

## **INTRODUCTION BY THE LEADER OF THE COUNCIL**

### **An Improving Council**

The Council has had a successful year in 2005. For the second year running Haringey has improved its rating in the annual Audit Commission's Comprehensive Performance Assessment (CPA). In the service block assessment in December 2005 Haringey achieved a 'good', three star rating, even though the test has been made harder this year. (The Council was rated as 'fair' in 2004, improving from 'weak' in 2003).

Here are some of the highlights of last year:

Nearly 75% of performance indicators have been maintained or improved.

As part of the CPA all the higher weighted services scored 3 out of 4; these are Adult Social Services, Children's Services and the Use of Resources.

In the annual Direction of Travel statement, the Audit Commission have rated the council as 'improving well' which is the third highest of the four categories. The Audit Commission states: 'this year has seen positive outcomes in services for children and young people and for vulnerable adults.

In 2005 the council was awarded beacon council status, an award for excellence and innovation in the 'getting closer to communities' category. The council's achievements highlighted in the beacon award included; the seven area assemblies and their popular 'making the difference budgets' for local people, Local Partnership Boards and youth forums and the Neighbourhood Resource Centre at Northumberland Park.

The new Children's Service has been successfully established to provide social care and educational services for children and young people.

The percentage of pupils achieving five or more GCSEs grade A\*-C improved from 43% in 2004 to 48% in 2005. The greatest improvement has been seen in the schools in the east of the borough. Good progress has also been made by black and minority ethnic pupils.

The results at Key Stages 1 and 2 in Haringey have been improving and at Key Stage 3 the progress is well ahead of the national figures.

Attendance at primary schools continues to improve (absences 6.5% in 2005) and low numbers of secondary school children are excluded from school.

The assessment of Adult Social Services by the Commission for Social Care Inspection (CSCI) in 2005, awarded the service two stars, improving from one star last year. The judgement states that most people are 'well served' and the service has promising prospects for improvement.

The Performance Review Report highlights improvements in Adult Social Services including; improved services for carers, better partnership working, more people helped to live at home and improved take up of direct payments.

Continued investment through the Better Haringey campaign with an additional £6.5 million spent in the last year to clean up the borough.

In Environment Services achievements include:

- 95% of residents have access to recycling services
- 80% of Haringey schools now recycle
- 18% of rubbish recycled in 2005, compared with 9% in 2004
- no children were killed on Haringey roads during 2004/05
- cleaner streets and less litter
- 50,000 square metres of graffiti removed
- top quartile performance in planning with 78% of major applications dealt with in 13 weeks.

The council is continuing to make improvements in the time taken to carry out urgent repairs to council properties, with 99% completed within the specified timescales.

Regeneration programmes are transforming the east of the borough. Working with partners the council has secured £5.5m of Local Development Agency (LDA) resources to support regeneration activity in the Upper Lee Valley and the sub region. The key sites programme continues to progress having secured £1.8 million for the regeneration of Tottenham High Road.

Funding in excess of £1.3 million has been allocated to the safer communities' agenda and the council is working with partners to make Haringey safer. We are providing extra funding for anti social behaviour and more CCTV around the borough.

Car crime has reduced by 13% and crime committed by young people is down by 4.1%

Library opening hours have been extended. More people visited the libraries during 2005. Internet facilities in the libraries have increased with 185 PCs providing free Internet access. All our Libraries now have Wi-Fi internet access which allows people to use the internet from their lap tops free of charge.

On the following pages greater detail is given regarding the achievements outlined above. I would recommend that Members take the time to read these as they highlight not only wide-ranging and important services provided to our community but also the continuous improvements being made to them by our three star Council! Council.

**Councillor Charles Adje**  
**Leader of the Council**  
**6 February 2006**

## ACCESS SERVICES

### Customer Services

Customer Services as an entity, has just completed 4 years of operation, from the launch day on 19 July 2001 and the first service to go live in the Call Centre, which was Parking on 31 October 2001.

By the beginning of 2002, two Customer Service Centres (CSCs) had been successfully opened in Hornsey and South Tottenham and had gone live with all the initial range of services in the Call Centre.

By the end of 2001/02 enquiries had been handled for over 15,000 visitors to CSCs and 70,000 telephone callers

In February 2004 the third CSC was opened in North Tottenham and in July 2004 the fourth and final CSC in Wood Green, which also handles Education/Children's Service enquiries, soon to be rolled out to all CSCs.

The service has extended its provision to more services and more customers:

	Visitors to CSCs	Callers to the Call Centre	Switchboard
2002/03	75,920	258,729	876,001
2003/04	74,910	250,308	785,700
2004/05	138,816	299,821	700,599

The switchboard has continued to operate a world class operation (Audit Commission review in 2002) achieving a service to customers of over 90% of calls answered in 15 seconds.

In 2004/05 the Call Centre performance improved radically from 5.6% of calls answered in 15 seconds to in excess of 95% by the end of 2004/05, achieving an average of 43% over the year compared with 9.3% for the whole of 2003/04. The Call Centre is on schedule to achieve its target of 75% in 2005/06.

In January 2004, the service started to answer e-mails to the Council that arrived via the website. The volume of e-mails has grown to over 400 per month, always achieving the target of answering 90% in 5 days and sometimes exceeding it by responding to 100% within 5 days.

The service conducts annual telephone surveys of 1,000 respondents each, 3 so far, which generally show consistent high levels of satisfaction within customer care indicators, although some indicators were affected by the poor service levels in 2003 and have now recovered to previous levels.

- Customer satisfaction - 77.1% (up 4.9% from 72.2% in 2003)
- Courteousness & politeness of staff - 94.5% (up 1.5%)
- Explanations in a way that was understood - 90.8% (up 5.7%)
- Helpfulness - 89.1% (up 5.2%)

Almost 25% of the initial approaches to the Council were through Customer Services Channels in 2004/05. (face to face, telephone and e-mail supported by Siebel CRM, and self service channels – the website and automated phone payments).

Sustaining the good performance seen in 2004-05 and are on track to hit the key targets: 70% of visitors to CSCs seen in under 15 minutes, average waiting time in the call centre under 40 seconds and 70% of calls answered within 15 seconds.

Estimated that 1.2 million customers will be dealt with this year.

### **IT Services**

Information Security standards - BS7799 is the British standard for information security management. IT Services achieved certification in December 2004 and Haringey was the second Local Authority in the UK to gain such accreditation. Drivers for this were:

- To help with information sharing
- To support and demonstrate IT's commitment to manage and safeguard community information collected by the Council

Website - Created and launched new website and Harinet. The Council was one of the first Local Authorities to achieve AAA Accessibility and won the IVCA award for social inclusion.

Web functionality includes a content management system to support content publishing; e-forms; the ability to register an interest and monitoring of public access across the site. Our monitoring has demonstrated a 450% increase from November 2003 to March 2005 in public interest in Haringey's website.

BVPI157 - This is the measure of on-line enablement of services. Haringey exceeded the government target of 75% by end March (84%), and is on target to meet December 2005 requirements.

e- payments - The Project started at the beginning of 2004, with the first services launched on schedule in December. Since the launch the service has grown to 9 different payment types and captured over £2Million of revenue electronically.

e-planning - Haringey introduced Electronic Planning in March 2005 for Development Control and April 2005 for Building Control. In addition, Haringey was in the top five Local Authorities to provide a fully integrated on-line system from the Government Planning Portal to the back-office system

e-care - This is the implementation of social care case management system for adults and children. It was successfully launched earlier this month to Social Services and Children and Families division of children services. The introduction of additional functionality is being planned

Local Land and Property Gazetteer (LLPG) - Established LLPG based on Addresses from Local Land Charges, Council Tax, AddressPoint, and progressively extending it with addresses from Planning, Housing, which is linked to National Land Information Service.

