

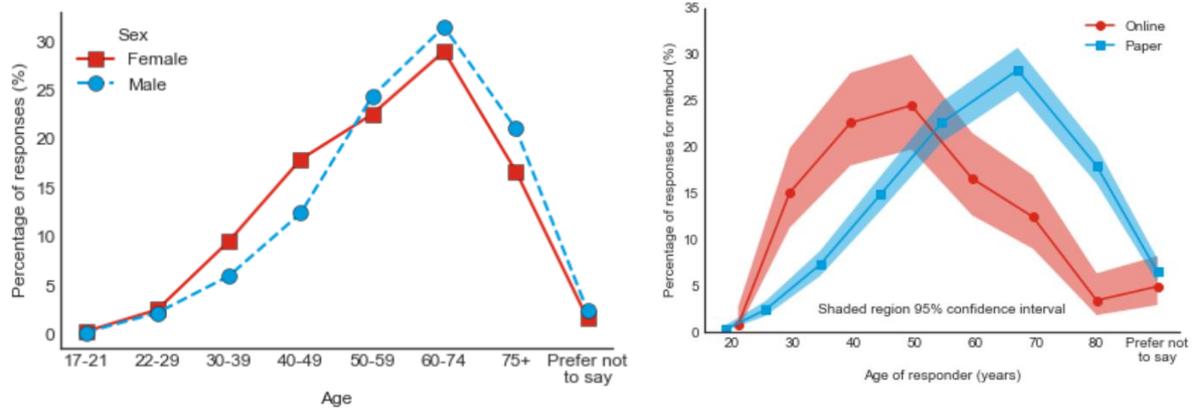
Appendix A: Consultation summary

23,801 postal surveys were sent out to tenants, leaseholders and residents in temporary accommodation for this consultation. A total of 1680 surveys were returned which is a 7% return rate. The 1680 responses included 266 online responses, over 1300 postal entries, as well as responses filled out at various pop-up events and focus groups. 63% of respondents were secure council tenants, 18% were resident leaseholders, 6% were non-resident leaseholders, 4% non-secure council tenants, making up 91% of the total responses. This demonstrates the majority of views are from those most affected by the proposal to bring HfH services back into the Council.

The general response to the proposal was overwhelmingly positive with 80.9% of responses agreeing or strongly agreeing with the proposal. Only 5% of respondents disagreed or strongly disagreed with the proposal and 14.1% who were not sure.

The charts below show how the 1680 responses were split by different protected characteristics, as well as percentage of tenants, leaseholders, etc.

Age



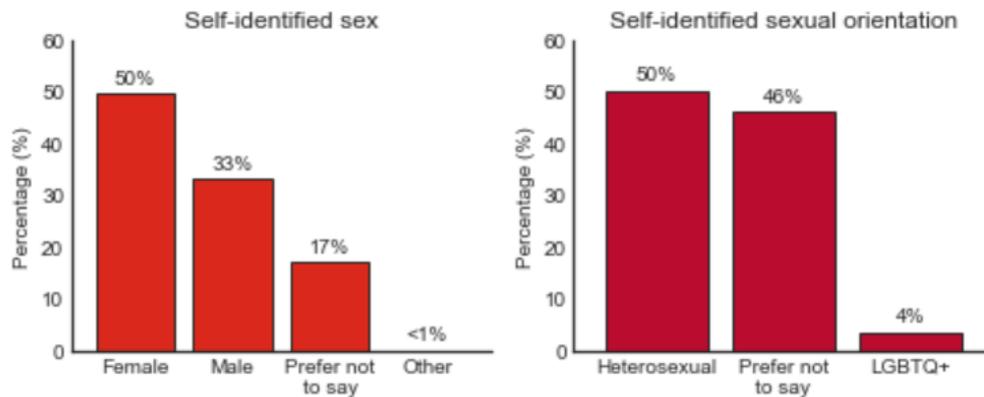
The graph on the left shows the ages of all responders and the graph on the right compares responses by age group and whether they were submitted online or on paper.

The highest response rate came from people aged 60-74, and most responders were over 40. This partly mirrors the age profile of tenants and leaseholders, due to the reduction in available Council homes in recent decades. Younger people were more likely to respond online in comparison to postal response, which is expected given the greater take up of digital technology by younger people.

