

---

## Scrutiny Review - Engaging with Hard to Reach Communities

---

MONDAY, 26TH OCTOBER, 2009 at 10:00 HRS - **SELBY CENTRE, SELBY ROAD, N17 8JL.**

MEMBERS: Councillors Bull (Chair), Adamou and Aitken

### **AGENDA**

**1. APOLOGIES FOR ABSENCE**

**2. URGENT BUSINESS**

The Chair will consider the admission of any late items of urgent business. (Late items will be considered under the agenda item where they appear. New items will be dealt with at item 10 below).

**3. DECLARATIONS OF INTEREST**

A member with a personal interest in a matter who attends a meeting of the authority at which a matter is being considered must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.

A member with a personal interest in a matter also has a prejudicial interest in that matter if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgement of the public interest and if this interest affects their financial position or the financial position of a person or body as described in paragraph 8 of the Code of Conduct and/or if it relates to the determining of any approval, consent, license, permission or registration in relation to them or any person or body described in paragraph 8 of the Code of Conduct.

**4. MINUTES FROM PREVIOUS MEETING (PAGES 1 - 38)**

To approve the minutes from the previous meeting.

**5. COMMUNITY LINK FORUM**

To hear from Ify Adenuga, a Community Link Forum and Crucial Steps representative on who is hard to reach and why, what could be done to overcome these barriers and examples of good practice.

**6. COMMUNITY LINK FORUM**

To hear from Cenk Orhan, a Community Link Forum and BME Carers representative on who is hard to reach and why, what could be done to overcome these barriers and examples of good practice.

**7. NHS HARINGEY (PAGES 39 - 42)**

To hear from Dilo Lalande (Head of Partnerships and Stakeholder Engagement) and Duncan Stroud (Associate Director of Communications, Engagement and Partnerships), NHS Haringey.

**8. COMMUNITY ENGAGEMENT FRAMEWORK - EQUALITIES IMPACT ASSESSMENT (PAGES 43 - 74)**

To hear from Kirsty Fox, Principal Policy Officer, Haringey Council.

**9. NEXT STEPS AND DATE OF NEXT MEETING**

**10. NEW ITEMS OF URGENT BUSINESS**

Ken Pryor  
Deputy Head of Local Democracy and Member  
Services  
7<sup>th</sup> Floor  
River Park House  
225 High Road  
Wood Green  
London N22 8HQ

Melanie Ponomarenko  
Overview and Scrutiny  
Tel: 020 8489 2933  
Fax: 020 8489 2533  
Email:  
[Melanie.Ponomarenko@Haringey.gov.uk](mailto:Melanie.Ponomarenko@Haringey.gov.uk)

16<sup>th</sup> October 2009

**Scrutiny Review – Engaging with hard to reach communities**  
**Minutes from meeting held on 11<sup>th</sup> September**

**Present:** Cllr Bull (Chair), Cllr Aitken, Craig Ferguson, Janette Gedge, Dilo Lalande, Christopher Giles, Kirsty Fox, Melanie Ponomarenko

Item	Minutes
1 – Apologies for absence	Cllr Gina Adamou Richard Milner Shawn Goodchild Simon Godfrey Siobhan Harrington – Substitute Christopher Giles
2 – Urgent Business	None
3 – Declarations of interest	None
4 – On Our High Street	A presentation (Meet the world on our high street) was received by Janette Gedge, Haringey Council Consultation Manager. Please see attached files for the full presentation.  The Equality Bill sets out to strengthen protection, advance equality and simplify the law. Of relevance to local government is the introduction of new strategic socio-economic duty to

reduce socio-economic inequalities

A school survey showed that there were over 160 languages spoken in pupil's homes.

The census has been used to identify communities in Haringey, other useful sources of information include:

- Information notices in shop windows.
- New foods being sold in shops.
- Translation requests, for example the translation team are beginning to receive more requests for Vietnamese translations.
- Citizenship ceremonies.

Haringey achieved Beacon Status for 'Getting closer to communities' in 2005.

There are a number of forums which could be used to engage across the partnership. For example the Making the Difference budget meetings, or Access to Services days which are run by the council could link up with Health and the Police to access and engage with these communities.

- Information about these kind of events needs to be shared across the organisations.

Keys to engagement:

- Go to them
- Start a meaningful relationship
- Build on that relationship

Organisations need to make their services accessible for communities for example providing community language interpreters.

Discussion around the benefits of setting up a Consultation Network. Noted that there is already a Council one but it could be beneficial to have a partnership one.

	<p>Query about what responsibilities organisations have to get communities to engage/integrate with each other?</p> <p>There is a consultation tool-kit which is being used increasingly across Haringey Council.</p> <p>Haringey Council also has a Consultation Calendar. Discussion around how widely this is used and the possible benefits of this being extended to the partnership.</p> <p>Haringey Council is the fourth highest borough in the country for engaging with the public. Acknowledged that there is still work to do.</p>
<p>5 – Haringey’s Population</p>	<p>The panel received a presentation from Craig Ferguson, Project Manager (Information Management).</p> <p>Please see attached for presentation slides.</p> <p>There are issues with census data:</p> <ul style="list-style-type: none"> <li>• It only has sixteen ethnic groups on which ultimately groups individual communities together.</li> <li>• It is eight years old and therefore can be considered out of date.</li> <li>• It has a question on country of birth but this misses second generations.</li> </ul> <p>Super Output Areas – geographic areas of which there are 144 in Haringey (roughly eight or nine per Ward).</p> <p>National Insurance data has been very useful in the past but it is no longer available at Ward level due to data protection.</p> <ul style="list-style-type: none"> <li>• There is however data available from 2006-2008.</li> </ul>

Mapping software can be used for any data where you have information on postcodes for example hospital data.

MOSAIC software can be used to target communities for example for Benefit Take-up campaigns. MOSAIC uses a range of data to show where people with certain characteristics are most 'likely' to live.

Discussion around MOSAIC as a useful tool for consultation work. It was felt that it is not utilised as much as it could be given the benefits of its use.

- There is generally a positive reaction to the use of the software when it is discussed; however this is often not followed through by the interested parties.
- Noted that when planning consultation activities MOSAIC use should be considered.

MOSAIC has been used in conjunction with NHS Haringey, particularly the Public Health team when looking at smoking and breast and cervical cancer screening.

Discussion around the structure and routes for engagement and consultation work for example reporting somewhere within the Haringey Strategic Partnership Structure or a sub-group of it.

Haringey is currently discussing having a shared data platform across the partnerships which would aid information sharing.

Examples of mapping giving of communities that have been identified as hard to reach during the scoping part of this review e.g. Somalian and eastern European communities.

Discussion around other hard to reach groups which participants have identified:

- Young Muslims
- Communities which are around Wickes
- Tenants

	<ul style="list-style-type: none"> <li>• Those in temporary accommodation</li> <li>• Time poor, etc</li> </ul>
6 – Scoping report	<p>Discussion around whether the term 'hard to reach' is most appropriate for the review due to possible implications e.g. are people hard to reach or are we just not reaching them. Other options discussed but the panel decided that it would be best to stay with the term 'hard to reach' as this is widely understood in the community whereas other terms may not be.</p> <p>The panel felt that there was no need for an external adviser to be appointed for the course of this review.</p> <p>Terms of reference and approved by the panel.</p>
7 – Next Steps	<p>The panel stressed the importance of getting out and about during the review including the holding the panel meetings.</p> <p>Discussion around the difficulties of getting certain groups to engage with 'the authorities' and what engaging could potentially mean for them e.g. deportation for those working illegally. Also difficulties associated with perceptions e.g. police entering a bar could be viewed as a raid when they are entering to get information on an incident which had occurred.</p> <p>Discussion around people who present at A&amp;E and that approximately 33% who present at the North Middlesex University Hospital Trust and the Whittington Hospital Trust not being registered with a GP – are these groups using A&amp;E as primary care?</p>
8 – New items of	None

urgent business

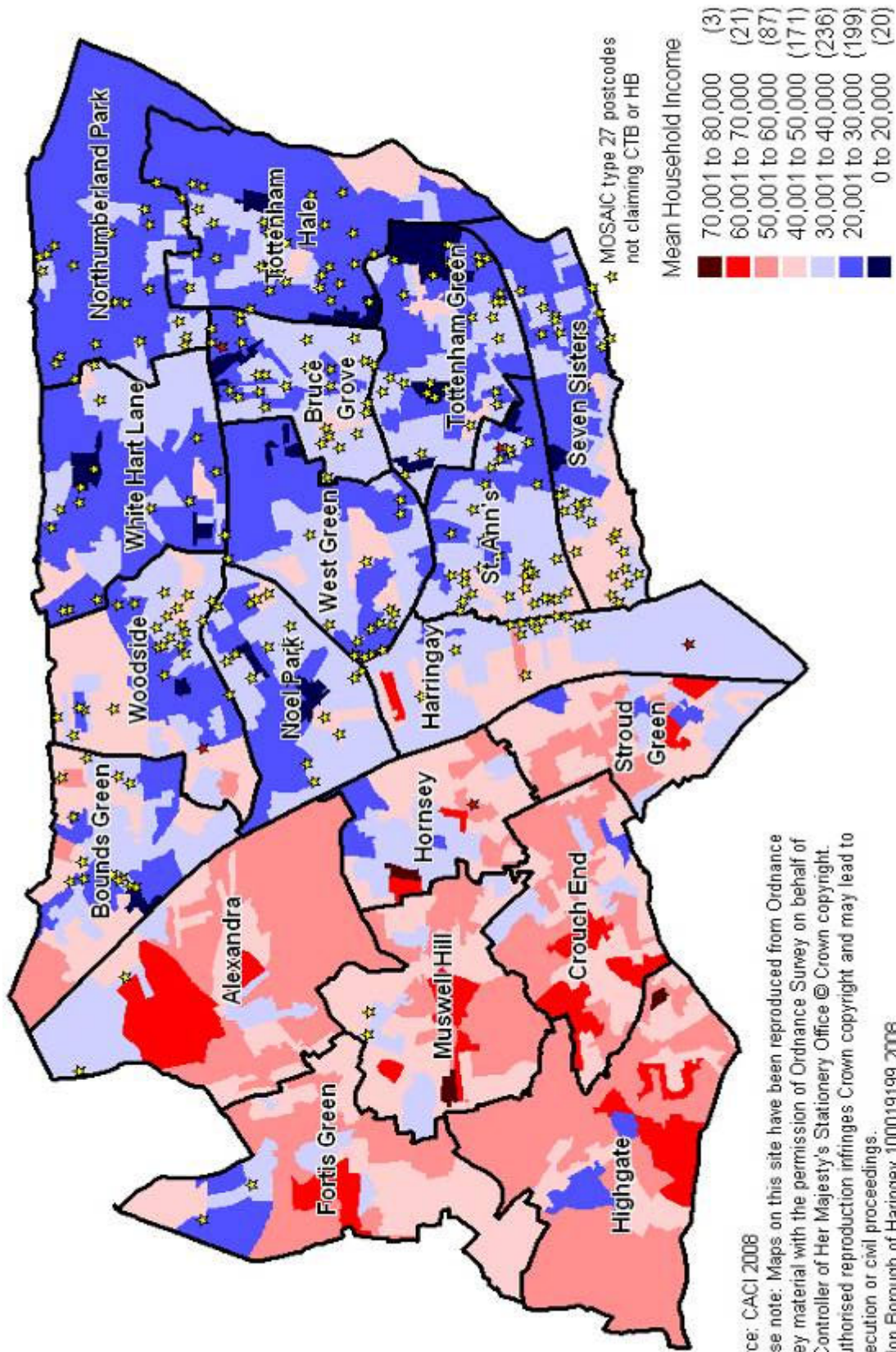
LEWIS  
BRID



# Meet the world on our High Street

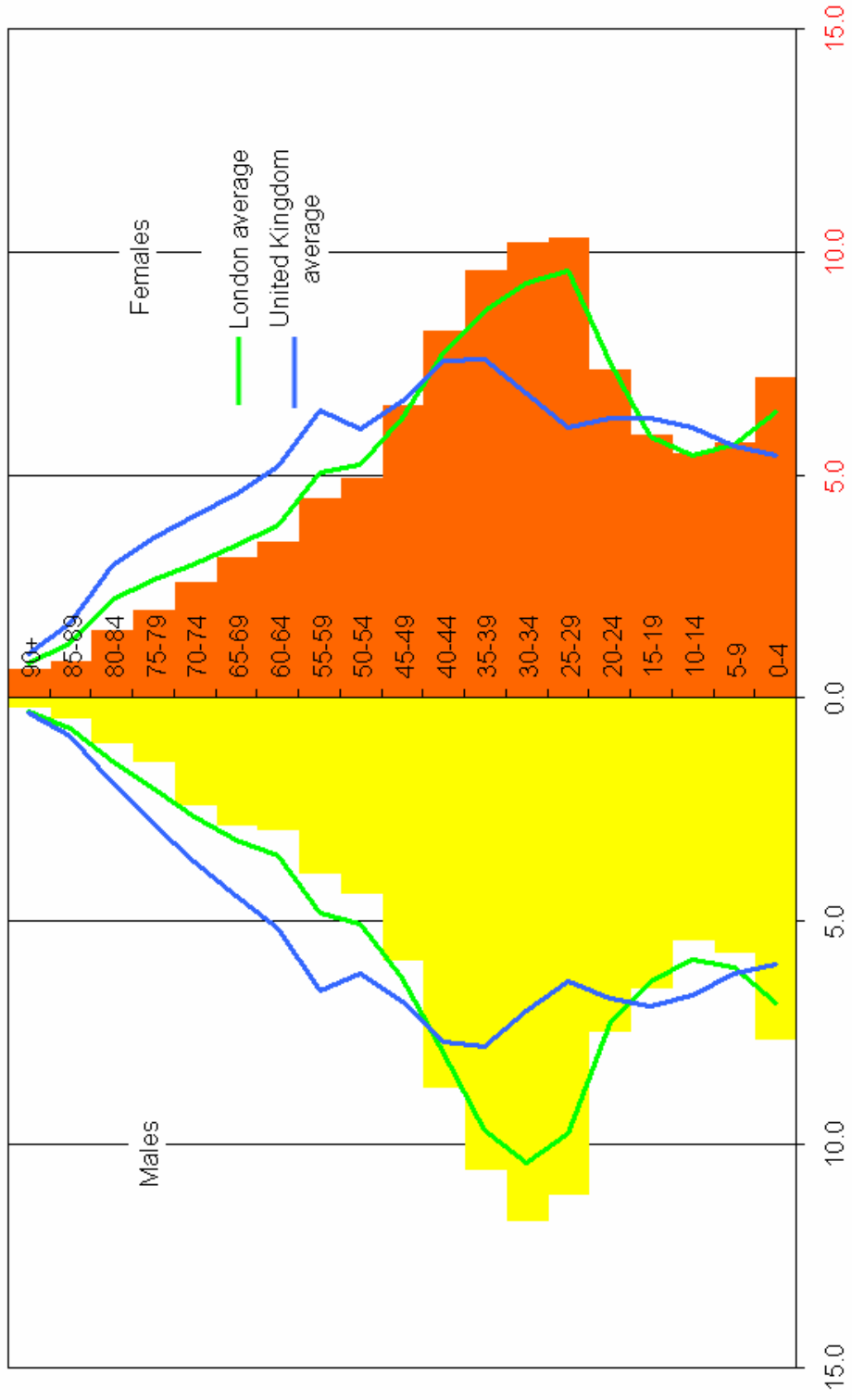


**Mean Household Income  
Haringey Output areas  
CACI 2008**



Source: CACI 2008  
 Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.  
 London Borough of Haringey 100019199 2008

# Identifying our communities



# Sources of information

- Shop windows and in store notice boards
- Food being stocked in shops
- Posters in bars
- Children appearing in primary schools
- Requests for translation and interpreting
- Requests for newspapers and books
- Requests in customer service centres
- National Insurance numbers issued



# Relationships



2005-2006

Getting Closer to Communities

- **Partnership**
  - Working in partnership with voluntary/community organisations and statutory agencies we aim to support groups who provide services that improve the quality of life for Haringey residents.
- **Funding £2.3M**
  - is provided to organisations who are best able to support the development and sustainability of the community and voluntary sector in Haringey and are able to demonstrate a clear link of their organisational aims to the council's Community Strategy.



Haringey Council

EVERYBODY  
NEEDS GOOD  
NEIGHBOURS...



