

# 6

## Customers and Citizenship

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### Introduction

Like all local areas, Haringey is made up of many communities, some stronger, more active and more open than others. We want to support these many communities by promoting dynamic and engaged voluntary and community sectors, and empowering residents and services users, including children and young people, so they can participate in what is important to them.

We also want to increase residents' satisfaction with and confidence in local services.

#### Key Statistics

- Turnout for the last two council elections has improved by 28%, but it still remains below London turnout figures.
- 89% of young people have voted or would consider voting in an election.
- Local people's satisfaction continues to increase. There is less concern in Haringey than in London as a whole about crime (48% to London's 56%), quality of health service (16% to London's 20%), provision for elderly (9% to London's 12%) and public transport (7% to London's 10%).
- Perceptions of the council have improved – with a 7 percentage point increase since 2006-7 in those saying the council keeps residents informed, and 10 percentage point increase in those saying it is well run and provides value for money.
- 80% of residents agree that the local area is a place where people from different backgrounds get on well together.
- 70% of Haringey residents have access to the internet at home.

### Citizenship

#### Political control<sup>1</sup>

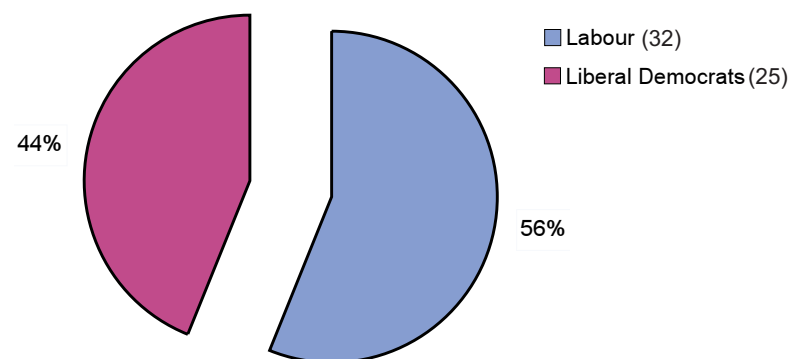
Haringey is divided into two parliamentary constituencies Hornsey and Wood Green in the west and Tottenham in the east. The Hornsey and Wood Green constituency is represented by Liberal Democrat MP Lynn Featherstone, and the Tottenham constituency by Labour MP David Lammy.

The London Assembly member for Haringey and Enfield is Joanne McCartney (Labour).

As a resident of Haringey you have nine [London Members of the European Parliament](#) representing you in Europe.

Haringey Council is made up of 57 councillors. Each of the 19 wards that make up the borough has 3 councillors, elected by residents of that ward every 4 years.

Chart 6.1: The current political composition of Haringey



Source: London Borough of Haringey

<sup>1</sup> Political composition is correct as at time of publication (September 2008)

## Voter turnout

Voting increases community empowerment and we want to increase turnout levels and ensure that everyone in the borough, takes up and uses their right to vote.

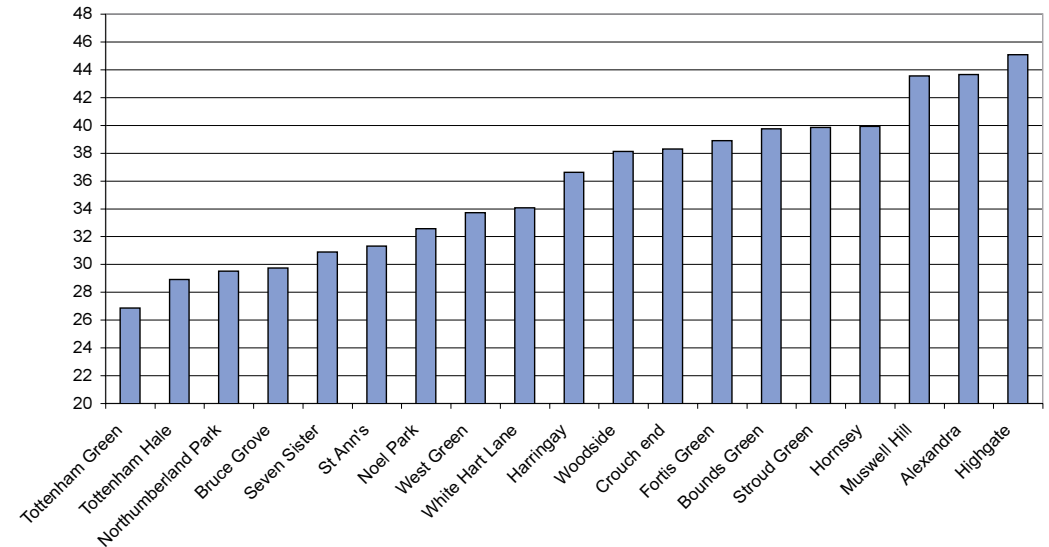
Table 6.1: Haringey Election Turnout, 2002-2007

Election Year and Type	% Haringey turnout	% London turnout
2002: Borough Council	28.0%	31.8%
2004: Combined European / London Mayoral / Assembly	36.8%	37.6%
2005: Parliamentary	55.3%	61.3% (UK)
2006: Borough Council	35.8%	37.9%
2008: London Mayoral/ Assembly	42.4%	45.3%

Source: London Borough of Haringey

As Table 6.1 shows, Haringey is consistently below the turnout figures for London (and for UK for the 2005 Parliamentary elections). Turnout tends to be lower in more deprived areas, and Haringey has above average levels of deprivation, even by London standards. For the last two borough council elections (2002 and 2006), however, Haringey’s turnout has improved by almost 8 percentage points closing the gap with London turnout (from 3.8 to 2.1 percentage points). At the 2008 London Mayoral/Assembly election, Haringey experienced a 15% increase in voter turnout on 2004 figures, compared with a 20% increase across London.

Chart 6.2: Haringey Council Election Turnout, 2006



Source: London Borough of Haringey

Chart 6.2, which relates to the 2006 borough council elections, shows that the gap between the ward with the lowest turnout in the borough (27% in Tottenham Green) and the highest turnout (45% in Highgate) is 18 percentage points. Turnout tends to be lower in the more deprived east of the borough.

## Children and young people - civic participation

In 2006 Haringey created the Haringey Youth Council (HYC). The council is made up of representatives from Haringey schools, colleges, and youth groups and has the following aims:

- to represent the views of all children and young people in Haringey,
- to work to promote the quality of life and opportunities for children and young people,
- to work for improved understanding and unity between different groups of young people.

Participating organisations can send two member representatives to attend meetings of the council. The council currently has 65 registered Members, evenly split between male and female. The HYC membership includes looked after children, young people from special schools, young carers and young travellers. In January 2008 the Members elected a 6 member executive team. The HYC is focusing among other things on combating bullying, supporting work against gun and knife crime, and promoting good community relations, particularly between young and old.