Organisation - Restructuring and development of IT organisation to meet the challenges of the Council's service improvement agenda and the Government's IEG initiatives including the recruitment and establishment of a development organisation with a programme delivery capability (project managers and programme office), a business facing relationship and strategic planning group (IT business partners) and a supplier management function (service management).

Revamped website by November 2005.

Steady flow of good news stories on e-services in November and December 2005.

### **Libraries, Archives and Museums**

1,284,371 books and other items were issued from Haringey's libraries in 2004-05. This figure is 3.5% higher than in 2003-04 and 48.8% higher than in 2001-02.

In 2003-04, the latest year for which published figures are available, book issues from UK public libraries fell by 5.5% from the previous year, but in Haringey, they rose by 9.95%.

Haringey Libraries, Archives & Museum Service is one of only seven library services in the UK, and only one of five in England, to have achieved more book issues in 2002-03 than five years earlier (1998-99). Over this period Haringey's book issues rose by 5.7% in total. This includes an increase of 24.1% between 2001-02 and 2002-03, the highest increase in the country for that year.

In 2003-04, the latest year for which published figures are available, book issues per 1000 population from UK public libraries fell by 6.1%, but in Haringey, they rose by 5.95%. Haringey's issues per 1000 population rose again in 2004-05, this time by 3.7%.

Visitors to Haringey's libraries in 2004-05 were 7.1% higher than in 2003-04 and 134% higher than in 2001-02.

In 2003-04, the latest year for which published figures are available, visitors to UK public libraries rose by 4.3%, but in Haringey, they rose by 49.7%.

In 2003-04, the latest year for which published figures are available, UK public libraries achieved 5656 visits per 1000 population, whereas Haringey achieved 8473 visits per 1000 population. Visitors to Haringey's libraries rose again in 2004-05 to 9092 per 1000 population.

In May 2005, Haringey Libraries, Archives & Museum Service became the first library service to install Wi-Fi in all its service points, including Bruce Castle Museum.

Since its installation in October 2002, the People's Network has proved phenomenally popular in Haringey's libraries. There are now 180 PCs offering free public access to the Internet and these are in almost constant use.

The opening hours of Haringey's nine libraries (excluding Bruce Castle Museum and the Local History Centre) have increased by 78% since July 2001, and are all now open at least 58 hours per week (Wood Green Library 59.25). In addition, Wood Green and Alexandra Park Libraries are open on Sundays from 12-4pm.

Since July 2001, all nine libraries have been redecorated or extensively refurbished. Repairs to the fabric of Bruce Castle Museum have improved the environment there, too.

Established self issue in one library, freeing up staff from behind the counter to help users.

Estimated that over [1.3] million books and other items will be issued and have over [2 million] visits.

Refurbished the Children's library in Wood Green, furthermore a new children's bookstop is opening this month in the Northumberland Park resource centre.

### **Neighbourhoods**

Haringey has gained Beacon Council status.

The NRF programme in Haringey totalled £5.3m in 2003/04 and £7m in 2004/05. Full spend was achieved in each financial year and the Government Office for London commended the Haringey Strategic Partnership for the effective management of the programme. Projects cut across a number of different themes and are really making an impact.

The 'Accommodation Above Shops' project has led to focussed work on Windsor Parade and surrounding buildings in Bruce Grove, which has attracted £1m Heritage Lottery Funding.

The Housing Advisor - Probation Partnership is based in Housing Services and works in partnership with Probation Services. The project provides an effective and professional housing advice, assessment, liaison and re-housing service to ex-offenders. This approach is now regarded as a model of good practice across the country and during 2004 case studies were submitted the ODPM for inclusion in their good practice guide.

The Tuberculosis (TB) Linkworker project has successfully increased awareness and reduced the rate of TB in Haringey. A model for the prevention and treatment of TB has been developed as a result and has been cascaded out for future funding across Pan North Central London PCT's.

Achieving full spend of the 'Make the Difference' budget by introducing popular projects such as 'greening up' High Roads, tree planting, hanging baskets etc.

Making it to the ODPM finals – JUNP came 2<sup>nd</sup>.

Securing £5m for regeneration of Tottenham High Road including £1m from Townscape Heritage Lottery fund for Bruce Grove.

In 2001 the NDC securing £50m and seeing huge improvements over the last four years including lighting. We have spent to target every year with demonstrable impact. Since 2001, the NDC has delivered many great improvements for local people. The area has been relit; there are new play areas on local estates; traffic calming schemes have been completed; the housing renewal area has brought fresh life to private sector homes in the area, giving a very visible facelift to Seven Sisters and St. Ann's Roads.

Alongside this, larger projects are taking shape - including the new Children's Centre on the site of the Triangle Community Centre, and environmental improvements on housing estates, and of course, Wards Corner. The Council's youth projects have been nationally praised, with our team receiving the Philip Lawrence award for work on Stonebridge Estate.

Making the Laurels Healthy Living Centre happen.

Building community involvement in Green Lanes from a period of total mistrust to one where all residents and services work together.

The Urban Centres for City Growth is a wide ranging project which brings together many partners to deliver additional managed workspace for new businesses and renovated shopfronts in our larger and smaller town centres - Seven Sisters Road, Bruce Grove and Park Lane. In Stoneleigh Road a new building will replace the current derelict housing repairs building, and this will offer space for new emerging businesses in the creative arts and other areas.

For Tottenham this is an investment of some £5m which will contribute significantly to Tottenham's physical regeneration.

Government Minister Lord Rooker opened the NRC in Park Lane, and publicly praised the building's design and functions. He was very impressed, especially with the fact that the building cost £1.6m which he saw as great value for money.

Extended neighbourhood management across the borough.  
Had the second successful year of the making the difference programme.  
Delivered successfully capital projects, such as:

- Park lane shop fronts
- Major estate improvements at Milton Road through SRB5 West Green
- The former Davis Mansworld building has been completely refurbished externally to restore the original Victorian facade including reinstatement of the historic first floor conservatory
- £1.025m secured from HLF for Bruce Grove
- Park Lane re-paved
- Re-lit streets in Tottenham Hale
- Money secured from the Arts Council to remove water clock feature, a major community eyesore at Tottenham Hale
- 50 street trees and hanging baskets on Green Lanes as part of environmental improvements programme.
- Confident that up to £100k will be secured for Green Lanes Bridge Gateway project
- Beacon status achieved
- Comprehensive summer programmes delivered in Noel Park, White Hart Lane, JUNP and West Green
- Improvements to Hartington Park and Campbell Court play area
- Improvements to West Green Memorial Garden
- Area Assemblies 'Make the Difference' project received ideas for 271 projects in this year's round of bids showing a real enthusiasm from local groups to enter a partnership with us to improve their neighbourhoods. Each Area Assembly has a budget of £50,000, so the total budget is £350,000.

## **CHILDREN'S SERVICE**

Haringey's children and young people continue to improve their achievements year on year. This is supported by improving Early Years provision with more than 85% of three year olds accessing early years education and sufficient places in nurseries for all four year olds, together with Children's Centres offering services to 7,559 children in deprived wards by April 2006 and 14,759 by April 2008.

For 11 year olds the number achieving the national standard has improved over the last five years in line with the national trend. In 2005 the improvement in English was 3% compared to 1% nationally so the gap has begun to close. Raising standards at Key Stage 2 remains our priority as overall results are below the national results, for example, English is 73% compared to 79% nationally. It is however important to note that almost half of Haringey's primary schools achieve results above and well above the national average. The number that achieve below the floor target of 65% has reduced from 29 schools to 18 over the last five years and work is focused on reducing this further.

