Haringey Council

Agenda item:

[No.]

| Cabinet | On 15 June 2010 |

Report Title: **PPP&C response to the Overview and Scrutiny review of Engaging with 'Hard to Reach' Communities**

Report of: **Wayne Longshaw, Assistant Chief Executive PPP&C**

Signed :

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| Wards(s) affected: **All** | Report for: **Non-Key** |

1. Purpose
1.1 To set out the response of PPP&C to the scrutiny review on engaging with 'Hard to Reach' communities

2. Introduction by Cabinet Member (if necessary)
2.1 I welcome this scrutiny review and recommend the proposed actions to Cabinet.

3. State link(s) with Council Plan Priorities and actions and /or other Strategies:
This review is linked to the following Council priority, A Caring Haringey, and to the People at the Heart of Change priority in the Sustainable Community Strategy.

4. Recommendations
41 That Cabinet agree the response

5. Reason for recommendation(s)

5.1 N/A

6. Other options considered

6.1 N/A

7. Summary

Haringey is the fifth most diverse borough in London. Nearly half of its population and three quarters of young people have a non white British ethnic group. Within this there are a number of communities and groups which do not engage with organisations, either because they do not feel empowered to do so or because they do not know how to access the relevant organisations.

The scrutiny review looked at who in Haringey is considered hard to reach and what could be done to ensure that these groups have an input into the services they receive and are able to access the services which they are entitled to.

Many of the recommendations are already in hand and have been incorporated into the HSP's Community Engagement Framework delivery plan.

8. Chief Financial Officer Comments

8.1 The Chief Financial Officer agrees that the actions set out in response to the review should be delivered using existing resources.

9. Head of Legal Services' Comments

5.1 There are no specific legal implications arising from this report.

10. Head of Procurement Comments –[Required for Procurement Committee]

10.1 N/A

11. Equalities & Community Cohesion Comments

Hard to reach communities are less likely to find the information or services which could support them to achieve better outcomes for themselves and their families and enable them to take their place amongst the community life of Haringey. Improving engagement with these communities will ensure that they are able to access services they are entitled to and that they are able to contribute their knowledge and skills to service developments.

12. Consultation

The panel heard from a variety of organisations, both statutory and voluntary. These

are listed in appendix A of the review.

The information collected for the review can be used to enhance our community engagement work and inform future consultation activity.

13. Service Financial Comments
Actions in response to this review are expected to be achieved within existing resources.

14. Use of appendices /Tables and photographs

N/A

15. Local Government (Access to Information) Act 1985

RECOMMENDATION	RESPONSE	COMMENTARY

1. A multi-agency consultation network should be set up and include the following pieces of work in its work programme.
 	
   o The Consultation calendar should be further developed to include information on consultations being carried out by partners.
   o Consideration should be given to an events calendar which would be accessible to all partners.
   o An exercise going into the community and talking to specific groups identified in section 4.2 of this review report to establish how they prefer to be engaged with.
   o Share good practice
   o Ongoing review of who Hard to reach groups are
   o Ensuring appropriate people on network from all levels of the partnership organisations.
	Agreed	The Community Engagement Framework already includes the following actions:
		
		Undertake a review of how different communities (including businesses) prefer to engage and support required [Priority 2: Promote inclusive community engagement processes]
		
		Build on existing Council consultation management system to establish a partnership management system to:
		
		• Record details of upcoming engagement activities (for use by HSP partners and the public)
		• Record results and analysis of engagement activities
		• Undertake Equalities Impact Assessments
		[Priority 4: Share community engagement good practice]

2. A customer journey mapping exercise to be undertaken for specific service user groups e.g. sex workers and personalisation agenda pathways. This should identify contact points with service providers and ways of overcoming barriers e.g. lack of Identification. o Following on from this the information should be	Agreed	Customer journey mapping is a methodology already in use and will continue to be used as appropriate when improving and designing services.

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widely disseminated to both front line staff and elected Members; and reviewed and updated regularly.		
3. That the Haringey Strategic Partnership consider how the borough is divided to ensure area boundaries are consistent and coherent across the partnership agencies, enabling localised joint working to engage with residents and communities.		Key partners attend area assembly meetings and report back on area based initiatives i.e. NHS Haringey has consulted on neighbourhood development plans and the police on ward priority plans
4. All consultation training provided should include specific sections on: • Cultural awareness • How to engage with 'hard to reach groups' • Inclusive engagement e.g. not just consulting LGBT on sexual health or Drug users on drug services.	Agreed	The Community Engagement Framework already includes the following actions: Establish a cross-sector engagement development programme (that can be undertaken by staff, community groups and community representatives) [Priority 3: Increase community engagement capacity]
5. Raising awareness of Dual Needs should be incorporated into the review of the Haringey Compact (please see recommendation below).	Agreed	A Compact Review is underway and will include consideration of people with dual needs
6. That the Haringey Compact is reviewed to ensure that all HSP organisations work to it. All elected Members should receive a copy of this renewed Compact.	Agreed	The Community Engagement Framework already includes the following actions: Ensure community engagement awareness and COMPACT way of working included in staff induction programmes across HSP partners

