



Haringey's Sustainable Community Strategy

Second Progress Update Summary

January 2009 –
March 2010

A sustainable way forward

Introduction

Welcome to the second progress update on Haringey's Sustainable Community Strategy, which sets out the long-term vision for the borough.

This report gives a flavour of our achievements, which have helped to make a difference to the quality of life in Haringey and move us closer to our vision of being **a place for diverse communities that people are proud to belong to**. It also shows what we will be doing in the year ahead as we continue to improve services, support residents and make Haringey an even better place to live, work and visit.

If you would like a copy of the full version of this report or the Sustainable Community Strategy itself, visit: www.haringey.gov.uk/index/council/hsp/partnership_strategies_and_plans/sustainable-community-strategy.htm

Looking ahead

We know that for thousands of Haringey residents the recession has been an incredibly difficult time and we remain determined, in spite of the cuts, to do all we can to support those people who need our help. We will focus attention on ways of improving the local economy and helping to create work and apprenticeship opportunities for local people so that together we can pull together to minimise the impact of the financial climate.

We are committed to maintaining and improving standards in those areas which make a difference to the day-to-day life of our residents – from housing, health and recycling to libraries, parks, schools and community safety. We are determined to continue with improvements to our children's services and safeguarding to lift standards in Haringey to a level in line with the very best in the country.

Everyone at Haringey knows that it's not going to be easy, but we pledge to do everything possible to minimise the impact on the borough's residents.

Insert signature

Cllr Claire Kober, Chair of the Haringey Strategic Partnership and Leader of Haringey Council

Have your say– Be heard, get involved and shape the future

We are committed to providing services that Haringey people need and deserve and we recognise that listening to you can help us achieve this. We carry out consultations and surveys, and run events, to get the views of people who live, work in and visit Haringey.

We want to hear your views about local services and our future plans for Haringey. You can have your say by:

- attending your local [Area Assembly](#), Council meetings, [Safer Neighbourhood](#) Panel meetings, tenants and residents associations meetings
- taking part in consultation or a survey. Visit www.haringey.gov.uk/haveyoursay to let us know what you think of services delivered in Haringey or look in [Haringey People](#) magazine
- [becoming involved in local activities](#) to help your own community through volunteering, supporting local events, speaking to your local councillor about issues that are important to you, becoming a school governor, or improving your own skills via an adult learning course
- being involved with Haringey Health and Social Care LINK (Local Involvement Network) or [Patient Panels](#) to influence the way your local health and care services are provided. Simply contact the LINK office by phone 020 8888 0579 or email HaringeyLINK@shaw-trust.org.uk
- making a [suggestion, compliment or a complaint](#)
- signing or submitting a [petition](#)

You can find out about events by looking at Council and [HSP Partners' websites](#), [Haringey People](#) magazine, local newspapers and by picking up information at our libraries and customer service centres.

People at the heart of change: A cohesive community and a clean, attractive and well-built environment.

<p>What we have achieved</p>	<ul style="list-style-type: none"> • We have 14 award-winning parks and four award-winning community gardens. • We re-introduced the Clean Sweep Programme in Tottenham Green, Haringay, West Green and St Ann's following consultation with residents. The sweeps included enforcement patrols on litter, dumping and dog fouling, and gardening teams working on hedge cutting, weeding and planting. • During 2009/10 we completed 189 affordable homes through the Homes & Communities Agency's National Affordable Housing Programme. 146 were new builds, 10 were purchased for social rent, and 33 were delivered as shared ownership through the My Choice Home Buy scheme. • Our libraries are the most popular in London with almost 60% of people in the borough using them.
<p>Our next steps</p>	<ul style="list-style-type: none"> • As part of our Building Schools for the Future programme the new secondary school - Heartlands High - will open in September 2010 which will include specialist facilities for pupils with Autistic Spectrum Disorder, and we will complete work on a further 7 secondary schools in 2010. • As part of our programme to improve primary schools we will complete work on 9 primary schools during 2010. • From September 2010 parents will be able to follow their children's progress and attendance at school through a new ICT system. • We will use the Haringey 2012 Fund to encourage participation in sport, such as providing table tennis and coaching for residents aged over 50. • We will make more improvements to our parks and open spaces through a £10m renewal programme.
<p>Facts and figures</p>	<ul style="list-style-type: none"> • During 2009/10 we invested £10.5m to make it easier to get out and about in the borough e.g. street lighting, footways, road maintenance, bus priority scheme, local road safety schemes, cycling, walking and car club schemes. • We are reducing the number of households in temporary accommodation faster than any other authority in the country. • Every year there are around 15 million visits to Haringey's parks and open spaces. • Almost 90% of our schools now provide extended services such as childcare, adult education and leisure activities. • 80% of residents feel that their local area is a place where people from different backgrounds get on well together.

