.
- Dealt with on average, 350 faults reported per month, 99.6% of which are dealt with within 3.5 days.
- Achieved the Green Flag Award for Priory Park, Crouch End and Bruce Castle Park, Tottenham; country's top awards for green spaces.
- Won for the Council the first prize for the Most Improved Borough in London at the London in Bloom contest.
- Achieved a Parks Cleanliness Index of above target of 75%, at 76.44% (very good/good)
- 642,175 visits have been made to leisure centres up to November
- 5,632 noise complaints received and dealt with.
- As part of Operation Cubit abandoned car blitzes have taken place throughout the Borough, collecting and crushing abandoned, unlicensed and untaxed vehicles.
- In total 282 streets across the Borough have been patrolled and 703 vehicles found with an invalid tax disc. The average amount of untaxed vehicles per street is 2.50 and if this is multiplied by the total number of streets in Haringey (1418) this amounts to 3,545 vehicles parked with an invalid tax disc.

HOUSING

- Developed a pilot Landlord Accreditation Scheme to attract more private sector landlords into the rental sector to provide good quality well managed accommodation for the homeless.
- Established an anti social behaviour team to provide services to all tenures.
- Established a rough sleepers outreach service in partnership with the YMCA.
- Procured more private sector lease properties in and out Borough (total now 2738 and 187 above target for the year) thus enabling the Council to further reduce the use of bed and breakfast making £2m saving and being one of the first London Boroughs to meet the Government's new Bed and Breakfast targets.
- Continued with a very successful empty properties strategy securing more Government grants to bring properties that were previously vacant back into use for homeless families.
- Increased our rent collection rates for temporary accommodation and met all of our collection targets.
- In the year to date, we have re-housed 580 families - 545 of them through the Council's choice-based lettings and fast track and direct let schemes and has transferred 46 Council tenants into more suitable accommodation.

- Has reduced rent lost from empty temporary accommodation by over 60% compared to last year.
- Increased, during 2003, through the work of the temporary accommodation team the number of private sector leased properties in management by approximately 300. Also increased hostel stock by 12 new units.
- Continued performance improvement on repairs. A total of approx. 54,000 individual repairs were completed, with 96% of urgent repairs completed on time – 4th highest in London (on 2001/02 figures)
- Fully delivered the housing capital programme utilising 100% of the resources available and achieving a total spend of £34m
- Progressed, through the Design and Engineering Teamd some high profile projects, including:-
 - *Cypriot Centre – rebuilding after fire – starts on site Jan 2004*
 - *Rokesley School – new dining hall - starts on site Jan 2004*
 - *Nightingale Scool – extension - starts on site Jan/Feb 2004*
 - *Archway Bridge – strengthening – on site*
 - *Lamford & Bigbury Close – community centre – completed*
 - *Numerous housing projects, including; Coldfall Estate external enveloping, Templeton Road roof & windows, Chesnut & Tenterden Road roof strengthening, Birkbeck Road & The Sandlings lift replacement, Eckington House & Tiverton Road rewiring, Phase 1 of Tiverton Estate internal modernisation.*
- Established a new partnership with British Gas which will lever in approx. £0.7m additional funding over 2 years to increase energy efficiency in both public and private sector housing.
- 40,000 energy saving light bulbs donated to Haringey by British Gas for our residents.
- Improved satisfaction with the Council as a landlord from 76% to 82%
- Delivered 316 new units of permanent accommodation with our Housing Association partners and started a further 560 units which are due for completion by 2005.
- Made good progress against all of our Key Performance Indicators with 77% in the top 2 quartiles at the end of 02/03 compared with 62% in 01/02.
- Rent collection performance has improved from 86% in 01/02 to 91% in 2003 with current performance at 94.5%.
- Launched two more Housing Renewal Areas following the very successful Hornsey Park Road scheme.
- Invested more in environmental improvements including new and replacement security systems and better waste management arrangements.
- We are rolling out recycling facilities on a wide number of our estates.
- We have entered into successful construction ‘partnering’ arrangements for refurbishment and gas maintenance.
- We have been successful in securing £23m for our Supporting People programme, developing a number of new and very valuable programmes and schemes to support some of our most vulnerable clients in the Borough.

- Launched our 'Houseproud' scheme to bring much needed improvements to the properties of elderly owner occupiers.
- Secured and used NRF monies to improve security and energy efficiency to many private sector schemes and provide gardening services to elderly residents in the White Hart Lane Ward.
- Developed and launched a North London Sub Regional Housing Strategy in conjunction with our partner Local Authorities in order to exploit funding opportunities presented by a more strategic approach from Government and the Housing Corporation.

