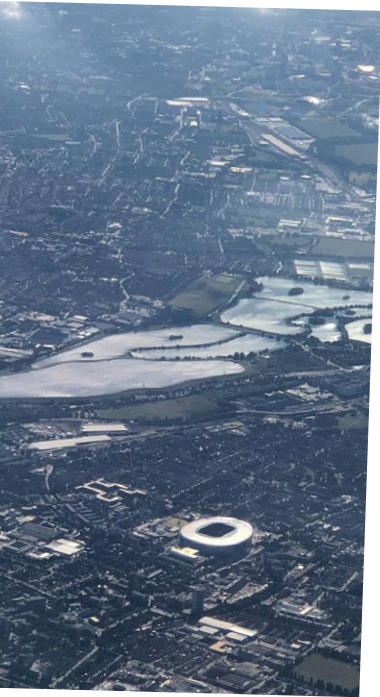


2019 – 2023

BOROUGH PLAN UPDATE REPORT

July 2021





FOREWORD

Haringey is our home, and we are proud of it. We are ambitious for Haringey's future and have great ambitions for the people who live here.

In 2019 Haringey published a Borough Plan. The purpose of the Plan was to set out for residents, partners and the council a vision for what we were trying to achieve and some of the key things we wanted to do. The ambition when we set out was to make Haringey a fairer and more equal borough by 2023.

We wanted to build more council houses and we are on the way to making that happen and to bring services in-house to make sure that you, our residents, can hold us more directly to account. Only a year into our plan, Covid-19 struck and many council resources have been funnelled into supporting our residents through these dreadful and challenging times.

The pandemic has highlighted the health, social, educational, and economic inequalities throughout the borough. Our least well-off communities have suffered high death and infection rates. Those who worked in front line services like health and social care as well as in supermarkets and home delivery services were particularly affected. Many of our Black and Minority Ethnic communities, the backbone of these workforces, were hard hit.

It was timely then that we received the final report and recommendations of the Haringey Fairness Commission in February 2020. The Commission spoke to more than 1500 residents. These insights and the Commission's conclusions are shaping our thinking about how we those tackle deep structural inequalities including the gap between east and west of the borough and the different life-chances experienced by the children and young people from different parts of our borough.

The pandemic also brought us together in unexpected ways. Mutual aid groups were formed. People looked after their elderly neighbours and you showed enormous courage and resilience. Haringey residents pulled together.

The council too is learning that we can no longer just sit in the town hall and do things to people. We need to be doing things with people. I feel passionately that we need systematically to plan and design services with our residents. Only then will our local communities truly be at the heart of what we do.

Many of us have family and roots from around the world. My family are from Cyprus and came here in the 1950s and 60s. That's why it is so important for me that we bring people together.



CONTENTS

In the next phase of the borough plan we want embed this concept of working with residents, what we call co-production, into everything we do. I want to make sure that what matters to the people of Haringey is reflected in all our decisions.

I feel strongly too that we must be prepared to listen when you tell us that we have got things wrong. We need to learn from our mistakes. In the last 18 months we have discovered so much about ourselves as a borough, both good and bad, as this report shows.

This autumn we want to start talking to you about what matters most, be it tackling climate change, designing safe, clean and friendly neighbourhoods or supporting families and young people. We want to hear from you about how we can work together to help everyone to live the life they want to within a strong and supportive community.

I grew up in this borough. My father ran a small business. I went to school in Wood Green and I now live with my family in Tottenham. It has been a tough year, but as this report shows, the Council is working hard to be on the side of our residents, businesses and communities. And we pledge to work with you now and in the future to create a Haringey we can all be proud of.

Cllr Peray Ahmet

Leader, Haringey Council

What has changed	4-7
The Council's Covid response	8-9
What We Have Learned	
Equality and Fairness	10
The way we work	12
Borough Plan Priorities	
Housing	16-19
People	20-23
Place	24-27
Economy	28-31



WHAT HAS CHANGED?

THE IMPACT OF COVID-19

‘We have lost three residents to coronavirus on the estate. ... You can’t sit in your home and pretend it’s not happening when your neighbours have died’ – Haringey Resident, Covid-19 Stories

→ Covid-19 has had a big impact on our borough. It has been a devastating health crisis where we have lost too many loved ones, but it has also affected every area of our lives. And whilst no one has been left unaffected, there has been a disproportionate impact on those residents and communities already experiencing inequality and disadvantage.

Haringey had registered 514 coronavirus-related deaths by the beginning of June 2021. Neighbourhoods in the East and with more people from Black, Asian and Minority Ethnic backgrounds such as Tottenham, Bruce Grove and Northumberland Park have seen the highest death rates.

→ Our Covid-19 Community Impact Assessment explains how our most vulnerable and disadvantaged residents have been affected. For example, not only have disabled, low-income, and Black, Asian and minority ethnic (sometimes referred to as ‘BAME’) residents and residents with long term health conditions been at greater risk of dying from the virus, but they have also often have been disproportionately affected by social impacts (including loneliness, isolation and mental health challenge) and economic impacts (furlough, job loss and income reduction).

The local economy was hit hard by lockdowns. Footfall in Wood Green fell 50% in April 2020 compared to April 2019. Unemployment in Haringey is now the highest of all local authorities in the UK.

→ There has also been a profound impact on our children and young people. Covid-19 has not only disrupted their educations but also the social contact and development that is so important from early years through to the transition to adulthood. These impacts have disproportionately affected those already experiencing disadvantage and inequality.

Pupils in Haringey on average missed almost 18 weeks of on-site schooling from March 2020 to March 2021. There have been higher rates of school absence for residents from our Black, Asian, and Minority Ethnic groups.



→ This pandemic has also exposed inadequacies of the nation's social safety net, an issue previously highlighted by Haringey's Fairness Commission. We have seen our residents struggle to feed their families as they wait for universal credit payments, and despite the £20 per week temporary uplift, we have still seen some households struggle financially. We have also seen the impact on those without access to support, namely those residents with no recourse to public funds (NRPF).

Residents told us that they feel one impact of Covid-19 is to make inequalities worse: 'The rich people are just getting richer and poor people, poorer' – Haringey Resident, Covid-19 Stories

→ We have already seen how the impacts of the pandemic have affected our residents in the short term: they are reflected in the sharp rise in claims for universal credit and in the increase in our unemployment rate; in requests for assistance with emergency food and fuel; and, in the dramatic increase in domestic abuse.

The council worked with our partners such as Edible London to deliver 20,500 food parcels to at least 3,300 individual Haringey households from March to July 2020, with two major new temporary food distribution centres at Tottenham Hotspur stadium and Alexandra Palace.

