



Better Places Partnership Board

THURSDAY, 16 APRIL, 2009 at 18.30 HRS – CIVIC CENTRE, HIGH ROAD, WOOD GREEN, LONDON N22 8LE

MEMBERS: See membership list set out below.

AGENDA

1. APOLOGIES

To receive any apologies for absence.

2. URGENT BUSINESS

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

3. DECLARATIONS OF INTEREST

Members should declare any personal and/or prejudicial interests with respect to agenda items and must not taken part in any decision required with respect to these items.

4. MINUTES (PAGES 1 - 6)

To confirm the minutes of the meeting held on 11 February 2009 as a correct record.

5. HARINGEY'S FIRST COMMUNITY ENGAGEMENT FRAMEWORK (PAGES 7 - 28)

A presentation will be also be provided.

6. MOVING THE PARTNERSHIP FORWARD (PAGES 29 - 32)

7. AREA BASED GRANT INNOVATIONS POT 2009 - 10 (PAGES 33 - 36)

8. QUARTER FOUR PERFORMANCE REPORTING AND RISK REGISTER REVIEW

This report will be sent to follow.

9. PROJECT FOCUS PRESENTATION

A presentation will be provided.

10. BETTER HARINGEY OUTDOOR ADVERTISING CAMPAIGN

This report will be sent to follow.

11. NEW ITEMS OF URGENT BUSINESS

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

12. ANY OTHER BUSINESS

To consider any items of AOB.

13. DATES OF FUTURE MEETINGS

To note the dates listed below:

- 21 May 2009, 6.30pm, Civic Centre
- 20 October 2009, 6.30pm, Civic Centre
- 1 December 2009, 6.30pm, Civic Centre
- 18 February 2010, 6.30pm, Civic Centre

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6th April 2009

AGENCY	NO. OF REPS	NAME OF REPRESENTATIVE
Haringey Council	3	Cllr Brian Haley , Cabinet Member for the Environment and Conservation (Chair) Cllr Matt Cooke , Cabinet Member for Community Cohesion and Involvement Niall Bolger , Director of Urban Environment
Community Representatives	3	Cenk Orhan Pete G Ravenor TBC
HAVCO	1	TBC
Haringey Fire Service	1	John Brown , Borough Commander Haringey
Metropolitan Police	1	Dave Grant , Chief Superintendent
Environment Agency	1	Esther Vanlith , External Relations Officer
Lee Valley Regional Authority	1	David Anstey , Director of Regeneration
London Remade	1	Ellen Struthers , Project Manager
Registered Social Landlords	1	Neil Mawson , Director of Metropolitan Housing Trust
New Deal for Communities	1	Lainya Offside-Keivani , Deputy Director, The Bridge NDC
Haringey Primary Care Trust/Haringey Council	1	Eugenia Cronin , Joint Director of Public Health *
Transport for London	1	Peter Livermore
Thames Water	1	TBC
Natural England	1	Judith Hanna , Community Liaison Executive
TOTAL	18	

**This is a joint appointment between Haringey Council and Haringey PCT*

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Present: Councillor Brian Haley (Chair), Pamela Moffat, Geoffrey Ocen, Susan Otit, Pete Ravenor, Tracy Turner.

In Attendance: Xanthe Barker, Kate Dalzell, Sha-Kera King, John Morris, Eve Pelekanos, Pamela Pemberton and Helena Pugh.