However, analysis suggests the Black ethnic group had more difficulty accessing the online survey with Black people aged between 30 to 50 more likely to submit paper responses. This suggests there may be further issues for this group in accessing other Haringey Council online services.

Sex and Sexual orientation

Sexual orientation is only collected for paper entries

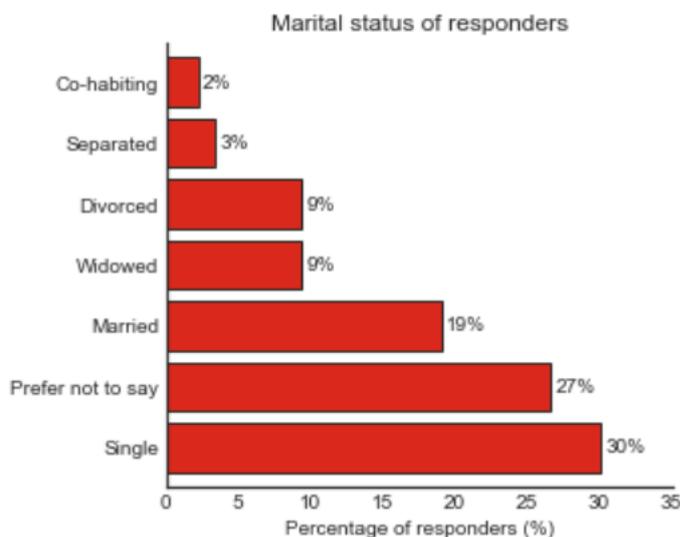


As seen on the bar chart, 50% of respondents identified as female, and 33% identified as male which is fairly representative of the tenant and leaseholder data, where 58% identified as female, and 38% identified as male.

50% of respondents identified as Heterosexual, 46% preferred not to say and only 4% identified as LGBTQ, with only 9 residents identifying as transgender. LGBTQ figures were also low on the tenant and leaseholder baseline data and unknown for the Borough population as a whole.

