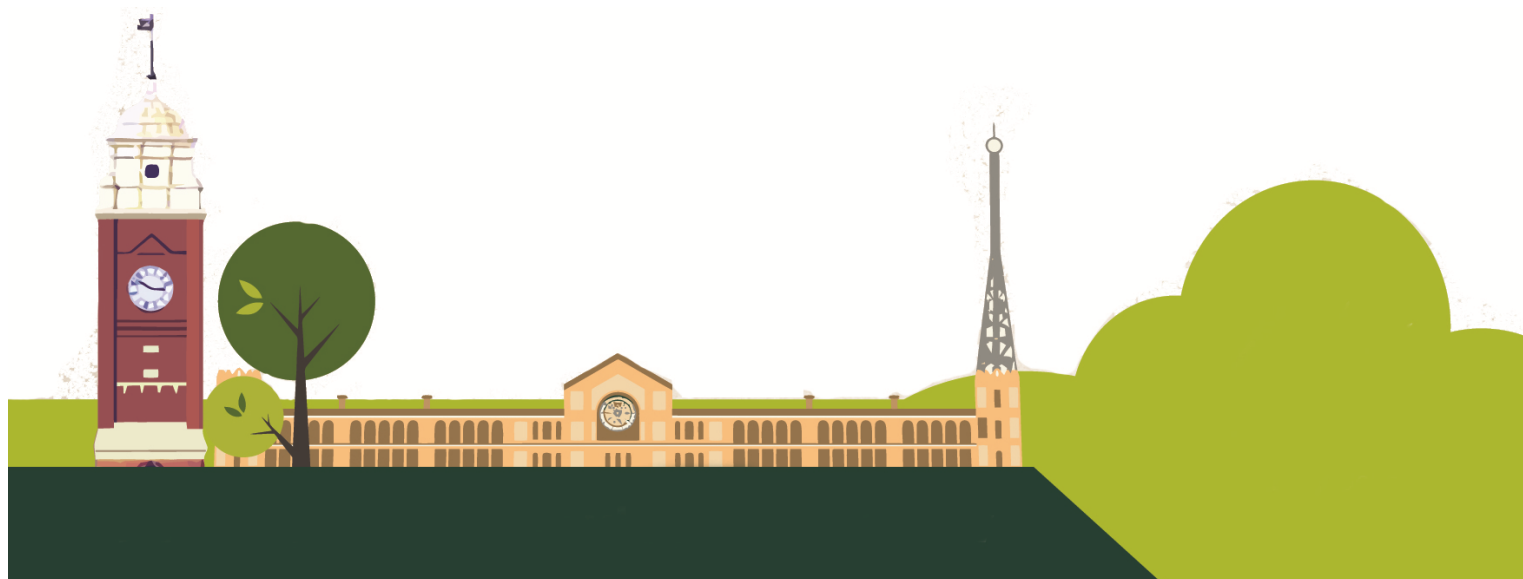


Investing in our Tomorrow Summary report

8 December 2014



Contents

Introduction	3
What people said and feel about...	
Supporting children and families to thrive	6
Quotes	6
Word Cloud	8
Quantitative data	8
Summary of where the Council should invest the money it has	10
What people said and feel about...	
Cleaner, greener, safer public spaces and streets	13
Quotes	13
Word Cloud	15
Quantitative data	15
Summary of where the Council should invest the money it has	17
What people said and feel about...	
Building better housing and stronger communities	19
Quotes	19
Word Cloud	22
Quantitative data	22
Summary of where the Council should invest the money it has	23
What people said and feel about...	
Promoting economic growth	25
Quotes	25
Word Cloud	27
Quantitative data	27
Summary of where the Council should invest the money it has	28
What people said and feel about...	
Enabling adults to live longer, healthier lives	31
Quotes	31
Word Cloud	33
Quantitative data	33
Summary of where the Council should invest the money it has	35
Health and Wellbeing Strategy Consultation	37
Crosscutting Themes	48

Introduction

Investing in our Tomorrow is Haringey Council's public consultation to ensure that the voices of local people inform and potentially help shape priorities for public spending.

Since 2011, the Council has managed budgetary reductions due to cuts in central government grants that total approximately £100 million. Projections to 2017 indicate that a further total of £70 million must be cut from the Council's spending if it is to meet its legal requirement to have a balanced budget.

The Council's approach to the budget cuts and consulting local people is explained by the Council Leader, Claire Kober:

*... "Our refusal to simply manage decline is at the heart of our determination to ensure we prioritise what residents care most about, and it's why we want to work with communities and empower them to help us improve our borough."*¹

The consultation provided residents, business owners, community groups and people working or studying in the borough, the opportunity to have their say on issues affecting Haringey's children and families, the environment, health and wellbeing, the economy, housing and community resilience.

The consultation took place from 29 September 2014 to 10 November 2014, and 1,118 people engaged. This is a 16.20% increase on the Council's previous online budget conversation: Your Borough, Your Budget, which was carried out in February 2014.

HAVCO, the umbrella body for community and voluntary organisations led the consultation. HAVCO recruited and trained local people as social researchers, which included some bi-lingual researchers to enable us to consult and interpret the feedback effectively. Outreach was also conducted at community venues via established forums and groups, including activities such as attending a local Mosque. 11 Focus group meetings were also held to enable HAVCO to have in depth and qualitative conversations with local people.

The social researchers attended the Council's road shows and 'Pop Up' stalls across the Borough to interview people.

HAVCO also used social media to promote the public consultation:

Campaign	Platform	Recipients	Opens	Date sent
Investing in our tomorrow – community consultation (1)	Email (Mail chimp)	759	24%	18/9/14

¹ Tottenham & Wood Green Journal (26 September 2014). Visit: http://www.tottenhamjournal.co.uk/home/comment_i_refuse_to_manage_decline_in_haringey_help_us_to_help_you_1_3785068

Investing in our tomorrow – take part in the community consultation	Twitter	690 followers	N/A	18/9/14
E-voice article - Investing in our tomorrow	Article in E-bulletin (Mail chimp)	757	23.8%	19/9/14
Investing in our tomorrow – community consultation (2)	Email (Mail chimp)	772	27.1%	6/10/14
Have your say on Investing in our Tomorrow	Twitter	690 followers	N/A	6/10/14
Have you had your say yet? Investing in our tomorrow	Email (Mail chimp)	777	20.7%	17/10/14
Have you had your say on 'Investing in our tomorrow' yet?	Twitter	690 followers	N/A	17/10/14

Table 1

Health Watch Haringey supported the consultation by running focus groups and a workshop regarding people's health and wellbeing. This element of the public consultation was set up to enable Public Health to refresh the borough's existing Health and Wellbeing Strategy.

