



Haringey Council



haringey strategic partnership

Equalities Impact Assessment

Title: Haringey's Community Engagement Framework

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Step 1 - Identify the aims of the policy, service or function

Haringey's first Community Engagement Framework (CEF) reaffirms the Haringey Strategic Partnership's understanding of and commitment to community engagement.

The **aim** of the Framework is enable the Haringey Strategic Partnership (HSP):

'To engage with local communities and empower them to shape policies, strategies and services that affect their lives.'

The Community Engagement Framework defines engagement as:

- Informing
- Listening
- Consulting
- Involving

- Collaborating
- Empowering

The Framework will develop and extend good practice across organisations in the partnership. It does not prescribe community engagement activity, but acts as a guide to inform community engagement work. It includes clear **principles** to be used when carrying out community engagement activities in Haringey. The HSP partners will:

- Work in partnership to join up our engagement activities
- Engage when engagement is necessary
- Be clear about what we're asking
- Be inclusive and aim to engage with all communities where appropriate
- Communicate the results of engagement activity
- Build capacity of communities to take part in engagement activities

A draft Delivery Plan to accompany the Framework has been developed to identify the outcomes and priorities for improving community engagement in the borough.

All those living in, working in and visiting Haringey will benefit from the Framework.

There are a number of reasons why community engagement is central to the work of the HSP. Engaging with our local communities will help us to meet our Sustainable Community Strategy vision of:

'A place for diverse communities that people are proud to belong to.'

The **benefits** of achieving our vision are described below:

- 1. Empowering people to define and shape their own community**
- 2. Responsive services tailored to meet people's needs**
- 3. Better informed citizens**
- 4. Encouraging democratic involvement**
- 5. Building responsible citizenship**
- 6. Building capacity of people to take part in engagement activities**
- 7. Improving relationships between partner agencies and the public**
- 8. Better monitoring and measuring of performance**
- 9. Meeting our statutory obligations:**

Potential positive impacts of Framework include:

- HSP organisations will develop better knowledge of how different communities engage or want to engage with different communities
- HSP organisations will share information regarding the engagement needs of different communities
- Communities will be better informed about engagement opportunities
- Relationships will improve between different communities and partner organisations
- Equalities issues considered when engagement activities planned
- Improved services that meet the needs of communities

Potential negative impacts of Framework:

- Some decision-making on engagement initiatives may initially be slower than usual, due to joint working
- Increased demand on existing resources – both staff and funds

The overall impact of the Framework is likely to be very positive.

Step 2 - Consideration of available data, research and information

AGE

There will be a general shift upwards in the average age of Haringey's population over the next 25 years; the number of those aged between 40 to 69 will grow by 26.7%: that is 17,500 residents.

The numbers of very young children is also predicted to grow.

As is common throughout the UK, women in Haringey tend to live longer than men. The population pyramid shows that those aged under 25 form 31.1% of the female population and 36.1% of the male population, a difference of 5%. The difference for those aged 65 and over is 2.8%, with 11.9% forming part of the female population and 9.1% forming part of the male population.

Haringey has a similar age profile to London as a whole, with 31.6% of Haringey residents under 25 (for London the figure is 30.4%). Those aged 25-29 and 30- 34 form the two largest groups in the borough, 11.1% and 11.0% respectively. Over half our population is under 35.

The population aged 65 and over has declined slightly as a proportion of the total population, from 9.8% in 2001 to 9.4% in 2006. This is in contrast to the increase in the population of those aged 65 and over seen in London (12.4% in 2001 to 13.4% in 2006). In terms of absolute numbers, however, both Haringey and London have seen a decrease.

There are higher concentrations of residents of retirement age in the west of the borough, particularly in Highgate, Muswell Hill and Fortis Green. There are higher concentrations of residents of working age in the west of the borough, particularly Stroud Green, Highgate and Muswell Hill. Harringay, Noel Park and Tottenham Green also have high concentrations of working age residents.

Projections suggest that there will be a general shift upwards in the average age of Haringey's population over the next 25 years. By 2025 the number of residents aged 10-39 is projected to fall by 6.3% (7,300), while the number of those aged between 40 to 65 will grow by 22% that is 12,800 residents. We will also see a significant rise in the number of older people, aged over 65. The estimated increase of people over 65 is 20.6% that is 4,300 residents – a trend which will place increased demands on services for older people.

Children and Young People

There are approximately 55,600 children and young people under 20 living in Haringey. As the population projections contained in chart 5 indicate, while the population of Haringey as a whole is getting older, the numbers of very young children is also predicted to grow. This will increase demand for many children and family services in the short and medium term.

Latest available data shows that the wards in Haringey with the largest number of children aged under 19 are in the east of the borough, particularly Seven Sisters, Northumberland Park, Tottenham Hale and White Hart Lane.

The proportion of children under 5 varies between wards, from 5.5% (Highgate with 565 children) to 8.5% (Northumberland Park with 1,069).

Approximately 35,100 pupils attend Haringey schools. The biggest single group is White British (19.9%). The total percentage of pupils from African heritage make up approximately 17.9% of the school population and Caribbean heritage pupils make up 13.0%. There is also an increasing number of mixed heritage pupils, now making up 9.3% of the school population. White Other (10.5%), Turkish (6.8%) and Kurdish (3.2%) are also significantly large groups in Haringey schools.

Initial screening findings for AGE regarding engagement:

- People may feel reluctant to attend events because they may feel they are not relevant to them or may feel intimidated (particularly young people)
- Certain age groups may be underrepresented in publications. Generic publications are often not seen as being aimed at young or old people. Targeted publications may be better received.
- Younger people prefer to engage via new media – texts, online etc

Consultation on the CEF showed:

- The majority of those who returned the equalities monitoring form were aged over 35, demonstrating that younger adults did not engage with the consultation. Children under 18 were not specifically targeted during the consultation.
- Young people were mentioned as a target group for consultation and engagement by some respondents.

GENDER

The male population of Haringey is expected to grow faster than the female population; by 2029 there will be 6,400 more males than females in the borough.

The male-female ratio in Haringey is fairly even, with 113,000 males and 112,600 females in 2006. However, over the last 5 years the male population has been increasing slightly, whereas the female population has declined – though the latter has picked up again recently, growing by 0.7% between 2005- 06.

Initial screening findings for GENDER:

- Some people – both men and women – may be reluctant to attend mixed gender events and activities
- Although not always the case, women are more likely to have caring responsibilities for both children and for older / disabled relatives which may prevent them from attending engagement activities.

Consultation on the CEF found:

- That a fairly equal split of men and women returned the equalities monitoring form.
- Gender was not raised as a specific issue by respondents.
- Women's groups responded to the consultation (see Appendix A for details).

ETHNICITY

Some 50% of our population overall, and three-quarters of our young people, are from ethnic minority backgrounds, and around 200 languages are spoken in the borough.