→ The wider impacts of the pandemic have also been unevenly distributed. We know, for example, that the impact of lockdown has disproportionately affected women, who have become much more likely to experience domestic abuse and an increase in domestic and caring responsibilities.

Haringey experienced one of the biggest increases in working from home, with close to 50% of workers completing some work from home in 2020. Residents have told us that this change in working has put pressures on parents looking after children.

→ The impacts of the pandemic are likely to express themselves in a range of medium to long term impacts which will be unevenly distributed across our population. Finding ways to mitigate these is important for the wellbeing of our communities, whilst ensuring we intervene early to prevent negative Covid-19 impacts from becoming chronic crises that further impact residents and demand for services.

Haringey faced the highest decline in average life satisfaction in London in the first six months of the pandemic according to data from the ONS Annual Population Survey.

- However, at the same time as we have seen these negative impacts emerge, the huge collective, community response has demonstrated the strengths and skills of those living and working in the borough. Faith communities, voluntary organisations and mutual aid groups, working with the Council and other partners have ensured our Covid-19 work has reached those most in need and reflected the strengths of Haringey Together.

'It's been nice to see the community rally round and help out neighbours and volunteering and things like that... it's a really wonderful, reassuring thing to see' - Haringey Resident, Covid-19 Stories

OTHER CHALLENGES BEYOND COVID-19

Covid-19 has been one of the greatest challenges – and changes – that we have lived through. But we have seen other important trends too, which we are also responding to:

- The UK has left the European Union, meaning that EU residents must seek recognition under the EU Settlement Scheme in order to remain in the UK and our businesses are operating in a new economic and legal context.
- We have seen increased prominence of the Black Lives Matter movement following the murder of George Floyd which has rightly restated the critical importance of addressing racial inequality in all walks of life.
- There has also been growing national and local awareness of climate change. We declared a Climate Emergency in 2019 and launched an Action Plan the following year.





THE COUNCIL'S COVID RESPONSE

OUR COVID-19 RESPONSE

Covid-19 has been the most challenging crisis we have faced. Over the last year, we have worked with our partners to mobilise around the most urgent issues – including the public health crisis; food poverty and income insecurity; social isolation; and mental health. Our response has focused on three areas:

MENTAL AND PHYSICAL HEALTH AND WELLBEING

Covid-19 has highlighted how important good physical and mental health are and shown the deep health inequalities across our borough. The immediate health challenge is huge but Covid-19 has also impacted areas like income, employment, education, and family relationships, which all impact our health in the long-term. Urgent action is required to respond to the current crisis and prevent a widening of health inequalities and other problems in the future.

Residents have told us that Covid-19 has particularly impacted mental health - of our Covid-19 survey respondents, 72% of participants say lockdown has had a negative impact on their mental health and wellbeing and 64% said they were concerned about their mental health and wellbeing when looking ahead to the future.

What have we done so far:

- responded to the **public health challenge**, working with partners to deliver tests at scale, provide PPE and connect those shielding or isolating with essential support
- supported the **local Covid-19 vaccination programme**, and increasing vaccination rates in our black communities and other minority ethnic communities

OUR RESPONSE IN 2020/21'

- Over 24,000 rapid COVID tests between January and March.
- Provided over 2,800 boxes of PPE to care settings.
- Set up 4 mass testing sites in Haringey, including in Alexandra Palace and Tottenham Green Leisure Centre
- Over 1000 carers contacted, and 600 welfare checks carried out.
- 74 safeguarding enquires; 68 face-to-face "welfare checks" carried out; and 22 emergency services call outs.
- Initial digital campaign to support vaccination take up led to 60,000 visits to NHS COVID vaccination site

- provided schools, care homes and other partners with **expert public health advice**
- provided targeted support to people living with **mental health** conditions, including working with MIND's Haringey Wellbeing Network
- promoted a **digital wellbeing hub** with NHS partners and providing a range of digital mental health tools

ECONOMIC RECOVERY

Our economy has been hit hard. But our diverse, creative and energetic local businesses are one of our greatest strengths. Our local recovery is guided by our vision of a 'Good Economy' for everyone.

What have we done so far:

- published a **Good Economy Recovery Plan** which sets out how we will kick-start the local economy with our businesses
- supported over 1,500 businesses and dispensed **government grants**, including more than £91m through retail, hospitality and leisure and small business grants
- worked closely with partners to develop an **Employment & Skills recovery plan** which will roll out job training projects in Haringey to connect people with Good Work

STRONG COMMUNITIES

During the pandemic, the huge value of working together with our residents and partners has been clear. We are finding new ways to work more closely with our residents and with Haringey's fantastic voluntary community groups.

What have we done so far:

- launched **Haringey, Here to Help** to connect our residents to the urgent support they need
- provided discretionary accommodation for more than 1000 people at risk of **rough sleeping** working with our partners
- supported the **creation of the Haringey Food Network**
- delivered 20,500 **food parcels** to at least 3,300 individual Haringey households from March to July 2020

Residents are concerned about economic recovery - when looking to the future, 64% of our Covid-19 survey respondents said they were concerned about their household finances and 56% of residents are concerned about their job and/or employment status.

- provided Haringey Works and Haringey Adult Learning Service support for residents online and established a new Haringey Works Youth Service to combat **youth unemployment**
- introduced a **recovery plan for our High Streets** to support recovery from the pandemic
- taken a **Community Wealth Building** approach to use our procurement spend to strengthen the local economy and increase employment opportunities for residents, including by developing our apprenticeships pathways

Residents have told us that community connections have been more challenging but more important than ever - 'It's been nice to see the community rally round and help out neighbours and volunteering and things like that... it's a really wonderful, reassuring thing to see' - Haringey Resident, Covid-19 Stories

- established the **Haringey Support Fund** to provide an extra financial safety net for our residents
- funded an expansion in **eligibility for Free School Meals** for 790 extra children per year
- prioritised **hardship payments** for children from households with **No Recourse to Public Funds**
- provided **emergency support to our Voluntary and Community Sector** through our emergency fund and rent-relief



WHAT WE HAVE LEARNED

What we have learned since we published our Borough Plan

Since we published our Borough Plan, we have made good progress on our ambitions - and kept learning and adapting. Covid-19 in particular has deepened our understanding of how we need to work. It has shown us that we need to redouble our efforts to tackle unfairness and inequality, and that we need to be truly collaborative in everything we do.

