



Haringey Council

Topic: **Hard to reach communities**
Briefing for: Councillor Amin
Produced by: Corporate Policy Team
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Introduction:

Haringey Council works hard to reach all communities in the borough, particularly those who may find it hard to access services and those whose voices are seldom heard. We are particularly concerned to engage with communities and individuals on matters that are relevant to them and affect their lives.

Who do we mean by hard to reach communities?

Scrutiny Review definition of hard to reach groups:

“Those groups which are difficult to engage with from an organisational perspective because they do not feel empowered to do so, or due to barriers which may be overcome.”

We understand the term ‘hard to reach’ in its broadest sense – to include, for example, people who are out of work for long periods, drug and alcohol users, carers and mental health service users. We are aware that ‘hard to reach’ groups in Haringey change over time – those that were hard to reach a few years ago may now be better engaged with our services, and as our population changes, new groups emerge whose needs we need to understand better.

We have a very wide range of methods by which we engage with different groups and individuals. The attached sheet provides a list of engagement activities in Haringey – some undertaken by the Council, many in partnership with other organisations working in the borough. The details below provide just a few examples of ways in which we engage with different groups in Haringey.

What is being done to reach hard to reach communities in Haringey?

1. Tools for engaging communities:

The Council and its partner organisations have a number of tools and processes to try to ensure that all communities are reached in ways appropriate to them. For example:

- **Community Engagement Framework**: All Haringey Strategic Partnership organisations have signed up to the CEF, which sets our clear principles of engagement:
 - Work in partnership to join up our engagement activities
 - Engage where it will make a difference

- Be clear about what we are asking
- Be inclusive and aim to engage with all communities
- Communicate the results of engagement activities
- Build capacity of communities to take part in engagement activities
- **COMPACT**: Haringey's COMPACT is an agreement between public sector agencies and local voluntary and community sector organisations. It is a set of principles which recognises the role of the voluntary and community sector in supporting Haringey's residents, and gives them a voice in decision-making.
- **Consultation toolkit**: the Council's Consultation Toolkit sets out practical advice and procedures for all Council staff carrying out consultations.
- **Training**: The Council recognises that in order for engagement to be effective, its staff need to be trained in effective engagement methods. The Council runs a course in consultation and engagement which can also be attended by staff from other organisations working in Haringey.

2. Examples of targeted work with communities:

- **Carers Partnership Board**: The Haringey Carers Partnership Board is concerned with improving the lives of unpaid carers in Haringey. It is made up of organisations which have a stake in supporting carers, and carers themselves. Carers are full and equal partners with every other member of the Board.
- **Learning Disability Partnership Board**: We have a partnership board to make sure that adults with learning disabilities have rights, inclusion, choice and independence. The Partnership Board develops new services or makes services better by finding out what people need. The partnership board ensures that adults with learning disabilities and their carers know about things that affect their lives and can have their say on issues that affect them.
- **Engagement with mental health service users**: The Mental Health Partnership Board ensures that mental health service users in Haringey can have their say in service development. The Board has specific groups which look at engagement with service users and carers. The Clarendon and Six8four Day Centres have regular community meetings with their users to feed into the running and development of services. Equilibrium Magazine is produced quarterly by mental health service users in Haringey and provides people recovering from mental illness and their families with a further opportunity to express their views.
- **Families Into Work**: This project takes place in Northumberland Park, a unique ward with high levels of unemployment, and young people who are not in education or training. It is a new approach to tackle long term worklessness and improve life chances in the area, with families who do not traditionally engage with jobs or training.
- **Young People**: Haringey's **Youth Council** and the **Young Advisors to the Council** provide young people with the opportunity to influence their services. However, we are very aware that many young people do not wish to engage through meetings or through coming to see us. The Haringey [Youthspace](#) website has a special 'have your say' section where young people can give us their views on a range of services. The Children and Young People's Service runs parents forums for Somali, Kurdish and Turkish parents to enable them to engage with and understand the different services provided for their children.
- **Access to Service Days** are targeted at different communities in the borough, and aim to increase awareness and take up of local services and enable them to influence service provision. Although the Council organises these events, partner input is essential to ensure that communities are aware of all the services available

to them. Each event is advertised in the local press appropriate to the community being targeted. Flyers and posters are developed in English and the appropriate community language. Interpretation services are also available. Where possible, consultation has taken place with the community prior to the event. Events have so far attracted between 150 and 300 attendees, and have been held for the following communities:

- Polish
- Charedi Jewish
- Kurdish
- Greek Elders
- Somali

Reaching new and emerging communities is a key ongoing activity for Neighbourhood Management in building the capacity of communities and increasing community involvement in shaping their communities and local service delivery.

The work described above shows how our different services engage with their service users. **The Council also undertakes work with broader sections of the community whose needs are not as specific but who benefit from greater use of our services.** For example:

3. Community Cohesion:

The Community Cohesion Forum was set up in March 2008 and brings together a wide range of community organisations who work in the borough. These groups represent the wide interests of residents, and include groups who work with residents of different ages, genders, disabilities, ethnic backgrounds and cultures, religions and those with no religion and people from lesbian, gay bisexual and transgender communities.

Our work on community cohesion has helped us to reach groups through the following projects:

- The Living Under One Sun project in Northumberland Park has involved women and children from a range of backgrounds in activities including a community catering service, childcare and play projects, cookery and healthy eating classes
- The JAN Trust has expanded to meet the needs of diverse ethnic backgrounds including Muslim women in particular.
- 'Meet the Neighbours' activities organised by the Neighbourhood Management Service have given people the opportunity to mix with people from their local area
- The Bounds Green Intergenerational Project has brought together older and younger residents through the shared use of the local allotments and arts activities.

The Council's **Equalities Team engages with Haringey's different communities** to run a comprehensive **programme of events targeted at different groups. These events also help to raise awareness of equalities issues throughout the borough**, for example:

- Eid event: held for the first time this year, this was attended by 127 people
- Black History Month events
- International Women's Day
- World Mental Health Day
- Holocaust Memorial Day
- World Aids Day
- Lesbian, Gay, Bisexual and Transgender Month events