

Subject: Draft Sustainable Community Strategy

Report Author: Janice Robinson

1. Purpose

1.1 To update Wellbeing partnership Board (WPB) on the process surrounding the development of Haringey's next Sustainable Community Strategy

2. Summary

2.1 Over the summer 2006 open public consultation on the sustainable community strategy was held through the 'have your say – shape the future' post card campaign. This open consultation continued through the autumn, but was aimed more at formal groups and bodies. The draft strategy has now been written and will be out for consultation from 20th November 2006 – 5th January 2007. A copy has been sent to all members of the HSP, the Partnership boards, all councillors and other groups and stakeholders. A copy is also attached at the end of this report. One of the key priorities in the strategy is "Haringey will have healthier people with a better quality of life".

2.2 Over the coming weeks work will be needed to refine the strategy and develop the action plans. Significant parts of the action planning are already developed through the work around the Local Area Agreement.

2.3 A second draft will issued by mid January and there will be a further period of consultation on the second draft until 5th February. The final strategy will be agreed at the HSP and full council in March 2007. The strategy will be published in April 2007.

3. Recommendations

3.1 That the WPB consider the Draft Sustainable Community Strategy which is shown in appendix 2 and provide comments by 5th January 2007.

4. Background Information

4.1 For further information please contact Janice Robinson. Janice.robinson@haringey.gov.uk or call 020 8489 2613

Haringey Shaping the future

DRAFT

A Vision for Haringey

The Sustainable Community Strategy
Haringey Strategic Partnership

The Draft Sustainable Community Strategy for Haringey

What is this consultation?

This is the draft of the Sustainable Community Strategy 2007-16. This document has been designed to stimulate comment and discussion that will inform the content of the final agreed strategy.

Process and timescales

This draft of the Sustainable Community Strategy will be out for consultation in November until the end of the first week in January 2007. It will go before full Council on 19th March and the Haringey Strategic Partnership for final approval on 22nd March. Publication of the final strategy is scheduled for April 2007.

We want to hear your views on this document - how you can respond

Throughout this document you will be asked a number of questions. For those able to, it is preferable to respond through the email link. You can find this on www.haringey.gov.uk/hsp

For those of you unable to use the email system you should provide comments on a hard copy and post them back to Rachel Pugh, Policy & Partnerships, 7th Floor River Park House, High Road, Wood Green, N22 telephone 020 8489 2967.

Please ensure you provide us with the following information when you respond:

- What part(s) of the document you are responding to
- Your name
- The name of your organisation (if any)
- Your position/role within this organisation
- Your address
- Your phone number
- Your e mail address
- Date you completed this consultation

Responses should be back with us by 9am Friday 5th January 2007.

Other formats

This draft strategy is available in a summary format on request in community languages, Braille, on tape, in large print and in a format accessible to people with learning disabilities. Those requiring further assistance, special formats or further information on the consultation should also contact Rachel Pugh.

For further information

To receive further information on the policies and content of the sustainable community strategy for Haringey, you can contact the Project Manager Janice Robinson on Janice.robinson@haringey.gov.uk

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o be safer for all

o have healthier people with a better quality of life

o be people focused

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Haringey – shaping the future

Introduction from the Chair of the Haringey Strategic Partnership, Councillor George Meehan, Leader of Haringey Council

Dear Resident or Partner,

This draft 'Shaping the future' maps the course we want to take to improve the quality of life for those who live, work or come to Haringey.

Our Community Strategy 2002-7 helped guide the borough to notable success. Working with other local agencies, Haringey Council has now been awarded a fantastic three star rating by central government, meaning we are operating extremely well and providing good services to our residents. We are also proud to say that:

- Seven of Haringey's parks have been awarded the Green Flag of excellence
- We are investing £178 million in our schools (a new secondary school and sixth form are due for completion in the coming years)
- Educational achievement is continuing to rise and all of the borough's young people are getting better GCSE results
- Our streets are cleaner and rubbish and refuse is collected efficiently
- We have built state of the art gyms in our leisure centres, including a dedicated gym for children
- We have transformed our libraries into award winning centres of learning, leisure and business
- Relations with our cosmopolitan and diverse communities and faith groups are good and getting even better, events such as Peace Week really bring the borough together
- We have Safer Neighbourhood Teams in every ward working to reduce crime further

We want to get even better and this document will guide us and keep us - along with all members of the Haringey Strategic Partnership (HSP) - on track over the next decade.

