

Responses to Scrutiny Actions

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| <p>The Committee asked for details on the progress of making “the voluntary sector an integral part of local problem solving through the Area Based Working initiative” in the People and customer focussed section of the strategy (page 28 of agenda pack).</p> | <p>In the light of increasingly challenging financial constraints on service delivery, there is a clear need to work collaboratively both with our partners and also local people to find solutions to the issues and problems that exist in our neighbourhoods. Haringey recognises the contribution that local people can make. There are a number of examples of situations where this collaborative working is already well established nationally such as Neighbourhood Watch, Friends of Parks and Time Banks. It is also clear that proposals to modernise policing in the UK include ideas around the role of the individual in a volunteering capacity.</p> <p>We have had some notable current successes in involving the voluntary sector and local residents including the Broadwater Farm Stakeholders Group, the Green Lanes Strategy Group and the Living Under One Sun project in Tottenham. These are illustrations of the range of approaches we plan to roll out in due course as appropriate across the Borough.</p> <p>In each neighbourhood there are regular Area Based Working meetings and initiatives taking place. Area based working is an opportunity for officers and partners to meet, identify issues and propose local solutions to local problems. For the first half of this year neighbourhood teams have been working to improve engagement and effectiveness of these meetings. As we move forward we plan to use the learning from the successful initiatives outlined above to bring the voluntary sector and local people into this process.</p> <p>A recent pilot has been established in the Borough called HOT (Haringey Officers Tasking) this is a senior-level joint tasking group with invitations extended to street-based voluntary representatives. Neighbourhoods are starting to develop links between Area Based Working and this more strategic tasking approach.</p> |
| <p>The Committee asked when Haringey was expected to meet the national average target for GCSE results (page 22 of agenda pack).</p> | <p>Haringey’s rate of progress (since 2003) at Key Stage 4 has been at nearly twice the national rate. In the main 5+ A* - C indicator, Haringey has improved by 28.7%, compared to the national increase of 17.1%. The 13.9% gap between Haringey and the national has now been reduced to 2.3% (67.7% in Haringey compared to the national result of 70%).</p> |

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| | <p>The 5+ A* - C (including English and maths) indicator shows the significant challenge facing Haringey schools in their drive to improve standards. In this indicator, Haringey has improved by 17.2% (since 2003) compared to the national increase of 7.9%. Haringey is now 4.1% below the national (45.7% in Haringey compared to the national result of 49.8%).</p> <p>Our main points for action following a detailed analysis of the data are:</p> <ul style="list-style-type: none"> • Providing a focus on the attainment of 5 good GCSE grades including English and maths by all pupils, with a focus on Turkish, Kurdish, Caribbean and African pupils. • Maintaining the upward trend in attainment in respect of 5+A*-C including English and maths, in order to reach the national average in 2011. • Ensuring there are no schools in the National Challenge by 2010, i.e. no schools fall to below 30% 5+ A*-C grades at GCSE. <p>At Key Stage 4 support is provided by the National Strategy team working in close partnership with the London Challenge, Aim Higher, and the Targeted Pupil Initiative programmes. Support is also provided at Key Stage 4 on improving the proportion of pupils who gain at least one formal qualification. Our “at risk” list has been updated and shared with different agencies and schools. The 14-19 team is funding a coherent programme with providers to help increase participation rate. Additional support this year is provided by the National Strategy Regional team through its Gaining Ground Programme and by National Challenge through its Improving Schools Programme.</p> <p>The targets for 2010 are set to meet the predicted national average.</p> |
| <p>The Committee requested a briefing note detailing what the Clean Sweep programme was.</p> | <p>The 2008-9 ‘Residents Survey’, identified that dissatisfaction with cleanliness was an issue of increasing concern. In response a range of initiatives were developed to improve cleanliness and these were delivered as part of a programme of work linked to the ‘My Cleaner Haringey’ campaign in 2009.</p> <p>‘Clean Sweep’ was one initiative under this programme of work and this was steered through the Greenest Borough Strategy (GBS) Programme Board and Priority One (Improving the Urban Environment) Project Board.</p> <p>A total of five locations were selected for the first tranche of Clean Sweeps. These locations were</p> |

selected based on scores received from the 2008-9 Residents Surveys and Place Survey, as well as intelligence from various services, such as Neighbourhoods and Waste Management. The locations selected were:

- Tottenham Green – Gyratory Area (October 2009)
- Harringay – Ladder roads (November 2009)
- West Green – Belmont and West Green Road (December 2009)
- Seven Sisters – near Stamford Hill station (January 2010)
- St Ann's – Gardens roads (February 2010).

