

KEY ISSUES BRIEFING – CLLR REITH

Overview and Scrutiny, 10 January 2008

Customer Services

Performance

The focus continues to be on improving performance and meeting targets. All targets were reached for November. (Up-to-date detailed figures will be provided at the Scrutiny meeting). Work to analyse the reasons for calls and visits is being done. The results will be used to work with Services to reduce repeat and other unnecessary contacts.

Current and future issues

Work is well underway on implementing the move from the Siebel CRM to a SAP CRM system, ready for implementation in May 2008. An extensive change management programme has been developed to equip staff for the major changes that this will bring.

The transfer of the repair functions from the Call Centre to HfH has now been postponed from its original January 2008 date until the end of March.

We are working with Property Services to identify an alternative building for the Call Centre in preparation for the expiry of the lease, and for the South Tottenham Customer Services Centre for when the Wards Corner/Apex House redevelopment gets underway.

Communications

Haringey People – a reminder to register to vote will be distributed with the February edition of HP which will also have a feature on FairTrade as this is will be the FairTrade fortnight edition.

Consultations service – high demand for this service continues with over 130 consultations in the consultations management system. Latest developments include the launch of online consultation and a new consultation e-mail alert service for members starting in January 2008.

Publicity campaign – a new publicity campaign ‘Love your borough’ has been developed for Urban Environment, with the aim of encouraging residents to play their part in improving the environment.

Rationalising print and design work – the project to renew the council’s print and design framework, which will help to achieve best standard at best value, received over 120 applications and is due to be completed for the start of the new financial year.

Customer Focus

The **WOW! Awards** were rolled out across the council in May and at the end of November an incredible 1168 nominations had been received from local residents. The roll-out of the scheme is being deepened too – we are

currently seeking a volunteer school to act as a pilot and the Older People's service want to promote the scheme in all of their establishments. This is great news for everyone – our customers, our staff and for Haringey as an organisation.

Institute of Customer Service qualifications pilot

To demonstrate our commitment to delivering customer-focused services, this year we piloted an innovative qualifications programme designed to recognise and reward great customer service skills. These are nationally recognised qualifications that are firmly job-based and so are particularly relevant for our very wide range of staff. Staff taking part came from Customer Services and also from many other services including Parks, Cemeteries and Crematorium, Leisure Services, Facilities Management, IT and Homes for Haringey. ICS have commended Haringey for encouraging such a diverse staff base to take part. And the hard work paid off – we achieved a 100% pass rate.

Customer Charter

A small group of front line staff, who are members of the Customer Focus Network, got together to revise and improve the council's Customer Charter. We tested the draft new version with our customers during National Customer Service Week and then in the November edition of Haringey People. The results were overwhelmingly positive. 90% of respondents agreed that the Charter is easy to understand and 80% agreed that it tells customers clearly what to expect from their council. A formal launch and action plan is being drawn up. Copies will be available at the Scrutiny meeting.

Policy & Performance

Community Cohesion

The Community Cohesion Strategic Framework, setting out our approach to cohesion is due before Cabinet on 22 January. Dates are currently being negotiated for the launch of the Community Cohesion Forum.

Freedom of information

The Central Feedback Team will take on responsibility for the Council's compliance with FoI requests from 14 January. This is currently done by Customer Services but in practice fits better with the work done by the CF Team in relation to complaints, Data Protection and members enquiries.

Complaints

Overall, the number of new complaints the Council received between April and November 2007 was slightly down on the same period last year and performance has improved in responding to them.

At stage 1 there have been 1275 cases, compared with 1311 in 2006, and performance to timescale has improved to 89%, compared with 75% in the same period in 2006 (and 77% at the year end).

At stage 2 there have been 120 cases, compared with 189 in 2006 and performance to timescale has improved to 80%, compared with 76% in the period in the same period in 2006 (and 76% at the year end).

At stage 3 there has been a small increase in cases to 40, compared with 28 in 2006.