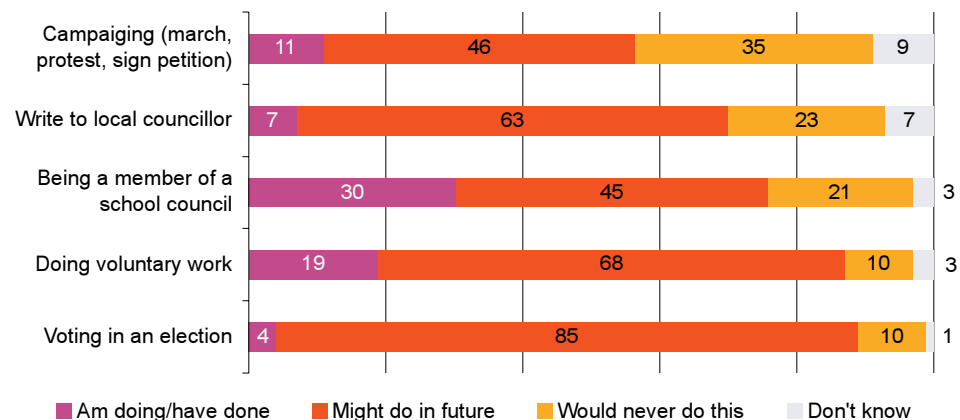
Haringey has 3 Members on the UK Youth Parliament (UKYP). At the time of the last youth parliament election, 2,700 young people registered to vote, and over 2,000 (77%) went on to vote. Voting rates, however, vary across schools, as some schools do more to promote participation in the elections than others. 80% of participants in the Youth Parliament election attend Alexandra, Park View Academy, Fortismere, or Highgate Wood School.

## What young people have done or would consider doing

In the 2007/08 Residents Survey, young people were asked what they have done or would consider doing, and the following findings were made:

- 57% have done or would consider campaigning
- 70% have done or would consider writing to a local councillor
- 75% have done or would consider being a member of a school council
- 87% have done or would consider doing voluntary work
- 89% have done or would consider voting in an election.

Chart 6.3: What young people have done or would consider doing



Source: Residents' Survey 2007/08

## Community and voluntary sector organisations

Haringey has a large, vibrant community and voluntary sector, with some 600 groups on the council's database, although the true number is believed to be closer to 1000. There are a high proportion of small groups. BME groups account for 48% of the total number of local groups and faith groups make up 15% of the total. In terms of "client groups", there is a very even split between children and families; young people; women; older people; and disability. 50% of groups are concerned with advice and welfare, 45% have an education function, 32% are involved with arts and culture and 28% with health and social care. 8% of groups are unfunded, 11% are dependent on individual donors; and 36% receive funding from the local authority.

At present 26 voluntary and community organisations are funded via Haringey's Strategic Partnership Board, which provides core strategic grants on a 3 year basis of around £1.1 million annually.

Haringey Association of Voluntary and Community Organisations (HAVCO) is the area's Council for Voluntary Service that launched in 2003. The organisation's aim is to serve Haringey's voluntary and community sector by promoting, representing and supporting its diverse needs. HAVCO currently has 220 members and associates.

During its last annual review in 2007, HAVCO raised £644k in funds for some organisations, 61 organisations received infrastructure development support, 213 residents were registered with the volunteer centre managed by HAVCO.

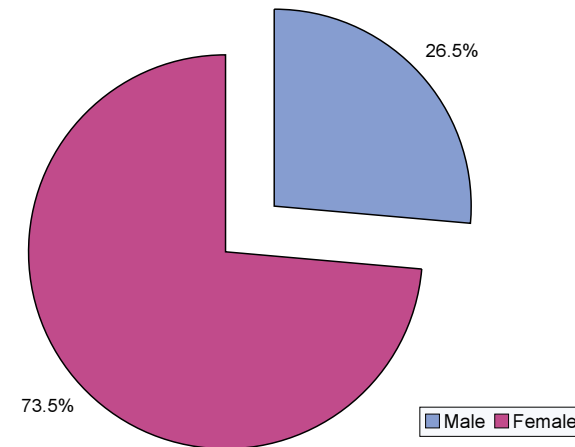
Further information about HAVCO can be found [here](#).

## Composition of Haringey Council employees

The Council employs around 7,000 people (excluding teachers and casual staff), making it the largest employer in the borough. Most employees live locally and overall the council's workforce reflects the diverse communities Haringey serves. In 2006-07:

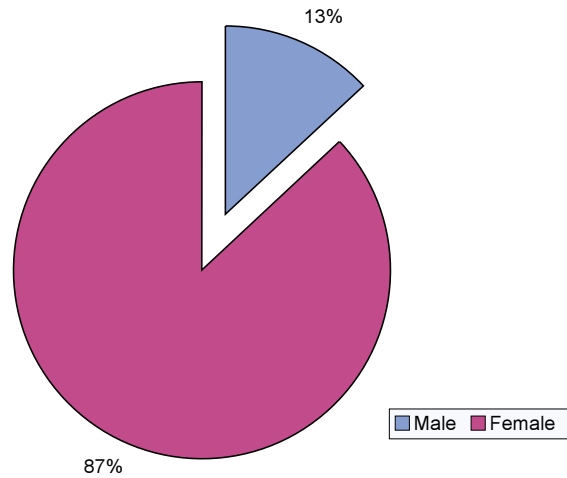
- 73.5% of the workforce were women
- the average age of the workforce was 43 years old
- 4% of staff were aged under 25 compared with 15% in whole economy
- 29% of staff were aged 50 plus compared with 24% in whole economy
- 44.8% of the council workforce were from black & minority ethnic groups (BME). This compares well with the Haringey population of 34.4% BME. It also compares well with the percentage of 47% white staff in the council
- 3.8% of the workforce were disabled. This is a 1.7 percentage point increase on the previous year's figure.