For 16 year olds, the number achieving 5+ A\*-C grades has improved at almost 3 times the national rate to 48 %. Progress for students from ethnic minority communities has also improved substantially. Schools in the east of Haringey have made impressive gains resulting in 400 more 16 year olds achieving 5+ A\* - C grades in 2005 than was the case in 2001. Improvements between Key Stage 3 and GCSE puts Haringey in 8<sup>th</sup> place nationally for the most improved authorities (out of 150) showing once again that our students are making great progress and deserve our praise alongside school staff, governors and parents/carers.

### **Admissions**

Admissions to Haringey schools is now through the London-wide process for primary and secondary admissions that ensures that every child receives a single offer for transfer to secondary schools. The process has worked well this year.

### **School attendance**

Attendance by Pupils has improved in both primary and secondary schools. Primary school attendance from 93.37% in 2003/04 to 93.59% in 2004/05 - this is equivalent to 30 more children attending school for a full year. For secondary schools attendance improved from 91.25% in 2003/04 to 91.37% in 2004/05 - this is equivalent to 10 more children attending school for a full year. As a result Haringey's secondary schools have one of the highest attendance rates among London boroughs.

### **Planned Investments**

- Building Schools for the Future (BSF) is a £160 million investment in Haringey secondary schools to equip them to deliver the curriculum for the 21<sup>st</sup> century.
- In primary schools, just over £20 million is set to deliver 120 additional primary places in the west of the borough
- A new Sixth Form Centre in White Hart Lane is to be completed by September 2007 at a cost of £30 million.
- Proposals for the building of a new secondary school in Wood Green within the lifetime of the next administration.
- 18 new children's centres are to be opened by 2008, with 10 of these by 2006. The centres will provide young children and their families with a range of services including healthcare and education to ensure that families are given as much help as possible at such an important time.
- A new youth centre at Bruce Grove is due to open in March 2006 to complement the existing ones in Haringey, together with a new centre to deliver the Duke of Edinburgh Award Scheme at St. Thomas More's School, to be opened in May 2006.
- The development of Information and Communications Technology (ICT) has been rapid with all children accessing computers in schools, interactive whiteboards installed in many schools, almost 2000 laptops distributed to



Haringey teachers; and the majority of Haringey schools connected to broadband Internet.

### **Children's Social Care**

Caring for vulnerable children continued to improve with all children on the Child Protection Register with an allocated Social Worker and all Child Protection Plans reviewed on time. Provision for children looked after by the council continued to improve with the number of foster placements for each child reduced enabling greater stability for this vulnerable group of young people. At the same time the number adopted has increased. Both the fostering service and adoption services have had very positive inspections. Educational achievement for looked after children has improved but will remain a priority.

### **The Children's Service**

The Service has progressed very well in its first year. The results of the first performance assessment by the joint inspectorates were good. Out of a possible 4, education received 3, social care 2, capacity for further improvement 3 and the service overall a score of 3. These scores reflect Haringey's success at improving the five key outcomes for children and young people, central to the government's Every Child Matters programme.

### **Funding for Schools for 2006-08**

The ring-fenced Dedicated Schools Grant (DSG) – provides in 2006 an increase per pupil of 6.8%, in line with the national average but below the London average of 7.2%. The minimum funding guarantee is 3.4% for secondary and special 4% for primary and nursery schools. The DSG overall is £143.6 million which includes the delivery of some pupil targeted services led by the Children's Service. In 2007/8 the DSG is set to be increase by 6.9%.

## **CRIME AND COMMUNITY SAFETY**

There has been a year-on-year increase in all crime but a reduction in the recent trend comparing the last two quarters. Burglary has stabilised recently and is likely to achieve its 8% reduction target and motor vehicle crime continues to see year-on-year reductions despite a recent upturn in its trend.

Robbery and violent crime have seen significant increases year-on-year but these are attributable to particular circumstances, which are mentioned in the individual sections below. Operations tackling robbery in 2004 resulted in significant reductions, which have not been able to be maintained this year due to a lack of consistent targeted resources. The most recent Haringey Residents Survey 2004 shows that crime continues to be the main concern (49%) however this has fallen year-on-year from a peak of 52% in 2002. Nationally, the most recent survey shows decreases in the fear of crime across all the main categories in 2004/5 compared with the previous year. Further information can be obtained from the Police Performance Standard Unit.

### **Strategic**

Over the past year, a new 3-year Safer Communities Strategy has been published. We have prepared and widely circulated a summary leaflet for public use, which

presents our key priorities for the period 2005 – 2008. All this information along with our crime and drugs audit is available on the Council's website.

The strategy has moved our partnership agenda on significantly. In consultation with service users, we will be focusing our activity and resources around the areas of anti-social behaviour, violent crime, robbery, burglary, and the harm caused by illegal drugs and alcohol. The outcome of shared and improved intelligence and analysis, and greater involvement with local stakeholders and partners will further drive the agenda.

We have recognised the importance of early intervention, especially to prevent youth crime and of increasing support to victims, witnesses and people with mental health issues. We have also established a more responsive and dynamic partnership structure with inter-agency groups to co-ordinate performance, planning, funding, data analysis and crime prevention.

However, the community safety agenda and policing specifically are constantly evolving and it will remain a challenge for us to meet local expectations and all borough-wide performance targets over the coming year. Our immediate attention will be on setting up strong leadership, collaborative working and effective community engagement at the neighbourhood level.

The Government is expected to introduce a new Community Safety Bill in the near future which will have implications for all partnerships including how Councils engage with the police at the local level.

### **Anti-Social Behaviour**

Anti-social behaviour remains one of the Government's highest priorities and a local priority. It has been another busy year for the Anti-Social Behaviour Action Team (ASBAT) and the Community Safety Team constantly responding to this evolving agenda.

Key achievements over the past year are -

- The first joint ASB Data Analysis Report was produced and a second one is due in March this year to present the full picture from April – December 2005. This is enabling us to create baselines and build up performance data.
- The Information Sharing Protocol was launched at an official ceremony in July and signed by over 30 organisations. We will be promoting use of this on an ongoing basis, starting with a training and awareness session in February.
- The police Safer Neighbourhoods Teams are going from strength to strength in the borough. Dedicated, ward-based teams are up and running in Woodside, Crouch End, White Hart Lane, Stroud Green, Tottenham Green, West Green, Hornsey and Muswell Hill. A complete roll-out across all wards is envisaged by the end of 06/07.
- Some boroughs have secured high numbers of ASBOs with correspondingly high numbers of breaches. In line with Haringey's balance between prevention and enforcement, the ASBAT has achieved an impressive record since April 2004 of:
  - 52 Acceptable Behaviour Contracts (ABCs) – proven to work well to prevent an escalation of the behaviour
  - 11 Anti-social Behaviour Orders (ASBOs)
  - 61 closure ordersThe team maintains its impeccable record of 100% court success.
- With the advent of the Housing ALMO, the ASBAT team has transferred to the Safer Communities Service, which should strengthen its strategic position and access to new projects and funding opportunities.

Challenges in this area over the coming year are -

- Responding to the Government's Respect agenda
- Achieving a 'whole borough' ASB service, irrespective of tenure. Progress in engaging Registered Social Landlords has been made but further work will need to be done in this area
- Work on early intervention with young people and co-ordinating some form of youth outreach
- Expanding work with Victim Support.
- Co-ordinating our neighbourhood work across departments and services, and fully understanding and capturing enviro-crime in the portfolio
- Effective engagement with health providers, especially mental health

### **Street Crime**

Street crime over the past year has seen many fluctuations, varying significantly by time of the day and season. The "Christmas Cracker" activities have now concluded and robberies have been reduced to an average of 5 a day. This is a result, which police are working hard to maintain.