34.4% of Haringey's population belong to a Black and Ethnic Minority group. Haringey ranks as the fifth most diverse borough in London. Almost 50% of residents born outside the UK are from Asia and Africa. The top five countries of birth for new national insurance registrations are Poland, Turkey, Italy, France and Australia with Hungary and Lithuania increasingly important.

'Black and Black British' households are more likely than other groups to be living in social rented housing.

According to the 2001 Census, 34.4% of Haringey's population belonged to a Black and Ethnic Minority group. White residents accounted for 65.6% of Haringey's population, which ranked as the 28th lowest in London. In 2005, the largest ethnic groups in Haringey were White British (47.6%), White Other (14.1%), Caribbean (8.3%) and African (9.1%).

The ethnic diversity of an area can be measured using Simpson's Index. It takes into account the number of individuals in categories present, as well as the number of categories. London boroughs dominate this index with Slough in nineteenth; the only non – London borough in the top twenty. Applying the Simpson's Diversity Index to the 2001 Census, Haringey ranks as the 5th most diverse borough in London and the country with a score of 3.95, considerably higher than the London average of 2.66.

Between 2001 and 2005, the largest growth in Haringey was seen in the Pakistani (+38.1%), Chinese (+36%), Other Ethnicity (+13.6%) and mixed White and Asian (+12.5%) categories. By contrast, a reduction was seen in the White Irish (-14.9%), White Other (-11.3%), Caribbean (-9.7%) and Black Other (-3.3%) categories.

Based on GLA population projections, by 2026 Black and Ethnic Minority groups will account for 36% of Haringey population. The biggest increases will be Pakistani (+44%), Bangladeshi (+59.8%) and Chinese (+103.5%). In absolute terms, the biggest increases will be Black African (2,963) and Chinese (2,588). Black Caribbean groups will decline by 1,039 (-5.0%).

There is considerable variation in the distribution of ethnic groups across the borough. Residents of Black ethnic origin are concentrated in the east of the borough, particularly Northumberland Park, Bruce Grove and Tottenham Green, with almost no representation in the west of the borough. Haringey's White population is spread widely across the borough, although it is more concentrated in the west.

The Cypriot population in Haringey tends to be concentrated predominantly in the west of borough around West Green, Haringay, and in the north of the borough in Bounds Green,

Woodside and White Hart Lane. Haringey's Turkish population is concentrated almost entirely in the east of the borough, particularly in the areas of Northumberland Park, West Green and Tottenham Hale.

Country of birth

The 2001 Census data shows that 62.9% of Haringey's residents were born in the United Kingdom. Of the 37.1% of those residents not born in the UK, almost 50% were born in Asia and Africa.

Evidence suggests that Haringey continues to attract large numbers of international migrants. Data compiled from applications for National Insurance Numbers give some indication as to the changing profile of over-seas migrants into the borough – although this source only tells us about legal, working age migrants.

Region	Numbers	%
Western Europe (Other than UK)	8,506	11.5
Eastern Europe	12,667	17.1
Africa	19,226	25.9
Asia	18,086	24.4
North America	10,617	14.3
South America	1,884	2.5
Oceania	2,238	3.0
Elsewhere	943	1.3
Total	74,167	100.0

The top 5 countries of birth for new national insurance registrations were Poland, Turkey, Italy, France and Australia.

Since 2005 Lithuania has become more important, with a marked decline of Jamaica as a country of birth for new national insurance registration.

Of the top 29 countries, 13 are from within the EU.

Initial screening findings for ETHNICITY:

- Language barriers may stop people from ethnic minority groups accessing information and attending engagement activities
- Written information may not be accessible due to lower levels of literacy in some ethnic groups
- The meaning of words or phrases may change when translated

Consultation on the CEF showed:

- Organisations covering a wide range of ethnicities completed the consultation (see Appendix A for details). However, the consultation was sent to community and voluntary groups, staff at which may be more likely to write and speak English.
- Those who returned the equalities monitoring form came from a wide range of ethnic backgrounds (see Appendix B).
- Many respondents raised the issue of targeting different communities during engagement activities (see Appendix C).

RELIGION

The most up-to-date figures on the religious profile of Haringey residents come from the 2001 Census. In 2001, half of Haringey's residents were Christian, compared with 58.2% of London's and 71.7% of the residents of England and Wales. 11.3% of Haringey residents stated their religion as Muslim, compared with 8.5% of London and 3.0% of England and Wales. Haringey has a lower percentage of residents who stated their religion as Hindu (2.1%) and Sikh(0.3%) than has London (4.1% and 1.5%, respectively). A fifth of Haringey residents stated that they did not have a religion, which was higher than for London (15.8%) and for England and Wales (14.8%).

Religious distribution by ward level.

Seven Sisters has the lowest percentage of Christian residents (44.3%) and White Hart Lane the highest (56.9%). The lowest percentage of Muslim residents is in Muswell Hill (2.91%) and the highest is in West Green (16.3%) and Tottenham Hale (16.7%). The highest percentage of Jewish residents is in Seven Sisters (10.25%), Fortis Green (8.69%) and Highgate (8.15%). The area with the largest percentage of residents stating they had no religion was Stroud Green (32.7%) with the lowest in Northumberland Park (10.3%)

Initial screening findings for RELIGION:

- Timing of engagement activities and other events may clash with religious services or festivals which could prevent some people from attending.
- Content of information publications may be considered inappropriate by some religious groups.

Consultation on the CEF showed:

- Organisations and individuals from a wide range of religions and faith groups responded to the consultation. No concerns were raised regarding religion and engagement.

DISABILITY

Physical disabilities

The following data from the 2001 Census shows that the prevalence of limiting long-term illness in Haringey is similar to its prevalence across London, and slightly lower than its prevalence in England as a whole.

Limiting long-term illness

		Haringey	London	England
All People (Persons)	Count	216,507	7,172,091	49,138,831

People with a limiting long-term illness (Persons)	Count	33,590	1,111,284	8,809,194
People with a limiting long-term illness (Persons)	%	15.51	15.49	17.93
People of working age with a limiting long-term illness (Persons)	Count	18,780	556,102	4,014,005
People of working age with a limiting long-term illness (Persons)	%	12.81	11.87	13.29

Source: Census 2001

Numbers of people receiving a community based service from the council to support them with physical disabilities or sensory impairment in January 2008 were generally higher in the east than in the west of the borough. The highest concentrations were in Noel Park, Bounds Green, Bruce Grove and Northumberland Park.