Chart 6.4: Gender breakdown of Haringey employees



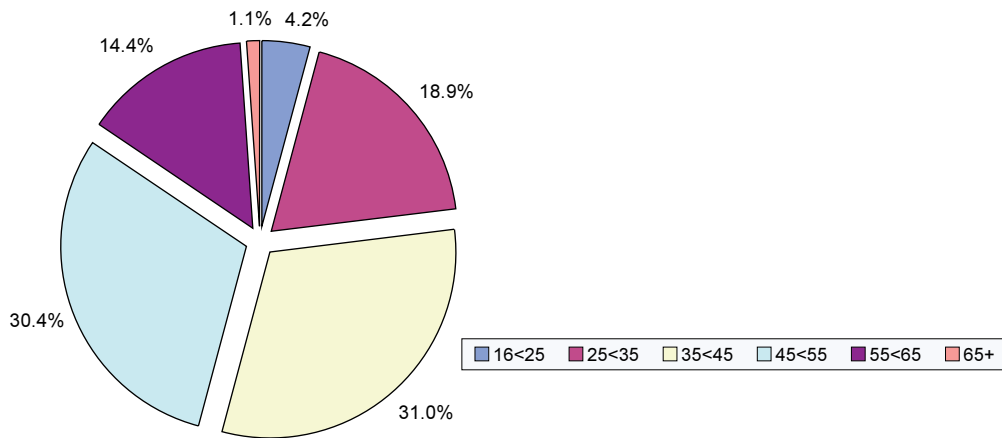
Source: London Borough of Haringey

Chart 6.5: Gender breakdown of Haringey's part-time employees



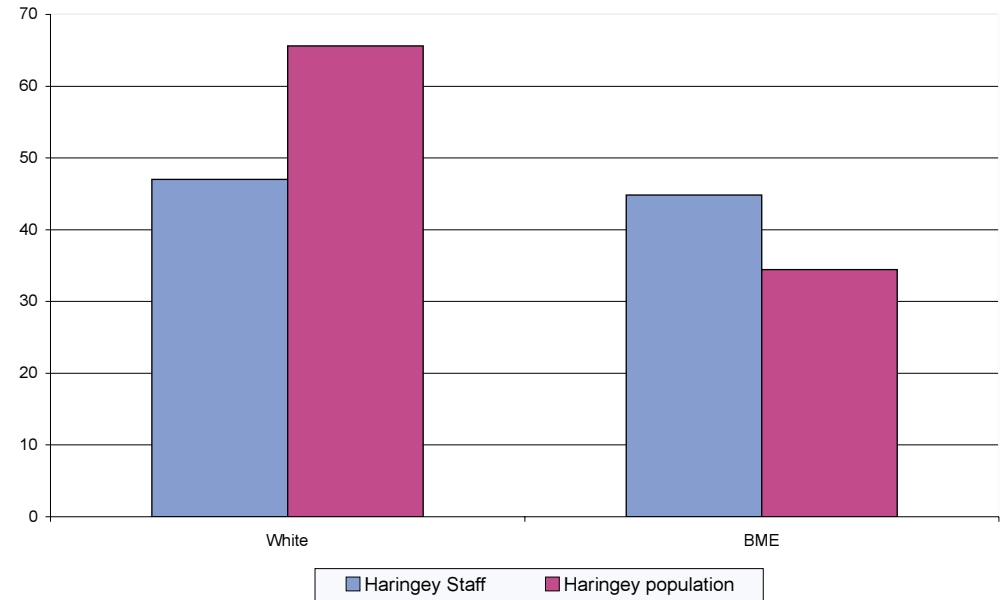
Source: London Borough of Haringey

Chart 6.6: Age breakdown of Haringey employees



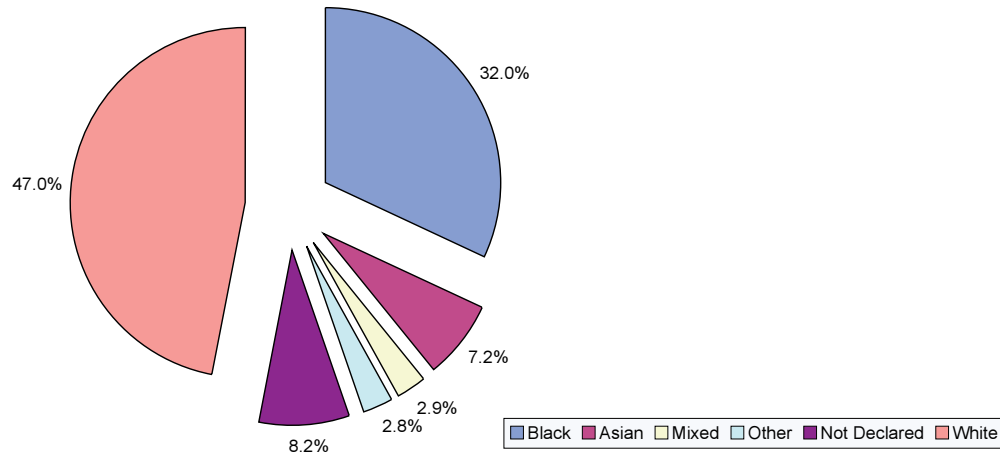
Source: London Borough of Haringey

Chart 6.7: Ethnic distribution of Haringey employees (White and BME), April 2006 - March 2007



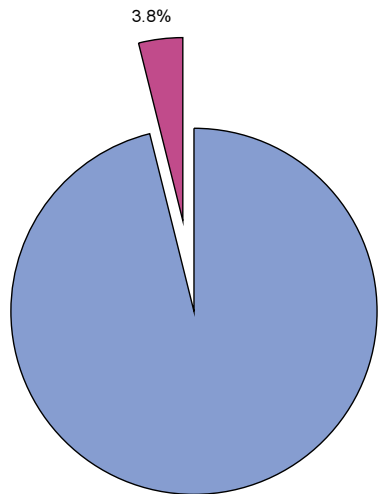
Source: London Borough of Haringey

Chart 6.8: Ethnic distribution of Haringey employees



Source: London Borough of Haringey

Chart 6.9: Disabled employees



Source: London Borough of Haringey

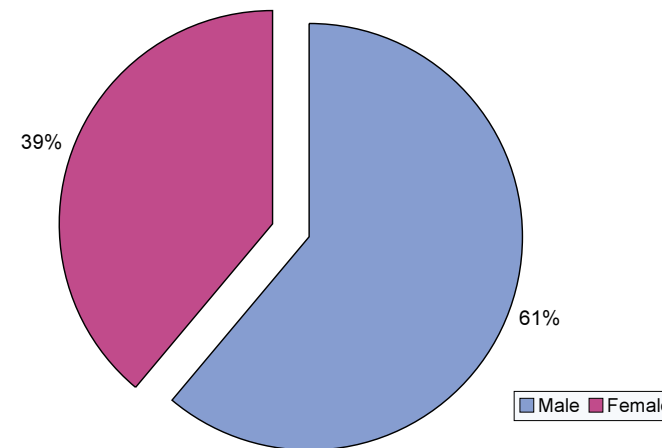
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## Composition of Haringey's Councillors

Haringey also has a diverse range of Councillors, broadly reflecting the diversity of our local population:

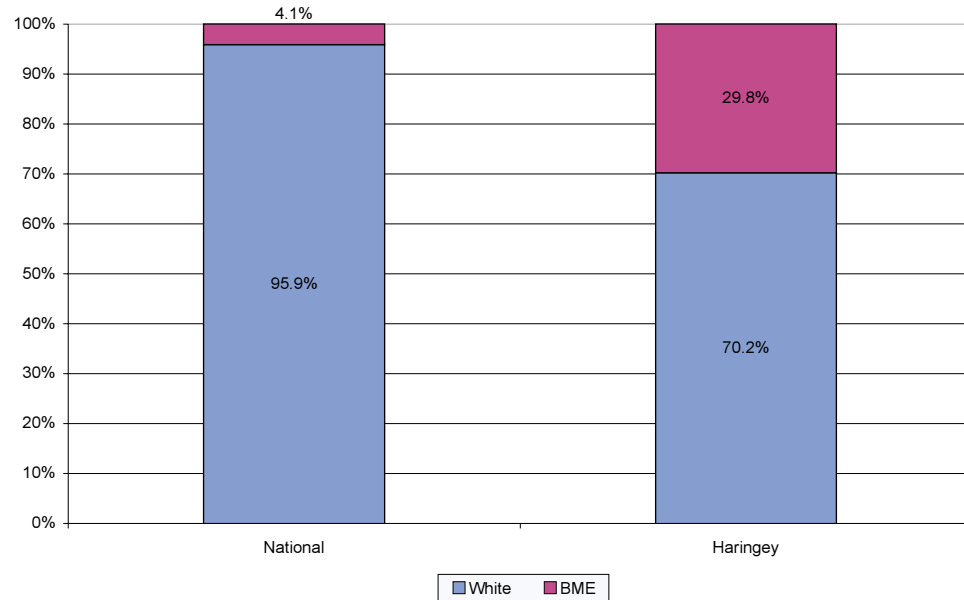
- 39% are women, compared to 29% nationally
- 30% are from black minority ethnic (BME) backgrounds, compared to 4% nationally
- the average age of our councillors is 47, compared to 58.3 nationally
- 47.6% are under 45, compared to 13.5% nationally
- 22 councillors were elected for the first time in 2006 (39%)