Youth on youth street crime has increased over the past year and has become a real priority. Given an ongoing peak in the after-school hours of 3pm-6pm, joint action is being considered by the police in conjunction with Head Teachers and Children's Services.

Plans are afoot to mount a large-scale operation in February and March. However, funding at this time is proving difficult to obtain. The usual Q cars and priority crime teams are working in the robbery hotspots towards the targets.

Work around publicising the extent and success of CCTV usage in Wood Green is taking place in January and February, particularly as this is our main street crime hotspot.

### **Burglary**

The partnership has made real inroads into tackling burglary this year. We are currently running at an 8% reduction compared with last year and with sustained effort, this is expected to continue and be on track to meet the local policing plan target. An evidence-led approach, backed up by research, has paid off and Police Teams are concentrating efforts on those times and places which are most vulnerable.

The publicity campaign aimed at reminding people to use timers to make their homes appear occupied is continuing through January. A new market reduction campaign aimed at the stolen goods' market is starting this week and is being used as a springboard for the Safer Communities Strategy launch.

### **Violent Crime**

Recorded violent crime has been on the increase across London over the past year and Haringey is no exception. This is partly due to changes over time in the National Crime Recording System which has increasingly taken a victim-centred approach. Whilst providing a greater body of evidence, this has also resulted in an increase in the number of recorded crimes, especially for less serious violent offences.

However, we have performed well in comparison to other boroughs in our crime group, especially by focusing on the more persistent hot spots. A new and dedicated police Business Support Team has been introduced in Wood Green and has shown

early successes through a combination of high visibility patrols, building local networks, and introducing new schemes such as Shopwatch, which enables business representatives to train as Special Constables and effectively contribute to crime reduction.

A new approach of partnership and joint working has been taken with the managers and landlords of pubs and clubs in areas known to be violence hotspots. We are targeting publicity at the most vulnerable victim groups and liaising more closely with organisations such as Transport for London to maximise crime prevention messages.

Some highly creative new measures have been added to our action plan. Examples of these include the use of Street Pastors; the 'Inside Out' project to divert young people from crime through awareness of prison life and Barbers against Violence.

The partnership is funding and supporting a range of educational projects. These include professional theatre to reinforce awareness of knife crime, resource packs and videos supplied to secondary schools on gun crime, and educational workshops for all young people on the effects of violent crime as a complement to Operation Blunt.

### **Domestic Violence**

Work on domestic violence is carried out by the Equalities Team and its partners. Our one-stop Hearthstone service saw 1,527 people last year and the make up of these clients mirrored the local population.

A large and successful stakeholder conference was held last year on the theme of reducing tolerance to domestic violence in our communities with attendance from 60 local organisations. Awareness messages have now been introduced on bus tickets and DVD has been made and translated into several community languages. Our local drama project in schools 'Waiting in the silence' has been held up by the Cabinet Office as an example of good practice.

Challenges still exist in the near future with securing funding to extend the opening hours of Hearthstone and to provide counselling services for children affected by domestic violence. Work on developing the role of the courts and other criminal justice agencies will be a challenging priority.

### **Drugs and Alcohol**

In 2004-5, Haringey's target for the number of drug users in treatment was exceeded by 15% with the total of 1022. By November 2005, over a thousand Haringey residents had already accessed drug treatment, which is a significant achievement.

Those leaving the treatment cycle can now get support from the Haringey Aftercare Service, set up in April 2005. The team ensures that individuals have access to housing, financial and family support, education, training and employment, and specialist counselling. These are all elements that are essential in refraining from drug use and re-offending.

At the beginning of this financial year Haringey Drug and Alcohol Action Team (DAAT) also commissioned a bedsit scheme for people who have completed alcohol or drug treatment. These measures complete the implementation of 'Models of Care' in Haringey, a system that ensures a delivery of an effective drug treatment. In terms of challenges for the immediate future, we are working hard to ensure that more drug using offenders have access to drug treatment. The Drug Interventions Programme was set up to steer drug users, who are in contact with the criminal

justice system, towards treatment. From April 2006 everyone arrested for 'trigger offences' will be drug tested, a new measure that is likely to increase the number of offenders in treatment even further. However, a long-term challenge will be to effectively co-ordinate the full range of services to offenders to prevent re-offending. In addition to treatment, this also includes attention to issues such as housing needs and employment skills.

Crack abuse is an on-going problem in Haringey. The Haringey DAAT and its partners will be working hard to increase treatment provision to better cater for those with primary stimulant problems. The DAAT will be commissioning a new service at the beginning of next financial year.

Last year, Haringey was one of only a few boroughs to develop a comprehensive Alcohol Harm Reduction Strategy. While progress is being made on implementing this, there is no specific funding for alcohol-related prevention or treatment, despite the fact that there is a far greater impact on families and communities as a result of alcohol abuse than illegal drugs.

Over the past few months, we have aligned experienced Police Crime Prevention Officers (CPOs) with our new partnership priorities. This has meant much closer working and information sharing than hitherto.

#### **Joint Crime Prevention Group**

The Joint Crime Prevention Group (JCPG) continues to act as a multi-agency brainstorming group and is growing in popularity. The membership reflects a wide variety of departments and partners and has looked at a range of issues including street drinking, park improvement schemes, crime prevention training, truancy and area-based action plans. The work of this group will provide some very practical lessons for the forthcoming neighbourhood partnerships.

#### **CCTV**

In July 2005 the partnership took possession of a CCTV van, which was purchased with partnership funding. The overt vehicle is fully equipped and operated by the police but any partners can request to use it. It has proved particularly effective at deterring crime, reassuring the public and is being used at football matches, outside schools at dispersal times and at crime scenes.

#### **Community Engagement**

On the 28<sup>th</sup> February we will be hosting the inaugural 'Building Safer Communities TOGETHER Awards 2006'. The purpose of the awards is to recognise the positive contribution our communities and police and partnership teams are making towards ensuring Haringey is a safer place.

In December the Community Safety Team in partnership with Neighbourhood Management team ran a Community Safety Event at the Crowland Road synagogue. A number of partners were involved in the event including the Fire Service, Police, Anti Social Behaviour Action Team and Wardens. There are plans to do further community safety events targeted at specific communities in the borough.

There are real opportunities for us to continue to engage with our communities through the roll out of the Safer Neighbourhoods Teams across the borough and the Community Safety Team is working with the Police and relevant partners to progress this agenda.

#### **Haringey Peace Alliance**

The Haringey Peace Alliance (HPA) continues to play a leading role in high-profile community events, including the yearly Week of Peace in September, which culminated in the Peace Walk on Sunday 18<sup>th</sup> September. The walk concluded in Finsbury Park, at which a 'Tree of Hope' was planted 'in memory of the victims of guns, knives and other violence in Haringey and across London'. The theme last year was families and communities. Around 2,500 attended the Peace Festival and over 500 participated in the walk.

In addition, the HPA runs an active Inter-faith Forum and arranges leadership breakfast meetings to debate issues of common concern across organisations, sectors and denominations. 150 people attended the December meeting.

During 2005, the HPA organised a young people and parents event and has been active in promoting awareness raising material and campaigns such as 'What's da Point' knife-crime comics in schools and work to support Operation Blunt.

Following success in Haringey, the Peace Alliance now has a London-wide profile and a significant national and international network.

