

Summary of consultation response

Methodology

The Borough Plan was developed following engagement with residents and partners, including:

- A residents' survey of 1,900 local people;
- Two borough partners' events, each bringing together over 100 local organisations, businesses and public sector partners;
- A staff conference reaching 1,600 staff; and
- A six week long formal consultation process which comprised a range of workshops/meetings, focus groups and online consultations.

The draft Borough Plan was issued for consultation for an eight week period between 15th October and 11th December 2018. The consultation received over 100 responses from individuals and organisations. In addition, feedback was gathered from a wide range of stakeholders through forums with the Voluntary and Community sector, businesses, partner organisations within the People Priority and through engagement on key priority issues including youth violence, adult social care and experiences of services.

Key feedback points and our response to them

In the main, what we have heard supports and confirms the priorities identified in the draft Borough Plan. The findings emphasise that the challenges around housing are a top priority; that there is widespread concern about the safety of our young people; that tackling poverty and inequality is key; and that we need to do more to support local businesses and strengthen the local economy from the ground up.

In addition, the feedback identified a number of other areas of concern. A summary of key areas of feedback and our responses to these, is set out below.

- **We heard:** that 'there should be an objective of treating those experiencing homelessness (especially street homelessness) with dignity and encouraging partners to do the same'.
- We have responded by making a clear commitment to respond to each household's particular circumstances in a timely way, and always treating people with dignity and respect.
- **We heard:** that sustainability is important to our residents and should be embedded across our approach.
- We will respond by making our commitment to reducing carbon and air pollution clearer in the action planning across the Housing, Place and Your Council priorities, and recognising the impact of air pollution on health, within the People Priority.
- **We heard:** that littering and fly-tipping are a major concern, particularly in some areas of the Borough.
- We have responded by committing to a civic pride campaign, focusing on working with the community to change behaviours, as part of our new Fly-tipping strategy.
- **We heard:** that town centres are important to you.

- We have responded by making a clearer commitment to revitalising town centres, beginning with an ambitious programme of work to improve Tottenham High Road.
- **We heard:** that residents do not always find it easy to get the support they need from the Council.
- We have responded by making a new commitment to improve the ease of interaction within customer services and this will be a core focus of an ambitious transformation programme within customer services.

Borough Plan Consultation Summary

Below is a summary of the responses to the Borough Plan consultation.

HOUSING

Housing was one of the most voiced concerns for respondents, particularly the need for more council housing and social rent. This supports the top priority given to Housing within the Borough Plan.

‘At a time when all workers below a certain threshold of income are being pushed further and further out of London and we are gentrifying in Tottenham, it is crucial that the council steps in. I am currently housing my daughter, partner and 2 small children in my house [they work locally and] cannot afford to move out despite the crush. I am well aware that for many families, circumstances are much worse.’

- Rough sleeping and homelessness were also raised.
- *‘There should be an objective of treating those experiencing homelessness (especially street homelessness) with dignity and encouraging partners to do the same. For example, not unduly criminalising rough sleeping or requesting proof of address to access services unless it is truly necessary’*
- In terms of wider housing development, respondents thought it was important to be in-keeping with the other buildings in the local area and to consider the impact on local services.
- Respondents want to see action taken on fuel poverty, both in terms of stricter requirements on new-builds, with supporting enforcement measures, and retrofitting older properties.

‘Fuel poverty in Haringey is a real problem in the borough. At the same time, domestic energy use is the biggest contributor to CO2 emissions in the borough. Much of our housing is old and energy inefficient so many households fail to keep warm in winter. But summer heat-waves are also a growing threat to health and quality of life.’

PEOPLE

A wide range of issues concerning our residents and communities were highlighted through consultation and engagement, with some key messages summarised below:

- Young people at risk: There was a high level of concern for the young people in the borough, especially in relation to safety. Measures identified to address this included, more youth centres; better engagement with young people on the dangers of knives; parents and carers training to spot warning signs; improved mental health services and need for community groups to work together.
- Isolation and loneliness: this was identified as a concern, particularly, but not only for older people.
'People need meaningful, purposeful activities to reduce isolation.'
- A range of areas were identified where respondents wanted to see more details such as; sexual health; drivers of healthy life expectancy; SEND support; support for people with English as an additional language; and mental health services, especially for children, young people and LGBT.
- Respondents also emphasised:
 - Cross over with other priorities – for example the importance of housing on mental health.
 - More involvement of service users and wider community.
 - Need for truly multi-agency working, including clinical and non-clinical services within the NHS and with the voluntary sector.