LIBRARIES

- Received between December 2002 and November 2003, 1,729,851 visits. That is 8 visits per head of population, which, based upon the figure in No. 1 above, is higher than the national average of approx. 6.9 visits per head.
- Between December 2002 and November 2003, 1,205,780 items were issued from Haringey libraries, that is, 5.6 items per head of population.
- New members to Haringey libraries have increased by 45% in the last two years.
- The Best Value inspectors have projected that Haringey Libraries' performance will be above the average of London authorities for all key indicators by April 2004.
- 81,000 items were added to the stock of Haringey libraries in 2002-03.

NEIGHBOURHOOD MANAGEMENT

- Has more warden schemes than anywhere else does in the country - five at present with 27 wardens employed.
- The Tottenham Hale Station Summit is a unique attempt to tackle the lack of co-ordinated management at the station, and has brought together some ten agencies all of whom control some aspect of the station and surrounding land. It has yielded significant improvements.
- Safer Seven Sisters spent almost £1m in creating well-lit safer streets and walking routes to Seven Sisters Station.
- The West Green neighborhood Management Team has developed a good system for managing dumping hotspots with regular review and vigilance
- Has secured £1m from Townscape Lottery Heritage Initiative to bring back 27 blocks in Bruce Grove shopping area in Tottenham High Road. Only London authority to secure this grant and this is a major project regenerating the High Road.
- The purchase of the lease by Haringey of the Laurels Healthy Living centre is a real demonstration of partnership working with the PCT, the NDC and the NDC Board- driving local peoples' priorities forward.
- Has been very successful in managing and spending the NRF- achieving full spends in 2002/3 - whereas many authorities have been unable to spend this money and deliver this programme.

POLICY, PARTNERSHIPS AND CONSULTATION

- Progress has been made implementing the Council's Consultation Strategy. A corporate database of community contacts has been set up on Harinet and a huge input made into putting the Race Relations Amendment Act into place in Haringey by providing coaching and advice on consultation across services and providing evidence for the recent review of the Race Equality Scheme by the Audit Commission. The annual Haringey Residents' Survey has been organised and results will be available in the new year.
- The Haringey Strategic Partnership was accredited by the Government Office for London for 2003/4, and the main board and the theme boards have met regularly during the year. A contribution from Haringey has been made into the NLSA Conference for the four boroughs local strategic partnerships in January 2004.
- Community Strategy & Neighbourhood Renewal Strategy - An Action Plan for 2003/4 for these strategies is in place and being monitored with a mid year review being reported to the HSP and the Council Executive. An assessment of the borough's general progress on the agenda set by the National Strategy on Neighbourhood Renewal is being prepared for submission to GOL in the new year.
- Provided an information service for the Council, partners and public about Haringey. In particular, providing information from the 2001 Census which became available during 2003, greatly expanding the Census data available accessible through Harinet. Made a major contribution the data presented in the Primary Care Trust's, Haringey Health Report 2003 and also wrote to the Director of the Office of National Statistics about the Council's concerns about the accuracy of the 2001 Census.
- Under the shared service arrangement for Housing Policy we have produced:
 - A Homelessness Strategy for Haringey as required by ODPM;
 - Been successful in bidding for funding to reduce the Council's temporary use of Bed & Breakfast accommodation for families, rough sleeping and homelessness. Worth about £450,000 in 2003/4 and £200,000 for 2004/5;
 - Co-ordinated the preparation of a Haringey policy document on the operation of the housing renewal reforms;
 - Supported the new acting AD of Housing Strategy & Needs;
 - Jointly worked with Social Services to prepare a Learning Disabilities Housing Strategy;
 - Prepared and submitted a draft Housing Strategy to GOL (with the objective of receiving a "fit for purpose" assessment- Decision awaited);
 - Developed and operated the Housing & Environment Strategic Partnerships (theme boards of the HSP);

REGENERATION

- Secured, with partners, £3m from the new LDA2 funding - this was the biggest award to any London area. Projects have included specialist business advice, further development of the cultural quarter and employment and training linked to opportunities in the primary care trust.