A breakdown of how people engaged is as follows:

No	Type of Community Engagement	Participant Numbers
1	Supporting children and families to thrive online survey	163
2	Promoting economic growth online survey	137
3	Cleaner, greener, safer public spaces and streets online survey	161
4	Better housing and stronger communities online survey	130
5	Enabling adults to live longer, healthier lives online survey	140
6	Health and wellbeing strategy online survey	32
7	8 Community outreach sessions with targeted groups including Chinese, Turkish and Polish communities	96
8	11 Focus group meetings which included homeless families, young people, disabled and older people	130
9	Businesses in Muswell Hill, Harringay Green Lanes and Tottenham High Road	55
10	Feedback sent to Haringey Council	9
11	Comments shared by Haringey Council led pop-ups	65
TOTAL		1118

Table 2

Respondents' Postcode areas were the sole demographic data collected as part of the consultation to indicate the spread of the feedback. The results are shown in the following table:

Postcode	N2	N4	N6	N8	N10	N11	N15	N17	N22	Unspecified	Other	Total
No's	1	58	7	104	38	10	146	208	131	18	9	731
%	0	8	1	14	5	1	20	29	18	2	1	100

Table 3

This summary is the Council's key document about the outcome from the public consultation, which is suitable for 'first glance' reading. For in-depth information and analysis about the consultation, readers should see the Reference document which will be available online at Haringey Council's and HAVCO's websites. An Appendix document will also be available online that includes: transcripts from the Focus Groups, written correspondence sent to the council and all quotes etc.

With the exception of Health Watch's feedback report and the final crosscutting themes section, this introduction is followed by quotes from some participants, a Word Cloud for each theme, and quantitative information. Each section ends with a summary table, which essentially provides local politicians and decision-makers with what people said and think about the following:

- Where the council should invest the money it has.
- What the council should focus on to improve Haringey.
- What can people do to make where they live better.

What people said and feel about...

Supporting children and families to thrive

40.40%

of respondents want to early intervention and support Children Centres



Early intervention [and] children's centres in particular... could be hubs for families to access everything they need...

26.32%

of respondents think there are too many fast food shops in Haringey.



Restrictions on fast food establishments would help.

22.02%

of respondents think a strong and resilient community is essential, to rebuild the area



Though there are some challenges, there is a strong spirit in Tottenham (and across Broader Haringey) and Haringey is one of the most inclusive boroughs in London.

8.90%

of respondents think childcare should be subsidised.



...Childcare is also very expensive, so any cheaper options like Children's Centres really help.

5.31%

suggesting the running of youth clubs as a priority.



More family events, more youth clubs, more educational things - something to progress your mind.

23.08%

of respondents said children should be made a priority



There are excellent amenities for children and teenagers especially since the riots. Let's keep it that way.

29.45%

of respondents said the Council should focus spending on schools and education.



*Keep the pressure up on schools to be good and then outstanding.
(This doesn't have to cost more money!)*

20.18%

of respondents can help Haringey by volunteering



*Build social capital and find reciprocal arrangements so people can
start to help each other with things like after school activities*



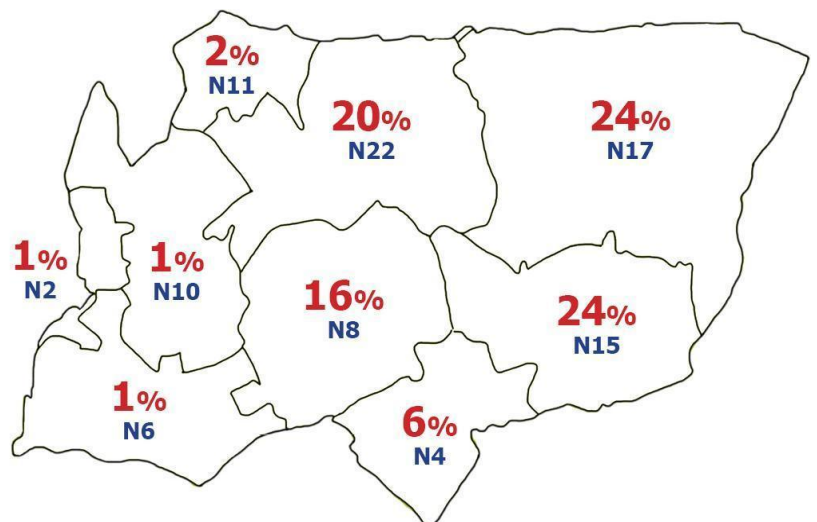
Word Cloud:



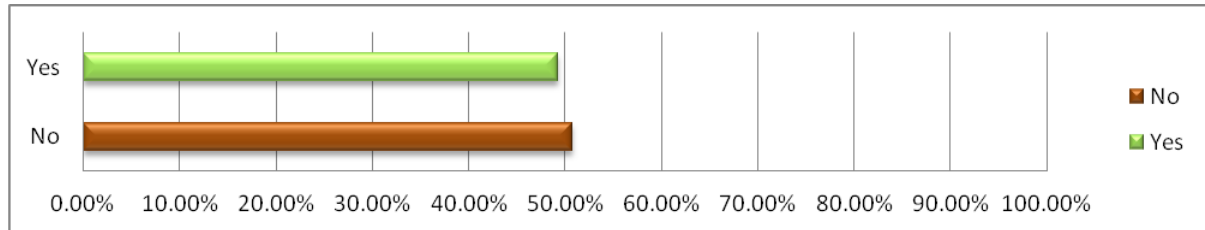
Quantitative Data:

163 survey respondents answered the Supporting Children and Families to Thrive theme. Each respondent was asked to indicate their postcode.

Postcode	No	%
N2	1	1
N4	10	6
N6	1	1
N8	27	16
N10	2	1
N11	3	2
N15	39	24
N17	40	24
N22	33	20
Not specified	6	4
Other	1	1
Totals	163	100

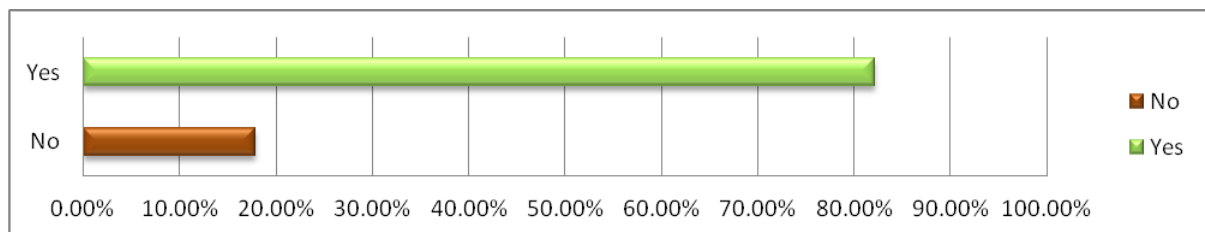


Is Haringey a good place to raise a family?