Chart 6.10: Gender breakdown of Haringey Councillors



Source: London Borough of Haringey

Chart 6.11: Ethnic distribution of Councillors, Haringey and national



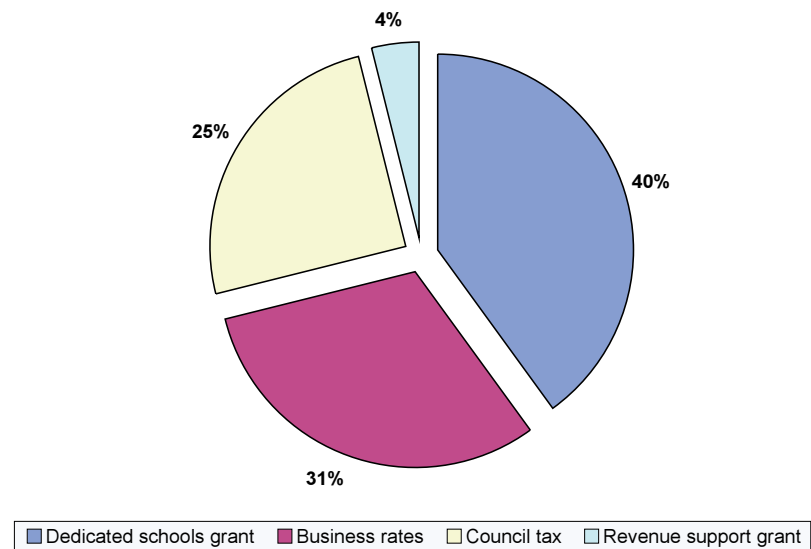
Source: London Borough of Haringey

## Customers

### Haringey Council's budget

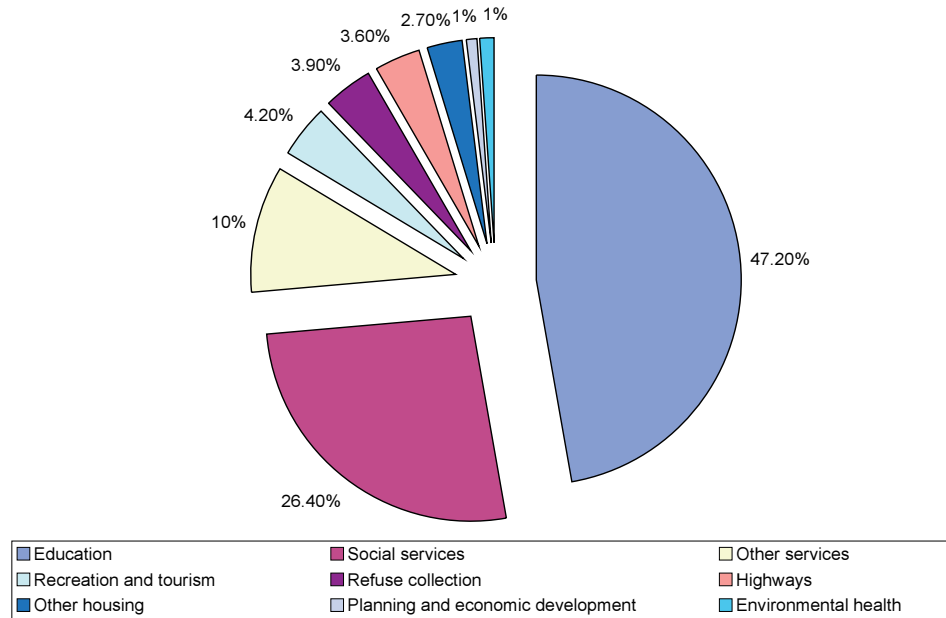
This year, from April 2008 to March 2009, we plan to spend £399.6m (net of income) on providing council services. Council Tax pays for about a quarter of the cost of our services to the borough. The rest comes from Government Grants and Business Rates.

Chart 6.12: Haringey Council's income for services, 2008-09



Source: London Borough of Haringey

Chart 6.13: Council expenditure on services



Source: London Borough of Haringey

## Council tax

It is often said that Haringey is an outer London borough with inner London challenges. For the purposes of grant allocations and council tax, Haringey is classed as an Outer London Borough. The average 2008-09 band D council tax for the authority is £1,162, which is 6% above the outer London average of £1,092.

Table 6.2: Band D Council Tax Costs for Outer London, 2008-09

Local authority	Average 2007-08 council tax for the authority (Band D) £	Increase in council tax for the authority (Band D) %
Barking & Dagenham	1,016.40	4.31%
Barnet	1,082.75	3.49%
Bexley	1,089.54	3.00%
Brent	1,033.11	3.77%
Bromley	953.33	4.33%
Camden	1,021.76	2.50%
City of London	840.50	2.50%
Croydon	1,095.81	3.99%
Ealing	1,059.93	1.89%
Enfield	1,073.70	3.94%
Greenwich	981.03	1.98%
Hackney	998.45	0.00%
Hammersmith & Fulham	862.77	-3.00%
<b>Haringey</b>	<b>1,161.66</b>	<b>3.00%</b>
Harrow	1,152.55	2.95%
Havering	1,173.18	3.90%
Hillingdon	1,112.93	3.00%
Hounslow	1,090.65	0.00%
Islington	938.41	2.50%
Kensington & Chelsea	758.08	2.52%
Kingston-upon-Thames	1,270.26	4.24%
Lambeth	925.29	4.75%
Lewisham	1,016.69	2.50%
Merton	1,094.88	3.90%
Newham	945.63	3.25%
Redbridge	1,066.32	3.87%
Richmond-upon-Thames	1,233.94	3.98%
Southwark	912.14	4.00%

Local authority	Average 2007-08 council tax for the authority (Band D) £	Increase in council tax for the authority (Band D) %
Sutton	1,108.76	3.40%
Tower Hamlets	865.64	3.50%
Waltham Forest	1,130.73	2.50%
Wandsworth	377.25	0.00%
Westminster	377.97	0.00%
<b>Greater London Authority</b>	<b>309.82</b>	<b>1.95%</b>
London Average (incl City)	982.29	2.88%
Inner London Average (incl City)	803.06	2.03%
<b>Outer London Average</b>	<b>1,092.28</b>	<b>3.32%</b>

Source: London Councils

Table 6.3: Council tax collection rates, 2005-06 and 2006-07

	Receipts of council taxes as a % of net collectable debt		Receipts of non-domestic rates as a % of net collectable debt	
	2005-06	2006-07	2005-06	2006-07
<b>Haringey</b>	<b>93.4%</b>	<b>93.8%</b>	<b>99.0%</b>	<b>98.5%</b>
Outer London	95.4%	95.5%	95.4%	95.7%
England	96.8%	96.9%	98.4%	98.7%

Source: Department for Communities and Local Government

Haringey's rate of collection of council tax remains below that of outer London and England, although it has increased between 2005-06 and 2006-07 (by 0.4 percentage points) at a higher pace than for outer London boroughs and England overall (0.1 percentage points for both).