**So we have  
meet the  
neighbours  
events at  
our area  
assemblies**

**With food  
and teas  
and coffees**

*"I'm feeling better already!"*

With thanks  
to IDEa



# Making the difference - PB





Northam

Wendle

Wendle

Stour Green

Stour Green

Stour Green

Stour Green

Stour Green

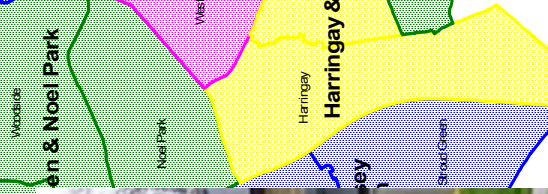
Stour Green

Stour Green

Stour Green

Stour Green

Stour Green





# Food is a great ice breaker!

## And so is gardening



**Under One Sun Allotment**

# Access to services days



# Community Strategy

Have Your Say  
**HARINGEY**  
shape the future

**What's your vision for Haringey over the next 10 years and beyond?**

The Community Strategy is a plan to shape the future of Haringey. It's put together by the council and other partner agencies, community and voluntary organisations. The next Community Strategy will be developed this autumn but before then we want to hear ideas from the residents of Haringey. This is your chance to have your say and shape the future of Haringey. Please complete this postcard and either post it (no stamp required) or drop it into a *Have Your Say Haringey* box.

Go to [www.haringey.gov.uk/hsp](http://www.haringey.gov.uk/hsp) for more in

HARINGEY COUNCIL

conel  
COMMUNITY ENGAGEMENT

>LSC

www

**What did they tell us?**

**They felt welcome here no matter where they come from**

**They love the shops and restaurants**

**They like the green spaces and the trees**

**They want it to be cosmopolitan and continually improving**

# Haringey Strategic Partnership

The vision for the borough to 2016 is:

**A place for diverse  
communities that people are  
proud to belong to**





## Citizenship ceremony – welcoming our new communities

[www.haringey.gov.uk](http://www.haringey.gov.uk)



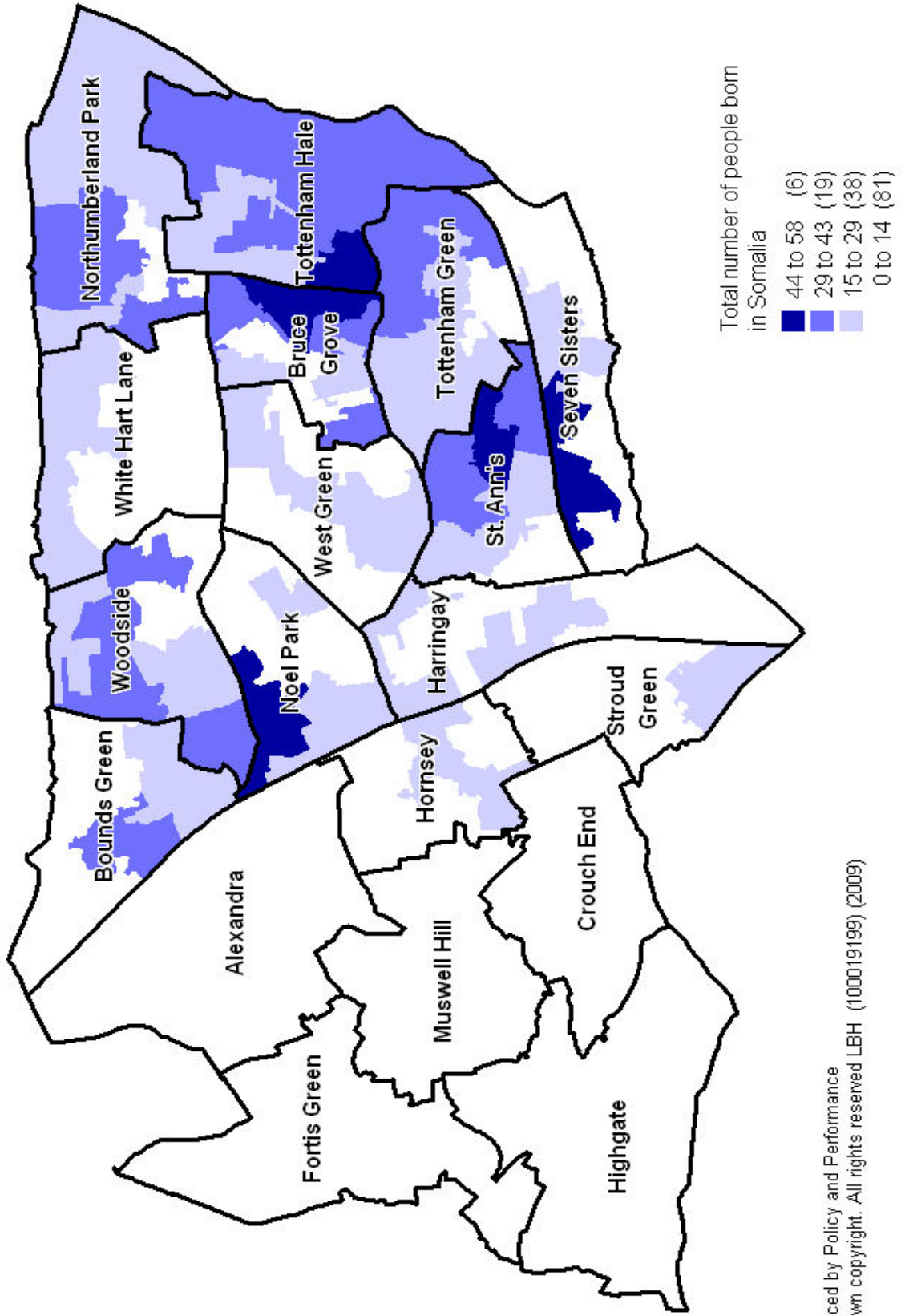
**Haringey Council**

# Your turn – what are your ideas

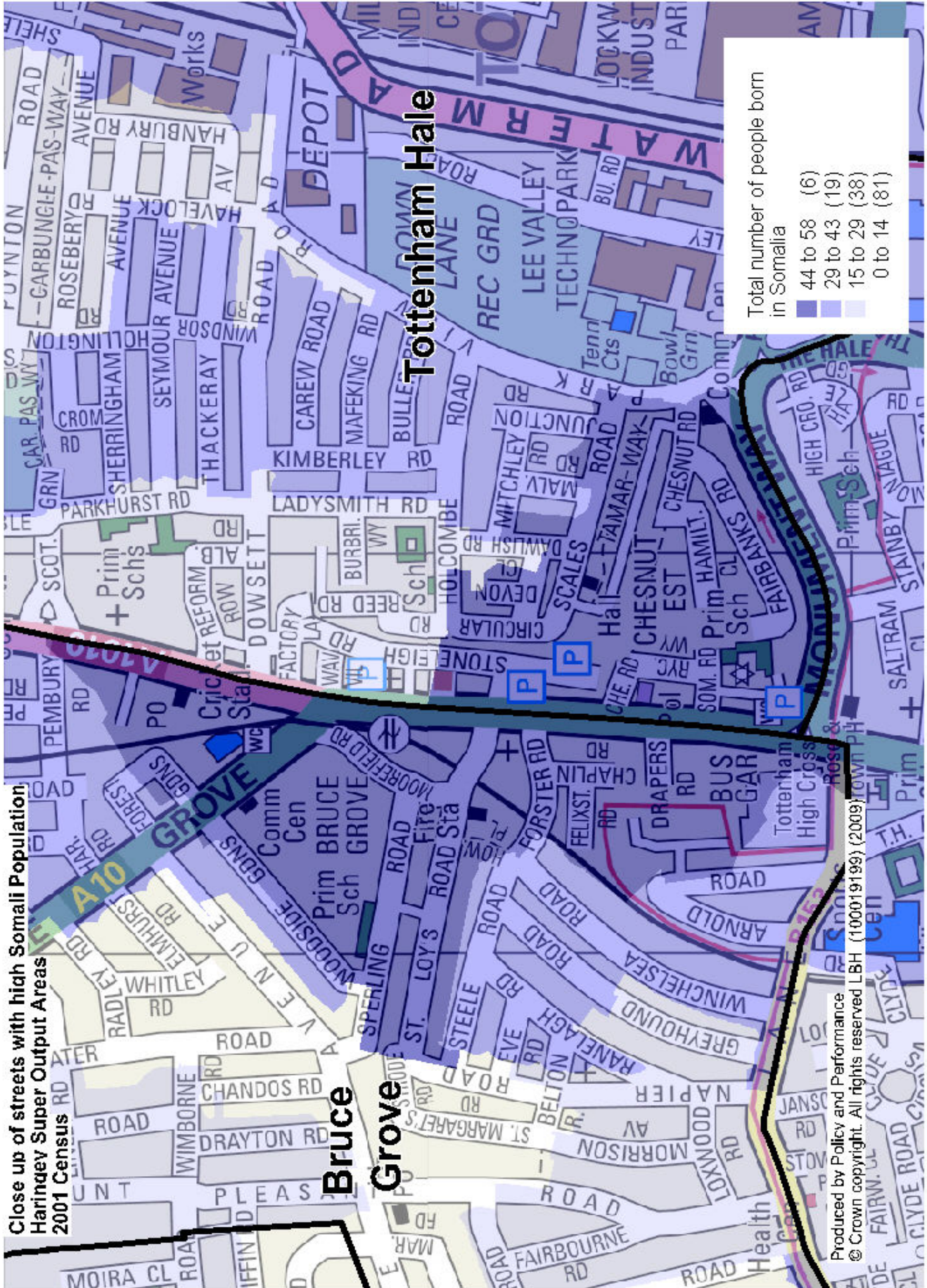
- Contact
- Janette Wallace Gedge
- 0208 489 2914
- [Janette.gedge@haringey.gov.uk](mailto:Janette.gedge@haringey.gov.uk)

# Using GIS to target hard to reach population

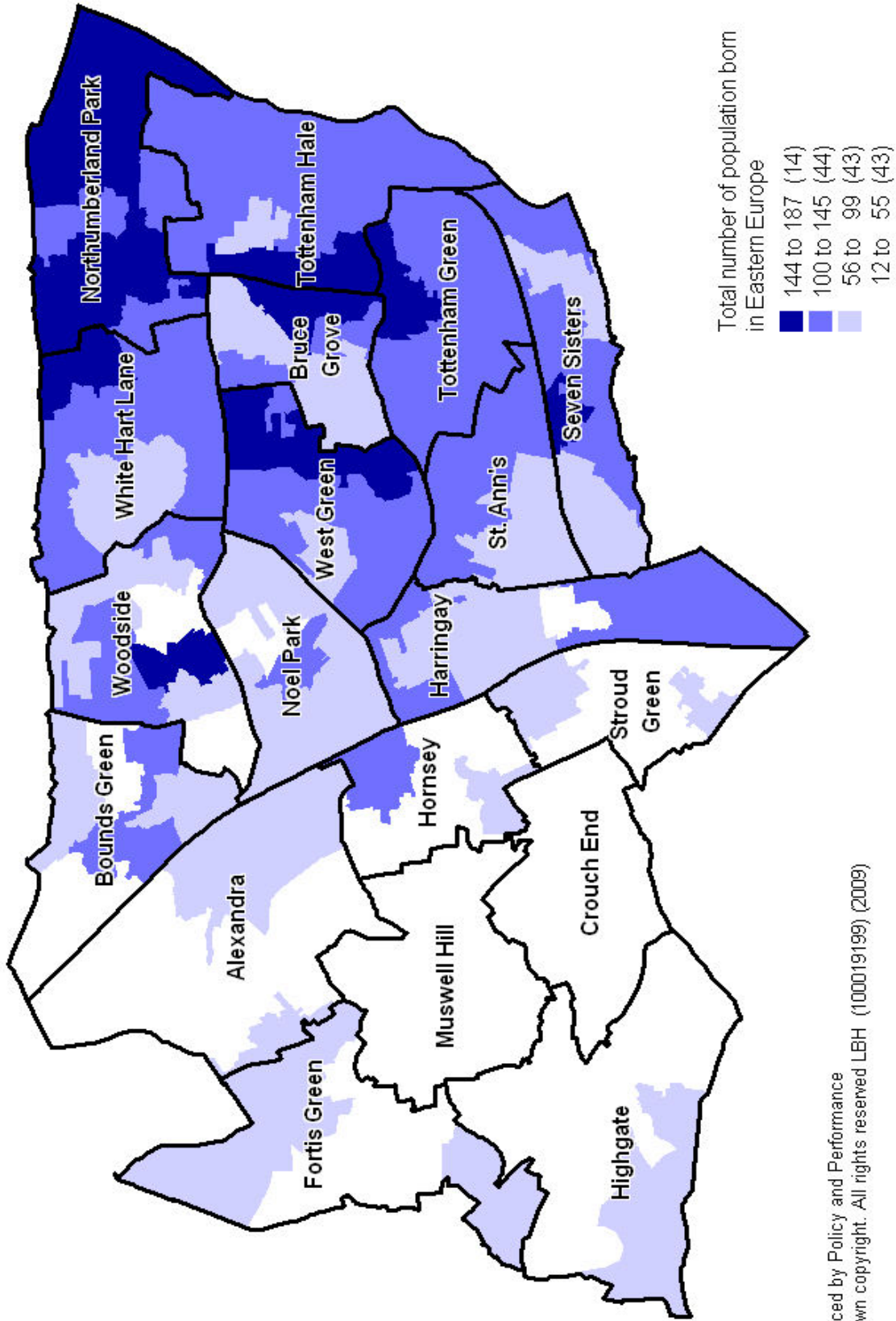
Total number of population born in Somalia  
Haringey Super Output Areas  
2001 Census

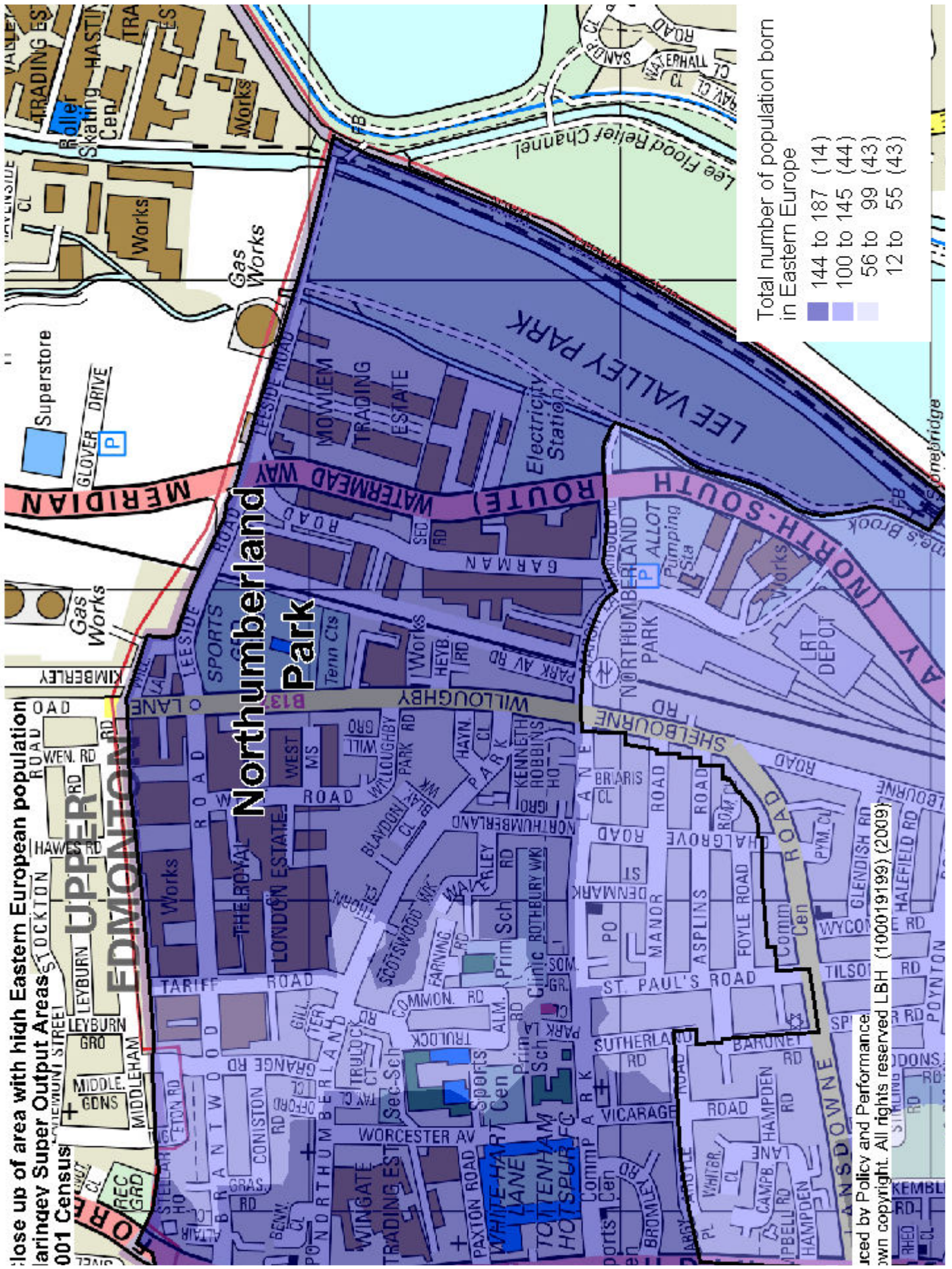






Total number of population born in Eastern Europe  
Haringey Super Output Areas  
2001 Census