Homes for Haringey (HfH)

HfH performance from April to November 2007 is 84% of 761 cases on time at stage 1, compared with 65% of 437 in the same period in 2006, and 78% of 89 stage 2 cases on, compared with 71% of 48 cases in 2006.

HfH have extensively publicised their complaints procedure, which they believe is the main reason for the increased numbers. Another reason for the stage 1 increase is the fact that repairs reported to the Feedback Team are now logged as complaints to ensure effective follow up to check that work is carried out satisfactorily.

(HfH targets are the same as the Council at stage 1, 10 working days, but 20 working days at stage 2. Their stage 3 cases are carried out by the Council's Feedback & Information Team to the Council's timescale.)

Members' enquiries

Between April and November 2007, 91% of 2119 enquiries were responded to on time against the target of 90%. This compares with the 2006 figures of 84% of 2423.

The HfH figures are 88% of 694 between April and November 2007, and 62% of 501 in 2006.

Equalities

The new Equal Opportunities Staff Handbook (part of the employee folder) based on the new Equal opportunities Policy, has been agreed and is going to print. We worked with Adults, Culture and Community Services to organise a successful staff equalities lunch in November at which 200 staff members participated. We organised a Disability Sports Day to celebrate International Day of disabled people at Tottenham Green which was attended by over 300 people. The Kindertransport Exhibition which is part of our commemorations of Holocaust Memorial Day this January will be launched on January 10th.

Corporate Voluntary Sector Team (CVST)

Haringey's Compact

The newly formed Haringey Compact Implementation Group (HCIG) is now reviewing the disputes process. The HCIG is also focusing on communication between the different sectors. The PCT who are part of the HCIG have taken a lead on this project. The HCIG are also looking at the feasibility of how partners can 'Compact-proof' their key policies and plans. The progress of Haringey's Compact since its launch will be presented in a report to the Haringey Strategic Partnership.

The Compact Project Officers based at HAVCO and the CVST will be presenting Haringey's experience at the 8th Compact Annual Meeting which reviews the Compact relations between the Government and Voluntary and Community Sector in England. The meeting on the 13 December was chaired by Phil Hope, MP and Sir Christopher Kelly.

The Compact Project Officer based at the Council has been awarded a Compact Commendation as a Compact Champion in the 2007 Annual Meeting Commendations for her contribution to local Compact work.

Community Empowerment Network

Following the withdrawal of funding from HarCEN in March 2007 HAVCO were commissioned by the HSP to put in place an effective community empowerment mechanism for Haringey. As the priority for Haringey is that strong systems are in place to provide the HSP and associated theme boards with effective engagement and accountability, extensive consultation was carried out by HAVCO.

During the transitional period existing representatives have continued to attend the HSP and theme boards. HAVCO will launch the new community empowerment network, Haringey Community Link, in April 2008. The new voluntary and community reps on the HSP will be trained, supported and mentored by HAVCO in undertaking their roles.

Procurement opportunities for commissioning the third Sector

Government has been keen to encourage a significant increase in commissioning from the voluntary sector as it is believed this helps create a more diverse and competitive supply base which in turn is more likely to meet the requirements of service users.

Haringey Procurement Team and CVST have been working closely together to provide support and training to local voluntary agencies, particularly focusing on those who may be able to provide services around social care and supporting people contracts.

HAVCO has also been providing specialist training on what is required to provide, and successfully tender for, commissioned services.

Mapping Exercise for funding of the third sector in Haringey

Over the last year the CVST have undertaken a mapping exercise across all Council departments in an attempt to see how much funding is distributed by the Council to voluntary organisations. In 2006/07 some £14million was identified across the Council. For 2007-8 this figure had risen to £24m but this includes external funding streams (e.g. NRF) for which the Council is the accountable body. We are still awaiting information to finally verify the 2007/08 figure.