MINUTE NO.	SUBJECT/DECISION	ACTION BY
BPP01.	<p>APOLOGIES AND SUBSTITUTIONS</p> <p>Apologies were received from the following:</p> <p>David Anstey Niall Bolger -Tracy Turner substituted Eugenia Cronin -Susan Otit substituted Dave Grant Judith Hanna Cenk Orhan Ellen Struthers Esther Vanlith</p> <p>The Chair noted Pamela Moffat had stepped down as HAVCO's representative on the Board and expressed thanks on behalf of the Board for her hard work during her time as a member.</p>	
BPP02.	<p>MINUTES</p> <p>RESOLVED:</p> <p>That the minutes of the meeting held on 6 October 2008 be confirmed as a correct record.</p>	
BPP03.	<p>DECLARATIONS OF INTEREST</p> <p>No declarations of interest were made.</p>	
BPP04.	<p>URGENT BUSINESS</p> <p>No items of Urgent Business were raised.</p>	
BPP05.	<p>COMPREHENSIVE AREA ASSESSMENT BRIEFING</p> <p>The Board received a presentation on the forthcoming Comprehensive Area Assessment.</p> <p>An overview was given of the scope of the CAA and it was noted that it was comprised of two key strands:</p> <p><u>Area Assessment</u></p> <p>This strand would consider how effectively local public services delivered local priorities, economic prospects, community safety and potential for future improvement.</p>	

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Organisational Assessment

This strand would consider the use of resources and performance management and how the Council delivered value for money through their combined use of resources and performance management.

It was noted that Partners would be inspected by their own inspection regimes and that these would liaise with the Audit Commission.

In assessing this four key themes would be considered:

- Management of finances
- Governing business
- Managing resources
- Managing performance

In terms of the Area Assessment the following key areas would be focussed upon:

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

It was noted that the Local Authority would be required to produce and publish an Annual Summary, which would include an overview of key priorities, overall successes, challenges and future prospects. It was envisaged that these would form a tool for members of the public wanting to obtain an overview of the Borough.

In addition to this, a system of red and green flags would be used to indicate areas where arrangements were considered inadequate to deliver improvement or where exceptional or innovative practice was demonstrated.

The Board was advised that that the CAA would take a more holistic approach to assessing performance and would gather evidence over the course of a year rather than focussing on a limited period.

The CAA placed a strong emphasis on effective partnership working and therefore Inspectors would be looking for evidence that partners had the capacity and capability to delivering the Strategies and Plans agreed by the Partnership. In order to achieve a good Assessment effective partnership and tangible outcomes would need to be demonstrated.

In preparation for the Self Assessment a group consisting of representatives from Partner agencies had been established, which was Chaired by the Fire Borough Commander for Haringey. In addition, a dedicated LAA web page had also been created within the Council's website and briefing notes would be posted and undated on a regular basis. There was agreement that a link to the web page should be

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	<p>circulated with the minutes.</p> <p>In response to a query, regarding the awarding of flags, the Board was advised that there may be many Local Authorities that would not receive any flags at all. Flags would only be awarded as an indicator of innovative practice or where there were insufficient plans in place to improve performance. Local Authorities not awarded flags would not be perceived in a negative light.</p> <p>It was confirmed that there representatives from both NHS Haringey and HAVCO on the Working Group established to oversee the Self Assessment process.</p> <p>RESOLVED:</p> <p>That the report be noted.</p>	
<p>BPP06.</p>	<p>THIRD QUARTER 2008/09 PERFORMANCE MANAGEMENT HIGHLIGHT REPORT</p> <p>The Board received a report setting out performance against Local Area Agreement (LAA) Performance Indicators and programme projects in receipt of Area Based Grant (ABG) funding during the Third Quarter of 2008/09.</p> <p>It was noted that all of the programme projects within the Board's responsibility were performing to target and were expected to deliver against agreed outputs in terms of budget by the end of the financial year. The Board was advised that one of the LAA targets within the Boards responsibility, N1 192: Household Waste Recycled and Composted, that had not been met during the third quarter.</p> <p>The Chair noted that this was partly due to a change in the way that waste was measured. Waste from the seven North London Boroughs was now collected and then the overall collection was divided by seven to show the level collected by each Authority. Since this methodology had been employed Haringey's levels had risen. In order to provide a more accurate assessment of the levels of waste being recycled would also be monitored by the Council separately.</p> <p>In response to a query the Board was advised that there were recycling schemes in place to enable residents living in flats to participate in recycling schemes. At present a system that allowed people to put all of their recyclable waste into one bag was used and other initiatives were also being trialled.</p> <p>The Board was advised that current data collection methods for NI 186, which related to CO2 Emissions, meant that this would always show a lag of two years and as such should be treated with caution. However, based on the information available, the target had been met.</p> <p>RESOLVED:</p>	