EQUALITY AND FAIRNESS

Even before Covid-19, Haringey had one of the highest poverty rates in London and included some of the most deprived areas in the country in the east of our borough. Not everyone had access to the same resources, opportunities, and support. The needs and experiences of some parts of our diverse community were often not heard or seen, and that has been reflected in unequal representation, access to services, and outcomes.

These challenges are why we set up the **Haringey Fairness Commission** in July 2018 with the aim of talking to our residents and partners to better understand their causes. The Commission's findings have helped to shape how we want to respond to the endemic challenges of inequality in our borough and focus on equity.

Since then, other events have reiterated the importance of the findings of the Fairness Commission. Covid-19 has

deepened inequalities, as this report has shown. And so too have other events. For example, the 'Black Lives Matter' movement has initiated a nationwide conversation about the longstanding racial inequalities and injustices in our society. The murder of Sarah Everard has highlighted the issue of violence against women and girls, and the impact broader behaviours and attitudes towards women have on women's daily lives and personal freedoms. The rise in homophobic hate crime is another indicator of inequality. In reality, different injustices often intersect to create deeper challenges for our residents. Understanding these intersectionalities needs to be central to our response.

We have an important role to play in tackling inequality and unfairness. By identifying injustice, analysing the causes, and setting out steps to address it, collectively we can create a more equal society. National government has the most resources and influence to tackle poverty and inequality. But we are not powerless and where we can act, we will.

What we have heard: residents told us that the pandemic has shown 'that inequalities in the UK are still rampant' and that they hope for 'a fairer society [and] fairer income equality' after Covid-19 – Haringey Covid-19 Stories

WHAT HAVE WE LEARNED?

Since we adopted our Borough Plan, we have continued to put equality and fairness at the heart of our approach. We have made progress. For example:

- We have published a **Welcome Strategy** – one of the first councils to do so – setting out the our support to migrant communities
- We have created a **Disability Rights** Organisation to advocate for the social model of disability

We need to keep responding to the findings and recommendations made by the Fairness Commission and adapting to the new challenges we face. Covid-19 has shown us that we need to keep focusing on these challenges.

The Haringey Fairness Commission published its final recommendations in February 2020. This has informed how we want to work. It has highlighted that equality needs to run through everything we do. Through our overall approach, we want to build the structures that will enable us to act together with our residents and partners. This is an ongoing process, and we are committed to learning from our work, talking to our residents, analysing our data, and making changes where we need to. We are working to implement the specific recommendations made to us by the Fairness Commission. This includes taking key actions like introducing socioeconomic status (and specifically low income) as a 'local' protected characteristic. This means that the impact on low income residents will be assessed in all of our decision making. Our progress is set out in an appendix to this report and we will continue to report on our progress regularly.

We need to strengthen our connections with our communities and co-produce solutions to challenges wherever we can.

We need to keep talking to and working with our residents to better understand the inequalities in our borough. We need to understand our communities and strengthen our relationships with them to better understand their needs and design services and interventions that deliver impact for them. This means co-producing the solutions to our challenges by talking to those who are affected. We have taken good steps, for example, by setting up our collaborative Adult Social Care Redesign group, co-designing our Waltheof Gardens autism centre or working with those with experience of homelessness to set up our new

one-stop support hub Mulberry Junction. But there is more to do, and we need to keep building trust with our residents.

We need to use our resources to tackle inequality.

Our ability to create change is limited but we can use our resources and strengths to make a difference. Decisions about where we place our resources are key to making real change. Our resources need to be aligned with our vision, values, and commitments. This means prioritising the needs and wellbeing of the most vulnerable and/or disadvantaged residents when we make funding decisions – investing in those who have been hit the hardest by Covid-19 to tackle inequality wherever we can. People differ in their resources, needs, experiences, and opportunities and our response must go beyond mere equality of opportunity toward addressing the challenges and barriers some groups face. This is about equity. Some of our recent investments include expanding eligibility for free school meals, making council taxation fairer, and introducing a new bursary scheme to support young people in education.

We need to work with our partners to deliver our equalities ambitions.

Tackling inequality is our collective responsibility. That is why we are taking a collaborative approach with, for example, our anchor institutions and partners in the Metropolitan Police, NHS, education, employment and skills providers, and the voluntary and community Sector. For example, a partnership, which includes the Council, police, health and VCS partners is currently leading the way on a programme of work to address racism and racial discrimination.

We need to develop our understanding of our communities by investing in our data and insight.

During Covid-19, we have learned – more about our communities and developed valuable insights. We are setting up a new project – 'Knowing Our Communities' - to support our analysis as we emerge from the pandemic. Through this work, and by better understanding our residents, we will be in a stronger position to identify inequities in our services, understand the risks we face, seize opportunities for collaboration and early intervention, and monitor and evaluate our work so we can keep getting better and sustain positive impacts. We need to do more.

We need to keep making Haringey a diverse and inclusive employer, with a workforce which reflects and understands our borough.

Our work on equality begins with ensuring Haringey is a diverse and inclusive employer. Being more diverse and inclusive is the right thing to do and also makes us a better employer and a better council which can better understand and respond to the challenges our residents face. Through our employment practices we are committed to the London Living Wage, 'Good Work', and diverse recruitment into all our roles, at every level and in all areas of our organisation. And as a set of employees, we are committed to constantly developing our skills and capacity around equality issues: including by monitoring and evaluating our work but also by growing and developing our cultural competence.

THE WAY WE WORK

As a council we know we have an important role to play with our partners and residents in making Haringey a fairer place. We have a range of levers available – from our democratic leadership through to our public spending power and our committed workforce – and we want to use these to improve our borough. We have already made progress improving how we work but Covid-19 has deepened our understanding of how we need to work.

During Covid-19, like other local councils, we have found ourselves at the local centre of the national response to this global challenge. The crisis has accelerated key changes in what has been asked of councils and how we operate. Working closely with our partners, we have become an increasingly important link with our residents, coordinating action beyond the reach of Central Government. We want to build on this experience to create and sustain positive change for our residents.

Above all, we hope that the pandemic has created a legacy of cooperation which we can build on. We need a council that really listens to its residents because it wants to and because it will deliver the best results not because we feel like we have to.

Here are some of the things we have learned:

We need to put residents at the centre of our work and ensure that residents perspectives and experience shape our service design and decision making.

We're not here to do things to or for people – we want to work with them to deliver changes that actually make a difference to their lives. We need strong and trusting relationships so we can work together in creative ways to

We need to tackle discrimination wherever we see it.

Unacceptably, we know that experiences of racism and discrimination are an all too frequent occurrence for many. At its worst, prejudice can lead to violence, abuse and hate crime. It can also mean that residents are not treated fairly when they go to work, or try to access healthcare, housing and other services. We stand firm against all forms of intolerance and discrimination. All residents can play a part in strengthening the borough's response to discrimination by considering how they can make their workplaces and neighbourhoods inclusive and safe for everyone, whatever their background.