We all know that little can be achieved without different agencies and service providers putting their heads and talents together to come up with workable, long term answers to some of Haringey's embedded challenges. So, the Haringey Strategic Partnership, which includes the council, police, health services, faith groups, the Peace Alliance and other voluntary and community organisations working together, has noted residents' concerns and addressed them in this strategy.

This document illustrates what we want our borough to be like in 2016; identifying our priorities and the things we must do to make the vision a reality. We want to bring prosperity, success, safety and security to all Haringey's

people through first class services which meet the challenges of the 21st century.

Please read this document and share your comments with us.

For my part, I pledge to use my influence as Leader of Haringey Council and Chair of the Haringey Strategic Partnership to help clear the way for innovation, enthusiasm and expertise to flourish in pursuit of Haringey's future.

Thank you all who have come with us so far, please stay the course, lend us your ears and your energy, to see this through.

Yours sincerely,

Cllr George Meehan
Leader Haringey Council
Chair of the Haringey Strategic Partnership

The priorities in this draft strategy

- **A good place for people**

Haringey will:

- **have an environmentally sustainable future**
- **have economic vitality and prosperity shared by all**
- **be safer for all**
- **have healthier people with a better quality of life**
- **be people focused**

You can tell us whether these are the right priorities for Haringey towards the end of this document on page 29.

Haringey 2016 our vision

***“A place people talk about proudly
and where they want to be”***

Question

What do you think our vision for Haringey should be?

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Why a Sustainable Community Strategy?

Every Council is expected to lead, in partnership, the development of a sustainable community strategy. The purpose of the strategy is to improve, extend and sustain the opportunities and quality of life for those who live, work or come to Haringey. The strategy looks at the short, medium and longer term ambitions for the borough and its people. Leading on from the consultation we undertook, this draft has been called “shaping the future”

Question

What do you think the final agreed strategy should be called?

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What is the Haringey Strategic Partnership?

The Haringey Strategic Partnership (HSP or Partnership) is a partnership of the main agencies and organisations working in the borough and the Sustainable Community Strategy belongs to the Partnership. The Partnership includes the Council, the Police, the College for North East London, major Housing

Associations and Homes for Haringey, the voluntary and community sector and the Primary Care Trust amongst many other partners. You can find a full list of partners at the end of this draft strategy. A primary purpose of the partnership is to address those issues that cannot be tackled by one agency in isolation. Examples of this are improvements to transport and programmes to tackle community safety. This draft strategy is an ambitious one and together with our citizens it will require the HSP to play a more prominent role in shaping and improving the quality of life and future prospects for Haringey. To find out more about the partnership visit http://www.haringey.gov.uk/index/community_and_leisure/haringeypartners.htm . You will find a list of all the partners at the back of this document.

Quality of life

The aim of this strategy is to improve the quality of life for everyone in Haringey. There are various ways we can measure the quality of life e.g. air quality, life expectancy, income levels, unemployment, the quality of our parks and open spaces and levels of crime, value for money and access to services and other facilities. Over the course of this consultation we will be establishing a way of assessing the quality of life across the borough. Once set up it will be managed and measured through the Haringey Strategic Partnership.

Question

What things would you like to see included in helping to measure the quality of life in Haringey?

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Achieving a better quality of life

This is an ambitious document that sets out aspirations for the people of Haringey. During the course of this consultation and over the following months, plans to implement the strategy over the short, medium and long term will be developed. These will be monitored and managed through the HSP. We are keen for the measurements of success to be locally focused and locally accountable.

We also work hard to ensure that our partnership work with Government attracts the best for Haringey. Our elected representatives are well connected to communities, local agencies and organisations and are best placed to know what is important for Haringey. In view of this, the council together with its partners is in negotiation with Government to address some of Haringey's most fundamental concerns through the Local Area Agreement process described on page 13.

Working with others and making the case for Haringey

Haringey is not an island. It is imperative that we work with others to meet the challenges contained in the strategy. We engage with, for example, Transport for London, neighbouring boroughs, regional agencies and councils involved in larger scale projects, like the Olympics and the proposals for the Upper Lee Valley.