'Haringey fails to work in a multi-agency way. Services are not working together and are difficult to navigate.... particularly if you have additional difficulties, like language or learning difficulties.'

PLACE

- Cleanliness: Respondents highlighted concerns about fly tipping and general cleanliness of the streets, especially in the east of the borough. A wide range of causes of these were identified, such as increased number of housing, lack of education, charging for bulky waste items. Anti-social behaviour and littering, were linked as issues.

'Fly tipping and rubbish dumping is at a ridiculously high level and the Council's approaches to tackle it are not effective.'

'I live with broken street lamps (two years now), street gangs cycling around in the dark, the worst litter I have seen on the streets. This affects a lot of areas but Tottenham area I feel is the worst.'

- Safety: Crime and public safety was a concern. See points linked above to young people at risk. Also request for police to have posts on the high streets.
'You need to do more to tackle crime because people feel unsafe on the High Streets, especially at night, and that means more online shopping and more home food deliveries and thus further bad news for our struggling high streets and yet more charity shops which in turn generate less revenue by not paying business rates.'

- Climate change, air pollution and energy efficiency: Several respondents expressed a desire to see climate change as a greater priority within the Plan and emphasised that it crossed over with housing, economy (in particular green jobs) and people.
'Addressing climate change properly means you can address other issues: inequality (climate change will affect the vulnerable the most), impact on the quality of housing and new developments, impact on hard infrastructure, floods and droughts, impacts on local public health system'
 - Some felt promoting and enabling active travel and public transport should be the priority, with electric vehicles promoted as the best alternative if private vehicles have to be used.
'Encourage residents to make choices that minimise air pollution such as travelling by walking, cycling and using public transport.'

 - Retrofitting of older buildings was thought to be important and ensuring new buildings are energy efficient. This was linked to concerns about fuel poverty.
 - There was a request to ensure Council contractors and developers are limiting negative environmental impact, such as requiring all contractors to use electric vehicles or renewable energy sources and requiring developers to have low emission construction sites.
 - In addition, it was felt that there should be a focus on minimising waste, including use of plastic and amount going to landfills.
 - It was recognised that there are potential trade-offs which need to be carefully managed.

'A dilemma, that has not been addressed, is that a mile driven using diesel has lower carbon emissions, but far worse air pollutants than petrol (electric vehicles incur a much lower pollution) – just from brakes and tyres. Haringey's contract with Veolia is for low carbon emission vehicles that has resulted in very polluting diesel trucks.'

- Healthier and Active Place: There was substantial support for making Haringey a healthier and more active place, with improved leisure facilities.

- Parks – concern that some parks need their play equipment renewed and to be better maintained.
- A lack of swimming pools, with a particular focus on a swimming pool within the Wood Green area.
- Poor management of existing pools and leisure.
- River Lea identified as a great asset to help children and adults stay healthy.

ECONOMY

- Community wealth building: the business community broadly welcomed the approach of community wealth building. Others highlighted the need to ensure the Council can still commission services which provide value for money and that closing Haringey off to outside business would harm the area. Haringey should be viewed in the context of the wider London economy.
- Business requested:
 - More joined-up working and a more integrated approach to the business community across council departments, especially for issues such as parking restrictions.
 - Improved council web-pages
 - Recognition of the importance of business rate relief and access to affordable commercial premises and economic space for business to grow and expand.
 - Support for small businesses and start-ups, including those not on the high street.
‘Not just support, but facilities that can help someone to move their business from the kitchen table or spare room, to a business that is self-sufficient and can move into premises, work spaces and employ people.’
- Jobs: respondents highlighted the need for quality local jobs.
 - *‘Focus should be on making local jobs ‘great jobs’ – by improving pay, training and progression opportunities. This also includes working with the private sector to make bad jobs good jobs.’*
 - Some respondents emphasised that space should be safeguarded for employment: *‘Whilst housing is always a pressure, without jobs mortgages cannot be paid.’*

YOUR COUNCIL

- There was a clear message about the importance of building strong, positive and respectful relationships between the Council and residents. It was felt that the Council’s approach to residents could be improved.