People at the heart of change: case study

Money to Move Smaller scheme.

We have invested a lot of time in helping residents to move out of large family homes and into smaller, more suitable homes of their choice.

Under our Money to Move Smaller scheme, residents living in large Council-owned properties are being asked to consider whether they would be better off moving to a smaller home. The scheme helps residents find a smaller property that they would be happy living in – either in or out of Haringey – and, in some cases, pays moving costs of up to £2,000. Some residents receive help to have their new home redecorated and are provided with new carpets and curtains. Council staff provide help, reassurance and advice throughout the moving process.

During 2009, we helped 63 households move to smaller, more suitable homes. These moves released 2 five-bedroom homes, 10 four-bedroom homes, 30 three-bedroom homes and 21 two-bedroom homes. One resident said: “The stress of moving was taken out of it for me. The housing officer was always available and gave me reassurance and advice when needed. It was a big step for me, but I am glad I took it.”

An environmentally sustainable future: Tackling climate change and managing our environmental resources more effectively.

<p>What we have achieved</p>	<ul style="list-style-type: none"> • We have introduced new and improved recycling services. • We have replaced more than 800 streetlights saving 30% of the energy of the previous lamps. • We have provided funding to set up En10ergy, a social enterprise which will promote and invest in local renewable energy. • We have planted an additional 850 trees. • We have introduced 27 car club vehicles at 14 street locations around the borough. • We have continued to promote cycling by introducing 14 Advanced Stop Lines and laying 400 metres of cycle and walking paths within Parkland Walk local nature reserve.
<p>Our next steps</p>	<ul style="list-style-type: none"> • We will deliver a £1.4m programme of cavity wall insulation in Council homes. • We will work with British Gas to deliver a £3m Community Energy Savings Programme in Northumberland Park Ward. • We will continue to promote recycling during the North London Watch Your Waste week in October 2010 and the National Recycling Week in November 2010. • We will expand the Car Club to 80 bays across the borough by the end of 2010/11 so that every resident and business would be within a five minute walk of a car club vehicle. • We will introduce 16 additional electric vehicle charge points in 2010/11.
<p>Facts and figures</p>	<ul style="list-style-type: none"> • Between 2005 and 2007 we achieved a 4% reduction in carbon emissions in Haringey, a reduction of 907 tonnes. • Haringey Council was the first major local authority to sign a pledge to cut carbon emissions by 40 per cent by 2020. • More than a quarter of the household waste in the borough is recycled • More than 40 Haringey schools have school gardens, growing fruit and vegetables and promoting composting.

An environmentally sustainable future: case study

Muswell Hill Low Carbon Zone

In partnership with the Muswell Hill Sustainability Group (MHSG) we have won support and funding from the Mayor and Greater London Authority (GLA) to create the Muswell Hill Low Carbon Zone (LCZ). The Zone will test how ambitious carbon savings can be achieved through measures which can later be rolled out across and beyond Haringey.

The MHSG has been leading action on climate change locally. The group's links with local residents, organisations and businesses bolstered the bid and meant that we were successful in winning support and funding to become create a low carbon zone. In December 2009 we were awarded further funding for the LCZ through the Department for Energy and Climate Change's 'Low Carbon Communities Challenge'. The project has received support from a number of organisations including Marks and Spencer, London Sustainability Exchange, Groundwork, faith groups, a library and local residents associations. For further details visit www.haringey.gov.uk/lcz

Economic prosperity and vitality shared by all: Increasing employment and educational attainment, tackling low income and poverty.

