

# HARINGEY

## Fairness Commission

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### SUMMARY OF RESIDENTS' VIEWS DURING PHASE 1 ENGAGEMENT

15<sup>TH</sup> APRIL 2019

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Haringey Fairness Commission



## Contents

List of Abbreviations .....	4
Foreword by Co-Chairs.....	5
Background to the Haringey Fairness Commission .....	6
Engagement, Evidence and Methodology .....	8
The Future Focus of the Commission’s Work .....	9
What we’ve heard.....	11
Introduction .....	11
1. Children, Young People and Education.....	12
1.1 School exclusions and isolation.....	13
1.2 Support for children with special educational needs and disabilities (SEND) .....	15
1.3 Spaces and activities for children and young people.....	18
1.4 Treatment of children and young people in the care system.....	20
2. Debt and Poverty .....	22
2.1 Debt.....	23
2.2 Poverty .....	25
2.3 Universal Credit and Benefits .....	28
3. Jobs, Training and the Economy .....	30
3.1 Employment opportunities and wages.....	31
3.2 Training opportunities and adult education .....	33
4. Health and Social Care .....	34
4.1 Social isolation .....	35
4.2 Access to care.....	35
4.3 Carers .....	38
4.4 Access to health services .....	39
4.5 Autism Services .....	40
5. Housing .....	43
5.1 Lack of affordable housing.....	43
5.2 Issues in the private rental sector.....	44
5.3 Issues in social housing .....	48
5.4 Temporary accommodation.....	50
5.5 Homelessness.....	55
6. Communities and Neighbourhood.....	57
6.1 Support for community organisations, groups and venues.....	58
6.2 Community safety .....	63
6.3 Cohesion, integration and migration .....	67
6.4 Neighbourhood appearance and amenities .....	72

6.5	Transport and parking.....	73
6.6	Regeneration.....	75
7.	Environment.....	78
7.1	Air pollution and active travel.....	79
8.	Engagement with the Council and wider public services .....	80
8.1	Communication and customer services.....	80
8.2	Transparency and access to information .....	84
8.3	Access to and distribution of services and funds.....	86
8.4	Digital exclusion .....	89
	Conclusion and Next Steps.....	91
	Annex A – List of engagements.....	92
	Annex B – Supplementary background information .....	93
	Annex C – Scoring Criteria and Matrix .....	94

## List of Abbreviations

ASC	Autism Spectrum Conditions
BAME	Black, Asian and Minority Ethnic
BSL	British Sign Language
CCG	Clinical Commissioning Group
CCM	Carers' Coffee Morning
CCTV	Closed-circuit television
DLA	Disability Living Allowance
EHC	Education, Health, and Care
EU	European Union
GCSE	General Certificate of Secondary Education
GLA	Greater London Authority
GP	General Practitioner
HfH	Homes for Haringey
HMO	House in Multiple Occupation
IAPT	Improving Access to Psychological Therapies
IT	Information Technology
LGBT+	Lesbian Gay Bisexual Transgender Plus
TAG	Temporary Accommodation Group
MS	Multiple Sclerosis
NASS	National Asylum Support Services
NEET	Not in Education, Employment or Training
NHS	National Health Service
NRPF	No Recourse to Public Funds
PIP	Personal Independence Payment
PRS	Private Rental Sector
PRU	Pupil Referral Unit
SEND	Special Educational Needs and Disabilities
SendPact	Special Educational Needs and Disabilities Parents And Carers Team
TfL	Transport for London
UC	Universal Credit
VCS	Voluntary Community Sector

## Foreword by Co-Chairs

This initial engagement stage of the Haringey Fairness Commission has been illuminating in many different ways. Firstly, it was clear from speaking to so many people that everyone has a sense of what ‘fairness’ means to them and, despite the different ways in which this fairness is expressed, the underlying themes of respect and justice have been almost universally present. Secondly, the diversity of people, experiences and opinions in Haringey has so clearly come through in our engagement and really speaks to the cultural richness of this Borough. And finally, harnessing this diversity is one crucial element through which the Fairness Commission can make a meaningful impact in its lifetime.

We are especially grateful to more than 1,500 residents who have engaged with us in this first stage of the Commission’s work and are incredibly appreciative of the time and experiences that people have shared with us. Often, these experiences have been very personal and sometimes painful to share, and we have been humbled to be able to hear about them.

We now need to ensure that the voices of Haringey are taken forward in the next stage of our work.

As Co-Chairs, we would like to place on record our thanks to Councillor Zena Brabazon for her contribution to the Fairness Commission during her tenure as Co-Chair, and especially for formulating such a coherent programme of work for the Commission in its early stages.

We would also like to thank all the Commissioners who have contributed in many different ways to this initial phase, through attending various meetings, arranging sessions with organisations, and generally supporting the work of the Haringey Fairness Commission.

Councillor Kaushika Amin, Cabinet Member for Civic Services

Professor Paul Watt, Birkbeck, University of London

**Co-Chairs, Haringey Fairness Commission**

## Background to the Haringey Fairness Commission

The Fairness Commission’s Terms of Reference state that the aim of the Commission is to set out a vision and priorities for achieving a fairer Borough, making practical and strategic recommendations that the Council and partners can act on. This will be achieved by:

- Focusing on hearing about the priorities, lived experiences and ideas of residents, community groups and businesses.
- Reviewing evidence from a range of sources, including local, regional and national data.
- Using this evidence to identify key areas of inequality and the reasons why these inequalities exist and persist - recognising that they are complex and often interconnected; and focusing on inequalities where action at a local level can make an impact.
- Exploring a broad range of options for addressing the key issues, learning from the ideas of local people and evidence of what has worked elsewhere.
- Recommending practical and strategic actions that the Council and partners can take to tackle inequality

A full copy of the Fairness Commission’s Terms of Reference is available online at this link:

<https://www.haringey.gov.uk/fairness/about-commission#tor>

The Co-Chairs of the Commission are:

- Councillor Kaushika Amin, Cabinet Member for Civic Services
- Professor Paul Watt, Birkbeck College, University of London

The full list of Commissioners is as follows:

- Lynette Charles - Chief Executive of Mind in Haringey
- Councillor Lucia das Neves - Chair of Overview and Scrutiny
- Dara de Burca - Local Resident and Director of Children and Young People at the Children’s Society
- Paul Butler - Chief Executive of the Selby Trust
- Jeanelle De Gruchy - President of the Association of Directors of Public Health
- Councillor Erdal Dogan - Labour Councillor for Seven Sisters Ward
- Kellie Dorrington - Haringey Citizens Advice
- Matt Dykes - Trade Union Congress
- Councillor Scott Emery - Liberal Democrat Councillor for Muswell Hill
- Sharon Grant OBE - Public Voice
- Tony Hartney - Headteacher Gladesmore Community School and Crowland Primary School
- Tony Hoolaghan - Chief Operating Officer Haringey Clinical Commissioning Group
- Bibi Khan - LICS Wightman Road Mosque and Multi-Faith Forum
- Barbara Lisicki - Disability rights activist
- Rabbi David Mason - Muswell Hill Synagogue and Multi-Faith Forum
- Radojka Miljevic - Local Resident and Partner at Campbell Tickell
- Helen Millichap - Borough Commander
- Reverend Paul Nicolson - Taxpayers Against Poverty
- Dr Geoffrey Ocen - Chief Executive of the Bridge Renewal Trust

- Sean O’Donovan - Haringey Citizens Advice
- Rob Tao - Haringey Business Alliance

Catherine West MP and David Lammy MP are honorary Commissioners, attending the Commission meetings and events when available.

The Leader and Chief Executive of the Council have been Commissioners during this first ‘listening’ phase of the Commission, but are stepping down for the next phase of the Commission’s work.

Haringey Council officers who have previously supported or are currently supporting the work of the Commission are:

- Daria Polovina, Haringey Fairness Commission Programme Manager
- Lucy Fisher, Policy and Equalities Officer
- Shabnam Islam, Policy Intern
- Louise Hopton-Beatty, Policy Team Manager
- Becky Hatch, Head of Policy and Cabinet Support



*Haringey Fairness Commission; First Public Event*

## Engagement, Evidence and Methodology

This first phase of the Commission has concentrated on listening to the people of Haringey and in gathering qualitative evidence around fairness and inequality. The contents of this report represent our synthesis of what we have heard, reflecting this back in summary form. This report does not evaluate or interpret what we have heard, nor does it make recommendations or proposals. These will be developed during the next phase of work and will be presented in the Final Report of the Commission.

The Fairness Commission ran an engagement phase from November 2018 to March 2019, with a break of six weeks in November and December 2018 while a local by-election took place.

During that time, the Fairness Commission held three public events, received submissions from individuals, schools, voluntary sector groups, and went to 25 smaller events – all of which we have classified as ‘engagements’. We have heard from over 1,500 residents and a full list of our engagements is detailed in [Annex A](#).

The Fairness Commission was interested in hearing about the lived experiences of the people who live and work in our Borough. Our engagements were structured around the following questions:

- What have been your experiences of inequality and unfairness in Haringey?
- What do you think should be done to make Haringey a more equal and fairer place?
- What issues should the Haringey Fairness Commission focus on when making recommendations?
- Do you have a story about unfairness in your life?

We focused on the following topics:

- Children, Young People and Education
- Debt and Poverty
- Jobs, Training and the Economy
- Health and Social Care
- Housing
- Communities and Neighbourhood
- Environment
- Engagement with Public Services

We have attempted to report as accurately as possible the views and experiences of the people in our Borough, their concerns around fairness, and the suggestions that they had for making Haringey a more equal and fairer place for everyone.

A selection of the write-ups of our events is available online at this link:

<https://www.haringey.gov.uk/fairness/what-we-have-heard>

The full list of events and submissions that has formed our initial evidence base is included in [Annex A](#).



We also received and found a number of submissions and documents that have aided the Fairness Commission’s thinking with regard to fairness, equality, and good policy-making. This full list of supplementary background information is included in [Annex B](#).

The Commissioners would like to place on record their thanks to the many groups and individuals who gave their time and engaged with the Commission in this engagement phase.



*Professor Paul Watt, Co-Chair; Haringey Fairness Commission; Third Public Event*

## The Future Focus of the Commission’s Work

The topics that the Fairness Commission has been seeking to understand have been very broad. The next stage of the Commission’s work is to narrow down the topics, so that the Commission can explore them in sufficient depth to make meaningful recommendations. This prioritisation will be led by what we heard through the initial public engagement.

In order to facilitate the prioritisation of the areas of the Commission’s work, we have developed a scoring criteria, detailed in [Annex C](#), that has formed the basis of our judgement on the areas of work to take forward.

Using this scoring criteria, the Commissioners have agreed to focus on the following issues over the next few months:

- Engagement with Public Services – communication, transparency and access
- Housing – insecure housing with a focus on temporary accommodation, homelessness and the private rental sector
- Children and Young People – spaces, support and school exclusions

- Communities and Neighbourhoods – capacity-building for community groups and organisations
- Communities and Neighbourhoods – community cohesion, integration and safety

The Commission’s final report, due in Autumn 2019, will make more detailed recommendations on these issues. However, this does not mean that the Commission will not address the other issues raised in this report, nor that the issues not listed above are considered any less important or valid.



*Cllr Kaushika Amin, Co-Chair; Haringey Fairness Commission; Third Public Event*

## What we’ve heard

### Introduction

During this engagement phase, hundreds of people, from all walks of life, have given up their time to talk to us and share their views, ideas and experiences. Many of them have shared personal and sometimes painful stories and insights and we are extremely grateful for their honesty, openness and commitment. The findings below largely focus on issues raised around unfairness and inequality, and ideas for improving life within Haringey, in line with the focus of the Commission on understanding experiences of unfairness and developing practical solutions.

However, it is also important to highlight the many positives. In all our events, with school pupils, worshippers at the Mosque, older people, and residents right across the Borough, people have highlighted the positives of living in Haringey. In particular, the strength of community spirit, and the deep and often humbling commitment of voluntary organisations, carers, frontline staff, friends, families and neighbours to supporting each other and improving their communities. This is a Borough in which communities care about one another and are deeply committed to working in partnership to making Haringey a fairer place. The findings of the Commission are underpinned by this strong basis for achieving change.



*Haringey Fairness Commission; Second Public Event*

## 1. Children, Young People and Education

The interconnections between children’s experiences during their childhood, of education and of their broader environment, on their outcomes later in life were highlighted in a number of different ways. This seemed to emerge especially in relation to the disadvantages and exclusions faced by Black, Asian and Minority Ethnic (BAME) children and youth and their subsequent experiences as young men. Several specific areas of life were considered to have a cumulative impact on them and included being excluded from school and placed in Pupil Referral Units (PRUs), having low educational attainment partly due school exclusion, being pressurised into participating in criminal activities by adults into participating in criminal activities, being criminalised by police actions, getting a criminal record, and then struggling to enter paid or well-paid employment as a result of their cumulative experiences. All of the above was thought to be exacerbated by parental poverty and deprivation – including overcrowding and insecure housing – plus the effects of the lack of dedicated, safe and supportive spaces where young people can ‘hang out’ and feel a sense of belonging.

Additionally, many parents and teachers were concerned about the pressures that both pupils and schools were facing due to education budget cuts, school league tables and continuous pupil assessments.

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*There is a need to be more child-focused and listen to what their goals and aspirations are.*

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**Haringey Parent; VCS Forum**

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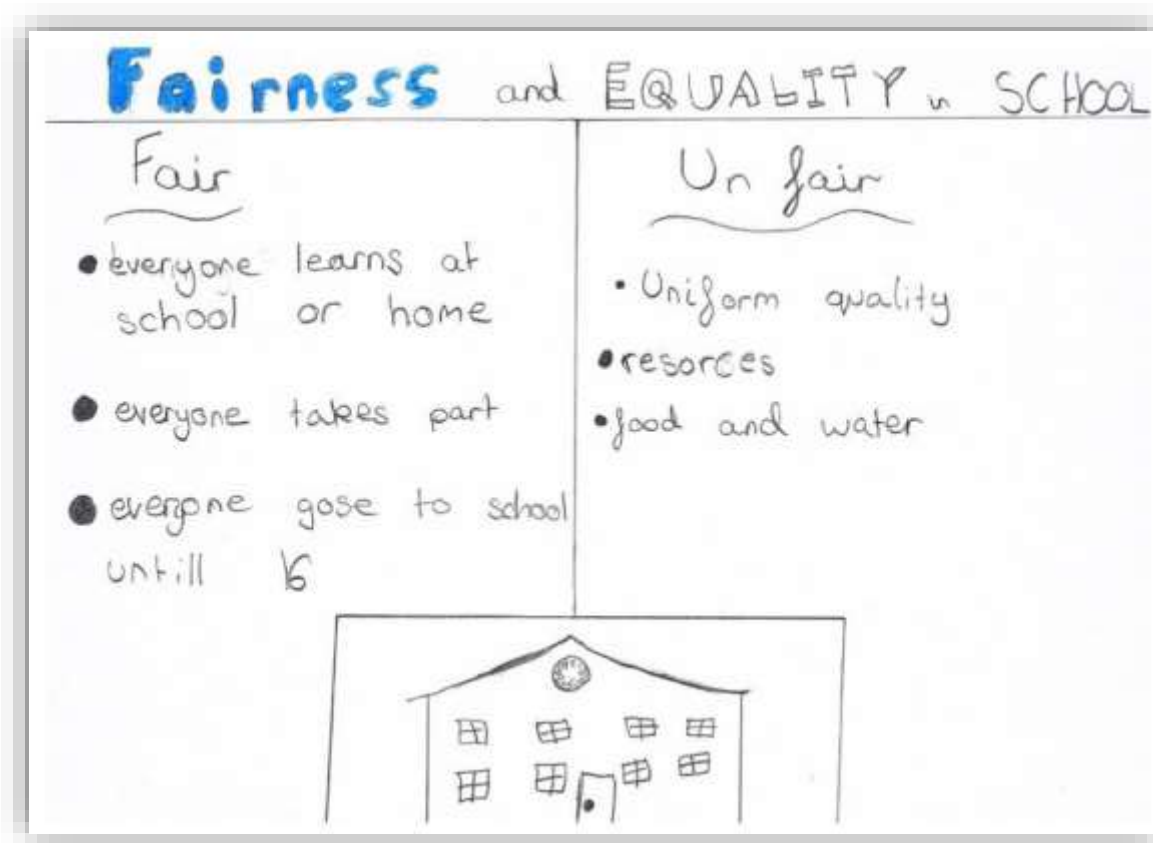
*Young people may feel stress and lose sleep as there’s a lot of pressure due to schoolwork.*

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**School Submission; Gladesmore School**

### Key Issues:

- School exclusions and isolation
- Support for children with special educational need and disabilities (SEND)
- Spaces and activities for children and young people
- Treatment of children and young people in the care system



Pupil; Highgate School

### 1.1 School exclusions and isolation

School exclusions were highlighted as a particular concern because they were identified as a predictor for adverse outcomes later in life. People felt that exclusions seem to be resorted to more quickly than they used to, particularly for children with SEND and BAME boys. Many residents thought that more effective early intervention was needed to prevent children from being excluded and going into Pupil Referral Units, with an emphasis on both social and emotional support. At one event, people thought that children should not be put into PRUs but retained within the school but with additional support.

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*Exclusion is at the start of this. Stop kicking out the kids so quick cos you're only turning them badder.*

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**Young person; Project Future**

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*I got expelled when I was 13, my mum was at work and I just hit the road, before they put me in a [pupil referral] unit. You're putting them in there with 10 bad kids. Out of them 10, some of them aren't even homed properly, sorry but it's the truth.*

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**Young person; Project Future**

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*Stop making teachers so strict, sometimes you need to remember it's children. You're going to a lesson, something kicks [the teacher] off, and it becomes a bad day. Putting people into isolation is getting people ready for prison. I used to be in isolation for two years, I couldn't get out, can't go out for break, and you can't go out of that. It's like prison – going to prison is being excluded from the world.*

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**Young person; Project Future**

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*If you're a minority and they're looking at you, you're marked. You're going in isolation. If you're growing up in an area where other opportunities aren't an option, when you get excluded from a classroom, then that's it. Teachers come into school and they don't understand what you're seeing after school.*

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**Young person; Project Future**

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*When our children were at primary school children with behavioural problems were asked to not come in when Ofsted were expected*

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**Parent; Online form submission**

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*When disadvantaged students are excluded in schools, they are more likely to be exposed to gangs and criminal activities, so we need to refer them to a special school within mainstream education.*

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**Resident; Tilkiler Community Centre**

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*Schools don't want certain children due to Ofsted, young black boys are more likely to be excluded. Being excluded leads onto being NEET [Not in Education, Employment or Training], it's a circle that goes round and round. Some can get back into school, but it's difficult and then they're watched, they're not wanted.*

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**Resident; Migrants Resource Centre**

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**SCHOOL EXCLUSIONS AND ISOLATION – Solutions suggested by residents during our engagements:**

- Provide more social and emotional support to prevent children from being excluded and going into Pupil Referral Units.
- Consider not putting pupils into separate PRUs, but somehow retaining them in mainstream school settings.
- A unit within the school where support could be given by some specially trained teachers



## 1.2 Support for children with special educational needs and disabilities (SEND)

The families and carers of children with special educational needs and disabilities that the Fairness Commission engaged with raised a range of serious issues about their difficulties in accessing support. Several families with disabled children told us they had waited for over a year with no help before they received a diagnosis. Several reported feeling left ‘on their own’ and having to battle to get the Council to agree to the support and care that they felt their family needed. They highlighted some of the negative impacts that this could have on wider family life – including mental health problems and family breakdown.

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*Support teachers in schools no longer know how to deal with children with special needs.*

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### **Haringey parent; Online Form Submission**

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*The ‘unfairness’ of having a child with a major disability is nobody’s fault but all too frequently Haringey residents find that the attitude of some council staff and lack of good support services makes their lives even more miserable and stressful than they need to be. It is not ‘fair’ that parents of many disabled children and adults find themselves unable to work, to have a social life, to build up savings or a pension because support services are so meagre. It is not ‘fair’ that parents or partners of very severely disabled adults who are living in the family home and have support staff coming and going have hardly any privacy because there is nowhere for their loved one to go to outside the home.*

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### **Haringey parent; Online Form Submission**

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*I cannot find activities for after school or during the holidays that can positively involve or include my child as workers don’t have training in children with special needs, understanding or the knowledge of how to involve my child.*

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### **SendPAct Survey Submission**

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*The great unfairness that families tell us they experience is that disabled children do not in practice have anything like the same opportunities to play and to do out-of-school activities as their non-disabled peers.*

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### **Markfield Submission**

Some families told us that they felt they have to go to private service providers in order to get the support they need. We also heard a number of differing views about levels of access to Occupational Health and Speech and Language Therapies.

