

HARINGEY

Fairness Commission

Progress with
Humanity:
A Fairer Way
Forward





Contents

Foreword	4
Statements of Support	5
Introduction	6
Summary of recommendations	13
Delivering public services	16
A safe and secure home for all	21
A fair start in life for children and young people: of education and play	26
Valuing the contribution of communities and the voluntary and community sector	31
Building safer and more inclusive communities	34
Monitoring	38
Appendices	39

Foreword

'Progress with humanity: a fairer way forward' is the final report of the Haringey Fairness Commission. It is a call to action for the council, partners and our residents to work together to tackle the inequality and unfairness issues highlighted in our report. However, it also recognises that whilst there is much we can achieve when working together within the borough, we also need national government to take action to address the injustices that fall within their remit.

The Fairness Commission was established by Haringey's Cabinet to fulfil a commitment made during the 2018 election campaign. Its aim was to hear from residents, communities and businesses about how we can all make Haringey a fairer and more equal borough. Over the course of our work we estimate that we have spoken to 1,500 people and a range of local stakeholders and community groups. A number of themes came up repeatedly as part of these conversations, but one of the most urgent messages was that, as a result of decades of austerity policy, many of our residents have been left without a safety net, and have been pushed into circumstances that have robbed them of their dignity.

We hope that we have done justice to the diverse voices we heard from as part of the Commission, and in particular, to those people who shared deeply personal and moving experiences of unfairness and inequality.

As Co-Chairs, we are proud of the open, listening approach that we took to the Commission, and of the fact that the focus of the Commission's work was shaped by what was most important to Haringey residents. We are grateful to all of our commissioners for coming together to develop the recommendations set out in the report. They have brought diverse perspectives, experiences and professional backgrounds, but always been unified by a shared commitment to social justice.

We know that commissioners are not alone in this commitment and that the Commission must build on all of the good work that we saw happening across the borough, led by people who everyday make important contributions to tackling inequalities and unfairness. Over the course of the Commission, we saw some of the fantastic ways in which Haringey's residents come together to support one another: the commitment shown by community groups like Highway House to provide shelter and warmth for homeless people; the diligence and skill with which workers at Project Future build lasting, trusting relationships with disadvantaged young men; the care and patience practiced daily by carers across the borough looking after and advocating for their loved ones.

One of the key themes to emerge from the Commission is that people want to see a fairer, more equal and more humane borough, for themselves, their families and neighbours. However, they often felt the scale of the issues were such it was difficult to make a difference or that the way that public institutions and others work make it difficult for them to make their voices heard. The need to offer Haringey's residents a great sense of power and agency, and to mobilise people to achieve positive change, are both themes that run through the Commission's recommendations.

The scale and complexity of the issues we are seeking to tackle means that work to address them will take both time and sustained commitment. However we are confident that if we work together, pooling our time, energy and resources, we can make progress in making Haringey fairer and more humane borough for all.

**Cllr Kaushika Amin and Professor Paul Watt,
Co-Chairs of the Haringey Fairness Commission**

Statements of Support

Councillor Joseph Ejiofor, Leader of Haringey Council

"The Haringey Fairness Commission has highlighted the urgent fairness and equality issues faced by many of our residents. As Leader of the council, I am committed to doing justice to people who shared their views and experiences and driving forward the work needed to start to chip away at the causes of unfairness and inequality in the borough"

Zina Etheridge, Chief Executive, Haringey Council

"The work of the Haringey Fairness Commission makes an important contribution to our understanding of residents' experiences of unfairness and inequality. Its findings have already helped shape our thinking about a number of key issues in the council, and I am confident that going forward, it will positively influence collective work to tackle inequality in the borough"

Tony Hartney- CBE Gladesmore Community School

"Gladesmore Community School are pleased to have been involved in the work of the Fairness Commission"

Kellie Dorrington- Haringey Citizens Advice

"Citizens Advice Haringey support the recommendations of the Fairness Commission. We look forward to working together with all of our partners and stakeholders to make the recommendations of the Fairness Commission a reality"

Sharon Grant- Chair of Haringey Public Voice

"This has been an important exploration of the scale, nature and perceptions of unfairness in our borough. The next step must be for all of us in Haringey to recommit to finding new remedies which reflect these findings"

Sean McLaughlin- Homes for Haringey

"We fully support the Fairness Commission's recognition of the importance of secure and affordable housing to the well-being of our residents"

Lynette Charles – CEO Mind in Haringey

"I feel that our report captures the experiences of those we met and talked with and gives real sense of the lived experiences of inequality that must be challenged"

**Rob Tab- Interim Chair: Haringey Business Alliance
Co Chair: Green Lanes Traders Association**

"We fully support and endorse the work and findings of the Fairness Commission. The ethos and approach is great and a refreshing start, to listen and to hear the issues of inequality of everyday circumstances experienced by all sectors of the community"

Sarah Miller- Markfield

"Markfield community centre has been proud to play a part in this work – in particular so that the issues that matter to people with autism & learning disabilities and their families can be better understood by providers and community"

Bibi Khan- Wightman Road Mosque

"I believe that this commission was an excellent tool to capture key issues affecting residents... Haringey is a great borough, full of diversity which we should celebrate"

Paul Butler- Chief Executive Selby Trust

"The Selby Trust is pleased to be part of the Fairness Commission. Issues of inequality, addressing poverty and access to services are at the very heart of what we are seeking to address"

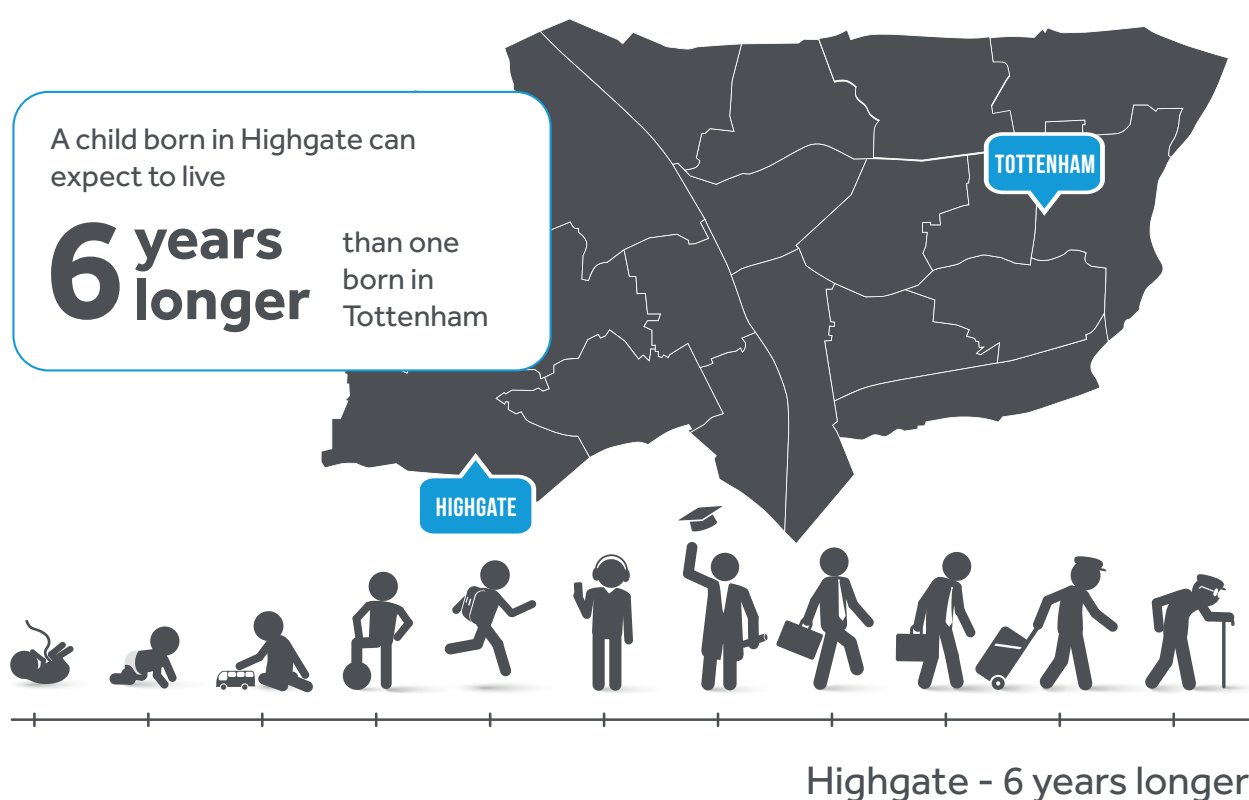
Introduction

Haringey's residents are proud of the borough in which they live. It is widely viewed as a place where communities care about one another and are deeply committed to working together to make Haringey a fairer place to live. Members of our community have long stood up to injustices and campaigned for a fairer society. Haringey was one of the first places in the country to elect a black MP, Bernie Grant, in the 1980s, at the same time as members of our communities were campaigning for racial equality and an end to LGBT discrimination. These expressions of solidarity continue to be part of the fabric of life in Haringey and contribute to the sense of community that many residents here feel. This is reflected in the good relationship that exists between different ethnic groups in Haringey as well as in the thriving voluntary and community sector.

However, Haringey also faces challenges when it comes to inequality. It has one of the highest poverty rates

in London, with more than a third of people living in poverty (33.8%), including in-work poverty, and 25% of workers not earning the London Living Wage of £10.75, which is higher than the London average of 22%.¹ This poverty is concentrated in the east of the borough, which has some of the most deprived areas of the country, while the west includes prosperous areas such as Muswell Hill and Crouch End (although it is worth noting that both of these also include significant pockets of deprivation).

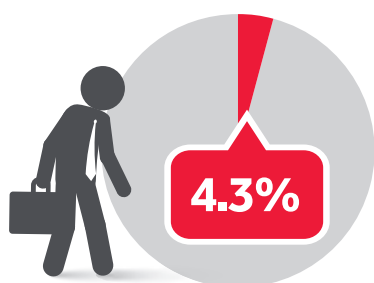
Poverty is also unevenly distributed across different resident groups, and disproportionately affects: Black, Asian and Minority Ethnic groups (BAME); disabled residents; and children. We know that the impacts of living in poverty are profound and wide ranging, affecting the fabric of people's everyday lives, their relationships, their safety, their physical, emotional and mental wellbeing, and, ultimately, life expectancy.



¹ Trust for London 2019 'Haringey poverty and inequality indicators': <https://www.trustforlondon.org.uk/data/boroughs/haringey-poverty-and-inequality-indicators/>

There are a range of factors that contribute to inequalities between different groups of residents in the borough, both in their day-to-day lives and in the life opportunities available to them, for example in access to education and employment opportunities. The factors influencing these inequalities are complex and sometimes not very visible, and include negative perceptions or stereotypes, as well as discrimination.² So, we know for example, that in common with BAME people nationally, the inequalities affecting the BAME residents who make up 38% of our communities are likely to be persistent and widespread,³ and include employment (both in terms of access to employment, pay and progression),⁴ housing disadvantage,⁵ and bias in the criminal justice system.⁶

It is also unacceptable that disabled people face significant barriers to work: across the country, the employment rate for disabled people has been consistently lower than for non-disabled people – an average of 31.1% lower since the start of 2008.⁷ Furthermore, those whose disability stems primarily from mental illness are among the least likely to be employed of all disabled people.⁸ This is also the case in Haringey, where only 12% of residents with a long-term health problem or disability that significantly limits their day-to-day activities are in employment.⁹

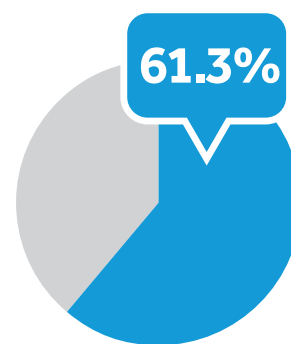


Only **4.3%** of supported working-age adults in Haringey with a learning disability are in paid employment.

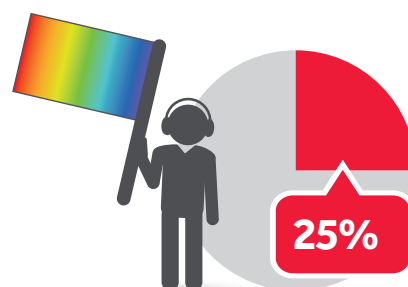
Black boys have the lowest attainment of all ethnic and gender groups: in 2015/16, 52.3% achieved A*-C in English and Maths, compared to 61.3% of all pupils across London.



BLACK BOYS



ALL PUPILS ACROSS LONDON



25% of youth homeless in Haringey are LGBTQ+.

The effects of this lack of fairness can be compounded when people fit into more than one of the social 'categories' that are disproportionately affected or often discriminated against, for example people who are from BAME backgrounds and are also disabled.

² Including racism, sexism, homophobia, transphobia, or ableism.

³ Runnymede Trust 2019 'We Are Ghosts' Race, Class and Institutional Prejudice': <https://www.runnymedetrust.org/uploads/publications/We%20Are%20Ghosts.pdf>

⁴ Department for Business, Energy & Industrial Strategy 2017 'Race in the workplace: The McGregor-Smith Review': www.gov.uk/government/publications/race-in-the-workplace-the-mcgregor-smith-review

⁵ UCL and Resolution Foundation 2019 'Structurally unsound. Exploring Inequalities: Igniting research to better inform UK policy': <https://www.ucl.ac.uk/grand-challenges/sites/grand-challenges/files/structurally-unsound-report.pdf>

⁶ Lammy Review 2017 'Final report': <https://www.gov.uk/government/publications/lammy-review-final-report>

⁷ TUC 2015 'Disability and employment: a social model study of the employment experiences of disabled people in Great Britain, with a focus on mental illness': <https://www.tuc.org.uk/sites/default/files/DisabilityandEmploymentReport.pdf>

⁸ Ibid

⁹ Haringey Council 2019 'Borough Plan 2019-2023 Equality Impact Assessment': http://www.minutes.haringey.gov.uk/documents/s107023/_Borough%20Plan%20EQIA_FINAL.pdf

Fairness in context: the impact of austerity policies and a changing economy

The impact of austerity policies

In common with the rest of the country, Haringey's residents have been adversely affected by 'austerity', a set of political-economic policies introduced by the 2010 coalition government following the 2008 financial crisis, which aim to reduce government budget deficits through reduced government spending. Austerity policies have had a range of effects, for example: less financial support available to meet the cost of housing; an increase in NHS waiting times; a reduction in police numbers; and greater pressure on school budgets. While austerity policies affect all of us, their effects are felt most devastatingly by those less well-off in our society¹⁰ – and particularly disabled people, women, BAME groups, children, and single parents.

Funding to local government has been significantly reduced as a result of austerity. On average, councils have lost close to 60% of their funding since 2010.¹¹ In Haringey, the council has seen a 62% real-terms reduction in government funding since 2010, and as a result, has had to focus the support it provides to those who are assessed as needing it most.