<p>What we have achieved</p>	<ul style="list-style-type: none"> • Overall education results for Haringey in 2009 were the best ever with continued improvements at Key Stages 2 and GCSE and clear evidence that Haringey is closing the gap with national results • We now offer 11 diplomas, combining class work and hands on experience, for 14-19 year olds. • Our Families into Work project has helped 98 families to access skills development and support into work. 15 people have started jobs, 14 have attended skills courses, and four have been on work placements. • We launched the Haringey Business Board to bring together traders from across the borough to bolster their strength in the face of the recession. • We delivered the 8th Wood Green International Short Festival, with over 200 film submissions, including 74 international films and 23 local films. 800 local people benefited from local screenings, workshops and the awards ceremony, which took place over 3 days in March • We have expanded Tetherdown and Coldfall Primary schools to provide more primary school places.
<p>Our next steps</p>	<ul style="list-style-type: none"> • We will deliver a £1m Future Jobs Fund creating up to 166 jobs for unemployed residents. • The North London Pledge 2 will support 400 people into employment across the Upper Lee Valley area. • We will launch a local Credit Union, a 'local bank for local people', which will help our residents to avoid costly credit. • We will continue to tackle child poverty e.g. we will ensure that new council tenants are offered benefit checks to help them to pay their rent; we will encourage take up of free school meals by providing more parent taster sessions • We will create another five classrooms at the Haringey Adult Learning Service (HALS) main learning centre in Wood Green Library and we will provide crèche facilities.
<p>Facts and figures</p>	<ul style="list-style-type: none"> • Our flagship employment and skills programme - The Haringey Guarantee – worked with 1,133 people during 2009/10 with 201 people supported into employment. • During 2009/10 we supported 700 businesses through workshops and business associations and helped 93 residents to set up their own businesses. • Haringey has been very successful in decreasing the numbers of 16 to 18 year olds not in education, employment or training (NEETs). Over the last five years NEETs have decreased from 11.6% to 6.8%. • Results for those gaining 5+ A*-C at GCSE in Haringey rose from 59.7% in 2008 to 67.7% in 2009 and are now 2.3% below the national result of 70%.

Economic prosperity and vitality shared by all: case study

Reaping the Benefit

The Reaping the Benefits Project (RBP) was set up in February 2007 as a joint outreach income maximisation and debt-counselling project between Haringey Council and Haringey Citizens Advice Bureaux Service. The project works with residents in Northumberland Park, Bruce Grove and Noel Park and provides advice from 12 venues moving locations as needs change. These have included: two children centres; a resource centre; a school; a health centre; a community centre; a learning centre and a housing association specialist employment centre. The project has also carried out door to door leafleting and made direct contact with residents to promote the service.

During 2009/10, 412 new clients received advice and advocacy from the project. The project raised £709,327 of welfare benefits and tax credits for the clients while £885,312 of debt was either deferred or written off with the project's assistance.

Safer for all: Reducing the incidents and fear of crime and anti-social behaviour; safeguarding children and adults.

<p>What we have achieved</p>	<ul style="list-style-type: none"> • We are working with Enfield to tackle cross border violence and gang issues. Our Gangs Action Group is supporting 23 people to deter them from gang activity. • 12 young people aged 18 to 23 have been patrolling the streets of Haringey to tackle anti-social behaviour and offer support to other young people. They have completed a youth work qualification and have also been given training in mediation skills, child protection, first aid and drugs and alcohol awareness. • The most recent external inspection of safeguarding services for children in Haringey judged that we have made good progress and have a good capacity to improve. • We have been taking active steps to retain skilled social workers and have attracted 18 qualified social workers.
<p>Our next steps</p>	<ul style="list-style-type: none"> • We will continue with an intelligence-led approach to tackling crime and anti-social behaviour. We will further develop area based working and the roll-out of zonal working. • We will maintain our focus on safeguarding children and vulnerable adults e.g. we will run a summer campaign with Morrisons to print information & contact details on adults' safeguarding on till receipts & carrier bags at the Wood Green store – their busiest Morrisons store in the UK.
<p>Facts and figures</p>	<ul style="list-style-type: none"> • Overall there has been a 7.4% reduction in the level of crime across the borough. • Robbery, residential burglary and motor vehicle crime have significantly reduced. • We have significantly reduced the numbers of young people aged 10-17 entering the Youth Justice System. • In 2009, there were 700 hours of Parkforce patrols and over 120 hours of additional police presence in our parks every week. • In 2009/10, 85% of residents said that they feel safe when outside in their local area during the day, up from 76% in 2008/09.