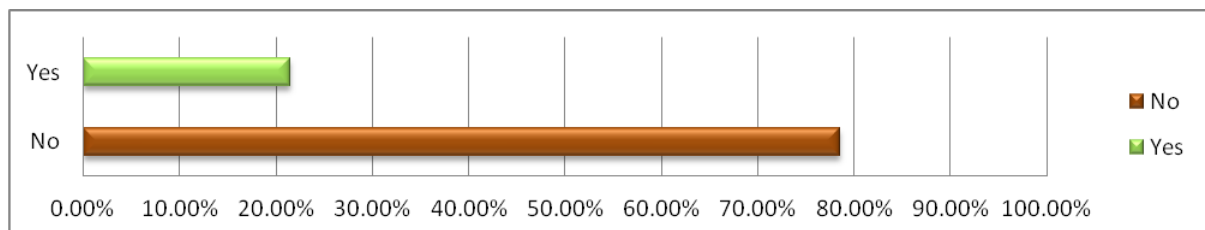
50.76% of respondents said No
49.24% of respondents said Yes
132 Answered
31 Skipped question

Are there things that you would like to see the community do to support families?



82.11% of respondents said Yes
17.89% of respondents said No
123 Answered
40 Skipped question

Do you think children in Haringey are healthy?



78.57% of respondents said No
21.43% of respondents said Yes
126 Answered
37 Skipped question

Summary of what people *said* and *feel* about where investment should be made to Support Children and Families to Thrive

Where the Council should invest the money it has:	Priority areas to improve Haringey:	What people can do to make Haringey a better place:
Improve the early help offer	Expand Children Centres and increase support available to • act as an early help hub • improve access to public sector services	Community Champions from the VCS should provide formalized outreach for CC's to raise numbers of women registering at GPs etc. Stay and Play could be delivered at CCs with VCS providers
Improve education	• Improve early learning offer for young children • Ensure a consistent standard of education across Haringey's schools • Improve the quality of library facilities and learning resources for children and young people of all ages	Work with HAVCO to revise how education is being delivered to include provision delivered by VCS and the supplementary schools network
Invest in Young People	• Provide more recreational support for young people, particularly during holidays • Provide more youth clubs • Support the development of more apprenticeships and better career advice • Resolve Bruce Grove Youth Centre dilemma	Work with HAVCO to map VCS support, particularly in Faith Sector and fund performing projects Increase the VCS offer so that Young People have greater choice
Support parents	• Provide more parenting classes for new parents	Parenting classes, including nutritional advice

	• Expand healthy eating programmes • Educational relationship programmes for young men in schools etc. • support fathers • Training & advice for parents returning to work • ESOL classes for parents with language barriers • Improve access to affordable and subsidised child care	could be delivered with VCS partners Training for work and ESOL could also be delivered with VCS partners
Reduce the fear of crime	• Increased visibility of community policing in parks • Deal with antisocial behaviour and provide anti-gang and anti-bullying support	Community police to work with organisations like Friends of Parks and Haringey Volunteer Centre to ensure recreation grounds are safe for families Support specialist VCS agencies who can divert young people away from gang culture Work with specialist VCS agencies to support victims of crime
Create family-friendly environments	• play areas for all ages • mixed development on High Streets • rehouse families near to their children's schools	
Improve access to health	• Timely access to quality GP service • GPs to deliver services at Children's Centres • Increase access to affordable sporting activity for children, young people and families	
Empower communities	• Enable communities to help themselves • Provide spaces for parents to meet and	Work with HAVCO to capacity build community enterprises that provide support

support each other

- Recognise that volunteering, e.g. health champions can only be achieved by funding volunteering infrastructure.

for and with children and families

Fund a children, young people and families network of VCS organisations to improve community communication

Apply for new funding with Haringey's VC to support community involvement and engagement in civil society

What people said and feel about...

Cleaner, greener, safer public spaces and streets

30%

of people commented that they loved Haringey's Parks and green spaces.



Wonderful park (Albert RD), been here for 30 years, lots of dog walkers, lots of elderly people talking walks around and feel very safe.

12%

of people suggested improving the quality and access green spaces



Lordship Red massively improved; wildlife area = great. But overall too few streets trees; clearly less money spent in poorer wards on streetscape/parks etc - when more is needed.

24%

thought they could get involved in cleaning the streets after rubbish collection or cleaning outside their house and business.



Clean up the streets including dog mess keep parks clean with dog control. Get rid of the betting shops and fast food.

24%

were interested in being involved in the upkeep of the Parks



Help create more wild environments, i.e. wildflower meadows; ponds, outdoor classrooms.

50%

of the respondents said they would need support from the council to help volunteer



Free Cycle groups and similar groups. Setting a more pragmatic mechanism for re-using, recycling. Setting up an area in a recycling centre where people can take and reuse things.

29.97%

mentioned in keeping the streets clean and safe and improving the rubbish collection.



More CCTV, More rubbish collection, stop people littering fine them if needed, and you can do this via an app.

42.71%

felt that high crime and low policing were the main cause of lack of safety.



High in assaults, they are always putting the tape up, especially in the college on the green I have to be careful when I go passed these places

33%

of people responded we needed more safety in streets



Very unsafe, quite scary, very dark I just don't want to visit my sisters in N17 and N22 I feel afraid, I was attacked, no one paid attention to me I feel scared.

19.47%

Community can do more if well supported, including more Neighbourhood Watch initiatives.



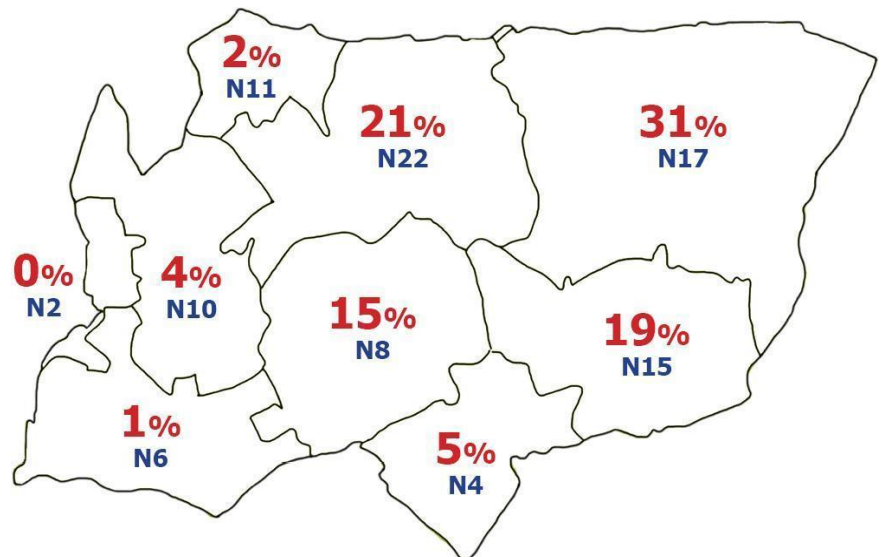
Create more, better, stronger, more-influential and higher-profile collectively-run high-membership community groups and activities.