Over the same period, there have been a number of significant changes to social assistance, which mean that the financial safety net which people might previously have relied on in times of difficulty is no longer available. Since 2016, most working-age benefits, and in particular personal independence payments (PIP) and employment support allowance (ESA) have been frozen, resulting in people who depend on these benefits (and, in particular, disabled people) experiencing a reduction in the value of the assistance they receive. This is at the same time as costs have risen for the poorest families, leaving them

using a disproportionately high share of their income on housing, fuel, food and childcare, and struggling to meet these costs. At the same time, the introduction of Universal Credit has pushed many people in the country into rent arrears, heightening the risk of evictions^{12,13}. Meanwhile, sanctions and administrative errors mean that many people are left coping without the money that they desperately need to get by.¹⁴ As a result, poverty, which declined significantly during the first decade of this century, is now growing again, particularly among pensioners, children and those in work.¹⁵

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.

Resident; Highway House

At the same time, access to information, advice and guidance (IAG) about benefits and other issues has become more limited, as these services have been reduced as a result of funding cuts, meaning people are also less able to get advice to deal with these matters.¹⁶ While service providers have managed to sustain or increase numbers of clients who are dealt with through telephone, online and assisted information work, in-depth face-to-face advice appointments – vital for help with more complex issues – have been reduced, and the need for benefits-related advice is crowding out other issues.¹⁷ Cuts to legal aid mean that people in crisis who need legal support are often unable to access it.

10 UN Special Rapporteur on extreme poverty and human rights 2018 'Statement on Visit to the United Kingdom': https://www.ohchr.org/Documents/Issues/Poverty/EOM_GB_16Nov2018.pdf

11 LGA briefing 2019 'Debate on local government funding': <https://www.local.gov.uk/sites/default/files/documents/LGA%20briefing%20-%20Debate%20on%20local%20government%20funding%20-%20HC%20150119.pdf>

12 Resolution Foundation (2020), <https://www.resolutionfoundation.org/publications/the-long-and-winding-road/>

13 13 Mayor of London (2019), <https://www.london.gov.uk/press-releases/mayoral/mayor-slams-welfare-reforms>

14 EHRC 2018 'The impact of welfare reform and welfare-to-work programmes: an evidence review': <https://www.equalityhumanrights.com/sites/default/files/research-report-111-cumulative-impact-assessment-evidence-review.pdf>

15 IPPR 2019 'Social (in)security: Reforming the UK's social safety net': <https://www.ippr.org/files/2019-11/social-insecurity-november19.pdf>

16 Kirwan 2016 'Advising in Austerity: Reflections on Challenging Times for Advice Agencies': <https://policy.bristoluniversitypress.co.uk/advising-in-austerity>

17 As above

Changes in the economy and labour markets

In addition to the challenges resulting from austerity policy and changes in social security, changes in the London (and UK) economies have affected Haringey's residents.

Finding work and being employed no longer necessarily provide financial security: 25% of Haringey residents in work are paid below the London Living Wage (LLW).¹⁸ Combined with the high cost of housing in the private rented sector in London, low pay means it is highly likely that a significant number of working families in Haringey live in poverty – with Trust for London data showing that 34% of Haringey residents are below the poverty line.¹⁹



Haringey residents live below the poverty line.

In common with the rest of the UK, this situation has been exacerbated by a 'hollowing out' of the labour market, whereby high and low-skill jobs have grown much more quickly than middle-skilled jobs.²⁰ This has meant that it is more difficult for the capital city's residents to progress out of poverty,²¹ and to improve their lives in the way that they might have expected to do in the past.²²

The economic and labour market changes have led to increasing numbers of Haringey residents living precariously, without a safety net to fall back on and without access to a route out of poverty. This precariousness is a wider social phenomenon across the UK, as evidenced by the soaring use of foodbanks across the UK with disabled people, people with ill health and lone parents disproportionately represented.²³ While no local data is available on foodbank use in Haringey, the Commission heard anecdotal evidence of a significant increase in foodbank use across the borough. A local food bank manager told us that service users came from across all social backgrounds, ethnicities and ages:

More people are coming than before, lots due to benefits cuts. It's quite across ethnicities, ages, everything, and because people are losing jobs. It's normally the basics – milk, sugar, orange juice – that go the fastest. But we're also having to manage people's expectations as money to us is not coming in as it used to be.

Foodbank Manager, Haringey

At the same time, residents see other parts of our communities thriving – for example, there is substantial income variation between those living in east Haringey (Tottenham constituency) and those in the west (Hornsey and Wood Green constituency). In 2018, median hourly pay of residents in the west was in line with the London top quartile, while those in the east earned 26% less than them, although this gap narrowed to 14% in 2019.²⁴

18 Trust for London 2019 'Haringey poverty and inequality indicators': <https://www.trustforlondon.org.uk/data/boroughs/haringey-poverty-and-inequality-indicators/>

19 As above

20 Resolution Foundation 2015 'Looking through the hourglass: Hollowing out of the UK jobs market pre- and post-crisis': <https://www.resolutionfoundation.org/app/uploads/2015/03/Polarisation-full-slide-pack.pdf>

21 London Assembly 2016 'The Hourglass Economy: An analysis of London's labour market': <https://www.london.gov.uk/sites/default/files/londonslabourmarketfinal.pdf>

22 Social Mobility Commission 2019 'Social mobility in Great Britain - state of the nation 2018 to 2019': <https://www.gov.uk/government/publications/social-mobility-in-great-britain-state-of-the-nation-2018-to-2019>

23 Trussell Trust 2019 'State of hunger': <https://www.trusselltrust.org/2019/11/05/state-of-hunger-2019/>

24 Nomis 2019 'Annual Survey of Hours and Earnings': <https://www.nomisweb.co.uk/query/select/getdatasetbytheme.asp?opt=3&theme=&subgrp=>

Experiences of unfairness and inequality

Throughout the engagement phase the Commission aimed to understand people's experience of unfairness and inequality in the borough. Residents shared a wide range of experiences of unfairness which they felt to be unacceptable.

It became clear to the Commission that for many residents the experience of unfairness acted to accentuate their wider experiences of inequality and disadvantage.

A BASIC STANDARD OF LIVING AND A SENSE OF SECURITY

The first category of unfairness is rooted in the idea that all residents of Haringey, at a minimum, should be able to expect a decent standard of living. People felt this standard of living should be aligned with the expectations of wider society and allow for participation in it. It was characterised by having access to the foundations of a decent life, including: a basic income; warm, safe, and secure housing; clean clothing for children and self.

Where Haringey's residents did not have the basics of a decent life, the human impact was felt to be considerable. The Commission heard about young people attending school in shoes lined with plastic bags to protect against water which might otherwise seep through the holes in their shoes, depriving them of dignity at a time when their sense of self is being formed. It heard about physically disabled residents unable to leave their homes due to inaccessible housing and the inability to afford suitable equipment, meaning that they were left isolated and unable to participate in day-to-day activities. It heard about low-income migrant workers living in overcrowded, unsanitary accommodation with little chance of saving enough money to improve their situation.

We've [also] been talking about the material deprivation that some may have and how due to lack of resources of time or workspace for students it maybe demotivates them. [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.

Pupil; Park View School, First Public Event

Conversations about a decent standard of living were also often accompanied by observations about the pernicious effects of feelings of insecurity in people's day-to-day lives. This was described in a range of different ways. For example, it related to safety and the insecurity felt by many of our children, young people and their parents and carers arising from concerns about youth violence in the borough. Another type of insecurity related to income and the stresses people feel from constant concerns about how to make ends meet. Finally, and perhaps most acute of all, was the sense of insecurity regarding housing tenure, and the impact that living in temporary accommodation, or in unaffordable privately rented housing, was having on individuals, families and their children. For many residents, Haringey has become a place where life feels increasingly difficult.

INEQUALITY

The second way people talked about unfairness related to the inequalities in the experiences and circumstances of different groups of residents. So, for example, people perceived there to be significant differences in income and outcomes between those in the east and the west of the borough. There was an awareness that the area in which you are born or live has a huge impact on your life chances – and a strong belief that the difference of a couple of miles should not translate into such diverse outcomes. This was most acutely felt by residents in the east of the borough who were frustrated by inequalities that translated into a lack of economic, personal and political power, and was also echoed by residents in the west of the borough who felt the differences were unacceptable.

Residents were also aware of a range of other inequalities experienced by different groups depending

on their age or life stage, ethnicity, whether they had a disability and a range of other protected characteristics, mentioned earlier in this section.²⁵ These inequalities play out across different issues/areas, including income, employment, participation and representation in decision making, and access to housing.

*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.*

Temporary Accommodation Resident; Broadwater Lodge

The role of the council and its partners

The causes of poverty and inequality are many and complex, linked to the global political economy, as well as to national policy and politics. Within this broader context, the role of the Council, its partners, our communities and individuals can feel limited. A decade of austerity has heightened awareness that, with fewer resources available, less is likely to be delivered by local public services across a decreased scope. However, many working in and with local government recognise that it is possible to make a significant impact on some of society's most complex issues at a local level. This requires a genuine partnership approach with communities, harnessing ideas, connections, and strengths, and the shifting investment of time, money and energy, wherever possible, onto prevention, recognising that this will not only cost less, but more importantly mean better outcomes for our residents.

Background to the Haringey Fairness Commission

The Fairness Commission's Terms of Reference²⁶ 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.

It set out to achieve this 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

The Fairness Commission ran an initial engagement phase from November 2018 to April 2019. This first phase concentrated on listening to the people of Haringey and gathering first-hand evidence around fairness and inequality. A summary of what we heard was published online earlier this year.²⁷

The Commission is grateful to Councillor Zena Brabazon for her work and participation in engagement activity, during her time as Cabinet Member for Corporate and Civic Services.

Following this, the Commission ran further engagement from May 2019 to July 2019 to review evidence and testimony from a wide range of sources, including local groups and local, regional and national data and organisations. A full list of engagements is included in Appendix A.

The next phase, from August 2019 to November 2019, focused on exploring a broad range of options for addressing the key issues identified and coming up with recommendations that would most helpfully address these.

25 Equality Act 2010: <http://www.legislation.gov.uk/ukpga/2010/15/contents>

26 Fairness Commission 2019 'Terms of Reference': <https://www.haringey.gov.uk/fairness/about-commission#tor>

27 Fairness Commission 2019 'Summary of Residents' Views': https://www.haringey.gov.uk/sites/haringeygovuk/files/fairness_commission_-_summary_of_residents_views_2019-04-15.pdf

The following is a list of Commissioners involved in this phase:

- Cllr Kaushika Amin, Co-Chair and Cabinet Member for Corporate and Civic Services
- Professor Paul Watt, Co-Chair and Professor of Urban Studies, Birkbeck University
- Hesketh Benoit – Youth Worker and founding member of Haringey Independent Stop and Search Monitoring Group
- Lynette Charles - Chief Executive of Mind in Haringey
- Councillor Lucia das Neves - Chair of Overview and Scrutiny
- Paul Butler - Chief Executive of the Selby Trust
- Sona Mahtani - Former Chief Executive of the Selby Trust
- 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
- Treena Fleming - Borough Commander
- Tony Hartney CBE - CEO Gladesmore Community School
- Ken Hinds – Youth Worker and founding member of Haringey Independent Stop and Search Monitoring Group
- Rebecca Harrington - Chair of Trustees, The Maya Centre and Local Resident
- 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

- Sarah Miller – Director of Markfield and Local Resident
- Dr Geoffrey Ocen - Chief Executive of the Bridge Renewal Trust
- Seàn O'Donovan - Haringey Citizens Advice
- Rob Tao - Haringey Business Alliance

The work of this Commission has very much been a collaborative effort. Commissioners have worked with the Co-Chairs to provide strategic direction, drawing on their knowledge, expertise and connections into communities and there is a high degree of consensus about the key issues and recommendations which are the focus of this report. However, it is important to state that some Commissioners are members of the Commission both for their contribution as individuals, and as representatives of organisations that are delivering local public services in Haringey. In a number of cases, these have governance structures that provide accountability for decision-making at a regional and national level, for example, the Metropolitan Police and the National Health Service. For the Commissioners in this position, while they have contributed their expertise across the range of the Commission's remit, by virtue of their position they are not able to endorse the whole set of recommendations.

The full list of Commissioners is attached in Appendix B.

We thank everyone contributed to the work of the Fairness Commission.

Summary of recommendations

Cross-cutting recommendations

1. National government should:
 - a. Recognise that economic models which prioritise growth do not work either in London, or in Haringey. A new way of thinking about what constitutes economic success is needed, recognising the need to tackle issues of low pay and poor working conditions, inequalities and environmental sustainability.
 - b. Provide funding to local authorities so that they can respond to the immediate needs of people in crisis
 - c. In line with the TUC's response to the Taylor review, legislate to require companies to publish data on pay and working condition indicators
 - d. Reform Universal Credit to address the well-evidenced issues with it by, for example:
 - i. Removing the two-child limit on the child element
 - ii. Ensuring that low-income working households can keep more of what they earn before benefits start to be withdrawn
 - iii. Ensuring UC is paid to people and their landlords on time and that claimants and landlords are paid concurrently, so that landlords are paid rent at the same time it is deducted from the tenant's benefit
 - iv. Allowing housing support staff and agencies, such as Citizens Advice, to negotiate UC claims for vulnerable individuals
2. The council should introduce an ethical approach to debt²⁸, including introducing ethical debt collections in the borough.
3. The council and other public sector organisations in Haringey should:
 - a. Recognise the profound and far-reaching impacts of low income, introduce socio-economic status as a protected characteristic which is considered in decision-making, service design and in Equality Impact Assessments
 - b. Recognise the need for a strong evidence base in policy and decision-making, ensure more and better data collection across different protected characteristics so that a more comprehensive picture of people's life experiences can be built
4. The council should ensure parity of esteem in mental and physical health when designing and implementing eligibility criteria and policies
5. The council should work with other public sector employees, partners and businesses in Haringey towards introducing the London Living Wage for their employees. The council should consider incentivising businesses to achieve this by, for example, offering reduced business rates to businesses who receive London Living Wage Foundation accreditation and demonstrate payment of LLW.