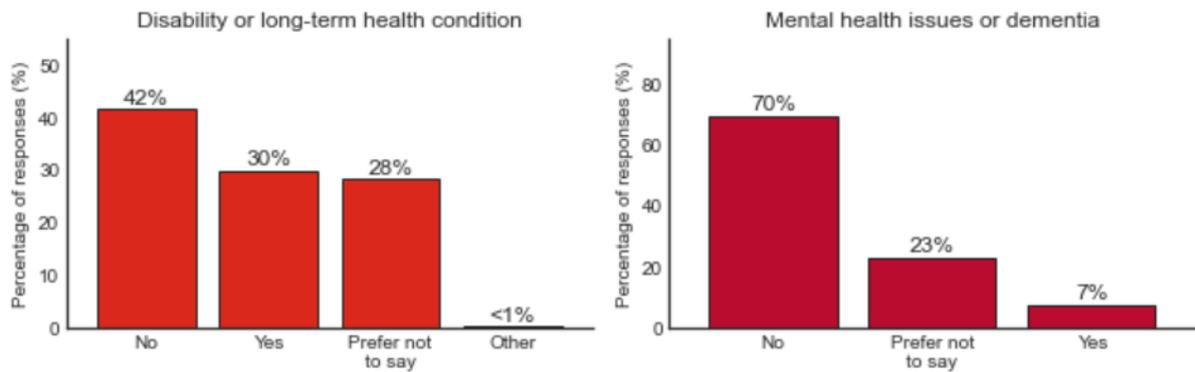
Marriage status

This is only collected for paper responses



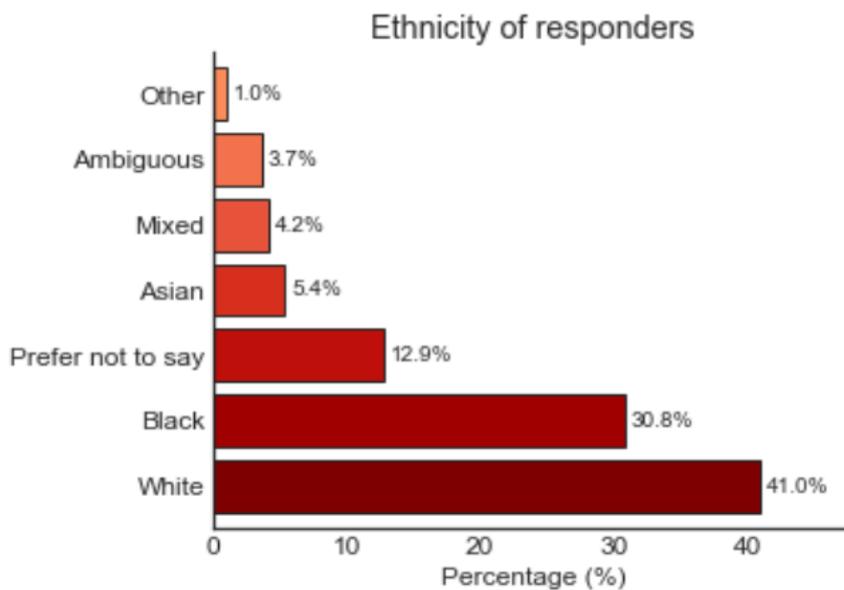
30% stated they were single, 19% stated they were married, and 27% preferred not to say.

Disability



30% responders had either a disability or a long term health condition and 7% had mental health issues or dementia. This is expected as people with disabilities are considered vulnerable and more likely to be offered a Council house under allocations policies. Tenant and leaseholder baseline data is representative of the above with 28% of residents identifying as having a disability and 26% considered vulnerable.

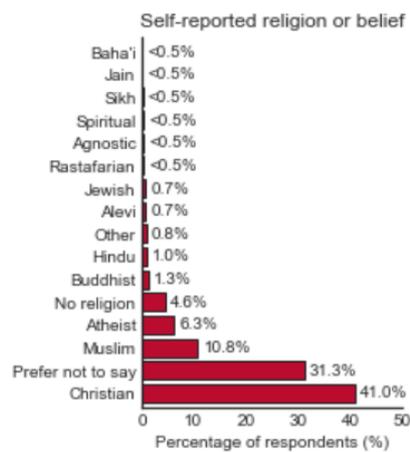
Ethnicity



The chart shows the responses by ethnicity. Grouping them into board categories, around 41% of people identified as white, 30% identified as Black, 5.4% identified as Asian, whilst 13% choose not to say or responses were ambiguous (e.g. "British").

The consultation data is also somewhat representative of tenants and leaseholder baseline data which shows 49% of people identified as white, 27.7% identified as Black, 4% identified as Asian, with 28% choosing not to say.

Religion

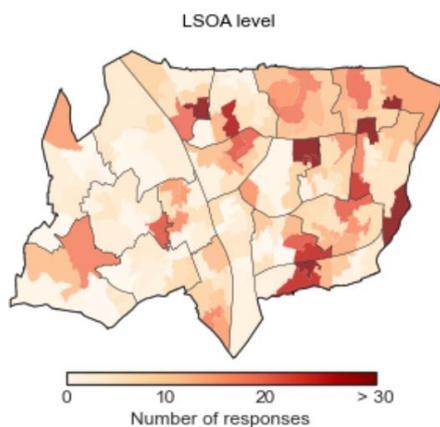


41% identified as Christian, 31% prefer not to say and 10% identified as Muslim. Baseline data for tenants and leaseholders is unreliable, with 77.5% religion unknown.

Languages

There were at least 55 different languages spoken among respondents. English was the highest and Turkish came second. 77 people requested a translated survey, of which 32% were Turkish.