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	That the report be noted.	
BPP07.	<p>DELIVERING THE LOCAL AREA AGREEMENT: MANAGING RISKS TO DELIVERY AND AREA BASED GRANT ALLOCATION FOR 2009/10</p> <p>The Board received a report presenting a draft Risk Register in relation to the delivery of LAA targets within its responsibility.</p> <p>It was noted that page 21 of the report contained a typo and should be amended to read 'Bermont <u>Recreation</u> Ground'.</p> <p>There was agreement that, in order to enable the Board to effectively monitor and assess risk against LAA targets that were measured annually, proxy indicators should be adopted where possible. This was particularly relevant to reducing CO2 carbon emissions where there was a lag in the information provided.</p> <p>In response to concerns around the ongoing costs of maintaining Green Flag status once the target number had been achieved, the Board was advised that a Parks Assessment and Management Plan was currently being established and that this would consider how funding would be allocated to address this.</p> <p>It was noted that satisfaction amongst local residents was measured by a survey of park users carried out by MORI. There was agreement that it would be useful if a link to the survey was circulated with the minutes.</p> <p>The Board discussed the Community Transport scheme and concern was raised that smaller organisations found the cost of accessing this prohibitive and therefore the scheme was at risk. The Chair agreed to take this issue up outside the meeting to discuss what initiatives might be formed to address this problem with the relevant officers and Pamela Moffat.</p> <p>In response to a query, as to whether Transport for London (TfL) had indicated when it was likely to finalise its target, the Board was advised that the Council was in constant dialogue with TfL around this and other issues. The Chair advised the Board that he sat on the London Council's forum with TfL and he would raise this issue again at this meeting.</p> <p>There was agreement that the Risk Register should be received by the Board at each future meeting.</p> <p>RESOLVED:</p> <ul style="list-style-type: none"> i. That the Risk Register presented be adopted. ii. That the Risk Register should be received by the Board for monitoring at each future meeting. 	
BPP08.	BETTER PLACES PARTNERSHIP BOARD/GREENEST BOROUGH	

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	<p>STRATEGY -PARTNERSHIP BASED INITIATIVES</p> <p>The Board received a report setting out the partnership initiatives that had been established to address priorities set out in the Greenest Borough Strategy.</p> <p>Concern was raised that resources to fund potential projects should be identified prior to any commitment being given. It was contended that this was particularly relevant in the current economic climate. It was noted that new initiatives may not require additional funding in every instance as there may be scope to realign existing projects to accommodate these.</p> <p>The Chair reminded the Board that partners shared responsibility for delivering the Strategy and therefore financing new projects rested with the partnership and not entirely within the Council's responsibility.</p> <p>It was noted that projects to promote sustainable food resources and assist residents living on estates to grow their own food were being implemented. It was indicated that the NHS would be particularly interested in developing this as it was beneficial to people's health in many different ways.</p> <p>The Chair noted that as the meetings were held on a quarterly basis, partners should contact officers within the Service directly if they had suggestions for projects. There was agreement that once these were submitted they should be evaluated and passed on to the Chair for comment before being considered by the Board. He underlined the need for proposed projects to be sustainable and without the need for significant future investment once established.</p> <p>RESOLVED:</p> <ul style="list-style-type: none"> i. That the report be noted. ii. That partners should contact officers outside the meeting to discuss any further potential projects and that, once agreed by the Chair, these would be developed and brought forward for discussion and possible agreement at future meetings. 	
BPP09.	<p>NEW ITEMS OF URGENT BUSINESS</p> <p>No new items of Urgent Business were raised.</p>	
BPP10.	<p>ANY OTHER BUSINESS</p> <p>The Board was asked to note that the LAA target in relation to Carbon Emissions had now been confirmed.</p>	
BPP11.	<p>DATES OF FUTURE MEETINGS</p> <p>The next meeting of the Board was scheduled for 16 April 2009.</p>	

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COUNCILLOR BRIAN HALEY

Chair



haringey strategic partnership

Meeting: Better Places Partnership Board

Date: 16 April 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 Better Places Partnership Board of the development of Haringey's first Community Engagement Framework
- Ask 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.

