

**Appendix D:
Haringey Strategic Partnership's Community Engagement Framework:
How community views informed the development of the draft Framework**

Community groups told us to:	So the Community Engagement Framework draft principles are to:
<ul style="list-style-type: none"> • Make better use of community groups • Use HSP representatives to attend different events • Have a regular HSP slot on the agenda at Area Assemblies • Use HAVCO <p>'Better use of Area Assemblies... and piggyback on Homes for Haringey and Haringey Council events' (Haringey resident)</p> <p>'Work in partnership with companies to deliver programmes and tackle issues... develop business and local community partnerships' (Haringey resident)</p>	<p>Work in partnership to join up our engagement activities</p>
<ul style="list-style-type: none"> • Engage on specific issues, not generally • Don't raise expectations that can't be fulfilled <p>'People are more likely to be involved if focused on a particular issue' (Friends of Hornsey Church Tower)</p> <p>'Don't raise expectations that can't be fulfilled' (Haringey resident)</p> <p>'It is most useful to involve and listen to the people to who the services are intended.' (London Islamic Cultural Society)</p>	<p>Engage when it will make a difference</p>
<ul style="list-style-type: none"> • Use simple clear language • Use community development officers 	<p>Be clear about what we're asking</p>

Community groups told us to:	So the Community Engagement Framework draft principles are to:
<p>'It would help if simple clear language was used – some of the current jargon is incomprehensible!' (Haringey Emergency Corps)</p> <p>'Openness in all meetings' (Haringey resident)</p> <p>'Letters and leaflets in very simple ways' (Polish and Eastern European Christian Family Centre)</p>	
<ul style="list-style-type: none"> • Set up specific groups – e.g. for Lesbian, Gay, Bisexual and Transsexual people • Target Black and Minority Ethnic groups • Hold meetings in environments where people from certain ethnic groups feel comfortable – i.e. not at the council, but in community centres • Run meetings in schools at peak times (beginning / end of the day) • Hold meetings at different times, and more than one on the same issue <p>'Some people from certain ethnic minority groups do not attend meetings at council offices but would rather attend... in community centres facilitated by their own leaders.' (Tiverton Residents Association)</p> <p>'[use] outreach workers who speak minority languages' (Haringey resident)</p> <p>'Set up specific groups – e.g. for lesbian, gay, bisexual and transgender people' (Stonewall Housing)</p> <p>'...a Council member to attend a scheme or once every month or two – residents would feel more at ease in their own environment' (Cranley Dene Court residential home)</p>	<p>Be inclusive and aim to engage with all communities where appropriate</p>

Community groups told us to:	So the Community Engagement Framework draft principles are to:
<p>'Specifically target... black and ethnic minority groups to gather information on their views' (Kush Community Arts & Media Development)</p> <p>'Arrange more than one meeting on a particular issue, e.g. week and weekend, daytime and evening, so that people will not miss out' (Caribbean Community Centre)</p>	
<ul style="list-style-type: none"> • Evidence that what has been suggested by community has been done • Hold public meetings to evaluate results of initiatives • Demonstrate that practical changes are being made as a result of consultation <p>'When priorities have been initiated and delivered a meeting for the public to evaluate the results would inform the HSP of any areas for improvement' (Haringey resident)</p> <p>'Show that practical changes are being made. Too many questionnaires without responding to local issues leads to community frustration.... Avoid glossy leaflets and publications – I'd rather see changes in my community' (Haringey resident)</p> <p>'People feel they are being ignored when they make suggestions... and receive no reply' (Summer Hall Residents Project)</p> <p>'Make sure that all venues are accessible' (Edgecot Grove Residents Association)</p>	<p>Communicate the results of engagement activity</p>
<ul style="list-style-type: none"> • Ensure maximum involvement of community groups in partnership boards • Listen to the views of people on community forums • Invite groups to HSP meetings 	<p>Build capacity of communities to take part in engagement activities</p>

Community groups told us to:	So the Community Engagement Framework draft principles are to:
<ul style="list-style-type: none"> • Use the Homes for Haringey Forums <p>'Ensure maximum empowerment of local community organisations and local communities in all decision-making' (Haringey Federation of Residents Associations)</p> <p>'Our target groups could take part in consultations but must take part in decision-making too' (Alevi Cultural Centre)</p>	