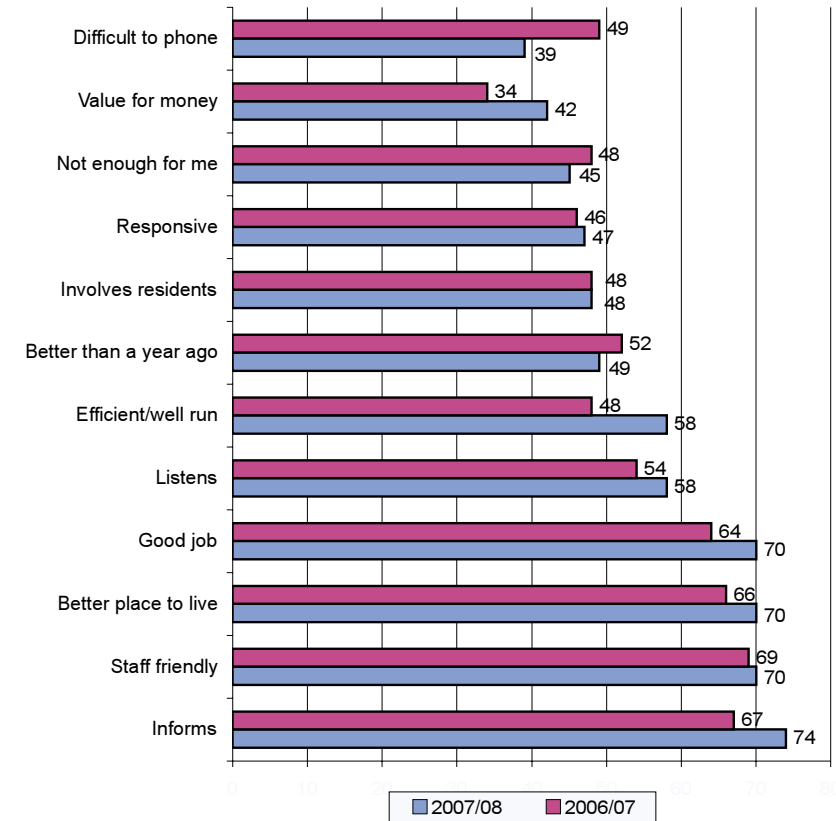
## Residents' satisfaction

### Image of Haringey Council

Perceptions of the council have improved, as is shown in chart 6.14 – with a 7 percentage points increase since 2006-7 in those saying ‘the council keeps residents informed’, and 10 percentage points increase in those saying ‘the council is well run’, and 8 percentage points increase in those saying ‘it provides value for money’.

Haringey is now ahead of London overall with: 70% of Haringey residents saying that the council is ‘doing a good job’, compared with 67% of residents in London overall saying that of their councils; 74% of Haringey residents saying that we ‘keep residents informed’, compared with 64% of residents in London overall; 58% of Haringey residents saying that we ‘listen to concerns’, compared with 50% in London overall; and 70% of Haringey residents saying we are making ‘the area a better place to live’, compared with 64% in London overall. We are now on a par with London when it comes to residents saying that the council is ‘delivering value for money’ (42%), and is ‘efficient and well run’ (58%).

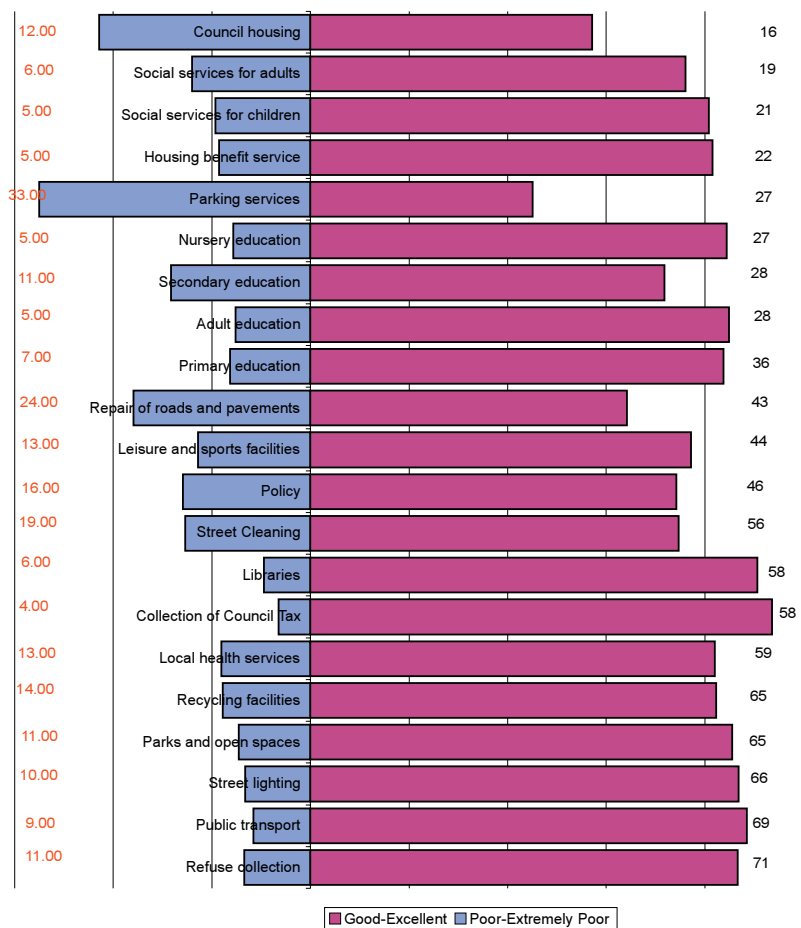
Chart 6.14: Image of Haringey Council



Source: Haringey Residents Survey, 2007/08

## Perceived service delivery

Chart 6.15: Perceived service delivery



Source: Haringey Residents Survey, 2007/08

The most significant increases since 2006-07 have been in the residents' perceptions of parks and open spaces (8 percentage points), street cleaning (9 percentage points) and repair of roads and pavements (10 percentage points); recycling services (6 percentage points), particularly in Crouch End where 76% of residents have high satisfaction with the service compared with 58% in Tottenham Hale/ Seven Sisters. There has been a 4 percentage point decline in the perception of nursery services.

Haringey is now on a par with London in terms of the perception of: refuse collection (71% in Haringey, 69% in London); housing benefits (22% in Haringey, 21% in London); social services for adults (19% in Haringey, 20% in London); social services for children and families (21% in Haringey, 23% in London).

Haringey is ahead of London in terms of residents' perceptions of: road and pavement repairs (43% compared with 36% in London); public transport (69% compared with 61% in London).