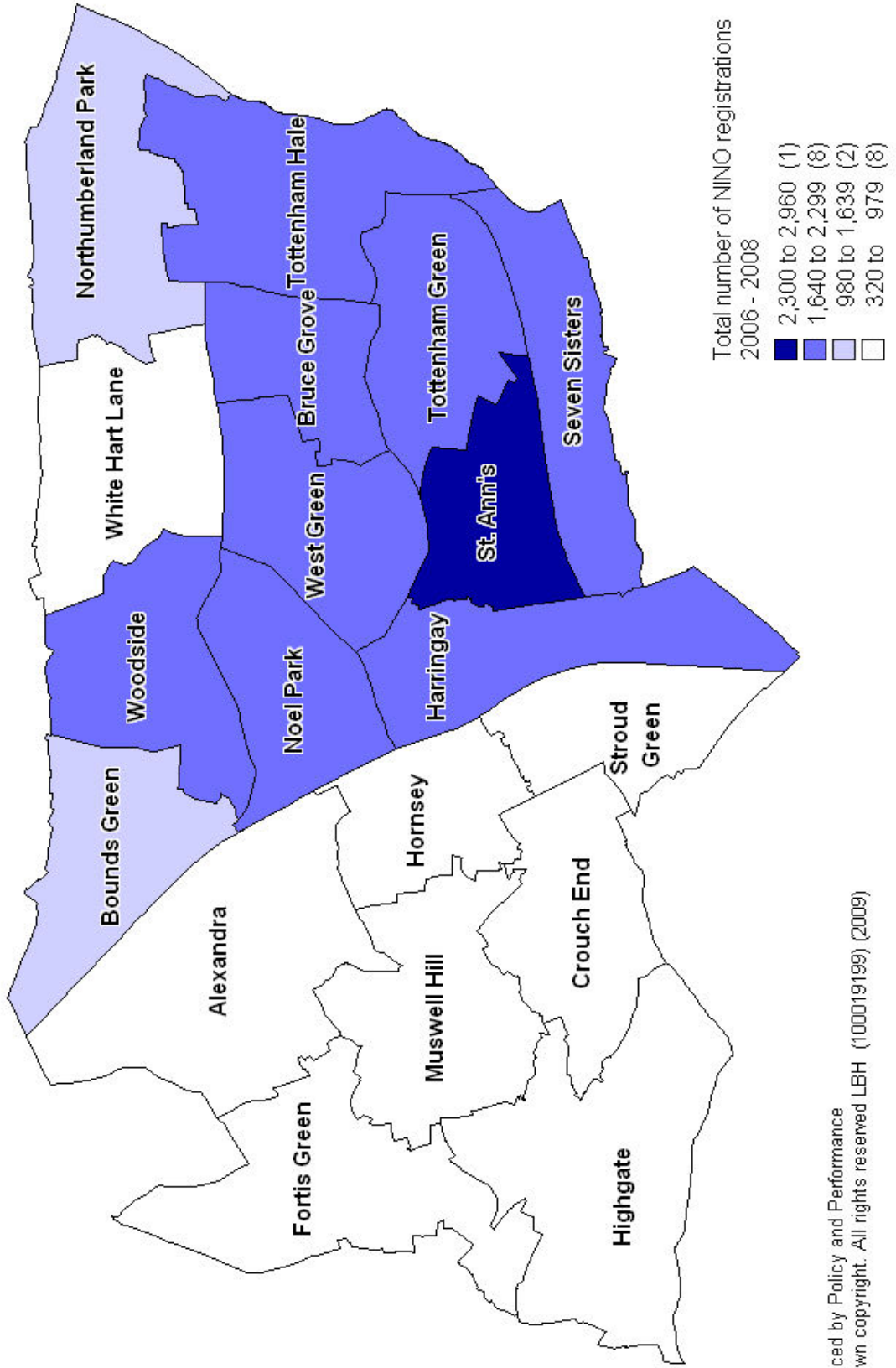




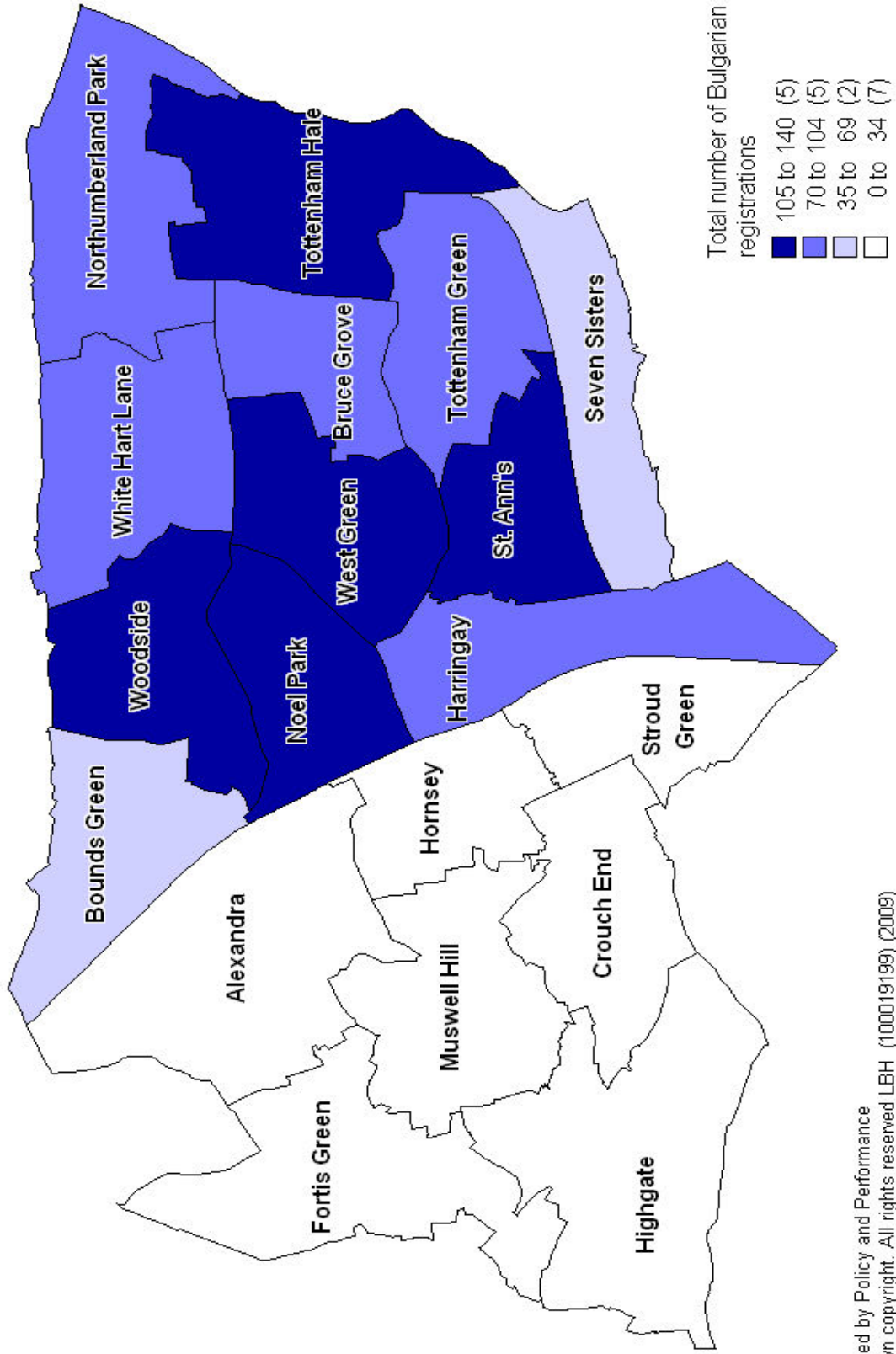
Close up of area with high Eastern European population  
 in Leamington Super Output Areas  
 2001 Census

Created by Policy and Performance  
 own copyright. All rights reserved LBH (100019199) (2009)

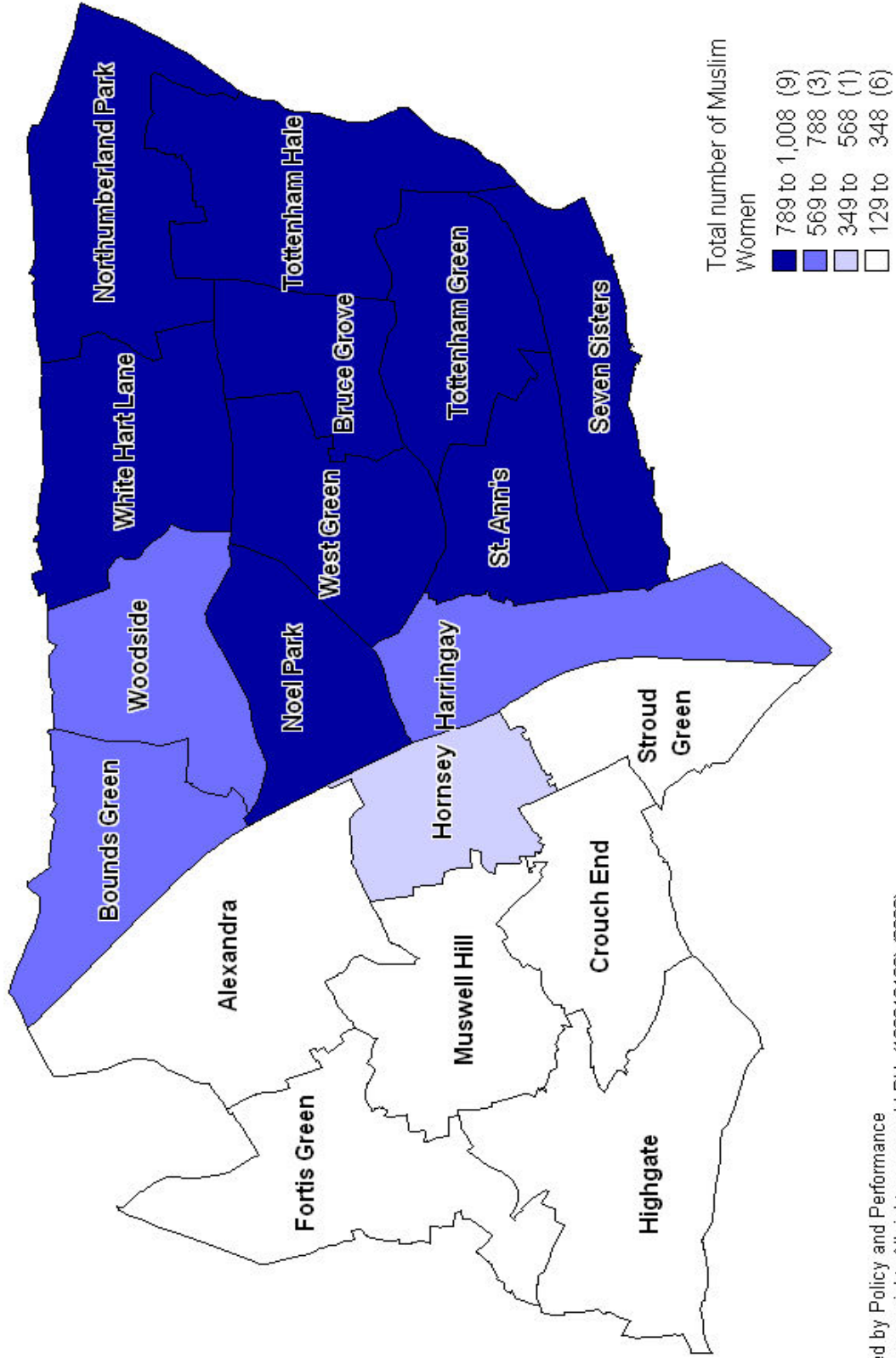
Total number of national insurance registrations who have previous address overseas  
Haringey Wards  
DWP 2006 - 2008



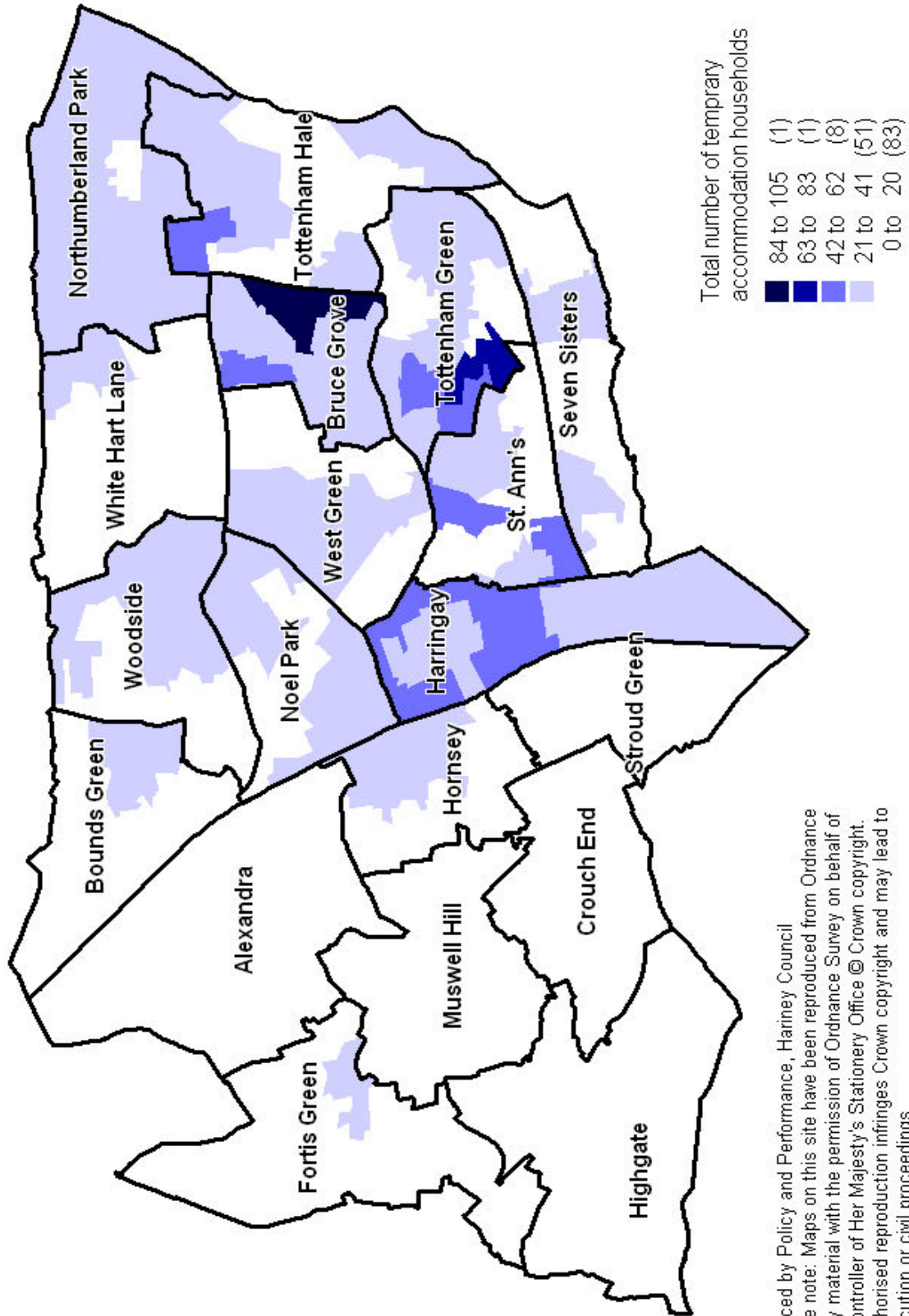
Total number of national insurance registrations who have previous address in Bulgaria  
Haringey Wards  
DWP 2006 - 2008