### **Safer Sixties Event**

Over 450 older residents attended this year's very successful event held over 2 days - 30<sup>th</sup> November and 1st December 2005 at the Civic Centre. This year Attic Theatre was commissioned to present four performances over the two days highlighting safety in the home. The performances were free, as was the transport being offered to older people across the Borough to attend.

The event offered older people practical advice and support and using the medium of theatre allow a more interactive means of communicating those issues. This event is very important in that it enables the partners to target resources and services more effectively at those known to be at risk. The overall aim of the project is to provide information about safety and services that can be accessed by the elderly to improve their quality of life and brings together a number of the partner's individual aims and objectives under one umbrella.

The London Fire Brigade provided advice on how to reduce death and injury arising from accidents in the home as well as giving away smoke alarms. The Metropolitan Police will be giving crime prevention advice and advice will also be available from Haringey Council Safer Communities Team and Environmental Services on keeping safe and warm. In addition the following partners also gave advice and help - Haringey Primary Health Care Teaching Trust, Inland Revenue, Pensions Advice (Department for Work & Pensions), Age Concern, Metropolitan Housing Trust, and the Haringey Older Persons Forum.

## **ENVIRONMENT**

### **Better Haringey**

In the autumn of 2003, Haringey Council launched 'Better Haringey', a £5 million drive to clean up the borough. It was a direct result of residents putting crime and grime at the top of their list of concerns. Since then, Better Haringey has received £15 million of funding. Activities delivered under the umbrella of Better Haringey are those which have improved the built or natural environment and encourage civic pride amongst our residents.

Under the themes of 'Cleaner, Greener, Safer,' the following activities have been delivered:

#### Cleaner

- 800 new litter bins across the borough.
- Wheelie bins for all suitable households.
- Road sweeping increased by 300km per week.
- Free white goods collection service including fridges, car batteries, gas cylinders, televisions, videos and dvd players.
- Overnight cleaning of main highways, shopping areas and under bridges.
- Annual deep cleans and improved sweeping on all housing estates.
- Monitoring and enforcement of trade waste contracts.
- Community clear-ups and community skips for bulky waste.
- 50,000 square meters of graffiti removed in just 2 years.
- Offensive graffiti removed in 24 hours or less. All other graffiti removed in 3 days or less.

#### Greener

- Massive increase in recycling rates in the last 3 years from 4% to 18%.
- Two new Re-use & Recycling Centres.
- Green garden waste collections expanded to 45,000 households, including 32,000 with organic waste collections.
- 70% of schools are participating in recycling initiatives.
- 4 parks awarded 'green flag' status.
- Haringey Design Awards held to recognise Haringey's reputation of promoting good design in London.
- Residents and Members have chosen a wide range of environmental projects (for example reducing street clutter and planting flower beds) under the 'Making a Difference' Area Assembly budgets.

#### Safer

- 1800 new streetlights.
- £2 million spent on road improvement.
- Problem sites initiative to tackle persistent problems of dumping, crime and anti-social behaviour has seen alleygates installed in key problem alleyways.
- Up to £20,000 fine for anyone who is caught fly-tipping.
- New car clamping and removal service launched.
- Take back scheme for residents who cannot dispose of their cars.
- Over 5,500 abandoned cars removed.
- Over 300 untaxed cars removed or clamped.

#### Events

The many projects of the Better Haringey programme are showcased through regular events and celebrations of achievements such as:

- Better Haringey Awards - 'One-year-on'
- Better Haringey Awards 2005
- Better Haringey stand at the LGA Conference in 2005
- Tottenham Carnival
- Environmental initiatives launched in schools.
- Junior Wardens scheme launched to 150 pupils across 3 schools.
- Launch of the Better Haringey Trail

These activities have been supported by effective publicity and merchandising to maximise the awareness and participation of residents, schools and businesses.

#### Coming up...

Better Haringey will continue to deliver in 2006, with the opening of a Recycling and Sustainability Education Centre.

Our 'Clean Sweep' campaign taking place in February and March will feature enhanced Council activity around cleansing the busy Wood Green High Road and Green Lanes corridor. This will be supported by activities being run by local schools, businesses and community groups.

Haringey has also been chosen as just one of a handful of areas in England to pilot a project to encourage residents to recycle more. The 'Better Haringey Rewards Recyclers' scheme will culminate in a celebration of residents' achievements at a special event on 9 March.

#### **Enforcement**

The Eyesores Programme – all of the borough's bridges have been surveyed and most now pigeon proofed. A number of other network Rail locations have been improved to remove litter, graffiti, birds mess and fly posting.

Street Enforcement launched – patrolling uniformed officers now patrolling across the borough enforcing against littering, highways obstruction, trade waste and fly posting. Since October:-

Has issued 180 warning notices have been issued to traders with over 80% assessed as complying.

72 fixed penalty notices have been issued for waste and littering offences.

150 highways obstruction and street clutter offences have been resolved with 3 prosecutions now pending. 30 highways permissions and licences have been issued as a result of enforcement action.

84 notices for illegal fly posting have been issued with 98% compliance within 48 hours. Three prosecutions are now pending. Our top ten fly posting hotspots have now been permanently removed.

60 notices have been served on private land suffering from littering and dumping. Eight have been cleared by work in default and one matter is pending prosecution.

750 residents have received verbal and written warnings for offences relating to rubbish and fly tipping.

Invested over £3million pounds helping to make homes warm, safe and decent. A further £900k has been used to improve access to homes for disabled people.

Group Repair schemes have delivered significant and visible improvements to residential properties in

- Black boy Lane
- Daleview Road
- Eastbourne Road
- Grove Road



- Severn Sisters Road

On course to deliver 100% inspection of our Food Premises inspection programme for 2005/6.

Undertaken 86 covert test sampling checks for the supply of knives, alcohol, cigarettes and fireworks. Over 20% have resulted in formal cautions or have prosecutions pending.

Introduced a new Licensing Policy for the borough that aims to prevent crime and disorder, protect children from harm, promote public safety and reduce public nuisance 1,800 premises and personal licences have been issued to those that have applied.

Undertaken a programme of diversion activities through our Street warden service. During the six weeks summer holidays over 600 people between the ages of 5 and 25 years of age attended basketball and football coaching summer camps.

## **FINANCE**

CPA - use of resources judgement - Covers all aspects of financial management and governance, including value for money. Scored 3 out of 4 in harder test for 2005. Major contribution towards Council's move to 3 stars.

Financial strategy - Delivered financial strategy for the administration. Substantial investment in Council priorities and significant efficiency savings, exceeding Gershon efficiency target for 2005/6 and 2006/7. Additional investment fund of £5m created in June 2005.

SP implementation - Implemented SAP for finance, HR and procurement. Major driver for improved management information and efficiency in transaction processing. Linked successful implementation of e-payments

Accommodation strategy - Completed provision of four customer service centres and call centre accommodation. Delivered 'Wood Green hub' for all other staff, with River Park House as flagship. Development of three former town hall sites underway.

Bernie Grant Centre - Led the development of the Bernie Grant Centre, a major focus for regeneration in Tottenham. Secured complex £13m funding package and delivery arrangements via new stakeholder company. Project is now on site.

Local taxation performance - Council tax collection improved from 90.1% to 93.2% in 2004/5. Business rates collection improved from 95.1% to 98.6%. For 2005/6, we are on target to achieve further improvement with council tax at 93.5% and business rates at 99%.

Benefits performance - Benefits performance is subject to assessment as part of the CPA process. The CPA assessment for 2005 has been amended to present a more rounded view of the service. We have retained our 3 out of 4 overall rating, and of the four dimensions, two are rated as 'excellent', one as 'good' and one as 'fair'. As part of this assessment, speed of processing has improved from 67 days to 44 days and accuracy of processing has improved from 96.6% to 98%.