Learning disabilities

Learning disability (LD) can be defined as follows:

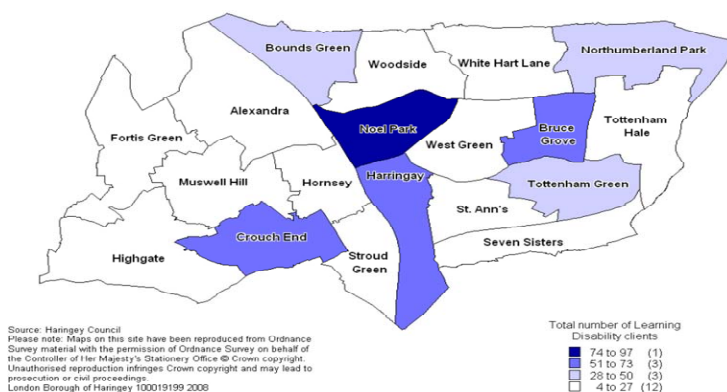
“A significantly reduced ability to understand new or complex information, to learn new skills (impaired intelligence), with a reduced ability to cope independently (impaired social function), which started before adulthood and has a lasting effect on a person’s development.”

In January 2008, 581 adults with learning disabilities were receiving a service. Like other local learning disabilities services, we have seen an increase both in the number of people known to the service and in the complexity of the needs presented; e.g. associated mental health needs, complex family arrangements and fragile carer arrangements.

The map below shows that in January 2008, the east of the borough had a higher number of service users receiving community based services to help with learning disabilities than the west. Of the small number of service users over the age of 65, the majority of these are found in the west of the borough.

Map: Total number of learning disability clients who have received services as of 29th January 2008

Total number of Learning Disability clients who have received Services as of January 29th 2008
Haringey Council



Children and young people with additional needs

There are over 500 children and young people with disabilities¹ in Haringey. As a result of a very clear inclusion policy less than 1% of Haringey's 5 -15 year olds are in maintained special schools, below the England average of 1.2%.

There are 1,200 children and young people in Haringey with statements of Special Education Need (SEN)². This represents 2.2% of the school population and is in line with the England and London average. There is a strong record of inclusion in Haringey's primary and secondary schools, so that currently 61.3% of children with statements in Haringey attend mainstream schools which is above the average for London and for most similar boroughs.

Mental health

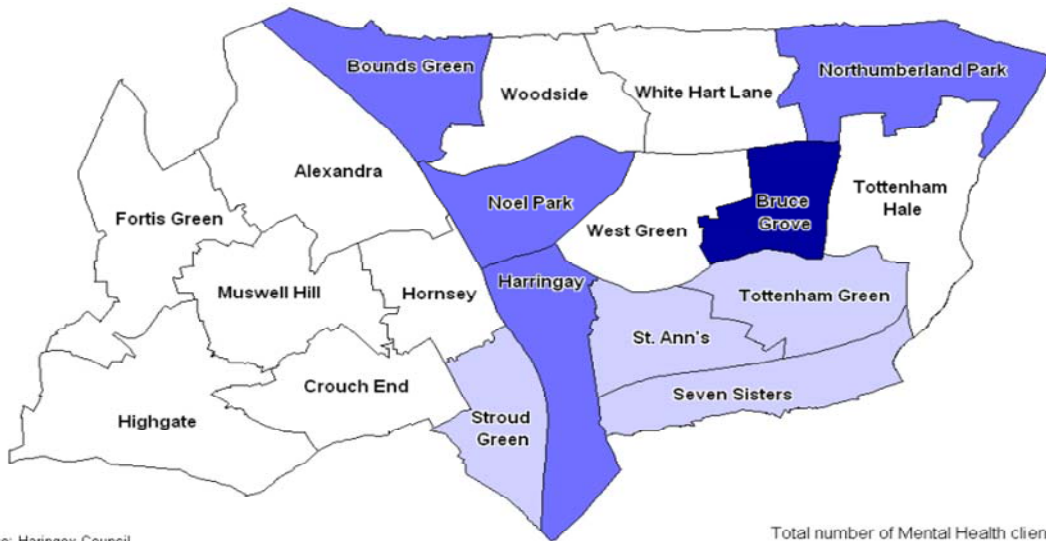
Haringey has high levels of mental ill-health - as evidenced by the [Haringey Public Health Report 2004](#). There are a number of wide determinants of good mental health, which contribute to the overall level of need: these include housing, unemployment and educational attainment. Mental illness is particularly common in some of Haringey's newer refugee communities, whose members have often experienced traumatic experiences in their home countries.

Map: Total number of mental health clients who have received services as of 29th January 2008

¹ Children and young people with disabilities are a diverse group and include those with physical disabilities, learning difficulties, sensory impairments, and emotional/behavioural difficulties. Some may have multiple disabilities or a long-term health condition requiring on-going management and/or nursing care.

² The Department for Education and Skills defines children with SEN as having 'learning difficulties or disabilities which make it harder for them to learn or access education than most other children of the same age.'

Total number of Mental Health clients who have received Services as of January 29th 2008
Haringey Council



Source: Haringey Council
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London Borough of Haringey 100019199 2008

Total number of Mental Health clients

- 54 to 67 (1)
- 40 to 53 (4)
- 26 to 39 (4)
- 12 to 25 (10)

The actual use of services as indicated by the map above show a familiar geographical pattern, with higher levels in the east of the borough, notably Bruce Grove, Tottenham Green and Noel Park.

Among older people, mental health admission rates are less concentrated in one particular part of the borough.

In Haringey, mental health hospital admissions do not appear to be proportionately distributed across ethnic groups – instead the data suggests a higher rate of occurrence among Black communities. While the Black or Black British community represents 20% of the Haringey's population, they represent 24% of mental health hospital admissions in 2003. Similarly, Chinese or other ethnic groups represent 3.1% of the population but 10.1% of admissions in 2003, and the Irish represent 4.3% of the population but 6.6% of admissions in 2003. Conversely, White communities (excluding Irish) represent 59.3% of the population, but only 51.6% of admissions in 2003.

Carers

The Haringey Strategic Partnership recognises the contribution made by carers³ and to enable carers to care we are committed to broadening the range of support services provided by the borough. According to the 2001 Census, shown in Table 2.5, 15,967 people in

³ In Haringey we define carers as 'People who look after a relative or friend who, because of disability, ill health or the effects of age, needs help or support. Carers can be partners, parents, older people, young people, family members or neighbours. They may or may not live in the same household as the person they are caring for. They are unpaid'.

Haringey identify themselves as unpaid carers⁴. This means that 7.4% of the total local population are carers, compared with the London average of 8.5%.