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*Both of our children had various levels of difficulty at school and at home, including a great deal of child to parent violence. We struggled for a long time to understand what their needs were and in the end had to pay for diagnosis as to get an assessment was going to take over a year via the NHS. During this time we had very little support or ability to properly support our children.*

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#### **SendPact Survey Submission**

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*[Accessing services is] always a fight, always a struggle. I knew how to get it because I knew how to fight for it. What about parents who don't have the knowledge or energy or resources to fight for it?*

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#### **Parent; SendPACT**

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*My child in primary school has a learning disability. Although she is being supported at school, I am told she is not able to keep up with her peers and would probably need to go to a special school instead. Although I don't have a problem with special schools if it is indeed the best place for her, but I feel that my daughter has not been given a fair chance to achieve her full potential in mainstream. She is being overlooked because it's expected that she won't be at the same level as typically-developing children and is already discriminated for it.*

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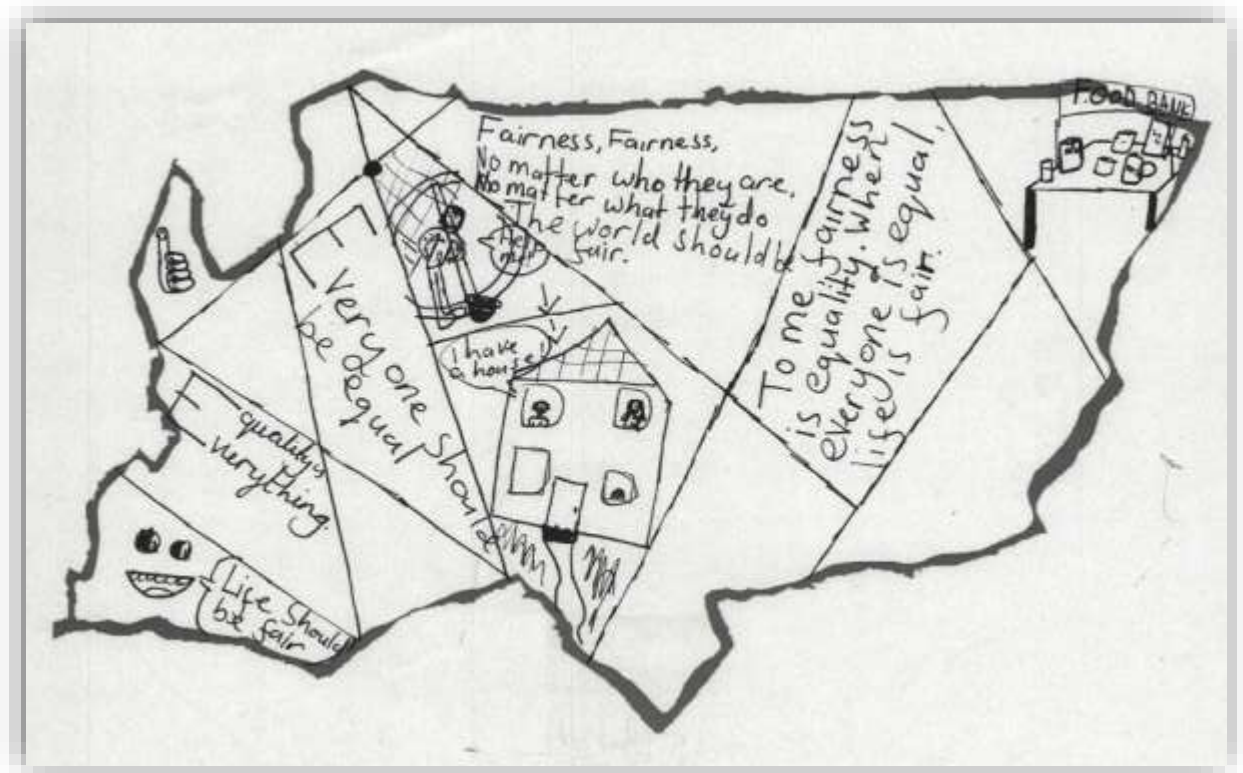
#### **SendPact Survey Submission**

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### **SUPPORT FOR CHILDREN WITH SPECIAL EDUCATIONAL NEEDS AND DISABILITIES – Solutions suggested by residents during our engagements:**

- training for parents with children with SEND could be done in their native language
- the Council could work with VCS to develop a price plan for training professionals on SEND
- more after-school events
- the Council to invest in a consistent way in good quality local play services for disabled children who need specialist provision, by allocating budgets further in advance and for longer periods, so that providers can have the stability to plan staffing accordingly





*Pupil; Chestnuts Primary School*

### 1.3 Spaces and activities for children and young people

The lack of safety of and activities for children and young people frequently cropped up as an issue, and people wanted to see more willingness from the council to support and co-ordinate activities for children and young people, including youth groups. There were suggestions that the Council could work in partnership with other organisations to create new opportunities for children and young people.

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*Safe and accessible play areas are needed if children are to grow up to be healthy and confident. Planning play into new developments and redesigning play in neighbourhoods so that children can play freely, without crossing busy roads and within a few minutes of where they live is the mark of a civilised and responsible Borough.*

*I find it particularly neglectful and short sighted that there is no children's librarian in the Borough...the importance of the development of young readers to improve literacy, confidence, interest and vision for their future is imperative to a modern society.*

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**Haringey resident; Online form submission**

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*Access to arts and sports has become expensive for children and families.*

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**Parent; Willow School**

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*Increase opportunities for schoolchildren to make music, either instrumental or in choirs, across the Borough. Music making in any way has been proven to improve general educational attainment, but even more importantly it makes children happy, and can give them a valuable resource when they are older. And by bringing children and therefore also their parents together across the Borough it will improve social cohesion and communication.*

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**Haringey resident; Friends of Muswell Hill Library**

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*Tottenham Sports Centre lets out spaces but does not organise activities itself. Unbelievably, there is no facility in Tottenham, apart from after school clubs, which can be expensive, for children to take part in gymnastics and athletics. The benefits of creating such an opportunity, especially in view of growing youth disengagement and obesity, would be obvious. Is there a way for Haringey to sponsor or create an athletics/gymnastics club at Tottenham Sports Centre?*

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**Haringey resident; Friends of Muswell Hill Library**

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*We need a place for young people to go after school so they're not on the streets. If they have nothing to do that's an opportunity for them to do something that they*

*know is wrong. Many youth clubs have been shut down recently so if we have youth clubs that might help us stay away from those kinds of activities.*

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**Pupil, Park View School; First Public Event**

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*Where do kids go? Parents are scared. We have to go to work and leave the children in the house.*

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**Haringey Resident; Ugandan Community Mosque, Selby Centre**

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*We want the [National Citizen Service] for them here in Haringey. Haringey is the worst Borough of all the boroughs.*

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**Haringey Resident; Ugandan Community Mosque, Selby Centre**

Some people highlighted mental health provision for young people as a particular concern, especially in cases where young people had an offending history.

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*There should be more accessible services for people that need somebody to talk to.*

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**Young Person; Children in Care Council**

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*Where’s the mental health provision for young people? We can help them. The ones that end up in prison, they come out after into a society which hasn’t changed – so they need an incentive to change, and we have to provide that for them.*

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**Resident; Bruce Grove**

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*They’re ticking time bombs, these kids. They need better support.*

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**Resident; Broadwater Farm**

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*Help youths by offering activities and opportunities to make alternatives to crime and violence available. Increase awareness, and encourage positive perceptions of young people.*

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**School Submission; Gladesmore School**

Specific services for LGBT+ young people are also thought to be lacking in the Borough.

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*This is an issue that’s been particularly flagged by young people, that there are a lack of services for them in the borough. It takes a lot of effort to engage with LGBT+ young people in the Borough because of the specific socio-cultural demographics of Haringey.*

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### **Wise Thoughts**

#### **SPACES AND ACTIVITIES FOR CHILDREN AND YOUNG PEOPLE – Solutions suggested by residents during our engagements:**

- Co-design a better approach to mental health support for and with young people
- Sponsor or create an athletics/gymnastics club at Tottenham Sports Centre
- More football tournaments during school holidays
- More and more affordable after school activities

#### **1.4 Treatment of children and young people in the care system**

At the Children in Care Council, we heard that children sometimes feel that their foster parents were only doing a job, rather than building a family. They said that some foster carers are more involved than others, and some rely on social workers to get things done, without adequately supporting their foster children themselves.

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*For some of them [foster carers], it’s a just a job. I don’t feel listened to. Once I plucked up the courage to speak but nothing was done.*

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#### **Young Person; Children in Care Council**

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*My last foster carer said it’s not her job if I said something. Foster carers do things different, not consistent. Another foster carer would say I need social worker’s agreement.*

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#### **Young Person; Children in Care Council**

They told us about a care leaver who had language barriers. There was no support for him to fill out forms, and he was unaware of his entitlements.

One foster child had to sign a ‘phone contract’ that listed the rules around phone usage, but he wasn’t even given the document to sign.

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*Rules are applied differently. With phone rules, some people have to put it in a box when they get home while others have free access until 10pm.*

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#### **Young Person; Children in Care Council**

**TREATMENT OF CHILDREN AND YOUNG PEOPLE IN THE CARE SYSTEM – Solutions suggested by residents during our engagements:**

- More freedom for foster carers to reflect the interests of their foster children
- Social workers to make more effort with children in care and better represent their interests
- A mutual understanding on rules for foster children, and to be involved in their creation. If there are changes in rules and principles, this should be explained to foster children, otherwise it creates confusion and a sense of unfairness.



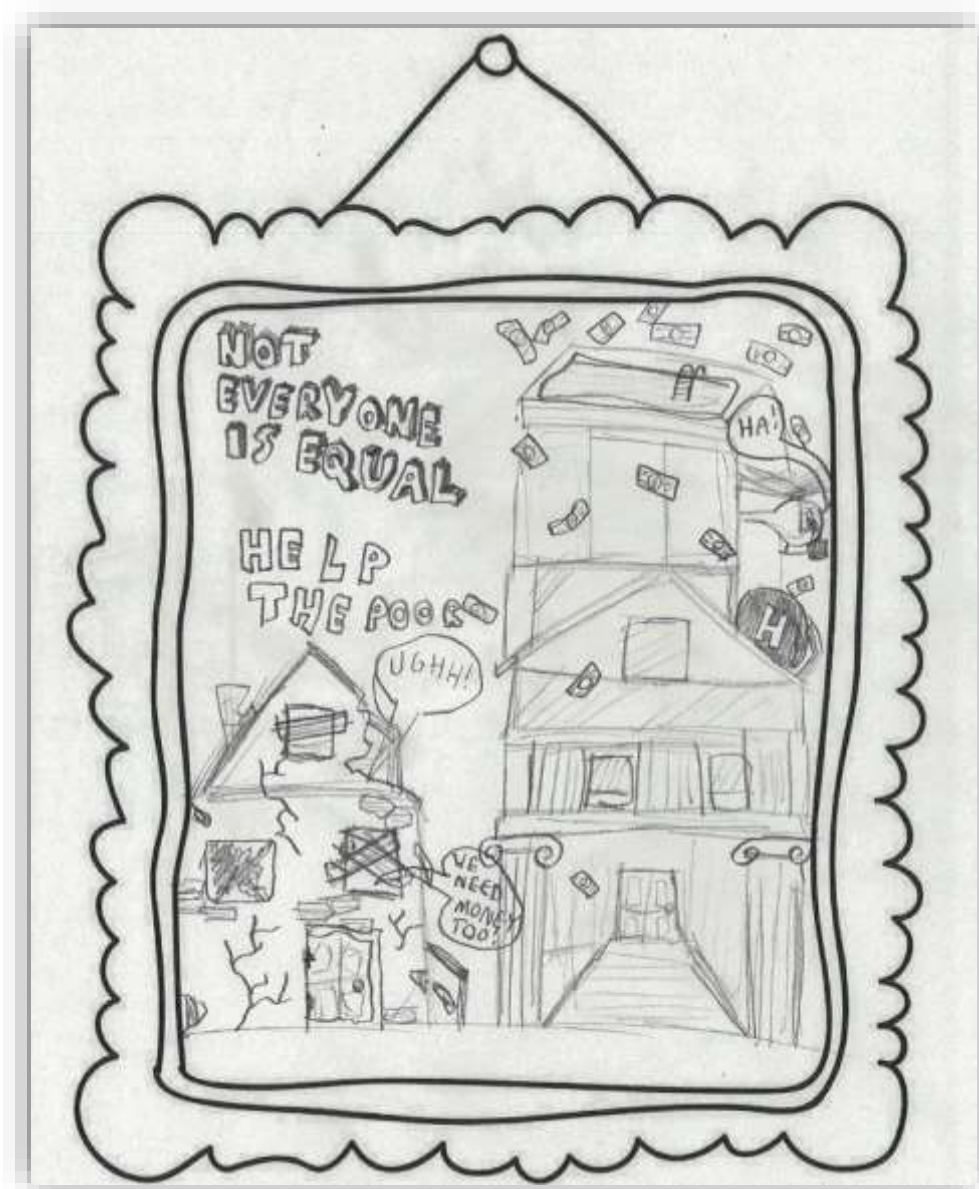
*Haringey Fairness Commission; First Public Event*

## 2. Debt and Poverty

Personal experiences of debt and poverty were clearly emotive issues for a number of people and they tended to be shared at smaller events. Haringey Debt Centre informed us that people often blame themselves when they are facing financial difficulty, internalising feelings of guilt and shame, and accepting deprivation and poverty as part of their everyday lives.

### Key issues

- Debt
- Poverty
- Universal Credit



Pupil; Chestnuts Primary School



## 2.1 Debt

Haringey Debt Centre told us that they most often see single parents and disabled people struggling with debt. These groups face unique pressures and cope with debt in different ways. However, a common theme is a strategy whereby those in debt ‘rob Peter to pay Paul’ in order to make ends meet in the short-term. This can involve paying for things in such a way as to incur relatively low short-term expense, even though doing so is poor value in the long-term.

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*If they can't get credit but they need things, they go to Bright House where things are over-priced, because there's interest there on what you buy, and then you pay twice the amount.*

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### **Debt Centre Manager**

The Haringey Debt Centre also had concerns that, for people in debt, everything is ‘set up to take things out of you’. They suggested that part of the issue is that lots of people don’t have the skills to manage their money efficiently or effectively.

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*They know have to pay but don't know how to save because they're juggling. And you might have one of those cash-plus cards or accounts, so when you pay on a card it's an additional £1 or £2.75 per transaction. It's helping to build up your credit, but in doing that it's also charging you. So every transaction has a cost.*

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### **Debt Centre Manager**

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*Residents could use more support in terms of financial management - it is unfair that some people fall into arrears because they don't have the support or knowledge.*

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### **Haringey Resident; VCS Forum**

We also heard how credit card debt is an issue that can spiral out of control and quickly have severe impacts on individuals. Haringey Debt Centre told us that people in debt often have a very low credit rating and so they can only get credit cards with a high interest rate, often over 40%.

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*You take out a credit card, and you might pay your rent, food, it's your means to live. And every month you will make the minimum payment, but still the interest is going up every month. When the minimum monthly payment gets too high, you transfer one card on another. The interest that you owe will always be high, because you have a low income and a low credit score.*

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### **Debt Centre Manager**

We heard at a number engagements how precarious someone’s position can become when they fall into debt. One resident from Northumberland Park Hostel told us about how he was facing eviction. He fell into arrears at the hostel because of changes to his housing benefit, which meant that it was

overpaid. He was then asked to pay back the overpayment of £2,000 or face eviction. The resident was particularly concerned about the lack of information given by the Government about the changes in housing benefit and felt that the Council could do more to help people to understand this.

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*The Council are in a position of power, so they should use it to do good for their residents.*

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#### **Northumberland Park Hostel Resident**

However, Haringey Debt Centre also said that debt is a problem that touches people across the socio-economic spectrum, and even more affluent people were struggling with debt – for example, they may be struggling to keep up with payments on credit cards and for after school clubs for their children. We heard about a woman who works as a consultant in a highly pressured corporate environment with particular expectations:

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*She can't pop into Primark and get something because it will be judged by her colleagues. She has to look a certain way in order for them to have confidence that she can get the job done. Corporate, proper pen, her hair has to be fixed, that sort of thing. So she has five set of clothes that she rotates every week. And her debt is to maintain that kind of lifestyle to get paid.*

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#### **Debt Centre Manager**

#### **DEBT – Solutions suggested by residents during our engagements:**

- Reduce energy bills for those in social housing
- Alleviate and raise awareness of fuel poverty
- Finance capability training
- More advice on money management and how to budget effectively
- Stop the use of bailiffs
- Introduce a Council Tax Protocol with a system for reviewing cases of those who are in arrears with their Council Tax bills, with a view to supporting these households

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*It would be good if Haringey could set up something like a one-stop-shop to teach people what Haringey [Council] expects of them. So if there's a problem, you can intervene early. English is not always their first language, and they don't understand the system.*

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#### **Debt Centre Manager**



## 2.2 Poverty

There was a recognition from residents that poverty is rarely self-inflicted and that people who may be just about managing financially can tip into poverty, quickly and easily often because of circumstances beyond their control. The reasons people can fall into poverty are complex and range from government policy to individual vulnerability, with these two often interacting to produce a set of circumstances that precipitate a decline into poverty.

For instance, gambling was highlighted as an issue where policy and individual vulnerability meet to make poverty more likely. We heard from a significant number of residents at our public events, through online forms and through small community engagements, that they were concerned about the number of betting shops in their area, and the impact that was having on their community.

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*There's too many betting shops, one after the other, four in a row basically, near the Post Office. And now it's too much crime, too, it's scary. The people come out, they follow you and tap your shoulder asking for money and I tell them – I'm just an old pensioner, would you speak to your mother like this? Your grandmother?*

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### **Haringey Resident; Community Cook Up**

Our engagement highlighted ways in which poverty can affect different groups of people. Some residents were concerned that poverty is having a particularly negative effect on migrants and BAME groups. While often our residents felt it was important to celebrate the fact that Haringey is a real mix of people and cultures, they were worried that some groups in particular were struggling more than others.

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*Everybody is living in Haringey, and we don't provide for everyone.*

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### **Haringey Resident; Coombes Croft Library**

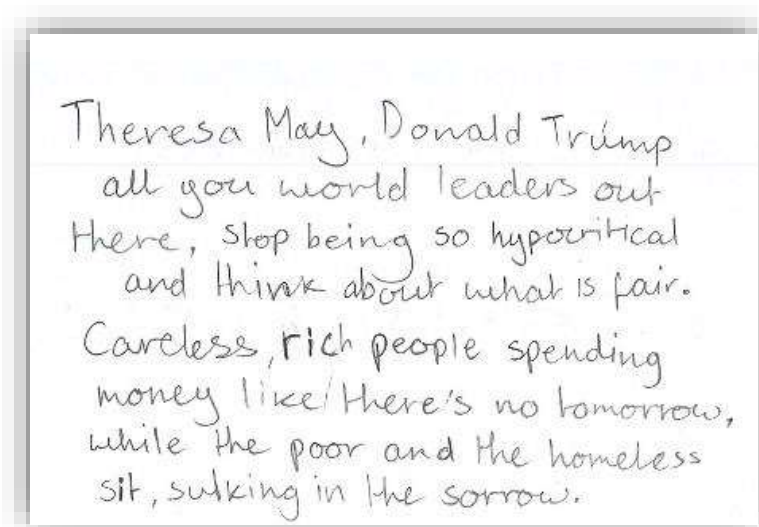
Another visible manifestation of poverty in the community that results from both failures in policy and individuals' vulnerabilities is homelessness. Many residents highlighted rough sleeping as an issue in their local areas. One resident said she had noticed a lot more rough sleepers, especially on Green Lanes, and this made her concerned that poverty and deprivation were increasing.

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*I have a feeling that poor people aren't helped. Everybody should get attention and to see what they need.*

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### **Haringey Resident; Coombes Croft Library**



Pupil; Chestnuts Primary School

Haringey Debt Centre highlighted that disabled residents and residents with long-term health conditions are more likely to live in poverty. While these conditions can entail extra expenses that make it harder to manage financially, poverty itself can dissuade people from seeking help that can prevent their conditions worsening. For instance, prescription charges can represent a considerable extra expense for those in poverty and the prospect can deter seeking help from a GP.