.....
• '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' – The
• Haringey Fairness Commission
.....

co-produce the best possible solutions to the challenges we face. To do this, we want to be open to criticism, transparent when we go wrong, and adaptive when we receive feedback.

We have made progress. For example:

- we have started to **co-produce** more services such as our Mulberry Junction centre to tackle homelessness
- we have introduced a **Citizens' Panel** and recruited almost 1200 residents to enable them to shape our strategies, policies, and project
- we have introduced the **Customer First** transformation programme to make residents' dealings with the council as quick and simple as possible

However, there is more to do. We are going to focus on the following areas:

- developing a better mutual understanding and dialogue between the council and communities on our vision for Haringey
- co-producing more services and policies with residents, communities, and partners so that residents are involved in the decisions that affect them
- enabling strong communities by supporting community activity and networks
- building trust and understanding by being professional and compassionate in all our interactions with residents, including through all our services

We need to develop our partnership approach to deliver sustainable change that works for our residents.

Alongside our work with our residents, our partnerships are central to everything we want to achieve. We face a variety of complex challenges for which we need a collective and collaborative response drawing on the strengths of different organisations. We are at our strongest when we work together, identifying shared priorities and making the best use of our collective resources. From our statutory partners through to our voluntary and community sector and our local businesses, working together is a key focus for us in the council – and during the last year that our work with our diverse partnerships has been more important than ever.

We have made progress. For example:

- through our **response to Covid-19** we have **engaged with our communities in new ways**, including by engaging with local faith groups to encourage vaccine take-up and build trust and establishing Community Protect with funding for grassroots organisations to become champions for Covid-19 health and public messaging
- through our **response to Black Lives Matter** we are developing and delivering work under the Partnership Programme Plan **Addressing Racism and Racial Discrimination** with our partners across the borough
- we are co-producing a **VCS Strategy** as part of a Community Framework in order to review and improve how we work with our partners in the sector

However, there is more to do. We need to focus on the following areas:

- working together to build on the good work done before and during Covid-19 to reach out to local communities and address inequities
- harnessing our relationships to deepen our understanding of the challenges faced by our residents in Haringey
- using our partnerships to support an early intervention and prevention approach that seeks to intervene before a crisis escalates, including as part of how we seek to mitigate the longer-term impact of Covid-19
- working in partnership to bring services together, based on what residents tell us is important to them and evidence of what works - including by co-locating our services with partners where we can

→ supporting the development of networks and alliances to strengthen our shared responses to emerging challenges

→ holding each other to account to ensure that we are delivering the best outcomes for residents

We need to use our resources in an effective and sustainable way to support the most vulnerable in our community.

Our budget is under significant pressure. The Government funding we receive has vastly reduced over the last decade, and there are more demands on our services. Local government finance is likely to remain challenging and uncertain for the foreseeable future as we recover from Covid-19. That is why using our resources in an effective and sustainable way is so important. This means being innovative in how we generate income but also directing our resources where they will have greatest impact, helping to tackle the structural inequalities faced by our residents and mitigating the worse impacts of Covid-19. By intervening early, we can reduce pressures on residents and our services later down the line.

We have made progress. For example:

- we have used our **Council Tax Reduction** Scheme to protect our most vulnerable residents
- we are introducing **socioeconomic status** as a protected characteristic to ensure that we test all our key decisions – including our budget – against their impact on our most deprived residents
- we have introduced a new **ethical approach to collecting debts** owed to the council
- we have been nimble in securing **grant funding**, for example securing funding of £1.5m from the Mayor of London's Young Londoners Fund to fund a network of detached youth workers and community programmes

However, there is more to do. We think we need to focus on the following areas:

- prioritising the needs and wellbeing of the most vulnerable and/or disadvantaged residents.
- taking a strategic and nimble approach to securing grant funding to sustain investment in our priorities
- being innovative in finding new forms of income to offset a loss of income due to Covid-19
- maximising the benefit of our resources for our local economy through our approach to Community Wealth Building and the careful management of our social and economic assets

We need to find innovative or better ways to better support our residents and deliver outcomes that last.

We know that the world in which we work is complicated and that we need to keep improving how we work.

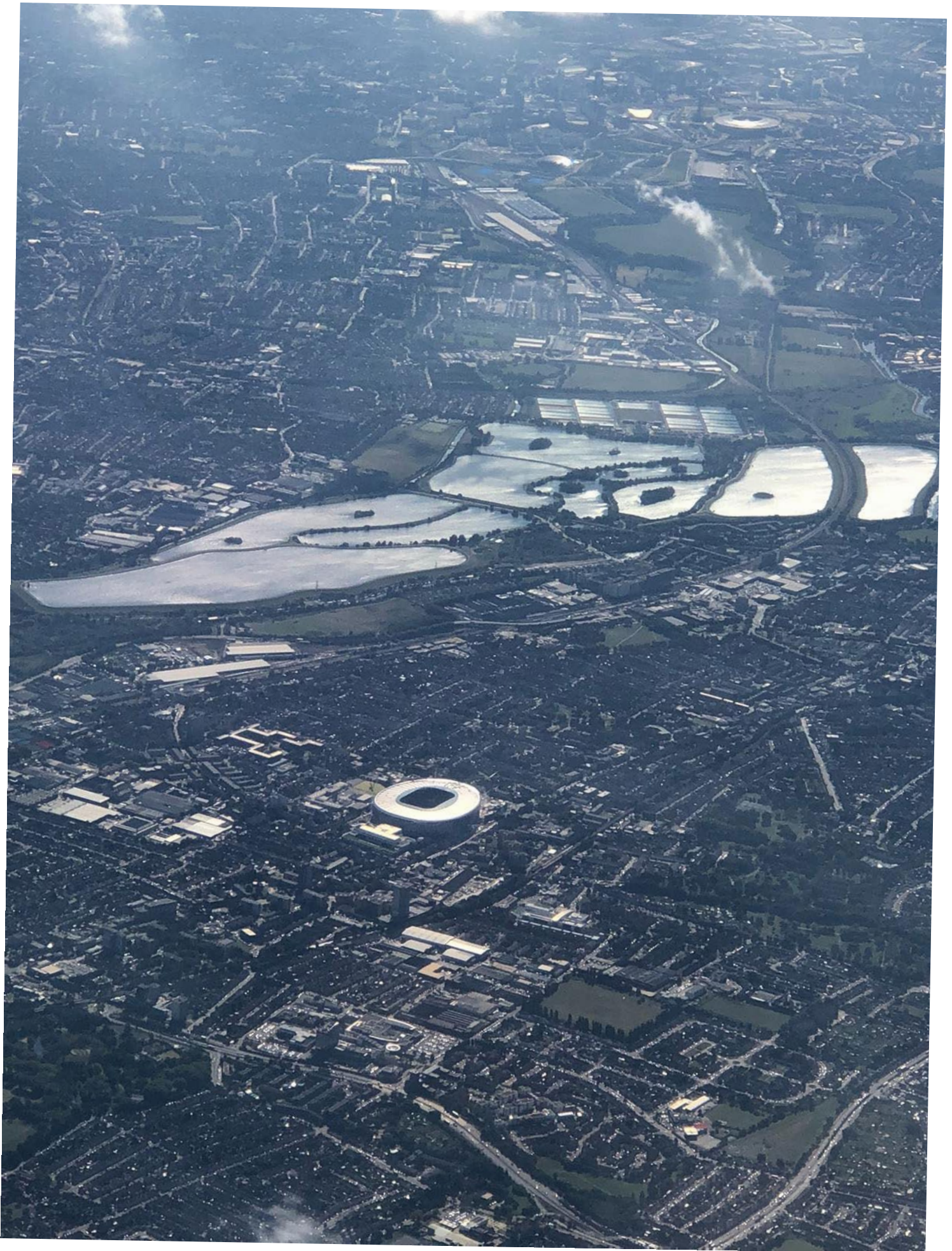
During Covid-19, we have made significant progress. For example:

