

H A R I N G E Y

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 Ensuring that low-income working households can keep more of what they earn before benefits start to be withdrawn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 debt, 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

Delivering public services

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:
 - a) Training frontline staff in active listening techniques, so that they have tools to help them to more fully understand people's circumstances and needs
 - b) 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
 - c) 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:
 - a) 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
 - b) 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"

A safe and secure home for all

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:
 - a) 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
 - b) 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
 - c) 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

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:

- a) Following the approach in Scotland and Wales and devolve the Right to Buy scheme to the London Mayor
- b) 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
- c) 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
- d) Legislating to introduce rent controls in the private sector and extending the tenure of assured shorthold tenancies to a minimum of five years
- e) Devolving the power to regulate the private rental sector in London to the London Mayor
- f) 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

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:

- a) 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
- b) Highlighting landlords who won't rent to households receiving housing benefits
- c) 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:

- a) 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
- b) Ensuring all temporary accommodation is of a decent standard and of adequate size for housing families
- c) 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:

- a) 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
- b) 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 our 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

Actions to address this should include:

- a) Committing to working with other public sector partners towards Haringey attaining a UNICEF child-friendly borough status
- b) 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:

- a) 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
- b) 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

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:

- a) 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
- b) 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:

- a) 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 interventions
- b) 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
- c) 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
- d) 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

- e) 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 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 staff in schools, set out in the NHS Long Term Plan

Valuating the contribution of Haringey's 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

Actions to address this should include:

- a) 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
- b) Introducing a "Haringey Community Champion" awards scheme, to recognise the many people across the borough who make a positive difference by helping others
- c) 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
- d) 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

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
- 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

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:
- 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