Public service delivery

6. The council should ensure that in all interactions with council staff, people feel that they have been listened to and understood, and that council staff in different parts of the organisation have worked together to address their needs
7. The Council should, recognising the barriers that disabled people face in their day-to-day lives and when accessing public services, adopt the social model of disability (which says that people

²⁸ The ethical challenge. H&F. 2019: <https://www.hfcollections.com/services/ethical-collections/>

are disabled by barriers in society, not by their impairment or difference) and ensure that it is reflected across council buildings, service delivery, policy-making and communications

8. The council should redesign frontline, customer-facing environments so that they are more welcoming to people using services, reflecting what is important to them (for example, privacy), and ensuring that they are fully accessible to customers with different impairments
9. The council, partners and other public sector organisations should prioritise embedding dignity and respect for individuals as core values underpinning the delivery of public services across the borough and commit to a culture change, so that residents always feel they are treated with humanity
10. The council should ensure that the highest standards of safe, inclusive and accessible design are secured in all new developments, recognising the frustration that disabled people and other residents feel when new local developments and businesses are inaccessible
11. The council, partners and other public sector organisations should recognise the unnecessary barriers that disabled people face in their day-to-day lives, and make collective efforts to ensure that good practice in communicating with people with different impairments is used, in line with the Equality Act and so that disabled residents are always able to access the information they need
12. When tendering new social care contracts, the council should implement the Ethical Care Charter in order to "establish a minimum baseline for the safety, quality and dignity of care by ensuring employment conditions which a) do not routinely short-change clients and b) ensure the recruitment and retention of a more stable workforce through more sustainable pay, conditions and training levels"
13. The Council and partners should ensure that all local communities are offered a voice in service design and decision making, and that their views have a genuine impact

A safe and secure home for all

14. The national government needs to more urgently recognise the scale and impact of the housing crisis, particularly in London, by taking more immediate, concerted, practical action to address the supply of social housing and the cost, security and quality of private rented sector housing
15. Recognising the council's influence over the private rental sector is limited, it should nonetheless review what it can do to drive improvements in the quality and security of housing for the increasing number of residents reliant on this sector
16. Recognising the priority afforded to the borough's council home delivery programme and the positive impact this is intended to have on the numbers in temporary accommodation, the council should also take action to address the quality and appropriateness of housing for residents currently reliant on temporary accommodation.
17. The council should do more to recognise and respond to the specific housing issues affecting disabled people.
18. The council should ensure 100% of council homes are at a decent standard by 2022
19. The council should review the housing allocations policy in a more consultative format as part of the development of the new Housing Strategy and, once it is agreed, clearly communicate how it works and the rationale for this.

A fair start in life for children and young people: education and play

20. In line with the Timpson Review's recommendation, the Department for Education (DfE) should make schools responsible for the children they exclude and accountable for their educational outcomes
21. The council should put children's rights into practice across all its policy making, service design and delivery
22. The council should actively pursue opportunities to provide more play and leisure for children and young people and ensure that they are accessible to all
23. The council should work with partners to secure continued funding for tackling youth violence building on the Haringey Community Gold programme.
24. The council and partners should use their collective influence to accelerate a systems-wide approach to identifying and responding to the most urgent risks affecting our children and young people
25. The council and schools should, building on the work of the Schools Exclusion Review, prioritise work to address the issue of school exclusion
26. The council, public sector partners and voluntary sector organisations should work together to ensure that groups who experience labour market disadvantage, including BAME young men, disabled and neuro-diverse people, are prioritised for employment support
27. Schools and other education settings should consider how they can create LGBTQ+ inclusive environments, to foster positive attitudes to diversity and signal a zero-tolerance approach to homophobic hate crime
28. National government should dramatically accelerate the delivery of its commitment to increase provision for mental health support in schools, set out in the NHS Long Term Plan

Valuing the contribution of communities and the voluntary and community sector

29. The council and partners should redress the balance in access to opportunities for growth for Haringey's voluntary and community sector

Building safer and more inclusive communities

30. The police, council, VCS and partners should use their collective influence and relationships to further improve relationships between the police and local communities.
31. Recognising the role of restorative justice in combating hate crime, the London Mayor should enhance support for the London Restorative Justice Service, Restore:London, by making more funding available to local community organisations and police teams to deliver a high standard of restorative justice by properly-trained facilitator
32. The council, partners and other public sector organisations should work together to:
 - a. Create a shared equality and diversity action plan for the borough to celebrate our many different cultures and experiences together
 - b. Provide better support for refugees, asylum seekers, migrants and people with NRPF. This could include, for example, the Council's Expanded Free School Meals Working Group prioritising the provision of free school meals to children of families with NRPF.

Delivering public services

Public services are the foundations of a fair society and play a fundamental role in extending opportunities, protecting the vulnerable, shaping local areas and improving everyone's quality of life. Public services, well delivered, strengthen our communities, and bind us together as a society.²⁹

However, public services are currently facing significant challenge: reduced funding from central government and increasing demand are combining to put services under more pressure than ever before. Council and other public sector workers are both being asked to work with less resource, while also responding, in many areas, to increased needs, including the rising incidence of issues such as mental illness, relationship breakdown and homelessness, some of which have been attributed, at least in part, to the impact of austerity. In this context, Haringey's residents are likely to have seen changes in the services available locally and in the services they are entitled to.

Across the UK, people understand the budgetary pressures that public services face and growing numbers want to see spending on public services increased, rather than cut back, and taxes raised to pay for them.³⁰ The Commission heard that Haringey residents share this understanding and wished to see more investment in public services, but also felt that the transformation needed to respond to budget challenges also offered a positive opportunity to work differently to meet resident needs, for example through multi-agency working and co-location. There were several ways in which the delivery of public services was felt to present fairness issues. These included:

- Loss of access to services: People experienced it as an unfairness when services were 'cut' or where they had lost entitlement to a service that they had been entitled to previously
- Service quality: Where services were felt to have been delivered poorly or service users were felt to have been treated badly, this was an unfairness. This was particularly the case where this affected the most vulnerable, who

people felt may not be able to challenge poor delivery

- Services not meeting user needs: when the services offered or the way they were delivered did not reflect what was most important to service recipients, this was a source of frustration, and experienced as an unfairness
- Inequality of access: where people felt that access to a service was unequal – either because they knew resources were scarce and other people in greater need would be prioritised or there were barriers to accessing it – this was seen to be unfair.
- This section focused on three fairness issues that were mentioned repeatedly in Commission discussions: interactions with frontline staff; accessibility of services; and, involvement of residents and end users in decision making and service design.

What are the issues?

ISSUE 1: THE PUBLIC SECTOR SHOULD ALWAYS TREAT PEOPLE WITH DIGNITY AND RESPECT

All of Haringey's residents deserve to be treated with dignity and respect when they approach public services for help, and to feel safe and supported when doing so. This is particularly important given the types of worrying or distressing circumstances that people are often in when accessing public services – for example, when they are seeking help with health issues, or are in housing or financial difficulties.

The Commission heard from residents who felt that they had received good support when accessing public services, and it is important to acknowledge that many frontline staff do excellent jobs in sometimes very challenging circumstances. As one frontline officer told us:

²⁹ Unison Briefing Note 2013: <https://www.unison.org.uk/content/uploads/2013/07/Policieswhy-pub-services-matter-website3.docx>

³⁰ British Social Attitudes Survey referenced in Unison Briefing Note 2013 (above)

It is a stressful job, especially if it's when people's expectations aren't met. Some people [staff members] are resilient, others find it harder.

Frontline Officer

However, the Commission also heard from residents who had not had a positive experience when accessing services. The nature and quality of interactions with frontline staff was identified as a particular issue, with some residents reporting that they had been treated in a way that was dismissive or lacked humanity and sensitivity. They said that left them without a sense of dignity and the impression that staff either did not believe what they had been told or did not care. This meant in some cases that rather than feeling helped or supported by services, users felt that their experiences had even worsened their feelings about the situations they were in, which was felt to represent an unfairness.

Poor service experience represented a fairness issue not just because it meant that people were not getting the support to which they should be entitled, but also because staff had shown a lack of willingness, or patience, to understand the barriers that people might be facing in accessing the service, or in responding to specific support needs. So, for example, this was the case for people who spoke English as another language, neurodiverse and learning-disabled people, and people with physical impairments.

More exceptionally, service users had had negative experiences because they felt that they had been directly discriminated against based on protected characteristics – for example, because they were transgender.

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.

Haringey Resident; Online Form Submission

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.

Wise Thoughts

The Commission believes that a culture change is needed in Haringey, across the council and other public sector services, so that everyone can expect to be treated with kindness, dignity and respect. This will not only increase residents' confidence and satisfaction with overall service delivery but will also improve trust among service users and ultimately has the potential to truly transform people's lives by empowering them in their relationship with public authorities.

ISSUE 2: ACCESSIBILITY TO PUBLIC SERVICES: INFORMATION, SUPPORT AND TRANSPORT

Accessibility in Haringey has been inadequate for a long time and has got worse. You often can't find accessible formats of documents, with no tables, and things like that. We really need to have a borough-wide organisation for disabled people. Getting people to come to things is difficult. There aren't that many sociable, friendly, chilled accessible places or coffee shops, for example. Access also means a space where you can hear, no bashing and crashing – accessibility is a broad range and we need to address it all.

Haringey Resident; Disabled People Forum Expert Witness Session

The second key issue relating to public services focused on difficulties in accessing them, either because of barriers around information and support, or because of physical barriers.

While making information about local public services clearer and more accessible will benefit everyone, there are specific resident groups who will benefit from this change, notably disabled people and our older population. When considering the needs of disabled people, public services need to use the Social Model of Disability as a starting point in understanding the range of attitudinal, physical or information related barriers that disabled people face. For an explanation of the Social Model of Disability, please see appendix E.

Information and support

It is important that all residents can access the information they need about public services in a format that is appropriate for their needs. This includes information about what services and support are available, entitlement, how to access them, and what to do if you have an issue. However, the Commission heard that Haringey residents do not always feel satisfied by the information available to them on public services.

There are a number of resident groups who reported experiencing barriers to getting the information they needed as part of Commission discussions. These included:

- residents for whom English is an additional language
- older residents who had difficulty accessing information online
- deaf and disabled residents, who sometimes had difficulty accessing information in the format needed

However, the Commission heard lack of information was not the only factor limiting access to services. Some residents may require additional support to access the service to which they are potentially entitled because they lack confidence or skills to access it themselves.

For disabled residents, one way in which residents felt that support to them could be improved related to help with the use of personal budgets. Disabled residents said they would benefit from initial advice and support about how best to manage their personal budget payments for things like employing personal assistants, as well as more general advice about how to use their budget to work for them.

Physical accessibility

As a borough, Haringey has much to offer in terms of cultural and sporting venues, great transport links, and an excellent array of big and small shops, cafes and restaurants. However, not all residents feel as though they are able to take advantage of our local amenities. Within the borough, only Finsbury Park and Tottenham Hale have lift access, while Haringey Green Lanes and South Tottenham have access from platform to train by manual boarding ramp.³¹ With more than 19,500 physically disabled people in Haringey, it is not fair that some of our residents are not able to access the same amenities and leisure activities as everyone else.

ISSUE 3: DECISIONS ABOUT THE DESIGN AND DELIVERY OF PUBLIC SERVICES NEED TO BE MADE COLLABORATIVELY WITH HARINGEY'S RESIDENTS AND COMMUNITIES

The [initial] consultation was geared towards finding answers that the council wanted, but there was no real forum for businesses...the whole consultation was organised so particular boxes were ticked. The questions were leading [and] were geared towards pushing through the plan.

Haringey Resident; Expert Witness Session

Consultation and decision making

The council (and other public sector services) have a statutory duty to consult residents on specific issues, such as planning applications. However, the Commission heard that some residents found consultation processes frustrating, not trusting that their views were truly being considered in the council's decision-making. Involvement in decisions about regeneration were a source of discussion, with some residents keen to get across their dissatisfaction regarding their involvement with specific consultation processes – Peacock Industrial Estate and Love Lane Temporary Accommodation Group being two examples.

While the Commission was not in position to undertake a formal review of the council and other public sector

31 Transport for London 2019 'Step-free Tube guide': <http://content.tfl.gov.uk/step-free-tube-guide-map.pdf>

What needs to happen to effect change?

organisations' consultation practice, it is clear that it is important to local residents that they feel that they have a say in what is happening in the borough and about the delivery of public services within it, that diverse voices are heard and that, where needed, residents whose voices might not otherwise be heard are empowered to participate. With this in mind, the Commission proposes that the council in particular considers how it can develop their approach to consultation so that residents have more confidence that their views are being given sufficient weight, and that decisions are informed by an understanding of residents' needs, priorities and interests. So, for example, the council should look at how to ensure that residents play a significant part in creating a shared vision for any future regeneration or development plans.

It is also important that services and policies are designed with an appropriate level of involvement from residents, beyond the approach which simply informs users, but which also empowers the people who use services to actively work with the council to co-design services that will work for them. Residents pointed to existing examples of good practice that should be built on including the council Transformation Team's work on transition to services for adults for young people with special educational needs and disabilities (SEND). This was singled out as an example of good practice because the team were very clear with partners, families and carers about the focus of their work and what could be achieved by working together. They ensured that residents were involved throughout the process of developing transition information and guidance. Residents provided valuable feedback that was then incorporated into the development and production of Pathway Guides and other documents which were eventually made available on the SEND Local Offer website.

Given the role the council plays in residents' lives, it is imperative residents feel they are being listening to, their views being heard and taken onboard, and that they have sufficient influence over proposed changes to the council's policies that are likely to affect their lives. The council must therefore find more effective ways to engage residents in consultation, service design and policy processes and further demonstrate its commitment to open dialogue.

6. The council should ensure that in all interactions with council staff, people feel that they have been listened to and understood, and that council staff in different parts of the organisation have worked together to address their needs.
Actions to address this should include:
 - Training frontline staff in active listening techniques, so that they have tools to help them to more fully understand people's circumstances and needs
 - Identifying new ways of working so that residents do not need to provide the same data and information multiple times when engaging with frontline staff, in keeping with GDPR guidance
 - Working together to provide better training and support to (front-line) staff to help them to understand the factors (including distress, mental health issues and SEND) which contribute to what they might experience as challenging behaviour by service users
7. The Council should, recognising the barriers that disabled people face in their day-to-day lives and when accessing public services, adopt the social model of disability (which says that people are disabled by barriers in society, not by their impairment or difference) and ensure that it is reflected across council buildings, service delivery, policy-making and communications
8. The council should redesign frontline, customer-facing environments so that they are more welcoming to people using services, reflecting what is important to them (for example, privacy), and ensuring that they are fully accessible to customers with different impairments
9. The council, partners and other public sector organisations should prioritise embedding dignity and respect for individuals as core values underpinning the delivery of public services across the borough and commit to a culture change, so that residents always feel they are treated with humanity

10. The council should ensure that the highest standards of safe, inclusive and accessible design are secured in all new developments, recognising the frustration that disabled people and other residents feel when new local developments and businesses are inaccessible
11. The council, partners and other public sector organisations should recognise the unnecessary barriers that disabled people face in their day-to-day lives, and make collective efforts to ensure that good practice in communicating with people with different impairments is used, in line with the Equality Act and so that disabled residents are always able to access the information they need
Actions to address this should include:
 - Working with residents to devise an annual 'health check' or 'audit' of their services and communications to ensure that they are compliant with the Equality Act 2010 and meet different accessibility needs
 - Lobbying TfL and National Rail to introduce lift access across all Tube, Overground and National Rail stations in the borough
12. When tendering new social care contracts, the council should implement the Ethical Care Charter in order to "establish a minimum baseline for the safety, quality and dignity of care by ensuring employment conditions which a) do not routinely short-change clients and b) ensure the recruitment and retention of a more stable workforce through more sustainable pay, conditions and training levels"
13. The Council and partners should ensure that all local communities are offered a voice in service design and decision making, and that their views have a genuine impact
Actions to address this should include:
 - The council and partners reviewing their approaches to consultation to ensure that the voices of those most affected by decisions are heard and so that residents feel more confident that they have had a say in decisions.
 - The council partnering with the VCS to ensure that participation in consultation and decision-making processes are representative of Haringey's diverse local communities and include the people most likely to be influenced by decision making. An example might be encouraging "expert by experience" consultation groups/panels to influence policymaking
 - The council identifying more opportunities to have more open or unstructured conversations with residents, about their lives, what is important to them, and their experiences of council services

A safe and secure home for all

Secure, good quality housing is a crucial foundation for people's life chances. It affects a range of aspects of people's lives including health and wellbeing, educational attainment, participation in community life and happiness.³² Moreover, housing is a human right.³³ However, in the context of London's housing crisis, there is much action that is needed to make safe and secure housing a reality for all residents of the nation's capital, including those in Haringey.

