

Report for: Overview and Scrutiny Committee

Title: Consultation and Engagement

Report authorised by: Jean Taylor – Head of Policy

Lead Officer: Chris Brent

Ward(s) affected: All wards

**Report for Key/
Non Key Decision:**

1. Issue under consideration

1.1. The issue of consultation and engagement was brought to the attention of the committee through a scrutiny café event and online survey that took place as part of the development for the Overview and Scrutiny Committee work plan for 2018-2020.

1.2. The following points came out of this event and survey:

- a) Good community engagement can bring considerable benefits for both the Council and Haringey communities.
- b) Consultation and engagement exercises should be based on two-way communication, with the Council being careful to act on residents' feedback and the results of those actions being reported back to them.
- c) Communities of interest need to be maintained by ensuring that community interest groups continue to have a place and a channel to communicate with the council.
- d) The change of emphasis from a corporate to a Borough Plan is significant. This commitment needs to be reflected through positive engagement with residents to develop and deliver the Plan.

2. Update on progress

2.1. The Haringey Borough Plan was published in 2019 following a period of consultation. Outcome 17 of the Borough Plan states its commitment to being 'A Council that engages effectively with its residents and businesses'. As part of its overall commitment to strengthening engagement with Haringey communities, the Borough Plan also contains a Residents Engagement Pledge that sets out its aims to strengthen the relationship between residents and public services.

2.2. As a council we have a strong commitment to consultation and engagement and to gaining the views of residents more regularly and effectively. There are a number of ongoing pieces of work that reflect this commitment and deliver on the promises within the Borough Plan and the Residents Engagement pledge, which include but are not limited to the below:

2.3. The Fairness Commission

2.4. The Fairness Commission was formed in 2018 with the aim of developing practical recommendations on how the council - working with others - can tackle inequality and promote fairness in the borough. The Fairness Commission's recommendations were put together as a result of significant engagement with residents. Three large public events were held but in order to hear a wider range of voices the Commission also went out to a vast number of groups such as Carers coffee mornings, primary schools and community kitchens.

2.5. The Commission will be recommending that the Council and partners should ensure that local communities are more actively involved in consultation, engagement and coproduction.

2.6. The Fairness Commission report and final recommendations will be published in late February, with a report noting these going to Cabinet on 10th March.

2.7. Community Framework & Citizens' Panel

2.8. The Council is in the process of developing a Community Framework, the aim of which is to strengthen the overall Council-resident relationship, and to provide more opportunities for residents to have their say on the Council's direction of travel. As part of this, the Council will be moving beyond more traditional consultation and engagement activities, and developing more diverse channels for richer participation, with a greater focus on co-production and deliberative democracy.

2.9. The creation of the Citizens' Panel is a key part of this approach. Haringey Citizens' Panel will launch in Spring this year, enabling us to develop a better understanding of people's experiences as Haringey residents, and the things that matter to them. The Panel will allow us to reach a wider range of residents, and will be made up of a representative sample of residents who will be regularly invited to have their say about council services and life in the borough. Panel members will be selected through a recruitment process to ensure an accurate representation of Haringey's communities, with a particular emphasis on those who are often less represented.

2.10. As well as the Citizens' Panel, the Community Framework will set out an overall roadmap to embedding a more creative approach to consultation and engagement in the coming years. As part of this process, the Council will draw on Panel member feedback to understand their needs and preferences, as well as to invite members to attend face to face events and workshops to explore such issues in greater depth.

2.11. The Haringey Way

2.12. There is much work being done across the borough to create a greater focus on working more effectively with residents to improve outcomes, and at the

Council this is being driven through The Haringey Way, a set of principles that enshrine how we work across Children's and Adult's Social Care, the wider Council including Connected Communities and Haringey Adult Learning Service, and across the entire system, from Homes for Haringey to the VCS.

- 2.13. The Haringey Way is focused on understanding our residents, what their individual needs and circumstances are, and drawing on their strengths, their local networks and community assets to provide the care and support that is right for them.
- 2.14. While the core principles of the Haringey Way are not yet final, they will include a focus on early intervention and prevention, collaboration and a strengths-based approach, meaning we work collaboratively with residents to draw on their strengths and assets, encouraging them to be not just users, but also co-producers of the services provided.
- 2.15. The Haringey Way has been put together with partners and is currently in development. Once it is finalised it the Council will work with partners across the system to create a borough-wide commitment to embedding these ways of working.
- 2.16. Northumberland Park Integrated Team Hub
- 2.17. The Northumberland Park Integrated Team Hub creates a regular working space for locality teams, based in Northumberland Park Resource Centre. On Tuesdays each week the hub provides a space for council, voluntary and other public sector staff to meet with their clients and share expertise with colleagues from several service areas, such as health, social care, housing, benefits or employment.
- 2.18. The hub aims to create a new and exciting way of breaking down barriers both between different practitioners and between practitioners and the community. The hub is helping to embed early intervention and prevention into the way we work, whilst creating an environment where learning can be easily shared, and practitioners can work together to find solutions to residents' complex challenges. The hub is an example of the Haringey Way foundations being applied to front line services.
- 2.19. Connected Communities
- 2.20. Connected Communities is a programme set up to improve access to council and voluntary services, and to encourage residents to live their version of a good life. The programme can provide anyone in the borough support with – housing, employment, ESOL classes, parenting and childcare, benefits and financial advice, getting involved in community activities and groups and applying for the EU settlement scheme.
- 2.21. The programme, which began in September 2018, currently works out of two main hubs at Wood Green library and the Marcus Garvey Centre. In addition to these hubs, there are a wider number of flexible locations where greater

numbers of people can be reached. These locations include schools, GPs, libraries, hospitals and cafés.