Our key principles and values

The following key principles and values underpin all the activity and aspirations contained within the strategy.

What we do now should have lasting benefits for existing and new communities.

- To put in place the conditions that help everyone reach their full potential
- No one should face discrimination or disadvantage because of their background, who they are or where they live
- Change should benefit existing and new communities, across the borough
- We value our diversity and want contact across the generations, cultures and neighbourhoods
- We cherish and preserve what is best about our heritage and shared experience and develop what needs to change
- We will promote value for money and financial stability in the major institutions and agencies in the borough and the sub region
- Haringey plays an ambitious role in the life of the capital and the wider region
- There is transparent and open governance of the borough's agencies and institutions
- We want to build mixed communities where different people live in the same neighbourhoods, sharing schools and other facilities
- We champion informed choice and independence
- There is opportunity for people to influence and be involved

The priorities in this draft strategy

- **A good place for people**

Haringey will:

- **have an environmentally sustainable future**
- **have economic vitality and prosperity shared by all**
- **be safer for all**
- **have healthier people with a better quality of life**
- **be people focused**

Why we have chosen the priorities and ambitions in this draft strategy?

What you told us

We would like to thank all of you that took part in the 'Have your Say Haringey – shape the future' consultation that took place over the summer and autumn of 2006. Over 1,100 of you and over 23 different groups took part. Shown below are the key themes and issues that you brought to our attention. You told us:

One of the best things about the borough is the people.

You told us that **what you like about Haringey are:**

- the mix of cultures, the diversity and the vibrant atmosphere
- the cherished green spaces
- the shopping facilities which you want expanding
- the good transport links locally and those to central London
- the number and vitality of cultural and arts events

You told us that **what would make Haringey a better place to live** would be:

- Lower crime and a greater feeling of safety
- More jobs and more provision for young people
- A cleaner and tidier borough
- Improved recycling
- Improved shopping facilities

A huge number of you noted improvements in public services, particularly in street cleaning and refuse services and in education. You

said you wanted this improvement to continue and for more people to get the opportunity to share the good fortune of the borough and the south east.

We spoke to a wide range of people and groups. We value everything you told us. This will be used to develop the actions plans that will accompany the final strategy and it will also be used to inform other work that the Partnership undertakes.

Other factors that have helped shape this strategy

- The considerations of the Haringey Strategic Partnership
- The considerations of your elected council representatives

We must also take account of what we know about the borough and the wider world, the emerging trends and how they will affect us, such as:

- Population projections and other relevant forecasts such as economic growth and employment levels
- Prosperity and deprivation and people's quality of health
- The external world. For example the role of the Mayor of London and the

Greater London Authority and the wider agenda for the improvement of places and public service

- The impact of climate change and the need to adopt environmentally sustainable policies
- The Local Area Agreement (LAA). This is an agreement between Haringey Council, the HSP and the government. It focuses on some of the biggest issues the borough faces such as crime and worklessness. This agreement has also been developed by the Partnership and it contains a large part of the activity underpinning this strategy. You can find out more about the LAA by visiting:

http://www.haringey.gov.uk/index/council/strategiesandpolicies/local_area_agreement.htm

Staying the same is not an option. Factors such as population change, developments in the London economy and jobs market and adjustments in public expenditure will all affect us. For example we know that Haringey has very high levels of unemployment and current forecasts predict that the economy in Haringey will grow at a somewhat slower rate than other parts of London.

These last two factors have helped form three major strands in this strategy, the need to:

- encourage people into employment and build our skills base,
- encourage the growth of businesses with long term futures

- create jobs and opportunities in new and developing industries like the creative sector

Other pressures are the need to tackle climate change and global warming, address homelessness pressures and challenge social exclusion. These issues are addressed further in the strategy.

Introduction

Haringey: the future, the people and the place

Haringey is an amazing place. We are a cosmopolitan borough of old and new communities with over 160 languages spoken. It has a diverse population and a diverse landscape, embracing the Edwardian sweep of Muswell Hill, the colourful spectacle of Haringay Green Lanes, the panoramic hill top views from Alexandra Place and the wide vistas of Tottenham Marshes and the River Lee.

We want to **promote the distinctiveness and uniqueness** of our **harmonious** and varied communities to the world outside. We want to open up our under utilised areas, publicise Haringey to others so that they can identify **opportunities for collaboration and reasons to invest** in Haringey. We want to **attract investment** to help transform the borough and improve the places where we live, work and spend time.