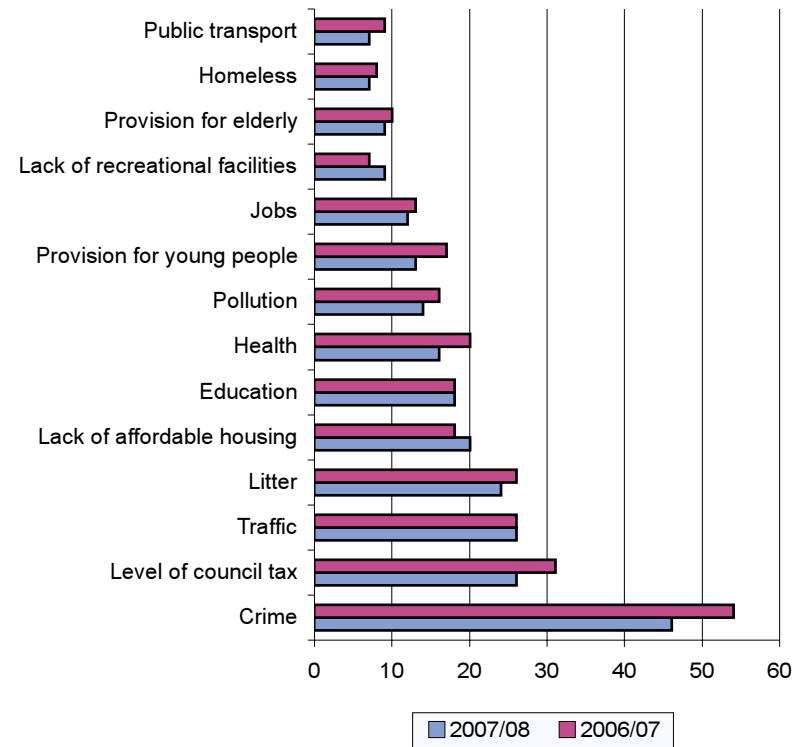
We are below London for perceptions of parking services (27% in Haringey, 31% in London), adult education (28% in Haringey, 35% in London), secondary education (28% in Haringey, 34% in London), libraries (58% in Haringey, 64% in London), nursery education (27% in Haringey, 32% in London) and council housing (16% in Haringey, 21% in London).

## Areas of personal concern

The areas of concern are shown in chart 6.16. Since 2006/07 no concerns have increased significantly. In fact Haringey has seen significant decreases in areas of personal concern, down 8 percentage points for crime, 5 percentage points for level of council tax, 4 percentage points for health and for provision for young people, and down 2 percentage points for public transport.

There is less concern among residents in Haringey than in London overall about crime (48% in Haringey, 56% in London), quality of health service (16% in Haringey, 20% in London), provision for elderly (9% in Haringey, 12% in London) and public transport (7% in Haringey, 10% in London).

Chart 6.16: Areas of personal concern (% of sample mentioning concern)



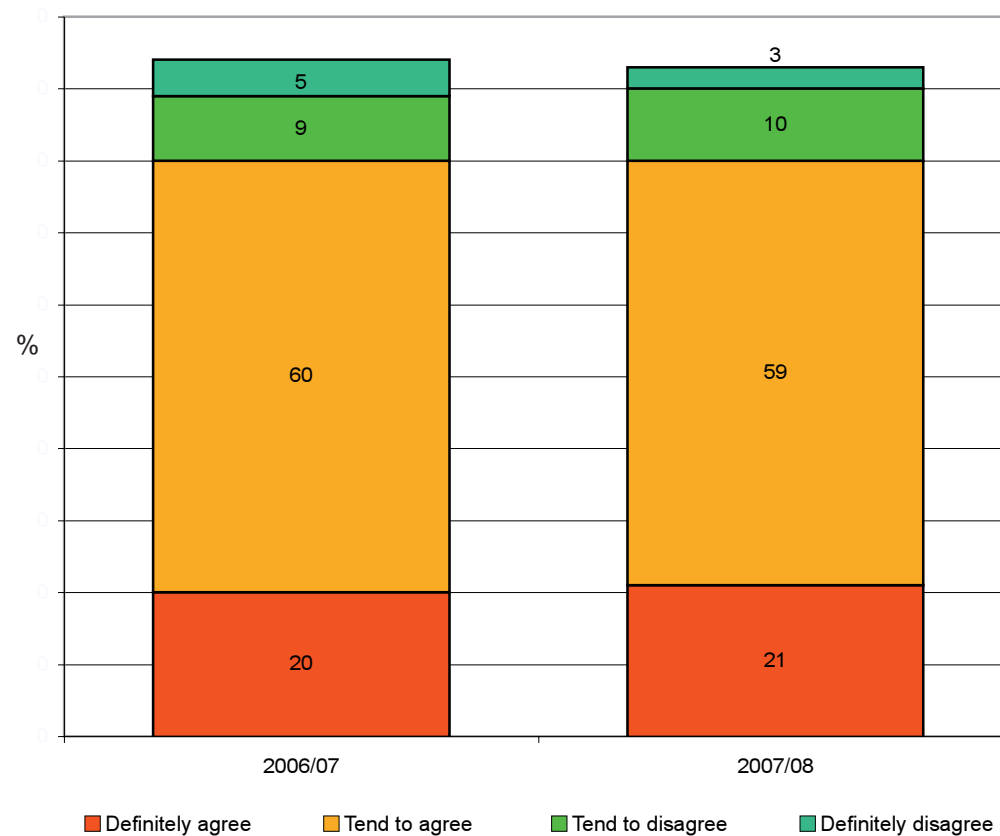
Source: Haringey Residents Survey, 2007/08

### Community cohesion

Although Haringey is a very diverse, multi-cultural borough, its many communities generally get on well together.

In 2007, 80% of residents agreed that ‘the local area is a place where people from different backgrounds get on well together’ – the same as in 2006, and roughly comparable to most other similar boroughs. This is shown in chart 6.17.

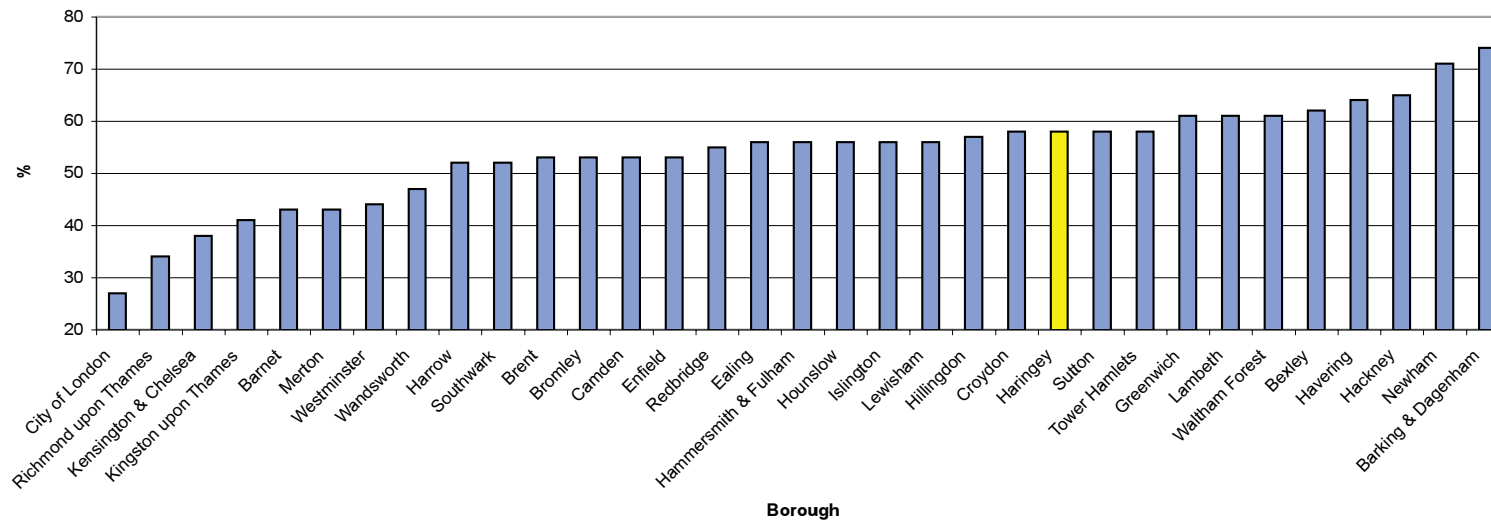
Chart 6.17: To what extent do you agree that the local area is a place where people from different backgrounds get on well together?