Another group highlighted through our engagements has been those who are in employment but still living in poverty ('in-work poverty'). Haringey Debt Centre noted that employment arrangements, such as limited or zero hours contracts, are likely to increase an employee's risk of tipping into poverty. Moreover, extra costs associated with work such as travel reduce the extent to which work can provide a route out of poverty for people on relatively low incomes.

We also heard that people in in-work poverty are also likely to be parents, with extra costs such as childcare and school uniforms adding pressure on household finances. Residents voiced concerns that many children are growing up with deprivation, including hunger, and poor quality or overcrowded housing. They talked about a wide range of impacts of growing up in poverty, highlighting for example, increases in the likelihood of school exclusions which they felt, in turn, made children more vulnerable to criminal activities such as prostitution, drugs, crime and gangs. Several participants highlighted particular challenges at the beginning and end of the school day, and hunger during school holidays.

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*After school clubs are a certain fee. At least during the school day they're entitled to free school meals in some cases. From 9am to 3.30pm, it's ok so maybe you just have to do breakfast and after school dinner. But single mothers during half term? They're frightened. Summer holidays? Petrified. During holidays, you have to do three meals. And have a bit of money so the children aren't doing nothing, so you can take them to the pictures or the park, even ice cream is an expense. They dread summer holidays and half term. They have to feed children and entertain them.*

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**Debt Centre Manager**

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*Too many students in high-poverty communities are falling behind academically while also missing out on opportunities to excel in a well-rounded set of subjects and activities, such as arts, music, physical education, robotics, foreign language, and apprenticeships.*

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**Haringey Resident; Online Form Submission**

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*We’ve [also] been talking about the material deprivation that some may have and how due to lack of resources of time or work space for students it maybe demotivates them, so it’s a cycle so if they are demotivated they might think that education is useless so they won’t work hard and their children might feel the same thing.*

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**Pupil; Park View School, First Public Event**

Some parents told us they really struggled to afford childcare. There was often a choice to be made between working more hours and paying for childcare, or working less hours and having to do childcare yourself.

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*Early years childcare is hard for working single mums like myself – it’s more expensive than my mortgage! This school is great for breakfast and after school activities.*

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**Parent; Willow School**

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*I can’t afford to pay for childcare, and I can’t find work because I have to look after the baby. We’re living off £30 a week, I’m not receiving any benefits.*

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**Parent; Whitehall Hostel**

One form of poverty the Fairness Commission heard a lot about is fuel poverty. Haringey Debt Centre noted that those who can afford direct debits get better value electricity and gas, while those who pay by meter and get worse value are on lower incomes. This increases the extent to which energy bills become a financial pressure on households. Moreover, fuel poverty is more likely to impact those who are already in poverty more severely. For instance, we heard that disabled people and people with long-term health conditions are more likely to be living in unheated homes while also sometimes lacking the financial means to heat them, compounding the unfairnesses that they experience.

**POVERTY – Solutions suggested by residents during our engagements:**

- Maximising use of libraries as a resource for those living in or at risk of poverty
- Targeted investment in neighbourhoods where people are more likely to be on low incomes
- Introduce energy efficiency measures to reduce energy bills

- Access to good quality affordable childcare for those who need it, regardless of whether they have access to public funds

### 2.3 Universal Credit and Benefits

We also heard a number of concerns about the introduction of Universal Credit as well as the effect it could have on children and families. There was a strong sense that more in-depth advice and advocacy was needed for people who were struggling financially and were on benefits.

One of the key issues was around the waiting period for UC, as claimants have to wait 5-6 weeks for the first payment. This can cause claimants to fall behind on their rent, increasing the risk of homelessness. If claimants are able to maintain their tenancy, the structure of Universal Credit whereby they are paid in arrears was described as putting claimants “in a fix”.

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*They’re asking about two months payment in advance – rent and deposit. I want to pay rent and live independently but with Universal Credit, no way can I do that.*

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**Resident; Highway House**

Another highlighted issue is around the online application process. Haringey Debt Centre noted that some of the people most in need of UC do not have digital skills and struggle with the online application, both in terms of the process and in terms of accessing a location with free internet access. There were also concerns around the level of support being provided with people with SEND.

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*[There is] little funded support for ASC parents for timely help with benefits such as DLA and PIP.*

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**Haringey Autism**

One participant at the CCG (Clinical Commissioning Group) event wanted to see Haringey add a clause to its Equality Duty, to include socioeconomic status as a protected characteristic. They also felt that the CCG and Haringey Council see the Equalities Impact Assessments as a tick box exercise and want them to take it more seriously. London Borough of Southwark has added socioeconomic status to their equalities commitments, and they wanted Haringey to do the same. It was also suggested that the Council can also support people and help them exert the rights they already have, through its funding of Citizens Advice.

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*Housing need is going to get worse with universal credit. There is likely to be more support required from the Council – it should be planning for this.*

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**VCS Forum**

**UNIVERSAL CREDIT AND BENEFITS – Solutions suggested by residents during our engagements:**

- Decrease or abolish council tax for people on benefits
- Provide advice and advocacy around the benefits system and people’s entitlements



*Haringey Fairness Commission; Third Public Event*

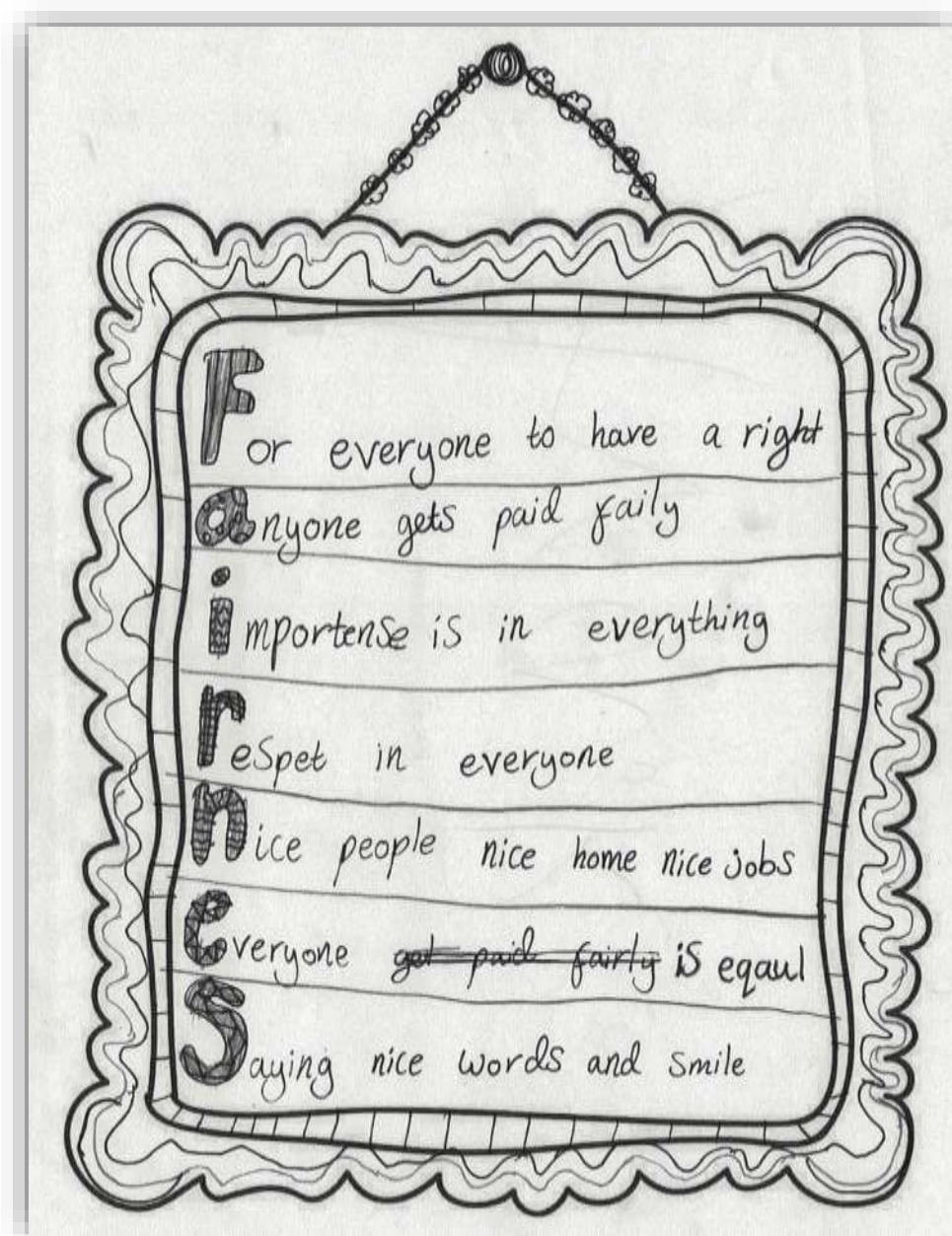


### 3. Jobs, Training and the Economy

Conversations around employment and the economy often highlighted residents’ concerns that decent and relevant job and training opportunities were hard to find in Haringey. Many residents in low-paid occupations felt they had limited prospects of progression into higher-paid roles. At the second public event, one resident stressed that local jobs could be seen to be ‘great’ if the Borough, collectively, could appreciate better some of the vital services that low-paid jobs provide.

#### Key issues

- Employment opportunities and wages
- Training opportunities and adult education



Pupil; Chestnuts Primary School

### 3.1 Employment opportunities and wages

Some residents felt there were a lack of decent employment opportunities in Haringey. For instance, we heard from a number of people about the lack of well-paid employment opportunities offered by the Job Centre and the ways in which vacancies are often concentrated in low-paying sectors.

Some residents, and local business representatives, such as from the Peacock Estate, were also concerned about the possibility of job losses in the local area in the future due to regeneration.

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*I've been unemployed for 10 months now. The only thing in this area is retail and that's not what I want to do, it's making me stay unemployed. You need to bring more skills into the area, not just retail. I spent 10 years working on the railway, and all the Job Centre have for me is a retail job.*

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**Guest; Community Cook Up**

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*Working parents on low wages are really struggling! People do want to work though.*

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**Parent; Willow School**

Residents generally viewed local recruitment, transparency, and fair pay as good practice for employers in Haringey.

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*Sainsbury's ring-fenced their roles for people in a 3-mile radius – there should be more of that by other big employers.*

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**Parent; Willow School**

Pay was a strong theme in conversations around employment. A number of people at the CCG event said that low pay in the health sector made it difficult to attract and retain good staff, and this has a negative knock-on impact on the sector. One participant raised concerns that non-medical staff, who are essential to the running of hospitals and doctors' surgeries, receive the minimum wage, rather than the London Living Wage, which makes the sector's ability to attract and keep staff more difficult and jeopardises the sector as a whole. However, it was noted in our engagement that health providers are under considerable financial pressure, with a number of people remarking North Middlesex Hospital unable to pay the London Living Wage.

One resident was concerned that some employers are being particularly unfair to EU citizens by paying their workers below the minimum wage.

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*[I know] of a Latvian national, resident in Haringey, working full time in a factory and only taking home £65 a week out of the £200+ that should have gone to him because his manager is being exploitative and taking a cut of his wages.*

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**Haringey Resident; Coombes Croft Library Drop-in**

Although the Council is a London Living Wage (LLW) employer, residents at the CCG engagement told us they want it to do more to ensure that its contractors pay the LLW.

Youth employment was also raised as an issue during our engagement. In particular, the need to tackle barriers to employment faced by young BAME men was highlighted. It was noted that there is low take-up of apprenticeships in Haringey, which can provide young people with a good start in the job market. Some residents also thought that local organisations, such as Tottenham Hotspur, could offer more job opportunities to local young people.

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*The opportunities have to be genuine opportunities. Money is basic, so bad, you can't live on it. There's a complete lack of variation of what the opportunities are. So – you go through probation service, and it's 'are you interested in construction, hospitality?' – and they put you in a small box that isn't going to inspire anyone to get out of that. So where are those connections, in terms of social capital and social mobility? It's extremely limited.*

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#### **Young Person; Project Future**

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*People don't want the same things as their parents, working all the hours in the day, and they don't want to go down the same trajectory and then again just get by. [You want to] be your own boss, create your own business. But part of the problem is having access to the right people at the right time [to advise you].*

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#### **Young Person; Project Future**

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*Everyone should be paid equally.*

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#### **Pupil; Chestnuts Primary School**

### **EMPLOYMENT OPPORTUNITIES AND WAGES – Solutions suggested by residents during our engagements:**

- Connect local people to local jobs
- Work with the private sector to improve job quality
- The Council could hire more local people
- Improve links between employers and schools
- Support social and small enterprises with skills, competencies, leadership, governance and entrepreneurial skills
- Encourage private sector employers to hire more local people
- Advertise apprenticeships through the Job Centre
- Organise job conference for young people aged 11-23
- Organise a jobs and employability session for 6th form students
- Provide young people with more assistance regarding self-employment and entrepreneurship



- Reduce Council pay of people at the 'top' to less than 10x lowest-paid full-time council employees
- Bring more council work back in-house

### 3.2 Training opportunities and adult education

Some people thought there was a lack of good quality training available to people looking to enter or re-enter employment. Others suggested that residents needed to be better informed about the availability of free or subsidised courses, and about the eligibility criteria for those courses.

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*You need CONEL [College of Haringey, Enfield and North East London] to come here, and professionals need to come too, and help offer some decent training opportunities.*

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#### **Volunteer; Community Cook Up**

Residents thought that adult education in the Borough could be improved in terms of reaching the people who need it most, such as refugees and some people with learning disabilities, ensuring that there is age-appropriate provision for all, and equipping them with the skills they really need to succeed.

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*It is not 'fair' that Haringey residents with learning disabilities and autism often cannot access appropriate college courses and that the need for them to have stable, continuous provision throughout the year is just ignored.*

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#### **Haringey Resident; Online Form Submission**

#### **TRAINING OPPORTUNITIES AND ADULT EDUCATION – Solutions suggested by residents during our engagements:**

- More vocational programmes for adults, and young people who are not in education
- Anchor institutions, such as Tottenham Hotspur, to provide training to local people
- VCS could play a bigger and more effective role in providing courses for people that 'fall through the cracks', such as asylum seekers
- Council could have more apprenticeship opportunities

#### 4. Health and Social Care

The interconnections between health and other inequalities were highlighted in a number of different ways. Links were drawn between poor housing conditions and health; and the impacts of food poverty, as examples. The wide range of life expectancies across the Borough was highlighted as a key inequality to be addressed.

There was widespread support for health and social care services, with recognition that they save money in the long-term, through preventions and addressing root causes.

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*Health and social care is vital, because money spent now saves money in the long term.*

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#### Haringey Resident; Second Public Event

##### Key issues:

- Social isolation
- Carers
- Access to health services
- Autism services



Pupil; Highgate School

## 4.1 Social isolation

Many residents were concerned with the provision of services to people who were particularly vulnerable and isolated, including older people. They wanted more of a focus on building our communities and neighbourhoods, with the aim of reducing loneliness.

A common theme across events, was a desire for more drop-in centres, lunch clubs or neighbourhood hubs – welcoming places for local people, with community navigators available to signpost residents to services. One participant pointed out that where community centres exist you can see the impact they have.

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*Lordship Hub in Lordship Rec is a cooperative of local people, with a governing board and six members of staff. They put on lots of activities, and they’re helping to build the community.*

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### **Haringey Resident; CCG event**

It was suggested that Social Workers and other professionals could also be better at referring to services in the community that could help people; and that local groups should more actively publicise their services. Participants at the CCG discussion suggested more ‘social prescribing’, e.g. with GPs signposting patients to VCS organisations and social and sports activities.

Some participants raised concerns that lots of services expect people to visit them, rather than getting out to those that are isolated or unwell. There was a call for better access to care for all, including those who are housebound or socially isolated.

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*People need help on their doorstep.*

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### **Haringey Resident; First Public Event**

#### **SOCIAL ISOLATION – Solutions suggested by residents during our engagements:**

- more drop-in centres, lunch clubs or neighbourhood hubs

## 4.2 Access to care

A number of issues with support and care were highlighted, including: availability, quality, and information provision. Within a number of discussions, concerns were raised about the difficulty in accessing appropriate care and support.

The closure of day centres was raised as a concern at a range of different events and through evidence submissions. This was felt to exacerbate loneliness for older people, at-risk adults, and people with ASD and to limit their ability to live life to the full. Respondents also raised consequences for carers, which are set out later in this section. There was support for looking at different models of providing care, including joint commissioning of care centres with other boroughs, and more in-house or community-led solutions.

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*The Council needs to listen.... Closures add to [people with care needs’] problems. They are stuck in their homes. Or forced to go out of Borough and they can’t cope.*

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**Haringey Resident; Second Public Event**

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*The Council should develop and promote adult day care.*

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**Haringey Resident; First Public Event**

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*Being able to access ‘day opportunities’ services – to socialise and take part in meaningful activities - is not a luxury extra for disabled people – it is essential to maintaining their physical and mental health. If disabled people cannot take part in appropriate social activities this leads to higher levels of stress, physical and mental illness, shifts pressure onto family carers and the health service, and increases the risk of abuse. Having friends and being able to socialise where you have a sense of belonging is also a vitally important aspect of safeguarding vulnerable adults.*

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**Markfield Submission**

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*Full-time attendance at day centres has been replaced by part-time day opportunities in the community, putting increased demands on family carers.*

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**SASH Submission**

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A number of respondents felt that vulnerable people who needed care were falling through the net, and were not aware of how to access the support they needed.

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*There are lots of vulnerable and isolated people who don’t know what help they need, don’t know how to ask for it, and are not told.*

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**Haringey Resident; First Public Event**

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*It is not ‘fair’ that adequate packages of care are generally only provided if a disabled person has very strong family advocacy (and that family can access legal advice).*

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**Haringey Resident; Online Form Submission**

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Several participants agreed that more holistic assessments of need would be beneficial. These would look beyond immediate health and care needs, at the wider situation of the resident and their support network. One discussion focused on the difficulty of designing and implementing personalised care plans, without this broader understanding.

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*Diagnoses should not just be clinical – they should assess whether there is enough food in the house, or the TV is broken, if other resources are lacking....’*

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**Haringey Resident; CCG Event**

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*There is a challenge in implementing Personal health plans, without having a strong context behind it.*

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**Haringey Resident; Second Public Event**

Several participants suggested that better information should be provided to individuals who become disabled so that they could be made more aware of wider support entitlements and offers. Some examples were given of Council policies which seemed to make things unnecessarily difficult, or where policies and entitlements were confusing. Parking and home adaptations examples are included below:

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*[it is] Haringey Council policy that prevents you having a parking bay if you’re claiming PIP with enhanced rate.... these sorts of policies should better support disabled people to get out and about, not force us to stay in.*

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**Haringey Resident; CCG Event**

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*Many of our members struggle with home adaptation; response from Haringey services for help is slow or non-existent. Information on services to which they are entitled is scattered and confusing. Advice on how to access services is also lacking.*

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**Hornsey Pensioners Action Group**

Several participants also raised concerns about the pay and conditions for care professionals and then the knock on impacts on recruitment and retention of staff. There were calls for care to be brought back in house, for the Council to sign up to the Ethical Care Charter and to end contracts with agencies.

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*Agencies are overcharging, inadequate. The carers don’t turn up.*

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**Haringey Resident; Second Public Event**

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*We are looking at privatisation within the NHS and social care.*

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**Haringey Resident; Second Public Event**

**ACCESS TO CARE – Solutions suggested by residents during our engagements:**

- Invest more in adult and social care provision
- More adult daycare options
- Bringing services back ‘in house’ or joint commissioning with neighbourhood boroughs
- Better pay and conditions for care staff

**4.3 Carers**

The crucial role played by unpaid carers was highlighted across many events, and many participants emphasised their commitment and invaluable contribution. There was a widespread sense that carers could feel undervalued, and were not always provided with enough support and respite.

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*We don't respect carers enough. We assume that friends and family will always care.*

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**Haringey Resident; Third Public Event**

Participants at Carers Coffee Morning

In particular, unpaid carers often felt they were not provided with enough respite. There were reports that respite had been arranged and cancelled at the last minute, leading to stress and uncertainty. For example, two carers at the Haringey Carers Coffee Morning talked about delays and disruptions to their respite arrangements and pay, with one saying she hadn't received respite payment for two years. Such carers highlighted the financial and mental strain this puts on them. Those who'd had problems with respite emphasised how important it is.