Total Number of Muslim women  
Haringey Wards  
2001 Census

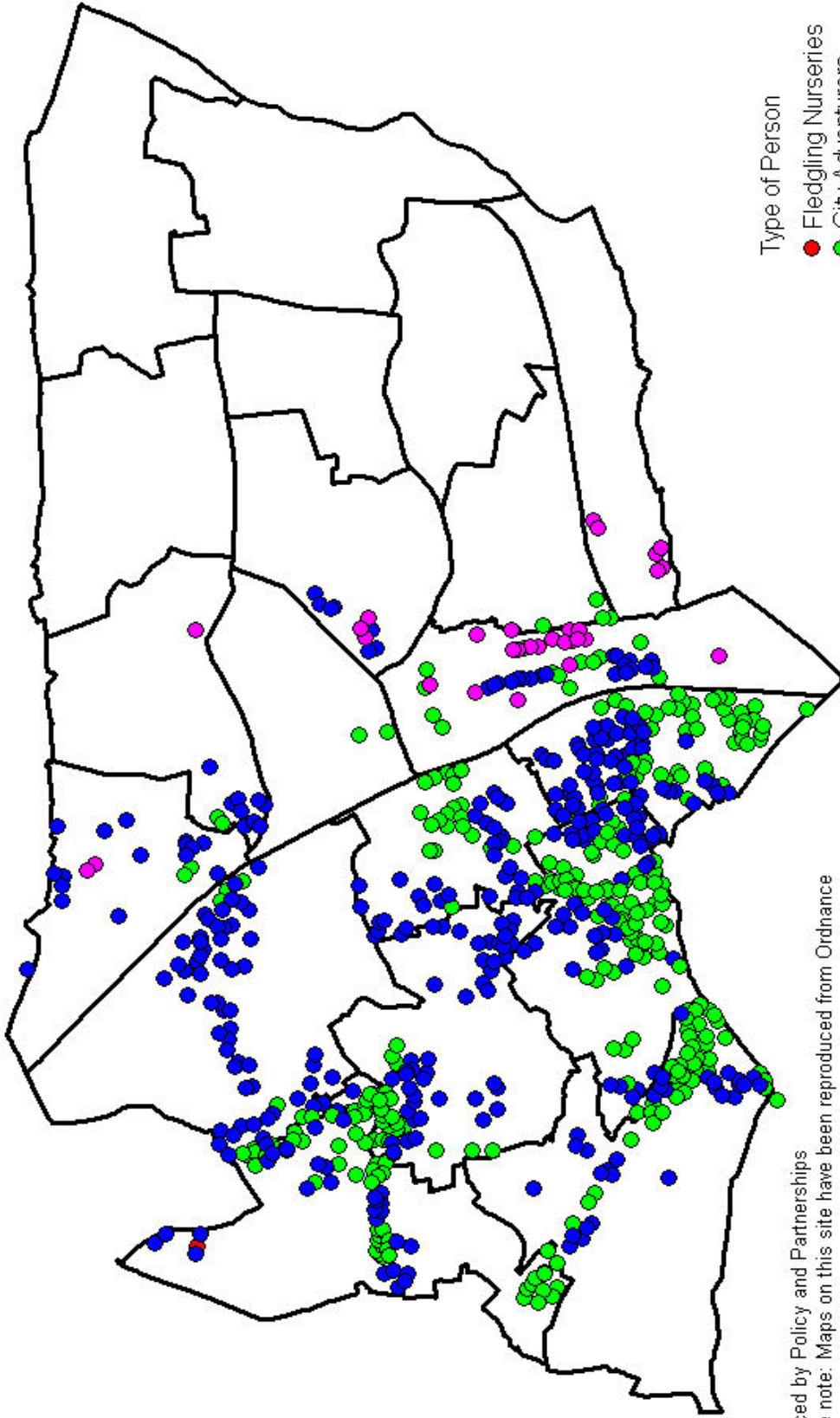


**Distribution of Temporary Accommodation  
Haringey Super Output Areas  
June 2009**



Produced by Policy and Performance, Haringey Council  
 Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.  
 London Borough of Haringey 100019199 2008

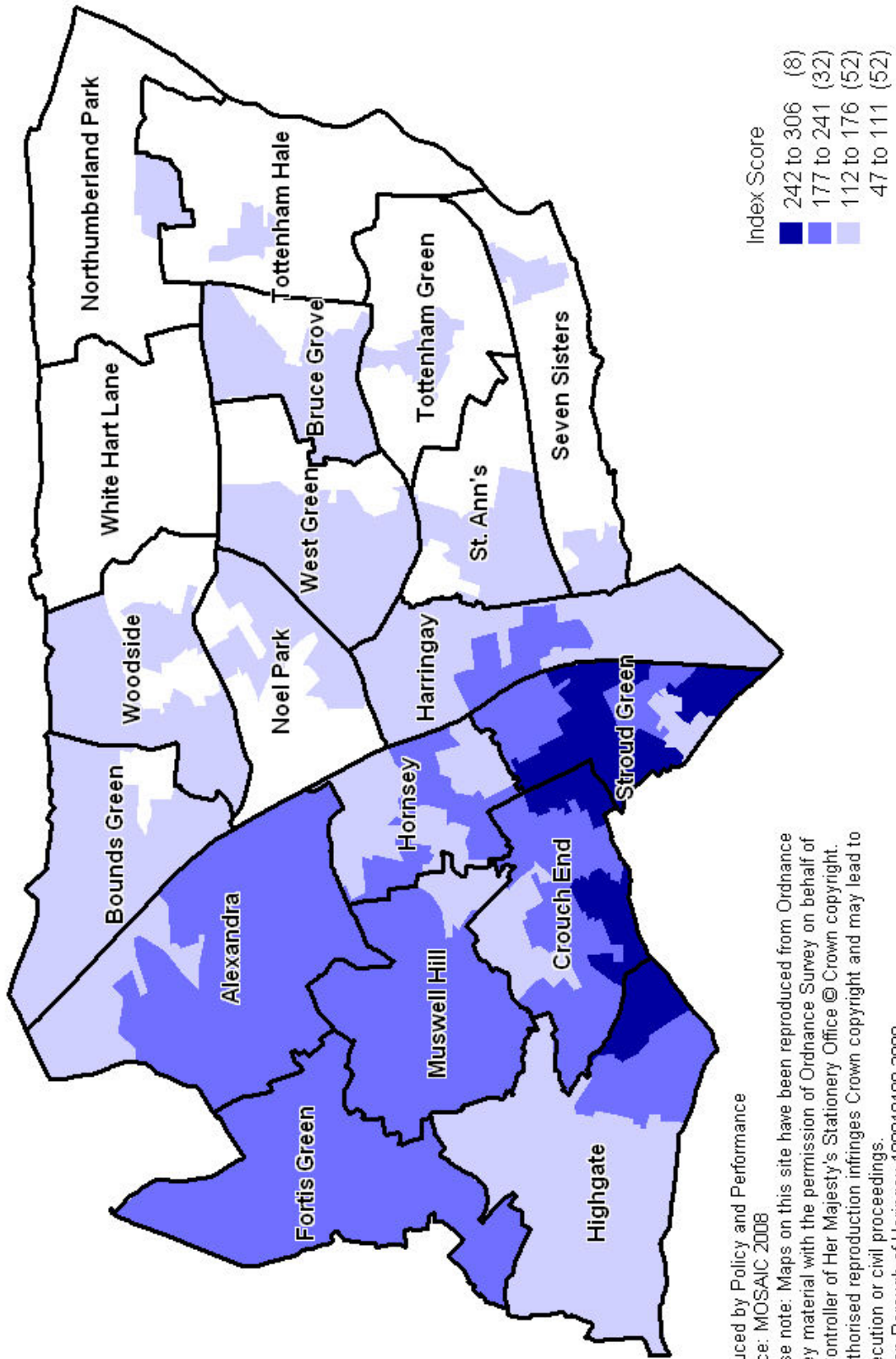
People who are most likely to use Internet Banking  
Haringey Postcodes  
MOSAIC 2008



Produced by Policy and Partnerships  
Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.  
London Borough of Haringey 100019199 2008



Index score of how likely people are to use Internet banking  
 100 = National Average, Higher score = More likely  
 Haringey Super Output Areas  
 MOSAIC 2008



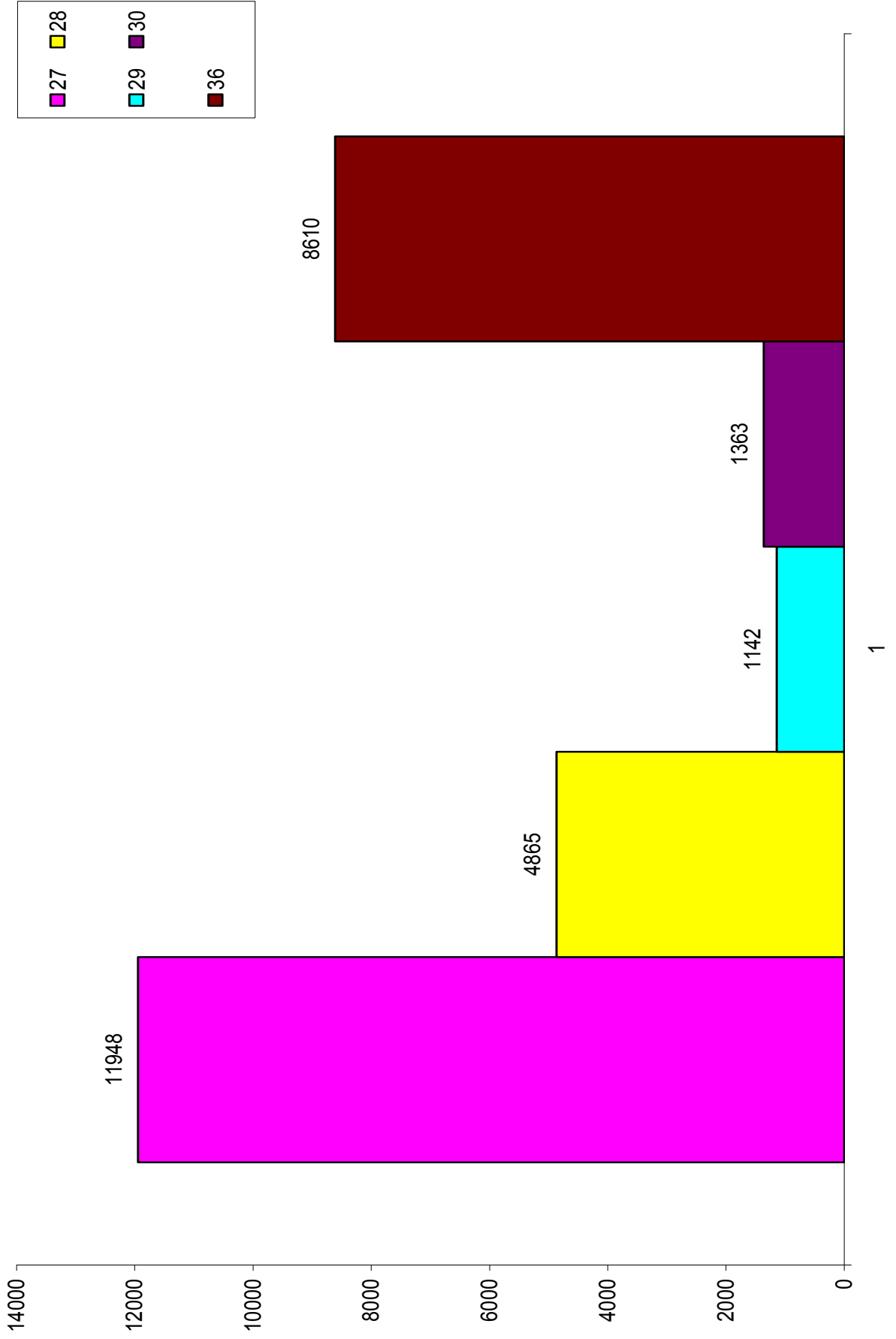
Produced by Policy and Performance  
 Source: MOSAIC 2008  
 Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.  
 London Borough of Haringey 100019199 2008

# MOSAIC in practice

## Benefit take up

Targeting households who are not  
claiming Council Tax Benefits or  
Housing Benefits