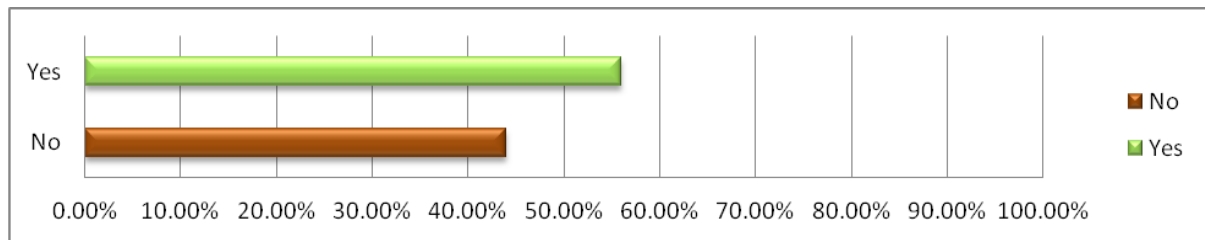
[illegible]

160 survey respondents answered the Cleaner, Greener, Safer, Public Spaces and Streets theme. Each respondent was asked to indicate their postcode.

Postcode	No.	%
N2	0	0
N4	9	5
N6	2	1
N8	24	15
N10	6	4
N11	3	2
N15	30	19
N17	50	31
N22	34	21
Not specified	1	1
Other	2	1
Totals	161	100



Do you feel that Haringey is a safe place to live, work and visit?



55.97% of respondents said Yes

44.03% of respondents said No

134 Answered

27 Skipped

Summary of what people *said* and *feel* about where investment should be made to create cleaner, greener, safer public spaces and streets

Where the Council should invest the money it has:	Priority areas to improve Haringey:	What people can do to make Haringey a better place:
Create a cleaner environment	• Revise refuse collections • Consider introducing mechanisms to control litter dropping and spitting (similar scheme exists in neighbouring Enfield) • Impose penalties for fly-tipping and remove waste quickly	Community prepared to conduct Bank Holiday Clear up days
Create family-friendly places	• Increase the availability of safe places for children of all ages to play • Use planning powers to ensure that new developments include safe places for children to play	
Support community gardening	• Provide more communal gardening spaces to bring people together • Increase availability of allotments	Work with VCS organisations to deliver gardening skills to residents
Promote reuse and recycling	• Provide adequate bins • Promote reuse and recycling to residents	
Support and promote active travel	• Promote benefits of walking and cycling • Ensure cycling lanes are part of plans for improving roads • Promote Smarter Travel better	

	• Improve dangerous junctions and accident hot spots • Improve road safety and awareness among residents	
Improve public transport	• Provide more bus routes connecting the east and west of the Borough	
Improve community safety	• More visibility of community policing in parks and open spaces • Improve Police response times • Promote Neighbourhood Watch to increase community involvement • Ensure wardens manage park spaces effectively • Deal with open drug and alcohol use in parks • Strengthen anti-gang and anti-knife crime initiatives • Improve lighting in streets and parks	Work with HAVCO and specialist community safety VCS agencies to promote Neighbourhood Watch and recruit volunteers
Protect the future of community spaces and local heritage	• Consult local people about the future of Bruce Castle Museum • Communicate effectively on the use of Bruce Grove Youth Centre • Engage as many people as possible on the developments for Chestnuts Park Community Arts Centre	Work with VCS groups and HAVCO to attract investment into local heritage projects

What people said and feel about...

Building better housing and stronger communities

20.75%

of respondents mention the diversity of communities as a positive.



...I like the multicultural community as it teaches us to live with different cultures and different beliefs. I think it sets our children up for being more accepting of people who are different to them.

35.29%

of respondents would like to get more engaged with their local communities.



I would like to socialise with people and know who all that lives around my communities. Especially single mothers getting together. As we see a lot of single mothers struggling.

Be involved in strong and active local community groups and activities.

Volunteer to increase sport activities. People are reluctant to talk about what their communities need because they feel their voices are not heard.

10.59%

of respondents think that the council should do more first.



We are resilient, we are trying, but other than HAVCO and some other frontline charities there's little support. I tried setting up my project and no one helped... So I went to Enfield and there it was great. The MP supported me and the children to have an event in the House of Commons. I also get help from HAVCO so things are getting easier and I feel extremely supported by them. In Haringey we are isolated.

33.64% of respondents think spending on more affordable housing should be the main priority for the council.



The most important things the Council could and should do are: Enforcing decent standards in the private rented sector; tough action on empty homes (and that has to be done much more vigorously than happens at the moment). House building (in the social/public sector) with a focus on housing for rent. Defining the term 'affordable' for Haringey on the basis of it being within reach of ordinary working people.

25.24% of respondents believe the Council should spend its money on improving existing public services such as education and health care provisions.



Council should continue to spend money on vulnerable adult's mental health. Noise problem issues. Street cleaning. On police as you cannot do without them. Council can save money by getting services to share building and cut back on council staff. Improve health services and infrastructure...

13.08% of respondents think the Council's focus should be on building stronger communities through more public spaces such as community centres.



Support the community centres so they can support the residents in Haringey, as they have cuts they are not able to provide the services that they use too.

75.24% of respondents are not satisfied with the range of housing available.



The housing stock is often in poor condition with limited social housing and alternatives for homelessness; this results in all sorts of problems and should be at the very top of priorities.

Lived here for more than 20 years. Never gave me a house, even with 1 child living in 1 room. Child is 28 now! Child had psychosis but still no house!

22.86% of respondents find the housing in Haringey unaffordable.



I work full time in the library, can you believe me? My husband and 2 children have just moved back to my parents? If I can't pay who can?

15.24% of respondents think that housing is of poor quality.



It's of a poor standard generally. Private landlords can rent out homes in virtually any condition, energy efficiency is given minimum attention.

29.63% of respondents would like to see more council and social housing.



Empty and derelict properties should be brought back into residential use. Any spare land such as on former industrial sites should be

used for building a range of housing. It has to be assured that private landlords are complying with all relevant housing laws and regulations especially with regard to maintenance, safety and overcrowding in shared houses.

29.63% of respondents would like to see greater checks on private landlords and rent controls.



I think given the growth in the private rented sector we should be ensuring that we have sufficiently resourced services to enforce on landlords legal responsibilities on overcrowding, environmental and Houses in Multiple Occupation.

57% of respondents think the Council should build more housing and improve Council services with regard to housing.



Work with developers, housing associations and private landlords to bring properties up to standard, to build a range of new housing and to bring empty or derelict properties back into use.

12%
of respondents said that housing needs to be made more affordable.



The Council should commit prioritised resources to being both a leading developer and enabler of affordable accommodation. Please provide more affordable housing. If affordable housing is prioritised, then everything else will fall into place. A room in Wood Green costs £600. One room!!!



[illegible]

130 survey respondents answered the Building Better Housing and Stronger Communities theme. Each respondent was asked to indicate their postcode.