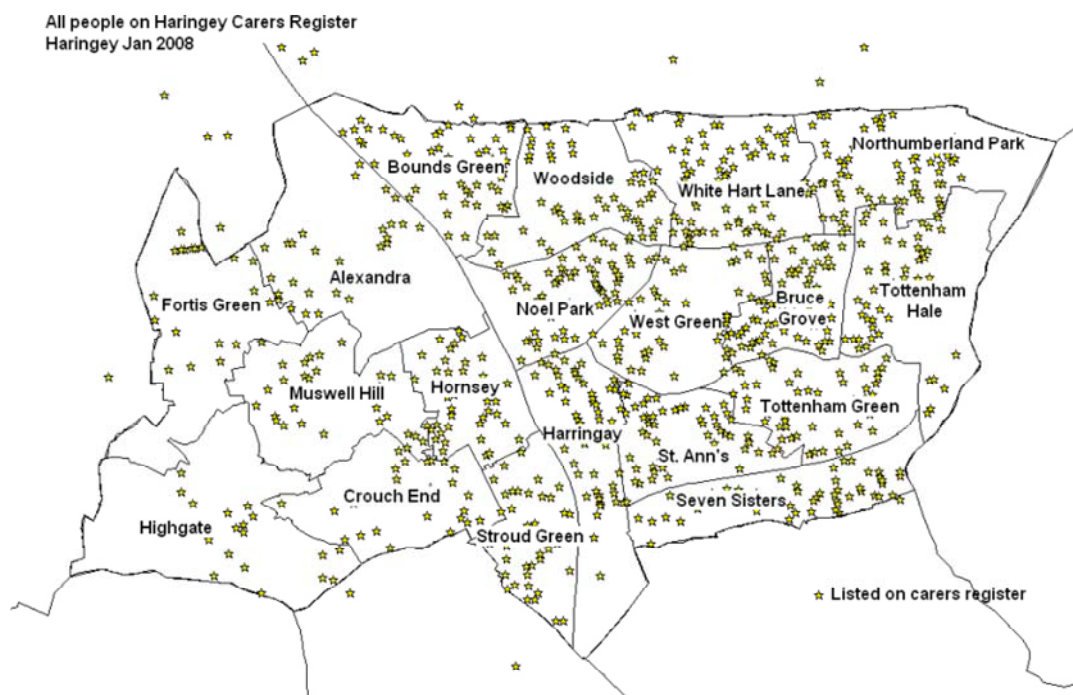
Table: Provision of unpaid care

	Haringey	London	England
All People	216,507	7,172,091	49,138,831
Provides no care	200,540	6,562,201	44,261,771
Provides 1-19 hours care a week	10,637	417,934	3,347,531
Provides 20-49 hours care a week	2,098	72,761	530,797
Provides 50 or more hours care a week	3,232	119,195	998,732

Source: Census 2001

A significant number of these people in Haringey provide care on a full-time basis – 5,330 for at least 20 hours care per week including 3,232 providing at least 50 hours care per week. In Haringey the carers identified in the census are estimated to save the borough £184.2 million a year⁵.

Map: All people on Haringey Carers Register as at January 2008



Source: London Borough of Haringey

⁴ These figures are likely to be underestimates, as many people who provide help and support to a relative, friend or neighbour do not identify themselves as carers

⁵ Estimate from Carers UK, based on 2001 Census

As at 31st January 2008, there were 1098 people on Haringey's Carers' Register and 1128 on the Register as at 31st March 2008, with a greater prevalence in the east of the borough as shown in Map 2.9. This bias is most likely to correspond with the higher level of service users in the east. In 2007-08 carers' services, like the carers' flexible service which is a payment to the carer for anything that will sustain them in their caring role or in living a life apart from caring, were given to 513 carers.

Initial screening findings for DISABILITY:

- Information may not be accessible if it is produced only in one format
- Disabled people may have difficulty attending and participating in engagement activities
- Facilities at events may not meet the needs of disabled people
- Presentations and debate may be inaccessible – e.g. presentation material not readable / people speak too quickly
- Carers of disabled people may not be able to access engagement activities due to constraints on their free time

Consultation on the CEF showed:

- Responses were received from community and voluntary groups representing disabled people, but in fewer numbers than those from other equalities strands.
- 7 people who returned the equalities monitoring form stated they had a disability (13.5%).

SEXUAL ORIENTATION

Sexual orientation is omitted from the Office for National Statistics national Census, which hinders any understanding of the demographics of LGBT communities. Services cannot plan strategically to promote equality or best practice, or provide equal and appropriate provision to LGBT people. There is a complete lack of comprehensive data regarding these communities and their experiences in the UK. Service providers and grant making agencies have traditionally underfunded vital services targeted at these communities.

How many lesbian, gay and bisexual people are there?

The Government is using the figure of 5-7% of the population which Stonewall feels is a reasonable estimate. However, there is no hard data on the number of lesbians, gay men and bisexuals in the UK as no national census has ever asked people to define their sexuality.

Various sociological/commercial surveys have produced a wide range of estimates, but there is no definitive figure available.

Same sex couples (UV93). Source: Office for National Statistics April 2001

	Haringey	London region	England
All people aged 16 and over in households	169817	5632491	38393304
Living in a same sex couple	952	21366	75746

Initial screening findings for SEXUAL ORIENTATION:

- Engagement activities or information may be located in places accessed by the LGBT community
- LGBT people may be reluctant to raise LGBT issues in open fora as they may be concerned it will identify them as LGBT or that they fear a homophobic response.
- LGBT people with cross oppressional issues may be reluctant to raise LGBT concerns as they are more likely not to be “out” about their sexuality for fear of family and friends finding out about their sexuality or a homophobic response.

Consultation on the CEF showed:

- That responses were received from community and voluntary groups representing LGBT people, but in fewer numbers than those from other equalities strands.
- That 1 person stated they were gay, and 1 person stated they were bisexual.

Potential barriers to engagement as listed above:

Age:

- People may feel reluctant to attend events because they may feel they are not relevant to them or may feel intimidated (particularly young people)
- Certain age groups may be underrepresented in publications. Generic publications are often not seen as being aimed at young or old people. Targeted publications may be better received.
- Younger people prefer to engage via new media – texts, online etc

Religion:

- Timing of engagement activities and other events may clash with religious services or festivals which could prevent some people from attending.
- Content of information publications may be considered inappropriate by some religious groups.

Gender:

- Some people – both men and women – may be reluctant to attend mixed gender events and activities
- Women are more likely to have caring responsibilities for both children and for older / disabled relatives which may prevent them from attending engagement activities.

Disability:

- Information may not be accessible if it is produced only in one format
- Disabled people may have difficulty attending and participating in engagement activities
- Facilities at events may not meet the needs of disabled people
- Presentations and debate may be inaccessible – e.g. presentation material not readable / people speak too quickly

Sexuality:

- Engagement activities or information may be located in places accessed by the LGBT community
- LGBT people may be reluctant to raise LGBT issues in open fora as they may be concerned it will identify them as LGBT or that they fear a homophobic response.
- LGBT people with cross oppress ional issues my be reluctant to raise LGBT concerns as they are more likely not be “out” about their sexuality for fear of family and friends finding out about their sexuality or a homophobic response.