Postcode



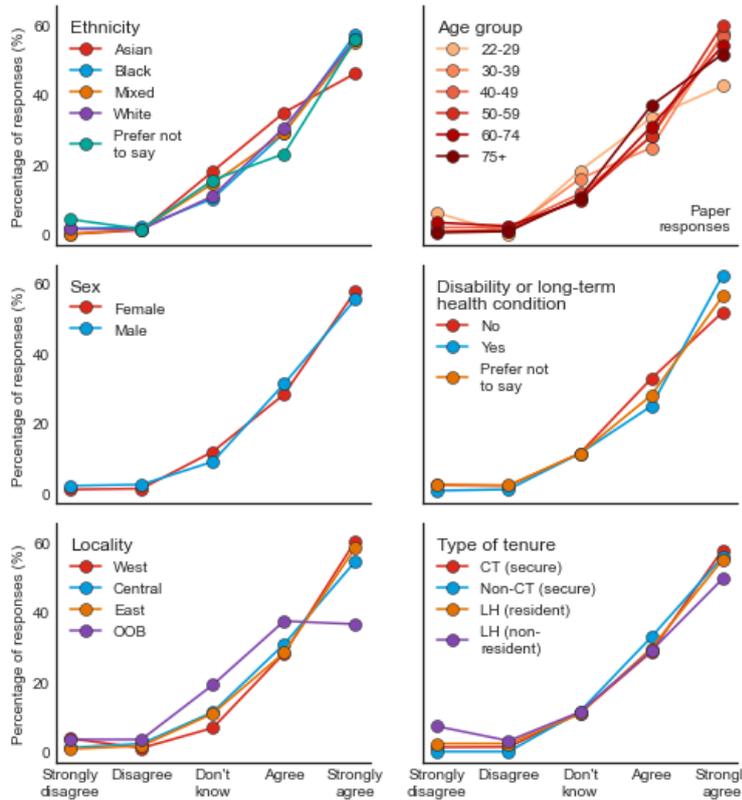
The most common postcode was 'N17' making up 39% of responses. Other common postcodes included N15, N22, N8 & N4. These areas broadly reflect the distribution of Council housing.

The overall response was overwhelmingly positive across all postcodes with no significant outliers.

This summary will now go into detail for each question.

Q1. Do you agree that taking back direct control of housing should ensure the council is more accountable to its residents and give them a stronger voice?

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A total of 80% strongly agreed or agreed residents need more accountability and a stronger voice, regardless of different characteristics.

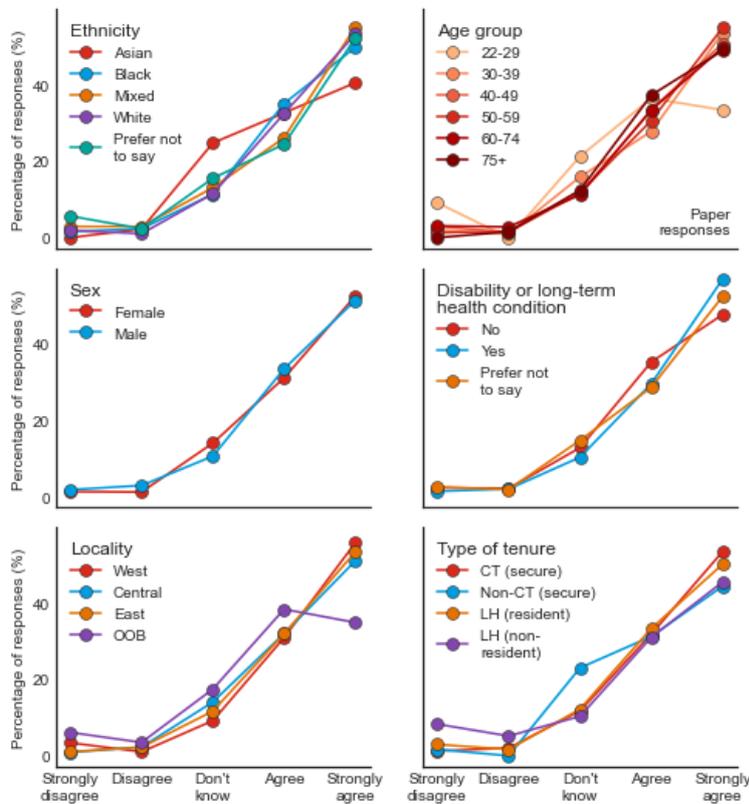
The most common point expressed by respondents was accountability, specifically being able to hold the Council accountable for all and any issues rather than blame being passed from the Council to Homes for Haringey, and vice versa. Several respondents also felt the Council 'did a better job' and if the Council were in control again, things would improve.

The 10% were not sure, e.g. stating they needed clarity on how Council control would be different to how Homes for Haringey are currently managing housing.