Consultation

The implementation of the Clean Sweep programme was supported by a before and after consultation process. In the Gyratory Area of Tottenham Green, a detailed perception survey was undertaken by Encams and paid for by Government Office for London. In the remaining four areas this was delivered through Urban Environment staff.

A total of 847 interviews were carried out across 4 clean sweep areas between 13 Oct 2009 and 24 Feb 2010. The engagement process consisted of approximately 100 five-minute door-step surveys carried out in each area before the Clean Sweep. The issues identified and areas of concern were fed back to the clean sweep organiser, to be included in clean sweep planning. After the Clean Sweep had taken place, approximately 100 five-minute surveys were conducted.

These surveys were carried out either by telephone or face to face, within a week of the clean sweep to measure changes in satisfaction with the cleanliness of the area. The data was then used to assess the impact the Clean Sweep had had on residents' perceptions of the cleanliness of their area.

Leaflets publicising the clean sweep programme delivered to houses in each area and inviting people to tell us their priorities by email.

Service Offer

The planning of each individual Clean Sweep was led by a representative from the GBS Priority Project Board. The intention for each clean sweep was to deliver over 5-6 days a range of

environmental improvements and enforcement activity together with activity designed to involve communities. Activity included the following:

- A team the Parks Department cutting back communal grass areas. They were also available to cut back overgrown gardens and hedges for vulnerable residents.
- Daily patrol's of Street Enforcement Officers to provide a visible presence
- Dog fouling patrols and litter patrols carried out by Street Enforcement Officers working in conjunction with Police SNT's.
- A 'Clean Team' operating in the area all week to remove litter, perform road sweeping and remove graffiti.
- Community Skips were arranged for a 3-4 hour period during one day of the Clean Sweep, for residents to dispose of bagged waste; household furniture, masonry rubble, mattresses and tyres etc.
- A project to improve the long-term image of the area, such as a community planting scheme in conjunction with local residents.
- The Clean Sweep's in both Haringey and West Green Wards, included engagement with local schools. Officers and SNT's went and spoke to pupils about littering and dog fouling.
- Street Enforcement Officers were also on hand to check trade waste contracts and engage with local businesses on their obligations to dispose of trade waste.

Evaluation

Overall satisfaction with cleanliness increased from 67% to 71% after the clean sweep – a change of 4%.

The level of change in satisfaction varies by area; the biggest change in satisfaction was a 16% increase in West Green, compared to a 4% decrease in satisfaction in St Ann's (where satisfaction was found to be already the highest found).

Of the four Clean Sweeps that were accompanied by consultation work, starting levels of satisfaction ranged from 56% to 74% satisfied. The cleanliness issues in each area (as identified by residents) also varied. For example, persistent dumping was the main issues for in Seven Sisters while dog fouling was the biggest problem for the Harringay Ladder.

Overall 35% of residents consulted were aware of activities going on during the clean sweep week. Of these, 80% were satisfied – a change of 13%. This suggests that more emphasis on publicising future Clean Sweeps needs to be considered.

The levels of awareness of the clean sweep varied from 28% to 47%. Different approaches were used to promote the clean sweep; some distributed leaflets to all homes, others communicated via residents groups. Some activities were planned for weekends, but most clean sweep activity occurred on week days.

The evaluation has concluded that –

- Any future programme should be influenced by evidence of need from cleanliness and complaint data, resident survey and other feedback.
- The programme should link in with other plans such as the published Street Enforcement Ward Level Action Plans and Priorities.
- A key inclusion into future Clean Sweeps should be a project that involves strong community support and if possible a recognisable legacy.
- Planning should be coordinated by Neighbourhood Management.
- Funding of each clean sweep needs to be identified as part of programme planning.

Next Steps

The 2010 Labour Manifesto included the pledge to “undertake clean sweeps with residents and our new Neighbourhood Environmental Action Teams to ensure our streets are given an intense clean at least once every year.”

The GBS Priority One Project Board is reviewing its programme for 2010/11 and will be investigating options for the development of Neighbourhood Environmental Action Teams when it meets in August 2010.