Ethnicity:

- Language barriers may stop people from ethnic minority groups accessing information and attending engagement activities
- Written information may not be accessible due to lower levels of literacy in some ethnic groups
- The meaning of words or phrases may change when translated

It should be noted that these issues were not raised during public consultation, but they are factors which staff in HSP organisations feel should be considered when undertaking any engagement activity.

External research findings:

Community engagement has been the subject of much social research in recent years, including detailed research on the equality aspects of engagement. Haringey's Community Engagement Framework provides a set of good practice principles for HSP organisations to work to when carrying out engagement with all sectors of the community. As such, it does not provide or prescribe methods for engagement with different community groups. However, the following research carried out by external organisations may be useful for those carrying out engagement activities with specific groups to bear in mind, and is available from Haringey Council's Corporate Policy Team. The CEF multi-agency steering group will keep copies of relevant community engagement research reports as a good practice database.

1. *Social Cohesion in Diverse Communities* – Joseph Rowntree Foundation⁶

Recent research regarding social cohesion and community engagement in North Tottenham and Moss Side, looking specifically at the experiences of White British, Black Caribbean and Somali backgrounds in their local area. Issues of gender and age were considered as well as ethnicity. The findings from this report in terms of community involvement and participation are as follows⁷:

- Faith group involvement was important to a range of interviewees, and more prevalent among Somalis.
- Somalis were less likely to attend local meetings of tenants and residents associations (TRAs), and more likely to contribute to voluntary activity within the Somali community, with some interviewees stating that they felt more confident if other Somalis were present.
- Residents attending TRA meetings tended to be older, and worried about the lack of interest among younger people.
- Younger people did not consider the TRA meetings as relevant to them, but also signalled that the organisation of the meetings was intimidating.
- White British young people seemed particularly at the margins of neighbourhood activities.
- Older women were the most frequent participants at TRA meetings.
- Younger women had issues about the relevance of the meetings, but also about their timing with regards to childcare.

2. *50+ Citizen Engagement Project: Barriers to engagement, from understanding to action* – Welsh Institute for Health and Social Care⁸

Recent research undertaken by the Welsh Institute for Health and Social Care examined the barriers to engagement among older people. Summary findings are as follows:

- Very few older people are engaged extensively as citizens. This does not mean that many older people are not active in their communities. It means that comparatively few older people are active in, for example, local decision-making processes.

⁶ *Social Cohesion in Diverse Communities*, Maria Hudson, Joan Phillips, Kathryn Ray, Helena Barnes, Joseph Rowntree Foundation 2007

⁷ See *ibid.*, pp.69-90

⁸ *50+ Citizen Engagement Project: Barriers to engagement, from understanding to action*, Nick Gould, Welsh Institute for Health and Social Care, September 2007

- Traditional forms of engagement have tended to communicate with older people as a mass. Traditional types of engagement have their place but their limitations need to be recognised. New ways of engaging older people as citizens are most likely to succeed if older people are approached as individuals.
- Barriers to the civic engagement of older people include:
 - Lack of personal resources
 - Lack of motivation
 - Previous negative experiences
 - Cultural Issues

3. Older People ‘Getting Things Done’ – Joseph Rowntree Foundation⁹

This report uses case studies to map out the ways in which older people got involved in planning and evaluating services. A key finding is that older people took part because they wanted to make a difference – not just as a way to pass the time.

4. ‘Public Officials and Community Involvement in Local Services’¹⁰ – Joseph Rowntree Foundation

This very recent research took place in Haringey Council, NHS Haringey and the Metropolitan Police. It examines community involvement in local services, with an emphasis on the role of public officials.

Step 3 - Assessment of Impact

The CEF will help to reduce existing barriers to engagement.

The **Community Engagement Framework Delivery Plan** aims to provide tools and processes to enable partners to work together to carry out more effective community

⁹ *Older People ‘Getting Things Done’*, Jan Reed, Glenda Cook, Vera Bolter and Barbara Douglas, Joseph Rowntree Foundation, 2006

¹⁰ *Public Officials and Community Involvement in Local Services*, Kathryn Ray, Maria Hudson, Verity Campbell-Barr & Isabel Shutes, Joseph Rowntree Foundation 2008

engagement. As such, it is envisaged that the Plan will lead to improved engagement with all sectors of the community. The Delivery Plan is currently in draft form. Should the projects change, this EIA will be updated.

The projects within the Plan do not target specific groups. However, the following projects within the Plan are particularly relevant to reducing barriers to inequality in engagement:

- **Establish a common evaluation process for engagement activities to ensure that we use results to improve local services, identify best practice and learn from mistakes.**
- It will be important to ensure that this evaluation process includes consideration of equality issues.
- **Make recommendations to expand / rationalise / share activities.**
- It will be important that equality issues are considered in any change in existing engagement activities.
- **Develop publicity plan for Community Engagement Framework.**
- It will be important to ensure that this is targeted at specific groups, where appropriate, to ensure that different communities are aware of the HSP's engagement principles.
- **Undertake review of how different communities prefer to engage and support required.**
- This review will consider equalities issues and will help the HSP to develop a better understanding of appropriate engagement within different communities.
- **Establish HSP approach to service user payment, taking into account needs of different communities (e.g. travel expenses, caring options, language support, etc)**
- This will help different groups within the community to overcome barriers to engagement.
- **Develop partnership advocacy strategy**
- This is a more targeted action which will help certain groups to make their views and needs known to HSP organisations.

Step 4 - Consult on the proposal

a) Who have you consulted on your proposal and what were the main issues and concerns from the consultation?

Public consultation on the CEF took place in two phases from January to April 2009. Over 700 voluntary and community groups in the borough were sent consultation documents. The consultation was also available online. The CEF was discussed and feedback given at meetings of the HSP, HSP theme boards, individual partner organisations and Haringey's Community Link Forum. The April 2009 edition of Haringey People carried an article about the CEF.

Over 150 responses were received in total. The responses were from a wide range of organisations, and from all across the borough. The majority of responses were very positive, and agreed with the aim and principles of the CEF. Appendix C provides detailed results of the consultation.

Appendix A gives a breakdown of the categories of organisations which responded. This demonstrates:

- A very wide range of community and voluntary organisations responded.
- Responses were received from groups covering all equality strands.
- Fewer responses were received from disability groups, older people's groups and LGBT groups.
- The lack of responses from older people's groups is not too concerning, as Haringey Forum for Older People, Haringey's umbrella organisation for older people, responded to the consultation.
- However, we may have to work harder to ensure that disabled people and LGBT people are aware of the CEF and aware of and able to participate in engagement opportunities in general.

Although mainly community groups rather than individuals responded to the consultation, we asked people to fill in an equalities monitoring form. Appendix B provides equalities monitoring data for those who returned this.