The small number who disagreed stated their satisfaction with Homes for Haringey and how it managed housing in addition to creating improvements.

Q2. Do you agree that bringing housing management back into the council should help us meet residents needs in a more joined up way?

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Over 80% of responses agreed with this question.

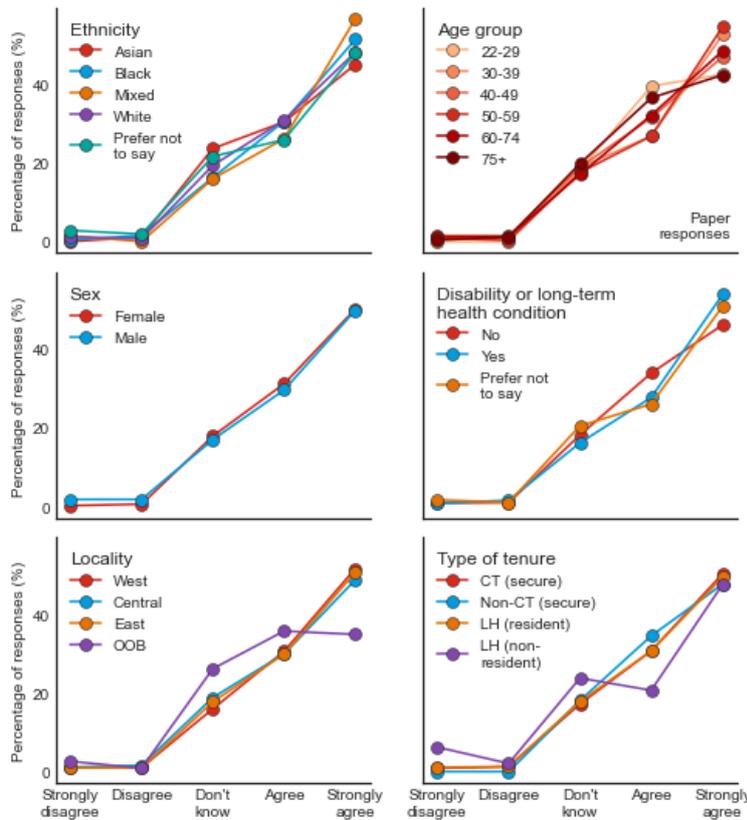
Younger people were more likely to strongly disagree, and people of Asian ethnic background were more unsure, but not significantly.

Numerous people commented about the lack of communication and dislike for automated telephone answering systems. Respondents felt if the Council was in control services would be better managed resulting in better services.

Overall, respondents wanted to see improvement in management and cohesion of services.

Q3. Do you agree that in-house housing services should deliver better value for money?

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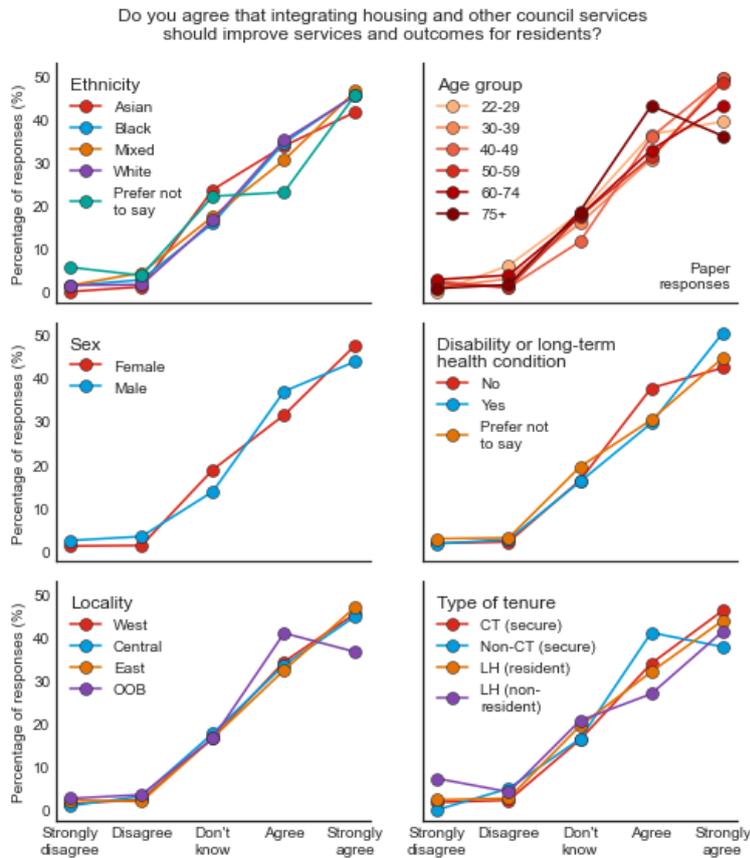
A high percentage of respondents agreed that in-housing would 'cut duplication' allowing for savings.