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*When the Council fails to keep people informed or cancels respite at the last minute, it makes it difficult for carers; if they break down, then the person they care for will go into a home and that will ultimately cost more.*

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**Carer; Haringey Carers Coffee Morning**

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*I was promised respite and had arranged it with the Council, but it was cancelled at the last minute. I had to choose whether to cancel my holiday and lose the money or pay for private care. I am dreading it happening again.*

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**Carer; Haringey Carers Coffee Morning**

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*There isn't enough respite for parents of children with special needs and disabilities. After school clubs are closing because of a lack of funding and resources.*

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**Parent; Willow School**

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*The unpaid care provided by family carers saves many billions to the public purse nationally...We know that what can often make the difference to enable carers to keep going are services such as short breaks and day opportunities. These services are an essential part of prevention and early intervention.*

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**Markfield Submission**

**CARERS – Solutions suggested by residents during our engagements:**

- More respite for carers
- A dedicated Council help-line set up for carers so that they can more easily access the appropriate Council services

**4.4 Access to health services**

**Mental health**

A number of respondents raised concerns about mental health and the lack of available support. In particular, they mentioned lack of early access, and lack of specialist provision, for example for teenagers, LGBT young people and migrants who speak low levels of English. Several participants highlighted the need for better mental health support in schools.

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*There are long waiting lists... especially for teenagers who need mental health support.*

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**Haringey Resident; First Public Event**

One discussion focused on the IAPT (Improving Access to Psychological Therapies) programme, questioning whether there was information available on how effective this was, and whether it has really improved the employment figures among those involved.

**GPs**

There were some issues raised with access to and quality of GP services. Some reported pockets of poor quality in general practice, including staff attitudes. There were a number of complaints about appointment systems being inflexible and difficult to manage – and issues with accessing a doctor, especially for those who are new to the Borough and may not speak English. Funding cuts and perceived privatisation within the NHS were frequently cited as the reasons for this.

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*There is a wide difference of services between GPs. Scores should be more publicly available.*

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**Haringey Resident; Second Public Event****ACCESS TO HEALTH SERVICES – Solutions suggested by residents during our engagements:**

- GPs should be given better training around dementia, as people get diagnosed too late.

**4.5 Autism Services**

A small number of residents had significant concerns related to Autism Spectrum Conditions (ASC) services within health and social care, and around the representation of and advocacy for those with ASC.

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*The interests of those with severe cognitive deficits and/or whose behaviour is so challenging that they are frequently excluded from mainstream activities have been extremely poorly served by a disability lobby that is dominated by the intellectually able who have physical or sensory disabilities or autism without learning disability. That group's very legitimate concerns do not generally coincide with the issues that affect people who don't have mental capacity. This has been seen very clearly in the past with the pursuit of inclusion for inclusion's sake in schools.*

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**Haringey Resident; Online Form Submission**

Haringey Autism highlighted “very lengthy waits for ASC diagnosis” and “a shockingly bad and drawn out education, health and care (EHC) plan process” as particular issues. Alongside this, they also identified several issues related to care and respite:

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*[There is] almost no respite for new ASC child applicants at all. Respite costs so poor that parents of younger children could only afford poorly staffed ASC provisions that then get closed down or failed by Ofsted. [There is] an over emphasis on cheap costs at the expense of quality in care tenders for adults with autism. [There is] no Local Authority daycare centre provision left after closures for those with ASC who are in supported living [and] zero Local Authority funded provision for ASC adults with lower level needs.*

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**Haringey Autism**

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*Since the closure of children centres my child’s 30 hours of free childcare is poor and I am struggling to work as early start places are very limited. I have no respite and no support to allow me to be a better parent who has a chance to and be able to rest enough to have the energy to do the best I can for my child.*

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**SendPAct Survey Submission**

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*Major cutbacks in spending on adult social care in Haringey since 2016 have severely reduced services to adults with autism and learning disabilities, resulting in blatant unfairness to users and carers.*

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**SASH Submission**

Public bodies were described as “obstructive” when people attempted to access ASC services.

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*I spent nearly 5 years trying to get a proper statutory assessment of my son’s needs and plan for transition to adult services. The stress was indescribable and I believe it contributed to my having a mini stroke when I was 50. I gave up work as a GP in order to see the process through and never returned as something I thought would take 6 months took 2 years and I would have had to retrain at that point. We only succeeded in getting good provision because we filed for judicial review but most of our options were effectively excluded because the council had been so obstructive and everything had to be done at the 11th hour.*

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**Haringey Resident; Online Form Submission****AUTISM SERVICES – Solutions suggested by residents during our engagements:**

- Make public places more accessible for people with ASD
- Introduce ASD-friendly initiatives, e.g. ‘quiet hour’ in supermarkets, with no music or customer service announcements, one or two days a week
- Train Council staff to better understand ASD conditions



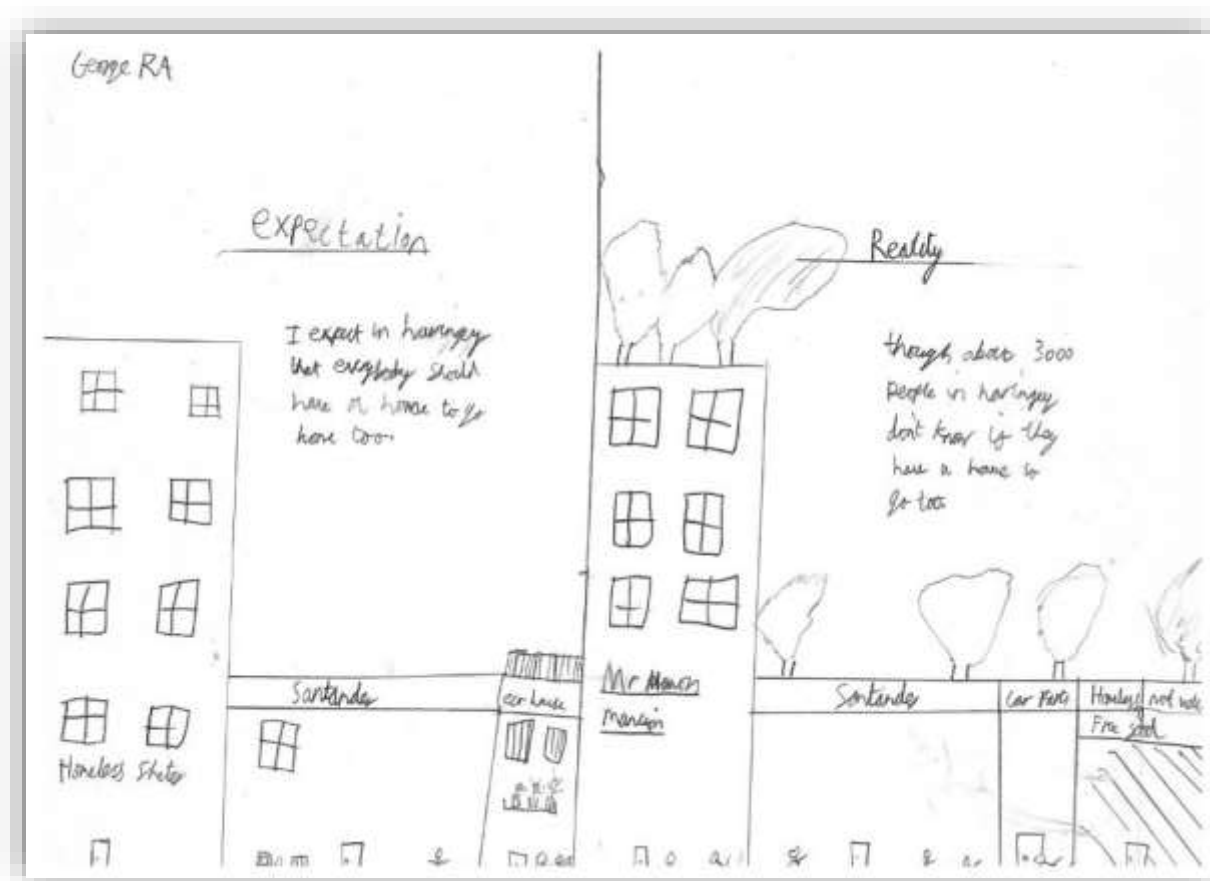
Haringey Fairness Commission; Third Public Event

## 5. Housing

Housing was the most frequently discussed issue across the Fairness Commission engagement, with the difficulty in finding affordable, quality housing dominating many discussions. Participants from all parts of the Borough and all walks of life recognised the inequalities in housing and the difficult housing situations faced by many residents. Many shared their own experiences of living in insecure and unsuitable housing and the impacts that this had on their wider lives. There was widespread support for building more social and affordable housing within the Borough and calls for more to be done to help struggling families and individuals to find decent, secure tenancies. Alongside this, there was recognition of the challenges presented by the wider housing context in London and beyond.

### Key issues

- Lack of affordable housing
- Issues in the private rental sector
- Issues in social housing
- Temporary accommodation
- Homelessness



Pupil; Highgate School

### 5.1 Lack of affordable housing

The lack of affordable housing was mentioned very frequently in our engagements. At the CCG event, we heard that more good quality housing needs to be built, as well as a larger amount of housing that is genuinely affordable.

Some participants at the VCS Forum felt that promoting home ownership is discriminatory because certain groups are less likely to be financially able to pay the deposit, whilst others called for cheaper homes for sale, especially for those playing key worker roles in the Borough.

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*Housing is the key issue. This should not be dependent - as it is now - on parental subsidy or inheritance to either buy a home or sometimes even to rent one.*

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#### **Haringey Resident; Online Form Submission**

Some residents also felt strongly that it was counterintuitive to be demolishing social housing, regardless of its condition. At the VCS Forum, a number of people were particularly concerned about the decrease of housing stock, as homes were being knocked down and flats being put up.

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*We should be refurbishing social housing instead of demolishing it.*

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#### **Haringey Resident; Third Public Event**

### **LACK OF AFFORDABLE HOUSING – Solutions suggested by residents during our engagements:**

- Use GLA funds to prioritise social housing and building on e.g. the land at St Ann’s

## **5.2 Issues in the private rental sector**

The predominant concerns highlighted through our engagements about the private rental sector were related to tenants’ rights and high rents.

### **Tenants’ Rights**

Residents in the private sector frequently reported feeling a sense of insecurity about their rental situation because they had few rights as private tenants. Evictions, poor housing conditions and discrimination came out as key concerns.

Eviction was highlighted a number of times as a particular insecurity for private tenants. Several temporary accommodation residents in hostels around Haringey told us that they had been evicted by their private landlords because the landlords wanted their properties back. These residents had often lived in their accommodation for a number of years and were upset at being forced to move.

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*I was evicted from a property in Bruce Grove. I’d lived there for two years with my two boys.*

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#### **Temporary Accommodation Resident; Broadwater Lodge**

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*41 years I’ve lived in my private accommodation, and now I’m being kicked out.*

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**Guest; Community Cook Up**

Poor housing conditions and overcrowded housing were other areas of concern for some people in rented accommodation because they often felt they had no way of holding their landlord to account.

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*Private landlords are taking advantage of residents who are vulnerable, disadvantaged or facing complex issues and housing them in appalling cramped conditions.*

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**Haringey Resident; Online Form Submission**

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*Housing was the most common issue brought up. Everyone in private sector accommodation said it was low quality. Most affected were the women with no recourse to public funds, they reported moving frequently between dirty houses with vermin and a lot of damp. They said having nowhere to stay impacted their children’s health and ability to concentrate in school.*

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**CARIS Submission**

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*I rent a private room [and] am paying 95 Pounds per week [for] a room which is smaller than 6 square meters. This rent is very high for me and I have read that there is a long waiting list for social housing. I think, that the amount of rent is high and not fair for a small room in a HMO [House of Multiple Occupancy]. There is only one WC with no sink and only one bath with one sink. So if there is somebody in the bathroom, one cannot wash one’s hands which is very unhygienic and potential health hazard. The situation I find myself in is not fair because it is hostile, unhealthy and expensive, and I do not have much choice in terms of housing.*

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**Haringey Resident; Personal Contribution**

Other people described how they felt they were being discriminated against for receiving housing benefit because many private landlords wouldn’t accept their tenancy applications.

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*There’s 78 agencies on Zoopla, I check those ads every day and maybe one says it will take DSS. Then you go and see it and it is awful.*

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**Temporary Accommodation Resident; Broadwater Lodge**

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*Private landlords don't rent to those on benefits. The Council should be doing more to stop this type of discrimination.*

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**VCS Forum**

Self-employment was also a barrier to finding housing in the private rental sector.

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*As my boyfriend is self-employed, when we were looking for a flat to rent, he couldn't get approval from an agency. We eventually found somewhere through a private landlord, but the process took 2-3 months.*

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**Haringey Resident; Migrants Resource Centre**

**High Rents**

Residents in the private rental sector (PRS) frequently said that their rents were very high and, in some cases, they were struggling to manage financially. A few residents felt strongly that rents must come down in order to enable people on median incomes and below to continue to live in Haringey. Additionally, business representatives who attended the second public meeting were concerned that high rents meant a shortage of low-paid staff in Haringey and the negative impact that was having on statutory bodies. This was also a concern at the CCG event, where we were told that rising rents are too high for much NHS staff to stay in the Haringey area.

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*Rents are going up considerably in the east, and there's an epidemic of lone parent families being pushed out of the Borough because they can't afford to stay.*

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**VCS Forum**

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*High rents are killing NHS services.*

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**Haringey Resident; CCG Event**

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*Development of the Tottenham stadium has increased the private rents it's very difficult to rent an adequate property. Not affordable.*

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**Haringey Resident; Tilkiler Community Centre**

**ISSUES IN THE PRIVATE RENTAL SECTOR – Solutions suggested by residents during our engagements:**

At our public events, smaller engagements, and through online forms, Haringey residents suggested the following:

- A landlord's charter to support private renters



- Better enforcement to deal with rogue landlords
- More affordable accommodation made available for key workers in the NHS
- More secure tenancies at social rent, not affordable rent
- Council to enable and support private landlords to offer housing to people who are on benefits
- Impose caps / limits on rent rises from private landlords



*Haringey Fairness Commission; Third Public Event*



### 5.3 Issues in social housing

Two main concerns were highlighted through our engagements about the social housing sector: access to social housing, particularly for at-risk groups; and property maintenance.

#### Access to Social Housing (Council and Housing Association)

Many residents told us about how difficult it was to get a council/housing association tenancy. We heard that people were often being told by Haringey Council to go into the private housing sector or out of the Borough, otherwise they would be facing years stuck in temporary accommodation.

A few residents at the VCS event highlighted the importance of providing social housing to particularly vulnerable groups.

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*Access to housing is extremely important for disenfranchised young men and those coming out of prison. They have to prove their lives are at risk in order to be housed elsewhere. If they go back to the initial vulnerable environment it's more difficult to prevent reoffending. The system needs to change and be set up to believe and support people better.*

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#### Haringey Resident; VCS Forum

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*Two people here have been threatened with eviction – social landlords saying they're getting evicted in two weeks, we'll come escort you out.*

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#### Volunteer; Community Cook Up

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*I've lived in Haringey longer than in any other area, but by tomorrow, I have to sign something to move me out of the Borough. They said, if you don't look for something outside of Haringey, we'll take you off the register.*

---

#### Guest; Community Cook Up

There were also many concerns about the suitability and accessibility of social housing, with a large number of people reporting that their social housing was inappropriate for their needs – for example, it was overcrowded or not adapted to their specific circumstances.

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*My son is a very heavy child, and I have been carrying him up and down on 58 stairs since my son was 6 months old. Now my son is 7, and still living in a place not suitable for my son.*

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#### SendPact Survey Submission

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*Although autism is regarded as a disability we have still been viewed as a family with no additional needs. This has left us stuck in a two bedroom flat, no garden, no outside space, not easy when you have a child that has a need for his own room and outside space.*

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**SendPact Survey Submission**

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*There’s a lot overcrowding. Boys and girls sharing the same bedroom. Sometimes 4 or 5 children in one room. This leads to children being outside, because there is no room. And that can lead to violence.*

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**Haringey Resident; Ugandan Community Mosque, Selby Centre**

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*Over crowding was another important issue. One woman reported living in a one bedroom flat with 3 children and 2 adults. They had been on the writing list for over five years but missed a letter asking if they wanted to remain on the list. The discovered the error when they tried to bid and have been restored to the list but think they have lower preference than before – band C.*

---

**CARIS Submission****Property Maintenance**

Some social housing tenants were particularly unhappy with what they described as poor landlord maintenance of social housing properties. For example, a resident who lived in social housing on Philip Lane said she’d had no hot water in the home for months and the lack of double glazing has resulted in illnesses and a negative effect on her arthritis.

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*There was leaking into our flat from the neighbours. And we had mould and ants and mice. It was really bad.*

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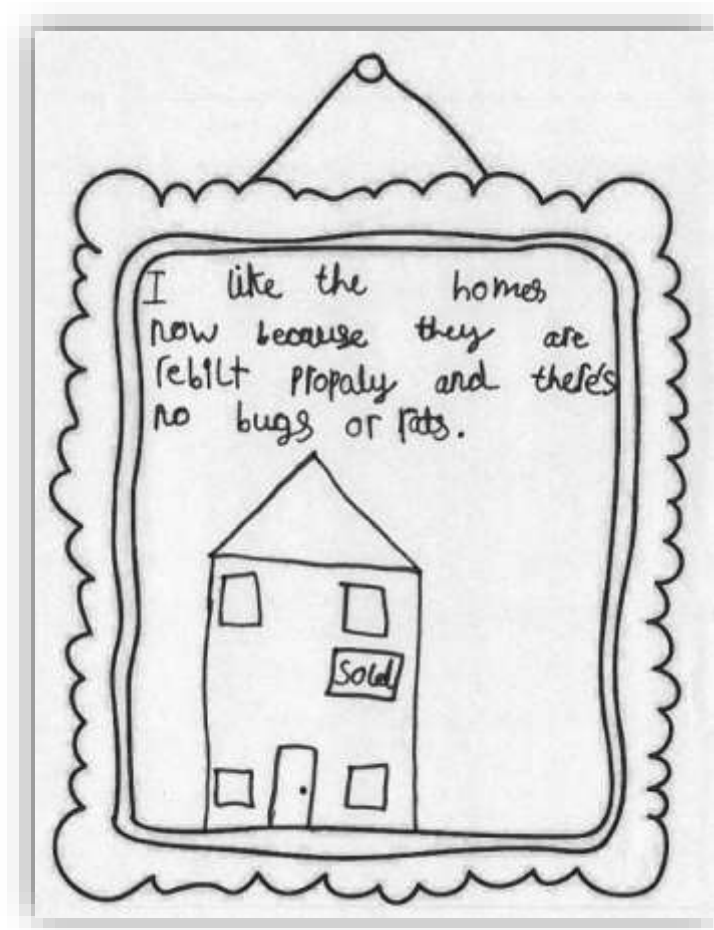
**Pupil; Willow School**

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*Repairs on estates take too long to be fixed. Housing associations don't care! They don't have any accountabilities or responsibilities.*

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**Haringey Resident; Third Public Event**



Pupil; Willow School

**ISSUES IN SOCIAL HOUSING – Solutions suggested by residents during our engagements:**

- Provide vulnerable tenants support from within the community
- Build more social housing at social rents on existing and available land (e.g. St Ann's)
- More responsive repairs from social landlords
- More supportive, less punitive actions by social landlords
- Conduct a review of the availability of living accommodation appropriate for older and disabled people across the Borough to include sheltered or adapted housing of all types

**5.4 Temporary accommodation**

We heard from many residents who were, or had been, in temporary accommodation. In particular, Love Lane Temporary Accommodation Group (Love Lane TAG) have been the most engaged group with the Fairness Commission, attending all three of our public events, several smaller events, and speaking to us at a specially arranged session. A large number of residents participated in the Commission and expressed a wide range of concerns about their own situation and about temporary accommodation in general. Many of them shared personal and painful stories about their lives and experiences. Some of these concerns were also echoed by other temporary accommodation residents, for example at Broadwater Lodge and Whitehall Lodge. In general, they spoke of frustrations surrounding the insecurity of their housing status; the living conditions in temporary

accommodation, and the impact that their experience of living in temporary accommodation had on their mental and physical health.

### **Living conditions in temporary accommodation**

Residents often said they had experienced poor living conditions when they were in temporary accommodations. In some cases, damp and poor insulation was having a damaging effect on their health. In other cases, poor maintenance of temporary accommodation properties meant that living conditions were unpleasant and people found it difficult to regard their accommodation as ‘home’.

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*I was living in temporary accommodation in winter last year. We had no heating. I had to go all the way up to my MP to get the basics in my temporary accommodation fixed. It shouldn't have to be like that.*

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#### **Parent; Willow School**

Love Lane TAG felt that, because the estate is a demolition site, it is not being properly maintained, reporting broken windows around the estate, broken lights, broken doors and dirty stairwells. In addition to this, they said there is a serious damp/mould problem particularly in Charles, Ermine and Moselle House. Love Lane TAG reported that they had seen multiple instances where this problem is causing serious harm to residents’ health and well-being, contributing to an unsafe environment.