Better Places Partnership 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 Better Places Partnership Board considers the CEF consultation document, particularly the consultation questions, and provides comments and suggestions

For more information contact:

Name: Helena Pugh
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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.



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
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Phone: 020 8489 2914

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Page 5	The Draft Framework
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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

Informing:
This is the simplest form of engagement and is all about giving information to communities and stakeholders
E.g. web sites, newsletters and leaflets

Finding out
This is where research is undertaken in order to find out new knowledge and understanding of our community
E.g. NHS Community Survey

Consulting:
This is used to have a dialogue with our citizens to inform decision-making
E.g. Statutory consultation on school admission arrangements; consultation on the Sustainable Community Strategy; Local Area Assemblies

Involving:
This is where citizens are involved in decision-making on the future of their communities
E.g. Safer Neighbourhood Ward Panels; Young Advisors to Council

Collaborating:
This involves people and organisations both deciding and acting together and also sharing responsibility
E.g. Haringey Community Link Forum

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
E.g. Learning Disabilities services run by service users

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?

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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

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- 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)

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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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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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Meeting: Better Places Partnership

Date: 16 April 2009

Report Title: Moving the Partnership Forward

Report of: Tracy Turner, Assistant Director, Urban Environment, Haringey Council

Purpose

This paper sets out proposals to move the Better Places Partnership forward in a more structured way of working.

Summary

The paper suggests:

- a focus on delivering the partnership elements of the Greenest Borough Strategy outcomes
- a partnership structure for delivering the Greenest Borough Strategy outcomes
- proposals for the use of the Area Based Grant funded 'Innovation Pot'

Legal/Financial Implications

None.

Recommendations

That Better Places Partnership members discuss and agree the proposals set out in this paper

For more information contact:

Name: Kate Dalzell
 Title: Executive Policy Development Officer
 Tel: 020 8489 2148
 Email address: kate.dalzell@haringey.gov.uk

Background

The Better Places Partnership aims to deliver a **cleaner, safer, greener and sustainable Haringey**.

The partnership works to **improve the condition, facilities and quality** of our parks and open spaces, the public realm and built environment, ensuring that Haringey is a place where people want to live, work, study and spend time.

The partnership is made up of key agencies and partners working in the Borough, such as Haringey Council, the Environment Agency, NHS Haringey, the Police, Fire Service, Lee Valley Regional Authority, The Bridge New Deal for Communities, voluntary and community sector representatives.

The Better Places Partnership is one of six thematic boards that make up the “family” of partnerships within the Haringey Strategic Partnership (HSP). It oversees delivery of the Sustainable Community Strategy’s objective for Haringey to have an environmentally sustainable future. By working together partnership members are increasing opportunities to share information, plan and co-ordinate services better and produce more effective outcomes.

Objectives of the Better Places Partnership

The Better Places Partnership has **five objectives**

1. A cleaner & greener Haringey
2. A quality built environment with good supporting infrastructure and services
3. A better & safer local transport, reduced traffic congestion, attractive street scene and living streets
4. Enable environmental sustainability and improvements, helping Haringey to become London’s greenest borough
5. To build cohesive and empowered communities

How the partnership will achieve its objectives

The Better Places Partnership leads on delivery of Haringey’s Greenest Borough Strategy (GBS). The Greenest Borough Strategy will help the Better Places Partnership (BPP) to achieve its objectives.