- People from a wide range of ethnicities completed the equalities monitoring form.
- The majority of these were White British.
- Nobody of Asian ethnicity returned the monitoring form, however Asian community groups responded to the consultation.
- People from a wide range of religions returned the equalities monitoring form, the majority being Christian.
- The respondents were fairly equally split between male and female.
- The majority of those who returned the form were heterosexual.
- The majority of those who returned the form were aged over 35, demonstrating that younger adults did not engage with the consultation, or that those working in community and voluntary groups in Haringey are mainly over 35. Children under 18 were not specifically targeted during the consultation.

The consultation did not target specific groups. However, respondents raised the following issues regarding engagement which are relevant to this EIA, including:

- Setting up specific groups, e.g. for LGBT people. (Specific groups for different communities exist in Haringey, but people may not be aware of all of them).

- Targeting groups – those mentioned were older people, ethnic minority families, disabled people
- Holding meetings in environments where people feel comfortable – not at the council, but in community centres.
- Holding meetings at different times, and more than one on the same issue.
- Having direct contact with different communities.

One of the main concerns of respondents was to ensure that the Framework was clearly worded and accessible.

b) How, in your proposal, have you responded to the issues and concerns from consultation?

A. During the course of the consultation, the Council was approached by a community group who wanted further explanation of the CEF and its purpose. In response to this, the Cabinet Member for Community Cohesion and Involvement accompanied by the Consultation Manager attended a meeting of this group to give further detail about the CEF.

In response to concern raised at this group that the consultation document was too long, a separate, shorter consultation questionnaire was designed.

B. One of the projects in the draft Delivery Plan is to ‘Develop a publicity plan for the CEF’. The development of a publicity plan will allow us to target groups within the community who sent in fewer responses to the consultation.

C. A main concern of respondents to ensure that the Framework is clearly worded and accessible. This will be addressed through the production of summary, more accessible version of the Framework, which will be widely publicised through the publicity pan.

D. Many of the issues raised during the consultation (listed above and in Appendix C) are about engaging with communities in ways that are appropriate to them. Many engagement activities taking place in Haringey already aim to engage appropriately with different communities. Specific groups are targeted on specific consultations – e.g. during the development of the older people’s strategy, ‘Experience Still Counts’, focus groups were held with older people. The attached table in Appendix D demonstrates the many engagement activities which take place in Haringey which are designed for different groups and communities, and which aim to give people the opportunity to engage in ways appropriate to them.

However, there is always scope to improve on this, and the following projects within the draft Delivery Plan aim to promote best practice in engaging with different communities:

- Undertake review of how different communities prefer to engage and support required
- Establish HSP approach to support given to communities to engage
- Establish a cross-sector development programme that can be undertaken by staff community groups and community representatives

c) How have you informed the public and the people you consulted about the results of the consultation and what actions you are proposing in order to address the concerns raised?

When a shorter version of the Framework has been produced, all those who responded to the consultation will be e mailed or sent a letter thanking them for their comments, providing them with a copy of the Framework, and directing them to the Haringey Council website, where a copy of the Delivery Plan will be available.

The Framework will also be available to all on the Haringey Council and partner websites, and will be publicised through the publicity plan.

Step 5 - Addressing Training

Training on engagement and consultation is already available to staff in HSP organisations. However, through developing the CEF a need has been identified for further training, particularly cross-sector training, so that staff within different organisations work better together to carry out engagement.

The draft Delivery Plan proposes a project to establish a cross-sector engagement development programme. Through this, we will also ensure that the CEF is included in all staff induction programmes in partner agencies.

Step 6 - Monitoring Arrangements

The CEF and its Delivery Plan are owned by the HSP, and as such will be delivered by a multi-agency groups.

Performance will monitored by the HSP's Performance Management Group. Regular progress reports will be provided.

LAA indicators will be used to evaluate the effectiveness of the Framework. These are reported regularly to the PMG and the HSP's theme boards. They are available on the Council's website through the minutes of HSP meetings. They are:

Local Area Agreement Targets	Baseline % (2008 Place Survey)	2009/10 target %	2010/11 target %
NI1: % of people who believe people from different backgrounds get on well together in their local area	75.5	77.9	81.1
NI140: Fair treatment by local services. Proxy: to what extent does your local council treat all types of people fairly?	60.4	62.6	65

NI21: Dealing with concerns about anti-social behaviour and crime by the local council and police. Proxy: % of people who feel well informed about what the council is doing to tackle anti-social behaviour	27.9	32	34
NI4: % of people who feel they can influence decisions in their locality	40.5	42.9	45.1
NI6: Participation in regular volunteering	20.7	22.7	24.7
NI7: Environment for a thriving third sector	18.9 ¹¹	21.9	24.9

¹¹ Third Sector Organisations Survey 2008

Step 7: Summarise impacts identified

Age	Disability	Ethnicity
<ul style="list-style-type: none"> • People may feel reluctant to attend events because they may feel they are not relevant to them or may feel intimidated (particularly young people) • Certain age groups may be underrepresented in publications. Generic publications are often not seen as being aimed at young or old people. Targeted publications may be better received. • Younger people prefer to engage via new media – texts, online etc 	<ul style="list-style-type: none"> • Information may not be accessible if it is produced only in one format • Disabled people may have difficulty attending and participating in engagement activities • Facilities at events may not meet the needs of disabled people • Presentations and debate may be inaccessible – e.g. presentation material not readable / people speak too quickly 	<ul style="list-style-type: none"> • Language barriers may stop people from ethnic minority groups accessing information and attending engagement activities • Written information may not be accessible due to lower levels of literacy in some ethnic groups • The meaning of words or phrases may change when translated

Religion	Sexuality	Gender
<ul style="list-style-type: none"> • Timing of engagement activities and other events may clash with religious services or festivals which could prevent some people from attending. • Content of information publications may be considered inappropriate by some religious groups. 	<ul style="list-style-type: none"> • Engagement activities or information may be located in places accessed by the LGBT community • LGBT people may be reluctant to raise LGBT issues in open fora as they may be concerned it will identify them as LGBT or that they fear a homophobic response. • LGBT people with cross oppress ional issues my be reluctant to raise LGBT concerns as they are more likely not be “out” about their sexuality for fear of family and friends finding out about their sexuality or a homophobic response. 	<ul style="list-style-type: none"> • Some people – both men and women – may be reluctant to attend mixed gender events and activities • Women are more likely to have caring responsibilities for both children and for older / disabled relatives which may prevent them from attending engagement activities.

Step 8 - Summarise the actions to be implemented

The draft **Community Engagement Framework Delivery Plan** aims to provide tools and processes to enable partners to work together to carry out more effective community engagement. As such, it is envisaged that the Plan will lead to improved engagement with all sectors of the community. The full Delivery Plan will be available at www.haringey.gov.uk/framework.