While **celebrating diversity**, we also want a cohesive borough, with people from all areas **sharing the same spaces, facilities and schools**. Haringey's diversity will continue to be a motor for innovation and we will **value and promote that which we hold in common**. Haringey is a tolerant and welcoming borough. People will meet and share across the cultures, the localities and across the generations.

We will need **improved transport between Haringey's different 'villages' and neighbourhoods**, facilities and services. **Better connections** with other parts of London and strategic points in the country such as **Stansted and the Eurostar at Kings Cross**. We must use our proximity and connections to the **2012 Olympics** in Stratford to gain benefit for Haringey.

Haringey is 30 minutes from anywhere! Haringey will be the place to be!

Haringey will be **people focused**. We want people to have greater opportunity to make a success of their lives and benefit from the prosperity of London and the wider region. **Services will continue to improve** and will be **easier to access and be of the highest quality**. The borough's facilities and cultural opportunities will be simpler to get to through improved transport, better communications and effective **technology**. **People should be at the heart of change**, we will promote **civic participation** and communities will see clear benefits from development. We want to see a **dynamic and engaged voluntary and community** sector to help bring about improvement and secure

success. We will **use resources wisely** to secure long term improvement and stability.

Haringey: cherish and improve

- We will cherish what is valued and develop what needs to change
 - **Alexandra Palace** the jewel in Haringey's crown will be developed to enable its independence and protect the long term future of both the Palace and the Park
 - **Wood Green** – we want the shopping centre to be even better, attracting shoppers from all over north London
 - **Haringey Heartlands** – millions of pounds of investment will mean more homes, jobs and a school on Wood Green's doorstep
 - We want **Tottenham Hale to be a place where people want to live, work** and play, offering a gateway to the open space of the Upper Lee Valley, with **better integrated transport** including roads, buses and rail networks
 - **Tottenham Town Hall**, with its historic façade alongside the Bernie Grant **Arts Centre** will bring more art and culture to Tottenham
 - **Tottenham High Road improvements** will protect its heritage and character and bring long term changes to benefit local people and businesses and attract visitors
 - **Hornsey Town Hall - A** new future which ensures it is the centrepiece of Crouch End and provides real community benefits

Haringey: funding for change

Physical and structural changes will attract further investment, jobs and opportunity for residents. Current proposals for regeneration in Haringey include private sector **investment of £1 billion.**

Our priorities

- **A good place for people**

Haringey will:

- **have an environmentally sustainable future**
- **have economic vitality and prosperity shared by all**
- **be safer for all**
- **have healthier people with a better quality of life**
- **be people focused**

The priorities for the draft strategy are set out over pages 17 to 28. You have an opportunity at the end of each section to comment.

A good place for people

Why does this matter?

- You told us you were ambitious for the borough and its people
- You said one of the best things about Haringey was the diversity of its people
- You enjoy shopping and want this to improve
- You value the good north/south transport links but think cross borough travel is tricky
- All of Haringey's people must be able to access all of Haringey's opportunities and advantages
- Land and open space are scarce resources we should use it effectively and to the advantage of local communities
- You recognised that Haringey was cleaner and tidier and wanted this to be sustained
- A green and cared for environment increases our sense of wellbeing and pride in where we live and work
- Our communities share the same spaces, facilities and schools

"A truly cosmopolitan borough where people of diverse communities live and work in harmony"

"It should be a place that people want to live in and talk about proudly"

"A place where people from all backgrounds can live, work and enjoy themselves"

"A safe, clean, harmonious and aspirational place where there is an excellent quality of life".

“It should be a place that people want to live in and talk about proudly”

“A place where people take more pride in their surroundings”

“A clean and pleasant place to live in and visit”

What we want

- A place where people want to live, work, spend time and invest in
- People to take pride in their environment
- The Lee Valley to offer opportunity for jobs and investment, creating facilities and open space that can be used by all
- To cherish and preserve our heritage protecting the long term future of special places like Highgate Wood and Alexandra Palace and for our open spaces and environment to get even better
- New and improved buildings and spaces of architectural merit that the community enjoy and love
- To value our diversity and value and promote which we hold in common
- To maintain and extend excellent community relations, widening understanding

How will we do it?