While in London there is, in theory, enough housing to meet demand, underoccupancy and vacant properties mean that, in practice, there is a significant shortfall of supply against housing demand. For a range of reasons, nowhere near enough new homes are being created in London, year on year, leading to high property values and high rental costs, and meaning that London has the highest rent to income ratio of all regions – pushing many families into poverty after housing costs.

Increasing the supply of social housing is a particularly urgent need, but councils face several significant challenges in this respect. Successive national governments have failed to provide enough funding to increase supply, meaning that social housing has increasingly become inaccessible for more and more people. Following lifting of the Housing Revenue Account cap, councils can borrow more, meaning that in theory, they are able to build more houses. However, to do this councils need to build up the capacity and expertise to become major housebuilders, which will slow the speed at which this change takes effect. Meanwhile, the lack of sufficient grants to housing associations has led them to focus efforts on other types of tenures in order to create a subsidy for building social housing, with the consequence that the number of homes they are likely to build for people on the lowest

incomes is likely to be a smaller percentage of their overall build programme.

Other aspects of social policy have led to significant challenges in the affordability of housing whether to buy or to rent to people on low incomes, and this crisis is felt most acutely in London.³⁴ Among the changes to the benefits system in recent years have been: the 'spare room subsidy' (or 'bedroom tax'); the introduction of Universal Credit; a benefit cap; punitive benefits sanctions; and (2011) changes to Local Housing Allowance (LHA), a benefit paid to private renters, so that it is in effect no longer linked to real local rents. The consequences of this perfect storm of housing and social policy have led to more in-work poverty, challenges for people in the lowest income quartiles and increased homelessness.³⁵

It has become clear to the Commission that there is much more security for people in social and council housing than there is for those in TA or in the private rented sector – which continues to have very few safeguards for tenants. Indeed, the most vulnerable housing situations are almost completely hidden from view.

In Haringey, access to housing is a fairness issue because access to decent, affordable and adequate housing is not evenly distributed.

Some of our communities are disproportionately affected by housing issues – young people aged 18-21 are not eligible for the housing element of Universal Credit and those aged 35 or below without a partner or dependent children are only eligible for the shared living rate. This means many potentially at-risk young adults cannot afford to live alone and are also more likely to be in poor quality private rental accommodation with high

32 Health Foundation 2017 'How does housing influence our health?': <https://www.health.org.uk/infographic/how-does-housing-influence-our-health>

33 Under the Universal Declaration of Human Rights: <https://www.un.org/en/universal-declaration-human-rights/>

34 Paul Watt & Anna Minton (2016) 'London's housing crisis and its activism', City, 20:2, 204-221. <https://www.tandfonline.com/doi/full/10.1080/13604813.2016.1151707>

35 Paul Watt (2018) "'This pain of moving, moving, moving': evictions, displacement and logics of expulsion in London', L'Année sociologique, 68: 67-100.

rents and insecure tenancies. Overcrowded households in Haringey are most likely be headed by someone of White Other ethnicity (31%), followed by Black ethnicity (28%), both of which are over-represented relative to the wider population. People of Black ethnicity also make up more than half of all household reference persons in temporary accommodation (53%).



Disabled residents make up almost 1/3 of those in Priority Band A of the housing register

What are the issues?

ISSUE 1: HARINGEY NEEDS MORE COUNCIL HOMES OF A DECENT STANDARD

Haringey owns 15,000 council homes; with a further 12,000 homes provided by housing associations.³⁶ However, need far outstrips supply and 10,000 people were on the housing waiting list at the time of writing, over half of whom are children under 18 living with their families. There were approximately 3,000 approaches for housing help in 2018/19.

This figure only includes those who have been assessed

for housing, and so does not represent a full picture of housing needs. It does not include, for example, the 33 rough sleepers identified at the last Haringey rough sleeping count, a population in which we know that the Eastern European community is over-represented.³⁷ It also does not include groups that would not make it onto the housing waiting list, like people with No Recourse to Public Funds (NRPF). And it also does not include those who are homeless but living with friends or family, sometimes referred to as 'sofa surfing'.

Councils face a range of challenges in providing enough social housing to meet need. Lack of funding to build more housing, availability of land, and high market prices to procure housing are among the challenges, but the impact of the government's Right to Buy policy has taken a toll in London. Local figures suggest the council has been able to replace fewer than 1/8 homes sold under Right to Buy over the last six years.³⁸ These council homes are not necessarily long-term homes for Haringey's residents, and it is estimated that 40% of the properties sold under Right to Buy are later rented out in the private rented sector.³⁹

A specific challenge faced by Haringey is the difficulty of building council housing evenly across the borough. This is partly because large parts of the west of the Borough are conservation areas, meaning they are of special architectural or historic interest, which the council has a responsibility to protect or enhance, and partly because of higher land values. Because of this, house building largely happens in the east of the borough.

13%

The council has been able to replace fewer than 1/8 homes sold under right to buy

[2011/12 - 2017/18]



³⁶ MHCLG 2019 'Live tables on dwelling stock': <https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants>

³⁷ Haringey Council 2019 'Borough Plan 2019-2023 Equality Impact Assessment': http://www.minutes.haringey.gov.uk/documents/s107023/_Borough%20Plan%20EQIA_FINAL.pdf

³⁸ MHCLG 2019 'Live tables on dwelling stock': <https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants>; and 'Live tables on social housing sales' <https://www.gov.uk/government/statistical-data-sets/live-tables-on-social-housing-sales#right-to-buy-sales>

³⁹ London Assembly Labour 2019 'Right to Buy: Wrong for London. The impact of Right to Buy on London's social housing': https://www.london.gov.uk/sites/default/files/rtb_report_feb_update.pdf

Much more council and social housing is needed in Haringey. The Commission commends the council's ambition to build 1,000 additional homes by 2022 but calls on the national government to create a more supportive environment for house building and to remove the stigma that is projected onto this tenure.⁴⁰

ISSUE 2: THE EXPERIENCE OF LIVING IN TEMPORARY ACCOMMODATION NEEDS TO BE IMPROVED

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.

Temporary Accommodation Resident; Broadwater Lodge

The lack of council housing across the borough means that more and more people who are in need and turning to housing services are finding themselves in temporary accommodation (TA). Haringey has over 3,000 households and over 5,000 children in TA. This is the third highest rate in London and, despite decreasing

from 3,147 on 31 March 2017 to 2,952 on 31 March 2019, it is 80% higher than the average London level.

When people approach the council for help and are 'statutorily homeless', they are placed in TA until their homelessness claims have been fully assessed. Even if classed as 'statutorily homeless', they can face distressingly long waiting times to get appropriate accommodation – all the while living in TA. The effects of TA on mental and physical health can be devastating.^{41, 42}

The Commission heard from many people living in TA who felt that they weren't being heard when expressing concerns about the conditions of their TA and didn't know where to go for help with understanding their housing choices. This lack of information and attention was experienced as an unfairness that was felt to be exacerbating an already difficult situation. While recognising the challenges facing councils in responding to housing need, the experiences of residents living in TA require recognition and improvement.

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.

Parent; Willow School



5,000

children in Haringey
live in temporary
accommodation

40 Shelter 2019 'Building for our future: A vision for social housing': https://england.shelter.org.uk/support_us/campaigns/a_vision_for_social_housing

41 Mind 2017 'Brick by brick: A review of mental health and housing': <https://www.mind.org.uk/media/17947884/20171115-brick-by-brick-final-low-res-pdf-plus-links.pdf>

42 Children's Commissioner for England 2019 'Bleak houses': <https://www.childrenscommissioner.gov.uk/publication/bleak-houses/>

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... 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 a 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.

Haringey Resident; Personal Contribution

The housing market in London is broken. A lack of regulation, coupled with local authorities' lack of enforcement capacity, means there is very little oversight of the quality of provision in the private rented sector, and the level of housing demand means private rents in the capital are very high. Moreover, the private rented sector has grown considerably since 2000.

Low-income households in privately rented accommodation are particularly likely to struggle to meet their financial obligations as well as enjoy a decent quality of life. The monthly rent level for a two-bedroom property in Haringey is 76% of the earnings for a full-time worker on £21,300, the lower quartile or bottom 25% of earnings.⁴³ In other words, a lone parent working a full-time job on close to the London Living Wage would have only a quarter of their pay cheque left for all other expenditure, after rent has been accounted for.

The Commission heard from many residents who felt that tenants' rights need to be strengthened. Several tenants told us that they had been unfairly evicted from their privately rented properties using Section 21 'no-fault eviction' notices. Given that the end of a tenancy is now the primary reason for homelessness in

the borough, the renting system needs urgent reform to provide tenants with the support they need to keep their homes.

What needs to happen to effect change?

14. The national government needs to more urgently recognise the scale and impact of the housing crisis, particularly in London, by taking more immediate, concerted, practical action to address the supply of social housing and the cost, security and quality of private rented sector housing. Actions to address this should include:
 - Following the approach in Scotland and Wales and devolve the Right to Buy scheme to the London Mayor
 - Committing to providing more funding for the building of council and other social housing which is affordable for low-income households and reflects the costs need of building social housing
 - Increasing, in line with inflation, the Local Housing Allowance (LHA) rates from the lowest 30th percentile of the market to the 50th percentile of the market in order to enable access to better quality accommodation
 - Legislating to introduce rent controls in the private sector and extending the tenure of assured shorthold tenancies to a minimum of five years
 - Devolving the power to regulate the private rental sector in London to the London Mayor
 - Ending permitted development rights for changing offices into new homes, preventing the use of these rules to bypass the planning system, affordable housing targets and minimum space standards, thereby helping to ensure that people have access to decent homes and ensuring the protection of employment premises can be properly considered

⁴³ Trust for London 2019 'Rents and affordability': <https://www.trustforlondon.org.uk/data/rents-and-affordability/>

15. Recognising the council's influence over the private rental sector is limited, it should nonetheless review what it can do to drive improvements in the quality and security of housing for the increasing number of residents reliant on this sector
Actions to address this should include:
 - Extending the private sector licencing scheme to all private rental properties which fall outside HMO Licensing to the areas within the borough that show there is a need – for example, in the east of the borough and to all privately-owned properties on council estates across the whole of the borough
 - Highlighting landlords who won't rent to households receiving housing benefits
 - Running a campaign to ensure that private tenants have access to the right information regarding their rights and how to exercise them.
16. Recognising the priority afforded to the borough's council home delivery programme and the positive impact this is intended to have on the numbers in temporary accommodation, the council should also take action to address the quality and appropriateness of housing for residents currently reliant on temporary accommodation.
Actions to address this should include:
 - Ensuring all residents placed in temporary accommodation out-of-borough are returned to Haringey or a next-door borough by 2022, unless they voluntarily request to remain where they are
 - Ensuring all temporary accommodation is of a decent standard and of adequate size for housing families
 - Working together with other Boroughs to ensure that no one in temporary accommodation is placed in Nightly Paid Annexes that haven't been inspected by environmental health officers
17. The council should do more to recognise and respond to the specific housing issues affecting disabled people.
Actions to address this should include:
 - Following the EHRC guidance on housing and disabled people by, for example, accelerating the creation of an accessible housing register and making efforts to directly match disabled people with properties that have already been adapted when they become available
 - Improving monitoring of contractors who do home adaptations, to ensure they comply with relevant regulations and standards
18. The council should ensure 100% of council homes are at a decent standard by 2022
19. The council should review the housing allocations policy in a more consultative format as part of the development of the new Housing Strategy and, once it is agreed, clearly communicate how it works and the rationale for this.

A fair start in life for children and young people: education and play

The Commission believes that all of Haringey's children and young people have the right to a good start in life. There are a wide range of factors that contribute to this, including: feeling loved, cared for and safe; not living in a household blighted by poverty; a good education; access to play and leisure opportunities; good health care and strong support networks.⁴⁴

There is substantial evidence that a good start in life determines a range of outcomes in adulthood, including healthy life expectancy, good employment outcomes and the formation of positive relationships. Happy children and young people are more likely to develop into resilient adults⁴⁵ and are 50% less likely to have illnesses which limit their daily life, including respiratory illnesses, diabetes and mental ill-health.⁴⁶ Children and young people who experience education as positive and fair are also more likely to have better overall health, higher wages and be in education, employment or training as adults.⁴⁷ Education is a key element of a good start in life, as well as being a social and cultural right. It also plays an important role in reducing poverty and promoting democracy, tolerance, development and economic growth.⁴⁸

However, the Commission heard that not all of Haringey's children and young people have the same start in life, and that this is a source of unfairness. Many of the childhood inequalities are rooted in poverty and

deprivation, with gaps in outcomes visible from early on: in 2016, the percentage of babies with low birth weight was higher in Haringey (3.2%) compared to London (3%) and England (2.8%).⁴⁹ For other inequalities, other factors come into play. So, for example, in common with national trends, there are inequalities in educational attainment by different ethnic groups in the borough. Ethnic groups with the highest average Attainment 8 Score are those of Chinese ethnicity (59.8), while those of Asian ethnicity (49), White (48.6) ethnicity and Mixed ethnicity (47) are average achievers. Those of Black ethnicity (42) have the lowest average Attainment 8 Score. The attainment gap is not as significant in early years but widens as children get older.⁵⁰

The Fairness Commission recognises that after education (even where this has been experienced as good and fair), there remain significant barriers into the labour market for certain groups, including those from BAME backgrounds. Research from the TUC shows that BAME people are twice as likely to be unemployed than White British adults, with unemployment rates highest for those between 16–24.⁵¹ Therefore, as well as tackling the attainment gap, there is also a need for greater support mechanisms for BAME young people to support their access to employment opportunities in all sectors, including apprenticeships and skills-based accreditations.