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		[Priority 4: Share community engagement good practice]
7. That the Council Consultation Charter, Plain English Protocol and Community Engagement Framework Principles are adhered to and enforced. • That awareness raising of the use of plain English be carried out across all HSP partners. The Council could raise awareness through All Users emails, use of Team Brief and internal websites. • That the Overview and Scrutiny Committee, Cabinet, Haringey Strategic Partnership and Theme Groups ensure appropriate language is used on all documents that each body considers.	Agreed	Communications will publicise and promote use of the following best practice guidance through a range of channels; especially training events and meetings: http://harinet.haringey.gov.uk/intranet/directorates/pppc/communications/ccu_strategiespoliciesinitiatives/plainenglishguide.htm http://harinet.haringey.gov.uk/intranet/directorates/pppc/communications/ccu_strategiespoliciesinitiatives/publications_protocol.htm The partnership consultation group (Have Your Say Haringey) will promote the use of Plain English in all on and off-line consultation material to ensure that they are: user friendly: accessible; and adhere to the Councils Consultation Charter and Community Engagement Framework principles. http://harinet.haringey.gov.uk/index/council/haveyoursay/consultationcharter.htm http://harinet.haringey.gov.uk/index/council/hsp/framework.htm
8. Support available to voluntary and community sector	Agreed	Fund raising and application writing support is

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organisations in terms of capacity building and application/bid writing assistance should be mapped across the partnership and the information consolidated and widely publicised in a range of community languages**.**		available via HAVCO with links via the HAVCO website. The CVST also signpost community organisations towards this plus other funding opportunities. All information in community languages is available on request.
9. All organisations commissioned by the Council and its statutory partners are clear in their publicity about who can access their services.	Agreed	This is starting to be addressed through the development of an 'e-market' directory of services linked to the transforming social care programme. This web-based technology will enable residents and people who use services to access a wide range of information to signpost them to services available in the community. It will also be accessible to organisations themselves to update information about the services they offer. For individuals unable to access the internet, hard copies of information will be made available. Internet access is also available at for example Libraries. We also use Haringey People to periodically feature services available to particular groups (for example a feature in November 2009 for older people). Organisations commissioned by the Council are responsible for ensuring information about their services is available and in accessible formats (including different languages) within the funding

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		they receive.
10. As part of the Information Governance work Business Units explore with IT Services the options to enable accessibility data to be shared between the services.	Agreed.	The Information Governance Board will explore the best way to enable the sharing of information between services.

11. That the Haringey Strategic Partnership work with HAVCO to create and maintain a voluntary and community sector database as part of the action plan leading from the Third Sector Mapping exercise. This should:
   • User friendly
   • Publicly accessible
   • Categorised
(this has since been agreed at HSP)
	Agreed	This has been agreed by the HSP

12. The existing population needs assessment approach should be extended to include the following:
   • Increased use of complaints and feedback information.
   • Effective equalities monitoring of services and use of information to inform service planning.
   • Systematic use of data from Equalities Impact Assessments.
   • Use of Neighbourhood Managers as experts in the local communities they serve.
   • Further use of MOSAIC data.
   • Further use of borough profile data available on the web-pages.
 	
With this in mind the panel supports the implementation of the
	Agreed	Funding has been agreed to purchase a local information system that will enable sharing and presenting of non identifying information amongst HSP partners. A PID is being completed.

RECOMMENDATION	RESPONSE	COMMENTARY
Local Information System for the partnership.		
13. That "Access to Service" days continue to run and that further possibilities of working more closely with partner agencies should be investigated to maximise resources. The co-ordination of Access to Service days should be linked with the above population needs assessment approach to ensure that all communities, including new communities, are considered in each cycle.	Agreed	Access to Services days will continue to be organised or supported by the Neighbourhood Management Service according to need and emergence of new communities.
14. That the Overview and Scrutiny Committee commission a review into the services and resources that prevent children and young people (aged up to 14 years of age) becoming involved in youth crime.		This needs to be considered as part of the Overview and Scrutiny work programme planning 2010/11
15. That the Overview and Scrutiny Committee commission a review into Drug and Alcohol abuse.		This needs to be considered as part of the Overview and Scrutiny work programme planning 2010/11

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