- Improve Haringey's transport connections across the borough as well as to areas of employment and opportunity
- Work with business and local people to enhance the shopping experience and choices
- Open up under utilised areas like the Lee Valley
- Expand leisure provision and maximise access to open space, creating more award winning parks and open spaces
- Continue with the Better Haringey campaign for a cleaner, greener borough
- Promote the borough, emphasising its strategic location, vibrant localities and excellent facilities
- Promote the arts and culture
- Improve building design and standards across Haringey
- Continue with initiatives that promote cohesion and understanding, drawing together our older, newer, migrant, asylum seeker and refugee communities
- Support local communities, the faith and voluntary sectors and continue to work with and respect our diverse communities

Questions

What should be done to ensure that new development improves the environment and brings long term benefits to the community?

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What could be done to improve the connections across the borough and with other areas?

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An environmentally sustainable future

Why does this matter?

- Climate change is an immediate and long term threat to our way of life
- You told us you wanted to see greater efforts to recycle

- We do not have unlimited resources, we should use less and recycle more
- Energy and water costs are likely to increase and reducing use and conservation will become critical to achieving value for money
- Air quality and road congestion impact upon our quality of life and our wellbeing
- Many of our homes are too cold and costly to heat

“the greenest borough in London with the best recycling facilities and a community that cares about their environment”

“clean, comfortable, happy”

“A caring multicultural community who are tackling global issues such as environmental degradation and poverty”

What we want

- To be the greenest borough in London
- To tackle the effects of global warming and climate change
- Improve the quality of the natural environment for all
- Manage our environmental resources more efficiently
- Improve and promote sustainable transportation

How will we do it?

- Raise the awareness and involvement of local people and businesses in protecting their natural environment
- Draw in all major partners to adopt common policies that respond to the threat of climate change and the need to better manage all resources
- Support London-wide, national and global initiatives to tackle climate change, improve environmental quality and protect biodiversity
- Increase home energy efficiency, encourage the development of ‘green’ homes
- Work more with schools to develop a ‘green generation’ of young people
- Build on the successes of the Better Haringey campaign to continue to improve the environment
- Encourage and increase recycling across the borough
- Promote the use of public and greener transport, walking and cycling
- Create and promote a network of cycle lanes and secure bike parks where they are needed
- Plant 1000 trees by 2010
- Encourage communities to come up with new creative ideas to protect the environment

Questions

What further steps do you think can be taken that will lessen our impact on climate change?

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What can be done to encourage a greater sense of concern with and pride in our environment?

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Economic vitality and prosperity shared by all

Why does this matter?

- Too many people, especially children and older people suffer the effects of low income and poverty
- Unemployment and low expectations have left some of the community disempowered and socially excluded
- Haringey's residents should share the fruits of London's prosperity

"more entrepreneurial to generate wealth and opportunity"

"an economically strong and prosperous borough"

"tackle poverty and social exclusion, ensuring everyone benefits from change"

What we want to see

- A borough where no one is disadvantaged by where they live or who they are
- Haringey's already prosperous areas continue to flourish
- The conditions for success spread across the whole borough
- The potential of under utilised areas unlocked and used for the benefit of all
- More people engaged in employment, training and education
- The borough's strategic location championed and used to increase inward investment
- A strong creative and cultural industry which is a key part of Haringey's 'unique selling point'
- People encouraged and supported into playing their part in this success by improving life and job skills
- Haringey's diverse and entrepreneurial population creating robust markets for their goods and services

How will we do it?

- Work with business through initiatives like the City Growth Strategy to encourage enterprise and foster effective networks for businesses with real growth potential
- Create long term employment opportunities for the whole borough and target employment initiatives at those who find it hard to get work or training such as the guaranteed job interview scheme
- Provide business with clear openings and opportunities for collaboration and investment
- Target anti-poverty, debt reduction and social inclusion initiatives on those who need it

- Improve results in schools and colleges and encourage more targeted skills training to help create a workforce that meets the needs of London's businesses
- Build more mixed use communities where people enjoy living, working and spending time

Questions

How can all the people of Haringey start to enjoy a greater share of the region's wealth?

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Are these the right activities to encourage greater prosperity for all Haringey's residents?

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Be safer for all

Why does this matter?