Corporate procurement - Established a corporate procurement unit assessed by the Audit Commission as 'a good service with excellent prospects for improvement', the highest rating awarded to a procurement function. Best practice recognised for procurement strategy, link to corporate priorities, quality of contract standing orders, and support to business units. We are also managing two procurement projects on behalf of the London Centre of Excellence.

Work with local businesses - The Council is a national leader in promoting supply chain diversity. Delivered through three linked projects: Trade Local, SME procurement pilot, and European Supplier Diversity Forum. 'Highly commended' at Local Government Chronicle awards and an exemplar project for the London Centre of Excellence.

Insurance and risk management - Internal control and governance frameworks recognised as good practice, contributing to 3 out of 4 on use of resources. New tenders for insurance arrangements achieved £400k saving and offered home contents scheme to Council tenants.

Fraud pathfinder - Established joint team of Council and DWP counter-fraud staff, one of only two in London. Has developed best practice for joint working and during 2004/5 applied joint sanction/prosecution to 20 benefit fraudsters. There were in addition 82 local authority sanction/prosecutions.

## **HOUSING SERVICES**

- In line with the government's objectives of increasing choice across sub-regional and regional areas, Haringey has joined Home Connections. This will see all boroughs and many RSL partners across the North London Sub-Region operating the same Choice Based Lettings system. The system is web based and enhances customer access and choice by offering a range of access routes.
- We are on track to meet our challenging LPSA targets on Moving Out of London (43 households rehoused with a year end target of 50) and Under Occupation transfer (71 households have moved with a year end target of 95).
- We have implemented a 'severe overcrowding' initiative which has enabled us to move 37 households from severely overcrowded conditions to larger accommodation that meets their needs.
- We have introduced policy changes that have stabilised the way we use temporary accommodation. This has resulted in a reduction of moves for those living in temporary accommodation and minimised the disruption to their lives. We have employed a Homelessness Initiatives Manager, who is working to ensure that we look to meet the wider needs of homeless households. Initiatives include the provision of employment and training advice by Positive Employment in the Homelessness reception.
- We have introduced significant changes to the way we deliver our homelessness and housing advice services to ensure that we provide a comprehensive customer centred service that maximises access to a range of housing options. The service includes a multi agency Vulnerable Adults Team, which works with

partners, including Connexions, the PCT and the Mental Health Trust, to ensure we deliver a service that meets the needs of our more vulnerable clients.

- We continue to develop the range of services that are offered through Hearthstone. For example, the Sanctuary project enables us to offer more choice to our residents by creating a safe environment within a person's existing home. Through enhancements to security and developing the appropriate individually tailored support package, we are able to prevent homelessness and provide more stability to clients who are facing domestic violence. This project is funded in partnership with the police and we are currently working to include RSL partners in the project. We have pioneered this approach in the sub region.
- The temporary accommodation income collection rate for 2005/06 has been consistently high. The division has achieved an overall collection rate of 96.11% in the year to date. This compares to 94.4% in 2004/05.
- We have provided cost efficient temporary accommodation. The cost of housing families in temporary accommodation compares very well the London average figures available. The cost per head in Haringey is £12 compared to a London wide average of £18 per head.
- Our 10 year leasing scheme, HILs, has been highlighted as an example of best practice by the ODPM.
- Our 2004/06 RSL development programme is the largest in North London. ADP funding for Haringey was £70 million, providing an extensive programme of 936 new homes, 494 as affordable rented homes and 442 as affordable home ownership. This year 284 units have completed with another 110 due by the end of the financial year. This includes the first tranche of properties on the New River development.
- For the 2006/08 NAHP bid round we have supported bids to the Housing Corporation totalling just under £160M, which would deliver over 2,300 units of accommodation. Units developed would include both rented and low cost home ownership.
- A number of key worker schemes have completed this year, including the Westpoint development on the site of the former Goulding Court. This will provide 15 units for key workers on a shared ownership basis.
- We continue to be successful in bringing empty properties back into use. We are on target to reach 100 properties that have been brought back into use following our intervention. In recognition of the important role that action on Empty Properties has on both meeting housing need and addressing potential 'blight' we have developed a new Empty Property Strategy, which emphasises the need to have a varied approach including facilitation and encouragement backed up by enforcement where necessary.
- We have entered into a new protocol on anti social behaviour with local RSLs, which all of our RSL partners have signed up to.
- We have agreed to enter into RSL partnering and this is currently being progressed.

- Our Housing Strategy was assessed to be 'fit for purpose' by GOL. This is a significant achievement, which indicates that they feel we are providing a clear and considered lead through our strategy document.
- We have jointly commissioned a new Housing Needs Survey, along with two of our sub regional partners (Westminster and Barnet). The report will be available in May 2006 and will be used to inform our future strategies and interventions. Joint commissioning enabled us to make savings on the cost of the survey.
- Responsibility for homes energy efficiency has transferred into the service. This will enable us to take a cross tenure strategic approach that will facilitate interventions that will assist local residents and contribute to our overall aims on sustainability.
- The 2005/06 capital programme has a budget of £24.51m and at the end of December had achieved a spend of £13.73m.
- The following number of dwellings are planned to benefit from the following renewals:

Roof Replacement	-	189 homes
Window Replacement	-	133 homes
Kitchens	-	176 homes
Bathrooms	-	176 homes
Rewiring	-	380 homes
- As at April 2005, there were 49.9% homes that were not decent. The project for non decent homes at April 2006 is 44.5%.
- The Better Haringey Estates Improvement Programme 05/06 is projecting a spend of £4.316m. It will provide:

Lighting	900 new columns/bulkheads
Door Entry	55 (20 complete new systems)
Waste & Recycling	14 sites (plus vehicle)
Landscape and Play	26 sites
Highways	7 estate roadways resurfaced
Flooring	new communal flooring to 30 blocks
- Working in partnership with British Gas to deliver the *HELP* Scheme has provided benefits such as cavity and loft insulation, draft proofing and low energy light bulbs, and with other areas of the capital programme directed towards energy, the average SAP rating per dwelling at the end of 2004/05 was 58.37, against a target of 58.5, with a projected target of 65 at the end of 2005/06.
- BVPI 72 – per cent specified urgent repairs completed in Government time limits: in 2005/06, to date, over 98% achieved which is 5.30% improvement between 2000/01 and 2004/05.
- BVPI 73 – Average time taken to complete non-urgent repairs (days): in 2005/06, to date, is under 10 days which is 64% improvement between 2000/01 and 2004/05.
- Introduction of Opti time appointment system for repairs giving Tenants greater choice.

- Replacement of old VAX computer system with Task (go live due 28/2/06) which fully integrates with the front end OHMS system and will allow Customer Services to access information for Tenants and Leaseholders without having to refer to the depots.
- Introduction of National Housing Federation schedule of rates (go live 28.2.06, with Task) which will allow us to benchmark with other authorities and organisations in the pursuit of Value for Money.
- Recruitment of eight Apprentices in September 2005. Seven of the eight completed the three year course and four went on to secure full time jobs within HHBS.
- Implementation of General Repairs BPR resulted in us restructuring and forming area teams to provide a localised repairs service to Tenants and Leaseholders.
- Implementation of recommendations of further BPR's in Adaptations and Voids have resulted in streamlining of both services and identification of overall control of processes to ensure improved service delivery.
- Successful ballot agreed ALMO proposal in April 2005.
- Stock options appraisal signed off by Government Office for London
- ALMO implementation plan has been implemented according to the timetable so we will be ready for a successful go-live in April 2006.
- Successful residents' consultative forum established on ALMO implementation and regularly attracting 60 to 70 residents.
- New panels on range of service areas established with residents – tenant participation, estate services and tenancy management, finance, communication, repairs panel, disabled people group.
- Successful introduction of the ALLpay card for housing rents and charges.
- Praise from Local Government Ombudsman for new compensation framework.
- New newsletter for leaseholders.
- Some key points from the Residents Survey (Comparison 2004/05 to 2005/06):
  - Opportunities for participation (+4%) 60% to 64%
  - Home meeting needs of household (+7%) 70% to 77%
  - Being kept informed 76% (for this and last year)

## **LEGAL SERVICES**

Haringey Register Office successfully implemented the Civil Partnership Act 2004 which enabled same-sex civil partnership ceremonies to take place from the 21<sup>st</sup> December 2005. Seven ceremonies taking place in the Civic Centre on that day. This was accompanied by good positive publicity in our local papers and excellent

feedback from participants. A further 25 ceremonies have taken place here to date with further bookings being taken for throughout the year.

