

Overview and Scrutiny 10 September 2007 - key issues briefing
Cllr Lorna Reith - Cabinet member for Community Cohesion and Involvement

Communications

Corporate Identity - Rollout of the new ID continues. The first building sign has gone up at River Park House with others to follow. A style guide has been published to help ensure compliance and proper usage.

Haringey People – The first increased pagination issue of Haringey People was published in July. The Annual Report will be distributed with the September edition.

Consultation ‘traded service’ - there continues to be a big demand for this relatively new service and the professional support it provides across the council. The team has already conducted a number of major consultations, including a recent survey giving residents the opportunity to have their say on highways improvements which prompted 2000 responses in less than a fortnight.

Internal communications – the draft of a new IC strategy has been produced following an IC audit, with the action plan expected to be implemented shortly.

A-Z/Council Tax Guide – this combined guide, which was distributed in March, has been short listed for a prize in the Chartered Institute of Public Relations Excellence in Communications Awards.

Customer Services

Performance

Attention has been focused on getting performance back up to target and this has now been achieved in most areas. (Up-to-date detailed figures will be provided at the Scrutiny meeting). Work is underway on analysing, and hopefully reducing, the number of repeat callers and visitors.

Current and future issues

Implementing the transfer from the Siebel CRM system to a SAP CRM system. Managing the transition of the Homes for Haringey repairs contract to ensure consistency of quality of the service. Working with Property Services to identify an alternative building for the Call Centre as a consequence of the Heartlands redevelopment.

Customer Focus

WOW! Awards - we are the first public sector organisation to take part in this scheme. We successfully piloted it last year and the scheme is being rolled out across the Council from 1st May. (H4H are not part of the scheme but are considering joining next year). Between 1st May and end of August we received 523 nominations of staff from members of the public. This compares to 2005-6, prior to the introduction of WOW, when we had 147 compliments

over a full year. We have been shortlisted for a National Customer Service award. The winner will be announced on September 18th.

Customer Charter – a draft charter has been developed by our Customer champions and this will be launched for consultation during National Customer Service week in early October.

Institute of Customer Service qualifications – this is a national, accredited, job-based qualification which we are piloting. We have 35 coaches and 35 practitioners drawn from a range of services including Leisure, Parks, crematorium and H4H. Mock and final assessments are underway.

Equalities

New Equal Opportunities Policy

The EOP has been revised and updated to include new legislation and to ensure that the policy is linked to our Equalities Scheme which was agreed in December 2006. The Scheme assists us in meeting our duties as a public body to promote equality of opportunity for all. It is built on the duties that arise under the six strands of equality currently covered by UK legislation. These are Age, Disability, Gender, Race and Ethnicity, Religion/Faith, and Sexuality. We carry out Equalities Impact Assessments (EIA) on new or existing policies, strategies and services. We have identified a number of key policies and strategies for EIAs in each directorate. Our equalities monitoring categories have been amended, so that they comply with current equalities legislation and Commission for Racial Equality Guidance around monitoring gypsies and travellers and the monitoring of religion and belief.

Equality Standard for local Government (ESLG).

We aim to achieve levels 3 and 4 of the ESLG this year. We have compiled the evidence to demonstrate this, taken part in an internal audit, and are planning external assessment for formal accreditation this autumn.

Community Cohesion

We take a strategic and sustainable approach to building community cohesion. Work is carried out through a number of Council departments. We have initiated a **Community Cohesion Policy Review** which will map existing council activity, look at government papers, academic research and best practice and pull together existing, and new research on trends and challenges to community cohesion within Haringey. The aim is to develop a strategic framework and action plan.

Through our **Equalities Team** we work closely with faith groups and the Haringey Peace Alliance and are involved in the Faith Forum as participating members. We were successful in securing Preventing Violent Extremism funding from GOL to run a number of projects with faith groups, Police, Safer Communities, Mosques and the Muslim community. We have worked with local women's groups to set up an advisory forum for Muslim women in Haringey at Wightman Road Mosque. This consists of employment and training advice and regular themed workshops on council services.

Our **Neighbourhood Management team** has taken an “access to services” theme and worked with partner agencies and other council services to bring information and advice to our new communities. Examples include:

The Somali Forum for Haringey was launched in February and brings together all the Somali groups in the borough to raise the profile of the Somali community. It provides a forum for engagement with the Council and our partners to ensure that the needs of the Somali community in Haringey are known and understood. The Somali Forum also has a London and National perspective.

Polish Community Support: We have provided capacity building support to the Polish and Eastern European Community. A community group, “RAZEM” (meaning ‘Together’) has recently been constituted and we have facilitated work with HAGA and a Polish Charity to support men with problems of alcohol mis-use.

Migrant Labour We recently ran a crisis drop-in session (in partnership with the PCT, the NDC, Jobcentre+ and the Police) for Migrant workers who have been congregating around Seven Sisters, particularly outside the Wickes store. We hope to develop an employment scheme for unqualified migrants to divert them from the informal labour market.

Our work with the Orthodox Jewish Community has been well documented and The Young Foundation will shortly publish a book with this as one of their case studies. The development of the community library, parent and toddler group, customised youth activities and community events have built a strong base for working with this closed community. We are working with other Council departments to ensure we have a coherent approach to the Orthodox community.