Tenants and leaseholders wanted the proposal to have a visible value for money aspect in their service charges i.e. having the charges reduced. Several comments suggested investing any saved money into the repairs service to ensure booking and completion of quality repairs in addition to verification of work done.

Leaseholders particularly expressed concerns of being charged unfairly in comparison to Council tenants when major work was required.

Regardless of whether they agreed or disagreed (except for a handful), almost every comment expressed a need for improvement.

Q4. Do you agree that integrating housing and other council services should improve services and outcomes for residents?

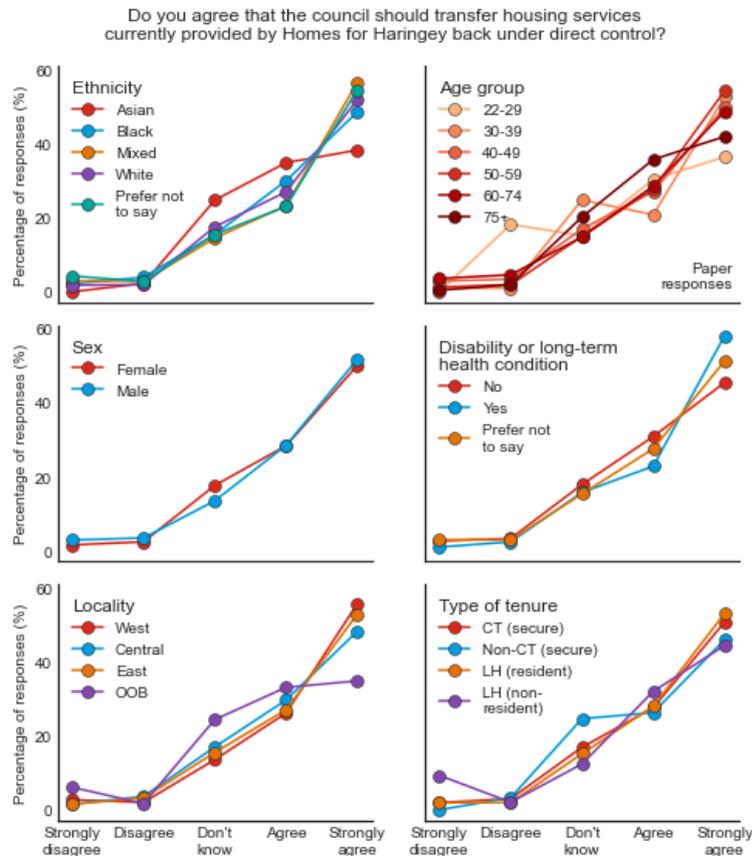


Once again, this question had a high agreement rate among respondents who strongly agreed or agreed.

Respondents were more likely to agree rather than strongly agree, except for sex where women were more likely 'don't know' and men more likely to agree.

Common comments suggested integration would hopefully open lines of communication between services, allowing issues to get sorted quicker. For example, joining up social care, anti-social behaviour, domestic abuse, and other services with housing so all residents' needs are met.

Q5. Do you agree that the council should transfer housing services currently provided by Homes for Haringey back under direct control?



Out of the total responses to this question 50% strongly agreed and a further 30% agreed with the proposal to 'transfer housing services currently provided by Homes for Haringey back under direct control'.

Younger people and non-resident leaseholders were more likely to disagree, but these percentages were not significant.

Many respondents explained they felt housing services were better previously (before the ALMO) when it was under Council control. Respondents believe under the Council they would receive 'better services' and 'customer service'.