- Crime is your greatest concern
- You want people to take greater pride in and responsibility for their neighbourhoods
- Fear of crime diminishes the quality of life, particularly for vulnerable groups and undermines confidence in the area
- Too many young people are victims of crime and perpetrators of crime
- A lot of crime is linked to drug and substance abuse
- Road casualties are too high – our streets should be safer, especially for children

“a positive place to live with safe open places and people taking pride in property and public spaces”

“a peaceful place where children can be without fear of being bullied, robbed or hit by a car”

“good community cohesion with people respecting each other and their environment”

What we want to see

- Less crime across the borough and communities where people feel safe and secure
- More social responsibility, obligation and co-operation
- Crime prevention and parental input to stop young people committing and falling into criminal and anti-social behaviour
- Increased provision to tackle drug and alcohol abuse and lessen its criminal impact
- Well designed spaces and transport that feel safe and welcoming

How will we do it?

- Provide better victim support
- Understand how people feel and provide information and services that make them feel safer and reduces crime
- Work to promote mutual respect and work with community organisations
- A greater emphasis upon stopping re-offending
- Greater education around the effects of drug and alcohol abuse
- Provide support networks to encourage greater parental involvement
- Providing earlier mental health intervention
- Introduce more traffic calming and road safety education

Questions

How can the borough be made to feel safer?

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What else can be done to stop people falling into criminal activity?

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Healthier people with a better quality of life

Why does this matter?

- The impact and cost of poor health and low skills have massive effects on individuals, families, businesses, public services and the wider economy
- Life expectancy in Haringey is too low
- Infant mortality in Haringey is too high
- Children in care do less well than children in families
- Older people have said that they need more suitable provision
- Poor housing affects health and wellbeing

“you should help people to look after themselves and provide excellent support for those who can’t”

“Listen to the needs of young people”

“a borough that looks after its elderly”

What we want

- Health and wellbeing measurably improved across the borough
- A no smoking Haringey
- People supported to make healthy lifestyle choices for themselves and their families
- A greater emphasis upon keeping children healthy and fit
- Less deprivation meaning fewer residents needing to access care and services
- Better essential services and consumer control over the type and quality of services on offer
- A caring borough providing high quality care to those who need it
- More emphasis on maintaining and extending independent living
- Even better school exam results across the borough
- A reduction in teenage pregnancies
- All wellbeing advances to reach vulnerable children and those in care
- Recognition of the value of younger and older people in helping shape provision
- Homelessness and its aftermath reduced through prevention and early, supportive intervention
- Public and private goods, services and facilities adapted to support healthy living
- Environmental improvements in building design, traffic management, congestion and public transport
- More affordable housing and community benefits from development

How will we do it?

- Promote healthy lifestyles, encouraging

- physical activity,
- better diets
- no smoking
- Target initiatives to schools, individuals especially those at risk, communities, employers and businesses including supermarkets, pubs, restaurants and takeaways
- Focus health services on vulnerable groups such as young mothers and young mothers to be, older people and those with physical disabilities or poor mental health
- Support people so they can better manage their health conditions
- Modernise primary care, creating world class services and standards
- Give support and recognition to the work of carers
- Provide earlier mental health intervention to avoid hospital admissions
- Use the Olympics to encourage sports and outdoor activity
- Use the Building Schools for the Future programme to provide schools fit for the 21st century
- Children's centres will provide a focus for early intervention, prevention and education
- More support and education for parents to enhance child welfare
- Give voice to the concerns of all young people, especially vulnerable and looked after children
- Address the isolation of older people and vulnerable people through more opportunities for socialising and learning
- Build more affordable homes and make existing homes decent, energy efficient and tackle fuel poverty

Questions

What can be done to help people make easy healthy lifestyle choices?

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How can the major agencies better combine their efforts to improve health?

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Be people focused

Why does this matter?