44 Haringey Council 2019 'Haringey Borough Plan 2019–2023': https://www.haringey.gov.uk/sites/haringeygovuk/files/Borough_plan_2019-23.pdf

45 University of Cambridge 2011 'Happy children make happy adults': <https://www.cam.ac.uk/research/news/happy-children-make-happy-adults>

46 Child Poverty Action Group 2016 'Life chances indicators': <https://cpag.org.uk/sites/default/files/Life%20Chances%20Indicators%20-%20CPAG%20Recommendations.pdf>

47 House of Commons 2018 'Briefing Paper Number SN 06705 - NEET: Young People Not in Education, Employment or Training': <https://researchbriefings.files.parliament.uk/documents/SN06705/SN06705.pdf>

48 UNICEF 2019 'The Right to an Education – Introducing Articles 28 and 29': <https://www.unicef.org.uk/rights-respecting-schools/the-right-to-education/>

49 Haringey Council 2019 'State of the Borough': <https://www.haringey.gov.uk/local-democracy/about-council/state-of-the-borough>

50 Haringey Council 2019 'Borough Plan 2019–2023 Equality Impact Assessment': http://www.minutes.haringey.gov.uk/documents/s107023/_Borough%20Plan%20EQIA_FINAL.pdf

51 TUC 2018 'Barriers young BME workers face in the labour market': <https://www.tuc.org.uk/blogs/barriers-young-bme-workers-face-labour-market>

This section focuses on two of the fairness issues that participants in the Commission's discussions felt were most urgent for Haringey's children and young people: school exclusions and access to safe and supportive spaces.

What are the issues?

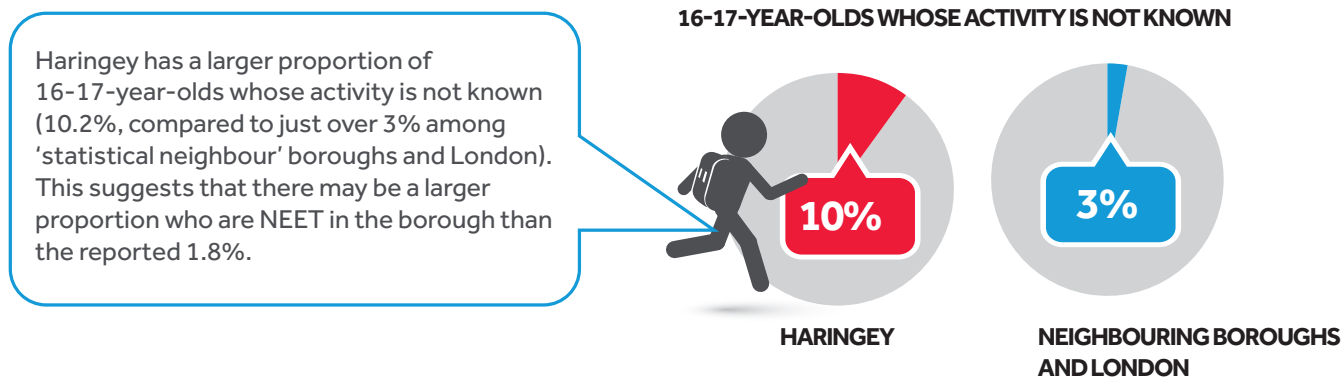
ISSUE 1: HARINGEY NEEDS TO REDUCE THE NUMBER OF FIXED TERM AND PERMANENT EXCLUSIONS FROM SCHOOL

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.

Resident: Migrants Resource Centre

Children and young people in Haringey have access to good quality education: 100% of schools in Haringey are rated 'Good' or 'Outstanding' by Ofsted. However, the Commission heard that there are some groups of children and young people who are less likely to have good experiences of education. Where children and young people, for a range of reasons, struggle with engagement and behaviour at school, this can lead to range of difficulties, including, in some cases fixed or permanent exclusion.

The Commission heard that people felt that school exclusions represent a key fairness issue, and one that has significant consequences for the children and young people involved over the long term: so, for example, pupils who are repeatedly or permanently excluded from school are more likely to be not in education, employment or training (NEET) and more likely to experience a range of other negative outcomes, such as unemployment and entry into the criminal justice system.



While Haringey's rate of secondary fixed-term exclusions (9.16% in 2016/17) is lower than statistical neighbours (9.51% in 2016/17), it is still above the London average (7.5% in 2016/17).⁵² Exclusions are a fairness issue because some groups are disproportionately affected. In a reflection of the national picture, in Haringey, Black Caribbean pupils are three times more likely to be excluded, children

with Special Educational Needs and Disabilities (SEND) six times more likely and children with free school meals (FSM) four times more likely.⁵³ Nationally, levels of temporary and permanent exclusions for Gypsy, Roma and Traveller students are high,⁵⁴ with this also reflected in Haringey. There are, however, some noticeable differences in that White British pupils are excluded at a much lower rate in Haringey (5%) compared to

⁵² Haringey Council 2019 'Joint Review of School Exclusions': internal

⁵³ As above

⁵⁴ UK Parliament 2019 'Tackling inequalities faced by Gypsy, Roma and Traveller communities': <https://publications.parliament.uk/pa/cm201719/cmselect/cmwomeq/360/full-report.html#heading-9>

England as a whole (10%) and the exclusion rate for Black Caribbean pupils (19%) is higher than the national average (17%). It is recognised that across Haringey the proportion of Black Caribbean pupils from economically disadvantaged backgrounds is considerably higher than that for White British pupils, so it is likely that school exclusions are also having a disproportionate impact on some of our poorer pupils.

While school exclusions data often captures the main reason behind a child or young person being excluded from school (for example, due to persistent disruptive behaviour or physical assault against a pupil or adult), there are a substantial number of school exclusions for which a reason is recorded as 'other'. 2017/18 data for Haringey exclusions shows that 24% of fixed term and 50% of permanent exclusions are recorded in this way. It is not acceptable to the Commission that pupils are missing out on their right to an education without a sufficient reason being given, and the Commission urges primary and secondary schools to record an appropriate reason for exclusion as frequently as possible.

The council has a statutory responsibility to provide suitable education for pupils who, because of illness, exclusion and other reasons, cannot attend a mainstream or special school setting after a period of 5 days.⁵⁵ The alternative provision offer in Haringey is the Octagon Pupil Referral Unit (PRU) and the Haringey Tuition Service and the offer is currently being reviewed by the council through the Alternative Provision Review.

The Commission recognises that exclusions are an important behaviour management tool for Head Teachers, and that they are sometimes necessary to safeguard other children and young people and staff. However, the Commission also recognises that the behaviours that lead to school exclusion are sometimes an expression of unmet needs, childhood trauma and mental health needs. For example, undiagnosed or inadequately supported SEND is a key cause of school exclusion. It therefore feels that significantly more work is needed to support children and young people impacted by school exclusion. One way this could be achieved is through the delivery of trauma informed approaches within education and health settings as an important tool in reducing the risk of serious youth violence. The Commission recognises Gladesmore Community School as an example of best practice from which learning should be applied across the Borough.

In addition, the offer for alternative provision (once exclusion has taken place) and the offer for young people with SEND must be developed, if we are to achieve our ambition of a fair start for all.

The Commission understands that schools are under considerable and competing pressures, and that while the council has a duty to ensure that all children and young people have access to good quality education which meets their needs, what is possible will be influenced by school funding constraints and by the different levels of influence over council-run schools compared with academies. Nevertheless, the Commission challenges partners from across the borough to come together with schools to understand more about the factors that lead to the behaviours that cause exclusion, with a view to addressing them early, addressing the inequalities in the application of exclusions and finding more positive alternatives to exclusion.

ISSUE 2: HARINGEY NEEDS TO IMPROVE ACCESS TO SAFE SPACES AND SUPPORT FOR CHILDREN AND YOUNG PEOPLE.

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 [is important].

Haringey Resident: Online Form Submission

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.

Pupil, Park View School: First Public Event

⁵⁵ Department of Education 2013 'Alternative Provision: Statutory guidance for local authorities': https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/268940/alternative_provision_statutory_guidance_pdf_version.pdf

Safe, accessible spaces for children and young people to support play, creativity and confidence are vital for social, emotional, intellectual and physical development.

Haringey has a youthful population, with 60,877 children and young people aged 0-17 (22% of the total population). Despite this there is only one dedicated youth club in the borough - Bruce Grove Youth Space in Tottenham. This reflects a national trend in which youth provision has been reduced significantly: since 2012, 16 London councils (including Enfield and Hackney) have closed 30 youth centres.⁵⁶

Haringey is recognised for having a diverse and engaged voluntary community sector (VCS), who work hard to support children and young people across the borough. However, the Commission also heard the VCS cannot extend its provision and reach due to a lack of affordable, safe and accessible space for activities and funding for specialist youth support workers.

There is a link between a lack of safe space for children and young people and serious youth violence, with this theme picked out in the Haringey's Young People at Risk Strategy. Incidences of serious youth violence are most likely to occur between the hours of 3pm and 6pm. During this time, with no clear purpose or activities to engage in, young people are made potentially vulnerable to exploitation and crime. There is therefore a need in Haringey to provide safe spaces for our children and young people after school. Youth work is an important element of the support wanted and needed by young people, helping to develop life skills, aspirations and the resilience needed to overcome adversity.⁵⁷

This sits within the national context of cuts to youth services across England – 90% of councils have made significant cuts, amounting to a total of £145 million since 2011 in London.⁵⁸ Funding from the Greater London Authority (GLA) for Haringey Community Gold, an initiative providing a network of detached and outreach youth work, has been very welcome. The initiative offers employment support, a future leaders programme, mental health support and a BAME careers service to help young people at risk of exclusion fulfil their potential and avoid getting caught up in crime. However, longer term sustainability is crucial to ensure that these kinds of initiatives can have a meaningful, long-term impact. The Commission calls for the council

to extend its efforts in working with partners including the VCS to better address this issue of sustainability. Within this, the council and partners must also continue to work to ensure that what is being offered to children and young people is co-designed and co-produced by them. And more broadly, to ensure that all our children and young people's concerns are being heard, the Commission calls on the council to guarantee that children's rights and needs are considered in all council decision making.

What needs to happen to effect change?

20. In line with the Timpson Review's recommendation, the Department for Education (DfE) should make schools responsible for the children they exclude and accountable for their educational outcomes
21. The council should put children's rights into practice across all its policy making, service design and delivery
Actions to address this should include:
 - Committing to working with other public sector partners towards Haringey attaining a UNICEF child-friendly borough status
 - Ensuring all children in care are aware of their rights and the responsibilities that statutory services have towards them, including how they can address and escalate issues of concern
22. The council should actively pursue opportunities to provide more play and leisure for children and young people and ensure that they are accessible to all
Actions to address this should include:
 - Committing to co-designing inclusive and accessible play areas across the borough, with a focus on specialist provision and equipment for physically disabled children and welcoming play spaces for children with SEND
 - Prioritising the development and delivery of a new, permanent youth space in Wood Green, as identified and discussed in the Young People at Risk Strategy and Action Plan

56. Green Party 2017 'London's lost youth services': https://www.london.gov.uk/sites/default/files/london_lost_youth_services_sian_berry_jan2017.pdf

57. National Youth Agency 2019 'Youth Work Inquiry': <https://nya.org.uk/wp-content/uploads/2019/04/APPG-Youth-Work-Inquiry-Final-Report-April-2019-ONLINE.pdf>

58. Unison 2017 'The Damage. A future at risk, cuts in youth services': <https://www.unison.org.uk/content/uploads/2016/08/23996.pdf>

23. The council should work with partners to secure continued funding for tackling youth violence building on the Haringey Community Gold programme.
24. The council and partners should use their collective influence to accelerate a systems-wide approach to identifying and responding to the most urgent risks affecting our children and young people
Actions to address this should include:
 - The council working with the voluntary and community sector to provide mental health first-aid training for youth workers and other people working with children and young people, to ensure that they can identify and respond to their mental health needs
 - The council and partners working together to develop a contextual safeguarding approach which includes information and guidance on how individuals and the community can create safer environments for children and young people
25. The council and schools should, building on the work of the Schools Exclusion Review, prioritise work to address the issue of school exclusion
Actions to address this should include:
 - The council leading the development of an at-risk-of-NEET indicator (in a similar model to Ealing Council) to identify young people most likely to become NEET and target specialist interventions⁵⁹
 - Secondary schools reconsidering the targets they set for A-Level take-up, with a view to encouraging take-up of Level 2 and 3 vocational offers where this is a positive route for young people and will help to keep them engaged
 - Primary and secondary schools defining better ways of working together in order to improve transitions for young people moving into secondary schooling, particularly for young people at greater risk of exclusion
- In instances where fixed-term exclusions are unavoidable, schools working towards creating a welcoming 'return to school' atmosphere – e.g. emphasising the strengths that the pupil brings to the school
- Schools making every effort to report the main reason for exclusion from the descriptions provided by DfE
26. The council, public sector partners and voluntary sector organisations should work together to ensure that groups who experience labour market disadvantage, including BAME young men, disabled and neuro-diverse people, are prioritised for employment support
27. Schools and other education settings should consider how they can create LGBTQ+ inclusive environments, to foster positive attitudes to diversity and signal a zero-tolerance approach to homophobic hate crime
28. National government should dramatically accelerate the delivery of its commitment to increase provision for mental health support in schools, set out in the NHS Long Term Plan

⁵⁹ Ealing Council 'Using Ealing NEET Data in Your school': https://www.egfl.org.uk/sites/default/files/imported/categories/teaching/RPA/_docs/Using_Ealing_NEET_data_a_guide_for_schools.pdf

Valuing the contribution of communities and the voluntary and community sector

The voluntary and community sector (VCS)⁶⁰ has historically had two main roles in society: firstly, as a provider of services alongside or complimentary to the public sector; and secondly, as campaigners for social change.

As a provider of services, VCS organisations often have a distinct role from statutory services: they are uniquely placed to reach and support marginalised groups and enable individuals to participate actively in their local communities. Over the past decade they have played a particularly important role in providing a safety net for some of the people who have become more vulnerable as a result of austerity,⁶¹ or in stepping into the space left by public services which have been reduced or cut.⁶² Many of the responsibilities that public or statutory services once had have been devolved into the VCS because there simply isn't enough funding from central government to deliver them.

As campaigners, VCS organisations are crucial to driving societal change. However, over the past decade these types of organisations have been struggling to stay afloat because of the emphasis on service provision as the main driver of grant and funding opportunities. This has meant that organisations with a more rights-based agenda are often unlikely to access grant funding to assist in their operation.

The VCS sector in Haringey is highly diverse, with an estimated 2,000 medium, small and micro-sized organisations and groups. The range of support that VCS and community organisations need is broad and varied, and includes good governance structures, income generation and fundraising, partnership working and networking, developing and accessing quality volunteering, and training for staff and trustees.