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*When it rains the lights go out at night for an hour and a half or more. It's a problem in the cables. You're going into the foyer...and you go up and it's black. It's very dangerous. I've got used to it but it's not nice, you're always looking behind you...We're living in those conditions because it's a regen site and we shouldn't have to. We're all paying our rent and service charges. We shouldn't be living in that but we are, we're living in constant worry. As adults we're dealing with it but we're transferring that to our families.*

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#### **Temporary Accommodation Resident; Love Lane**

### **Experiences of living in temporary accommodation**

The emotional and physical impact that the experience of living in temporary accommodation was having on people was often highlighted. Additionally, struggling to pay weekly storage fees was a concern for some families in temporary accommodation. Some of them suggested that the Council didn't always look at the properties that it was suggesting to place people in – they felt that this was unfair because the accommodation was sometimes unsuitable and they weren't given right of refusal.

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*You got a single offer, and you have to sign for something you haven't seen – I don't think this is fair. I feel claustrophobic, I can't breathe.*

---

#### **Temporary Accommodation Resident; Broadwater Lodge**

In some cases, temporary accommodation residents felt that the accommodation they were living in wasn't suited to their needs. Some Love Lane residents in temporary accommodation told us about the unsafe conditions of their housing, and one of them felt it was particularly unfair that she had been put on a demolition site with a new-born baby. They also said that it was particularly difficult for elderly residents to get maintenance to fix things.

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*There's urine and poo on the stairs and in the lift, and it's awful when you're with your children. The lifts are unsafe, they're not level with the floor.*

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**Temporary Accommodation Resident; Love Lane**

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*I've been here 16 months. I'm disabled but being told I'm not disabled. My wheelchair doesn't fit through all the doors, I've had this new one only two months and already there is damage to it because no adaptations have been made here to deal with it. The accommodation is not suitable at all. The wet room is not adapted to my needs and I can't go to the toilet.*

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**Temporary Accommodation Resident; Broadwater Lodge**

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*There's some rooms where it's like 2 to 3 kids in there, and the mum. It's just impossible, the noise is sometimes too much. Something could be organised for the kids, not everyone can afford to take them to the cinema, but maybe just something here to keep them entertained at some point.*

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**Temporary Accommodation Resident; Broadwater Lodge**

Some parents reported struggling to work as much as they would have liked to because of the emotional and physical impact that living in temporary accommodation was having on them:

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*I can't work because I can't leave the children here, so how am I supposed to support my children?*

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**Temporary Accommodation Resident; Broadwater Lodge**

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*I don't work in a good job like before. They've also stopped my working tax credit. I don't feel I'm alive. I'm not living a good life with my daughter.*

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**Temporary Accommodation Resident; Broadwater Lodge**

Residents also described their frustrations when having to declare themselves as homeless to the Council, and a couple were particularly upset at having to wait until the section 21 notice expired

before they could get any help. A few said that they were going through the system for the second or third time, and had therefore lost many possessions over the years.

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*They said to me, ‘oh, that’s just Section 21’, but that’s an eviction. Why leave me there, waiting for bailiffs, and then I have to go to 48 Station Road, and wait **all day**? Why?’*

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**Temporary Accommodation Resident; Broadwater Lodge**

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*I’ve lost so many things. In my first place, I left a bed, chair, in my second place it was a fridge-freezer. How long will I continue to waste money? I’ve lived in this Borough for 12 good years now, they should make life meaningful for us.*

---

**Temporary Accommodation Resident; Broadwater Lodge**

**Insecurity of Temporary Accommodation Residents’ status**

Some residents on Love Lane Estate, who are living on a demolition site, described an ongoing lack of clarity around what their position is, and about what is happening on the site, e.g. if and when the blocks will be demolished, how many new homes are being created, when there will be a ballot, and especially whether and when they could be moved on.

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*There is a lack of clarity around how many homes are being created. They talk about 2,500 new homes, but how many of them will be social rent on Love Lane?*

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**Temporary Accommodation Resident; Love Lane**

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*That’s what’s the main factor, is the uncertainty of it all. You can’t move on, it’s there all the time. Is [the next move] going to be in the area, out the area, are you going to have to change schools, work. That’s one of the hardest things to live with.*

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**Temporary Accommodation Resident; Love Lane**

**TEMPORARY ACCOMMODATION – Solutions suggested by residents during our engagements:**

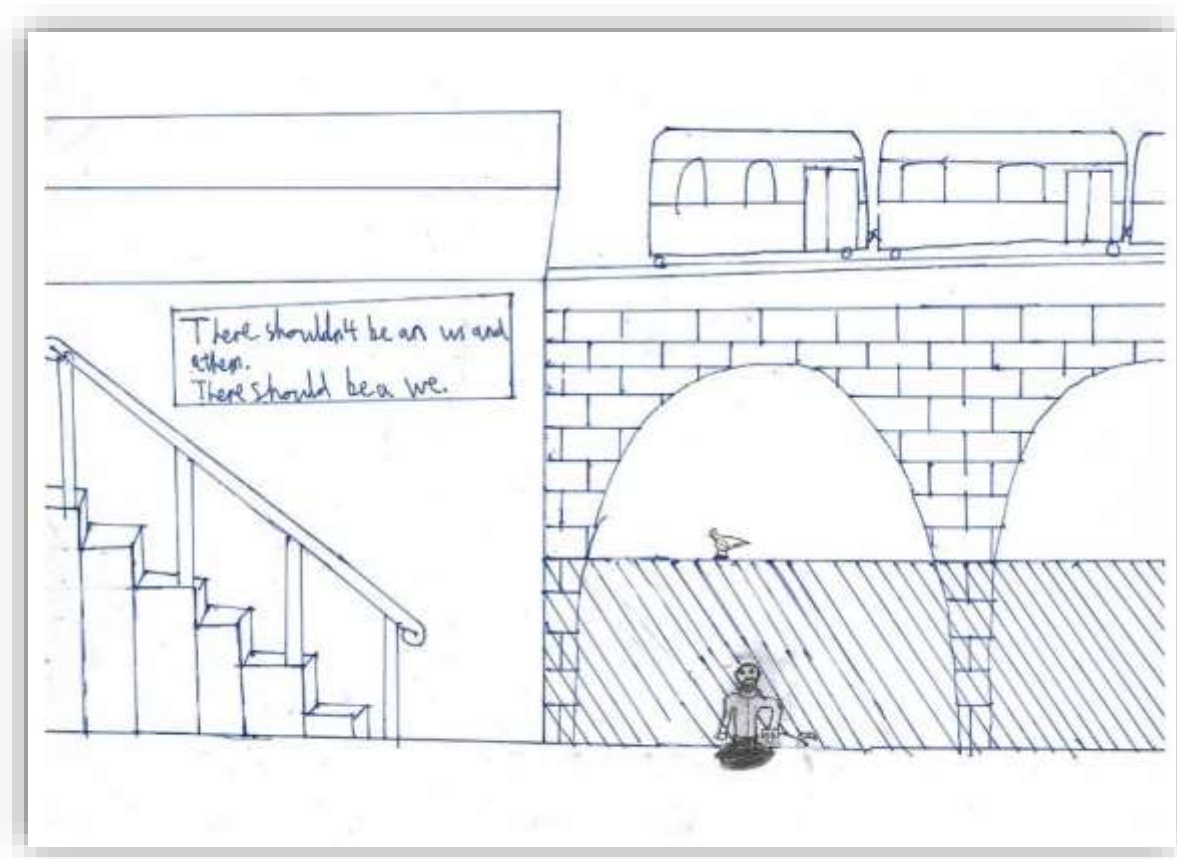
- Love Lane TAG are seeking a permanent lease at social rent in the new development, or a permanent lease at social rent elsewhere in Tottenham or Haringey
- Families should not be put into temporary hostels
- Greater support for people once they are placed in temporary accommodation, both initially and ongoing.



*Haringey Fairness Commission; First Public Event*



## 5.5 Homelessness



Pupil; Highgate School

Many residents were concerned about what they perceived as a rise in homelessness and rough sleeping in Haringey. Rough sleeping was often portrayed in drawings by pupils in the submissions we received from school, and was highlighted in discussions with pupils.

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*If like me you've been on and off the streets for a few years, you see that some years before, mostly it was foreign people on the streets. Now there's British people too, who have a heritage here and a network of people. Still, they are on the streets.*

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**Haringey Resident; Highway House**

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*Homelessness is increasing, 78 people died in winter last year.*

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**Haringey Resident; Highway House**

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*No people should be living on the streets. We need more centres for them to get together and get warm.*

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**Pupil; Chestnuts Primary School**

There was a sense at several of our engagements that homeless people are discriminated against, both directly and indirectly. At Highway House, a shelter for homeless men, one resident described how he had worked for an employer who had stopped paying him his wages once the employer had found out he was homeless.

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*The government doesn't act well, with justice. You need to defend homeless people by law. Somehow, you need to incentivise, by force or by incentives, companies to accept homeless people, and those who have been out of work for a long time, back into work.*

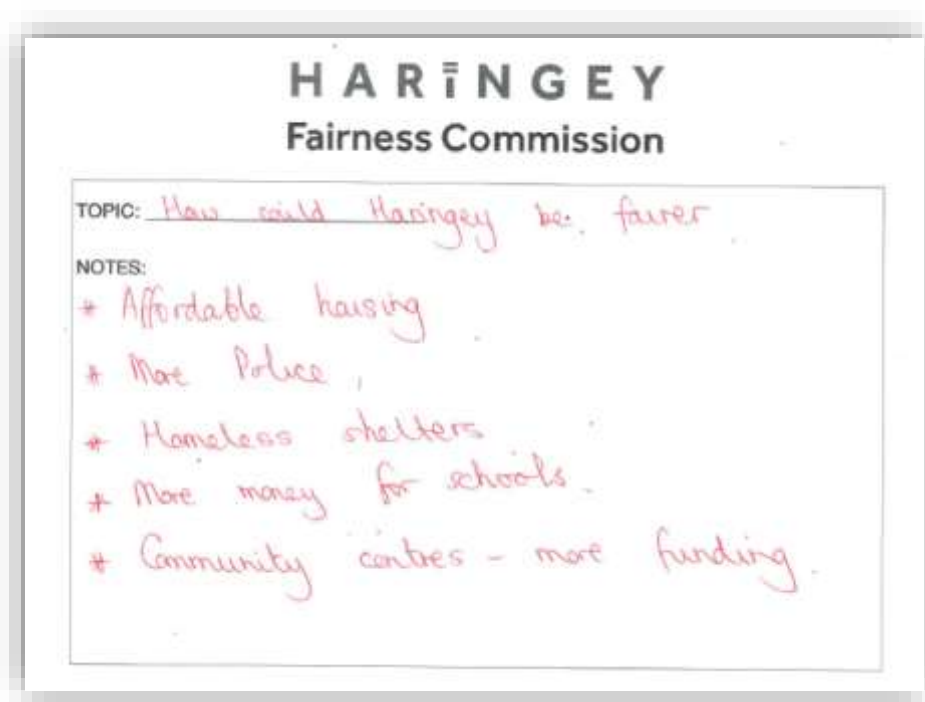
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#### **Haringey Resident; Highway House**

Attendees at the VCS Forum told us that homeless people find that they are not eligible for housing because they are stuck in the assessment process of being categorised as homeless – while this eligibility is delayed, their situation deteriorates.

#### **HOMELESSNESS – Solutions suggested by residents during our engagements:**

- Intervene earlier to support people who are at risk of homelessness



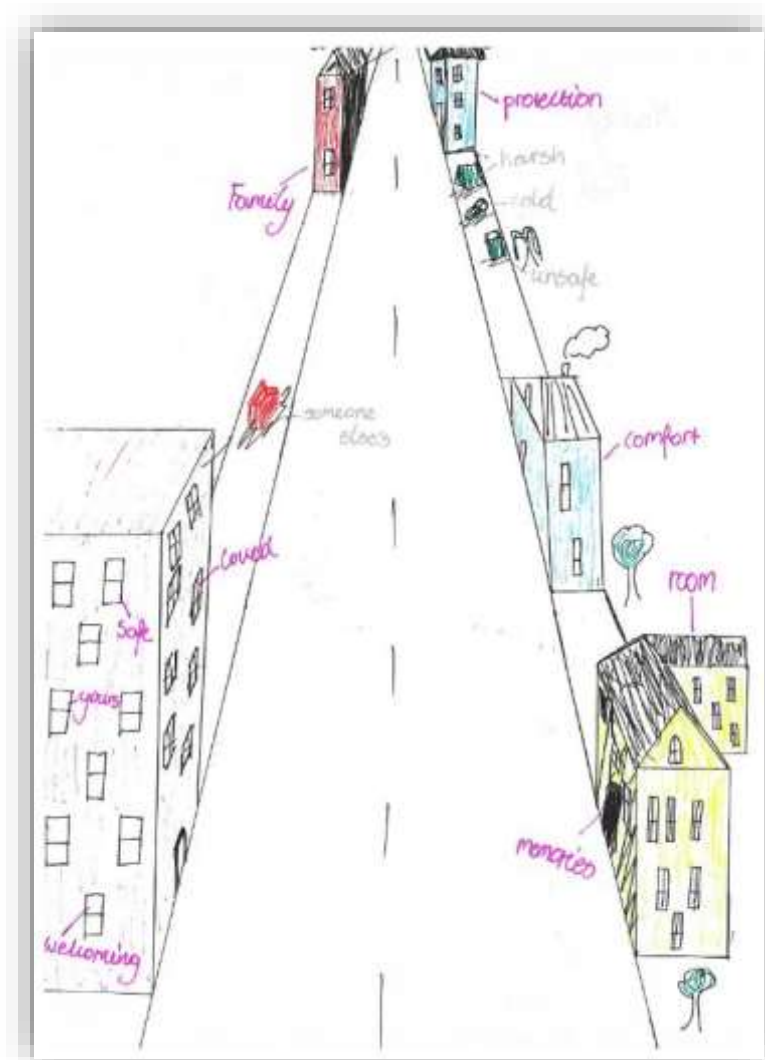
School Submission; Tiverton Primary School

## 6. Communities and Neighbourhood

The strength of community spirit in Haringey was clearly felt in many of our engagements and frequently remarked upon as a positive asset in our Borough. Individual residents and community groups often expressed their concern for people facing difficulties, with the experiences and treatment of migrants highlighted as a particular unfairness. There was a real sense of commitment to making the Borough better for all who live and spend their time here.

### Key issues

- Support for community organisations, groups and venues
- Community safety
- Cohesion, integration and migration
- Neighbourhood appearance and amenities
- Transport and parking
- Regeneration



Pupil; Highgate School

## 6.1 Support for community organisations, groups and venues

The predominant concerns highlighted through our engagements with residents and community organisations were related to: financial sustainability; collaboration and support; collective action and power; and affordable and accessible meeting venues.

### Financial sustainability

We heard from volunteers of some community organisations about the difficulties of maintaining their community groups. VCS organisations told us that the impact of austerity was felt in their organisations, as well as seen in public sector services more widely. Despite this, however, there was a strong sense that community groups provide invaluable services in Haringey, in some cases replacing services that have been cut due to austerity pressures. There was a strong sense of pride in the quality of community groups, their diversity and the role that they play in supporting a range of communities within the Borough.

Generally, residents felt that such community groups needed more recognition, advice and funding, and should be better supported to become and remain sustainable:

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*The project is running hand to mouth, to be honest. It's taken a long time to set up and build trust in this community and with the volunteers, you know, and it shouldn't feel this precarious.*

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### Volunteer; Community Cook Up

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*There should be more funding to improve and maintain the Broadwater Community Centres*

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### Parent; Willow Primary School

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*Not-for-profits struggle with financial sustainability, due to grant dependency. Funding is also not always linked to capacity building, meaning investment in this area is more difficult and many have to operate hand to mouth.*

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### VCS Forum

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*Funding should be available to local communities to work in partnership with the council to support our local people.*

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### Tilkiler Community Centre

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*It's better to have groups and support so you can have people you could rely on and support you when you're in need.*

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### School Submission; Gladesmore School



*Haringey Fairness Commission; Third Public Event*

### **Collaboration and support**

It was thought that more could be done across the Borough to improve collaboration between the public and voluntary sectors. A range of community groups felt that the Council and other public sector organisations should be working more closely with local voluntary and community organisations, to fully utilise their skills, experiences and support offers. The implication was that this could be a good way of sharing examples of good practice across the Borough and of improving delivery of services to Haringey’s residents. Attendees at the VCS forum said that schools, GPs, and other public sector organisations are paying out of Borough companies for training that could be provided by Haringey’s VCS, at a lower cost and by people with lived experience. Commissioning processes also came under scrutiny, with VCS organisations arguing for a greater representation of local organisations in commissioned work.

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*The way that services are commissioned can lead to new set ups that start from scratch rather than building on what’s there. This also creates short-termism and an unnecessary amount of competitiveness.*

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### **VCS Forum**



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*Smaller local community groups often struggle to get commissioned for work – they should be empowered to do this kind of work, otherwise what are we learning from the services we commission? Bigger groups then get commissioned and paid, and use volunteers to keep costs down.*

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#### **VCS Forum**

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*There should be more efforts to create a closer relationship between the CCG and the Council.*

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#### **Resident; First Public Event**

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*Funding isn’t needed for every solution, maybe a little is needed, like to provide training to communicate better, but it really blows my mind that the things that don’t need money don’t get taken on.*

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#### **Parent; SendPact**

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*Why is the Council bringing new people in and getting them to set up new projects rather than working with what already exists? Northumberland Park is unique, you can’t just parachute people in and expect to get results, there’s a lot of cynicism here, things come and go and there’s a lack of trust. Established projects that aren’t necessarily professional, they should be considered more seriously and supported – it’s not just a ‘soup kitchen’, it’s a stepping stone.*

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#### **Volunteer; Community Cook Up**

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*Share spaces to grow vegetables and fruits that everyone can share*

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#### **Pupil; Chestnuts Primary School**

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Alongside this, we also heard the need for better support for and empowerment of community organisations to be able to help people access services.

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*You need to bring opportunities to people, not send them all over the place to get services. We could do that here, if we had the funding, set up 1-2-1 conversations with people, an office here is available, and treat them with dignity and respect.*

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#### **Volunteer; Community Cook Up**

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*You want to give as much time as possible to people. And all the issues that people come with, we just can’t address them. These problems are really big and we can’t fix*

*them over a weekly lunch. So why can't we have more services running from these premises, some sort of collaboration with the council?*

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**Volunteer; Community Cook Up**

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*Local organisations could work with local community groups to provide services that are relevant to the people.*

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**Resident; Wightman Road Women’s Forum**

**Collective action and power**

We often heard from residents about the need to use Haringey’s population and its skills more effectively. Some attendees at the VCS forum and at our public events thought that there needed to be a ‘cultural shift’ in how the Borough viewed its volunteers and community activists, arguing that they are a valuable community asset.

*Lots of older people are unsupported to give back to their community and learn new skills. Lots of people want to do voluntary work but there is not enough support or opportunities.*

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**VCS Forum**

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*There’s lots of volunteering but it’s the same people doing it. And lots of red tape!*

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**Parent; Willow School**

**Affordable and accessible meeting venues**

Access to affordable meeting venues was an issue highlighted in some of our small community engagements as well as in our three public events. In some cases, people felt that community organisations weren’t being treated fairly when having to pay a rental fee to the council.

*Why does a community group have to pay to Haringey Council a rental fee in order to provide a service?*

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**Volunteer; Community Cook Up**

There were also concerns that not all groups had sufficient access to safe spaces, with the LGBT community highlighted as being particularly poorly served.

*Most community groups in Haringey have access to spaces, but there isn’t an LGBT+ hub that’s accessible and safe. It feels like the Borough has taken a step back. There*



*was a dedicated LGBT centre in the 80s, but that’s no longer there. Wise Thoughts is the only one that’s free but it’s only every fortnight.*

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### **Wise Thoughts**

Accessible and affordable venues for people in the community to come together were often felt to be unsuitable in different ways.

*Venues that are accessible, near transport, with meeting facilities, preferably with a hearing loop are extremely difficult to find and afford. We service and fund our own office work, notice production etc. In practice we serve as an information exchange that is found useful.*

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### **Hornsey Pensioners Action Group**

*People want libraries to be made more accessible, with rooms that the community can use for meetings, in the evenings as well as daytimes.*

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### **VCS Forum**

Other groups wanted permanent spaces for their communities, in line with spaces given to other community groups by the Council.