Neighbourhood Management

Area Assemblies

Highlights from the autumn cycle included:

- Northumberland Park/White Hart Lane Assembly was held at Spurs and piloted electronic community voting
- St Ann's/Harringay had a community-led presentation on HMOs and their impact on the area. As a result an HMO working party has been established chaired by Cllr Adamou
- West Green/Bruce Grove held a 'question time' event focusing on services for the elderly. Panel members included senior officers and a specialist consultant from the North Middlesex Hospital, the PCT and Adult Services.
- The first 'Meet the Neighbours' session at Crouch End brought reps from the Somali community; Tottenham and Seven Sisters had a presentation from the Charedi (Orthodox Jewish) community

The next cycle of Assemblies starts 28 January 2008 with St Ann's & Harringay and concludes with West Green/ Bruce Grove on 5 February.

A Review of the Making the Difference scheme involving members and officers has been completed. Key changes made as a result are:

- Procedure notes (covering roles and key stages in implementation);
- To confirm the '**Criteria to Guide Decision Making**' as:
 - Are other sources of funding available?
 - Awards will be up to £10,000
 - Is project generally supported by residents?
 - Are proposals realistic?
 - Can the project be completed within the financial year?
 - Is impact widespread?
 - For profit / private initiatives are not considered.
 - Bids must come from people resident in the borough, if an organisation's remit goes beyond the borough then a local resident must submit the form.
 - Good geographic mix across the area
 - Does the project represent value for money?
 - There should be no ongoing revenue implications (other than minor upkeep costs)
 - **MTD cannot cover core costs of an existing voluntary sector project.** (new)
- Design a more detailed MTD application form to clearly describe projects giving examples of successful projects.
- Explore joining up local area investment programmes for annual public realm investment linking Making the Difference to add value.

We received over 450 applications for Making the Difference in 2007/8 - a record number. All approved projects are in process of being delivered and are on course to be completed by 31 March 2008.

Beacon bid for 'Transforming Services: Citizen Engagement and Empowerment' Our bid was short-listed and an assessment visit took place on 29 November. The next stage of the evaluation will be a presentation on 8

January 2008 with the winning applications announced at an awards ceremony on 4 March 2008.

Community Leadership courses for local residents with Neighbourhoods working in partnership with the University of Westminster. Over thirty local residents took part in both Community Leadership programmes. In November an Awards Ceremony took place at the University to recognise participants' achievements.

Transforming Neighbourhoods - Haringey Council features in a new book of case studies jointly published in October 2007 by national think tank, The Young Foundation and the IdEA called Transforming Neighbourhoods. This is a collection of case studies about Community Empowerment. Our work with the Charedi Community is featured as well as our strategic partnership work in Green Lanes.

Area Based Working Pilots are now based in four Neighbourhoods: Tottenham and Seven Sisters; Northumberland Park and White Hart Lane; West Green and Bruce Grove and Wood Green. Area Based working contributes to the achievement of local community priorities and the priorities set by the Safer Neighbourhood Ward Panels and provides a local focus to the service delivery of Haringey's environment and joint enforcement actions.

Clean Sweeps – working in partnership with Better Haringey, Clean Sweeps have taken place in three neighbourhoods; St Ann's & Harringay, West Green/Bruce Grove and Crouch End. A second Clean Sweep is scheduled for St Ann's ward which will be driven directly by Neighbourhood Management.

A Kurdish Community Access to Services Day took place on the 20 October 2007. Over 100 people attended on a Saturday lunchtime and information was on hand from many services and partners including: Libraries, Equalities, Safer Neighbourhoods Police Teams, Early Year and Childcare, CONEL, HALS. This is part of a successful series of **ACCESS** events targeted at hard to reach communities. The next planned Access Day for the Polish Community is 23 February 2008 and the 15 March 2008 is planned for the Somali Community.

Summer Uni marked the most extensive programme for young people across Haringey. Over 3000 young people enrolled on the programme and were able to choose from a wide variety of activities and courses across the borough. Haringey had the second largest selection of activities on offer out of the 18 London Boroughs taking part in the Summer Uni programme. This was a fantastic achievement for our first year. Neighbourhood Management, Sports & Leisure and the Youth Service all worked together to deliver the programme. As agreed, Neighbourhood Management is handing over co-ordination to the Youth Service for delivering the 2008/9 summer programme.