The VCS sector is also highly mobilised and vocal when it comes to addressing race and other inequalities. Haringey has a breadth of organisations that support many Black, Asian and Minority Ethnic (BAME) communities – from organisations that work with our Black-Caribbean, Turkish, Kurdish, Latin American and other groups, to refugees and asylum seekers, to faith leaders that provide spiritual, emotional and practical guidance and leadership across our communities. It is important to recognise and celebrate how reflective the VCS is of the diversity of our communities in a way that the public sector can learn from. VCS organisations have had huge success in bringing funding and resources into the borough and deserve to be part of decision-making discussions regarding the financing and delivery of service. But it is not just VCS organisations that play a role in supporting our communities; there is also an army of people with roles as volunteers and community organisers in information-providing community groups, who come together to make change happen and offer support to those who need it.

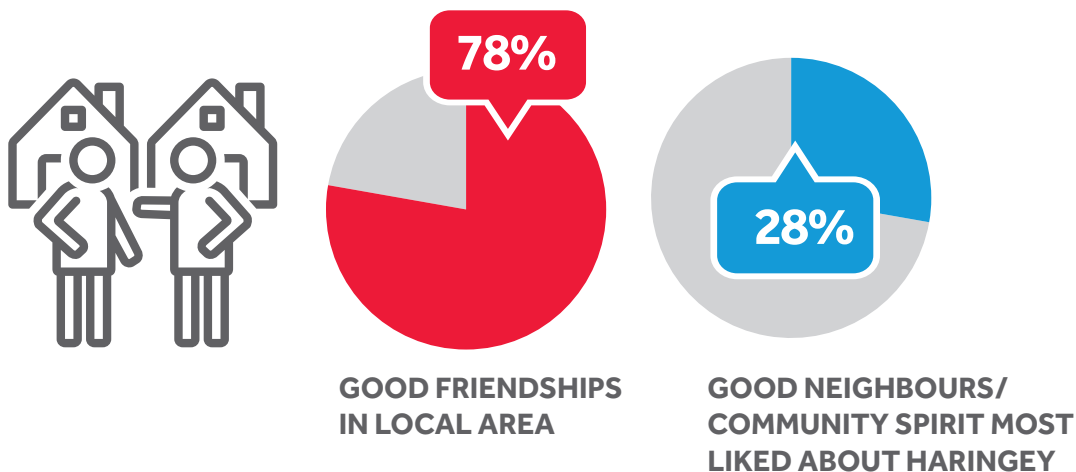
It was clear from Fairness Commission discussions that there is a strong community spirit in Haringey. Participants expressed concern when fellow residents were felt to be facing difficulties and shared a desire to make the borough better for everyone. One manifestation of this is reflected in residents' volunteering activities, with just under three in ten residents (28%) reporting having taken part in volunteering activities in the last 12 months,⁶³ with the highest volunteering levels found among the 18-24 and 35-44 age groups.

60 The term 'Voluntary and Community Sector' (VCS) applies to organisation that are not-for-profit, social value driven and that reinvest any financial profits into social, environmental or cultural objectives.

61 House of Lords Select Committee on Charities 2017 'Stronger charities for a stronger society': <https://publications.parliament.uk/pa/ld201617/ldselect/ldchar/133/133.pdf>

62 NVCO 2011 'Counting the Cuts. The impact of spending cuts on the UK voluntary and community sector': https://www.ncvo.org.uk/images/documents/policy_and_research/funding/counting_the_cuts.pdf

63 Haringey Council 2018 'Residents Survey 2018': <https://www.haringey.gov.uk/local-democracy/have-your-say-haringey/residents-survey>



What are the issues?

ISSUE 1: BETTER COLLABORATION IS NEEDED BETWEEN THE VCS AND THE PUBLIC SECTOR

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.

Haringey Resident, VCS Forum

78% of residents say they have good friendships and/or associations in their local area; 28% of residents rated 'good neighbours / community spirit' as what they most liked about living in Haringey.⁶⁴

While people recognised that there is a patchwork of organisations and individuals working together to support Haringey's residents, they sometimes felt that the role that the VCS and that local communities themselves play within this was not sufficiently recognised or valued.

The Commission heard that more could be done to

encourage collaboration between Haringey's public sector organisations (including the council and CCG) and the VCS, to fully utilise the latter's skills, knowledge and expertise, for example, when commissioning training, but also in working together to tackle some of the big issues facing the council.

Local VCS organisations reported having experienced a significant reduction in funding over the past decade, at the same time as experiencing a significant increase in demand. This made long-term strategic planning and capacity building difficult and caused concerns about organisational sustainability. VCS organisations report spending more time making funding applications, but simultaneously lacking decent support to draft winning bids. There was also a view that the way in which services were commissioned could sometimes disadvantage smaller organisations, create short-termism and unnecessary competition between VCS organisations. Smaller VCS organisations said they often lack support in accessing information on statutory requirements, such as the introduction of General Data Protection Regulation (GDPR). This then puts smaller VCS organisations on the back foot when bidding for commissioned services as there is little guidance or training to help them ensure they are acting appropriately within regulations like GDPR.

⁶⁴ Ibid

ISSUE 2: MORE RECOGNITION IS NEEDED OF THE ACTIVE COMMUNITY CHAMPIONS IN THE AREA

Haringey has an active community, including a network of community 'champions' who have informal roles in providing localised support and advice. The Commission heard that residents wanted to see the role of individual community members and informal networks receive more attention.

The Commission advocates for better use being made of residents' skills and knowledge. The council and other partners should work towards a 'cultural shift' in how it views and treats volunteers and community activists to properly harness their potential and achieve collective impact.

ISSUE 3: COMMUNITY ORGANISATIONS NEED BETTER SUPPORT TO ACCESS AFFORDABLE AND ACCESSIBLE MEETING VENUES

We need 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 we can put on after school clubs.

Haringey Resident; Ugandan Community Mosque, Selby Centre

VCS organisations highlighted a range of issues relating to venues that caused difficulties for them, including:

- Not having access to a permanent space in which to meet and deliver activities and services
- The affordability of local venues – either in terms of the rental costs for premises or hire costs for meeting rooms
- Lack of access to accessible venues, which had an impact on organisations working with disabled and older people
- Safe spaces for specific groups, particularly LGBTQ+ and young people

What needs to happen to effect change?

29. The council and partners should redress the balance in access to opportunities for growth for Haringey's voluntary and community sector. Actions to address this should include:
- Monitoring and periodically evaluating the implementation of the Procurement Strategy to ensure that the VCS are benefiting from the new approach, and promote successes to be adopted by other public sector bodies
 - Introducing a "Haringey Community Champion" awards scheme, to recognise the many people across the borough who make a positive difference by helping others
 - Responding to the House of Lords Select Committee recommendation, the council and other public service commissioners adopt a partnership approach to service design and provision, involving charities, other voluntary bodies, service users and beneficiaries in the commissioning process from an early stage. This will require public sector commissioners to embed a genuine partnership approach in their structures, processes, contracts and cultures to ensure that the best possible results are achieved.
 - Responding to the House of Lords Select Committee recommendation public service commissioners should also be encouraged to commission different types of services together. They should consider the potential of whole systems commissioning and whole person commissioning, with services and the commissioning process being designed around the needs of beneficiaries. This will result in better services for end-users and long-term savings for commissioners.

Building safer and more inclusive communities

Haringey is a remarkably diverse and tolerant place to live. Surveys of the people who live here regularly show that community cohesion is strong, with the majority feeling proud of the diversity of our communities. Everyone has a fundamental right to feel safe and to participate in community life. And we know that feeling part of a community has a positive impact more broadly on people's relationships, health and wellbeing.⁶⁵

However, the Commission heard that not all of Haringey's communities have the same experience of safety or inclusion. Despite the high levels of community cohesion overall, we heard that some residents felt anxious about their rights, which they related to the national government's 'hostile environment' policies for migrants, and they were affected by a wider set of signals that they were not welcome, including from some aspects of the press, in the way it presented issues relating to migrants and other minority groups.

Some residents and parts of the borough are more affected by crime than others. The poorest wards have the highest rates of crime,⁶⁶ and the same is true about whether or not people feel safe here. While the majority of the borough's residents feel safe, (94% during the day and 70% after dark across Haringey),⁶⁷ there are significant differences by area: in North Tottenham only 37% of people feel safe after dark.⁶⁸

There are also inequalities related to the impact of specific types of crime on different resident groups. The rate of youth violence has gone up in recent years and remains an urgent issue for the borough, that disproportionately affects our African and Black-Caribbean communities, and boys in particular.⁶⁹

This section focuses on the two main community safety related unfairness issues which were highlighted most frequently in Commission discussions:⁷⁰ the first relates to community policing and the second relates to community cohesion and discrimination.

What are the issues?

ISSUE 1: TRUST BETWEEN RESIDENTS AND THE POLICE NEEDS TO IMPROVE

Crime is a significant concern for Haringey's communities. This is reflected in the relatively high degree of priority afforded to the issue of crime in the council's residents' survey.⁷¹ One in three people across the borough identified crime and anti-social behaviour as the issue they most dislike about living in Haringey, while that figure is one in two for people who live in North Tottenham.

The vast majority of our young people are able to grow up free from direct experience of serious violence.

65 The Health Foundation 2019 'Creating healthy lives': <https://www.health.org.uk/publications/reports/creating-healthy-lives>

66 Northumberland Park and Tottenham Hale have crime rates above both the London and Haringey average, while simultaneously being home to households on incomes significantly lower than the median incomes in Haringey and London

67 This is below the LGA benchmark for night time safety, which is 76%.

68 Haringey Council 2018 'Residents Survey 2018': <https://www.haringey.gov.uk/local-democracy/have-your-say-haringey/residents-survey>

69 Haringey Council 2019 'Young People at Risk Strategy': <https://www.haringey.gov.uk/local-democracy/policies-and-strategies/young-people-risk-strategy>

70 For further detail on the methodology used to shortlist issues for consideration, please see the Commission's summary report of residents views: www.haringey.gov.uk/sites/haringeygovuk/files/fairness_commission_-_summary_of_residents_views_2019-04-15.pdf

71 Haringey Council 2018 'Residents Survey 2018': <https://www.haringey.gov.uk/local-democracy/have-your-say-haringey/residents-survey> Crime/ASB was the most commonly identified neighbourhood 'dislike' (34%). Given that safety and security was most commonly identified as the factor that makes the most difference to quality of life on a day to day basis, this is of particular importance.

But, as in other parts of London and cities across the UK, there are still too many affected by its devastating consequences. This issue is linked to the drugs trade and to the activity of crime networks and affiliated gangs, who exploit children and young people to undertake criminal activities on their behalf, targeting the most vulnerable.

Against this background, it is critical that local residents, the police, public sector and voluntary organisations can work together constructively to address the causes and impact of crime.

However, the Commission heard that trust between local communities and public authorities, but particularly the police, needs to improve. Data for September 2019 from MOPAC's Public Voice Dashboard indicates a low level of trust in the police. 52% of Haringey residents believe that the police do a good job in the local area, compared to the London-wide average of 58%. This is the fifth lowest level in London⁷² but it should be noted that the figure has improved substantially over the last year, when Haringey was consistently at the bottom of the public satisfaction chart. The dashboard also suggests that members of the public have concerns about equal treatment by the police, with 63% of people saying that they think the police treat everyone fairly, regardless of who they are, compared to the London benchmark of 77%.⁷³ This is the third lowest level in London.

This lack of confidence and trust was reflected in what Commissioners heard from participants in discussions about community policing. Feelings about the role of the police were often rooted in the legacy of past events. While there was an acknowledgement that there has been positive activity to address past issues, the residents we heard from felt more work was needed.

Stop and Search was identified as a key fairness issue by participants in the Commission, because of the disproportionate impact of this London-wide policy on some of our communities, the perception that it is sometimes unfairly applied, and the experiences that some people had when being stopped and searched.

In 2018, there were 6,351 stop and searches in Haringey. In Haringey, people of Black ethnicity are over four times

more likely to be stopped and searched than people of White ethnicity, and a 15-to-19-year-old is four times more likely to be stopped and searched than a 30-year-old. The police are required to base decisions about stop and search on intelligence and evidence from witnesses. However, many of the young people who spoke to the Commission who had been stopped and searched felt unfairly targeted and experienced this as an injustice.

There was a recognition that the police were making good efforts to engage with local communities. But while the Commission heard that residents recognised the role that stop and search can play in preventing harm, there were concerns about how this policy was implemented. Some people described the process of being stopped and searched as distressing, humiliating and a violation, compounding feelings of anger and mistrust.

People also raised concerns about how use of Section 60 (S60) powers⁷⁴ can result in specific areas or communities feeling stigmatised as 'problem' communities. Each instance of S60 between the 12 months leading up to June 2019 covered an average of eight wards. The wards that are most frequently under S60 are those in which knife crime, violence with injury and youth violence is most likely to occur and are in the east of the borough. There is a real challenge for the police and the community to tackle this issue together. In doing so, the residents who live in the wards most affected by violence and crime can start to feel that they are working alongside the police to keep their communities safe.

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?

Young Person; Project Future

72 Haringey Council 2019 'Haringey Community Safety Strategy 2019-2023': <https://www.minutes.haringey.gov.uk/documents/s109279/Haringey%20Community%20Safety%20Strategy%202019-2023%20FINAL.pdf>

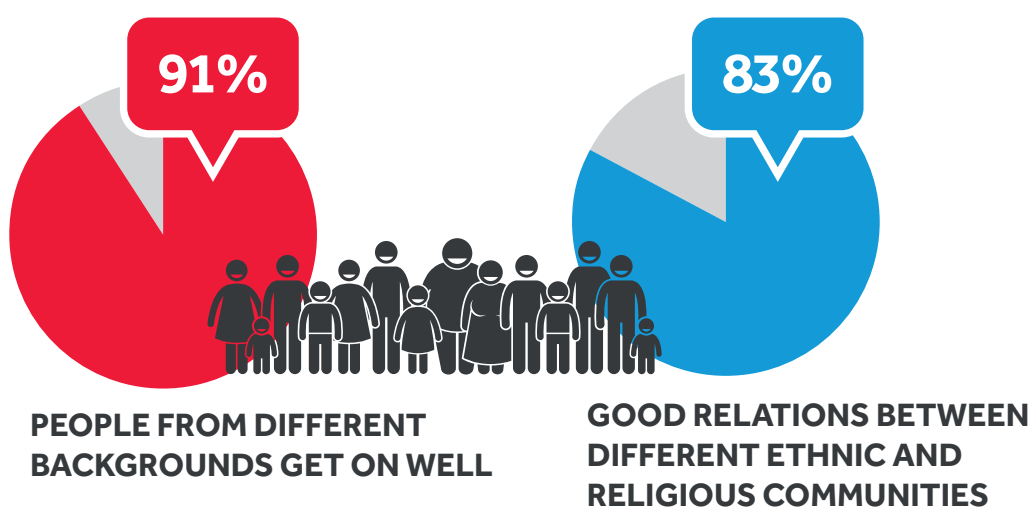
73 MOPAC 2019 'Public Voice Dashboard': <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/public-voice-dashboard>

74 Section 60 Criminal Justice and Public Order Act 1994 (s.60) gives police the right to search people in a defined area during a specific time period when they believe, with good reason, that: serious violence may take place and it is necessary to use this power to prevent such violence; or that a person is carrying a dangerous object or offensive weapon; or that an incident involving serious violence has taken place and a dangerous instrument or offensive weapon used in the incident is being carried in the locality.