A map of the Netherlands divided into nine provinces, each labeled with a percentage and a province code. The percentages represent the proportion of the population aged 65 and over. The data is as follows:

Province Code	Percentage
N11	2%
N22	18%
N17	34%
N2	0%
N10	5%
N8	12%
N15	18%
N6	2%
N4	5%

Recommendations from the Building better housing and stronger communities and streets consultation theme

Where the Council should invest the money it has:	Priority areas to improve Haringey:	What people can do to make Haringey a better place:
Ensure Housing affordability	• Introduce rent-capping for private rented accommodation • Introduce a range of measures to ensure that Haringey's people are positioned to take up jobs and strive for higher paid opportunities	
Improve the quality of private sector accommodation	• Introduce a landlord registration scheme (similar schemes operate in Newham and Enfield) that requires rented accommodation to meet appropriate standards • Work with private landlords to upgrade energy efficiency of housing stock.	Work with specialist VCS providers to set up a local 'Housingwatch' service
Utilise empty privately owned properties	• Enable the community to set-up housing co-ops as self-help vehicles to bring empty properties back into use	Voluntary organisations, Housing Associations, homeless charities like CARIS Haringey have the experience of supporting housing co-operatives. Start-up funding will be required to enable the co-ops to develop and be sustainable, via crowdfunding, etc.
Increase community cohesion and reduce social	• Use Compulsory Purchase Order powers to ensure empty properties are put back into use • Actively work with and support communities to	

isolation	have dedicated community buildings	
Invest in young people	Enable young people to use Bruce Grove Youth Centre effectively	VCS organisations could offer a range of opportunities if supported with free space
Improve community safety	Promote & encourage involvement in Neighbourhood Watches	
Improve communication with communities Communication and keeping local people informed	Include housing communication plan in new Housing Strategy	Utilise key community-led housing networks to help disseminate key messages, e.g. Haringey Federation of Housing Association

What people said and feel about...

Promoting economic growth

40.52%

of respondents said parking needs to be improved



Killing the businesses with expensive parking charges after, rent, rates there is nothing left.

25%

of respondents said more support and communication from the Council would help businesses.



Better support for local independent businesses. Arbitration in rent rises, breaks in business rates for small businesses. Promotion of local businesses through events and projects

20.69%

of respondents said lower rates would enable them to run their business better.



Reduction of business rates, as small business is suffering. Business rates are very high.

16.90%

of respondents think that the council should prioritise local businesses by trading local.



The council could buy from local business more. Could transfer some of their services to the voluntary sector. Channel current services to small businesses.

11.50%

of respondents said that there need to be more local jobs available.



Invest in businesses that have potential to enable and facilitate people into job opportunities.

45.45%

of respondents said that it was hard to find work in the borough.



I think it's difficult. Uncertain economy, short term nature of contracts, risks and burden associated with taking on new staff, young people not properly prepared for the workplace.

15.58% of respondents think educational levels and lack of training is the main obstacle to work.



Not very easy to find a job in Haringey, need more support with training and we need evening English lessons.

13.83% want more job training opportunities and development opportunities for small businesses.



For unemployed there should be greater support in volunteering opportunities so that they can gain experience, also work experience placements with businesses and start up companies could also help.

43.63%

of respondents think that public transport needs to be improved such as by



Good transport links. Bus and overland services are generally good, but additional bus routes could be considered.



[illegible]

137 survey respondents answered the Promoting Economic Growth theme. Each respondent was asked to indicate their postcode.

Province	Percentage
N11	0%
N22	10%
N17	23%
N2	0%
N10	17%
N8	11%
N15	16%
N6	1%
N4	18%

Summary of what people *said* and *feel* about where investment should be made to Promote Economic Growth

Where the Council should invest the money it has:	Priority areas to improve Haringey:	What people can do to make Haringey a better place:
Develop a strategy	Produce a whole borough economic development plan • Develop a clear vision and share this with all stakeholders • Promote and attract inward investment • Support the local economy • Attract new businesses	Private and VCS businesses could work with the Council to refresh plans
Improve communication with businesses	Promote effective communication with businesses • Provide excellent customer services • Enable businesses to support each other • Break isolation felt by businesses • Encourage learning from other places • Support the development of a business forum	Established business people can volunteer to provide pro bono support to others including coaching, mentoring and advice. This could be facilitated by Haringey Volunteer Centre. Local businesses could work in partnership with HAVCO to support the establishment of a Haringey business forum
Improve support for local businesses	Increase the probability of local businesses to succeed • Encourage and reward entrepreneurialism	Contract local specialist VCS agencies to provide tailored advice and support to new start-ups and social enterprises

- Business development support
- Fair business rates
- Champion 'trade local' and contract local businesses (private and voluntary sector)

Provide targeted support for new businesses:

- Affordable premises
- Start-up grants
- Support post-NEA start-ups
- Improve access to affordable legal and accountancy advice

Work in partnership with HAVCO and TNL to attract investment to support social enterprises and improve procurement processes so that small providers are not excluded

Develop Haringey's work force

Work with schools and businesses to:

- Improve career guidance and support
- Reduce barriers to employment for specific groups
- Increase availability and take up of apprenticeships
- Connect Haringey residents with out of borough employers
- Provide affordable and flexible child care

Contract local VCS agencies to provide career guidance support for young people and economically inactive residents

Work in partnership with HAVCO to attract investment into VCS workforce development

Contract local VCS agencies and support to provide affordable childcare

Improve spatial development

Use planning powers effectively to:

- Enable businesses to access affordable spaces
- Enable use of empty spaces
- Improve the appearance of shops

- Enable pop-up shops
- Implement mixed use developments
- Restrict the number of fast food outlets and betting shops, especially in the east of the borough.
- Make high streets 'family-friendly'

Improve transport

Enable businesses, employees and customers to travel effectively across the borough:

- Increase the frequency and routes of east / west bus services
- Provide school bus services
- Improve and increase cycle routes and facilities

Review parking rules with businesses to:

- Increase access to affordable parking
- Implement flexible parking restrictions that support businesses

VCS groups can deliver further cycle and road safety and awareness courses to residents

Improve the environment

Use existing contracts and procurement processes to:

- Improve street cleansing and refuse collection
- Improve street lighting
- Work with businesses and provide financial support to improve shop fronts

Shopkeepers can take more responsibility for keeping their shop fronts clean. This could be encouraged by the Council through incentives and competitions.

What people said and feel about...

Enabling adults to live longer and healthier lives

42.52%

of respondents think individuals can change their eating habits to eat healthier.



Eat healthier and take exercise. Limit fast and processed food. Learn to cook and have support in learning how to cook from scratch...

35.43%

of respondents think individuals can exercise more.



We need more dance groups for the adults as a form of exercise because not everyone can afford the gym. Most adults need help and reminding that they need to improve their health.

25.98% of respondents think the council should increase the number of sporting facilities available and promoting existing ones.



More Sports Equipment in the park.

21.25% of respondents think accessibility to health services such as GPs and health centres need to be improved.



Better access to GP surgeries and health centres - I have to travel across the Borough to use a decent surgery.

20% of respondents suggested closing the chicken shops and the unhealthy shops in the high road as well as giving incentives for residents to become healthier



Stop giving licenses to betting shops and fast food.

20% of respondents gave specific suggestions about older people and supporting people to age better



Support individuals and organisations that care for older people, with funding and with appreciation. Ensure the streets are clean. Introduce better and more police. Better streets lights. Better medical services

11.81% of respondents said the Council should introduce more activities for people to get involved in.