- we have introduced new ways to **engage with our residents**, including by expanding our Connected Communities programme to include a **helpline** to support those in need during the pandemic
- we have also focused on **intervening early**, including recently through a series of benefits maximisation initiatives to help those in financial need

However, there is more to do. We think we need to focus on the following areas:

- using digital working to simplify our processes, free up our resources, and make it easier for residents, partners, and businesses to connect with us
- make the best use of our data to identify and target where intervention and support is needed
- working in partnerships to deliver sustainable change, including by integrating our support for residents wherever we can with that of our partners
- locality working to be closer to our residents and co-located with our partners to deliver better and more joined-up services
- early prevention to intervene before crisis points are reached to prevent the widening of inequalities and tackle the demand on our services
- ensuring what we do is sustainable – not only on our finances but also for our environment







The Borough Plan sets out the Council's priorities. The following pages set out some of the progress that has been made in each area and recognises some of the specific impacts of the Covid-19 pandemic.

HOUSING

A safe, stable and affordable home for everyone, whatever their circumstances

London faces huge housing challenges, and Haringey is no exception. As a council, we can help to build strong communities through our aspiration for all our residents to have a safe and stable home they can afford.

- we have begun an **ambitious council house building programme** with 1,000 additional council homes expected to be under construction by March 2022 and with more to follow
- we have opened Mulberry Junction, our one-stop hub for **support to people sleeping rough**, which was co-produced with and staffed by those with lived experience of homelessness
- we have purchased around 200 **quality homes** for use as temporary accommodation to raise standards and reduce reliance on private landlords
- we have **licensed** more than 1,000 houses of multiple occupation raising safety standards and living conditions



THE IMPACT OF COVID-19

Covid-19 has highlighted how steering through times of adversity is even more challenging without the security of suitable housing. For example, people who are homeless or live in overcrowded housing have been much more at risk from the pandemic. Those with unstable or unaffordable housing have been especially vulnerable to its financial fallout. Being confined to our homes, has highlighted the importance of the quality of our housing too.

What we know:

- Covid-19 has made more residents worry about their **housing security**
- 17% of respondents to our Covid-19 survey told us that the pandemic had had a negative impact on their housing situation and 34% highlighted their concern about housing in the future

WHAT WE HAVE DONE SO FAR

We have continued our work to deliver the new homes Haringey needs, especially new affordable homes.

During our recovery from Covid-19, our commitment to a new era of Council home building is as important as ever. For many people a council home offers the only real chance of putting down roots in Haringey, in a stable good-quality, affordable home. In March 2021, we handed over keys to tenants for our first new council homes in a generation.

‘It’s the pandemic and this house that is making my life bad at the moment’ – Haringey Resident, Covid-19 Stories

- Overcrowded housing, small homes and homes without access to outdoor space, has made living through the pandemic more challenging for many residents, increasing the **risk of infection** and the **mental health impacts**
- ‘People don’t understand what it’s like, especially now, being in a small home with your children just on top of each other and them not having their own rooms’ - Haringey Resident, Covid-19 Stories
- The number of **street homeless** in Haringey has decreased during the pandemic from around 40 to 6 due to the new support we have been able to provide with our partners through extra Government funding

We recognise that we cannot address our housing challenges alone and we have therefore work proactively to increase the supply of good quality homes across the borough.

Through all our work we are focused on ensuring that the housing in our borough is of high quality and meets the needs of our residents including older, disabled and vulnerable people; and families with children.

We recognise the importance of homes being part of communities with amenities including green spaces. This is at the heart of our place-making approach.

We have worked with our partners to prevent people from becoming homeless and to reduce existing homelessness.

We have worked hard to prevent and respond to homelessness at the earliest opportunity. Where we cannot prevent homelessness, we have worked innovatively to ensure we can offer sustainable housing for all our homeless households through initiatives such as the new Haringey Community Benefit Society, which enables us to provide good quality temporary accommodation for residents that need it.