Trust between all residents and the police is important, but it is particularly important that the police can develop and maintain good relations with our children and young people. Youth violence is an increasingly urgent issue in the borough, which disproportionately affects our African and Black-Caribbean communities – much more frequently as victims than perpetrators.⁷⁵ Recommendations in the children and young people focus on spaces and support for our children and young people so that they can stay safe. The Commission also notes that the Young People at Risk Strategy and Action Plan set out a clear vision for diverting our young people away from crime and into more meaningful

pathways. Meanwhile, as a community, and working in partnership with the police, we all have a responsibility to look out for, and take care of, ourselves and each other. The Commission recognises that the council and all its partners, from the statutory sector to the VCS, have a role to play in facilitating this dialogue.

The Commission wishes to signal an appetite for investment in further developing good relationships between Haringey's local communities and the police, recognising the important role the police play in keeping Haringey's residents safe, and calls on the new national government to provide ring-fenced funding to the Metropolitan Police for this purpose.



ISSUE 2: WE NEED TO FOCUS ON MAINTAINING LEVELS OF COMMUNITY COHESION AND TACKLING DISCRIMINATION BY PROMOTING INCLUSION AND UNDERSTANDING OF DIFFERENT GROUPS

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.

Haringey Resident; Migrants Resource Centre

many people feeling proud of the diversity of our communities. However, we should not take this for granted, and some groups sometimes feel marginalised, unsupported, or targeted.

One aspect of the unfairness that some of our residents have experienced relates to the Government's 'hostile environment' policies, in place since 2012, the aim of which has been to make staying in the UK as difficult as possible for people without settled immigration status. Haringey is home to many families of Caribbean heritage, many of whose parents or grandparents arrived in the borough during the Windrush generation years between 1948 and 1971. Some have struggled to produce the necessary documentation to confirm their UK status and continue working, get NHS treatment, rent a home, access benefits or even remain in the UK. Haringey is also home to large numbers of individuals and families from

Community cohesion is strong in Haringey, with

⁷⁵ Haringey Council 2019 'Young People at Risk Strategy': <https://www.haringey.gov.uk/local-democracy/policies-and-strategies/young-people-risk-strategy>

European countries who now need to apply to the Government's Settled Status scheme in order to stay here. It is deeply unfair that some of our residents, who have put down roots and made Haringey their home, should be treated in this way. The Commission notes the council's new Welcome Strategy is a positive step towards combating the effects of the national hostile environment policy.

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

Volunteer; Community Cook Up

In addition to this, the Commission heard from the Irish Traveller community, LGBTQ+ people, religious people and disabled people who had had negative and sometimes hostile experiences because of their identity. Police data shows that while overall race and religious hate crime slightly decreased, incidences of anti-Semitic, Islamophobic, homophobic and transgender hate crime all increased in Q1-Q3 2019 compared with the nine months prior.^{76, 77}

One way to tackle such unfairness's is through restorative justice approaches to identity-based hate crime, with evidence suggesting that they are effective in decreasing rates of reoffending while simultaneously empowering victims by giving them a voice.⁷⁸ The Commission calls for the London Mayor to provide further funding for community groups and police teams to be able to better deliver such interventions. Meanwhile, with Haringey's diversity a big part of its unique character, we should collectively be doing more to celebrate the many cultures and richness of life experiences in our borough.

A very real reflection of the diversity of our borough is the 180 different languages spoken in Haringey. English is not a main language for nearly a third (30%) of our residents. As a community, we can do more to ensure that migrant communities are better supported. Therefore, the council and partner organisations must act at a local level to better support particular at-risk

groups, such as individuals and families with NRPF, and ensure the advice and support they are given is correct, timely, and adequate.

What needs to happen to effect change?

30. The police, council, VCS and partners should use their collective influence and relationships to further improve relationships between the police and local communities.

Actions to address this should include:

- Working with Haringey Independent Stop and Search Monitoring Group (HISSMG) to identify opportunities to talk to parents and carers about the role of stop and search in protecting young people, as well as the rights that young people have when they are stopped and searched (including under S60)
- When undertaking street duties training, including the voice of Independent Advisory Groups (IAG) and/or Community Monitoring Groups (CMG)
- Neighbourhood policing teams and grassroots organisations identifying further opportunities to run joint workshops and engage with local communities and the VCS in different settings and scenarios in order to build trust and raise awareness of rights under Stop and Search. This should include regular updates on actions taken by neighbourhood policing teams in response to community feedback about engagement
- The police and the council working together to, as part of safeguarding practice, inform parents or carers of children and young people under the age of 18 who have been stopped and searched.
- The police, the council, and VCS organisations working together to offer shared training to all North Area BCU officers and, where appropriate, other public and voluntary sector workers, in trauma-informed approaches to policing.

⁷⁶ Metropolitan Police 2019 'Hate crime dashboard': <https://www.met.police.uk/sd/stats-and-data/met/hate-crime-dashboard/>

⁷⁷ It should be noted that this decrease represents a decrease in reported incidents of hate crime, and not necessarily a decrease in hate crime itself. One implication of this is that people may, in fact, be less confident in how to report this type of crime to the police.

⁷⁸ Restorative Justice Council 2019 'Evidence supporting the use of restorative justice': <https://restorativejustice.org.uk/resources/evidence-supporting-use-restorative-justice>

- The police, council, other public sector bodies and VCS organisations working together to develop and deliver a local campaign to promote Crimestoppers and the youth version, Fearless, so that the community are more aware of the benefits of reporting crime anonymously. This should include regular feedback about how reports made through Crimestoppers and Fearless have been successful in solving local crime.

Monitoring

Monitoring the implementation of the Commission's recommendations is crucial to ensuring their success. The council should take responsibility to coordinate responses from the statutory sector (including the CCG and the police) and the VCS sector, and regularly report on what progress the council and partners are making on the implementation of the recommendations.

31. Recognising the role of restorative justice in combating hate crime, the London Mayor should enhance support for the London Restorative Justice Service, Restore:London, by making more funding available to local community organisations and police teams to deliver a high standard of restorative justice by properly-trained facilitators.
32. The council, partners and other public sector organisations should work together to:
 - Create a shared equality and diversity action plan for the borough to celebrate our many different cultures and experiences together
 - Provide better support for refugees, asylum seekers, migrants and people with NRPF. This could include, for example, the Council's Expanded Free School Meals Working Group prioritising the provision of free school meals to children of families with NRPF.

Appendix A

What is already happening across these areas?

Delivering public services

Haringey Council and its partners are working together to develop and maintain innovative approaches to delivering public services. These include:

- **Adult Social Care (ASC) Redesign Group:** All of the Commission's data collection regarding ASC has been passed on to the ASC Redesign Group. The council has been addressing residents' initial concerns around feeling they didn't have enough involvement in the design of ASC services. Subsequently, many members of the community have been involved in the Osborne Grove redevelopment and the council is, more broadly, working towards a more collaborative approach in its design and delivery of ASC
- **Deaf and Disabled People's Organisation (DDPO):** Haringey is in the early stages of developing a user-led organisation, managed and controlled by local disabled people, across all impairment or social care service user groups, to provide services for or work on behalf of deaf and disabled people
- **The Library Strategy:** In Haringey, libraries are recognised as valuable assets which reach into communities, providing community and civic spaces. Through staff expertise and partnership working, they support residents' economic, learning and wellbeing needs and develop strong, resilient connected communities. Work continues to identify partnership opportunities to better understand communities and the role libraries can contribute to strategic partnership objectives, as well as identifying the role that libraries can play in delivering public services in an innovative way, including through early intervention models to enhance lives, create opportunities and provide a vehicle for others to support all of our residents
- **Connected Communities:** This programme is delivering excellent support across a range of key areas such as employment, health, housing, council tax, benefits and financial advice. Support workers provide information, advice and guidance on a broad range of services and topics to help residents become more independent
- **Front Office/Back Office:** This programme is making significant changes to how residents contact the council, alongside ensuring that there is more collaboration and efficiency between services. One of the aims is to allow as many residents as possible to easily access services online and therefore free up customer services to help residents who may not be so digitally confident
- **Community framework:** The council is in the early stages of developing a framework that will set out expectations of how the council should work with residents going forward. We expect the findings of the Fairness Commission to influence this
- **LGBTQ+ Community Network:** The council is working with partners to develop an LGBTQ+ community network. One of the aims of the network, informed by feedback from the community, will be to ensure the voice of the LGBTQ+ community is heard within council decision making.

A safe and secure home for all

A range of initiatives are already under way in Haringey that look to address some of the fundamental unfairness's in housing. These include:

- **Capital Letters:** Haringey has partnered up with 12 other London Councils to procure leases for TA and private lets. It is supported by £38 million of funding from MHCLG.

- **Mulberry Junction:** Haringey's new homelessness resource centre, which was co-produced and staffed by people with lived experience of homelessness, opened in October 2019 and has already served more than 100 people in our community, linking them up with housing, health and employment support
- **HMO licencing:** Haringey has extended its HMO licencing scheme across the borough to cover three and four-person households and ensure landlords are providing safe, suitable and decent housing for their private tenants
- **Community Benefit Society (CBS) and Purchase, Repair and Maintenance (PR&M) partnership:** These two schemes seek to purchase up to 400 homes over the next few years which will then be let to families nominated to it by the council. These homes will have an affordable rent set at the LHA, with the homes eventually being owned by the council.

A fair start in life for children and young people: education and play

Haringey Council is already undertaking a number of projects to address some of the issues affecting children and young people. These include:

- **The Black Caribbean and BAME Achievement Strategy**⁷⁹: Haringey has the biggest gap in the country between White British and BAME (especially Black Caribbean) attainment for children and young people. Closing the gaps will require everyone in the education system to hold each other to account, including on challenging unconscious biases. The strategy details the work and resources being put in place to close the gap between education outcomes for different ethnic groups in the borough
- **The Young People at Risk Strategy and Action Plan:** This looks at how we can make sure children and young people in the borough live free from the fear of violence and develop positive pathways to adulthood
- **The School Exclusions Review and the Alternative Provision Review:** This acknowledges that

exclusions are a product of behaviour in and around school, which may itself be a product of complex underlying drivers and a sign of unmet needs for an individual or family. Both reviews explore the factors which lead to school exclusions and how children and young people can be better supported to remain in education.

Valuing the contribution of communities and the voluntary and community sector

There are several local developments that are likely to have an impact on the issues raised as part of Fairness Commission discussions. These include:

- **The council's Community Buildings Review:** Presently, there is significant variation in what different VCS organisations pay for their premises, with some paying no or very little rent, while others pay market rates. The aim of this review is to manage the use of council buildings by the community and voluntary sector in a way that is fairer and more consistent, and values the important supporting services provided by the voluntary sector.
- **The council's new Procurement Strategy:** This is grounded in a community wealth building approach and seeks to support small, local providers, including VCS organisations, to tender for council contracts. It will do this by working more closely with the VCS to publicise opportunities; breaking down contracts; and adapting procurement processes to make it easier. It also embeds social value in all tendered contracts, offering VCS organisations the opportunity to show the full range of benefits to commissioning them to deliver services.
- **Haringey Giving:** This is a new place-based giving initiative that brings together Haringey's residents, community and voluntary organisations, businesses, funders and other key stakeholders to raise funds and engage volunteers to reduce poverty and inequality and support local good causes in Haringey.

⁷⁹ Haringey Council 2019 'Raising Black Caribbean and BAME Achievement': https://www.haringey.gov.uk/sites/haringeygovuk/files/2019_haringey_bame_achievement_strategy_1.pdf

Building safer and more inclusive communities

Several strategies and initiatives are already in place that seek to address some of the issues raised through the work of the Fairness Commission. These include:

- **The Young People at Risk Strategy and Action Plan:** This signals the need to strengthen trust between police and local communities and emphasises the importance of community engagement within neighbourhood policing. It also uses research on the risk factors for young people's involvement in violence and looks at how we can make sure they can live free from the fear of violence, and develop positive pathways to adulthood, by adopting a whole systems public health approach.
- **Community Safety Strategy and Action Plan:** focuses on reducing crimes such as violence with injury, robbery and gun crime; reducing all forms of domestic abuse and wider forms of violence against women and girls; exploitation, including child sexual exploitation and child criminal exploitation; improving public confidence in the police; delivering better support to victims of crime; reducing rates of reoffending.
- **The police's partnership working:** The police have undertaken local, targeted work to improve low levels of confidence in the borough over the past few years, including through partnership work with the council and voluntary and community sector partners. This includes participation by the police in sporting activities run in secondary schools, and workshops about Stop and Search, knife crime, and violence. Some of these have been aimed at primary school children transitioning to secondary school, and in youth spaces
- **Welcome Strategy:** sets out how the council and partners will work to ensure that Haringey continues to be an inclusive place for migrants from all backgrounds and establishes a framework for how we will realise that ambition within a particularly challenging financial and political context. This is a great step towards better support for migrant communities
- **Connected Communities programme:** support workers provide information, advice and guidance across a range of key areas such as employment, housing, Council Tax, benefits and financial advice to help residents prosper
- **North Area Violence Reduction Group:** has an action plan focusing on keeping deadly weapons off the streets; protecting and educating young people; targeting lawbreakers; offering ways out of crime; standing with communities, neighbourhoods and families against knife crime; and supporting victims of violent crime
- **Multi-faith forum:** faith leaders come together quarterly to discuss faith issues/safeguarding issues and monitor community sentiment.
- **Community conversations:** a platform to listen to the community's concerns regarding serious youth violence across the borough
- **Safer Neighbourhood Board:** brings police and communities together to decide local policing and crime priorities, solve problems collaboratively and make sure that the public are involved in a wide range of other community safety decisions. It consists of a diverse range of people from the VCS, statutory organisations and lay members
- **Community Safety Communications:** The council has been working closely with young people on I'm Out – a bold series of three short films on the impact knife crime has on the people involved and those close to them. Focus groups were held with young people before they starred in, and worked behind the scenes, on the films. The campaign directs young people towards apprenticeships, support and opportunities.