*We need to some support and help from Haringey, to get a permanent place to pray. This isn’t big enough for all the kids to come. We want somewhere where we can put on after school clubs.*

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### **Haringey Resident; Ugandan Community Mosque, Selby Centre**

## **SUPPORT FOR COMMUNITY ORGANISATIONS, GROUPS AND VENUES - Solutions suggested by residents during our engagements:**

At our public events, smaller engagements, and through online forms, Haringey residents suggested the following:

- More funding to improve maintenance of Broadwater Community Centres
- More expenditure to be kept in-Borough, with local service providers
- Spaces for community groups to meet, either their own community centres, or cheap or free rooms



Community Cook Up

## 6.2 Community safety

### Safety

Issues around safety were raised by a range of people from across the Borough. Serious youth violence and the prevalence of gangs was a particular concern, alongside anti-social behaviour and hate crime. We heard from some residents that they were concerned for their own safety and for that of their children. A number of residents reported that they were frightened to go out of their homes after dark, due to anti-social behaviour and concerns about serious crime. A few parents told us that they were afraid to let their children go out because of neighbourhood violence, which meant that their children were stuck inside, bored and isolated.

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*I can't go out after 4 or 5 o'clock when it's dark. There's been a spate of robberies, breaking windows. It's worse than the riots we had, that was a one-off thing, but these crimes happen every day.*

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**Resident; Bruce Grove**

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*You often have to have proof of abuse for police to believe that it's happening, or three incidents of anti-social behaviour for them to do something.*

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**Resident; VCS Forum**

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*It is unsafe in Tottenham when it gets dark, due to knife and gun crime.*

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**Haringey Resident**

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*There’s gang wars and loud music, loud talking, they light fireworks – it’s unsafe.*

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**Pupil; Willow Primary School**

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*People don’t feel safe in their own area. Older people like to stay in as much as possible as there are gangs of people smoking and taking drugs outside their doors.*

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**Haringey Resident; Migrants Resource Centre**

There were also concerns about the stigmatisation of certain areas and the ways in which insensitive policing impacts on those who are living in the area, fuelling mistrust between communities and misperceptions about young people. At the Children in Care Council, we heard that many young, black people don’t feel that they are listened to or taken seriously by the police because there is an assumption that they have mental health issues.

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*I feel there’s a postcode difference in policing, and I don’t get listened to in Tottenham.*

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**Parent; Willow Primary School**

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*I get stop and searched about 10 times a week.*

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**Young Person; Project Future**

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*Stop and search, there’s loads of it, all in Haringey, mostly in Tottenham. It’s targeting, [and] so is use of the gangs matrix. They recognise our faces, our appearance, but if you’re working in the area, you’ll recognise anyone. I feel targeted, I’m just going about my business. [This happens] from such a young age, you can be 10, 11 years old. And it has an impact. So does the quality of interactions too, how the police have gone about their inquiries, [in] antagonistic ways. I don’t want to be in certain places at certain times. Make people in the area feel like there’s no hope and no changes.*

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**Young Person; Project Future**

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*When you ask, ‘so why have you pulled me over?’, they say, we’re in a gang area. But I live in this area. So we’re going to get pulled 24/7. We can’t change the policeman’s perception of us. Are you thinking about what you’ve just done to that person that you’ve stopped? What mind frame you’ve just put them in? I’ve been stopped and elbowed in my face. I’ve been hit in the face, no charge.*

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**Young Person; Project Future**

Some residents at Broadwater Farm were concerned that their blocks of flats needed better security systems in place because of antisocial behaviour.

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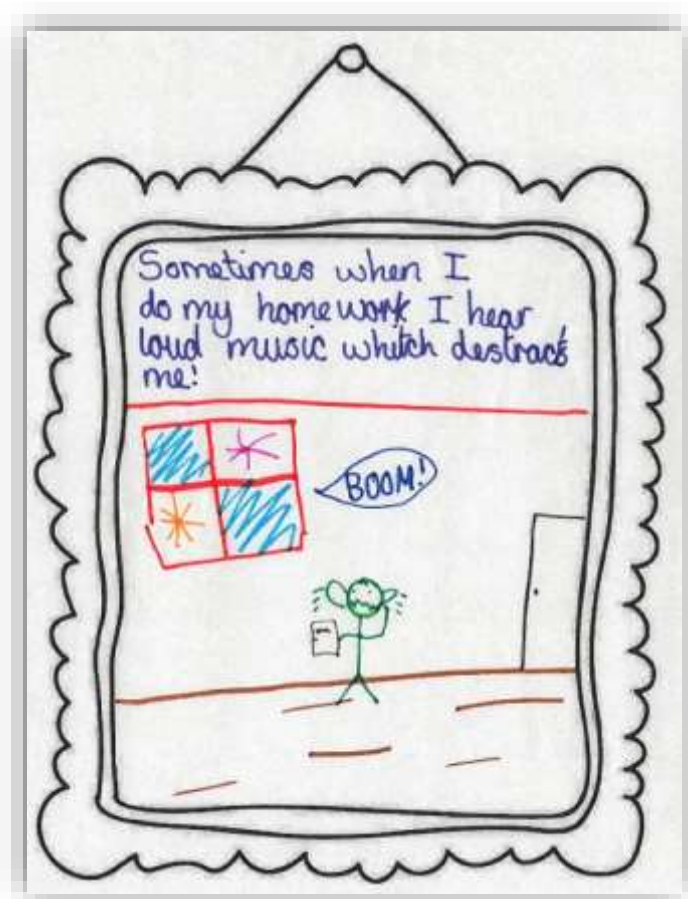
*There should be more security. It's not very good. The door needs to be secure. And there's a lot of antisocial behaviour. Put your fist down on safety. There's lots of vulnerable people who live around here.*

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**Resident; Broadwater Farm**



*Haringey Fairness Commission; Third Public Event*



Pupil; Willow School

Residents at the VCS Forum and Project Future were particularly concerned about how to integrate young offenders back into the community. It was suggested that there was a lack of continuity and support after they were discharged, which often led to continued disenfranchisement and that more needed to be done to address the vulnerabilities of young offenders.

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*With young people who recently come out of prison, we need to ask them: 'What do you need? We can set this up with you, see how we can make sure all your needs are being met.' Look, this space needs to be somewhere where young people can be constructive, do driving licence applications, job interview practice. And here, every space has been defined and designed by them and for them.*

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**Co-ordinator; Project Future**

**COMMUNITY SAFETY, - Solutions suggested by residents during our engagements:**

- A system for dealing with nuisance neighbours, and access to mediation for such situations
- Bring back community police officers and CCTV to address gangs
- Improve community integration through better community support
- More activities for young people, to keep them off the streets and away from violence and extremism

- Protect young people and local communities from police harassment and violence by keeping police officers out of schools and investing in non-punitive community services (youth centres, mental health schemes, drug treatment etc.) to provide alternatives to the criminalisation of people affected by austerity
- Improve police-community relations

### 6.3 Cohesion, integration and migration

#### Cohesion and hate crime

Some residents raised concerns about community cohesion and felt that people from different cultures were being treated unfairly. However, it should be noted that overall, respondents were proud of the diversity and cohesion within their communities.

At our first public event, a number of residents felt that hate crime against Muslims was a particular concern. There were some suggestions that the police were not taking racism and hate crime seriously enough. We also heard at our third public event about how single women in some communities were being harassed and called ‘prostitutes’ because they lived their lives in a different way to their neighbours. At the Migrants Resource Centre, racism, prejudice and stereotyping were highlighted as a source of unfairness and injustice. A young, male asylum seeker told us:

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*I went to the supermarket recently and the security guard followed me around because he thought I was going to steal something. You can't judge someone just because they are black.*

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**Haringey Resident; Migrants Resource Centre**

At the Children in Care Council, a young person told us of his experience in a supermarket. He had queued up for the tills while his Greek foster parents had gone to get one more item from the aisle. When they returned, the other customers in the queue refused to let the foster parents go to the front to their foster child. They didn't believe that the child was with the Greek foster parents because he was black and they weren't.

Younger members of the Irish Traveller community, who participated in our discussion group, said that at secondary school it is common for children from their community to experience discrimination and bullying. They felt that schools and teachers did not take this racial discrimination seriously. There was also the suggestion that pre-conceived stereotypes about the Irish Traveller community (i.e. that they are violent or disruptive) contributed to schools' and teachers' negative attitudes to Irish Traveller children.

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*Our children should be positively welcomed by schools, for example, we could do something in the community together and have a cultural celebration like Black History month.*

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**Parent; Irish Traveller Group Discussion**



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*There needs to be more respect for everybody in the Borough.*

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**Resident; First Public Event**

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*Previously, we had a dedicated police officer for LGBT liaison. So there was someone in the system who understood LGBT concerns. Now there is just a generic role that covers all equality strands.*

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**Wise Thoughts**



*Haringey Fairness Commission; First Public Event*

**Integration**

Many residents wanted to see better community integration in the Borough, with opportunities for people from different cultural backgrounds and generations to come together and learn from each other. There was widespread agreement that Haringey’s diversity was a strength, and that different communities contributed and added value to the Borough.

Some residents felt that creating better inter-generational links between residents in Haringey could be one way of tackling loneliness among older people. At the CCG event, participants said they wanted more of a focus on building our communities and neighbourhoods, while other residents suggested that more could be done to encourage more community volunteering. Participants at the Migrants Resource Centre (MRC) event commented that free services are few and far between, but especially for people who attend the MRC due to their migration status.



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*People don't talk to each other. You can't force them, you just have to hope they get interested in what's going on.*

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**Haringey Resident; Coombes Croft Library Drop-in**

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*Local people should come together more. I'd like to see older people sharing skills and knowledge with younger people about things like civic issues, pride, recycling. And we can have better integration of different cultures and their food and languages.*

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**Haringey Resident; Third Public Event**

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*I really think more should be done to get ethnic minorities involved in volunteering, and it's a good way of preventing isolation too.*

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**Resident; Alexandra Palace Wellness Cafe**

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*Migrant ethnic clusters contribute to community cohesion and are underpinning diverse communities in inner city areas, providing a valuable social as well as economic function.*

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**Latin Village**

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*We need to pay more respect to older people and make sure there is access to activities for older people and help where they need it.*

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**Highgate School Submission**

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**Migration**

We heard during a few of our engagements about the uncertainty that some of our residents were facing, particularly those from the EU or the Windrush Generation, around their rights in the UK. They were worried about the impacts that the government's 'hostile environment' policy and Brexit could have on their lives, with adverse effects on their stress levels and mental ill health, and even cases of suicide. One foster child told us how stressed she was about her visa and legal status while completing her GCSEs.

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*I've been here for more than 20 years, I have no benefits, no permanent address. What will happen to me after Brexit? I do have entitlement but I'm not getting anything, all my paperwork is gone, got burned in a fire.*

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**Guest; Community Cook Up**

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*We’ve seen cases where everything spirals out of control – they lose their housing or get evicted, lose documentation, effectively become a stateless person, no job, no bank account, no GP, they need services from the Council to help them get their lives back.*

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**Volunteer; Community Cook Up**

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*The Windrush Generation, some of them have been here since they were two years old, so who has this proof? A lot of people are stateless and setting up a register sounds suspicious – what safeguards do you have in place for this register? The ‘hostile environment’ puts everyone in the same boat – as illegal immigrants. It’s having an effect on people, children, grandchildren.*

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**Volunteer; Community Cook Up**

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*I was born here, my son was born here, they said - what right do you have to a British passport?*

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**Volunteer; Community Cook Up**

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*Citizenship Test is not really fair. It’s not really fair that if you are an immigrant you have to do the test and you have to pay*

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**Pupil; Chestnuts Primary School**

There were also several concerns raised about the treatment and experiences of people with No Recourse to Public Funds (NRPF).

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*I am supported by NASS [National Asylum Support Service]. I have been living here for one year. Next week I have to move to the other side of London. I don’t know anyone there. My son is going to nursery here and he has settled in. Now we will have to start all over again, which will be very unsettling. It will be very difficult for both of us. It would be better if we can stay here where we are making friends and we know places to go – playgroup, parks, CARIS. There are people here who help us. We need some stability.*

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**CARIS Submission**

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*My parents have worked and paid tax here for many years and their children are British citizens but they still do not have access to public funds... one of my mum’s kids has special needs and he has a local authority plan to help him but my mum can’t spend the time she wants with him because she has to work.*

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**CARIS Submission**

**COHESION, INTEGRATION AND MIGRATION - Solutions suggested by residents during our engagements:**

- Do outreach with refugees and asylum seekers to help them exercise their rights
- Better approach to and support for people with No Recourse to Public Funds
- More support for residents applying for British citizenship

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*Everyone needs to be kind to each other (staff, children and parents). To be fair. To help each other. To learn. To look after our school- not damage school property. To share.*

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**School Submission; Lancasterian Primary School**



*Haringey Fairness Commission; First Public Event*

## 6.4 Neighbourhood appearance and amenities



Pupil; Highgate School

Issues with the cleanliness of the Borough was highlighted by a number of participants. This was linked by some to a wider sense that some neighbourhoods felt ‘run down’ or ‘uncared for’ and to more serious problems with anti-social behaviour and crime. Concerns were highlighted about overflowing bins, litter, and the high levels of fly tipping in their areas. Although issues with cleanliness were raised across the Borough, there were frequent reflections that Tottenham and neighbourhoods in the East of the Borough tended to be dirtier. This was perceived as an inequality or unfairness.

Many anecdotes were shared around rubbish dumping and litter throwing. Some participants questioned the values and behaviours of some of their fellow residents, for example, citing parents setting poor examples to their children by dropping litter in front of them. Others reported taking action to clean up their areas, and to reprimand neighbours and others for dropping rubbish.

Some felt that waste services were too far away to access effectively. This was highlighted as a particular concern for older people who have to dispose of bigger rubbish themselves, which creates a reliance on other people’s help. A few people suggested that private landlords were throwing furniture out too frequently, often leaving it on the side of the road. Some residents who attended our public events were also concerned about both the litter generated by Spurs games, and who would be paying for the clean-up. Other concerns raised were about the general cleanliness of residents’ neighbourhoods, and a perceived lack of enforcement of public cleanliness laws.

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*I think there’s a clear difference between Tottenham and Crouch End. There’s ongoing issues with flytipping in one area but not the other.*

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**Parent; Willow School**

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*The river near Broadwater estate smells and it’s really unpleasant. I think we also need more street lights in the area.*

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**Parent; Willow School**

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*People who are conscientious and pro-environment are currently penalised financially by the council. It is these people who pay the £75 garden waste fee, or bulky waste collection fee, or go to the local tip, and then witness other residents just dump their rubbish on the streets or in our parks for free - and with minimal enforcement or punishment.*

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**Haringey Resident; Online Form Submission**

A few attendees of the second public event also had concerns around charges for waste disposal, particularly eco-friendly waste resources (such as food waste bags), which they felt was unfair.

Additionally, though many residents liked the parks in their local area, some felt that parks were unequally maintained across the Borough, suggesting that green spaces in the East of the Borough were not as well maintained as green spaces in the West.

#### **NEIGHBOURHOOD APPEARANCE AND AMENITIES – Solutions suggested by residents during our engagements:**

- Introducing and enforcing fines for people dropping litter and flytipping
- Monthly skip visits so people can dump rubbish
- Creating opportunities to turn waste into art; creative recycling through art projects with children
- More dustbins in Tottenham
- Advertise recycling more in schools
- Install CCTV to monitor flytipping hot spots
- Have an in-house street cleaning service, to allow greater involvement of local people and leading to a better standard of street cleanliness

### **6.5 Transport and parking**

A range of different viewpoints were shared on transport and parking. Some residents found it difficult to travel between different parts of the Borough, and suggested that transport links across the Borough should be reviewed. They felt that this would help to bring the different parts of the Borough together and reduce divides between the East and West. Some of our older residents also reported that they found the bus difficult to use because of mobility issues.

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*Drivers are usually helpful but it's too stressful during busy hours of the day.*

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**Resident; Alexandra Palace Wellness Cafe**

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*The Dial-A-Ride service isn't as good as it used to be. It's very slow and drops off a lot of other people on the way to wherever you're going, so you can't rely on it to be on time. If you use this method of transport, you have to resign yourself to the fact that you'll be waiting around a lot and it's most of your day gone.*

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**Resident; Alexandra Palace Wellness Cafe**

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*[We would like] to be able to travel easily across the Borough, with good bus services, not badly affected by traffic congestion, in order that east and west residents can meet.*

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**Hornsey Pensioners Action Group**

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*Act on the Mayor's clear policy to make the roads safer: reduce space for parking, reallocate it to pedestrians, cyclists, and trees. Prepare for London wide Road Pricing.*

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**Muswell Hill and Fortis Green Residents' Association**

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Some people identified issues caused by the expansion of Tottenham Hotspur that were having an impact on parking:

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*When Spurs come back to their stadium, there's going to be 60,000 people coming in and out of here, making it very difficult for people to park. There's underground garages around here not being used.*

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**Resident; Northumberland Park**

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**Parking**

A few residents at the third public event felt that it was unfair that Controlled Parking Zones were distributed unevenly across the Borough. Other residents were unhappy with the rate of parking charges throughout the Borough. The Haringey Debt Centre was particularly concerned about the impact of parking charges and fines for those on low incomes.

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*It's really expensive to park in Turnpike Lane, for residents and visitors.*

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**Parent; Willow School**

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*There’s nowhere for me to park now, when I visit my mum. She lives in another area of the Borough. She’s elderly and she needs me to come round but I find myself going there less often because I just can’t afford to keep paying for the parking.*

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**Resident; North Tottenham**

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*I am particularly concerned about supposed plans to pedestrianize the area around the clock tower. I have MS and cannot walk more than 15-50 metres on a good day and need to be able to park close to my destination.*

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**Haringey Resident; Online Form Submission**

### **TRANSPORT AND PARKING – Solutions suggested by residents during our engagements:**

- Lobby TfL to create bus route which links East and Westside of the Borough
- Bring garages at Northumberland Park back into use

## **6.6 Regeneration**

Participants at all three of our public events and at some of our smaller engagements raised concerns about the impact of regeneration on Haringey’s communities. Whilst many participants recognised the positives that could come with change, some residents were concerned about the perceived risk of social cleansing, or gentrification, if not enough social housing was built. There were also concerns around the impact on local businesses.

At the second public event, some residents felt that building luxury flats in Haringey meant pushing out poorer people. This was considered particularly unfair when those being pushed out had been Haringey residents for a long time.

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*Regeneration needs to take the people with it not to force or displace the local residents.*

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**Haringey Resident; Tilkiler Community Centre**

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*Higher house prices are the prime drivers of forced gentrification and social exclusion, and are essential to the viability of estate demolition schemes... On demolition estates, Secure and Assured tenants are presently offered a new home with a rent set using the Formula Social Rent setting regime. This can mean that both rent and service charges are considerably higher, and this is not acceptable because it is a cause of increasing poverty.*

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They said they wanted more transparency about regeneration plans. Others said that they felt the Council should change its approach to regeneration and review its relationship with developers in order to focus on better negotiating on behalf of the Borough’s businesses and residents.



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*I don't think our concerns are being listened to regarding the redevelopment of Tottenham Hotspur stadium.*

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**Haringey Resident; Second Public Event**

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*Is there a willingness to say 'no' to a model of regeneration that we don't believe works?*

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**Haringey Resident; Third Public Event**

Small business representatives who attended the second and third public events felt that the impact of regeneration on businesses was often ignored and said that they wanted to be treated with respect and dignity.