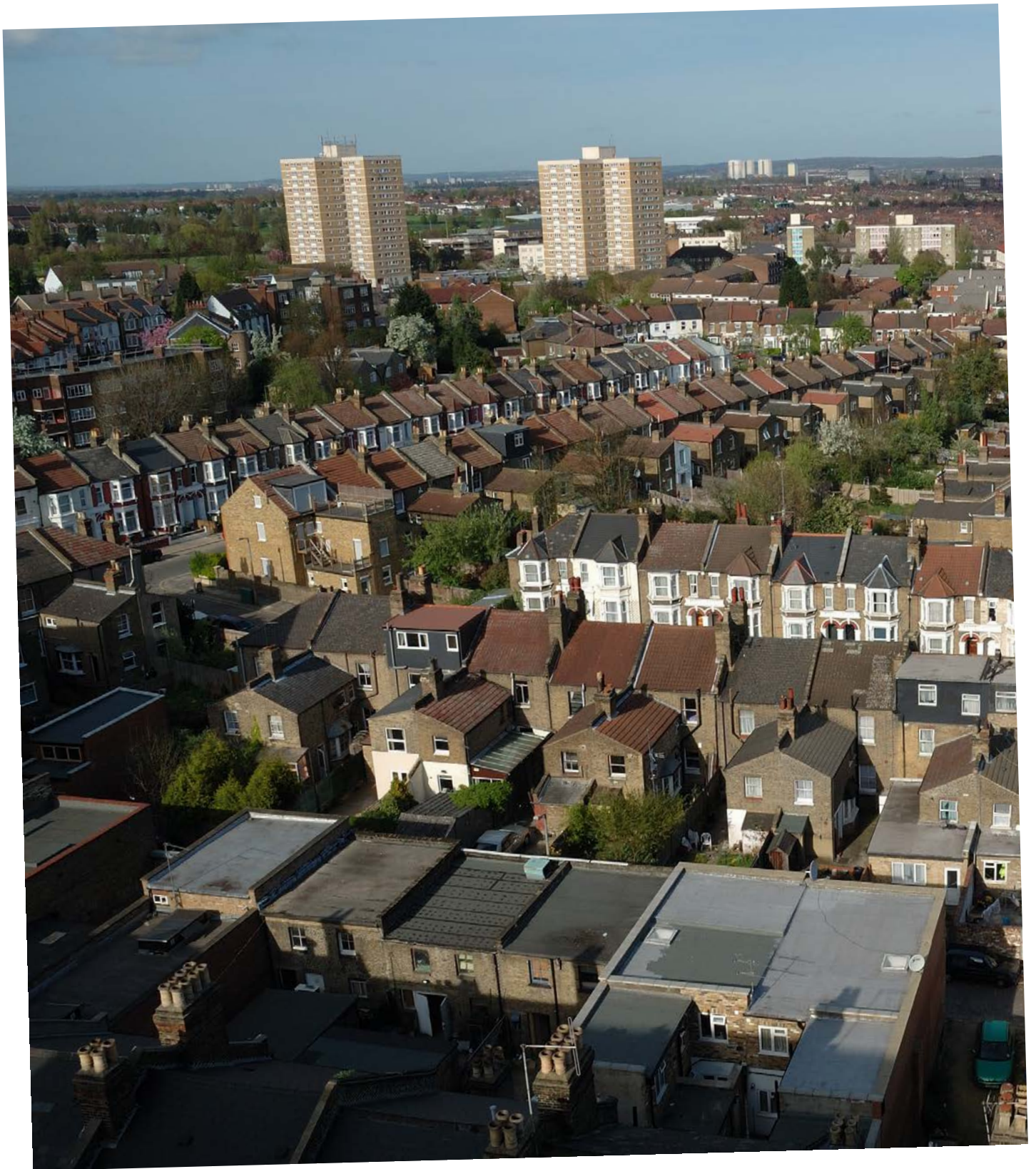
We are aiming to end street homelessness by 2022 building on our established partnership approach and our response to the pandemic. During Covid-19, we have worked with our partners to implement the 'Everyone in for Good' principle to support those sleeping rough including with No Recourse to Public Funds into emergency and then into more settled accommodation.



We have worked together to drive up the quality of housing for everyone

We have also continued our work to ensure that good quality housing is accessible to everyone. This has become especially important during the pandemic, because we know that many – particularly those living in the Private Rented Sector – have faced exceptional challenges from the impact of overcrowding and a lack of space through to new financial pressures. We are taking a range of approaches, including through our licensing and enforcement powers in the private rented sector and through our Major Works programme which will see £297 million invested in improving council homes over the next 5 years.

More than 2400 landlords have applied for HMO Licences under our current licensing scheme and through our actions we are driving up the standard of private rented accommodation.





PEOPLE

Our vision is a Haringey where strong families, strong networks and strong communities nurture all residents to live well and achieve their potential.

- we have launched and expanded our award-nominated **Connected Communities** programme connecting residents to the support they need to live their version of a good life
- we have responded to the unprecedented **public health challenge** created by Covid-19 including by working with our partners to deliver tests and support our local vaccination programme
- we have expanded the accessibility of our **Adult Social Care** services, particularly for disabled and other disadvantaged residents, including through our collaborative Adult Social Care redesign group
- we have expanded work to **tackle poverty** and urgent financial need, including by introducing a new Debt Strategy
- we have put in place new initiatives to **tackle racial inequality** with borough wide partners, such as our Partnership Programme Plan for Addressing Racism and Racial Discrimination



THE IMPACT OF COVID-19

The impact of the pandemic on people everywhere has been profound. Nobody has been untouched but there has been a disproportionate impact in Haringey on those already experiencing inequality and disadvantage, particularly in the east of the borough. For many, it has become harder to meet basic living costs, including good quality food. Access to healthcare has been disrupted, and the pressure of the pandemic has affected mental health. Residents with limited or no access to digital devices or those with no recourse to public funds have faced particularly devastating challenges. And, of course, the challenge is not limited to responding to the impact of Covid-19, but also, in continuing to tackle the issues of poverty and structural inequalities faced by many residents.

What we know:

- There has been a major impact on **public health**
 - Haringey had registered 514 coronavirus-related deaths by the beginning of June 2021'
 - 72% of respondents to our Covid-19 Survey said lockdown had a negative impact on their mental health and wellbeing – and our data shows that there will be a large increase in people suffering from mental health conditions, with the largest forecast increase being for those with pre-existing mental health challenges
 - Covid-19 has meant residents are waiting longer for treatment for other health conditions and we await to see the true impact of long-Covid.
- **Technology** is now more important to our residents' lives, and digital exclusion is a major challenge
 - 73% of Covid-19 survey respondents said they had spent more time on social media during the pandemic and 61% said they had spent more time keeping in touch with friends and family they don't live with
 - 'I have learnt from Covid that for people with Learning Disability and older People there is a lack of access of Technology' – Haringey Resident, Covid-19 Stories

'Mentally it's got a lot of people down' - Haringey Resident, Covid-19 Stories

- **Young people** have had their **education** and chances disrupted by the pandemic
 - Pupils in Haringey on average missed almost 18 weeks of on-site schooling from March 2020 to March 2021
 - There was a 14% increase in the number of pupils eligible for Free School Meals from January 2020 to January 2021
- There has been a major impact on our residents' **incomes**
 - Haringey has the highest unemployment rate in the UK and more than 21 000 people are now unemployed
 - 10.1% of low-income households in Haringey where the council has data have a cash shortfall



WHAT WE HAVE DONE SO FAR

We are responding to the health crisis created by the global pandemic and tackling the medium- and long-term health and wellbeing challenges.