Appendix B

Commissioners in Phase 1

- Councillor Zena Brabazon, Co-Chair, Deputy Leader and Cabinet Member for Children & Families
- Cllr Kaushika Amin, Co-Chair and Cabinet Member for Corporate and Civic Services
- Professor Paul Watt, Co-Chair, Professor of Urban Studies, Birkbeck University
- Paul Butler - Chief Executive of the Selby Trust
- Lynette Charles - Chief Executive of Mind in Haringey
- Councillor Lucia das Neves - Chair of Overview and Scrutiny
- Dara de Burca – Local Resident and Director at Children's Society
- 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
- Cllr Joseph Ejiofor – Leader of Haringey Council
- Councillor Scott Emery - Liberal Democrat Councillor for Muswell Hill
- Zina Etheridge – Chief Executive of Haringey Council
- Sharon Grant OBE - Public Voice
- Tony Hartney - CEO Gladesmore Community 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
- Rev Paul Nicolson – Taxpayers Against Poverty
- Dr Geoffrey Ocen - Chief Executive of the Bridge Renewal Trust
- Seàn O'Donovan - Haringey Citizens Advice
- Rob Tao - Haringey Business Alliance

Commissioners in Phase 2

- Cllr Kaushika Amin, Co-Chair and Cabinet Member for Corporate and Civic Services
- Professor Paul Watt, Co-Chair, Professor of Urban Studies
- Hesketh Benoit – Youth Worker and founding member of Haringey Independent Stop and Search Monitoring Group
- Paul Butler - Chief Executive of the Selby Trust
- Lynette Charles - Chief Executive of Mind in Haringey
- Councillor Lucia das Neves - Chair of Overview and Scrutiny
- 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
- Treena Fleming - Borough Commander
- Sharon Grant OBE - Public Voice
- Rebecca Harrington - Chair of Trustees, The Maya Centre and Local Resident
- Tony Hartney CBE - CEO Gladesmore Community School
- Ken Hinds – Youth Worker and founding member of Haringey Independent Stop and Search Monitoring Group
- 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
- Sarah Miller – Director of Markfield and Local Resident
- Dr Geoffrey Ocen - Chief Executive of the Bridge Renewal Trust
- Seàn O'Donovan - Haringey Citizens Advice
- Rob Tao - Haringey Business Alliance

Appendix C

Engagements/Groups

Engagements	Type of engagement	Date
1st Public Event - Park View	Event	01/11/2018
2nd Public Event - St Mary's	Event	15/01/2019
3rd Public Event - St Francis	Event	02/02/2019
Alexandra Palace Wellbeing Café	Event	25/02/2019
Brittanic Auto Transmission	Submission	29/03/2019
Broadwater Lodge	Event	09/03/2019
Carers Coffee Morning	Event	07/11/2018
CARIS	Submission	21/03/2019
CCG	Event	11/10/2018
Chestnuts Primary School	Event	01/03/2019
Child Poverty Action Group	Meeting	29/10/2019
Children and Young People - Officers Session	Meeting	06/06/2019
Children and Young People - Working Group	Meeting	10/10/2019
Children in Care Council	Meeting	26/02/2019
Children in Care Council	Expert Witness Session	21/05/2019
Community Cook Up	Event	21/02/2019
Coombes Croft Drop-in	Event	13/02/2019
Delivering Public Services - Officers Session	Meeting	28/05/2019
Delivering Public Services - Officers Session	Meeting	04/07/2019
Delivering Public Services - Shadowing Session	Shadowing	11/06/2019
Delivering Public Services - Working Group	Meeting	07/11/2019
Disabled People Forum	Expert Witness Session	18/07/2019
Friends of Muswell Hill Library	Submission	02/02/2019
Gladesmore School	Submission	27/02/2019
Haringey Autism	Submission	29/01/2019
Haringey Debt Centre (CAP)	Event	15/02/2019
Haringey Defend Council Housing	Submission	02/04/2019
Haringey Independent Stop and Search Monitoring Group	Expert Witness Session	10/07/2019
Haringey Over 50s Forum	Meeting	04/07/2019
Haringey Physical Disabilities Reference Group	Submission	30/01/2019
Haringey Service User and Carer Forum	Meeting	11/11/2019
Highgate School	Submission	15/02/2019
Highway House Homeless Shelter	Event	12/03/2019
Hornsey Pensioners Action Group	Submission	15/02/2019

Engagements	Type of engagement	Date
Housing - Officers Session	Meeting	30/05/2019
Housing - Shadowing Session	Shadowing	08/07/2019
Housing - Working Group	Meeting	16/10/2019
Housing - Working Group	Meeting	24/10/2019
Irish Travellers	Event	03/10/2018
Lancasterian Primary School	Submission	15/02/2019
Latin Village UK	Submission	06/10/2019
LGBTQ+ Community Network	Meeting	28/05/2019
Love Lane TAG	Event	14/12/2018
Markfield	Submission	22/03/2019
Markfield - Adults with Learning Disabilities	Event	11/03/2019
Markfield - Parents and carers	Event	15/03/2019
Migrants Resource Centre	Event	21/03/2019
Muswell Hill & Fortis Green Association	Submission	02/02/2019
North London Ugandan Muslim Community at Selby Mosque	Event	15/03/2019
Online form submissions	Submission	various
Peacock Industrial Estate	Submission	27/03/2019
Peacock Industrial Estate	Expert Witness Session	02/07/2019
Personal contributions	Submission	various
Project 17	Meeting (Phone Call)	06/11/2019
Project Future	Event	20/02/2019
Safer Communities - Officers Session	Meeting	30/05/2019
Safer Communities - Working Group	Meeting	09/10/2019
Safer Communities - Working Group	Meeting	27/11/2019
Safer Communities - Working Group	Meeting	09/12/2019
Save Autism Services Haringey	Submission	18/09/2018
Save Autism Services Haringey and Social Care Alliance Haringey	Expert Witness Session	25/06/2019
Selby Centre	Event	01/02/2019
SendPact	Event	20/02/2019
SendPact Survey	Submission	25/02/2019
Tilkiler Community Centre	Event	10/03/2019
Tiverton Primary School	Submission	14/02/2019
VCS Forum	Event	15/10/2018
Valuing Haringey's VCS - Officers Session	Meeting	11/06/2019
Valuing Haringey's VCS - Working Group	Meeting	09/10/2019
Whitehall Lodge	Event	07/03/2019
Wightman Road - Women's Forum	Event	08/02/2019
Willow School	Event	11/02/2019
Wise Thoughts	Event	07/03/2019

Appendix D

Abbreviations

ASB	Anti-Social Behaviour
ASC	Adult Social Care
BAME	Black, Asian and Minority Ethnic
DfE	Department for Education
EHRC	Equality and Human Rights Commission
ESA	Employment Support Allowance
FSM	Free School Meals
GDPR	General Data Protection Regulation
GLA	Greater London Authority
IAG	Information, Advice and Guidance
IPPR	Institute for Public Policy Research
LGA	Local Government Association
LGBTQ+	Lesbian, Gay, Bisexual, Transgender, Queer +
LHA	Local Housing Allowance
MHCLG	Ministry of Housing, Communities and Local Government
MOPAC	Mayor's Office for Policing and Crime
MPS	Metropolitan Police Service
NEET	Not in Education, Employment or Training
NRPF	No Recourse to Public Funds
PIP	Personal Independence Payments
PRU	Pupil Referral Unit
SEND	Special Educational Needs and Disabilities
TA	Temporary Accommodation
TUC	Trade Union Congress
UNICEF	United Nations International Children's Emergency Fund
VCS	Voluntary Community Sector

Appendix E

The Social Model of disability

The Social Model of disability was developed by disabled people and it is supported by organisations led by disabled people.

It says disability is caused by barriers that arise because society is not designed to accommodate people who have impairments. It is these barriers that disable people who have impairments.

If these barriers are removed, a person may still have an impairment but would not experience disability.

It contrasts with the Medical Model of disability that says disability is caused by impairments that need to be treated, managed or cured.

Appendix F

Statements of Support

Kellie Dorrington- Haringey Citizens Advice
Sharon Grant- Chair of Haringey Public Voice
Sean McLaughlin- Managing Director Homes for Haringey
Lynette Charles – CEO Mind in Haringey
Rob Tab- Interim Chair: Haringey Business Alliance
Co Chair: Green Lanes Traders Association
Sarah Miller- Markfield
Bibi Khan- Wightman Road Mosque
Paul Butler- Chief Executive Selby Trust
Tony Hoolaghan- Chief Operation Officer:
Haringey Clinical Commission Group (CCG)

KELLIE DORRINGTON- HARINGEY CITIZENS ADVICE

Citizens Advice Haringey support the recommendations of the Fairness Commission. In particular putting citizens at the heart of service delivery and ensuring that all those who use our services are treated with dignity and respect resonates with what we do.

By working with the community to design the services that we offer we strive to promote fairness and wellbeing as part of our core offer.

We look forward to working together with all of our partners and stakeholders to make the recommendations of the Fairness Commission a reality across the borough.

SHARON GRANT- CHAIR OF HARINGEY PUBLIC VOICE

This has been an important exploration of the scale, nature and perceptions of unfairness in our borough. The next step must be for all of us in Haringey to recommit to finding new remedies which reflect these findings.

SEAN MCLAUGHLIN- MANAGING DIRECTOR, HOMES FOR HARINGEY

Homes for Haringey works closely with the Council and other partners to reduce inequality and mitigate its impact on local people. We fully support the Fairness Commission's recognition of the importance of secure and affordable housing to the well-being of our residents. The Commission considered a full range of housing issues including the desperate need for additional social housing, decency standards in our own stock, challenges relating to temporary accommodation, access to the private rented sector and the particular obstacles faced by disabled residents. The Commission considered extensive verbal and written evidence and also took time to come and meet the officers who are delivering the front-line services, which was much appreciated.

The recommendations for national government reflect the local need for a change in government policy and approach. Other recommendations reflect the need for us all to do more to increase access to housing despite the constraints, and support residents to access a range of options for safe and secure homes. The Commission recognised that while our first priority is to increase the supply of social housing, we also need to ensure that we can provide good quality temporary accommodation and support access to the private rented sector for people who are facing homelessness. The recommendations include some practical steps that can be taken to help achieve this.

LYNETTE CHARLES — CEO MIND IN HARINGEY

It has been an insightful experience being part of the Fairness commission and I thank you and all fellow commissioners for your hard work and commitment over the last year.

We were given lots of personal and sometimes distressing information from those that live and work in Haringey to consider and with an additional responsibility to assist in affecting change.

I feel that our report captures the experiences of those we met and talked with and gives real sense of the lived experiences of inequality that must be challenged.

I am hopeful that by working together with Council and other partners that the Fairness commission's recommendations can make a real impact on the lives of those in Haringey that are experiencing inequality.

We at Mind in Haringey are committed to continuing to support the work of the Fairness Commission across Haringey as we know only too well the impact inequality has on Mental health and wellbeing not just for the individual but the whole community.

ROB TAB- INTERIM CHAIR: HARINGEY BUSINESS ALLIANCE CO CHAIR: GREEN LANES TRADERS ASSOCIATION

On behalf of the Haringey Business Alliance, we fully support and endorse the work and findings of the Fairness Commission. The ethos and approach is great and a refreshing start, to listen and to hear the issues of inequality of everyday circumstances experienced by all sectors of the community. By listening to these issues can we then start to address, and where possible, begin to understand the underlying issues, in the hope to ratify and to make recommendations to improve services.

SARAH MILLER- MARKFIELD

The process of the Fairness Commission's work, engaging and listening to residents across the borough, has helped to 'shine a light' onto the inequality and disadvantage that blights so many lives in Haringey. Markfield community centre has been proud to play a part in this work – in particular so that the issues that matter to people with autism & learning disabilities and their families can be better understood by service providers and the wider community. Markfield commits to working with the Fairness Commission, the Council and other agencies to help to implement the recommendations of the Commission.

BIBI KHAN- WIGHTMAN ROAD MOSQUE

It has been a privilege to serve as a Commissioner for Haringey's Fairness Commission and therefore part of the consultation process with residents across the Borough. I am a Community Leader representing Wightman Road Mosque which comprises of 29 different ethnicities with varying languages, habits and customs. Being part of the consultation was therefore of strategic importance as it allowed me to hear more extensively from residents across the borough about many issues that affected their lives including those within my own community.

We heard about things that Haringey were doing right and more importantly issues that were not working well for residents and which had serious implications on the quality of their family life.

From the very start of the process it was clear that residents were concerned about equality of treatment in areas of education, community, housing, welfare benefits, health and social care and particularly how established systems did not work for them. Issues presenting were challenging and complex in nature and it was important for Commissioners to familiarise themselves with the procedures and practices of each area of concern for example housing or education.

The process of the Commission was enhanced as its commissioners were from a variety of backgrounds with a great range of expertise and knowledge working collectively to capture feedback from residents which when communicated to Haringey would provide significant and critical ways to change procedures and processes. This process would also help Haringey to identify what it was doing good.

I believe that this commission was an excellent tool to capture key issues affecting residents providing a high degree of resident engagement and linked to commissioners who were reflective of the community and had the ability of representing local people for me a community group, Wightman Road Mosque.

I totally support the Fairness Commission Report and the fact that a mixture of strategic and practical recommendations is encompassed for Haringey to take on board; and to address as many of the unfairness and inequalities raised by our residents. Haringey is a great borough, full of diversity which we should celebrate.

PAUL BUTLER- CHIEF EXECUTIVE SELBY TRUST

The Selby Trust is pleased to be part of the Fairness Commission. Issues of inequality, addressing poverty and access to services are at the very heart of what we are seeking to address as an organisation, and this has been theme throughout the consultation process for the Fairness Commission. The Selby Trust will continue to work with the London Borough of Haringey, statutory authorities and the community to ensure that we work towards an infrastructure which embraces a community centred approach to addressing many of the findings in the report.

The Selby Trust is currently partnering with Middlesex University to further analyse some of the findings of the report, and this will inform our strategic priorities moving forward at a local level.

The true test of our involvement, will ultimately be the changes we make both as an organisation and in partnership with LBH and the wider community to ensure that we implement change that impacts positively on the communities we serve, only then can we claim to be achieving what we set out. The very heart of the Haringey area are people; they are the engine of community regeneration.

TONY HOOLAGHAN- CHIEF OPERATION OFFICER: HARINGEY CLINICAL COMMISSION GROUP (CCG)

We are very supportive of the work of the Fairness Commission and its recommendations, although as an NHS organisation, we are apolitical, and therefore some of the recommendations we are not in a position to comment on. We are, however, absolutely committed to making sure that everyone in our borough has fair and equal access to high quality health services and support when they need it. Treating people with dignity and respect – a recommendation of the Fairness Commission – is a core value in the NHS Constitution, and one that we are absolutely committed to ensuring continues to be a priority for all who work in the health service in Haringey. The CCG is working with the Council and other local health and voluntary sector organisations in a 'Borough Partnership'. As a partnership, our aims are to work differently and even more collaboratively to improve the health and wellbeing of the local population and reduce the health inequalities that exist within our borough. Our partnership working will support many of the recommendations of the Fairness Commission.

'Progress With Humanity' is the motto on Haringey's Armorial Bearings, or Heraldic Coat of Arms, granted in 1965 following the establishment of the borough.