Safer for all: case study

Bus Stop Showdown

In 2008 it was recognised that gang issues and anti-social behaviour were increasing at one point on the High Road in N22 where there is a cluster of bus stops serving local schools and residents travelling towards the centre of Wood Green.

Following consultation with all those affected by the issues the Police, Haringey Council, Arriva London Buses, Transport for London (TfL), the I Can Care Ladies Group and the local secondary school worked together to agree the following solutions and improvements:

- Changes to the bus timetable
- Police community support officers travelling on the bus with the groups
- Introducing the use of a CCTV van

The action taken has had a great impact on bus related crime in Haringey such as:

- A reduction in the number of emergency calls made by bus drivers.
- A 33% reduction in robberies in the area close to the bus stop
- An overall reduction of 24% in total bus crime for the borough.

The processes used at this bus stop at school closing times have been so successful that we have used the same approach at other schools across the borough where similar issues have arisen.

Healthier people with a better quality of life: Tackling health inequalities amongst children and adults, promoting healthier lifestyles and independence.

<p>What we have achieved</p>	<ul style="list-style-type: none"> • We have opened Hornsey neighbourhood Health Centre bringing together 18 different health services under one roof, including GPs, an in-house pharmacy, Dementia Day Care centre and drop-in services for sexual health and family planning. • We have developed and piloted NHS Health Checks programme for the 40-74 age group to help prevent heart disease, stroke, diabetes and kidney disease. • Our Community Nutrition Assistants have provided advice on healthy eating to more than 800 older people in their own community languages. • We have piloted a Neighbourhood Wellbeing Network in Bounds Green, Haringay, Noel Park and Woodside to promote a range of services to residents over 75 years who are not already known to the Council's Adult Social Care Service or the Community. We have made contact with 178 residents, and helped 57 to receive the support and services to which they are entitled. • We have increased support to unpaid carers with over 800 receiving a one-off direct payment. • We have launched the HariActive programme to increase participation in physical activity
<p>Our next steps</p>	<ul style="list-style-type: none"> • We will continue to develop 'Personalisation', providing support to all adult social care users to help them achieve what they want to do with their lives. We will run a series of events for residents, current users of adult social care, their families and carers on the reform of adult social care, and the 'personalisation' of services. • By the summer of 2010 we will introduce an e-directory of social care and community support (plus the capability for e-shopping) to give wider access to information about support and services available in the borough. • We will continue our work to reduce smoking locally, including delivering Stop Smoking Clinics in areas with high levels of health inequality and promoting anti-smoking messages in schools.
<p>Facts and figures</p>	<ul style="list-style-type: none"> • Haringey's rate of smoking quitters is significantly above that of England • Life expectancy in the borough continues to improve. Female life expectancy is higher than both London and national averages • During our Chlamydia screening promotion there was a 34 per cent increase in the number of tests requested by phone, online and text. • Teenage pregnancy rates in Haringey have fallen by a quarter. In 2007, 248 young women between 15 and 17 became pregnant, but this reduced to 184 young women by 2008. • Since the launch of the HariActive programme in June 2009, there have been 746,000 attendances at activity sessions.

- 39 schools provide a **breakfast club service** for pupils. Nineteen of these, mainly located in the east of the borough, offer free [breakfast club](#) places for children receiving free school meals or presenting with behaviour problems, poor attendance and punctuality.
- 85% of Haringey's schools are now accredited **Healthy Schools**.

Healthier people with a better quality of life: case study

Libraries for Life.

Our libraries have worked with NHS Haringey and voluntary and community sector organisations to offer a highly innovative range of services to promote health and well-being – the **Libraries for Life** programme.