We have responded to the unprecedented public health challenge created by Covid-19 by working with our partners to deliver testing, provide PPE, support those shielding or isolating, and coordinate our vaccination programme. We have worked hard to support everyone in our borough, including by supporting Community Protect, an initiative led by our partners in the voluntary and community sector which engages with and delivers vital public health messaging to BAME communities about Covid-related matters. We have also pushed forward with our Health and Wellbeing Strategy through our partnership board to ensure that we are responding to the challenges around the corner.

We are developing new ways to connect people with the support they need.

We know we need to work together with our partners to remove barriers to accessing support, join-up service delivery, and empower people to live the lives they want. That is why we established our pioneering Connected Communities programme in 2018 with the aim of fostering greater community cohesion and working with our residents to connect them to the support they need to live their version of a good life. We are now expanding this programme, including in the east of the borough, aiming to broaden what the service covers while gradually moving back into existing and new physical locations in communities across the borough.

We are tackling poverty and income insecurity wherever we can.

We responded during the pandemic, for example, by delivering food parcels to residents that needed them; expanding Free School Meals provision to another estimated 790 pupils and helping to launch the Haringey Food Network. We also pressed forward with our Ethical Debt Reduction Policy ending the use of bailiffs for vulnerable residents; launched our Debt Strategy to help prevent residents from falling into problem debt where we can; and established the Haringey Support Fund to provide emergency assistance to those in crisis.

We are continuing to support our children and young people, ensuring that everyone has a pathway to success.

We have increased our support for young people for example by investing more in our youth services (including doubling our team), refurbishing our Bruce Grove Youth Space and accelerating our work to develop a new youth space in Wood Green. We have also worked with partners to deliver positive and healthy activities for all children and young people across the borough, particularly ensuring we have a holiday and after school offer. We have also now introduced the Haringey Fairer Education Fund which offers bursary grants, mentoring, and paid placements with the council. Over £1m is being invested to create a youth centre for Wood Green.

We are continuing to invest in and improve our adult social care services.

We have expanded the accessibility of our Adult Social Care services, particularly for disabled and other disadvantaged residents; increased resident involvement through our collaborative Adult Social Care Redesign group; introduced a new 'whole-life' approach to autism and ADHD; and provided targeted support to people living with mental health conditions including by promoting a digital wellbeing hub with our partners.

We have co-designed our new Autism Hub in Tottenham with autistic residents to better meet the needs of those who use it.





PLACE

A place with strong, resilient and connected communities where people can lead active and healthy lives in an environment that is safe, clean and green.

Residents have told us that their local environment is very important to them and it is the reason that many people live here. We have tried to strengthen this connection.

- we have declared a **Climate Emergency** and published an ambitious Climate Change Action Plan to make Haringey a net zero borough by 2041
- we have cracked down on fly-tipping and illegal dumping; and launched a new **Cleaner Haringey** Strategy
- we have continued to invest £29 million in our **local road network**
- we have continued to invest over £21million in our **parks**, our **leisure facilities**, and our **open spaces**
- we have begun the process of changing all our **streetlights** to LED – reducing costs and improving safety
- we have introduced 12 **School Streets** to create safer, cleaner journeys to school
- we have completed major refurbishment and enhancement works at **Hornsey Library** and embarked on a programme of enhancement and accessibility works for all our other libraries.

THE IMPACT OF COVID-19

Covid-19 has meant that local spaces differently and has shown the importance of green spaces for our health and wellbeing and the importance of our local environment.

What we know:

- Our **parks** and open spaces have been busier than ever
 - The total number of visitors to Alexandra park nearly doubled in 2020 and the amount of litter tripled.
- Some residents have changed how they **travel** around the borough, with cycling and walking now more important
 - 'I hope we move to becoming a more cycle friendly, pedestrian friendly borough after this crisis ends' – Haringey Covid-19 Stories
- Residents told us their local places have been central to their **physical and mental health** during the pandemic
 - '[About Lordship Recreation Ground Park] it keeps me going, helps me with staying fit - physically and mentally' – Haringey Covid-19 Stories



'[I] learnt how much I value green space and sunshine, Tottenham Marshes became my sanctuary during lockdown' – Haringey Covid-19 Stories

- Some residents told us they valued the improvements in **air quality** which they felt they noticed at certain points of the pandemic and that it is important to retain this
 - 'One thing is pollution ... it used to bother me quite a bit and my breathing and for them few weeks when the cars weren't about it got better and now they are back its getting worse again. ... I'm all for cleaning up the air' – Haringey Covid-19 Stories
- **Crime** patterns have changed in the short-term
 - Crime has been down during lockdown but this may mask extent of domestic abuse and there are expectations of increased crime as the country reopens



WHAT WE HAVE DONE SO FAR

We have invested in our local environment and public spaces and helped residents to live a more active and healthy life.

We are investing £29 million in our local road network to improve their quality, encourage more walking and cycling, and to make them safer for all. We are also investing over £21 million in our parks, our leisure facilities, and our open spaces so that all residents, including disabled and older residents and people across our communities can enjoy everything the borough has to offer. We have reconstructed 14.4km of footway and resurfaced 15.5km of roads.

We have declared a Climate Emergency and agreed a new Action Plan to make Haringey a Net Zero Carbon borough.

We declared a Climate Emergency in 2019 and published a Climate Change Action Plan in 2020. We have used the opportunity of temporarily reduced carbon emissions during Covid-19 to accelerate our work to improve air quality, particularly around schools through our School Streets Action Plan. We are also encouraging environmentally-friendly and healthy modes of travel such as walking and cycling. We have planted 395 new trees on 119 Haringey streets.

We have made our borough cleaner and tidier.

Through our new Cleaner Haringey Strategy we are introducing a series of measures to tackle littering, fly-tipping, overflowing bins and graffiti, whilst also encouraging residents to do their bit. We have already made significant progress. For example, since October 2020, we have launched a new and dedicated Litter & Commercial Waste Enforcement Team to maximise our presence on the street, tackling and deterring everyday litter and waste crimes. We have installed 28 drop boxes on West Green Road to dispose of waste.

We have supported our vibrant arts, culture and learning offer.

Arts, culture and learning supports health, wellbeing and quality of life. We have a significant programme in place across all our libraries to improve access and support reading and learning for all residents. We have improved our digital offer and increased take up of library services despite lockdown closures and are working in partnership to improve our offer available in libraries. We have also worked through our Haringey Culture Network to support the sector, promote access for all our residents, and build diverse artistic programming which supports local artists. As a Haringey Culture Network, we have with our partners won the GLA's Cultural Impact Award – this will end with the Haringey Feast in the summer of 2023.