Source: Haringey Residents Survey, 2007/08

Chart 6.18 shows that 58% of Haringey residents think that ‘people not treating people with respect and consideration’ is a very or fairly big problem in their local area. This is above the London average of 54% but in line with or slightly better than boroughs with a similarly diverse profile.

Chart 6.18: % residents who think that people not treating people with respect and consideration is a very or fairly big problem in their local area



Source: BVPI General User Survey 2006-07

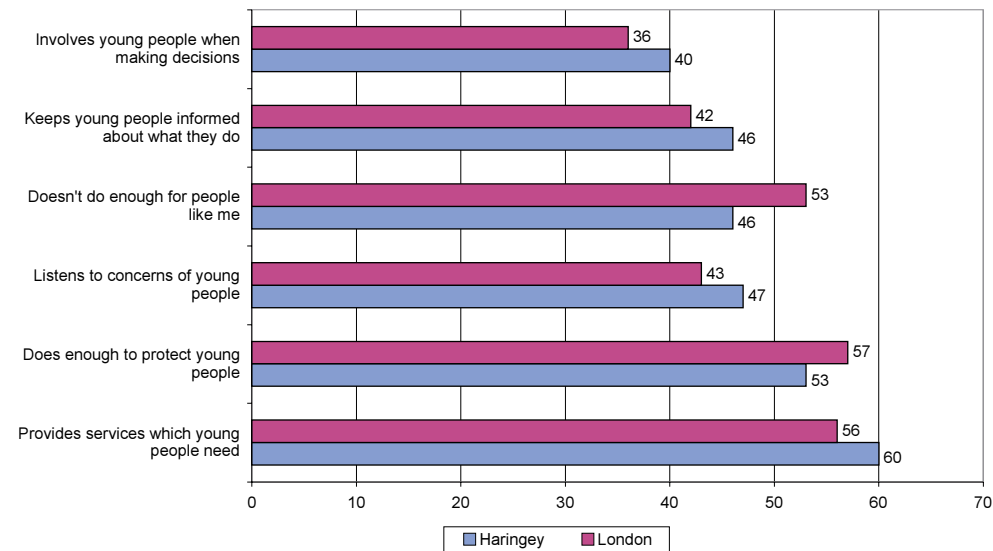
## Young people's perceptions

### Image of Haringey Council among young people

Haringey's Young People's Residents Survey 2007/08 shows that our young people's perceptions of councils across London. 60% of young people agree that Haringey Council provides services which young people need, although this is 4% higher than in London, it represents a 6 percentage point decrease on the 2006/07 Survey.

Since last year there has been an 8 percentage point increase in the proportion of young people who agree that the council listens to concerns of young people and that it keeps young people informed about what they are doing, which means these perceptions are higher than the average for London councils. Also, there has been a 17 percentage point increase in the proportion of young people who agree that the Council involves young people when making decisions. This is reflected in the significant decrease of 12 percentage points in the proportion of young people who say that the Council 'doesn't do enough for people like me'.

Chart 6.19: Image of councils



Source: Haringey Residents survey, 2007/08

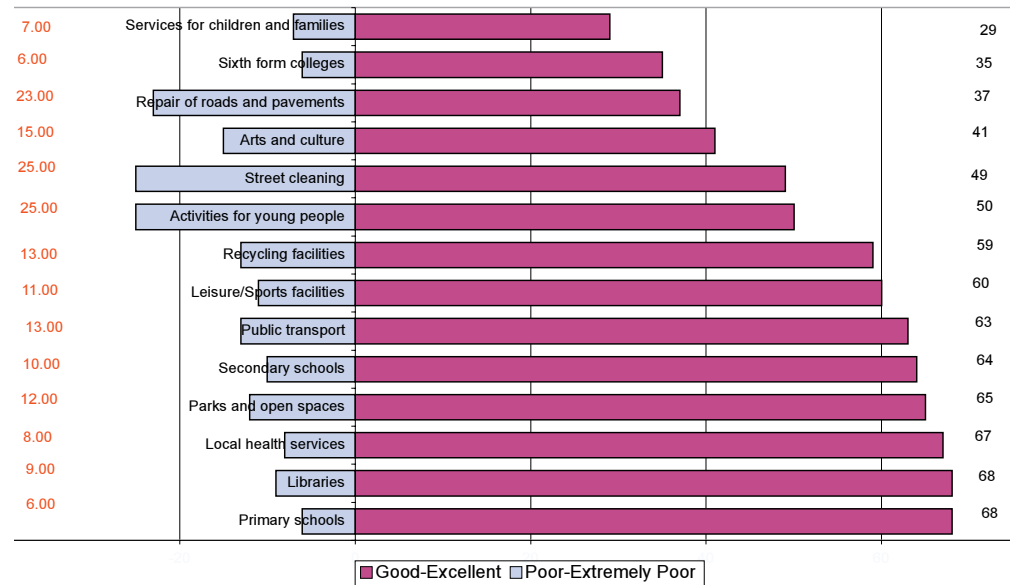
### Perceived service delivery among young people

Chart 6.21 shows that there are significant differences in the perceptions of young people and adults for service delivery:

- 68% of young people compared with 58% of adults believe that libraries are good-excellent
- 68% of young people compared with 36% of adults believe that primary schools are good-excellent
- 64% of young people compared with 30% of adults believe that secondary schools are good-excellent
- 60% of young people compared with 44% of adults believe that leisure/ sport facilities are good-excellent
- 49% of young people compared with 56% of adults believe that street cleaning is good-excellent.

Since the 2006-07 Young People’s Residents Survey there has been a significant increase of 11 percentage points in the proportion of young people who believe local health services are good-excellent.