Most Common MOSAIC types for CTB and HB claimants

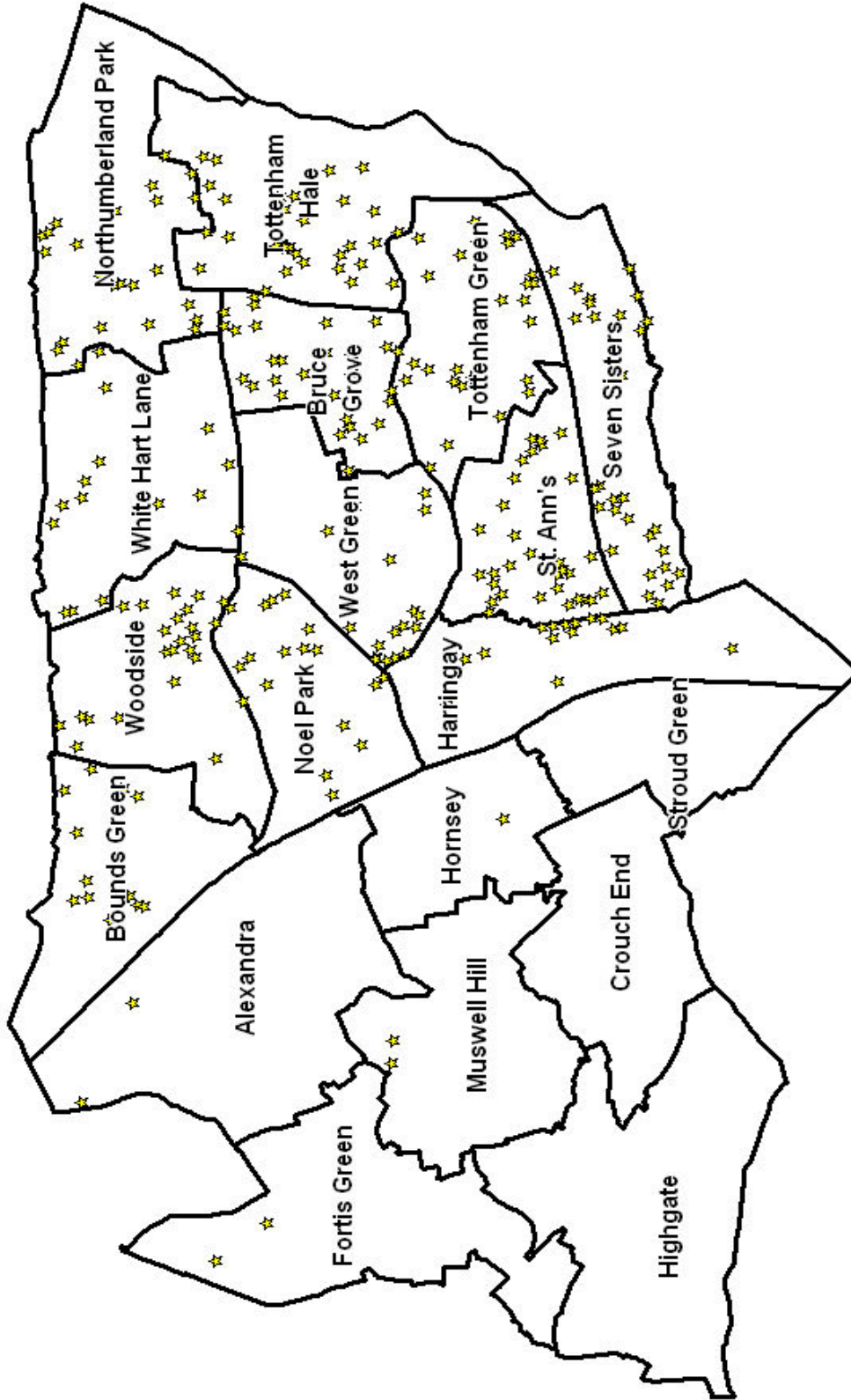


## Benefit take up

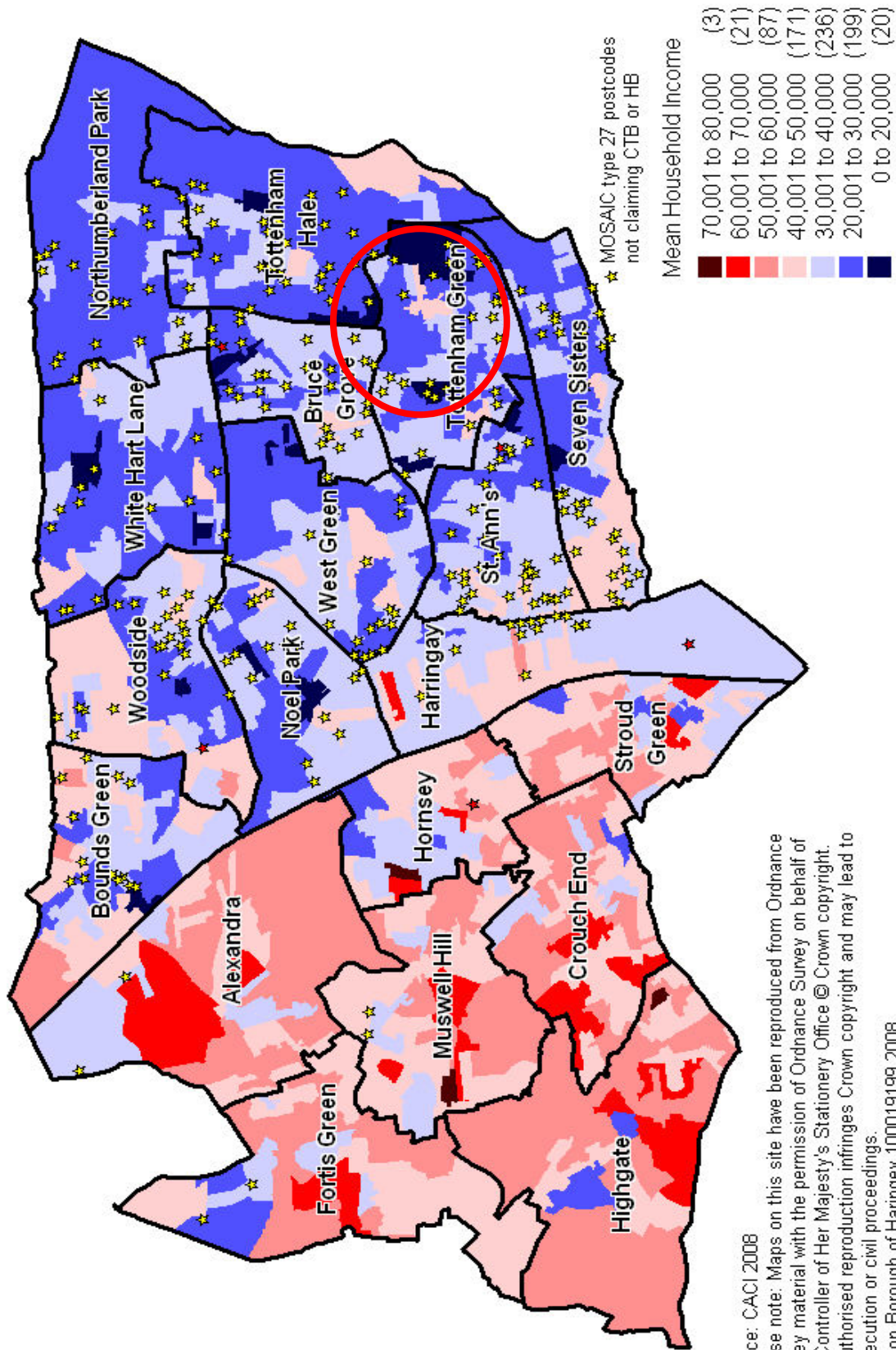
- Approximately 32,000 CTB and HB recipients
- Over one third (11,948) of these are from MOSAIC type 27 – Settled Minorities
- There are 1,180 postcodes in Haringey that are classified type 27 – Settled Minorities
- 327 of these postcodes have no claimants on at all

**Postcodes who are MOSAIC type 27 - Settled Minorities who have no residents that claim Housing Tax Benefit or Council Tax Benefit.**

One third of all claimants are MOSAIC type 27



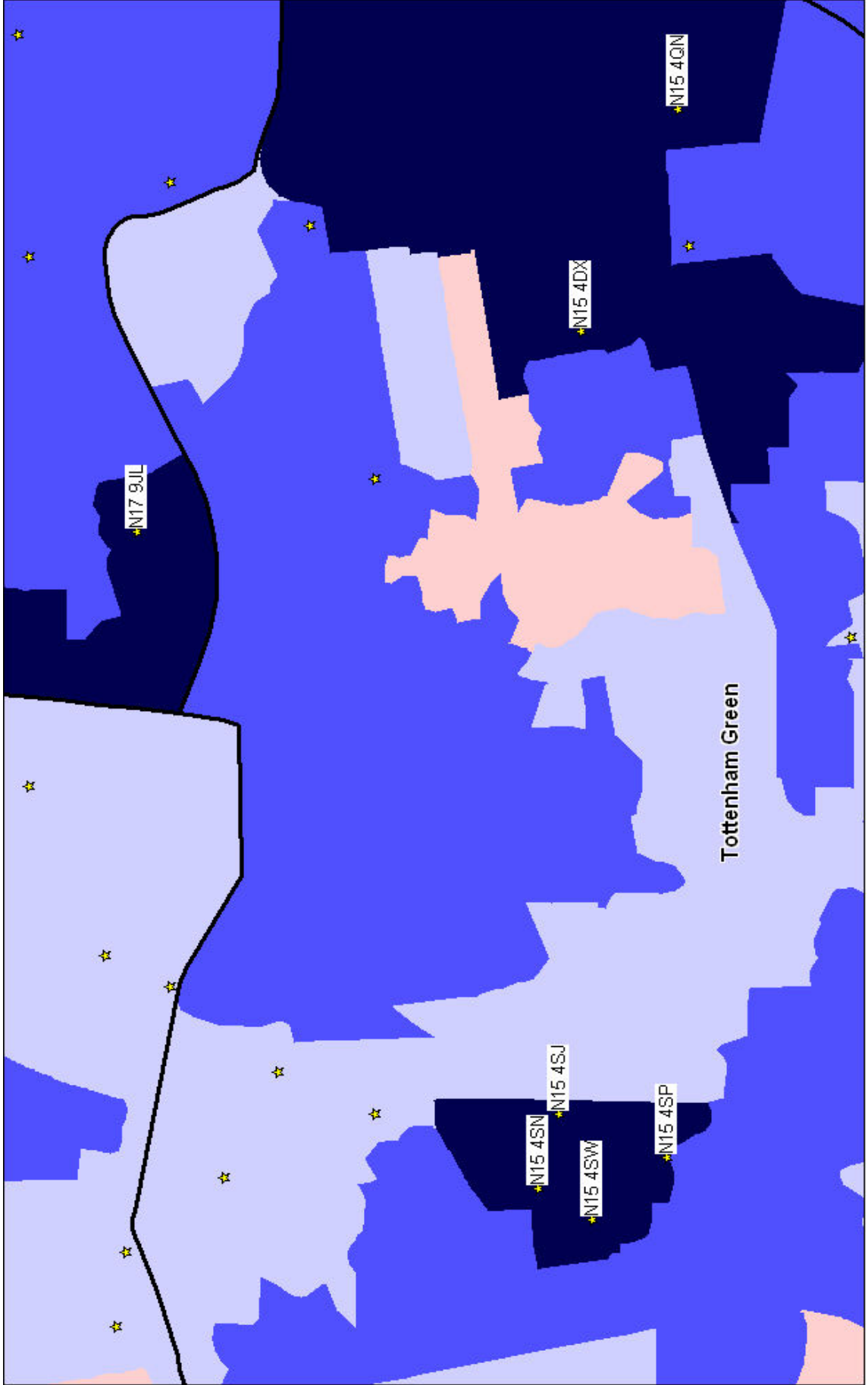
**Mean Household Income  
Haringey Output areas  
CACI 2008**



Source: CACI 2008  
 Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.  
 London Borough of Haringey 100019199 2008

Postcodes that are type 27 and don't claim and CTB and

HB



This page is intentionally left blank





### Hard to reach communities

The PCT adopts the term “harder to reach” to convey a more positive sense of success than the traditional ‘hard to reach’. This guidance is designed, not only to engage with those groups but also to reach them in the provision of services.

The PCT uses the categories set out in section below when seeking to identify the harder to reach in its area.

Category	Sub-categories
Children and young People	<ul style="list-style-type: none"> <li>• School leavers with low educational attainment.</li> <li>• Youths with a record of repeat offending.</li> <li>• Teenage mothers.</li> <li>• Children with mental health illness.</li> <li>• Sexually active teenagers.</li> <li>• Children with learning difficulties.</li> <li>• Children from ethnic communities whose first language is not English.</li> <li>• Young people who fail to access the services available.</li> </ul>
Transient people	<ul style="list-style-type: none"> <li>• Homeless people.</li> <li>• Gypsies and travellers.</li> <li>• Refugees.</li> <li>• Asylum seekers.</li> </ul>
People of non-heterosexual Sexual orientation	<ul style="list-style-type: none"> <li>• Gay, lesbian, bisexual and transgender.</li> </ul>
People who are disinterested and/or disillusioned	<ul style="list-style-type: none"> <li>• People who are difficult to contact.</li> <li>• People who tend to have poorer health.</li> <li>• The long-term unemployed over 50.</li> </ul>
Hidden people	<ul style="list-style-type: none"> <li>• Drug users.</li> <li>• Sex workers.</li> <li>• People with alcohol and other substance addictions.</li> </ul>

	<ul style="list-style-type: none"> <li>• People with mobility needs.</li> <li>• The housebound.</li> <li>• Carers</li> </ul>
People who require different ways of communicating	<ul style="list-style-type: none"> <li>• People with learning disabilities.</li> <li>• People with hearing or sight impairment.</li> <li>• People from minority ethnic communities and other people whose first language is not English.</li> <li>• People lacking basic life and social skills.</li> <li>• People who lack basic literacy and numeracy skills</li> </ul>

### Improvements

NHS Haringey will make improvements to reach these groups by introducing an engagement toolkit to be housed on the PCT's Intranet. Staff will receive education on this toolkit on how to engage with the community including the Hard to Reach and there will be a dedicated person at the PCT to answer any questions. Engagement will also be introduced at Staff Induction.

To assist in the process of identifying the health needs of the harder to reach, the PCT should use the six equality strands as used in the Equality Impact Assessment (EIA) process (e.g. race, disability, gender, sexual orientation, religion and belief and age). The reason for this is that the 'broad brush' categories currently in use do not get to the heart of why some people are harder to reach than others and how this might affect their ability to access and use services.

The PCT should therefore use the categories of harder to reach recommended in section 4.3 as an aide memoir to try to identify who it is currently failing to reach in each of the commissioning change programme areas. It will then need to find a way to communicate effectively with these people in order to identify the barriers they may face in accessing and using services.

- A Third sector mapping exercise is underway to include 'hard to reach' groups. The project is well on the way; with the questionnaires out to Third Sector Organisations and Focus Groups commenced from 10th September. 2009. An initial report will go to the Performance Management Group (PMG) in October.
- Dilo Lalande regularly attends the Well-Being partnerships meeting chaired by Robert Edmonds where he informs and updates all groups in attendance (including hard to reach groups) on health and well-

being, and new health initiatives, consultations, engagement plans etc. These representatives disseminate information from the PCT to others within the community

- The PCT also uses the services of LINKs to reach these groups.

### **Barriers and challenges**

- Suspicion of others involved, and lack of trust.
- Fear of losing a separate identity.
- Unacceptable inequalities of power and control.
- Failure to recognise different personality types and communication styles.
- Lack of clarity on roles, responsibilities and leadership.
- Confusions about the nature and style of involvement – by representation or participation.
- Time necessary to develop relationships and feasible plans.

This page is intentionally left blank



**Haringey Council**



**haringey strategic partnership**

## **Equalities Impact Assessment**

**Title: Haringey's Community Engagement Framework**

**Directorate: Chief Executive's**

**Business Unit: PPP&C**

**Lead Officer: Kirsty Fox, Principal Corporate Policy Officer**

**Date: September 2009**

### **Other officers:**

Helena Pugh – Haringey Council

Margaret Allen – Haringey Council

Leon Joseph – Haringey Council

Philip Satherley – Haringey Council

Yuniea Semambo – Haringey Council

Anne Vessey – College of North East London

Dilo Lalande – NHS Haringey

Eric Monk – Metropolitan Police

Mirca Morera – Family Mosaic

Pamela Pemberton – HAVCO

Simon Godfrey – Homes for Haringey

John Brown – London Fire Brigade

-

### **Step 1 - Identify the aims of the policy, service or function**

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

The **aim** of the Framework is 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 Community Engagement Framework defines engagement as:

- Informing
- Listening
- Consulting
- Involving

- Collaborating
- Empowering

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. It 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 engagement is necessary
- Be clear about what we're asking
- Be inclusive and aim to engage with all communities where appropriate
- Communicate the results of engagement activity
- Build capacity of communities to take part in engagement activities

A draft Delivery Plan to accompany the Framework has been developed to identify the outcomes and priorities for improving community engagement in the borough.

All those living in, working in and visiting Haringey will benefit from the Framework.

There are a number of 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**
- 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:**

Potential positive impacts of Framework include:

- HSP organisations will develop better knowledge of how different communities engage or want to engage with different communities
- HSP organisations will share information regarding the engagement needs of different communities
- Communities will be better informed about engagement opportunities
- Relationships will improve between different communities and partner organisations
- Equalities issues considered when engagement activities planned
- Improved services that meet the needs of communities

Potential negative impacts of Framework:

- Some decision-making on engagement initiatives may initially be slower than usual, due to joint working
- Increased demand on existing resources – both staff and funds

The overall impact of the Framework is likely to be very positive.

## Step 2 - Consideration of available data, research and information

### AGE

There will be a general shift upwards in the average age of Haringey's population over the next 25 years; the number of those aged between 40 to 69 will grow by 26.7%: that is 17,500 residents.

The numbers of very young children is also predicted to grow.

As is common throughout the UK, women in Haringey tend to live longer than men. The population pyramid shows that those aged under 25 form 31.1% of the female population and 36.1% of the male population, a difference of 5%. The difference for those aged 65 and over is 2.8%, with 11.9% forming part of the female population and 9.1% forming part of the male population.

Haringey has a similar age profile to London as a whole, with 31.6% of Haringey residents under 25 (for London the figure is 30.4%). Those aged 25-29 and 30- 34 form the two largest groups in the borough, 11.1% and 11.0% respectively. Over half our population is under 35.

The population aged 65 and over has declined slightly as a proportion of the total population, from 9.8% in 2001 to 9.4% in 2006. This is in contrast to the increase in the population of those aged 65 and over seen in London (12.4% in 2001 to 13.4% in 2006). In terms of absolute numbers, however, both Haringey and London have seen a decrease.

There are higher concentrations of residents of retirement age in the west of the borough, particularly in Highgate, Muswell Hill and Fortis Green. There are higher concentrations of residents of working age in the west of the borough, particularly Stroud Green, Highgate and Muswell Hill. Harringay, Noel Park and Tottenham Green also have high concentrations of working age residents.

Projections suggest that there will be a general shift upwards in the average age of Haringey's population over the next 25 years. By 2025 the number of residents aged 10-39 is projected to fall by 6.3% (7,300), while the number of those aged between 40 to 65 will grow by 22% that is 12,800 residents. We will also see a significant rise in the number of older people, aged over 65. The estimated increase of people over 65 is 20.6% that is 4,300 residents – a trend which will place increased demands on services for older people.

### Children and Young People

There are approximately 55,600 children and young people under 20 living in Haringey. As the population projections contained in chart 5 indicate, while the population of Haringey as a whole is getting older, the numbers of very young children is also predicted to grow. This will increase demand for many children and family services in the short and medium term.

Latest available data shows that the wards in Haringey with the largest number of children aged under 19 are in the east of the borough, particularly Seven Sisters, Northumberland Park, Tottenham Hale and White Hart Lane.

The proportion of children under 5 varies between wards, from 5.5% (Highgate with 565 children) to 8.5% (Northumberland Park with 1,069).

Approximately 35,100 pupils attend Haringey schools. The biggest single group is White British (19.9%). The total percentage of pupils from African heritage make up approximately 17.9% of the school population and Caribbean heritage pupils make up 13.0%. There is also an increasing number of mixed heritage pupils, now making up 9.3% of the school population. White Other (10.5%), Turkish (6.8%) and Kurdish (3.2%) are also significantly large groups in Haringey schools.

**Initial screening findings for AGE regarding engagement:**

- People may feel reluctant to attend events because they may feel they are not relevant to them or may feel intimidated (particularly young people)
- Certain age groups may be underrepresented in publications. Generic publications are often not seen as being aimed at young or old people. Targeted publications may be better received.
- Younger people prefer to engage via new media – texts, online etc

**Consultation on the CEF showed:**

- The majority of those who returned the equalities monitoring form were aged over 35, demonstrating that younger adults did not engage with the consultation. Children under 18 were not specifically targeted during the consultation.
- Young people were mentioned as a target group for consultation and engagement by some respondents.

**GENDER**

The male population of Haringey is expected to grow faster than the female population; by 2029 there will be 6,400 more males than females in the borough.

The male-female ratio in Haringey is fairly even, with 113,000 males and 112,600 females in 2006. However, over the last 5 years the male population has been increasing slightly, whereas the female population has declined – though the latter has picked up again recently, growing by 0.7% between 2005- 06.