The vision of the Greenest Borough Strategy is:

We will work together to tackle climate change and secure a clean, safe and environmentally sustainable future for everyone living, working, visiting or studying in Haringey.

The Greenest Borough Strategy has **seven priorities** to achieve its vision which are closely linked to the Better Places Partnership objectives:

- Improving the urban environment
- Protecting the natural environment
- Managing environmental resources efficiently

- Leading by example
- Ensuring sustainable design and construction
- Promoting sustainable travel
- Raising awareness and involvement

Proposals:

1. That the Better Places Partnership is the accountable partnership body for delivery of the Greenest Borough Strategy

2. That the Better Places Partnership monitors progress against the achievement of Greenest Borough Strategy outcomes

3. That a partnership organisation is assigned to lead on each GBS priority

- That a partner organisation leads on each of the GBS priorities in partnership with the Haringey Council lead.
- More than one partner may be needed for some priorities.
- We may need to identify new partners that are not already on the BPP.
- It will be the joint responsibility of the internal and external partner to decide on wider involvement of other partners/people who are not on the BPP.

4. That partners commit to deliver against priorities in the Greenest Borough Strategy

- Partners leading on each priority will need to agree and co-ordinate activity on that issue.
- There will be a requirement for meetings between the quarterly BPP meetings to take forward this work.

5. That the BPP agenda is set out in a Forward Plan for the year ahead

- This will include:
- *Strategic item for discussion:* a topic that all partners need to discuss e.g. feedback from major conferences; Adaptation; greening major developments etc
- *Communications items:* big items from the Raising Awareness priority e.g. making a film on what has been achieved; our outdoor campaign; what we might do locally in December when the Copenhagen conference is on; how we raise the profile of the Partnership's work.
- *Performance and Progress:* Each quarter two lead agencies will showcase their work and key activities for the year against their priorities
- *Quarterly report:* each meeting will receive a quarterly update on progress with activities and indicators in the GBS.

6. That an allocation from Area Based Grant funding is used by the BPP to deliver projects which meet GBS outcomes

7. That partner organisations consider funding they can allocate to add to the ABG pot for Better Places projects meeting Greenest Borough Strategy objectives

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Meeting: Better Places Partnership

Date: 16 April 2009

Report Title: Area Based Grant Innovations Funding Pot Allocations 2009-10

Report of: Tracy Turner, Interim Assistant Director, Urban Environment, Haringey Council

Purpose

This document sets out the priorities, objectives and outcomes for the Better Places Partnership's allocation of the Area Based Grant (ABG) Innovations Pot for the period April 2009 to March 2010.

Summary

This paper sets out a proposed approach for the Better Places Partnership to adopt in allocating funding for activities and interventions to support the delivery and achievement of partnership priorities, in particular Greenest Borough Strategy priorities and Local Area Agreement outcomes.

The value of the Area Based Grant Innovations Pot for the year 2009-10 is to be confirmed.

Legal/Financial Implications

None at this stage

Recommendations

That Better Places Partnership members discuss and agree the process for the allocation of the ABG Innovations Pot as outlined in this paper.

For more information contact:

Name: Kate Dalzell
 Title: Executive Policy Development Officer
 Tel: 020 8489 2148
 Email address: kate.dalzell@haringey.gov.uk

Background

Haringey Strategic Partnership

Haringey Council joined with local public agencies, community groups and businesses to create the Haringey Strategic Partnership (HSP) in April 2002. The HSP aims to improve public services and address the key issues in the borough through partnership working.

The shared vision for the future of Haringey and the HSP's priorities are set out in the new [Sustainable Community Strategy 2007-16](#).

The vision for the borough to 2016 is:

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

The priorities of the Sustainable Community Strategy are:

- 1. People at the heart of change**
- 2. An environmentally sustainable future**
- 3. Economic vitality and prosperity shared by all**
- 4. Safer for all**
- 5. Healthier people with a better quality of life**
- 6. People and customer focused**

The work of the Better Places partnership focuses directly on priority 2, although it also contributes to all of the Sustainable Community Strategy priorities.

