

## **Councillor Reith Cabinet Member (Community Cohesion & Involvement)** **Overview & Scrutiny Committee April 28 2008 – Key Issues Briefing**

### **Voluntary Sector**

- Commendation for Excellence for championing the Haringey Compact received.
- Haringey Compact and its implementation to be used as a good practice case study. Swedish Association of Local Government representatives visiting Haringey to find out about how are Compacts could work at a local level.
- Meeting being arranged with disability organisations to look at need within the sector to assist with developing funding priorities.

### **Neighbourhood Management/Equalities**

#### **Area Assemblies**

- The next cycle of Area Assemblies for 2008-09 will start at the end of May. The delay is due to the elections.
- Making the Difference is back for the fifth year. The deadline to receive applications was the 31 March 2008 and we are processing approximately 430 applications from across Haringey.

#### **Reaping the Benefits for Haringey residents**

- Residents have benefited by nearly £326,190 of extra benefits and/or debts written off. The project has advised 483 clients

#### **Access to services days**

- Organised successful events for the Polish and Somali communities
- Continuing to support the Somali Forum

#### **Community Cohesion**

- Community Cohesion Forum launched in March.
- Continuing to run a number of projects with Mosques and the Muslim community, Police and Safer Communities. We have worked with local women's groups to set up an advisory network for Muslim women in Haringey which consists of training, including English classes for Muslim women.

#### **Equalities**

- Show Racism the Red Card Event for 150 schoolchildren at Spurs in March.
- Events for Holocaust Memorial Day 2008 delivered
- Comprehensive programme of events for Lesbian, Gay, Bisexual and Transgender history month and International Women's Day where our Day Out for Women on March 15<sup>th</sup> was attended by 730 women.
- Equalities Stakeholder Forum formal launch to be held on 8 May.

#### **Fair trade**

Full survey of fair trade outlets in borough completed using volunteers. Preparations for Haringey to achieve Fair trade town status almost complete. Successful Fairtrade fortnight events with cotton producer from Mali and events in Conel and local schools. This work has been supported by a cross party working group with local residents.

## **Customer Focus**

- The Council won the WOW! of the Year category of the National Customer Service Awards 2007.
- WOW Nominations from May 2007 to Feb 2008 was approximately 1000. This compares to 173 compliments under old scheme for the whole of 2006/7 - an increase of 700%.
- The qualification pilot 'Institute of Customer Service qualification' has been successful with a 100% pass rate.

## **Local Democracy and Member Services**

### **Constitution Review**

- A report on the main principles and key changes to the revised officer scheme of delegation that will guide the detailed work of the Constitution Review Working Group was agreed by Council on 31 March 2008. The new Scheme provides for greater consistency in reporting delegations, a simplified layout of delegations and delegation down to an appropriate level in all Directorates. The next phase will require identification of resources and an implementation plan.
- The Council meeting on 31 March also approved a number of changes to the Council Procedure Rules, agreed a member allowance scheme for 2008/9 and agreed delegation to appoint Licensing Sub-Committees. All these changes were updated on the Council's website within 48 hours of approval.

### **Member Learning and Development.**

- We submitted an entry to the MJ Awards for the "Councillor Development Achievement of the Year Award" and have recently been told that Haringey is a finalist. The winner will be announced at a ceremony on 26 June.
- The MLD programme for 2008/09 will be agreed by the Member Working Group in early May. A key area this year is training in areas arising from the implementation Local Government and Public Involvement in Health Act.
- In response to requests from Members and under the guidance of the Member Working Group, a Ward Councillor Toolkit has been developed. It is intended that it be rolled out to a pilot group of councillors before being finally agreed. It has been designed to be able to be personalised for each Councillor and an electronic version will be made available.
- The Modern Councillor e-Learning portal has been developed as an online learning tool for councillors. Currently it is being revised to make the website more user-friendly following the constructive positive feedback from a pilot roll-out of 6 councillors.

### **Member enquiries/Freedom of Information**

- Responsibility for FoI requests transferred in January to the Central Feedback team, who also deal with Member Enquiries. A review of the procedures for dealing with FoI requests has been undertaken and

changes made. A meeting with all member enquiry officers and backbench member representatives is being organised to look at further improvements to the service.

### **Communications and consultation**

- **Haringey People:** we are looking at whether it is possible to incorporate Area Assembly newsletters into Haringey People to provide local news to a wider audience than is currently reached by the newsletters. We will be reviewing and re-tendering HP over the year.
- **Translation and interpreting service:** we will be reviewing the strategy over the year.
- **Website:** develop further opportunities for interactivity on the site.

### **Customer Services**

#### **Performance**

The overall performance for 2007-8 was in line with expectations given the poor performance at the beginning of the performance year. The Rapid Improvement Plan (RIP) ensured that Customer Services met its performance targets 4 out of the last 5 months. The service achieved the Customer Service Centre waiting time target for the year but missed the calls answered target and speed of response target.

	<b>Target</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>End of year</b>
<b>Call Centre:</b> Calls answered as a percentage of calls presented	90%	90%	93%	80%	87%
<b>Call Centre:</b> Telephone answering in 30 seconds of all calls presented	70%	64%	73%	47%	57%
<b>Customer Services Centres:</b> Personal callers seen within 15 minutes	70%	75%	83%	71%	71%

### **Current and future work programmes**

- **New Customer Relationship Management (CRM) system**  
Development work on implementing new SAP CRM system is now underway. The new system will go live in May. A temporary training manager has been appointed to develop a staff training programme for the c170 staff that will require training on the new system and this is going well.
- **Homes for Haringey (HfH) Control Centre**  
HfH housing repair calls were transferred from Customer Services to the HfH's new Repairs Control Centre on 1 April. The transfer was achieved smoothly. Financial resources will be transferred from the Customer

Services budget to HFH as part of this process. This transfer is in addition to the saving that Customer Services have committed to in the budget process.

- **Call Centre opening time change**

CC opening hours will reduce on the 6<sup>th</sup> May. This was one of the measures for achieving the budget savings target. The new opening hours of the Call Centre are Monday to Friday 8am to 6pm.