- City Growth Strategy Haringey was one of 4 pilot areas in London to test new way of capturing business growth in the inner City. Working with business we have developed a new strategy and approach to support business growth in the inner city. The pilot strategies were launched by Gordon Brown who has personally backed this initiative.
- Continued to make progress to bring forward the regeneration plans for Tottenham Hale International.
 - Agreed the Middlesex University planning application for the GLS site
 - Secured £3.2m of growth area from the ODPM funding to support developments around Tottenham Hale
 - Developed and consulted upon a new planning framework
 - Provided leadership to council projects and partners to submit successful bids to the LDA single pot programme for employment and training support, business advice, credit union development and industrial estate improvements.
 - Got Tottenham Hale recognised as one of the mayors 100 important green spaces in London
 - Through neighbourhoods we worked with transport providers to improve the management and cleaning of the station itself
- Haringey Heartland's - Secured £1m from the ODPM to support housing development and consulted on a new planning framework to enable us to take the development forward
- Through Urban Futures ensured the successful delivery of the SRB regeneration programmes in West Green, Northumberland Park. Haringey heartland's and the Tottenham Futures programme Yet again they have met the majority of their spend and out put targets and made a real improvement in those areas. Examples of their achievements include
 - 202 people into jobs, 17 business supported, 1,653 pupils assisted, 543 houses improved.
 - Turning a derelict crime ridden underground car park into a new neighbourhood resource centre in Northumberland Park.
 - Continuing the housing area improvement programme in the Heartland's area and establishing a new area in West Green.

SOCIAL SERVICES

- Was awarded awarded one star as part of the National Star rating System following the inspection by the Social Services Inspectorate.
- Organised a Recruitment Open Day in September, to which nearly 1,200 people attended. As a result 38 job offers have been made ranging from Domestic Assistant to Assistant Manager and Childcare Respite Worker posts.

Services for Adults

- Has been allocated a Supporting People grant of £23.4m – the second highest in London.

- Established, In partnership with the Primary Care Trust, a joint Community Equipment Service for Disabled People. This means people will get the equipment they need more quickly and from one place.
- Has been helping people to become more independent. For example the number of people receiving Direct Payments, so that they can buy and manage their own care rose by 80% (from 28 to 51) in the year to September 2003
- Improved the service for people with Mental Health problems. The Tottenham will move to new premises that have been refurbished using NRF and Government grants. The centre will be developing new services focussing on training and employment.

Services for Older People

- Following a Best Value review, is moving towards the use of non-resident wardens in sheltered housing, with the aim of providing more flexible cover for tenants over a greater number of hours. Non-resident wardens now represent over 50% of the total.
- Excellent work continues on preventing delayed discharges from hospital. Although there are inevitably fluctuations from week to week, recent figures indicate only about six delays that are the responsibility of Social Services. This compares with an original target of 13 by the end of 2003/4.
- Re-tendered the home care services bought from independent sector agencies. The specification for the service incorporates the higher expectations contained within the National Care Standards for Domiciliary Care. Around 900 adults and older people will benefit under new contracts, which start at the beginning of next month.
- With the help of a Government grant, will be providing 18 intermediate care places in two of the Council's homes for older people. These will be an important resource to help people maximise their independence after a spell in hospital - as well as enabling speedier discharge. The service will also help some people to avoid going into hospital at all.
- Recently issued Government guidance requires that intensive domiciliary care (10 hours per week or more) should represent 30% of the total of domiciliary and residential care by 2006. At 34%, Haringey has hit this target 2 years ahead of schedule.

Services for Children

- Every one of the 287 children on the Child Protection Register and the 526 Children Looked After has an allocated Social Worker. Not all London Social Services Departments have achieved this.
- Has greatly improved the staffing position in Children's Services. 80% of our social work posts are filled with permanent staff, compared to an average of 60% across London.
- Made further investments following the publication of the Victoria Climbié Inquiry report. The Social Services Inspectorate considered we had made good progress in responding to the report.
- Has invested in services to support families – for example a Younger Children's Assessment Team in Tottenham set up to meet the needs of children under ten,

and a Teenage Intervention Team with a crisis intervention unit commissioned from NCH.

- Has increased the number of foster carer's and now have 69% of looked after children placed in foster care or for adoption, compared with 63% a year ago.
- Muswell House Children's Home is now catering specifically for older children. This change will help us make better use of resources by reducing our use of expensive independant sector facilities as well as helping the young people concerned to stay within Haringey.

VOLUNTARY SECTOR

- Supported the development of the new umbrella service to provide support and leadership to the voluntary sector. This had its first AGM and has now appointed its new director.
- provided £3.2m funding to 90 organisations. They use this funding to bring in £6.5m of match funding.
- Developed and launched a new guide for voluntary groups to help them access new sources of funding. The launch of the guide was attended some of the major funding trusts in London.