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*On Peacock Industrial Estate, businesses are uninformed about where they will be relocated.*

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**Haringey Resident; Second Public Event**

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*Regeneration should occur in a way where smaller businesses are included, rather than having to relocate elsewhere.*

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**Haringey Resident; Second Public Event**

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*Small businesses only get noticed if they are in a regen area, which is very demoralising.*

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**Haringey Resident; Third Public Event**

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*As Freeholders in the regeneration area, it is astonishing that the business community has not been listened to and largely sidelined by the process. We feel that we have been excluded despite the fact that we have been here for over 30 years contributing to the local economy and paying business rates.*

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**Brittanic Auto Transmission Submission**

**REGENERATION – Solutions suggested by residents during our engagements:**

- Better support for developers to provide more social housing
- Better support for, rather than relocation of, existing businesses and jobs affected by regeneration
- Greater transparency from the Council regarding regeneration plans
- Council to build its own social housing

- Prioritising affordable housing for people who are living there already
- Help to set up Community Land Trusts, which participants at the VCS forum said see as a fairer alternative to other forms of regeneration
- Refurbish rather than demolish social housing estates



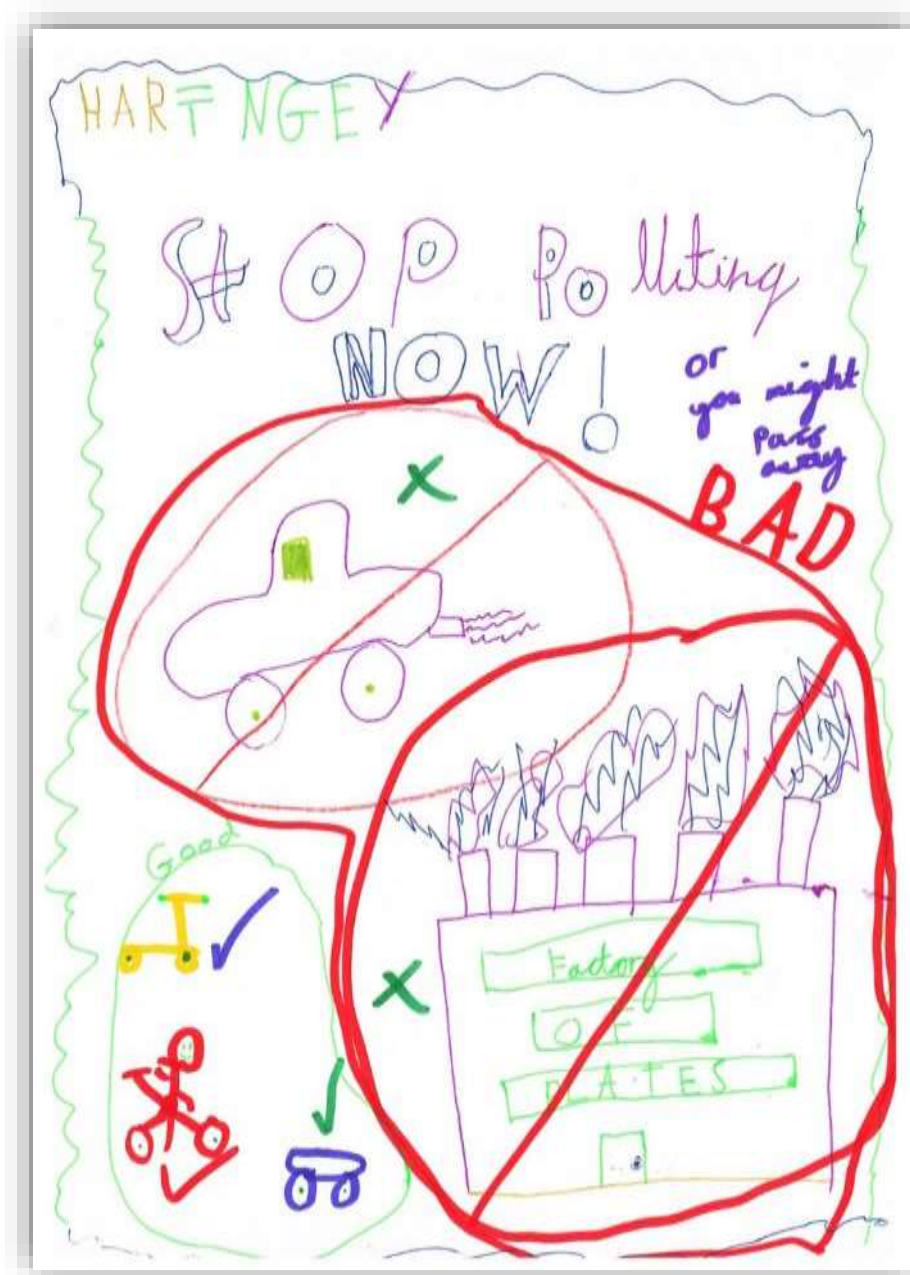
*Haringey Fairness Commission; First Public Event*

## 7. Environment

When discussing environmental issues and inequalities, people often had very practical solutions to the issues they raised. Concerns regarding waste and recycling have been covered in section [6.4 Neighbourhood Appearance and Amenities](#). The other major concern was air pollution in the Borough, and active travel was frequently touted as a suggested solution, with the added advantage of it contributing to a better healthy lifestyle overall.

### Key issues

- Air pollution and active travel



Pupil; Highgate School

## 7.1 Air pollution and active travel

The residents that raised air pollution as a concern during our three public events and through online form submissions often suggested the promotion of active travel as a way to tackle the issue. They said that air quality was a pertinent issue in particular areas of the Borough due to some roads being particularly busy and heavily used. The equality aspects of air quality were highlighted, with the most polluted areas also being some of the most deprived. They highlighted the importance of clean air for people’s health and felt that reducing air pollution would make Haringey’s streets truly liveable.

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*I feel very passionately about air quality [shows maps] - so we’ve been talking about air quality and liveable streets in the Borough. To our local council, often it gets put on hold because we’re told it’s a middle-class issue. But this is also an issue of social justice. You can see here this is average household incomes in Haringey and you can see where the affluent areas are. And then this shows where the most polluted areas are. And we are talking about communities that can’t afford a car and they are feeling the impact of some of the worst air pollution we have in the Borough. And here’s a demonstration of obesity levels in the Borough. And what I’m trying to do is start a conversation about liveable streets and about active travel.*

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### **Haringey Resident; First Public Event**

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*We’ve been trying to link up other parents across the Borough – I’m in St Anne’s – to lobby the council about something called School Streets where you ask for the roads around schools to be closed off during school hours to try and encourage and enable kids to get out on their bikes – so the council has Haringey Walks posters but actually if you don’t enable active travel it’s not going to happen, youngsters won’t be confident trying to travel to school unless there is a safe way to do that.*

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### **Haringey Resident; First Public Event**

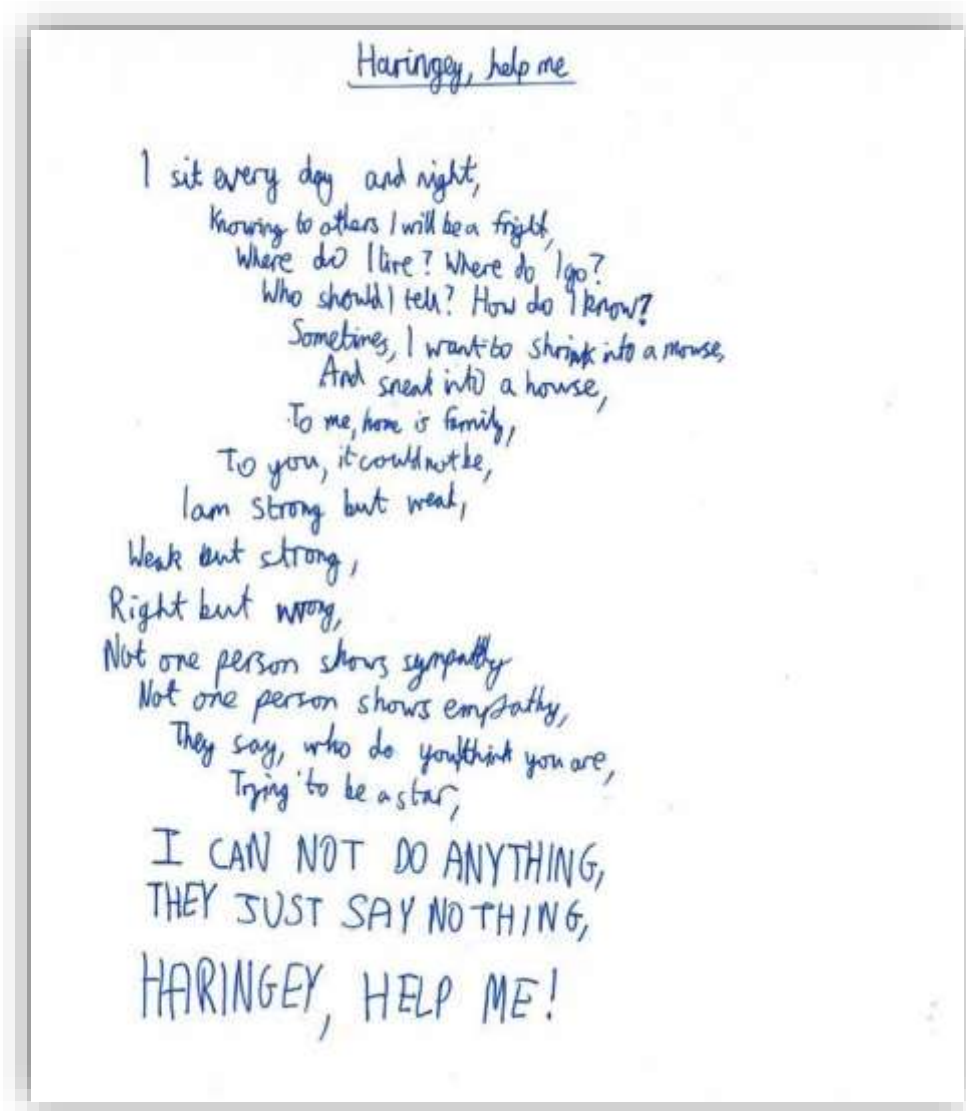
#### **AIR POLLUTION AND ACTIVE TRAVEL – Solutions suggested by residents during our engagements:**

- Separate cycle lanes / bigger pavements
- School Streets
- Better promotion of cycling and other active travel options
- Create more low-traffic neighbourhoods
- Policies that help to reduce car usage (including more and bigger cycle lanes, better bus provision, and deterring parents from driving children to school)

## 8. Engagement with the Council and wider public services

### Key issues

- Communication and customer services
- Transparency and access to information
- Access to services
- Digital exclusion



Pupil; Highgate School

### 8.1 Communication and customer services

Many people told us of frustrations in communicating with the Council and other service providers. At the heart of many of their stories, was a desire to be listened to and treated with respect.

**Sensitivity and respect**

Some residents felt they were not being treated with sensitivity, when dealing with the Council, and also sometimes with other public sector service providers. There were particular concerns raised about how individuals were dealt with concerning sensitive and complex issues. A number of participants articulated this as being treated unfairly, or as being treated as unimportant. There was a common desire to be given the time and space to explain the complexities of one’s situation, and to be listened to actively; to be able to explain the whole picture.

There was often also a sense that the Council wasn’t listening properly to residents, with many reporting that they felt the Council wanted to ‘get rid of people’, ‘not deal with their issues’, and ‘pass them around’ the system.

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*Start by recognising the dignity of each person and treating them accordingly. For example this would mean ensuring that all interactions between the council and a resident or other person are suited to the individual concerned; language, patience, record, appropriate response.*

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**Haringey Resident; Online Form Submission**


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*It feels like Haringey isn’t there to help people. The council just doesn’t listen to residents.*

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**Parent; Willow School**


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*Most of us here are foreigners, I’m the first child so I have to help my family abroad, and my dad is unwell so I send money back home. And the lady I saw at the Council is looking at my face saying – ‘this isn’t the Council’s problem’.*

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**Temporary Accommodation Resident; Broadwater Lodge**


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*There’s a lot of indirect abuse suffered by trans service users. A trans woman who was transitioning has been referred to as ‘he’ so many times. So there’s lots of instances of misuse of gender terminology.*

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**Wise Thoughts**


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*The ‘unfairness’ of having a child with a major disability or a loved one with dementia is nobody’s fault but all too frequently Haringey residents find that the attitude of some council staff and lack of good support services makes their lives even more miserable and stressful than they need to be.*

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**Haringey Resident; Online Form Submission**

At the Clinical Commissioning Group (CCG) , we were told that the language of ‘customer’, ‘client’ or ‘patient’ is important and reflects a power dynamic. The Council calls residents its ‘customers’, but that implies that they have a choice about whether to use the Council’s services. Participants at the CCG felt that the Council should remember that it is dealing with human beings at the end of the phone or email, and the impact that these interactions have on residents. They also wanted the Council to be better at asking ‘How did we do?’.

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*Instead of taking the issue as constructive criticism, ‘let’s see what we can do’, they actually gaslight you, deny the problem exists or go on the defensive and say, ‘we can’t do anything about it’. You never get to point where anything can be done about it. So they say, ‘we want solutions, not criticisms’, and they still ignore solutions.*

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#### **Parent; SendPact**

There were some calls to speak to a ‘real person’ and a number of participants disliked the move towards putting services online. Some participants found digital services impersonal and perceived this as a way for the Council to avoid speaking to them and having to deal with their problems.

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*‘The Council is putting everything online. It’s because they just don’t want to have to see us or speak to us.’*

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#### **Haringey Resident; First Public Event**

Others reported missed appointments, long waiting times, failures to return phone calls or poor communication skills of staff. Many participants recognised the dedication and commitment of staff within public services, and the pressures that they were working under. However, a number of examples were given where it was felt that situations were not handled with appropriate sensitivity. Some carers at the Haringey Carers Coffee Morning told us how they had attended meetings before where they’ve spoken to Councillors or Officers about problems they’re having, but then there is no follow up, and they don’t do what they had said they would. In such cases, they say they’ve had to ‘go to the top’ to sort out the issue. One Carer said that they wouldn’t go to the Council with a problem because they wouldn’t have faith that the issue would be fixed.

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*I feel the council needs to look at how they communicates to their Haringey residents can be improved. I feel it is very robotic, automated and lack human interaction which vital for people who lack IT skills or feel isolated. I feel an opportunity to speak to someone to gain further information on key issues can be scheduled throughout the year. This would help the council to work more on the ground to listen and find possible solutions to meet the needs of your residents.*

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#### **Haringey Resident; Online Form Submission**





*Haringey Fairness Commission; First Public Event*

### **Wider engagement with the Council**

At a more general level, a number of participants spoke about the ways in which activities, events and other information about the Borough was communicated. One resident told us that she found it difficult to find out what was going on in the Borough. Another resident and frequent volunteer said lots of people didn't know about the kinds of services that the organisations that he volunteered for were offering. He felt that the VCS sector offered so much but it was difficult for one organisation to signpost to another because they often didn't know about each other.

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*People need to be able to access information about the free dental and medical treatments that are on offer in different ways.*

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### **Haringey Resident and Volunteer**

Others talked about ideas they had to improve services or make a contribution to the Borough. They felt that there was a lack of routes to make suggestions or to volunteer their time and ideas. Similarly, there were calls for more opportunities to input into decision-making and policy-making, from issues from regeneration plans, to policies for disabled children and adults, to the future of libraries. Ward Forums were suggested as a useful forum for engagement on neighbourhood issues, at a range of engagement events. Some people also highlighted that forms weren't always fit for purpose.

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*Forms could be streamlined and still you'd get the information you need. It takes such a long time to fill in a form which is so badly designed!*

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### **Volunteer; Community Cook Up**

#### **COMMUNICATION AND CUSTOMER SERVICES – Solutions suggested by residents during our engagements:**

- Bring back ward forums
- Better marketing of the support unit at Marcus Garvey Library
- Residents need their views truly heard and acted on



*Haringey Fairness Commission; First Public Event*

### **8.2 Transparency and access to information**

At a range of engagements, individual residents said that they felt that the Council wasn't providing them with enough information about their situation, entitlements and eligibility; or about the progress of their case. This was raised about issues including entitlement to care packages, housing situations, and benefits.

Particular concerns were raised, by Love Lane residents, and others, regarding accessibility of information around housing, Haringey Development Vehicle, High Road West, and regeneration more broadly. Some residents from the Love Lane estate spoke of their frustrations in dealing with the Council when trying to understand the terms of their housing situation. They felt that residents generally need to be better informed about matters relating to housing. One resident also said he didn't think there were sufficient communication channels with the Council and explained how difficult it was for him to get hold of someone from the Housing team to discuss his situation.

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*It's not fair if people don't always know what's going on or being done to them. We're being treated like numbers. We just want to know what will happen to us.*

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**Temporary Accommodation Resident; Love Lane**

A few Love Lane residents said they had heard that some tenants on Love Lane and Broadwater Farm had asked to be moved outside of London but had been refused, even though this is something that the Housing team had said they could facilitate. Love Lane residents also told us that they knew people who had been told by the Council that there were no homes available for them in Haringey or London, despite there being empty flats in the Love Lane estate.

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*Why aren't people being homed in the empty flats? It's really worrying because I can't help but think of Grenfell, and then I worry that the flat will be torched.*

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**Temporary Accommodation Resident; Love Lane**

At the Children in Care Council, we heard about a young person going through transition to independent living. It was clear that the young person felt he could have benefited from better information regarding what his rights were. He described what happened when he went to a flat viewing with a Council member:

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*I had no choice or time to reflect on the viewing, I felt I was being forced to do something I didn't want to do. Luckily I had someone with me who could stand up for me and say no, this isn't right.*

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**Young Person; Children in Care Council**

**Wider transparency**

There were also some concerns highlighted regarding transparency and accountability at the council, with residents unclear, for example, what the income generated through events/festivals at Finsbury Park was being spent on.

Some concerns were raised about how people on the housing register are moved into accommodation, with one resident suggesting that they felt the Council was 'moving the goalposts' and housing people by discretion.

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*Last year, Haringey housed 350 people in Band B, so why not us? You could tweak the housing policy for us on Love Lane.*

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**Temporary Accommodation Resident; Love Lane**

Transparency around the High Road West scheme was also highlighted as a concern, with residents feeling that people aren’t aware that the new homes being built wouldn’t be for them. They felt that inaccurate information was being spread about High Road West by the developers and by the Regeneration team. Similarly, the Friends of Muswell Hill Library were particularly concerned about the way in which Council decisions are made and justified.

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*During 2015-6...A decision was made within the Cabinet, behind closed doors, to close Muswell Hill Library (which is a beautiful Grade II listed building) and move it into an inappropriate dark and dingy new-build space located at the top of one of the steepest hills in London, with no disabled parking spaces. The reason for this decision was so that the library building and the significant chunk of land behind it could be incorporated into the now-defunct HDV, and handed over to Lendlease to do its bidding. In order to justify this ridiculous decision, the Council commissioned a straw-man feasibility study...they then opened up a hilariously biased consultation document with only two options.*

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### Friends of Muswell Hill Library

## TRANSPARENCY AND ACCOUNTABILITY OF COUNCIL – Solutions suggested by residents during our engagements:

- More transparency and honesty about regeneration plans
- Seriously taking on the responses to consultations regarding regeneration

## 8.3 Access to and distribution of services and funds

### Distribution of services and funds

Access to and distribution of services and funds was often raised at our public events. Residents often perceived that the services on their side of the Borough were inferior to the services on the other side of the Borough, regardless of which side they lived on. Similarly, there was often the perception that funds were being spent on one side of the Borough and not on the other, i.e. residents in the West thought more funds were being spent in the East, and vice versa. It should be noted that this sense of unequal access and distribution was felt more keenly by residents in the East of the Borough. However, a participant at the 1st public event made a call in the plenary for ‘the Fairness Commission to unite the Borough, and for the people in every part to work together.’ This received strong assent from the other participants.

One elderly Haringey resident who felt that services and funds weren’t appropriately distributed across the Borough said she really enjoyed coming to Tai Chi classes at Coombes Croft Library but was disappointed that things like that weren’t offered equally in other places in the Borough. She also said that she thought there needed to be more activities for older people across the Borough. Participants at the Migrants Resource Centre felt that the East were disadvantaged relative to the West in terms of the distribution of community amenities, recycling facilities, rubbish collection and housing development.

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*The high rise development are mainly in the East which as a result has higher density whereas the West get to keep their green spaces.*

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**Haringey Resident; Migrants Resource Centre**

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*Haringey does things in one part, not in the other. These people down here in Tottenham get it, we others don't. There's nothing for me in St Ann's ward. And Crouch End has poor people too, everywhere has poor people.*

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**Haringey Resident; Coombes Croft Drop-in**

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*Taxes should be spent on things that make things better and fairer. Not water cannons*

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**Pupil; Chestnuts Primary School**

**Accessibility of and access to services**

Accessibility of services was also highlighted as an issue in several engagements. Muswell Hill Library was mentioned a couple of times as having specific issues. Additionally, the lack of British Sign Language interpreters was also a particular concern for one group.