Respondents who agreed or strongly agreed on this question also typically agreed or strongly

agreed on questions 1 to 4. Respondents felt having everything under one roof, the communication and management would improve. Respondents were also very vocal about improving repairs services, handling complaints and experiences of negative staff interactions.

Many wanted improvement via someone to hold accountable and clarity on how the Council and Homes for Haringey work together was often repeated.

HfH Insourcing Resident Consultation - Focus Groups Direct Comments

The Council held focus groups with several interest groups of residents. The following is a summary of comments and issues raised by each group.

Tenants (General Needs)

18 people took part in 2 sessions.

Opposed to cost-cutting, concerned that housing services could get worse as a result.

The response to anti-social behaviour needs to improve, it is not joined up.

HfH staff are distant whereas residents live and breathe it.

There is a lack of ownership by HfH staff to achieve end-to-end resolution (for example, if someone is on leave or off sick). Customer service and communication is not good. Organisational culture and attitude of "this is not my area", passing the buck. Senior managers can be hard to get hold of.

Lack of communication, such as acknowledging complaints or requests and explaining what to expect, how to follow up. Need to treat people the right way, consider them on a human level. Look at complaints seriously. Complaint handling is not impartial enough, not enough cooperation with the Ombudsman.

Ongoing repair issues (reference to Stella House water leaks); repairs not reported when done; inefficiencies (example of 3 electricians attending to complete one repair).

Need to share with residents the success criteria, basic business information (e.g. maintenance schedules and planned work), be more open with data and information.

Get professional help to inform and involve residents in decision-making. HfH Board works well, why not have a resident board in the future?

The resident engagement team are very important. Focus groups and forums are needed so residents can voice things together. Engagement processes need teeth. People involved should be experienced, possibly vetted, motivated not by personal gain but to help others.

More accountability is needed. Need to keep promises.

Feelings of frustration, anger, experience of an ordeal to get things done, sense of disgrace.

Eviction notices served too quickly.

Staff should be trained how to communicate professionally, treat people as humans, all equal, with dignity and respect, how to respond to difficult customers, with empathy, willing to admit mistakes, say sorry, rectify it. Applies to contractors too.

Need to review processes and improve on them.

Tenants (Supported Housing)

23 people took part in 4 sessions.

Many people commented on the caring attitude of support staff, the sense of community, how moving into supported housing improved their quality of life compared with their previous home, how happy they were in their homes, how activities provided bring people together.

Some had experienced repair issues, several were concerned about the lack of a gardening service for disabled residents, others with window cleaning, some said accountability was bad, complaints were not taken seriously.

Would prefer live-in scheme managers, can be difficult to contact. Some wanted an alarm pendant and were waiting for this to be provided.

Concern about non-residents getting access to the scheme out of hours and anti-social behaviour.

Tenants (Temporary Accommodation)

8 people took part.

Most participants said they received a good service and HfH staff are helpful.

There were some management issues with one scheme: residents had experienced 2 weeks without hot water or central heating. There is not enough space for children to play in this temporary accommodation. In schemes with shared kitchens and bathrooms, parents find it hard to supervise children safely whilst cooking. There are also restrictions on cooking (only allowed until 10pm). Sometimes smoke alarms are triggered by cooking which then affects all the residents in the scheme.

Some residents face a long journey from their accommodation to take children to school (3 bus rides in one case).

Larger families tend to have a much longer wait for an offer of permanent accommodation.

One resident reported a lack of empathy and understanding for herself and her child with disabilities. This resident didn't feel heard and felt they had no voice.

Leaseholders

11 people took part in 2 sessions.

One view that HfH are responsive, feed back well and it is easy to escalate issues.

Others said they were not satisfied with the response time to queries and complaints, often escalated to the Council or Ombudsman. Hope to see customer services improve. Don't feel respected, no sense of urgency, feel pushed to the back of the queue. Agree with getting rid of a layer of management (between HfH and the Council), but sceptical about Council responsiveness.

Suggest need to change staff culture and behaviour to improve ways of working, so concerned if the same staff and same management after the transfer. Changes need to be led from the top. Suggest performance indicators to track progress with improvements, systems and tools, audit trail, accountability, e.g. logging and tracking repairs. Want to see staff training, service standards.