Digital exclusion was raised as a concern and the need for continued face-to-face opportunities was highlighted. *'People need a one-to-one contact. Technology cannot replace human contact'*

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EQUALITY PRINCIPLES & OBJECTIVES

- The equality principles should be understandable for all (some people do not understand protected characteristics), while also being clear about the Council's legal rights and responsibilities (as set out in the Equality Act 2010).
- A number of groups were identified that could be better reflected in the equality principles such as disabled people, older people, newly arrived migrants and those with no recourse to public funds.
- Request for a greater focus on equality of outcomes rather than opportunities.
- Request for the addition of socio-economic indicator to the list of protected characteristics in Equalities Impact Assessments (EqIAs).
- Request to ensure EqIAs are meaningful and ensure actions identified to mitigate risks do happen.
- It was suggested that the Council needs to collect more nuanced data about the population, such as further clarity on 'white non-British' and increase understanding of these communities.

RESIDENTS ENGAGEMENT PLEDGE

- As outlined above, there was a clear message that the relationship with residents could be improved.

'There needs to be more work to ensure Haringey staff's ways of working actually keeps up with this narrative. While the Resident's panel is a step towards this, more work is needed to make sure this isn't hollow.'

- Suggestions about how to achieve this included:
 - Bringing back area/ward forums; supporting residents and tenants' associations
 - Reach out to networks that are already developed
 - Cultural change
 - Improve communications.

VOLUNTARY AND COMMUNITY SECTOR (VCS) PLEDGE

A well-attended forum was held with the Voluntary and Community sector, to discuss and develop the VCS Pledge. Key points raised included:

- Work of the VCS should be better recognised and skills within the VCS should be utilised more, for example when commissioning training.
- There should be a greater emphasis on supporting the existing sector to maintain itself and grow.
- There should be a better mechanism for feeding ideas from the sector through to the Council, for example through inclusion in governance.
- They felt there was a need for:
 - More funding for the voluntary sector for preventative services
 - Advisory support e.g. capacity building, helping with bid writing
 - Access to affordable spaces for activities
 - Access to data to help get funding

BUSINESS PLEDGE

A range of businesses provided feedback on the Borough Plan and the Business Pledge in particular. The need for continued engagement and communications was particularly emphasised.

- Feedback emphasised the importance of small businesses.
- Consult business in the early stages when changes are proposed.
- The Business Pledge should be regarded as only the starting point in realigning the relationship between the borough's business sector and the Council.
- Businesses have an important role to play in their wider communities and can contribute by signing up to the Tottenham Charter.
- Traders will be happy to work with Council's Employment service to recruit local people and replicate successes (a recent Sainsbury's recruitment campaign was mentioned).

Further information: Consultation methodology

In order to reach as many people and maximise the number of responses as possible, a number of engagement channels were used as follows:

- **Email shots:** Electronic correspondence was sent to individuals and organisations. The consultation documents were also made available on the Council's website.
- **Social Media:** Social media was used to promote the consultation and also as an alternative method for response and engagement. The consultation was promoted on both Facebook and twitter.

- **Libraries:** hard copies of the consultation draft of the Borough Plan were distributed to all libraries in the Borough, with the Plan also available electronically online.
- **Focused workshops:** The focus of the workshops was to provide informal working sessions, considering the Plan as a whole and providing an opportunity for conversation around the priorities, outcomes and objectives over the next four years.
- **Staff Engagement:** Running alongside the public consultation, staff were also encouraged to get involved and have their say through features on the staff intranet, the staff social network (Yammer), desktop notices and team/service area meetings.

Direct Respondents – Individuals and Organisations

- Early Help Parenting Practitioner
- Safer Streets - Living Streets
- Haringey Welcome
- Fusion Lifestyle
- Haringey Aquatics
- Parents for Healthy Streets Haringey (190 members)
- Haringey Resident responding on behalf of Muswell Hill Sustainability Group
- Child in Haringey school
- Member of Haringey Sports Club
- Tottenham & Wood Green Friends of the Earth
- Hornsey and Wood Green Labour Climate Change and Environment Group
- Canal & River Trust
- Charity and key stakeholder for transport matters
- Jenny Holloway – Fashion Enter
- Ali Mehmet - CEO & Founder, Stack N15
- Wood Green Business Improvement District (BID)
- Plus 100 local residents
- Tottenham Traders' Partnership
- Haringey Business Alliance
- Bruce Grove Youth Space
- CONEL (through a student focus group)
- Haringey Climate Change Forum
- Housing Associations

Feedback from engagement undertaken through the Fairness Commission, Young People at Risk Strategy, Scrutiny café, Adult Social Care design, Bridge Renewal Trust engagement for Community First and with Haringey Council's own workforce, has also been taken into account.