2.22. They also have a team of Local Area Co-ordinators who can support residents with identifying their strengths, goals and needs, finding practical ways of becoming more independent and developing and using personal and local networks.

2.23. VCS Forum Engagement

2.24. Haringey is home to a rich and varied voluntary sector, which contributes significantly to the life of the borough. The sector plays a role in delivering services, supporting residents, enhancing the cultural offer in the borough as well as holding the Council to account. Council teams engage directly with voluntary sector organisations on a thematic basis – for example, as part of programming events for Black History Month, or involving specialist charities in work to tackle hate crime.

2.26. The Bridge Renewal Trust is the Council's Voluntary Sector Strategic Partner, and within this contract provides a medium of communication between the Council and the sector and facilitates opportunities for Members, Council officers and the sector to come together. As part of this, the Strategic Partner holds quarterly Voluntary & Community Sector forums plus additional thematic forums. The sector values these opportunities to input into Council policy and feedback their perspectives drawn from their work. During the most recent Voluntary & Community Sector Forum, the sector was consulted on how the Council's landlord role can enhance community benefit, and valuable insights were drawn to inform the progress of that work.

3. Next Steps

3.1. The pieces of work outline above demonstrate Haringey Council's commitment to consultation and engagement and delivering on the promises within the Borough Plan and the Residents Engagement Pledge.

3.2. The next steps are for the council to continue taking this work forward and identifying opportunities to improve and refine our approach to consultation and engagement.

4. Recommendations

4.1. That the committee considers the Council's ongoing work around consultation and engagement and its progress in delivering the objectives laid out in the Residents Pledge and the Borough Plan.

4.2. That the committee reflects on what works well within the council's current approach to consultation and engagement and what aspects could be improved.

Attachments

1. Residents Engagement Pledge, Borough Plan 2019-2023



RESIDENTS ENGAGEMENT PLEDGE

The purpose of the pledge to residents is to strengthen the relationship between residents and public services, and to build on the sense of community in the borough. We can only achieve the outcomes and objectives set out in the Borough Plan if the council, local organisations, community groups and residents all work together for the benefit of everyone in Haringey.

OUR STRENGTHS

Haringey is a diverse borough with a strong sense of community.

More than nine out of 10 residents (91%) agree that their local area is a place where different backgrounds get on well. This is significantly better than most other areas.

More than four in five residents are satisfied with their local area as a place to live (86%), higher than the rates in the rest of the country (82% on average).

OUR CHALLENGES

Government cuts to funding for local public services continue and each year decisions about budgets are getting tougher. It is vital that we work with the people who use our services to understand what has the most value.

Some who responded to the consultation on the draft version of this plan said that the relationship between the council and residents could be improved so that they can trust that the council is on their side.

We will:

- Establish a Citizens' Panel to develop a better understanding of resident perception, confidence and trust in public services. This will be made up of a representative sample of residents who want the opportunity to have their say about council services and life in the borough.
- Talk to those affected at the start of the process when looking at changing existing services or policies, and developing new ones, so people are able to inform what we do.
- Make it easier for people who want to play an active role to contribute to their communities.
- Run campaigns to promote civic pride, building on the strong sense of community, to promote positive behaviour where everyone looks after their neighbourhoods.
- Use the Citizens' Panel to talk to residents in Tottenham and Wood Green where regeneration schemes are planned to track how they are feeling about the ways in which their local area is changing, and act on any concerns.
- Ensure that residents get the right information and advice the first time they ask and find it easy to get the help they need.
- Run the residents' survey every two years to help understand what people's priorities are, how the borough is changing over time, see where we are doing well and where we need to improve.
- For those receiving personal services from the council, we will ensure that all decisions about your care is taken with you directly involved.
- We will ballot residents on estate regeneration proposals.



2. Outcome on engagement in Borough Plan

Outcome 17: A Council that engages effectively with its residents and businesses

Objective	How will we deliver the objective?
a) Residents and businesses feel engaged with and show high levels of trust in the council	<p>We will:</p> <ul style="list-style-type: none"> → Deploy a range of innovative engagement activities appropriate to the issue. → Develop a Business Pledge and VCS Pledge that underpin the principles of the two-way relationship and our commitments to support the business community and Haringey's voluntary and community sector. → Use the residents' survey findings to identify specific areas where there is most concern and use this to inform future decisions. → Use the Fairness Commission to engage a wide range of residents, stakeholders, partners and experts, through evidence sessions, to understand how the council and its partners can tackle issues of inequality and fairness
b) We demonstrate clear understanding of the needs, aspirations, opportunities and strengths of Haringey's communities - and use this to inform our decisions	<p>We will:</p> <ul style="list-style-type: none"> → Work to reform our data collection, storage and analysis so that it is robust in informing our decision-making. → Actively use the residents' survey findings to inform the development of policies and projects. → Pilot different approaches to open up our data for public use.
c) We make available to our residents and businesses the information and connections they need to make their own decisions and to thrive individually and collectively	<p>We will:</p> <ul style="list-style-type: none"> → Ensure that services are developed with the people who use them and with our partners who contribute to their delivery, making widespread use of user-centred design approaches, such as 'Community First'.

Borough Plan outcome	Performance indicator	Target
17. A council that engages effectively with its residents and businesses	Percentage of residents who say they are well informed about the services and benefits the council provides	63% by 2022
	Commitment to develop deeper understanding of resident perception, confidence and trust in council, engagement, involvement in decision making, and the council's relationship with specific communities through the Citizens Panel	N/A