Leaseholders keep the property maintained inside but are let down by HfH on the externals. Want more transparency over service charge bills.

Prefer remote online access for engagement meetings, makes it easier for people to attend, but need to know what is going on. One Northumberland Park resident appreciated joining a regeneration team coach trip to view social housing being built elsewhere.

Residents Scrutiny Panel

7 people took part.

Positive comments about income collection and financial support services, following up to prevent rent arrears, for example if housing benefit has been suspended.

One view that repairs services have listened to feedback and improved. Other comments about repairs needing repeat visits (e.g. leaking roof), wasting money (e.g. scaffolding left up too long).

Communication issues with HfH and the Council, including not responding to emails, not setting out-of-office automatic replies when away, so not managing expectations well. Concerns about staff not valuing residents, lack of respect, attitude “you live here for free”. Suggest training for staff.

Issues in supported housing – not seeing scheme manager since lockdown, pendants not issued, risk of falls, people dumping rubbish.

Improvements needed to address anti-social behaviour, health and safety, repairs.

Deep rooted organisational problems, departments don't coordinate with each other, suggest take apart and rebuild. Good policies and procedures, lost in translation, staff don't follow them, lack of management control and checking. Managers need to be more accountable, working from home has made services more disjointed.

Resident engagement can be too time-consuming, suggest using text messages / polls to save time. Need feedback “you said, we did”.

View that staff who don't live locally don't care about residents and local issues. Residents who live on estates have knowledge of the issues, but often not involved in solutions, not early enough.

Want to see ongoing resident scrutiny of housing services.

Suggest more visibility of housing managers out on estates, train repairs staff to spot wider issues (e.g. people overcrowded, not coping, anti-social behaviour), so help can be offered.

Keen to see joining up of housing and youth services, social care, apprenticeships or young people.

Concern about losing good managers and skills as a result of the proposed transfer.

HfH Board Members

7 people took part.

Value the accountability of the HfH Board. Resident Board members and committee members offer a means of involvement in decision-making, getting their voices heard, raising complaints. The Resident Scrutiny Panel has worked well.

The homeless prevention service is considered the best in London and has worked well with the repairs service, for example in addressing domestic abuse. Proud of Hearthstone and Project 2020.

The organisation has demonstrated a willingness to change and has clear priorities, for example tackling building safety compliance, which needs to continue.

Improvement is needed in the customer call centre, services deteriorated when call handling moved into the Council, suggest having a dedicated call centre for housing, repairs and anti-social behaviour.

Concerned about losing focus on housing if the transfer goes ahead.

Communication needs to improve for people in temporary accommodation moving on.

Improvements are needed in addressing the repairs backlog, safety, fire risk assessments, major capital works programme delivery.

Suggest a personalised casework approach (e.g. move on from temporary accommodation) including target times for contact and review.

Risk of dilution of housing functions and expertise being lost if services are integrated within other council functions (as happened with the customer contact centre). So the organisational structure is critical, the ability to deliver against complex and changing regulatory environment means the structure should minimise risk of dilution of in-depth knowledge or losing experienced staff. These risks impact on residents' experiences.

There are financial risks in the scale of management arrangements and a concern of losing focus on risk without the HfH audit and risk committee, losing resident input via HfH Board and Scrutiny.

Suggest continuing with the Resident Scrutiny Panel and replicate a role for residents in future akin to residents on the risk and audit committee and the Board. Otherwise risk losing resident voice and focus in housing services.

View that HfH services and staff do respect residents. Need to acknowledge things HfH can't easily solve (e.g. overcrowding, time spent in temporary accommodation).

Concerned for housing to remain a priority, not be subsumed into other things; the advantage of an ALMO is dedicated attention to housing services.

Want to see better communication, more social and affordable housing built, increased level of Decent Homes standard, better major capital works programme, more social utility schemes (such as Food Box and Project 2020), prioritise governance, a personalised approach, proactive, responsive, customer-focused services reflecting the needs of residents, properly resourced and prioritised, improved call centre responses, more resources for improvements. Safe and permanent homes, affordable to heat.