**Initial screening findings for GENDER:**

- Some people – both men and women – may be reluctant to attend mixed gender events and activities
- Although not always the case, women are more likely to have caring responsibilities for both children and for older / disabled relatives which may prevent them from attending engagement activities.

**Consultation on the CEF found:**



- That a fairly equal split of men and women returned the equalities monitoring form.
- Gender was not raised as a specific issue by respondents.
- Women's groups responded to the consultation (see Appendix A for details).

### **ETHNICITY**

Some 50% of our population overall, and three-quarters of our young people, are from ethnic minority backgrounds, and around 200 languages are spoken in the borough.

34.4% of Haringey's population belong to a Black and Ethnic Minority group. Haringey ranks as the fifth most diverse borough in London. Almost 50% of residents born outside the UK are from Asia and Africa. The top five countries of birth for new national insurance registrations are Poland, Turkey, Italy, France and Australia with Hungary and Lithuania increasingly important.

'Black and Black British' households are more likely than other groups to be living in social rented housing.

According to the 2001 Census, 34.4% of Haringey's population belonged to a Black and Ethnic Minority group. White residents accounted for 65.6% of Haringey's population, which ranked as the 28th lowest in London. In 2005, the largest ethnic groups in Haringey were White British (47.6%), White Other (14.1%), Caribbean (8.3%) and African (9.1%).

The ethnic diversity of an area can be measured using Simpson's Index. It takes into account the number of individuals in categories present, as well as the number of categories. London boroughs dominate this index with Slough in nineteenth; the only non – London borough in the top twenty. Applying the Simpson's Diversity Index to the 2001 Census, Haringey ranks as the 5th most diverse borough in London and the country with a score of 3.95, considerably higher than the London average of 2.66.

Between 2001 and 2005, the largest growth in Haringey was seen in the Pakistani (+38.1%), Chinese (+36%), Other Ethnicity (+13.6%) and mixed White and Asian (+12.5%) categories. By contrast, a reduction was seen in the White Irish (-14.9%), White Other (-11.3%), Caribbean (-9.7%) and Black Other (-3.3%) categories.

Based on GLA population projections, by 2026 Black and Ethnic Minority groups will account for 36% of Haringey population. The biggest increases will be Pakistani (+44%), Bangladeshi (+59.8%) and Chinese (+103.5%). In absolute terms, the biggest increases will be Black African (2,963) and Chinese (2,588). Black Caribbean groups will decline by 1,039 (-5.0%).

There is considerable variation in the distribution of ethnic groups across the borough. Residents of Black ethnic origin are concentrated in the east of the borough, particularly Northumberland Park, Bruce Grove and Tottenham Green, with almost no representation in the west of the borough. Haringey's White population is spread widely across the borough, although it is more concentrated in the west.

The Cypriot population in Haringey tends to be concentrated predominantly in the west of borough around West Green, Haringay, and in the north of the borough in Bounds Green,

Woodside and White Hart Lane. Haringey's Turkish population is concentrated almost entirely in the east of the borough, particularly in the areas of Northumberland Park, West Green and Tottenham Hale.

### **Country of birth**

The 2001 Census data shows that 62.9% of Haringey's residents were born in the United Kingdom. Of the 37.1% of those residents not born in the UK, almost 50% were born in Asia and Africa.

Evidence suggests that Haringey continues to attract large numbers of international migrants. Data compiled from applications for National Insurance Numbers give some indication as to the changing profile of over-seas migrants into the borough – although this source only tells us about legal, working age migrants.

<b>Region</b>	<b>Numbers</b>	<b>%</b>
Western Europe (Other than UK)	8,506	11.5
Eastern Europe	12,667	17.1
Africa	19,226	25.9
Asia	18,086	24.4
North America	10,617	14.3
South America	1,884	2.5
Oceania	2,238	3.0
Elsewhere	943	1.3
<b>Total</b>	<b>74,167</b>	<b>100.0</b>

The top 5 countries of birth for new national insurance registrations were Poland, Turkey, Italy, France and Australia.

Since 2005 Lithuania has become more important, with a marked decline of Jamaica as a country of birth for new national insurance registration.

Of the top 29 countries, 13 are from within the EU.

### **Initial screening findings for ETHNICITY:**

- Language barriers may stop people from ethnic minority groups accessing information and attending engagement activities
- Written information may not be accessible due to lower levels of literacy in some ethnic groups
- The meaning of words or phrases may change when translated

### **Consultation on the CEF showed:**

- Organisations covering a wide range of ethnicities completed the consultation (see Appendix A for details). However, the consultation was sent to community and voluntary groups, staff at which may be more likely to write and speak English.
- Those who returned the equalities monitoring form came from a wide range of ethnic backgrounds (see Appendix B).
- Many respondents raised the issue of targeting different communities during engagement activities (see Appendix C).

## RELIGION

The most up-to-date figures on the religious profile of Haringey residents come from the 2001 Census. In 2001, half of Haringey's residents were Christian, compared with 58.2% of London's and 71.7% of the residents of England and Wales. 11.3% of Haringey residents stated their religion as Muslim, compared with 8.5% of London and 3.0% of England and Wales. Haringey has a lower percentage of residents who stated their religion as Hindu (2.1%) and Sikh(0.3%) than has London (4.1% and 1.5%, respectively). A fifth of Haringey residents stated that they did not have a religion, which was higher than for London (15.8%) and for England and Wales (14.8%).

### Religious distribution by ward level.

Seven Sisters has the lowest percentage of Christian residents (44.3%) and White Hart Lane the highest (56.9%). The lowest percentage of Muslim residents is in Muswell Hill (2.91%) and the highest is in West Green (16.3%) and Tottenham Hale (16.7%). The highest percentage of Jewish residents is in Seven Sisters (10.25%), Fortis Green (8.69%) and Highgate (8.15%). The area with the largest percentage of residents stating they had no religion was Stroud Green (32.7%) with the lowest in Northumberland Park (10.3%)

### Initial screening findings for RELIGION:

- Timing of engagement activities and other events may clash with religious services or festivals which could prevent some people from attending.
- Content of information publications may be considered inappropriate by some religious groups.

### Consultation on the CEF showed:

- Organisations and individuals from a wide range of religions and faith groups responded to the consultation. No concerns were raised regarding religion and engagement.

## DISABILITY

### Physical disabilities

The following data from the 2001 Census shows that the prevalence of limiting long-term illness in Haringey is similar to its prevalence across London, and slightly lower than its prevalence in England as a whole.

### Limiting long-term illness

		Haringey	London	England
All People (Persons)	Count	216,507	7,172,091	49,138,831

People with a limiting long-term illness (Persons)	Count	33,590	1,111,284	8,809,194
People with a limiting long-term illness (Persons)	%	15.51	15.49	17.93
People of working age with a limiting long-term illness (Persons)	Count	18,780	556,102	4,014,005
People of working age with a limiting long-term illness (Persons)	%	12.81	11.87	13.29

Source: Census 2001

Numbers of people receiving a community based service from the council to support them with physical disabilities or sensory impairment in January 2008 were generally higher in the east than in the west of the borough. The highest concentrations were in Noel Park, Bounds Green, Bruce Grove and Northumberland Park.

### **Learning disabilities**

Learning disability (LD) can be defined as follows:

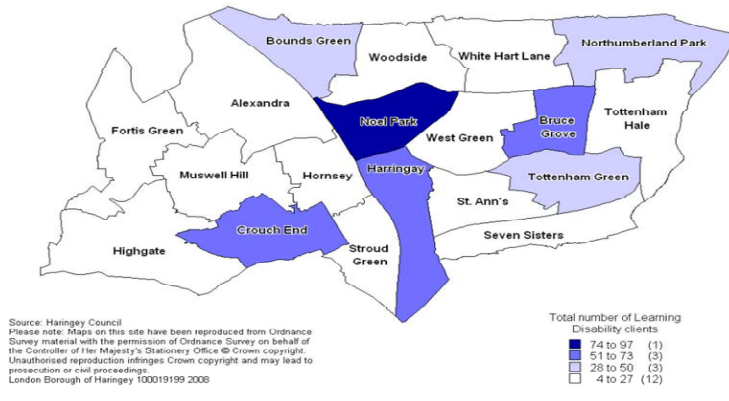
*“A significantly reduced ability to understand new or complex information, to learn new skills (impaired intelligence), with a reduced ability to cope independently (impaired social function), which started before adulthood and has a lasting effect on a person’s development.”*

In January 2008, 581 adults with learning disabilities were receiving a service. Like other local learning disabilities services, we have seen an increase both in the number of people known to the service and in the complexity of the needs presented; e.g. associated mental health needs, complex family arrangements and fragile carer arrangements.

The map below shows that in January 2008, the east of the borough had a higher number of service users receiving community based services to help with learning disabilities than the west. Of the small number of service users over the age of 65, the majority of these are found in the west of the borough.

**Map: Total number of learning disability clients who have received services as of 29<sup>th</sup> January 2008**

Total number of Learning Disability clients who have received Services as of January 29th 2008  
Haringey Council



### Children and young people with additional needs

There are over 500 children and young people with disabilities<sup>1</sup> in Haringey. As a result of a very clear inclusion policy less than 1% of Haringey's 5 -15 year olds are in maintained special schools, below the England average of 1.2%.

There are 1,200 children and young people in Haringey with statements of Special Education Need (SEN)<sup>2</sup>. This represents 2.2% of the school population and is in line with the England and London average. There is a strong record of inclusion in Haringey's primary and secondary schools, so that currently 61.3% of children with statements in Haringey attend mainstream schools which is above the average for London and for most similar boroughs.

### Mental health

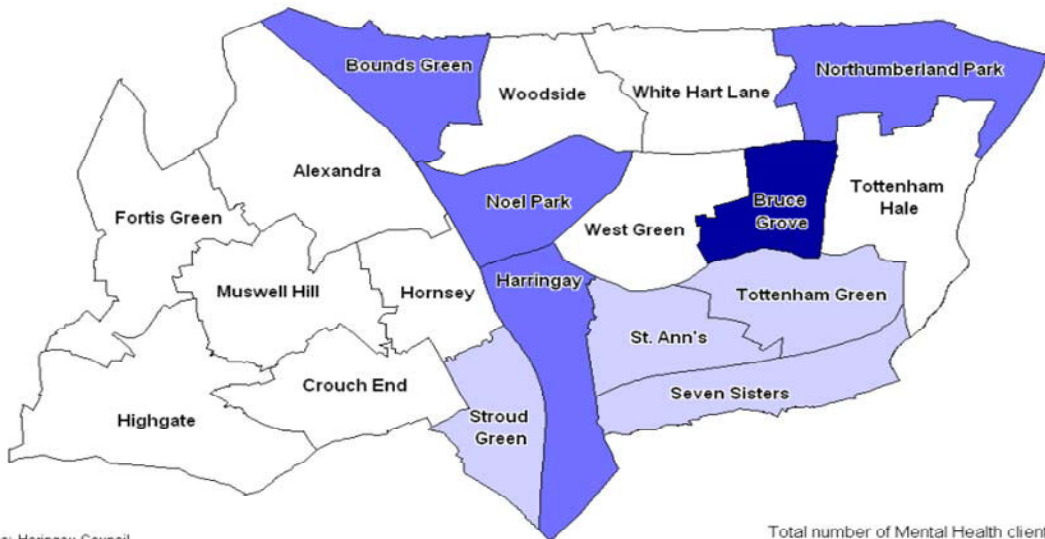
Haringey has high levels of mental ill-health - as evidenced by the [Haringey Public Health Report 2004](#). There are a number of wide determinants of good mental health, which contribute to the overall level of need: these include housing, unemployment and educational attainment. Mental illness is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

### Map: Total number of mental health clients who have received services as of 29<sup>th</sup> January 2008

<sup>1</sup> Children and young people with disabilities are a diverse group and include those with physical disabilities, learning difficulties, sensory impairments, and emotional/behavioural difficulties. Some may have multiple disabilities or a long-term health condition requiring on-going management and/or nursing care.

<sup>2</sup> The Department for Education and Skills defines children with SEN as having 'learning difficulties or disabilities which make it harder for them to learn or access education than most other children of the same age.'

**Total number of Mental Health clients who have received Services as of January 29th 2008**  
Haringey Council



Source: Haringey Council  
Please note: Maps on this site have been reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.  
London Borough of Haringey 100019199 2008

Total number of Mental Health clients

- 54 to 67 (1)
- 40 to 53 (4)
- 26 to 39 (4)
- 12 to 25 (10)

The actual use of services as indicated by the map above show a familiar geographical pattern, with higher levels in the east of the borough, notably Bruce Grove, Tottenham Green and Noel Park.

Among older people, mental health admission rates are less concentrated in one particular part of the borough.

In Haringey, mental health hospital admissions do not appear to be proportionately distributed across ethnic groups – instead the data suggests a higher rate of occurrence among Black communities. While the Black or Black British community represents 20% of the Haringey's population, they represent 24% of mental health hospital admissions in 2003. Similarly, Chinese or other ethnic groups represent 3.1% of the population but 10.1% of admissions in 2003, and the Irish represent 4.3% of the population but 6.6% of admissions in 2003. Conversely, White communities (excluding Irish) represent 59.3% of the population, but only 51.6% of admissions in 2003.

### Carers

The Haringey Strategic Partnership recognises the contribution made by carers<sup>3</sup> and to enable carers to care we are committed to broadening the range of support services provided by the borough. According to the 2001 Census, shown in Table 2.5, 15,967 people in

<sup>3</sup> In Haringey we define carers as 'People who look after a relative or friend who, because of disability, ill health or the effects of age, needs help or support. Carers can be partners, parents, older people, young people, family members or neighbours. They may or may not live in the same household as the person they are caring for. They are unpaid'.

Haringey identify themselves as unpaid carers<sup>4</sup>. This means that 7.4% of the total local population are carers, compared with the London average of 8.5%.

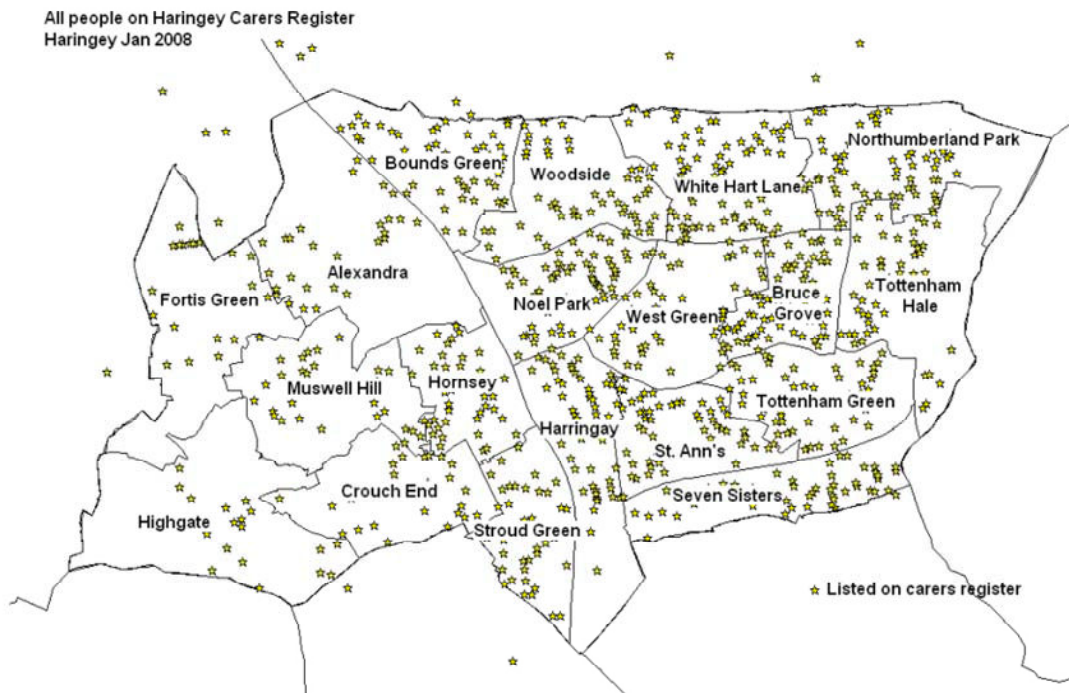
**Table: Provision of unpaid care**

	Haringey	London	England
<b>All People</b>	216,507	7,172,091	49,138,831
<b>Provides no care</b>	200,540	6,562,201	44,261,771
<b>Provides 1-19 hours care a week</b>	10,637	417,934	3,347,531
<b>Provides 20-49 hours care a week</b>	2,098	72,761	530,797
<b>Provides 50 or more hours care a week</b>	3,232	119,195	998,732

Source: Census 2001

A significant number of these people in Haringey provide care on a full-time basis – 5,330 for at least 20 hours care per week including 3,232 providing at least 50 hours care per week. In Haringey the carers identified in the census are estimated to save the borough £184.2 million a year<sup>5</sup>.