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*There is still no public toilet in the Muswell Hill Library. Still no lift to the upper floor. And still no reliable way for disabled people to get even onto the ground floor without going up the steps - there is a wheelchair lift but it is usually broken. All of these points are long-standing issues that Haringey Council has known about for decades. So yes, it is **unfair** for the Council to take our taxes and not provide the services which it is legally obliged to.*

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**Friends of Muswell Hill Library**

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*Many cannot use the public library in Muswell Hill, as the lift to the entrance floor often breaks down. There is no lift to the upper floor and no toilet provision, neither for general use nor for disabled people.*

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**Hornsey Pensioners Action Group**

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*We wish to raise the issues of inequality faced on a daily basis by people in Haringey who live with a hearing impairment. This group of people feel excluded from going into council buildings due to a lack of British Sign Language (BSL) Interpreters. Any visit to the council's customer services offices or libraries can cause people with a hearing impairment a great deal of stress, anxiety, worry and nervousness. More often than not they will avoid going into these buildings alone as there is no provision of BSL Interpreter services.*

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**Physical Disabilities Reference Group**


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*Public spaces and services such as train stations and gyms should be accessible to those with physical disabilities*

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**Haringey Resident; Online Form Submission**

At the VCS event, participants perceived an inequality in residents’ access to advice, information and guidance. They want officers to be proactive about getting information to residents and making sure it was accessible for them. Additionally, a number of residents highlighted how access to services was sometimes hampered by people’s language limitations.

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*There is a problem for those who speak English as a second language – information is often only available in 2-3 other languages. Children often end up interpreting for their parents, but this isn’t always appropriate or even allowed.*

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**VCS Forum**

The Community Cook Up had volunteers to assist clients with their problems in relation to accessing housing, benefits, health, dental care services, etc. However, while the Community Cook Up volunteers had built up good relations of trust with their clients, there was also frustration that they were directing the latter elsewhere and that it would be more productive if the various service organisations could send representatives directly to Community Cook Up.

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*Have the services brought here, people get fed up with being sent everywhere.*

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**Volunteer; Community Cook Up**


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*They [clients] need professionals to be here on site to assist with all their problems, but sympathetic professionals.*

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**Volunteer; Community Cook Up****ACCESS TO AND DISTRIBUTION OF SERVICES AND FUNDS – Solutions suggested by residents during our engagements:**

- Services should be better signposted e.g. through the creation of a directory of services and support (for health and social care in particular)
- Bringing the services to more vulnerable, excluded people
- Physically bring statutory services staff to voluntary centres, for example Northumberland Park Community Cook Up, to directly engage with and support disadvantaged and excluded clients.





*Haringey Fairness Commission; First Public Event*

#### 8.4 Digital exclusion

The impacts of digital exclusion were discussed at most of our engagements. Some residents reported feeling a lot of frustration when dealing with public services, particularly when so many were online and automated. Concerns around digital exclusion were also raised more broadly for those with particular accessibility issues, such as visual impairments, hearing difficulties, and colour blindness.

During the discussions at our second public event, it was clear that some residents were feeling left behind due to the digitalisation of services.

At the VCS Forum, we heard that getting in touch with the Council is particularly hard for some people, with no telephone numbers advertised and the need to have an email address if one wants a response.

At the Clinical Commissioning Group, we were told that for people who aren't online, dealing with the Council can be frustrating. They said they have to wait 20 minutes on the phone before they get through to someone, and they'll often hear a recorded voice telling them to go online, which is not an option for them. They want the Council to create a better communications strategy for engaging with residents.

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*You make a phone call, the job centre is automated, it's frustrating, someone needs to come and make the system smoother and treat people like individuals, otherwise people get brushed off by the system and lost.*

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**Volunteer; Community Cook Up**



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*Everything is that you have to go online, so you don't have the choice, so you withdraw.*

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**Harigey Resident; Migrants Resource Centre**

One Haringey resident at the Haringey Carers Coffee Morning told us how she'd been a Carer for over a decade, living in a 2-bedroom Council property caring for a family member, who recently died. Three weeks after she died the Carer received a letter asking her to vacate the property. The letter explained that she would have to bid for a flat:

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*I didn't know what my rights were or understand what the bidding process was. I wanted to stay and pay the difference, but wasn't sure how I could explore my options. The process is more difficult if you are unable to use a computer.*

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**Carer; Haringey Carers Coffee Morning**

**DIGITAL EXCLUSION – Solutions suggested by residents during our engagements:**

- Services should be better signposted e.g. through the creation of a directory of services and support (for health and social care in particular)
- More support in learning how to navigate the system to find housing and when making applications for housing benefits
- More support for how to use My Account, for those with lesser IT skills
- Look at how different groups can be helped to access the internet
- Some form of in-vision services on the council's website

## Conclusion and Next Steps

The evidence that the Fairness Commission has gathered during this initial engagement phase illustrates that much can be done to address issues of unfairness and inequality in our Borough. As stated in the [Future Focus of the Commission’s Work](#) section of this report, in the coming months the Commission will be focused on the following key issues:

- Engagement with Public Services – communication, transparency and access
- Housing – insecure housing with a focus on temporary accommodation, homelessness and the private rental sector
- Children and Young People – spaces, support and school exclusions
- Communities and Neighbourhoods – capacity-building for community groups and organisations
- Communities and Neighbourhoods – community cohesion, integration and safety

The Commission’s next challenge is to explore these issues and our residents’ suggestions in further detail to produce meaningful recommendations for change.

The Commissioners and Officers are developing a programme of work for the five key areas of focus, and each area will be headed up by a Commissioner Working Group. The Commission will be inviting residents, community organisations, experts, and other interested stakeholders to contribute further to the Commission’s work through events, expert witness sessions, and other engagements.

Key updates on the Commission’s work will be available at the Fairness Commission’s website: <https://www.haringey.gov.uk/fairness/>

## Annex A – List of engagements

Engagements	Type of engagement	Date	No. of participants
1st Public Event - Park View	Event	01/11/2018	105
2nd Public Event - St Mary's	Event	15/01/2019	35
3rd Public Event - St Francis	Event	02/02/2019	65
Alexandra Palace Wellbeing Café	Event	25/02/2019	6
Brittanic Auto Transmission	Submission	29/03/2019	1
Broadwater Lodge	Event	09/03/2019	14
Carers Coffee Morning	Event	07/11/2018	15
CARIS	Submission	21/03/2019	20
CCG	Event	11/10/2018	14
Chestnuts Primary School	Event	01/03/2019	45
Children in Care Council	Event	26/02/2019	8
Community Cook Up	Event	21/02/2019	40
Coombes Croft Drop-in	Event	13/02/2019	8
Friends of Muswell Hill Library	Submission	02/02/2019	3
Gladesmore School	Submission	27/02/2019	12
Haringey Autism	Submission	29/01/2019	3
Haringey Debt Centre (CAP)	Event	15/02/2019	1
Haringey Defend Social Housing	Submission	02/04/2019	1
Haringey Physical Disabilities Reference Group	Submission	30/01/2019	1
Highgate School	Submission	15/02/2019	220
Highway House Homeless Shelter	Event	12/03/2019	9
Hornsey Pensioners Action Group	Submission	15/02/2019	140
Irish Travellers	Event	03/10/2018	5
Lancasterian Primary School	Submission	15/02/2019	300
Latin Village UK	Submission	06/10/2019	1
Love Lane TAG	Event	14/12/2018	5
Markfield	Submission	22/03/2019	1
Markfield - Adults with Learning Disabilities	Event	11/03/2019	12
Markfield - Parents and carers	Event	15/03/2019	23
Migrants Resource Centre	Event	21/03/2019	40
Muswell Hill & Fortis Green Association	Submission	02/02/2019	3
North London Ugandan Muslim Community at Selby Mosque	Event	15/03/2019	20
Online form submissions	Submission	various	45
Peacock Industrial Estate	Submission	27/03/2019	1
Personal contributions	Submission	various	3
Project Future	Event	20/02/2019	12
Save Autism Services Haringey	Submission	18/09/2018	85
Selby Centre	Event	01/02/2019	25
SendPact	Event	20/02/2019	2
SendPact Survey	Submission	25/02/2019	44
Tilkiler Community Centre	Event	10/03/2019	40
Tiverton Primary School	Submission	14/02/2019	54
VCS	Event	15/10/2018	62
Whitehall Lodge	Event	07/03/2019	8
Wightman Road - Women's Forum	Event	08/02/2019	25
Willow School	Event	11/02/2019	35
Wise Thoughts	Event	07/03/2019	2

## Annex B – Supplementary background information

Supplementary background information is other submissions and documents that have aided the Fairness Commission’s thinking with regard to fairness, equality, and good policy-making. This full list of supplementary background information is as follows:

- BMG Research – Residents’ Survey: London Borough of Haringey. Available at: [https://www.haringey.gov.uk/sites/haringeygovuk/files/residents\\_survey\\_final\\_report\\_2018.pdf](https://www.haringey.gov.uk/sites/haringeygovuk/files/residents_survey_final_report_2018.pdf)
- Haringey Council – Borough Plan EQIA. Available at: [http://www.minutes.haringey.gov.uk/documents/s107023/\\_Borough%20Plan%20EQIA\\_FINAL.pdf](http://www.minutes.haringey.gov.uk/documents/s107023/_Borough%20Plan%20EQIA_FINAL.pdf)
- Haringey Council – State of the Borough. Available at: [https://www.haringey.gov.uk/sites/haringeygovuk/files/state\\_of\\_the\\_borough\\_final\\_master\\_version.pdf](https://www.haringey.gov.uk/sites/haringeygovuk/files/state_of_the_borough_final_master_version.pdf)
- Homes for Haringey – standard ‘Move On Assessment Letter’, November 2017
- House of Commons Library – Constituency data: Social Mobility Index by Constituency. Available at: <https://commonslibrary.parliament.uk/economy-business/work-incomes/constituency-data-social-mobility-index/>
- Islington Tribune – Challenge disability bias. Available at: <http://islingtontribune.com/article/challenge-disability-bias>
- New Economics Foundation – Fairness Commissions: Understanding how local authorities can have an impact on inequality and poverty. Available at: [https://neweconomics.org/uploads/files/b9ee98970cb7f3065d\\_0hm6b0x2y.pdf](https://neweconomics.org/uploads/files/b9ee98970cb7f3065d_0hm6b0x2y.pdf)
- New Economics Foundation – Universal Basic Income: The Debate Continues. Available at: <https://neweconomics.org/2018/08/ubi-debate-continues>
- Policy in Practice – help vulnerable households deal with debt. Available at: <http://policyinpractice.co.uk/help-vulnerable-households-deal-with-debt/>
- Professor Loretta Lees’ 18 interview transcripts from residents in Northumberland Park and Love Lane
- Public Health England – Local action on health inequalities. Available at: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/730917/local\\_action\\_on\\_health\\_inequalities.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/730917/local_action_on_health_inequalities.pdf)
- Resolution Foundation – The Living Standards Audit 2018. Available at: <https://www.resolutionfoundation.org/publications/the-living-standards-audit-2018/>
- Taxpayers Against Poverty – Nine Blogs examine the stark reality of health inequality in modern Britain. Available at: <http://taxpayersagainstopoverty.org.uk/news/9-blogs-tackle-the-stark-reality-of-health-inequality-in-modern-britain.-th>
- Taxpayers Against Poverty - Visit to the United Kingdom by the United Nations Special Rapporteur on extreme poverty and human rights from 5 to 16 November 2018. Submission from the Rev Paul Nicolson. Available at: <https://mailchi.mp/64918cebd4c3/dwpsets-inadequate-level-of-317pm-universal-credit-paying-council-tax-rent-it-makes-people-hungry-in-debt-homeless-mentally-physically-ill?e=cbf7863e36>
- The Conversation – Poverty’s impact on well-being is hard to ignore. Available at: <https://theconversation.com/povertys-impact-on-well-being-is-hard-to-ignore-51378>
- The Conversation – What the world can learn about equality from the Nordic model. Available at: <https://theconversation.com/what-the-world-can-learn-about-equality-from-the-nordic-model-99797>

## Annex C – Scoring Criteria and Matrix

The three questions below set out the scoring criteria for the issues raised to the Haringey Fairness Commission.

The criteria were devised by the Co-Chairs and Fairness Commission officers, in response to the Commissioners’ view that the prioritisation of issues to be taken forward ought to be as objective and transparent as possible.

A master spreadsheet was created which captured the key points from each of our engagements. Each key point was coded under the relevant issue. For example, at the first public event, we were told that “special needs support in schools is inadequate”. This key point was coded under the ‘Children, Young People and Education’ topic area, under the issue ‘Support for children with SEND’.

### Question 1: How frequently was this issue mentioned?

- a. Between 1-10% of the issues raised was this issue – 0.5 point
- b. Between 11-20% of the issues raised was this issue – 1 point
- c. Between 21-30% of the issues raised was this issue – 1.5 points
- d. Between 31-40% of the issues raised was this issue – 2 points
- e. Between 41-50% of the issues raised was this issue – 2.5 points
- f. Between 51-60% of the issues raised was this issue – 3 points
- g. Between 61-70% of the issues raised was this issue – 3.5 points
- h. Between 71-80% of the issues raised was this issue – 4 points
- i. Between 81-90% of the issues raised was this issue – 4.5 points
- j. Between 91-100% of the issues raised was this issue – 5 points

The frequency with which each issue was mentioned was calculated in deciles, using the frequency of the issue most mentioned (Communication and customer services, 126 times) as 100%. The rest of the deciles were calculated in relation to 126 mentions.

For example, the issue of ‘Support for children with SEND’ was mentioned 36 times (across all our various engagements). This meant that 29% of the issues raised was this issue ( $36/126 * 100\% = 28.5\%$ ). According to the deciles above, 29% gives the issue of ‘Support for children with SEND’ 1.5 points.

Question 1 deals directly with the evidence that we heard and received. In the final scoring, the points awarded in Question 1 were triple weighted, to emphasise the significance of our evidence. In the example of ‘Support for children with SEND’, the issue was awarded a total of 4.5 points for this question ( $1.5 * 3 = 4.5$ ).

### Question 2: At what percentage of engagements was this issue raised?

- a. 1-10% – 0.5 point
- b. 11-20% – 1 point
- c. 21-30% – 1.5 points
- d. 31-40% – 2 points
- e. 41-50% – 2.5 points
- f. 51-60% – 3 points
- g. 61-70% – 3.5 points
- h. 71-80% – 4 points
- i. 81-90% – 4.5 points

j. 91-100% – 5 points

By ‘engagements’, we mean the three public events held by the Fairness Commission, submissions from individuals, schools, voluntary sector groups, the 25 smaller events that the Fairness Commission arranged (see [Annex A](#)).

On our master spreadsheet, we coded the key points raised at each engagement. However, we didn’t code submissions from schools as these were often drawings and poems.

The percentage of engagement at which each issue was mentioned was calculated in deciles, using the total number of engagements (40) as 100%. (This total number did not include the school submissions.) The rest of the deciles were calculated in relation to 40 engagements.

For example, the issue of ‘Support for children with SEND’ was mentioned at 8 of our engagements. This meant that this issue was raised at 20% of our engagements ( $8/40 * 100\% = 20\%$ ). According to the deciles above, 20% gives the issue of ‘Support for children with SEND’ 1 point.

Question 2 deals indirectly with the evidence that we heard and received. In the final scoring, the points awarded in Question 2 were double weighted, to emphasise the significance of our evidence. In the example of ‘Support for children with SEND’, the issue was awarded a total of 2 points for this question ( $1*2 = 2$ ).

**Question 3: How much leverage exists, working in partnership with other organisations, to make an impact on this issue?**

- a. Very weak leverage: the council, statutory bodies or partners have no or extremely limited influence on this issue – 1 point
- b. Slight leverage: the council, statutory bodies or partners have very limited or no direct influence on this issue – 2 points
- c. Moderate leverage: the council, statutory bodies or partners have limited influence on this issue, or they can limit aspects of it – 3 points
- d. Strong leverage: The council and/or statutory bodies or partners have direct leavers to influence this issue – 4 points
- e. Very strong leverage: The council has full or near full influence over this issue – 5 points

Question 3 does not deal, directly or indirectly, with the evidence that we heard and received. Therefore, the points awarded in Question 3 were single weighted in the final scoring.

For example, the issue of ‘Support for children with SEND’ was scored 4 points because the council and other statutory bodies or partners have direct levers to influence this issue.

**Other criteria**

In addition to the above, the Co-Chairs and officers devised and tested out other criteria in our scoring of the issues, for example the depth of impact on individuals or organisations of a particular issue, or the extent to which people in Haringey agreed that this was a huge unfairness. However, we found that it was difficult to calibrate these criteria in an objective manner. We thought that many issues affect many people in very significant ways; it proved difficult and also felt inappropriate to assign any ranking to them.

## Scoring matrix

THEME	ISSUE	No. of total mentions	No. of total mentions - SCORED	No. of total mentions - tripled	% of engagements mentioned at	% of engagements mentioned at - SCORED	% of engagements mentioned at - doubled	Sub Total	Leverage	Total score
1 - Children, Young People and Education	A - Support for children with special educational need and disabilities (SEND)	36	1.5	4.5	20%	1.0	2.0	6.5	4	10.5
1 - Children, Young People and Education	B - School exclusions and isolation	23	1.0	3.0	23%	1.5	3.0	6.0	3	9.0
1 - Children, Young People and Education	C - Spaces and activities for children and young people	53	2.5	7.5	35%	2.0	4.0	11.5	3	14.5
1 - Children, Young People and Education	D - Treatment of children and young people in the care system	9	0.5	1.5	3%	0.5	1.0	2.5	4	6.5
2 - Debt and Poverty	A - Debt	20	1.0	3.0	13%	1.0	2.0	5.0	2	7.0
2 - Debt and Poverty	B - Poverty	55	2.5	7.5	33%	2.0	4.0	11.5	2	13.5
2 - Debt and Poverty	C - Universal Credit and Benefits	13	1.0	3.0	10%	0.5	1.0	4.0	2	6.0
3 - Jobs, Training and the Economy	A - Employment opportunities and wages	37	1.5	4.5	33%	2.0	4.0	8.5	3	11.5
3 - Jobs, Training and the Economy	B - Training opportunities and adult education	16	1.0	3.0	23%	1.5	3.0	6.0	2	8.0
4 - Health and Social Care	A - Social isolation	9	0.5	1.5	20%	1.0	2.0	3.5	3	6.5
4 - Health and Social Care	B - Access to care	48	2.0	6.0	40%	2.0	4.0	10.0	4	14.0
4 - Health and Social Care	C - Carers	24	1.0	3.0	33%	2.0	4.0	7.0	4	11.0
4 - Health and Social Care	D - Access to health services	41	2.0	6.0	28%	1.5	3.0	9.0	3	12.0
4 - Health and Social Care	E - Autism services	21	1.0	3.0	20%	1.0	2.0	5.0	3	8.0
5 - Housing	A - Lack of affordable Housing	33	1.5	4.5	33%	2.0	4.0	8.5	3	11.5
5 - Housing	B - Issues in the private rental sector	35	1.5	4.5	33%	2.0	4.0	8.5	2	10.5
5 - Housing	C - Temporary accommodation	64	3.0	9.0	55%	3.0	6.0	15.0	3	18.0
5 - Housing	D - Issues in social housing	42	2.0	6.0	28%	1.5	3.0	9.0	3	12.0
5 - Housing	E - Homelessness	19	1.0	3.0	23%	1.5	3.0	6.0	3	9.0
6 - Communities and Neighbourhoods	A - Support for community organisations, groups and venues	66	3.0	9.0	50%	2.5	5.0	14.0	5	19.0
6 - Communities and Neighbourhoods	B - Community safety	48	2.0	6.0	43%	2.5	5.0	11.0	3	14.0
6 - Communities and Neighbourhoods	C - Community cohesion, integration and migration	61	2.5	7.5	43%	2.5	5.0	12.5	3	15.5
6 - Communities and Neighbourhoods	D - Neighbourhood cleanliness and amenities	35	1.5	4.5	25%	1.5	3.0	7.5	4	11.5
6 - Communities and Neighbourhoods	E - Transport and parking	42	2.0	6.0	30%	1.5	3.0	9.0	2	11.0
6 - Communities and Neighbourhoods	F - Regeneration	38	2.0	6.0	30%	2.0	3.0	9.0	4	13.0
7 - Environment	A - Air pollution and active travel	24	1.0	3.0	15%	1.0	2.0	5.0	4	9.0
8 - Engagement with public services	A - Communication and customer services	126	5.0	15.0	75%	4.0	8.0	23.0	5	28.0
8 - Engagement with public services	B - Transparency and accountability of public services	52	2.5	7.5	55%	3.0	6.0	13.5	5	18.5
8 - Engagement with public services	C - Access to and distribution of public services and funds	52	2.5	7.5	48%	2.5	5.0	12.5	5	17.5
8 - Engagement with public services	D - Digital exclusion	14	1.0	3.0	18%	1.0	2.0	5.0	4	9.0