So health promotion must be encouraged. Provide places for halls for group activities to take place. More sports activities encouraged with good coaches. Each park should have sports equipment.

27% of respondents think that people can get more involved in community activities such as local groups and health clubs.



I think community groups and charities like Macmillan, AGE UK, and churches are more effective than the council, so council should do less and give the money to the groups that can achieve more.

Half of the respondents suggested the activities should be promoted or be subsidised by the Council.



Encourage outdoor activity and healthier eating, and demanding more cycling facilities

14.04% of respondents think that people should keep the streets clean by avoiding littering and spitting.



It needs to be kept clean. It is very filthy around where I am living.

38% of respondents want to provide help through community (in the wider sense) channels.



Better working with the health service - community and primary care is very poor here and also mental health care.

20% mentioned better and more Carers, better paid and better trained, as well as support for family caring.



Bringing in fully trained, qualified and motivated carers who can assist the personal needs of elderly people.

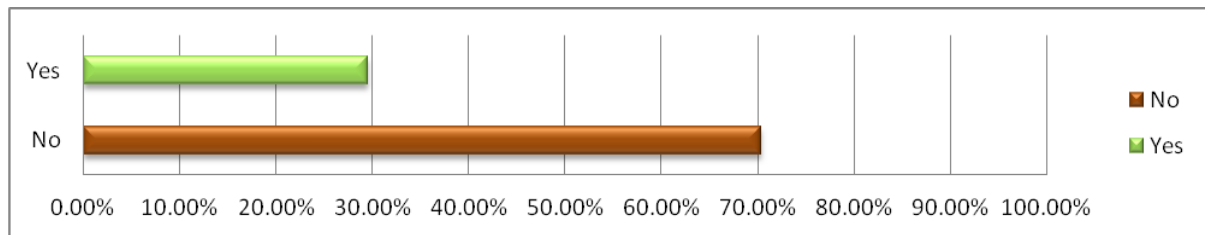


138 survey respondents answered the Enabling Adults to Live Longer and Healthier Lives theme. Each respondent was asked to indicate their postcode.

A map of the Netherlands divided into eight provinces, each labeled with a percentage and a code. The percentages are: N2 (0%), N6 (1%), N8 (15%), N10 (1%), N11 (1%), N15 (22%), N17 (30%), and N22 (19%).

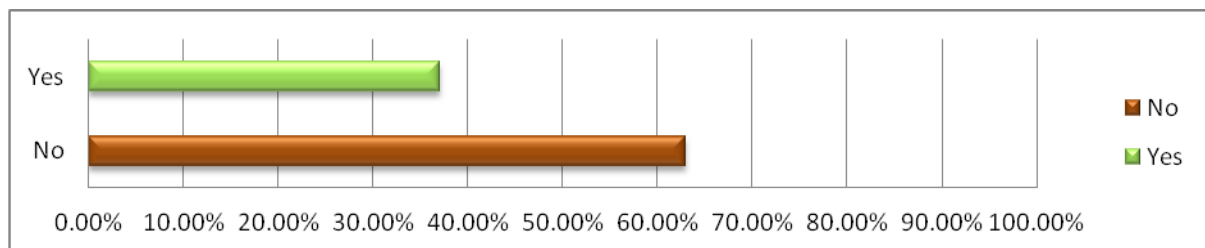
Province Code	Percentage
N2	0%
N6	1%
N8	15%
N10	1%
N11	1%
N15	22%
N17	30%
N22	19%

Do you think Haringey is a healthy place?



70.43 % of respondents said No.
29.57 % of respondents said Yes.
115 Answered
25 Skipped

Is Haringey somewhere that adults who need more support have choices about their life? (For example, those with physical or learning disabilities)



63% of respondents said No.
37% of respondents said Yes.
89 Answered
51 Skipped

Summary of what people *said* and *feel* about where investment should be made

Enabling Adults to Live Longer and Healthier Lives

Where the Council should invest the money it has:	Priority areas to improve Haringey:	What people can do to make Haringey a better place:
Promote available support for healthy ageing	• Ensure people of all ages and abilities have information on help available and where to get it • Provide targeted promotion to vulnerable groups	Work with VCS groups who work with vulnerable groups
Join up services	• Enable the NHS, Public Health and social care to work better together	HAVCO's strategic role enables access to the wider community and specialist VCS agencies who can advise and assist with this
Improve GP Access	• LBH, CCG and NHS to look at this collectively to resolve • Evaluate and learn from Broadwater Farm GP practice in terms of access • Ensure reception staff are well-trained	
Shift towards prevention and early intervention	• Roll out health checks at places where people go, for example supermarkets	Work with Haringey Volunteer Centre and VCS organisations to recruit and deploy community champion volunteers for tailored interventions
Improve the quality of care	• Provide better support for carers • Increase investment into palliative and end-of-life care	
Reduce social isolation	• Improve availability of befriending opportunities for older people	Work with Haringey Volunteer Centre and VCS organisations to recruit and deploy befriending volunteers

Improve mental health	• mental health advocacy, advice and support to be improved	Fund specialist VCS agencies to improve reach and support for people with mental health problems
Reduce obesity	• Use Children Centres as a hub for the HENRY programme and other nutrition led programmes • Ensure that there is tailored support for people with learning disabilities • School dinners to provide a range of healthy options for children • More affordable sports facilities and activities including outdoor equipment in parks	
Improve housing	• Introduce sanctions for private landlords who provide poor quality rented accommodation	
Improve the environment	• Introduce measures to deter spitting (such as Enfield Council has used)	

Investing in our tomorrow
Health and wellbeing
Strategy refresh



020 8888 0579 info@healthwatchharingey.org.uk www.healthwatchharingey.org.uk



Haringey Race
and Equality
Council



Introduction:

Healthwatch Haringey has been assisting Haringey Council as part of its Health and Wellbeing strategy refresh and has been consulting with local groups.

To date four focus groups have been carried by Healthwatch Haringey to find out peoples of views for the Health and Wellbeing Refresh. The service users who participated in the focus groups were the Learning Disabilities Partnership, Personal Budget Group, Age UK Haringey Older People's Forum and Embrace UK.

The groups were chosen as they work with people with some of the poorest outcomes including people with learning disabilities, people with physical disabilities, older people and people from BME backgrounds.

Participants of the focus groups were informed that Haringey Council's existing Health and Wellbeing Strategy comes to an end in 2015 and that the council is starting to develop a new strategy for making health and wellbeing better in Haringey. As part of creating the new strategy Haringey Council have asked us to speak to community groups and local people about their views on what the council does next in tackling health issues in the borough.

Mable informed the group that as part of the new health and wellbeing strategy the council have suggested focusing on 2 outcomes which are:

- **Reducing childhood obesity.**
- **Improving mental health and emotional wellbeing for children and adults.**

Mable asked the groups if we narrow the focus of the health and wellbeing strategy to these two areas did they agree they were the priorities.

Key issues that were raised from the focus groups:

There should be more than two outcomes that the council focuses on in tackling health inequalities.