Over 200 Citizenship Ceremonies have been held in the Council Chamber since April 2004 with over 5000 new citizens in Haringey which has exceeded Home Office estimates.

Haringey registrars also participated in the 6- Register Office pilot scheme for the Nationality Checking service under the auspices of the Office of the Immigration Services Commissioner. This began in February 2005 and has proved very popular and is now a permanent feature of Haringey's registration services. Since then over 900 prospective new citizens have taken advantage of Haringey's service which allows their documents to be checked and certified by registrars, posted special delivery direct to the Home Office, allowing applicants to retain their original documents which they may need for other purposes.

## **ORGANISATIONAL DEVELOPMENT**

Organisational Development and Learning plays a key role in ensuring that the workforce understands and has the capability and capacity to deliver the Council's goals and priorities particularly the achievement of sustainable communities and a three star CPA rating.

During 2005 there were three key strands of work in particular that contributed towards this:

We designed and got underway two 'pathway' projects in the Northumberland Park area to place local unemployed people into local jobs.

Social Care Pathway - Social Care Job Fair in Northumberland Park attracted 300 local residents. Out of those, 63 registered their interest in a job in Social Care; of those, 26 attended a "skills for life" analysis. Five unemployed residents were fast tracked and given immediate job interviews in Learning Disabilities or Home Care Services. The remaining 21 were offered training placements which started in January 06. The plan is for a mix of training/work placement followed with a guaranteed interview.

Teaching Assistants Pathway - 22 local unemployed people undertook a mix of training and work placements in local schools in preparation for job interviews. Two of the trainees have already secured permanent jobs in local schools. Building on the success of the first Teaching Assistant pathway, discussions are currently under way to set up another.

We design and deliver a wide range of Learning and Development programmes to ensure that our workforce have the skills, knowledge and understanding to serve residents well. These 2005 successes included:

Leadership programme - All of the Council senior and middle managers (250) have now completed a comprehensive and well regarded Leadership Programme. The programme has ensured that all of the council's more senior managers have had extensive feedback on their performance; understand the principles of effective leadership; and provide them with the skills, techniques and support they need to

manage their services and teams effectively. The programme started in 2003 and was supported with a grant from the ODPM which is also helping fund a phase 2 programme for the Council's 4<sup>th</sup> and 5<sup>th</sup> tier managers. This phase 2 programme launched in October 2005.

Council Wide Short Courses - OD and Learning design, deliver or commission in some 200 short courses a year on subjects ranging from Customer Care; Dealing with Aggression; Project management; Managing Health and Safety; to Disabilities Equalities at Work; Time and Stress management and much more. 95% of courses have satisfaction ratings of 85% or above and are over-subscribed.

Aiming High – launched in September a fast track development programme for the 'gifted and talented' council managers of tomorrow. The Aiming High programme recruited 20 ambitious participants drawn from all parts of the council onto the programme and a wide range of grades.

Achievement of the Investors in People status - OD and L managed the Council's Investor in People drive which resulted in the award of IIP status for the whole council (four months ahead of schedule) in March 2005. The Standard helps organisations to improve performance and realise objectives through the management and development of its people.

The IIP assessment commented on the 'remarkable lack of cynicism often associated with large public sector organisations. Staff at all levels are to be congratulated in remaining focused on delivery whilst adapting to change.

Haringey has undertaken a range of work to ensure that the Council has the culture and capacity to deliver excellent services.

Values (Haringey's way of working) - working with Council Members and staff to define and agree how staff are expected to work – our way of working – in order to achieve the Council's goals.

Graduate Trainee Schemes - recruited and overseen the placement and development of another cohort of generic graduate trainees. These trainees are the third group of trainees recruited into the Council and they have made a real impact in the services they have been placed (where recruitment was often difficult). Current and former graduates are working in the Better Haringey team; Improvement and Performance; Libraries; the policy team; and Social Services.

Social Work Trainees - currently 33 trainees at varying stages of their training at Middlesex University. 50% of the trainees are from black and ethnic minority communities. In June 2006, seven trainees will be taking up social work jobs in both Adult and Children's Services. The scheme is very well regarded by the University, by the trainees and by the services who have been impressed with the quality of trainees.

## **SOCIAL SERVICES**

- Social Services have recently achieved two stars in the star ratings. This is outstanding given difficult circumstances in terms of service and financial management and the tragic death of Victoria Climbe.

- This result has contributed significantly to the assessment of the whole council (CPA).
- This level of improvement in such a short timescale, is exceptional at both a London and national level

#### **NHS Health and Social Care Awards**

- The Haringey Home Care Night Service was one of the national finalists for the NHS Health and Social Care Awards.
- The home carers work with very frail older people who would not be able to remain at home without this service.
- This time they were pipped at the post. However, it remains a remarkable achievement for the Home Care Night Team to achieve national recognition in providing an excellent and innovative service.

#### **National Community Care Awards**

- The Learning Disability dating agency, “Stars in the Sky”, run by service users that we fund via Haringey Association of Independent Living, was declared the overall winner at the National Community Care Awards in December.
- This was a considerable achievement, and the agency has been awarded funding of £10,000.

#### **Older People**

- Haringey’s new Quality of Life Strategy, *Experience Counts*, was launched last July.
- The strategy represents a significant step forward in terms of seeing older people as active and valued members of the community, rather than as frail and vulnerable and it covers the whole of the community and not just social care and health.
- The aim of the strategy is to empower people to plan for a healthy older age, as well as making it easier for people to access information and services in the borough. This closely aligns with the governments emphasis on independence and well-being.

#### **Staff and Support provision**

- Social Services currently employ over 1000 hard working and committed members of staff who provide services to thousands of people. Some examples of these services are:
  - The 1,712 people over the age of 65yrs whose primary need is that of a disability.
  - The 810 people being supported with Learning Disabilities, this figure is projected to rise by 20 persons per year.
  - The support given to 427 people with Mental health needs (November 2005).
  - The 1,400 older people who were helped in 2005 to remain independent in their homes by our home care provision.
  - Our emergency centre receives over 180,000 calls per year from members of the public, including people with care needs.
  - Meals on Wheels - There are over 400 meals on wheels served everyday (2800 per week).