We have continued our work to make our borough safer wherever we can, including by supporting young people.

We also continued our work to create a safer borough, including by working with our partners. For example, we continue to work closely with our partners in the Metropolitan Police and to prevent and respond to crime and serious youth violence. Our Young People at Risk Strategy is a significant area of partnership work that brings together children and young people's practitioners, community groups and police to identify actions to improve the safety of residents. During the pandemic, we have also strengthened our work with our partners to deliver our Haringey Community Gold programme which aims to engage children and young people at risk and enhance community safety. Haringey Community Gold's outreach youth programme engaged with 1800 young people in its first year.







ECONOMY

A growing economy which provides opportunities for all our residents and supports our businesses to thrive

We want to build a Good Economy: an economy that enables residents to live healthy, fulfilling, and prosperous lives. Covid-19 has had a significant impact on our local economy and our work to deliver this vision is now more important than ever.

- we have implemented our community wealth building approach, including steering more council spending into local suppliers
- we have in-sourced facilities management, security services, leisure services, and council recruitment – improving the pay and conditions of many Haringey residents who work for the Council
- we have published a draft Economic Development Strategy setting out our vision for a 'Good Economy'
- we have increased the percentage of council spending with Haringey based businesses toward our target of 30%, increasing our spend from 24% in 2018/19 to 27% in 2019/20. Despite the huge impact of Covid-19, we have still increased the real amount spent locally in 2020/21 to £125m
- we have become an accredited London Living Wage Employer – paying all our staff including care worker employed via agencies the LLW
- we have put High Streets and Employment & Skills at the centre of our recovery through our action plans and published a Good Economy Recovery Plan
- we have worked to support local businesses and high streets through creative initiatives like our on-line Advent Calendar, local business directory and new business bulletin
- we have continued to offer affordable business loans to local enterprises through Opportunity Investment Fund and Productive Valley Fund helping them grow and offer good employment and apprenticeship and business opportunities to local residents
- we have expanded the council's apprenticeship scheme, hiring young people from the borough, paid at least at London Living Wage
- we have developed an Industrial Areas Action Plan to respond to the adverse impact of Covid-19 on jobs and businesses in industrial estates
- we have utilised government and GLA grant funding to support businesses and jobs in Tottenham, Wood Green, Turnpike Lane and Green Lanes

THE IMPACT OF COVID-19

Covid-19 has had a major impact on the local economy. Residents and businesses have suffered greatly. Haringey has been particularly exposed due (in part) to the abundance of small businesses in hospitality, retail and culture. Thousands of workers have been laid off, furloughed or had their hours reduced. This has deepened inequalities: with young people, women, Black, Asian and Minority Ethnic groups, the self-employed, older people, and people with disabilities being particularly affected.

What we know:

- Haringey has the highest unemployment rate in the UK at 11.4% compared 7.8% in London - more than 21 000 people are now unemployed
- In March 2021 there were 25,800 furloughed employments in Haringey equating to a take-up rate of 20% out of the total eligible population
- Our high streets have been impacted by lockdowns with footfall in the Wood Green Business District falling 50% in April 2020 compared to April 2019
- Major 'shutdown' sectors like retail, arts and entertainment, and food and accommodation were the second, third and fourth largest sectors by employment in the borough before Covid-19

'Instead of forcing everyone back into central London ... let's build stronger local economies' – Haringey Resident, Covid-19 Stories

- Residents have told us that supporting employment, and especially youth employment, is more critical than ever
- Local businesses have played a key role supporting our residents during Covid-19: 'Local businesses pivoted to serving a different demand - takeaways, drive in cinemas, online exercise classes, outdoor socially distanced dining options' – Haringey Covid-19 Stories
- Residents have changed their working patterns – close to 50% workers in Haringey completed some work from home in 2020.

Residents are concerned about economic recovery - when looking to the future, 64% of our Covid-19 survey respondents said they were concerned about their household finances and 56% of residents are concerned about their job and/or employment status.



We have started to build a 'Good Economy' that works for everyone in Haringey by implementing our approach to Community Wealth Building.

A Good Economy is an economy that enables residents to live healthy, fulfilling, and prosperous lives. We are beginning to deliver this vision through our approach to Community Wealth Building where we use all the council's strengths and resources to build the prosperity of residents and local businesses. Our Community Wealth Building Approach passed Cabinet in October 2019 alongside a Procurement Strategy and Insourcing Policy. Since then, we have hit major milestones including becoming a London Living Wage employer; increasing our spend with local businesses including small businesses towards our 30% target, and insourcing major services such as our facilities management, security services, and council recruitment to focus our public spending on delivering the best outcomes and most social value for our residents.

Contracts for services and supplies now have to consider social value – including whether the contractor is local to the borough and employs local people. Council contracts ask suppliers to pay staff London Living Wage

We are responding to Covid-19 by supporting our residents and businesses through our Good Economy Recovery Plan.

Our approach to Community Wealth Building now underpins our Good Economy Recovery Plan which describes our priorities for responding to Covid-19. The plan focuses on four areas: supporting businesses; re-opening high streets (through our High Streets Recovery Action Plan); moving residents into work and training (through our Employment and Skills Recovery Action Plan); and achieving social and economic value through investment in our neighbourhoods and communities.

We have secured £10m from the Future High Streets Fund secured for investments in Bruce Grove, Tottenham Green, Tottenham Hale and St Ann's.

We are rolling out a series of job training projects in Haringey (digital reskilling, health and care work, construction and other areas), including a project to support care leavers to support those impacted by Covid-19.

We are strengthening our relationships with local businesses and key partners including by implementing our Business Pledge.

Our Business Pledge recognises the significant role that our business community plays in every aspect of our lives across the borough. We have tried to strengthen this relationship. For example, a key part of our pledge was to address and improve how businesses can engage with the Council. That is why we set up our new Haringey Business Bulletin and why we are developing a new Business Portal. We have worked to support local businesses and high streets through creative initiatives like our on-line Advent Calendar and local business directory. We have also strengthened our relationships with business through our combined response to Covid-19.

We have supported over 1,500 businesses with direct officer contact and dispensed a series of government grants, including more than £91m through retail, hospitality and leisure and small business grants.

We are also looking to strengthen our ongoing strategic partnership work. This means working with key local 'anchor institutions,' such as the NHS, education and skills providers, and the voluntary and community sector, to ensure our efforts align to maximum effect for our local economy. It also means working with other London councils and the Mayor of London, through the London Recovery Board, including on a programme around pursuing a Green New Deal, helping Londoners into Good Work and delivering High Streets for All.