The projects within the plan do not target specific groups. However, the following projects within the Plan are particularly relevant to reducing barriers to inequality in engagement:

Project	Timescale / Existing progress	Resource implications	Key output(s) – to be decided by group responsible	Team / Group responsible
1. Establish a common evaluation process for engagement activities to ensure that we use results to improve local services, identify best practice and learn from mistakes	2010-11	Within existing resources	Evaluation process designed and rolled out across partner agencies Results analysed Process used and results analysed on an on-going basis	Council's Consultation Group, with representatives of HSP partners in attendance
2. Make recommendations to expand / rationalise / share activities	2010-11	Within existing resources	Recommendations made to PMG	Council's Consultation Group, with representatives of HSP partners in attendance
3. Develop publicity plan for Community Engagement Framework (for residents, councillors, staff in HSP organisations etc)	2010-11 Progress to date: CEF already published on website. CEF summary and Easy Read versions in production.	Within existing resources	Publicity Plan produced	HSP Communications Network
4. Undertake review of how different communities prefer to	2010-11	Within existing resources	Review undertaken using results of evaluation process	HSP Commissioning Group

Project	Timescale / Existing progress	Resource implications	Key output(s) – to be decided by group responsible	Team / Group responsible
engage and support required			and recommendations made to PMG	
5. Establish HSP approach to service user payment, taking into account needs of different communities (e.g. travel expenses, caring options, language support, etc)	2011-12	Resource required	HSP approach to community support established Increased uptake of support measured by: increased attendance of different communities at meetings and engagement events	HSP Commissioning Group
6. Develop partnership advocacy strategy	2011-12	Within existing resources	HSP Advocacy Strategy and Action Plan agreed by HSP	Well-Being Partnership Board with input from CEF Steering Group

Appendices:

Appendix A: Community and voluntary groups which responded to the CEF consultation

Appendix B: Equalities monitoring data from consultation on the CEF

Appendix C: Briefing on CEF consultation responses (**separate document**)

Appendix D: Examples of existing engagement activities in Haringey

CEF Appendix A: Community Engagement Framework consultation responses: Organisation type

For the purpose of this EIA, we have attempted to categorise organisations which responded into different groups. This is not an exact process – some organisations fall under more than one category and some are hard to categorise. However, it has helped to demonstrate the wide range of organisations which responded and sectors of the community which we may need to work harder to reach.

Organisations responded – Phase 1:	
Educational	Faith (including some organisations based on ethnicity and welfare & support)
Downhills Primary School	St James Church
Tech Training Centre	Oromo Evangelical Church of London
Chestnuts Primary School	Muswell Hill Methodist Church
Park View Academy	High Cross United Reform Church
	MDCC Immigration & Welfare Services
Children & Young People	New Testament Church of God
Higher Heights Youth & Community Organisation	St Mary's Church
Action for Kids	Alevi Cultural Centre
The African Child Haringey	Moravian Church
Muswell Hill Toy Library	St James's Church Legal Advice Centre
African Caribbean Day Nursery	The People's Christian Fellowship
Noel Park Children's Centres	Eldon Road Baptist Church
Pembury House Children's Centre	Polish and Eastern European Christian Family Centre
The Boys' Brigade 133rd London (Haringey) Company	
	Women's organisations
Children & Young People / Arts & Culture	Greek Cypriot Women's Organisation
Exposure Organisation Ltd	JAN Trust
Muswell Hill Centre	Turkish Cypriot Women's Project
Arts & Culture (including some organisations based on ethnicity)	Community organisations (based on ethnicity)
Hornsey Town Hall Creative Trust	Cosa de la Salvol Hispana America
Haringey African Cultural Voluntary Organisation	Caribbean Community Centre

Organisations responded – Phase 1:	
Wise Thoughts	Abinda Community Association
Kush Community Arts and Media Development	Cara Irish Day Centre
Mountview Academy of Theatre Arts	Ghanaian Welfare Association
Collage Arts	Somali Branane Association in London
Cirque Nova Ltd	
People's World Carnival Band	Housing / Residents / Tenants
Artikal Films	Causeway Irish Housing Association
Saam Theatre Company	Association of Tenant Representatives
	Homes for Haringey
Community organisations - geographical	Stonewall Housing
The Highgate Society	Cranley Dene Court
Hornsey Vale Community Association	Coldfall Tenants
	Summer Hall Road Residents Project
Welfare & Support (including organisations based on ethnicity)	Campbell Court Residents Association
Individual Support Group	Haringey Federation of Residents Associations
Grace Organisation	Allan Barclay Residents Association
Haringey Carers Centre	Edgecot Road Residents Chair
Pyramid Health and Social Care Association	Tiverton Resident's Association
Diligence Advice	
Afrikcare	Disability
Iranian Welfare Association	Different Strokes North London Group
	London Sports Forum for Disabled People
Sports	Middlesex Association for the Blind
Albert Bowl Club	
Chettle Court Rovers (Youth) FC	Older People
Haringey Wrestling Club	Haringey Forum for Older People
Environment / Regeneration	Other
The Friends of Finsbury Park	HKFA
Tottenham and Wood Green Friends of the Earth	Friends of Hornsey Church Tower
The Bridge New Deal for Communities	Higher Level Alex
	London Islamic Cultural Society, Wightman Road

Organisations responded – Phase 1:	
	Haringey Council
LGBT	UDOtek
Pace Health	Brighter Future CIC Ltd
	SPCC
	Forsythe Consulting
	Community Alton Spirit
	Satellite Consortium Ltd

Organisations responded – phase 2:	
Housing / Residents / Tenants Groups	Women’s organisations (based on ethnicity)
Leasehold Panel & Tenants Participation Panel, Age Concern	Turkish Women Philanthropic Association
Stonewall Housing	Turkish Cypriot Women's Project
Sanctuary Hereward	Trinidad and Tobago Association
Hornsey Housing Trust	
	Community organisations (including organisations based on ethnicity)
Muswell Hill & Fortis Green Association	Cabinda Community Association
Hillcrest Residents Association	Council of Asian People
Campbell Court Tenants Association	Haringey African Cultural Voluntary Organisation
Helston Court Residents and Tenants Association	The Sandbunker Community Centre
Children & Young People (including Arts & Culture)	Faith (including welfare & support)
Exposure	St James Church Legal Advice Centre
Yaweh Youth and Lone Parents Support Centre	C of E St Mary the Virgin, Tottenham
Muswell Hill Toy Library	London Islamic Cultural Society, Wightman Road
Gladesmere Girls Project	
	Welfare & Support (including organisations based on ethnicity)
Burghley Road Under 5s Community Centre	Iranian Welfare Association
Friendship Global	Welwitschia Legal Advice Centre

Organisations responded – phase 2:	
Health (including organisations based on ethnicity)	Victim Support in Haringey
Barnet, Haringey & Enfield Mental Health NHS Trust	Social Care World
Nepalese Health Network	Pyramid Health & Social Care Association
Chiz UK	
Innovative Vision Organisation	Arts & Culture
	Word for Word Writers Group
Disability	
Middlesex Association for the Blind	Other
Different Strokes London North Group	Haringey Council
Wheelchair Users' Group	Hornsey Historical Society
	Polar Bear Community
Older People	Berkbeck Association
University of the Third Age	Haringey Police Consultative Group
Haringey Forum for Older People	

CEF Appendix B: Equalities monitoring data

The following data was received from those who returned the equalities monitoring form.