**Map: All people on Haringey Carers Register as at January 2008**



Source: London Borough of Haringey

<sup>4</sup> These figures are likely to be underestimates, as many people who provide help and support to a relative, friend or neighbour do not identify themselves as carers

<sup>5</sup> Estimate from Carers UK, based on 2001 Census

As at 31<sup>st</sup> January 2008, there were 1098 people on Haringey's Carers' Register and 1128 on the Register as at 31<sup>st</sup> March 2008, with a greater prevalence in the east of the borough as shown in Map 2.9. This bias is most likely to correspond with the higher level of service users in the east. In 2007-08 carers' services, like the carers' flexible service which is a payment to the carer for anything that will sustain them in their caring role or in living a life apart from caring, were given to 513 carers.

**Initial screening findings for DISABILITY:**

- Information may not be accessible if it is produced only in one format
- Disabled people may have difficulty attending and participating in engagement activities
- Facilities at events may not meet the needs of disabled people
- Presentations and debate may be inaccessible – e.g. presentation material not readable / people speak too quickly
- Carers of disabled people may not be able to access engagement activities due to constraints on their free time

**Consultation on the CEF showed:**

- Responses were received from community and voluntary groups representing disabled people, but in fewer numbers than those from other equalities strands.
- 7 people who returned the equalities monitoring form stated they had a disability (13.5%).

**SEXUAL ORIENTATION**

Sexual orientation is omitted from the Office for National Statistics national Census, which hinders any understanding of the demographics of LGBT communities. Services cannot plan strategically to promote equality or best practice, or provide equal and appropriate provision to LGBT people. There is a complete lack of comprehensive data regarding these communities and their experiences in the UK. Service providers and grant making agencies have traditionally underfunded vital services targeted at these communities.

**How many lesbian, gay and bisexual people are there?**

The Government is using the figure of 5-7% of the population which Stonewall feels is a reasonable estimate. However, there is no hard data on the number of lesbians, gay men and bisexuals in the UK as no national census has ever asked people to define their sexuality.

Various sociological/commercial surveys have produced a wide range of estimates, but there is no definitive figure available.

**Same sex couples (UV93). Source: Office for National Statistics April 2001**



	<b>Haringey</b>	<b>London region</b>	<b>England</b>
All people aged 16 and over in households	169817	5632491	38393304
Living in a same sex couple	952	21366	75746

**Initial screening findings for SEXUAL ORIENTATION:**

- Engagement activities or information may be located in places accessed by the LGBT community
- LGBT people may be reluctant to raise LGBT issues in open fora as they may be concerned it will identify them as LGBT or that they fear a homophobic response.
- LGBT people with cross oppressional issues may be reluctant to raise LGBT concerns as they are more likely not to be “out” about their sexuality for fear of family and friends finding out about their sexuality or a homophobic response.

**Consultation on the CEF showed:**

- That responses were received from community and voluntary groups representing LGBT people, but in fewer numbers than those from other equalities strands.
- That 1 person stated they were gay, and 1 person stated they were bisexual.

**Potential barriers to engagement as listed above:**

Age:

- People may feel reluctant to attend events because they may feel they are not relevant to them or may feel intimidated (particularly young people)
- Certain age groups may be underrepresented in publications. Generic publications are often not seen as being aimed at young or old people. Targeted publications may be better received.
- Younger people prefer to engage via new media – texts, online etc

Religion:

- Timing of engagement activities and other events may clash with religious services or festivals which could prevent some people from attending.
- Content of information publications may be considered inappropriate by some religious groups.

Gender:

- Some people – both men and women – may be reluctant to attend mixed gender events and activities
- Women are more likely to have caring responsibilities for both children and for older / disabled relatives which may prevent them from attending engagement activities.

Disability:

- Information may not be accessible if it is produced only in one format
- Disabled people may have difficulty attending and participating in engagement activities
- Facilities at events may not meet the needs of disabled people
- Presentations and debate may be inaccessible – e.g. presentation material not readable / people speak too quickly

Sexuality:

- Engagement activities or information may be located in places accessed by the LGBT community
- LGBT people may be reluctant to raise LGBT issues in open fora as they may be concerned it will identify them as LGBT or that they fear a homophobic response.
- LGBT people with cross oppress ional issues my be reluctant to raise LGBT concerns as they are more likely not be “out” about their sexuality for fear of family and friends finding out about their sexuality or a homophobic response.

Ethnicity:

- Language barriers may stop people from ethnic minority groups accessing information and attending engagement activities
- Written information may not be accessible due to lower levels of literacy in some ethnic groups
- The meaning of words or phrases may change when translated

**It should be noted that these issues were not raised during public consultation, but they are factors which staff in HSP organisations feel should be considered when undertaking any engagement activity.**

## External research findings:

Community engagement has been the subject of much social research in recent years, including detailed research on the equality aspects of engagement. Haringey's Community Engagement Framework provides a set of good practice principles for HSP organisations to work to when carrying out engagement with all sectors of the community. As such, it does not provide or prescribe methods for engagement with different community groups. However, the following research carried out by external organisations may be useful for those carrying out engagement activities with specific groups to bear in mind, and is available from Haringey Council's Corporate Policy Team. The CEF multi-agency steering group will keep copies of relevant community engagement research reports as a good practice database.

### 1. *Social Cohesion in Diverse Communities* – Joseph Rowntree Foundation<sup>6</sup>

Recent research regarding social cohesion and community engagement in North Tottenham and Moss Side, looking specifically at the experiences of White British, Black Caribbean and Somali backgrounds in their local area. Issues of gender and age were considered as well as ethnicity. The findings from this report in terms of community involvement and participation are as follows<sup>7</sup>:

- Faith group involvement was important to a range of interviewees, and more prevalent among Somalis.
- Somalis were less likely to attend local meetings of tenants and residents associations (TRAs), and more likely to contribute to voluntary activity within the Somali community, with some interviewees stating that they felt more confident if other Somalis were present.
- Residents attending TRA meetings tended to be older, and worried about the lack of interest among younger people.
- Younger people did not consider the TRA meetings as relevant to them, but also signalled that the organisation of the meetings was intimidating.
- White British young people seemed particularly at the margins of neighbourhood activities.
- Older women were the most frequent participants at TRA meetings.
- Younger women had issues about the relevance of the meetings, but also about their timing with regards to childcare.

### 2. *50+ Citizen Engagement Project: Barriers to engagement, from understanding to action* – Welsh Institute for Health and Social Care<sup>8</sup>

Recent research undertaken by the Welsh Institute for Health and Social Care examined the barriers to engagement among older people. Summary findings are as follows:

- Very few older people are engaged extensively as citizens. This does not mean that many older people are not active in their communities. It means that comparatively few older people are active in, for example, local decision-making processes.

<sup>6</sup> *Social Cohesion in Diverse Communities*, Maria Hudson, Joan Phillips, Kathryn Ray, Helena Barnes, Joseph Rowntree Foundation 2007

<sup>7</sup> See *ibid.*, pp.69-90

<sup>8</sup> *50+ Citizen Engagement Project: Barriers to engagement, from understanding to action*, Nick Gould, Welsh Institute for Health and Social Care, September 2007

- Traditional forms of engagement have tended to communicate with older people as a mass. Traditional types of engagement have their place but their limitations need to be recognised. New ways of engaging older people as citizens are most likely to succeed if older people are approached as individuals.
- Barriers to the civic engagement of older people include:
  - Lack of personal resources
  - Lack of motivation
  - Previous negative experiences
  - Cultural Issues

### **3. Older People ‘Getting Things Done’ – Joseph Rowntree Foundation<sup>9</sup>**

This report uses case studies to map out the ways in which older people got involved in planning and evaluating services. A key finding is that older people took part because they wanted to make a difference – not just as a way to pass the time.

### **4. ‘Public Officials and Community Involvement in Local Services’<sup>10</sup> – Joseph Rowntree Foundation**

This very recent research took place in Haringey Council, NHS Haringey and the Metropolitan Police. It examines community involvement in local services, with an emphasis on the role of public officials.

## **Step 3 - Assessment of Impact**

**The CEF will help to reduce existing barriers to engagement.**

The **Community Engagement Framework Delivery Plan** aims to provide tools and processes to enable partners to work together to carry out more effective community

<sup>9</sup> *Older People ‘Getting Things Done’*, Jan Reed, Glenda Cook, Vera Bolter and Barbara Douglas, Joseph Rowntree Foundation, 2006

<sup>10</sup> *Public Officials and Community Involvement in Local Services*, Kathryn Ray, Maria Hudson, Verity Campbell-Barr & Isabel Shutes, Joseph Rowntree Foundation 2008

engagement. As such, it is envisaged that the Plan will lead to improved engagement with all sectors of the community. The Delivery Plan is currently in draft form. Should the projects change, this EIA will be updated.

The projects within the Plan do not target specific groups. However, the following projects within the Plan are particularly relevant to reducing barriers to inequality in engagement:

- **Establish a common evaluation process for engagement activities to ensure that we use results to improve local services, identify best practice and learn from mistakes.**
  - It will be important to ensure that this evaluation process includes consideration of equality issues.
- **Make recommendations to expand / rationalise / share activities.**
  - It will be important that equality issues are considered in any change in existing engagement activities.
- **Develop publicity plan for Community Engagement Framework.**
  - It will be important to ensure that this is targeted at specific groups, where appropriate, to ensure that different communities are aware of the HSP's engagement principles.
- **Undertake review of how different communities prefer to engage and support required.**
  - This review will consider equalities issues and will help the HSP to develop a better understanding of appropriate engagement within different communities.
- **Establish HSP approach to service user payment, taking into account needs of different communities (e.g. travel expenses, caring options, language support, etc)**
  - This will help different groups within the community to overcome barriers to engagement.
- **Develop partnership advocacy strategy**
  - This is a more targeted action which will help certain groups to make their views and needs known to HSP organisations.

#### Step 4 - Consult on the proposal

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

Public consultation on the CEF took place in two phases from January to April 2009. Over 700 voluntary and community groups in the borough were sent consultation documents. The consultation was also available online. The CEF was discussed and feedback given at meetings of the HSP, HSP theme boards, individual partner organisations and Haringey's Community Link Forum. The April 2009 edition of Haringey People carried an article about the CEF.

Over 150 responses were received in total. The responses were from a wide range of organisations, and from all across the borough. The majority of responses were very positive, and agreed with the aim and principles of the CEF. Appendix C provides detailed results of the consultation.

Appendix A gives a breakdown of the categories of organisations which responded. This demonstrates:

- A very wide range of community and voluntary organisations responded.
- Responses were received from groups covering all equality strands.
- Fewer responses were received from disability groups, older people's groups and LGBT groups.
- The lack of responses from older people's groups is not too concerning, as Haringey Forum for Older People, Haringey's umbrella organisation for older people, responded to the consultation.
- However, we may have to work harder to ensure that disabled people and LGBT people are aware of the CEF and aware of and able to participate in engagement opportunities in general.

Although mainly community groups rather than individuals responded to the consultation, we asked people to fill in an equalities monitoring form. Appendix B provides equalities monitoring data for those who returned this.

- People from a wide range of ethnicities completed the equalities monitoring form.
- The majority of these were White British.
- Nobody of Asian ethnicity returned the monitoring form, however Asian community groups responded to the consultation.
- People from a wide range of religions returned the equalities monitoring form, the majority being Christian.
- The respondents were fairly equally split between male and female.
- The majority of those who returned the form were heterosexual.
- The majority of those who returned the form were aged over 35, demonstrating that younger adults did not engage with the consultation, or that those working in community and voluntary groups in Haringey are mainly over 35. Children under 18 were not specifically targeted during the consultation.

The consultation did not target specific groups. However, respondents raised the following issues regarding engagement which are relevant to this EIA, including:

- Setting up specific groups, e.g. for LGBT people. (Specific groups for different communities exist in Haringey, but people may not be aware of all of them).

- Targeting groups – those mentioned were older people, ethnic minority families, disabled people
- Holding meetings in environments where people feel comfortable – not at the council, but in community centres.
- Holding meetings at different times, and more than one on the same issue.
- Having direct contact with different communities.

One of the main concerns of respondents was to ensure that the Framework was clearly worded and accessible.

**b) How, in your proposal, have you responded to the issues and concerns from consultation?**

A. During the course of the consultation, the Council was approached by a community group who wanted further explanation of the CEF and its purpose. In response to this, the Cabinet Member for Community Cohesion and Involvement accompanied by the Consultation Manager attended a meeting of this group to give further detail about the CEF.

In response to concern raised at this group that the consultation document was too long, a separate, shorter consultation questionnaire was designed.

B. One of the projects in the draft Delivery Plan is to ‘Develop a publicity plan for the CEF’. The development of a publicity plan will allow us to target groups within the community who sent in fewer responses to the consultation.

C. A main concern of respondents to ensure that the Framework is clearly worded and accessible. This will be addressed through the production of summary, more accessible version of the Framework, which will be widely publicised through the publicity pan.

D. Many of the issues raised during the consultation (listed above and in Appendix C) are about engaging with communities in ways that are appropriate to them. Many engagement activities taking place in Haringey already aim to engage appropriately with different communities. Specific groups are targeted on specific consultations – e.g. during the development of the older people’s strategy, ‘Experience Still Counts’, focus groups were held with older people. The attached table in Appendix D demonstrates the many engagement activities which take place in Haringey which are designed for different groups and communities, and which aim to give people the opportunity to engage in ways appropriate to them.

However, there is always scope to improve on this, and the following projects within the draft Delivery Plan aim to promote best practice in engaging with different communities:

- Undertake review of how different communities prefer to engage and support required
- Establish HSP approach to support given to communities to engage
- Establish a cross-sector development programme that can be undertaken by staff community groups and community representatives

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

When a shorter version of the Framework has been produced, all those who responded to the consultation will be e mailed or sent a letter thanking them for their comments, providing them with a copy of the Framework, and directing them to the Haringey Council website, where a copy of the Delivery Plan will be available.

The Framework will also be available to all on the Haringey Council and partner websites, and will be publicised through the publicity plan.

#### **Step 5 - Addressing Training**

Training on engagement and consultation is already available to staff in HSP organisations. However, through developing the CEF a need has been identified for further training, particularly cross-sector training, so that staff within different organisations work better together to carry out engagement.

The draft Delivery Plan proposes a project to establish a cross-sector engagement development programme. Through this, we will also ensure that the CEF is included in all staff induction programmes in partner agencies.

#### **Step 6 - Monitoring Arrangements**

The CEF and its Delivery Plan are owned by the HSP, and as such will be delivered by a multi-agency groups.

Performance will monitored by the HSP's Performance Management Group. Regular progress reports will be provided.

LAA indicators will be used to evaluate the effectiveness of the Framework. These are reported regularly to the PMG and the HSP's theme boards. They are available on the Council's website through the minutes of HSP meetings. They are:

<b>Local Area Agreement Targets</b>	<b>Baseline % (2008 Place Survey)</b>	<b>2009/10 target %</b>	<b>2010/11 target %</b>
NI1: % of people who believe people from different backgrounds get on well together in their local area	75.5	77.9	81.1
NI140: Fair treatment by local services. Proxy: to what extent does your local council treat all types of people fairly?	60.4	62.6	65



NI21: Dealing with concerns about anti-social behaviour and crime by the local council and police. Proxy: % of people who feel well informed about what the council is doing to tackle anti-social behaviour	27.9	32	34
NI4: % of people who feel they can influence decisions in their locality	40.5	42.9	45.1
NI6: Participation in regular volunteering	20.7	22.7	24.7
NI7: Environment for a thriving third sector	18.9 <sup>11</sup>	21.9	24.9

---

<sup>11</sup> Third Sector Organisations Survey 2008

**Step 7: Summarise impacts identified**

<b>Age</b>	<b>Disability</b>	<b>Ethnicity</b>
<ul style="list-style-type: none"> <li>• People may feel reluctant to attend events because they may feel they are not relevant to them or may feel intimidated (particularly young people)</li> <li>• Certain age groups may be underrepresented in publications. Generic publications are often not seen as being aimed at young or old people. Targeted publications may be better received.</li> <li>• Younger people prefer to engage via new media – texts, online etc</li> </ul>	<ul style="list-style-type: none"> <li>• Information may not be accessible if it is produced only in one format</li> <li>• Disabled people may have difficulty attending and participating in engagement activities</li> <li>• Facilities at events may not meet the needs of disabled people</li> <li>• Presentations and debate may be inaccessible – e.g. presentation material not readable / people speak too quickly</li> </ul>	<ul style="list-style-type: none"> <li>• Language barriers may stop people from ethnic minority groups accessing information and attending engagement activities</li> <li>• Written information may not be accessible due to lower levels of literacy in some ethnic groups</li> <li>• The meaning of words or phrases may change when translated</li> </ul>
<b>Religion</b>	<b>Sexuality</b>	<b>Gender</b>
<ul style="list-style-type: none"> <li>• Timing of engagement activities and other events may clash with religious services or festivals which could prevent some people from attending.</li> <li>• Content of information publications may be considered inappropriate by some religious groups.</li> </ul>	<ul style="list-style-type: none"> <li>• Engagement activities or information may be located in places accessed by the LGBT community</li> <li>• LGBT people may be reluctant to raise LGBT issues in open fora as they may be concerned it will identify them as LGBT or that they fear a homophobic response.</li> <li>• LGBT people with cross sectional issues may be reluctant to raise LGBT concerns as they are more likely not be “out” about their sexuality for fear of family and friends finding out about their sexuality or a homophobic response.</li> </ul>	<ul style="list-style-type: none"> <li>• Some people – both men and women – may be reluctant to attend mixed gender events and activities</li> <li>• Women are more likely to have caring responsibilities for both children and for older / disabled relatives which may prevent them from attending engagement activities.</li> </ul>

### Step 8 - Summarise the actions to be implemented

The draft **Community Engagement Framework Delivery Plan** aims to provide tools and processes to enable partners to work together to carry out more effective community engagement. As such, it is envisaged that the Plan will lead to improved engagement with all sectors of the community. The full Delivery Plan will be available at [www.haringey.gov.uk/framework](http://www.haringey.gov.uk/framework).