The Lifestyle Behaviour project - one of four projects running - involves weigh-in days where people are encouraged to achieve their ideal weight and general life ambitions. Another is the Skilled for Health course where adults' numeracy and literary skills are improved so that they can read labels on tins of food to improve awareness of what they are eating. Help with budgeting is also provided.

Libraries for Life is now an accredited centre for delivering YMCA health and fitness courses. During 2009-10, 23,608 people accessed health information through Haringey libraries; 3,161 people received a free comprehensive health check; 730 people had their blood pressure checked by the Stroke Awareness team; 3,300 people have attended free classes including stretch your mind and body classes, yoga classes and Tai Chi; and 989 people used the workshops and 'back to work' coaching sessions which help with CV writing, interview techniques and job application.

People and customer focussed: Promoting opportunities for community involvement and volunteering and delivering high quality, customer focused services that offer value for money.

<p>What we have achieved</p>	<ul style="list-style-type: none"> • We have made it easier for people to get in touch with adult social care services with the launch of the Integrated Access Team. This team is now the first point of contact for new Adult Social Care users and their carers and families, as well as for those looking for general advice and information about services and activities locally. • We have introduced the Family Information Services Directory where you can find services, support and activities in Haringey and national information to help parents, carers and their families. The directory won a National Customer Service Award. • We have created the ‘My Service @ 18’ partnership, to provide a smoother transition from children’s to adults’ services for those with learning disabilities • We have set up four patient panels across the borough, which help local people to get involved with the running of their GP practice and share their views to improve services for fellow patients. • As part of National Democracy Week we held a Young People’s Question Time, giving local young people a chance to quiz a panel of VIPs including the Leader of the Council and the Borough Police Commander. • Two young people from Haringey helped ‘take over’ the Houses of Parliament. One of them became the first young person to open a debate in the House of Commons. • 1400 Third Sector Organisations had the opportunity to participate in a mapping project which provided detail data about the Third Sector in Haringey on matters such as their source of income, assets and beneficiaries etc and an action plan has been developed. This work supports the local priority <i>environment for a thriving Third Sector</i>.
<p>Our next steps</p>	<ul style="list-style-type: none"> • We will continue to develop high quality needs assessments to ensure that our services meet the needs of local communities. • We will ensure that our Neighbourhood Plans address the issues that residents of local areas have told us are important to them. • We will make the voluntary sector an integral part of local problem solving through the Area Based Working initiative. Check happening • We will identify and develop community champions and active citizens - focusing on young people and hard to reach communities.
<p>Facts and figures</p>	<ul style="list-style-type: none"> • 81% of people surveyed thought that the Police dealt with the things that matter • 85% of GP’s patients are satisfied with the care they receive at their surgery • 100% of Homecare service users surveyed said they were treated with dignity and respect. 74% said that the service they received was very good or good and 23% stated it was satisfactory. • 69% of residents agreed that they had received fair treatment from their local services

- Haringey's **Third Sector Organisations** give a total of 217,000 volunteer hours per month and a total of 2.6 million volunteer hours per year. The approximate value of volunteering work is £25 million per annum.
- In 2009/10, **Haringey Volunteer Centre** referred 1,537 residents to organisations that sought volunteers and 72 volunteer placements were made, the Centre also provided one-to-one support to 69 local people and dealt with 1,380 applications for volunteering.

People and customer focussed: case study

Area Assemblies Priorities Consultation

Between November 2009 and February 2010 we held Area Priority Consultations in all seven Area Assemblies. These sessions gave local residents the opportunity to discuss and record the issues they felt were most important for their local area.

Residents were asked to prioritise different issues such as 'cleaner streets', 'resident engagement in decision-making', 'activities for children and young people', and 'support for local businesses'. Residents were organised into small groups to discuss issues under each Sustainable Community Strategy outcome, and to prioritise them using different coloured stickers.

There was a very positive response from residents to the process. The meetings were lively and interactive with real opportunities for residents to engage in discussions about service provision. 266 residents across the borough as well as Councillors, Council officers and HSP partners took part in the process. The results of the consultations are being used to develop the local plans and shape service delivery. The responses have been shared with the Police and NHS Haringey to inform future work.