Ethnicity:		Religion:
<p>White: White British: 22 Greek Cypriot: 1 Turkish: 1 Gypsy: 0 Irish: 1 Irish Traveller: 0 Turkish/Cypriot: 1 Kurdish: 0 White Other: 4</p> <p>Mixed: White & Black Caribbean: 0 White and Asian: 0 White and Black African: 1 Mixed Other: 0</p>	<p>Asian or Asian British: Indian: 0 Bangladeshi: 0 Pakistani: 0 East Asian African: 0 Asian or Asian British Other: 0</p> <p>Black or Black British: African: 4 Caribbean: 3 Black or Black British Other: 1</p> <p>Chinese: 0</p> <p>Other ethnic group: 3</p>	<p>No religion: 8 Muslim: 3 Hindu: 2 Jewish: 2 Buddhist: 3 Rastafarian: 0 Christian: 20 Sikh: 0 Other: 7</p>

Gender:	Sexual orientation:	Age group:	Disability
<p>Male: 28 Female: 23</p>	<p>Heterosexual: 30 Bisexual: 1 Gay: 1 Lesbian: 0</p>	<p>18-24: 1 25-34: 1 35-44: 6 45-54: 11 55-64: 7 65-74: 12 75-84: 4 85 +: 0</p>	<p>Yes: 7 No: 39</p>

CEF Appendix C: Briefing on consultation responses – *separate document*

CEF Appendix D: Examples of community engagement activities in Haringey

How safe is the area?	
<ul style="list-style-type: none"> • Neighbourhood Management Service initiatives • Police Safer Neighbourhood Teams engagement initiatives – e.g. ‘You Decide’ campaign 	<ul style="list-style-type: none"> • Haringey Community and Police Consultative Group • Fire Safety visits • Annual Peace Week events
How healthy and well supported are people? How well is adult social care meeting people’s needs and choices?	
<ul style="list-style-type: none"> • Haringey LINK • Patient representatives’ input into customer care standards • Expert patient programme • Patient representative on procurement panel for diabetes service users • Well-being participation sub-group • Haringey Advisory Group On Alcohol – client forum • Haringey Learning Disability Partnership Board • Haringey Learning Disability Partnership Carers Forums • Drug and Alcohol Action Team service user involvement • Drug and Alcohol Action Team carer involvement • Homes for Haringey involvement initiatives: • Homes for Haringey Disabled People’s Group • Homes for Haringey Individual Needs Project • Personal Budgets • Dignity in Care Champion 	<ul style="list-style-type: none"> • Neighbourhood Management Service initiatives • Police Safer Neighbourhood Teams engagement initiatives – e.g. ‘You Decide’ campaign • Haringey Community and Police Consultative Group • Fire Safety visits • Annual Peace Week events • Haringey Mobility Forum • Mental Health User Forums • Carers Partnership Board • Haringey Forum for Older People • Older People’s Champions • Public Forums for Leisure Centres • Carers Survey • Home Care Survey • Learning Disabilities Outcomes Survey • User Outcomes Survey
How well kept is the area? How environmentally sustainable is the area?	
<ul style="list-style-type: none"> • Friends of Parks & Open Spaces groups • Allotments Groups • Going Green Conference • Better Haringey Green Fair & Awards 	<ul style="list-style-type: none"> • Homes for Haringey Youth Repairs Focus Group • Homes for Haringey Estate Inspections • Homes for Haringey Patch Meetings • Homes for Haringey Tenant Advocates
How strong is the local economy?	
<ul style="list-style-type: none"> • Haringey Guarantee • Haringey Guarantee Participant Survey • Haringey Business Awards 	<ul style="list-style-type: none"> • Consultation with businesses over planned Haringey Business Board (previously Haringey’s City Growth Board) • Haringey Local Traders Forums

How strong and cohesive are local communities?	
<ul style="list-style-type: none"> • Community Cohesion Forum • Lesbian, Gay, Bisexual, Transexual Forum • Multi-Faith Forum 	<ul style="list-style-type: none"> • Local Area Assemblies • Homes for Haringey Residents Consultative Panel • Turkish, Kurdish & Cypriot Forum
How well is housing need being met?	
<ul style="list-style-type: none"> • Council Landlords Forum • Temporary Accommodation Users Forum • Care homes annual residential survey • Housing Conference • Tenants Forum • Residents Associations 	<ul style="list-style-type: none"> • Homes for Haringey's advocates in council housing • Homes for Haringey Aspirations Special Project • Homes for Haringey Open Day and Saturday drop-ins • Homes for Haringey tenant training programme –assertiveness, chairing meetings, managing conflict, negotiation, service monitoring • Family Mosaic Housing Association's initiative, including Customer Panel and Tenants Question Time
How well are families supported? How good is the well-being of children and young people?	
<ul style="list-style-type: none"> • Haringey Youth Council • Homes for Haringey Youth Outreach films • Participation Crew • Young Advisors to the Council • Youth Opportunity Fund Panel • Haringey Young Heroes Awards • Haringey Youth Space website • Family support groups 	<ul style="list-style-type: none"> • 'Here We Grow' groups • Parents in Early Learning Project • Dads' Days at Children's Centres • Family Champions project – Children & Young People's Service and Tottenham Hotspurs Foundations • Parent Forums – e.g. Somali, Kurdish and Turkish Parent Forums • Referral Order Panel volunteer supervisors in Youth Offending Service
Cross-cutting engagement initiatives	
<ul style="list-style-type: none"> • Local Area Assemblies • 'Making the Difference' programme • Annual Residents Survey • Place Survey 	<ul style="list-style-type: none"> • Customer feedback & complaints • WOW awards • Community Link Forum • Friends of Libraries • Participatory budgeting scheme
Children and Young People's cross cutting engagement activities:	
<ul style="list-style-type: none"> • Local Democracy Week • Tell Us Survey • Model United Nations project (secondary schools) • Primary and Secondary School Councils & Student Voice Charter 	<ul style="list-style-type: none"> • Junior Citizens Annual Debate • UK Youth Parliament elections • Haringey Youth Council & Shout Out Conference • Youth Opportunity Fund Panel