The projects within the plan do not target specific groups. However, the following projects within the Plan are particularly relevant to reducing barriers to inequality in engagement:

Project	Timescale / Existing progress	Resource implications	Key output(s) – to be decided by group responsible	Team / Group responsible
1. Establish a common evaluation process for engagement activities to ensure that we use results to improve local services, identify best practice and learn from mistakes	2010-11	Within existing resources	Evaluation process designed and rolled out across partner agencies  Results analysed	Council's Consultation Group, with representatives of HSP partners in attendance
2. Make recommendations to expand / rationalise / share activities	2010-11	Within existing resources	Process used and results analysed on an on-going basis  Recommendations made to PMG	Council's Consultation Group, with representatives of HSP partners in attendance
3. Develop publicity plan for Community Engagement Framework (for residents, councillors, staff in HSP organisations etc)	2010-11 Progress to date: CEF already published on website. CEF summary and Easy Read versions in production.	Within existing resources	Publicity Plan produced	HSP Communications Network
4. Undertake review of how different communities prefer to	2010-11	Within existing resources	Review undertaken using results of evaluation process	HSP Commissioning Group

Project	Timescale / Existing progress	Resource implications	Key output(s) – to be decided by group responsible	Team / Group responsible
engage and support required			and recommendations made to PMG	
5. Establish HSP approach to service user payment, taking into account needs of different communities (e.g. travel expenses, caring options, language support, etc)	2011-12	Resource required	HSP approach to community support established  Increased uptake of support measured by: increased attendance of different communities at meetings and engagement events	HSP Commissioning Group
6. Develop partnership advocacy strategy	2011-12	Within existing resources	HSP Advocacy Strategy and Action Plan agreed by HSP	Well-Being Partnership Board with input from CEF Steering Group

#### Appendices:

**Appendix A:** Community and voluntary groups which responded to the CEF consultation

**Appendix B:** Equalities monitoring data from consultation on the CEF

**Appendix C:** Briefing on CEF consultation responses (**separate document**)

**Appendix D:** Examples of existing engagement activities in Haringey

## CEF Appendix A: Community Engagement Framework consultation responses: Organisation type

For the purpose of this EIA, we have attempted to categorise organisations which responded into different groups. This is not an exact process – some organisations fall under more than one category and some are hard to categorise. However, it has helped to demonstrate the wide range of organisations which responded and sectors of the community which we may need to work harder to reach.

<b>Organisations responded – Phase 1:</b>	
<b>Educational</b>	<b>Faith (including some organisations based on ethnicity and welfare &amp; support)</b>
Downhills Primary School	St James Church
Tech Training Centre	Oromo Evangelical Church of London
Chestnuts Primary School	Muswell Hill Methodist Church
Park View Academy	High Cross United Reform Church
	MDCC Immigration & Welfare Services
	New Testament Church of God
	St Mary's Church
	Alevi Cultural Centre
	Moravian Church
	St James's Church Legal Advice Centre
	The People's Christian Fellowship
	Eldon Road Baptist Church
	Polish and Eastern European Christian Family Centre
	<b>Women's organisations</b>
	Greek Cypriot Women's Organisation
	JAN Trust
	Turkish Cypriot Women's Project
<b>Arts &amp; Culture (including some organisations based on ethnicity)</b>	<b>Community organisations (based on ethnicity)</b>
Hornsey Town Hall Creative Trust	Cosa de la Salvol Hispana America
Haringey African Cultural Voluntary Organisation	Caribbean Community Centre

<b>Organisations responded – Phase 1:</b>	
Wise Thoughts	Abinda Community Association
Kush Community Arts and Media Development	Cara Irish Day Centre
Mountview Academy of Theatre Arts	Ghanaian Welfare Association
Collage Arts	Somali Brananese Association in London
Cirque Nova Ltd	
People's World Carnival Band	<b>Housing / Residents / Tenants</b>
Artikal Films	Causeway Irish Housing Association
Saam Theatre Company	Association of Tenant Representatives
	Homes for Haringey
	Stonewall Housing
	Cranley Dene Court
	Coldfall Tenants
	Summer Hall Road Residents Project
	Campbell Court Residents Association
	Haringey Federation of Residents Associations
	Allan Barclay Residents Association
	Edgecot Road Residents Chair
	Tiverton Resident's Association
	<b>Disability</b>
	Different Strokes North London Group
	London Sports Forum for Disabled People
	Middlesex Association for the Blind
	<b>Older People</b>
	Haringey Forum for Older People
	<b>Other</b>
	HKFA
	Friends of Hornsey Church Tower
	Higher Level Alex
	London Islamic Cultural Society, Wightman Road
	<b>Environment / Regeneration</b>
	The Friends of Finsbury Park
	Tottenham and Wood Green Friends of the Earth
	The Bridge New Deal for Communities

<b>Organisations responded – Phase 1:</b>	
	Haringey Council
<b>LGBT</b>	UDOtek
Pace Health	Brighter Future CIC Ltd
	SPCC
	Forsythe Consulting
	Community Alton Spirit
	Satellite Consortium Ltd
<b>Organisations responded – phase 2:</b>	
<b>Housing / Residents / Tenants Groups</b>	<b>Women's organisations (based on ethnicity)</b>
Leasehold Panel & Tenants Participation Panel, Age Concern	Turkish Women Philanthropic Association
Stonewall Housing	Turkish Cypriot Women's Project
Sanctuary Hereward	Trinidad and Tobago Association
Hornsey Housing Trust	
Muswell Hill & Fortis Green Association	<b>Community organisations (including organisations based on ethnicity)</b>
Hillcrest Residents Association	Cabinda Community Association
Campbell Court Tenants Association	Council of Asian People
Helston Court Residents and Tenants Association	Haringey African Cultural Voluntary Organisation
	The Sandbunker Community Centre
<b>Children &amp; Young People (including Arts &amp; Culture)</b>	<b>Faith (including welfare &amp; support)</b>
Exposure	St James Church Legal Advice Centre
Yawah Youth and Lone Parents Support Centre	C of E St Mary the Virgin, Tottenham
Muswell Hill Toy Library	London Islamic Cultural Society, Wightman Road
Gladesmere Girls Project	
Burghley Road Under 5s Community Centre	<b>Welfare &amp; Support (including organisations based on ethnicity)</b>
Friendship Global	Iranian Welfare Association
	Welwitschia Legal Advice Centre

<b>Organisations responded – phase 2:</b>	
<b>Health (including organisations based on ethnicity)</b>	
Barnet, Haringey & Enfield Mental Health NHS Trust	Victim Support in Haringey
Nepalese Health Network	Social Care World
Chiz UK	Pyramid Health & Social Care Association
Innovative Vision Organisation	
	<b>Arts &amp; Culture</b>
	Word for Word Writers Group
<b>Disability</b>	
Middlesex Association for the Blind	<b>Other</b>
Different Strokes London North Group	Haringey Council
Wheelchair Users' Group	Hornsey Historical Society
	Polar Bear Community
	Berkbeck Association
<b>Older People</b>	
University of the Third Age	Haringey Police Consultative Group
Haringey Forum for Older People	



CEF Appendix B: Equalities monitoring data

The following data was received from those who returned the equalities monitoring form.

Ethnicity:		Religion:
<p><b>White:</b>                      White British: 22                      Greek Cypriot: 1                      Turkish: 1                      Gypsy: 0                      Irish: 1                      Irish Traveller: 0                      Turkish/Cypriot: 1                      Kurdish: 0                      White Other: 4</p> <p><b>Mixed:</b>                      White &amp; Black Caribbean: 0                      White and Asian: 0                      White and Black African: 1                      Mixed Other: 0</p>	<p><b>Asian or Asian British:</b>                      Indian: 0                      Bangladeshi: 0                      Pakistani: 0                      East Asian African: 0                      Asian or Asian British Other: 0</p> <p><b>Black or Black British:</b>                      African: 4                      Caribbean: 3                      Black or Black British Other: 1</p> <p><b>Chinese:</b> 0</p> <p><b>Other ethnic group:</b> 3</p>	<p><b>Religion:</b>                      No religion: 8                      Muslim: 3                      Hindu: 2                      Jewish: 2                      Buddhist: 3                      Rastafarian: 0                      Christian: 20                      Sikh: 0                      Other: 7</p>
Gender:		Disability
<p>Male: 28                      Female: 23</p>	<p><b>Sexual orientation:</b>                      Heterosexual: 30                      Bisexual: 1                      Gay: 1                      Lesbian: 0</p>	<p><b>Age group:</b>                      18-24: 1                      25-34: 1                      35-44: 6                      45-54: 11                      55-64: 7                      65-74: 12                      75-84: 4                      85 +: 0</p> <p>Yes: 7                      No: 39</p>



## CEF Appendix C: Briefing on consultation responses – separate document

### CEF Appendix D: Examples of community engagement activities in Haringey

How safe is the area?	
<ul style="list-style-type: none"> <li><a href="#">Neighbourhood Management Service initiatives</a></li> <li><a href="#">Police Safer Neighbourhood Teams</a> engagement initiatives – e.g. ‘You Decide’ campaign</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Haringey Community and Police Consultative Group</a></li> <li><a href="#">Fire Safety visits</a></li> <li>Annual Peace Week events</li> </ul>
How healthy and well supported are people? How well is adult social care meeting people’s needs and choices?	
<ul style="list-style-type: none"> <li><a href="#">Haringey LINK</a></li> <li>Patient representatives’ input into customer care standards</li> <li><a href="#">Expert patient programme</a></li> <li>Patient representative on procurement panel for diabetes service users</li> <li>Well-being participation sub-group</li> <li>Haringey Advisory Group On Alcohol – client forum</li> <li><a href="#">Haringey Learning Disability Partnership Board</a></li> <li><a href="#">Haringey Learning Disability Partnership Carers Forums</a></li> <li>Drug and Alcohol Action Team service user involvement</li> <li>Drug and Alcohol Action Team carer involvement</li> <li><a href="#">Homes for Haringey involvement initiatives:</a></li> <li>Homes for Haringey Disabled People’s Group</li> <li>Homes for Haringey Individual Needs Project</li> <li>Personal Budgets</li> <li>Dignity in Care Champion</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Neighbourhood Management Service initiatives</a></li> <li><a href="#">Police Safer Neighbourhood Teams</a> engagement initiatives – e.g. ‘You Decide’ campaign</li> <li><a href="#">Haringey Community and Police Consultative Group</a></li> <li><a href="#">Fire Safety visits</a></li> <li>Annual Peace Week events</li> <li>Haringey Mobility Forum</li> <li><a href="#">Mental Health User Forums</a></li> <li><a href="#">Carers Partnership Board</a></li> <li><a href="#">Haringey Forum for Older People</a></li> <li>Older People’s Champions</li> <li><a href="#">Public Forums for Leisure Centres</a></li> <li>Carers Survey</li> <li>Home Care Survey</li> <li>Learning Disabilities Outcomes Survey</li> <li>User Outcomes Survey</li> </ul>
How well kept is the area? How environmentally sustainable is the area?	
<ul style="list-style-type: none"> <li><a href="#">Friends of Parks &amp; Open Spaces groups</a></li> <li>Allotments Groups</li> <li><a href="#">Going Green Conference</a></li> <li><a href="#">Better Haringey Green Fair &amp; Awards</a></li> </ul>	<ul style="list-style-type: none"> <li>Homes for Haringey Youth Repairs Focus Group</li> <li>Homes for Haringey Estate Inspections</li> <li>Homes for Haringey Patch Meetings</li> <li>Homes for Haringey Tenant Advocates</li> </ul>
How strong is the local economy?	
<ul style="list-style-type: none"> <li><a href="#">Haringey Guarantee</a></li> <li><a href="#">Haringey Guarantee Participant Survey</a></li> <li><a href="#">Haringey Business Awards</a></li> </ul>	<ul style="list-style-type: none"> <li>Consultation with businesses over planned Haringey Business Board (previously Haringey’s City Growth Board)</li> <li>Haringey Local Traders Forums</li> </ul>

<b>How strong and cohesive are local communities?</b>	
<ul style="list-style-type: none"> <li>• <a href="#">Community Cohesion Forum</a></li> <li>• <a href="#">Lesbian, Gay, Bisexual, Transsexual Forum</a></li> <li>• Multi-Faith Forum</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Local Area Assemblies</a></li> <li>• Homes for Haringey Residents Consultative Panel</li> <li>• Turkish, Kurdish &amp; Cypriot Forum</li> </ul>
<b>How well is housing need being met?</b>	
<ul style="list-style-type: none"> <li>• <a href="#">Council Landlords Forum</a></li> <li>• Temporary Accommodation Users Forum</li> <li>• Care homes annual residential survey</li> <li>• Housing Conference</li> <li>• Tenants Forum</li> <li>• Residents Associations</li> </ul>	<ul style="list-style-type: none"> <li>• Homes for Haringey's advocates in council housing</li> <li>• Homes for Haringey Aspirations Special Project</li> <li>• Homes for Haringey Open Day and Saturday drop-ins</li> <li>• Homes for Haringey tenant training programme –assertiveness, chairing meetings, managing conflict, negotiation, service monitoring</li> <li>• <a href="#">Family Mosaic Housing Association's initiative</a>, including Customer Panel and Tenants Question Time</li> </ul>
<b>How well are families supported?</b>	
<b>How good is the well-being of children and young people?</b>	
<ul style="list-style-type: none"> <li>• <a href="#">Haringey Youth Council</a></li> <li>• Homes for Haringey Youth Outreach films</li> <li>• Participation Crew</li> <li>• Young Advisors to the Council</li> <li>• Youth Opportunity Fund Panel</li> <li>• <a href="#">Haringey Young Heroes Awards</a></li> <li>• <a href="#">Haringey Youth Space website</a></li> <li>• <a href="#">Family support groups</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">'Here We Grow' groups</a></li> <li>• Parents in Early Learning Project</li> <li>• Dads' Days at Children's Centres</li> <li>• Family Champions project – Children &amp; Young People's Service and Tottenham Hotspurs Foundations</li> <li>• Parent Forums – e.g. Somali, Kurdish and Turkish Parent Forums</li> <li>• Referral Order Panel volunteer supervisors in Youth Offending Service</li> </ul>
<b>Cross-cutting engagement initiatives</b>	
<ul style="list-style-type: none"> <li>• <a href="#">Local Area Assemblies</a></li> <li>• <a href="#">'Making the Difference' programme</a></li> <li>• <a href="#">Annual Residents Survey</a></li> <li>• Place Survey</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Customer feedback &amp; complaints</a></li> <li>• <a href="#">WOW awards</a></li> <li>• <a href="#">Community Link Forum</a></li> <li>• Friends of Libraries</li> <li>• Participatory budgeting scheme</li> </ul>
<b>Children and Young People's cross cutting engagement activities:</b>	
<ul style="list-style-type: none"> <li>• <a href="#">Local Democracy Week</a></li> <li>• Tell Us Survey</li> <li>• Model United Nations project (secondary schools)</li> <li>• <a href="#">Primary and Secondary School Councils &amp; Student Voice Charter</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Junior Citizens Annual Debate</a></li> <li>• <a href="#">UK Youth Parliament elections</a></li> <li>• <a href="#">Haringey Youth Council &amp; Shout Out Conference</a></li> <li>• Youth Opportunity Fund Panel</li> </ul>