Chart 6.20: Perceived service delivery

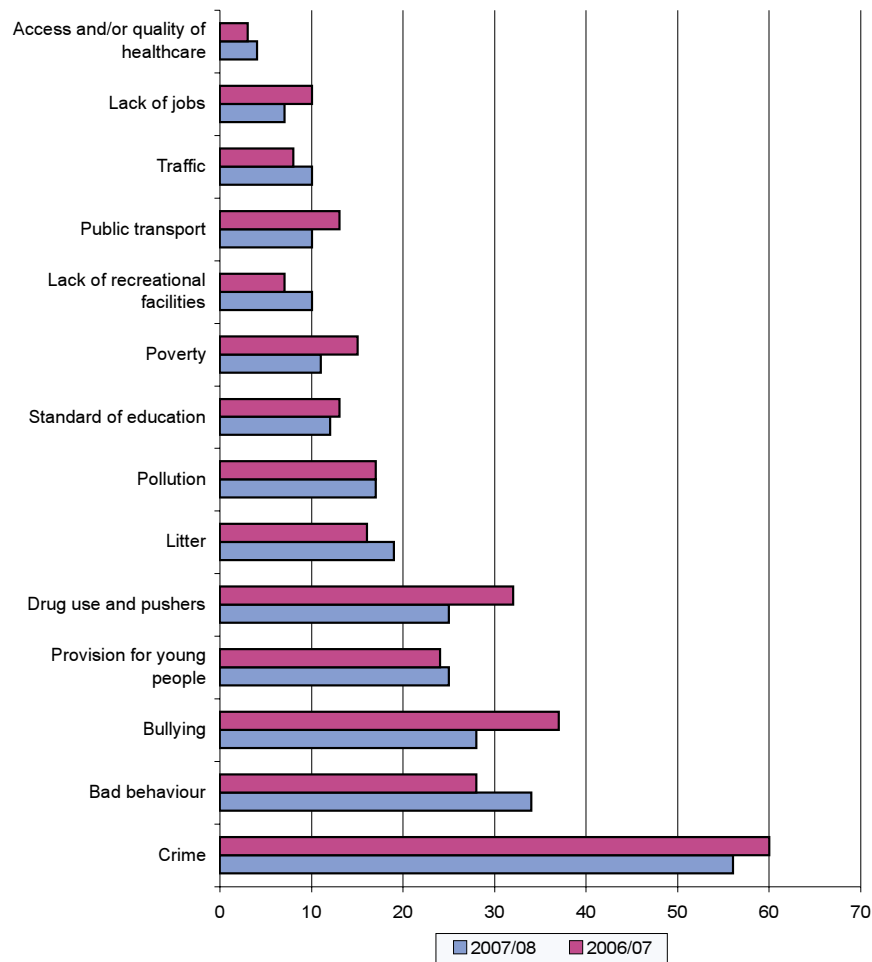


Source: Haringey Residents survey, 2007/08

Areas of personal concern

Again, Haringey’s 2007/08 Young People’s Residents survey show that the areas of personal concern for our young people are broadly in line with perceptions of young people across London – though these concerns are very different from their adult counterparts. As with adult residents, crime is the top concern for 56% of our young people, down 4 percentage points on the 2006/07 Survey, but 5 percentage points more than London overall. This is followed by bad behaviour (34%), which has increased by 6 percentage points since last year, and bullying (28%), which is down by 9 percentage points on last year.

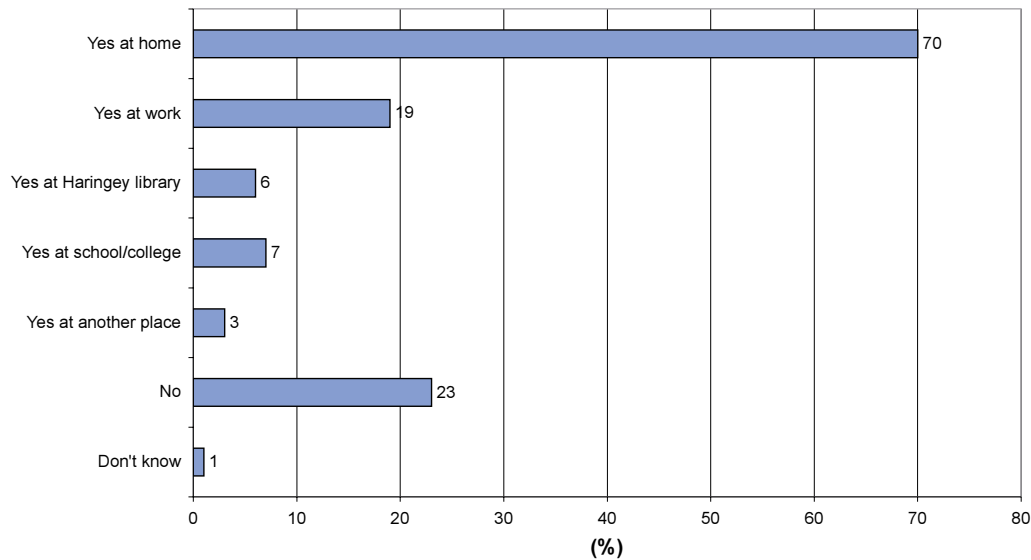
Chart 6.21: Areas of personal concern



Source: Haringey Residents survey, 2007/08

## Internet access

Chart 6.22: Access to the internet



Source: Haringey Residents Survey, 2007/08

Table 6.4: Access to the internet by social grades, Haringey

Social grade	% saying no
AB Higher and intermediate managerial / administrative / professional	6%
C1 Supervisory, clerical, junior managerial / administrative / professional	11%
C2 Skilled manual workers	25%
DE Semi-skilled and unskilled manual workers / on state benefit, unemployed/ lowest grade workers	40%

Source: Haringey Residents Survey, 2007/08

According to the Residents Survey 2007, as shown in chart 6.22, 70% of Haringey residents have access to the internet at home, which represents a 4 percentage point increase on Residents Survey 2006. Those with access to the internet at work has declined by 8 percentage points to 19%- perhaps reflecting a tightening up of work-place restrictions on use of the internet for personal purposes.

As in Table 6.4 the behaviour by social grade shows that only 6% of those in grade AB (higher and intermediate managerial/ administrative/ professional) did not have access to the internet, compared with 40% of residents in the DE social grade – that is the semi-skilled and unskilled manual workers and those on state benefit or unemployed.

Table 6.5: Use of Council Website

Age / social grade	2005/06		2006/07		2007/08	
	(%)	Change from 2004/05	(%)	Change from 2005/06	(%)	Change from 2006/07
<b>Total</b>	<b>29%</b>	<b>+5</b>	<b>39%</b>	<b>+10</b>	<b>43%</b>	<b>+4</b>
18-34	34%	+7	44%	+10	48%	+4
35-59	33%	+5	46%	+13	49%	+3
60+	6%	+0	11%	+5	15%	+4
<b>AB</b> Higher and intermediate managerial/administrative/professional	51%	+8	60%	+9	66%	+6
<b>C1</b> Supervisory, clerical, junior managerial/ administrative/professional	38%	+1	49%	+9	52%	+3
<b>C2</b> Skilled manual workers	23%	+0	38%	+15	38%	+0
<b>DE</b> Semi-skilled and unskilled manual workers/ on state benefit, unemployed/ lowest grade workers	12%	+3	17%	+5	26%	+8

Source: Haringey Residents Survey, 2007/08

There has been a 4 percentage point increase between 2006/07 and 2007/08 in the overall proportion of residents who have visited the Council's Website. But over the two year period the number of residents who have visited the Council Website has increased by 48%, from 29% in 2005/06 to 43% in 2007/08. Table 6.5 looks at the 'have visited' pattern by age groups and by social class.

There have been similar increases across the 18-59 age groups, but the most dramatic increase in the number of residents who have visited the Council's Website has been among those aged over 60 which has increased by 150%, albeit from a very low proportion in 2005/06.

By social grade, the proportion of residents in the AB and C1 social grades who have visited the Council's Website is steadily increasing, but the most marked increase between 2005/06 and 2007/08 has been among C2 residents (increased by 65%), and among the DE social grade (increased by 116%), for the latter group from a very low base in 2005/06.