Events

The Equalities Team together with partners and colleagues organised the following:

- Show Racism the Red Card for schoolchildren at Spurs
- Commemoration of the 200th anniversary of the Act of Parliament which abolished the transatlantic Slave Trade. A working group with members and community representatives has been meeting regularly to share information and co-ordinate events. We held a Leaders reception for 200 people at Broadwater Farm Community Centre in July. 9 community groups have received grants of (approx) £1500 each to put on events.
- We are putting on events for Peace Week.
- We have worked with Libraries on a comprehensive programme of events for Black History month in October.
- We have received a grant from a charitable foundation to run a competition for local children and young people to design a statue to be cast and placed in the Holocaust Memorial garden in Bruce Castle Park. We are planning events for Holocaust Memorial Day 2008 and

we have also been awarded places for 2 sixth formers from every Haringey school to go to Auschwitz for a nominal donation of £20.

- We have also started planning events for International Women's day and Lesbian, Gay, Bisexual and Transgender history month in 2008.

Neighbourhood Management and Area Assemblies

Area Assemblies are in their 5th year and have established themselves as an important component of democracy in the borough. Attendances have increased over the last year with over 150 residents at some meetings.

Making the Difference is in its 4th year and we received over 500 bids this year. The short listed projects for each of the seven neighbourhoods have now been agreed and work has started on those which are being fast tracked. A review of the scheme is underway.

Beacon Council – following our success in achieving Beacon Council status in 2005 for our work engaging with the community, we applied for a further Beacon award this year under the category of 'Transforming Services: Citizen Engagement and Empowerment'. We expect a decision in October.

Neighbourhood management work with other Council depts and partners

"Off the Street, Less Heat" is a joint initiative with the Youth Service and the Safer Neighbourhoods Teams. It is also part of the programme which was delivered as part of the Summer Uni. It started as an innovative social club and youth diversion initiative for young people on the Broadwater Farm Estate, giving young people a safe environment in which to meet their friends and take part in activities until midnight. It has now been extended to include: Milton Road Estate (West Green), Campsbourne Estate (Hornsey) and Northumberland Park (Tottenham). Activities include basketball, football, table tennis, bike maintenance, dance, drama, drug counselling, employment workshops and hair and beauty.

The Haringey "Summer Uni" took place during the school summer holidays for the first time this year. It is part of the Summer Uni London programme which is available mainly for free for 8 – 25 year olds. We delivered an exciting programme of courses with Youth Services and Sports & Leisure to provide young people in the borough with an active summer. Although this was our first year we had the second largest programme of activities for young people.

Local working groups

We have set up a number of successful partnership initiatives working with traders, community groups, partner agencies and Members to tackle local entrenched problems. Running since 2002 the Green Lanes Strategy Group engages with key services, local community organisations and traders to find realistic solutions to complex environmental management problems including balancing the economic development of Green Lanes with the concerns of local residents. Similar local strategy groups have been set up with Members,

local partners and residents in Myddleton Road (Wood Green) and in West Green Road.

National and International interest in our work – we've had great interest in our work from within the UK and worldwide. This year we hosted visits from Professor Maria Boehmer, German Minister for State for Integration, Migration and Refugees; a group of Ukrainian Mayors; the BBC World Today programme broadcasting live from Broadwater Farm Community Centre on diversity and social cohesion. The King Baudouin Foundation from Belgium are visiting next month to find out more about our community work.

Broadwater Farm Community Centre

The centre has undergone a number of changes to make it more attractive to local residents and customers wishing to hire it for functions. A promotional leaflet has been published setting out hire charges and contact details and this information is also available on the Council website. Adverts have appeared in local and ethnic minority press. The centre has hosted a number of community events including 'Bling your Dog' and the Andre Linton Football Cup.

Voluntary Sector

Through the Corporate Voluntary Sector Team (CVST) we run a grants programme and develop policy covering the Council's relationship with the Voluntary sector.

Review of Voluntary Sector funding across the Council

A review of funding to the voluntary sector through either grant aid or commissioning has been completed. This has identified that some £13.5million is distributed to voluntary and community organisations by Council departments this year. Further research and modification are being undertaken to make certain, as far as is possible, that all funding streams have been included.

Grant Aid Standards – we drew up these as a supporting document to the Haringey Compact. The Standards, which have been formally adopted by the Council, are being rolled out across all directorates and cover:

- Recognition of full cost recovery to ensure sustainability of services
- Clarity of funding conditions, including funds available and eligibility to apply
- Transparency, consistency and fairness of approach
- Effective monitoring and evaluation

The CVST is working with OD&L to set up a Grant Aid Standard Training course for officers.

Haringey's Compact - we received a Gold award from National Council for Voluntary Organisations on the promotion of our local Compact;

Community Buildings – a member/officer working group is overseeing our work in this area bringing together Property Services and the CVST. Joint inspections of all 43 community buildings have been carried out by officers from Property Services, Health and Safety and CVST. A dedicated Community Buildings Manager has been appointed.

Member and Democratic services

Member Learning & Development

This work is led by a cross party Member & officer working group. We achieved Charter status in April 2007. Our member training programme continues to be popular and all members have had a personalised 1:1 Member development plan.

Area Assembly support - Member Services are working closely with Neighbourhood Management to ensure we are providing the most consistent and efficient support to Area Assembly Chairs and meetings.

HSP & Theme Boards - Clerking of the HSP and Theme boards has been standardised and brought into line with the clerking of other decision-making bodies to provide a more standardised and consistent approach.