- Every one we spoke to felt that there should be more than two outcomes that the council focuses on. The majority of participants said that then would be concerned if the council only focuses on these two.
- People at the Learning Disabilities Partnership said that obesity is a huge issue for people with learning disabilities and that the council should not only focus on childhood obesity but also adult obesity and create methods of tackling adult obesity.

- The group felt that the obesity outcome should cover adults as well as children. Particularly if they are vulnerable and rely on others to meet their needs.
- Participants from the Learning Disabilities Partnership said people who support those with learning disabilities are not always aware of what obesity is, how to deal with it, or how to help, as they might not know what healthy looks like. They said that training and awareness is needed for support workers on what healthy should look like. One of the participants gave an example of a paid carer feeding her son Cornish pasty and chips as a dinner. People at the meeting felt there should be training for carers on what is healthy.
- The Personal Budgets Group had concerns that the council should not focus only on child obesity and improving mental health for adults and children at the exclusion of social care related issues and ensuring there are good quality carers to assist disabled people.
- The Personal Budgets Group said supporting people with disabilities and special needs and awareness is important and should feature in the new Health and Wellbeing Strategy.
- The participants from the Personal Budgets Group spoke about health inequalities, the east, the west divide, and the disparity that there is between the service received by the east and west of the borough. One person said that being in Tottenham they are seen as being third class citizens.
- Participants from the Older People's Forum said that the outcomes needed to be specific such as when the council refers to adults what do they mean by adults, and does this include older people?
- Participants from the Older People's Forum wanted the outcomes to be more specific such as reducing loneliness and isolation or to cover areas such as dementia.
- One person from the Older People's Forum said that it is important that if the council is only focusing on two outcomes that there is not a drop in the other areas that they do not look at.
- One participant from Embrace UK said that "the council is going about it the wrong way, by shutting all the sport facilities it stops people from participating in sports."
- Participants from the almost all of the focus groups agreed that people cannot cope who are on the streets. There are lots of people in the borough who have mental issues and there needs to be outreach to them.

More free, cheap and accessible exercise opportunities for local residents

Most of the participants that we spoke to in the four focus groups felt that there should be more exercise opportunities available for local residents. People felt that exercise was key in preventing obesity and helping people to achieve and sustain healthier lives.

- The participants we spoke to from the Learning Disabilities Partnership said that there was not enough of a range of exercise opportunities for people with learning disabilities.
- One person said around the area of learning disabilities it's difficult for people with learning disabilities to access exercise opportunities as they may not read, and need support to get to a venue. Some of the service users have tried joining Haringey Walking Group but found it hard because there was not a designated person for them to speak to give an overview beforehand.
- Participants from Embrace UK said that there should be free or subsidised gym membership for everyone who lives in Haringey. 50% discount for people who are tenants.
- The participants we spoke to liked outdoors gyms and people from Embrace UK said that there should be more outdoor gyms strategically placed around the borough with weather covering to encourage people to use it whatever the weather is.
- One person from Embrace UK suggested people could have wellness mentors to support them.
- People recommended that there should be a bigger range of exercise opportunities for people who live in the borough. People felt that keeping active and prevention is key.

Cleaner environment in Haringey will help to improve health and wellbeing.

Three of the focus groups commented on the dirty environment in Haringey and talked about the issue of Haringey having a dirty environment including rubbish on the streets, air pollution, recycling and spitting. They said that the environment can affect stress and wellbeing. The groups suggested there should be some enforcement action taken.

- Three of the group raised the issue of spitting being very bad in the borough.

- A person from the Personal Budgets Group said that rubbish builds up over two weeks and can encourage rats and foxes. People felt there should be more frequent bin collections in the borough.
- One person stated that there are diminished morals in the east of the borough and it needs to be cleaned and alleviated.
- People raised issues about drunken men and anti-social behaviour on the streets and people drinking cans and taking drugs in public places.
- People spoke about how having a dirty environment that is not looked after can affect stress levels.

More information about having a healthier lifestyle

People we spoke to felt that one of the main barriers that people have in achieving a better health and wellbeing is there being a lack of information about having a healthier lifestyle.

- One person from the Older People Forum said that one of the biggest barriers people having is access to information and knowing where to get help. This person felt it was a major issue in the borough.
- Participants from Embrace UK said that there should be more information informing people about the healthier options such as walking instead of taking the bus and information on unhealthy foods.
- There should be education teaching people how to cook and eat healthily.
- People suggested there should be a ban fizzy drinks and reduce the sugar content in foods.
- One person spoke about the need to educate parents as children are indoors watching TV or playing computer games and not going out to exercise.

Too many fast food restaurants unhealthy foods and drinks and places to gamble in Haringey

The participants in the focus groups said that there are too many fried chicken shops and bookies in Haringey. They felt that all the fast food restaurants were having a detrimental impact into young peoples and adult's health.

- The whole group agreed that there are too many chicken shops and that children go to these at lunch time and after school. It's become a lifestyle for them.

- One person suggested that in schools there should be a facility for children in schools to heat up their own meals, a microwave for kids.
- People spoke about there not being healthy foods in school canteens and healthy option.
- One person spoke about there being too many sweets, fizzy drinks and vending machines. They stated that it was money making and against healthy living.

Poverty

Many people spoke about poverty being a key issue in health inequalities.

- One woman from Embrace UK spoke about education and how there is a lack of education, and felt that education is important in having a healthy life. She said most people in this area [Tottenham] are poor and have no jobs.
- One person said poverty is the choice between heating your house or eating, he said there is a food bank round the corner from here which is very busy as people cannot afford to eat.

Better housing in Haringey

Housing came up as one of the main issues in affecting people's health and wellbeing.

- Better housing = better health.
- Make housing affordable and have concessions.
- More social housing that is affordable.

Lack of public toilets

- People at the Personal Budgets Group and the Older Peoples Forum agreed that there are not enough public toilets especially for people with disabilities and older people. Some people from the Personal Budgets Group didn't know about the radar key for disabled people. They also said that people in shops sometimes don't allow them to use their toilets.

Readdress and addressing the difference in life expectancy between the east and west of the borough

- People raised the issue of the difference in life expectancy between the east and west of the borough and asked what the council will be doing to tackle this.
- One person said that the biggest problem is that the council and public health not working together around housing and licensing.
- The Older People's Forum also suggested that the council should fund the things that it has stopped funding including luncheon clubs, day care centres and exercise classes.

Having more GPs and better health services

- People said that having more GPs and better community health services would support people in living healthier lives.
- Lack of access to GP appointments highlighted in the Healthwatch Haringey GP Tottenham GP Access Report.
- People in Tottenham not having prenatal care and there being a lack of GP practices and GPs in Tottenham.
- The people at the meeting agreed that there should be a health drop in centre in Tottenham.
- One person said that there is an issue with no GPs if you live in the edge of the west of the borough, as there are no doctors in Stroud Green.