- Good quality easily accessible services are an essential ingredient in improving quality of life
- Services and facilities should be influenced by the people who use them if they are to meet need and expectation
- Involving customers strengthens basis for active citizenship and civic pride
- Limited public resources means good management and value for money are crucial. Poorly designed services are wasteful
- Community participation helps people gain valuable skills and experience and it brings communities and generations together

“where people can make the right choices and are able to take responsibility”

What we want

- People to be treated with decency and fairness and put at the centre of service design
- The provision of goods and services to be of a high standard across the public, independent and private sectors
- High quality support for those in the most need with services provided by those able to offer the very best provision
- People to have much greater control over the type of services they receive
- To ensure easier access to services and information by the innovative use of technology, buildings and other facilities
- Empowered active citizens, young to old, to have more say in service provision and the policy decisions we take
- Volunteering and community work to be a rite of passage for young people and a long term commitment for many
- Older people to use volunteering to keep active, to utilise their expertise to and engage with younger people

How will we do it?

- Have a shared customer charter, ensuring that services and facilities meet local needs
- Provide locally responsive services that draw in the right partners and organisations to deliver what is needed and expected
- Give people more say over their care through greater use of direct payments, support and advocacy
- Utilise technology to make it easier and cheaper to find and use services

- Provide better and more timely information to enable people to make the right decisions
- Achieve value for money by effective service planning
- Draw in private sector investment
- Encourage and develop ways into volunteering
- Communities should be expected to easily raise important local issues with their Councillors

Questions

How can we get value for money and improve services for those who need them most?

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How can we ensure that the whole community in Haringey enjoy facilities and receive goods and services that are of a consistently high quality?

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Is there any innovation that could be used to better involve people in influencing their services?

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What role do you see for volunteering and how can we best develop civic participation and volunteering amongst the community?

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Have we got it right?

Question

Do you think we have chosen the right priorities for Haringey? Would you choose anything different?

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What else do you think we should be doing?

Question

Is there anything in this draft strategy you believe should be included?

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And now...

We would like you to comment on what you have read. Please return to inside the front cover and the section entitled 'We want to hear your views on this document - how you can respond'. Thank you very much for your interest.

Membership of the Haringey Strategic Partnership

Cllr George Meehan	Chair of Haringey Strategic Partnership, Leader of Haringey Council
Dr Ita O'Donovan	Chief Executive, Haringey Council
Cllr Nilgun Canver	Executive Member for Crime and Community Safety, Haringey Council
Cllr Isadoros Diakides	Executive Member for Housing, Haringey Council
Cllr Lorna Reith	Executive Member for Community Involvement, Deputy Leader of Haringey Council
Cllr Brian Haley	Better Places Partnership
Cllr Bob Harris	Haringey Well-Being Partnership Board
Richard Sumray	Chairman, Haringey Teaching Primary Care Trust
Tracey Baldwin	Chief Executive, Haringey Teaching Primary Care Trust
Linda Banton	Haringey Partnership Manager, Job Centre Plus
Yolande Burgess	Learning & Skills Council (London North)
Simon O'Brien	Metropolitan Police
Prof Norman Revell	Pro Vice-Chancellor and Director of Development, Middlesex University
Paul Head	Principal, College of North East London (CoNEL)
Andrew Billany	Chief Executive (Hornsey Housing Trust), Registered Social Landlords
Michael Jones	Chair of Homes for Haringey Board (ALMO)

Symon Sentain	Programme Director, New Deal for Communities (NDC)
Pastor Nims Obunge	Chief Executive, Haringey Peace Alliance
Faiza Rizvi	Chief Executive, Haringey Community Empowerment Network (HarCEN)
Mohammed Elmi	Haringey Community Empowerment Network (HarCEN)
Lauritz Hansen-Bay	Haringey Community Empowerment Network (HarCEN)
Stanley Hui	Chief Executive, Haringey Association of Voluntary and Community Organisations (HAVCO) Enterprise Board
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John Egbo	Haringey Association of Voluntary and Community Organisations (HAVCO)
Dixie-Ann Joseph	Chair, Haringey Association of Voluntary Community Organisations (HAVCO)
Adam Jogee	Youth Councillor Haringey Youth Council
Syahan Mofitzadeh	Youth Councillor, Haringey Youth Council
Sharon Shoesmith	Children and Young People's Strategic Partnership Board
Enid Ledgister	Safer Communities Executive Board
David Lammy, MP	Member of Parliament
Lynne Featherstone,	MP Member of Parliament
Joanne McCartney, AM	Member of the Greater London Authority

George Martin

Race Equality Joint Consultative
Committee (REJCC)

Observers

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Government Office for London (GOL)
London Development Agency (LDA)
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