Local Area Agreement

The HSP has also developed a [Local Area Agreement](#) (LAA) which provides much of the delivery mechanism for the Sustainable Community Strategy.

The LAA is an agreement with central Government that sets out the priority for Haringey over the next three years. It focuses on some of our most pressing issues such as worklessness, poor housing, health inequalities and low educational attainment.

Officers in the different agencies of the HSP have drawn up action plans for meeting LAA targets. The different Theme Boards of the HSP are responsible for implementing these action plans and checking that targets are being met and taking action to keep performance on track.

Better Places Partnership

The Better Places Partnership is responsible for programmes of activity and interventions around environmental outcomes and targets in the LAA.

The Better Places Partnership is responsible for the following LAA outcomes:

- NI 186: Per capita CO2 emissions in the local authority area

- NI 192: Household waste recycled and composted
- NI 195: Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly-posting)

And also for the following local indicators:

- Number of Green Flag parks
- Number of parks achieving Green Pennant status
- The % of people who report they are satisfied with local parks and green spaces
- NI175: Access to services and facilities by public transport (and other specified models)

The Better Places Partnership also leads on the delivery of Haringey's Greenest Borough Strategy (GBS).

The vision of the Greenest Borough Strategy is:

We will work together to tackle climate change and secure a clean, safe and environmentally sustainable future for everyone living, working, visiting or studying in Haringey.

The Greenest Borough Strategy has **seven priorities** to achieve its vision which are closely linked to the Better Places Partnership objectives. Full details can be found in the [Greenest Borough Strategy](#).

Priority:	Outcome:
1. Improving the urban environment	Safe and sustainable streets, buildings and urban spaces which foster a sense of local pride and that people want to use
2. Protecting the natural environment	Valued and protected green spaces and natural habitats
3. Managing environmental resources efficiently	Reduced consumption and pollution of natural resources
4. Leading by example	Environmentally sustainable public services
5. Ensuring sustainable design and construction	Lower carbon emissions from homes and buildings while providing thermal comfort
6. Promoting sustainable travel	Improved, safe, accessible travel with reduced environmental impact
7. Raising awareness and involvement	Empowered communities that create an environmentally sustainable future

1. Application criteria

- The Better Places Partnership welcomes applications for interventions from individual organisations, or from partnerships that are strategic and can demonstrate a clear association with the priorities outlined above.

- ii. Interventions will need to clearly demonstrate how they relate to Haringey's strategic approach to the environmental and place-shaping agenda and will help to deliver against:
 - Haringey's Sustainable Community Strategy priorities
 - Haringey's Local Area Agreement targets
 - Haringey's Greenest Borough Strategy priorities
 - With this in mind, applications should specify the measurable outcomes of the proposed intervention.
- iii. All interventions should be borough based, and endeavour to be innovative and partnership based
- iv. Whilst the total amount of funding covers a one-year period we will consider projects that have a duration of two months to one year and will expect costs to reflect the duration of the intervention.
- v. All applicants must prove that they have the skills, knowledge and experience to enable them to deliver in Haringey. With this in mind, all applicants must demonstrate that they have a proven track record of delivering similar services in the borough or in areas that share similar characteristics to Haringey.
- vi. All applicants must demonstrate the sustainability of their intervention, or an exit strategy for their intervention.
- vii. All applicants must demonstrate that their intervention provides value for money.
- viii. All applicants must demonstrate that their intervention provides SMART outcomes.

2. Value of the programme

The approximate value of ABG funding available is to be confirmed.

3. Application process

A light touch application process will be drawn up and applications will be invited with an anticipated start date to contracted projects of 1 June 2009.

4. Monitoring

Applicants will be expected to report regularly on a timescale to meet Better Places Partnership meetings. Organisations will be given full advice on the information which must be recorded and reported.