#### **Projects and Initiatives**

Social Services are working on a number of initiatives to improve the lives of it’s service users;



- Haringey Home Care and Environmental Services are working together to enable older people in Haringey to recycle. Home carers will have recycling added to their task plan alongside the personal care and rehabilitation that they provide for vulnerable older people.
- Our Mental Health service is actively and successfully working to encourage and support users into employment. The jobs our service users are entering are *real* jobs including work in Tottenham Law Centre and merchant banks.
- The success is highlighted by the Seventy-five service users who have visited the Job Club at the centre expressing an interest in looking for work.
- By September 2006 Haringey will have 33 social workers at varying stages of their training under our Trainee social work scheme. This is exceptional in terms of bringing skilled and qualified workers into the social care setting and keeping them in Haringey.
- This is now a rolling programme that will assist adults and children's social services in tackling issues of recruitment and retention.
- We are also running a Pathways into Social Care project. This project is aimed at local unemployed people. It provides real support and a training programme to help get people into work and on into a career in social care.
- An assessment interview was offered to all 60 registered applicants along with a tailored training programme. The scheme offers work experience and a guaranteed interview.

### **Mental Health**

- Future of Mental Health Services in Haringey – our aim is to
  - focus on preventing mental illness and support services that tackle the early signs of mental illness
  - we want to keep people living in their homes and receiving primary health care through day hospitals and social care activities
  - our intention is to minimise the numbers of individuals needing to be admitted to hospital

### **Benefit take up drive**

- Focus will be placed initially on Council Benefit take up. The priorities are as follows:
  - Social Work trainees to be given front-line experience of benefit take-up work, after two days' training
  - Awareness exercises to be rolled out to the Older People's Forum for February
  - A half-day awareness session to be run for Older People's day centre staff, Customer Service staff and Sheltered Housing staff
  - The Communications Unit to be involved, and a theme developed – maybe 'Council Tax Benefit Take-Up Fortnight'
  - A whole range of voluntary organisations to be invited to participate
  - Packs to be developed.

### **Carers Strategy**

- The overall plan is to implement the Carers Strategy with developments in all the areas carers have identified as important to them.
  - The Carers Centre, in development since 2003, will be formally opened in April, 2006
  - An Emergency Card Scheme for Carers will be launched.

- Direct Payments for Carers will be strongly promoted
- Flexible Carers Services (i.e. not necessarily break services) will be extended to other areas if the upcoming pilot project in Mental Health is successful
- There are 8 briefings for staff on the Carers (Equal Opportunities) Act, 2004 and supporting carers timetabled: there will be sessions for non-Social Services staff to enable them to signpost carers to services
- Training for carers will be commissioned e.g. stress management, moving and handling, assertiveness.

## STRATEGY

### Community And Voluntary Sector

Haringey has provided the following Annual Grant funding support in 2005/06 -

Main grants Programme £3,363,800 per annum

Supporting People (SP) funding £859,500 per annum

This compares to other boroughs Lead Voluntary Sector Teams as follows -

Enfield - £1,402,347.00

Barnet - £1,500.000.00

Waltham Forest - £2,000.000.00

Additional support provided includes Circular funded rent, rate relief, Capacity Building programmes, newsletters, used furniture, computers and a funding website which includes both external and internal funding.

The range of work covered by the Community and Voluntary Sector Team to the benefit and support of the Community and voluntary sector includes:

- Capacity building where there is evidence of low performance level
- Cross directorate working through the Corporate Voluntary Sector Officers Group E.g. Other officers working with the VS (E.g. commissioning)
- Compact partnership work with the community and voluntary sector and other statutory agencies (E.g. TPCT, Police)
- Grant monitoring and evaluation
- Community Legal Services Partnership (CLSP) administration support
- 2 Newsletter (General and SP)
- Sub regional and London wide networking and partnerships
- Partnership working with 2<sup>nd</sup> Tier organisations (HAVCO HREC etc)
- The Council commissioned the Council for Ethnic Minority Organisations (CEMVO) to provide free capacity building to the sector.
- Council Website on current funding opportunities:  
[www.open4community.info/haringey1](http://www.open4community.info/haringey1)
- Re-cycling of Council obsolete Council equipment, recently this included 2,000 computers offered to voluntary organisations

Other support through the Council

- All registered charities who have applied to the Council receive mandatory rate relief. Many other also receive an additional 20%. organisations who are grant aided by the CVST receive a further 20% discretionary.
- 30% of organisations who receive grant aid through the CVST use the Council's payroll service free of charge.
- The Council provides community buildings. Many organisations benefit from rent relief on these building.

### **Economic Regeneration**

- Wood Green Town Centre – Lymington Avenue scheme completion of study and working with tenants to ensure understanding of the implications of being located on a strategic site
- Enterprise Partnership established, priorities and action plan 2005-07 agreed
- Employment Partnership has new action plan for 2005-07 to tackle worklessness in Haringey
- New NRF ESF Co-Financing programme being launched with ALG in Haringey delivering April 2006 - March 2008
- Welfare to Work Strategy and research launched
- New Seven Sisters Employment & Skills partnership established in NDC
- Research commissioned into childcare provision in east and central Haringey – Economic Regeneration leading
- Innovative pilot projects delivered focussing on improving access to employment for homeless people, establishing an internet based TV station, and developing higher level paralegal courses in the borough
- Completed phase 1 feasibility study and pilot projects to set up Groundwork in the borough including developing a toolkit for sustainable suburbs in Myddleton Rd., and delivering Wood Green Trade Waste Recycling project.
- Complied and submitted proposal for Local Enterprise Growth Initiative worth £10.9 million which included survey of 500 Haringey businesses, updating of base line research detailing Haringey economic and business performance, and production of key performance indicators.
- Developing a single point of contact for business – Corporate Business Partnership set up and business content on Haringey website updated in line with national standard BVPI 157.
- Targeted business support to start ups, established business, e-business, inward investment, social enterprise support delivered to over 500 businesses in Haringey through ULV Business Umbrella. Over 250 BME businesses supported through NRF funding allocated to Haringey City Growth.
- Business Lounge launched in Wood Green Library with business support software packages available in libraries across borough.
- Production of Wood Green Spatial Plan and Business Improvement District feasibility study which has involved extensive consultation with business and residents.
- City Growth Business Awards to be held March 2006 – 500 invites sent out to Haringey business community.
- Support to key sectors include (i) promoting network opportunities – 4<sup>th</sup> edition of newsletter sent to 1000 food and drink business in borough, website

set up for ICT business (ii) identification of sector specific training schemes leading to 30 jobs for local residents, (iii) regular business panels.

- Green Lanes Business Forum set up delivering training and seminars to over 800 businesses in community languages.
- Hornsey Town Hall's future as an arts and community venue is taking shape, with Council officers in Economic Regeneration and Property Services supporting Councillors and local residents in establishing a business plan, trust and fundraising campaign to refurbish the building.
- Social Entrepreneurship in the Upper Lee Valley is being encouraged and supported through tailored support from Social Enterprise London and the LDA. Haringey Council's Economic Regeneration Unit leads co-ordination of this in the Upper Lea Valley, and is facilitating the development and implementation of a regional Social Enterprise Strategy.
- Haringey Council's Trade Local and Haringey SME Procurement Pilot ended with over 1,000 local businesses being provided with procurement support and the production of a toolkit for organisations to achieve supply chain diversity – including case studies on participating businesses. This material has been disseminated nationally by the Small Business and via Haringey Council's website. Haringey Council is now taking 'lessons learned' out across the capital through Buying a Better London – the London Centre of Excellences SME/BME/Regeneration project. By leading in this way, Haringey Council is seeking to increase the turnover of businesses by providing them with opportunities to win contracts.
- 75 refugees were provided with vocational ESOL and IT training and 14 provided with volunteering/work experience opportunities for 14 refugees, as a result of funding obtained and co-ordinated by the Economic Regeneration Unit.
- Intelligence on external regeneration funding is now being shared Council-wide through the External Funding Forum.
- The 3rd Wood Green International Short Film Festival took place successfully in Feb and is being expanded into an even bigger and better three-day event, March 24<sup>th</sup> to 26<sup>th</sup> 2006.