Conclusion:

Many issues were raised from the focus group around the things that affect people's health and wellbeing in the borough and similar emerging themes around the environment. Not having enough accessible information about how to access healthier lifestyles is an issue, and needing better GP and health services in the borough. Healthy inequalities are a cause of concern for many people.

Everyone we spoke to felt that for the new Health and Wellbeing Strategy that the council should focus on more than two outcomes as by focusing on two it moves its focus away from other important areas such as learning disabilities, physical disabilities, older people, loneliness and isolation etc.

People in the focus group were in agreement that there should be more collaborative work with the council, the NHS and the communities in building healthier lives for our residents.

See summary report prepared by HAVCO following this section.

Summary of what people *said* and *feel* about where Public Health's focus should be to refresh Haringey's Health & Wellbeing Strategy

Where the strategy should focus

On narrow focus to the two priorities:

Joining up support and services

Improving access to primary care

What the focus should be

- Concerns were raised around the risk that other areas of health might suffer as a result
- People wanted the outcomes to be more specific, such as:
 - Reducing loneliness and isolation
 - Dementia support
 - Ensuring there are good quality carers for disabled people
- Wider social care services should still be available
- The obesity outcome should include adults as well as children, particularly if they are vulnerable and rely on others to meet their needs

- Promote health education information to all ages, learning from other boroughs
- Integrate support services
- Support self help
- Take a community development approach, providing access to advocacy and employment opportunities

- Introduce a maximum 1-week GP access time
- Increase GP practices in Tottenham and South Green

Reducing social isolation

- Preserve rather than close community centres
- Support more drop in centres and luncheon clubs to reduce social isolation
- There should be a drop in centre in Tottenham

Reduce health inequalities

- Health inequalities between the east and the west of the Borough were highlighted with some Tottenham residents feeling they were treated as third class citizens
- Supporting people with disabilities and special needs, along with public awareness
- Malnutrition was a problem among elderly people and it was noted that there was inadequate nutrition for elderly people in Whittington Hospital
- Provide better support for carers, not just online

Long term health condition

- Improve GPs in relation to these conditions
- Co-ordinate advocacy support
- Provide support for carers

Mental health

- Raise awareness, for example, through talks in schools, a directory of support provided
- Research people's needs, including hospitals and prisons
- Provide more interventions at an earlier stage to tackle social isolation
- Provide better support for carers, not just online

Obesity

- Support mothers to continue breast feeding through health education activity
- Provide education for parents and children, for example, inter-

	- generational healthy eating/cooking classes run by GP practices • Enable school children to access healthy food through school breakfasts, lunches and free fruit during holidays • Provide access to regular sport activities • There should be a bigger range of exercise opportunities for people who live in the borough
Improving support for carers	• Support for carers needed strengthening, generally
Environment and community safety	• Poor street cleansing was leading to an increasing in rats and foxes and increased stress for residents • Antisocial behaviour such as spitting, drug and alcohol misuse in public spaces • Lack of public toilets, especially for people with disabilities
Pre-natal care	• Improve access to pre-natal care in Tottenham
Working with community groups	• Participants recommended that the council worked closer with faith groups and neighbourhood schemes
Other significant health and wellbeing issues identified:	• People felt there was a lack of confidence in NHS management • Poverty, housing, domestic violence and safety were all noted as having a significant impact on health and wellbeing in the borough
Champion the rights of older people	• Have an active older people's champion in the Council to ensure that older people's voices are heard and their rights are upheld

Promote existing support and services

- Ensure people over 50+ have information on help available and where to get it
- Improve access to information, generally

Reduce social isolation

- Reopen luncheon clubs and day centres that the Council has closed

Improve access to primary care

- Increase the number of GPs to improve service quality, for example by employing session doctors
- Health centres should be open 24/7 or at least 16 hours a day, 7 days a week with nurse and junior doctors available to deal with less urgent cases. This would reduce A& E waiting times

Environmental improvements

- More enforcement on dirty streets and noise pollution
- Making spitting illegal as Enfield Council have done

Join up services

- More joined up services to avoid wasting money

Cross-cutting themes

Communication with residents - People expressed concern about the lack of communication with decision-makers and Council staff. Whilst there is an issue about how many people use and have access to social media, some participants mentioned website blogs for particular areas that enable local people and councillors to engage with each other on a regular basis. These types of platforms could be managed by the community, such as Harringay Online.

It is difficult to know where to go to voice your problems, especially in a crisis. No one wants to take ownership of the problem. Phone numbers are given for other people to sort the problem out. The Council need to listen!

Community consultation - During this consultation process, people wanted to be civically engaged and were keen to share their views. Some people informed us that they had been involved with other local public consultations and were happy to be involved. However they expressed frustration and cynicism in that they felt popular ideas from the public were rarely taken on board.

We express our views but don't feel involved at all.... No one's listening or can do anything about it.

Specifically to Investing in our Tomorrow; some respondents struggled with the open-ended style questions in the survey. Here are some examples of the difficulties with open-ended questions:

Q: Do you think Haringey is a healthy place?

A: *It depends what you mean by healthy. This question is unclear*

Q: Is Haringey somewhere that adults who need more support have choices about their life? (For example, those with physical or learning disabilities)

A: *Very convoluted question!*

As many of the questions set by the council were open-ended, e.g.: Do you think children in Haringey are healthy? Some responses were also vague, e.g. Yes and No. Health comes from healthy family we must help marriages to stay together to help them to receive counselling when needed

Community-led support and provision - Another crosscutting theme was the Council's support of local voluntary and community organisations. People were particularly concerned to retain services led by local frontline organisations.

Also perhaps to aid integration of asylum seekers and refugees. Places like CARIS, Markfield make such a huge difference to both parents and volunteers

More money and grants for residents and communities. More funds for groups. More support for small charities.

Children Centres – Participants cited expanding the Borough’s 15 Centres offering a broader range of services that match the Early Help strategic offer:

Early intervention - children 's centres in particular - they could be hubs for families to access everything they need, however, they have not been supported in doing this and appear to be reducing rather than expanding. By giving children the best start in life (as research suggests), they have a good foundation for building on later in life. prevention is always better than cure.

Children’s Centres are so important for London’s’ (Haringey’s) diverse community of mixed ethnic groups to socialise and to be supported at such a vulnerable time (new baby or babies) for many of whom have no close family support and can be a time for the woman with little or no social network especially if they have given up work for an extended period of time or are far from home. Children’s Centres provide many services which would otherwise be the responsibility of the already over burdened GPs (baby weighing, weaning, parenting advice) and provide a social network for stay at home parents and children who need to develop fundamental social skills from an early age to develop into healthy and happy people.

Waste management and the environment - This was considerable issue for participants:

There are lots of areas in Haringey where you see rubbish along the roads. Especially from fast food outlets where there’s not enough bins.

Not sure if the Council has cut back on its rubbish collections. You need to get yourself a reputation to get things done.

The borough is extremely dirty specially in areas of multiple occupancy...

Clean up Haringey. Help families more, e.g. community groups can help and provide volunteering opportunities to get people back into work. Give money to supplementary schools. Better apprenticeships.