



Have your say
Haringey

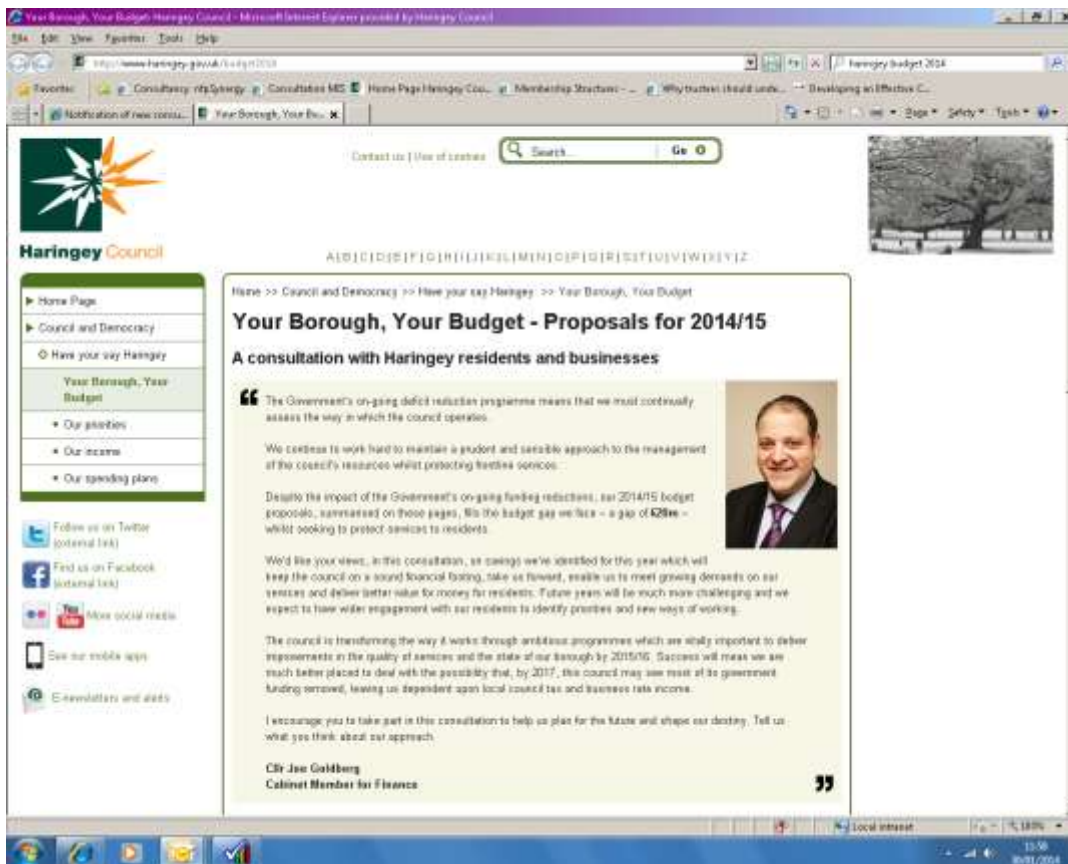
Your Borough, Your Budget Consultation Report

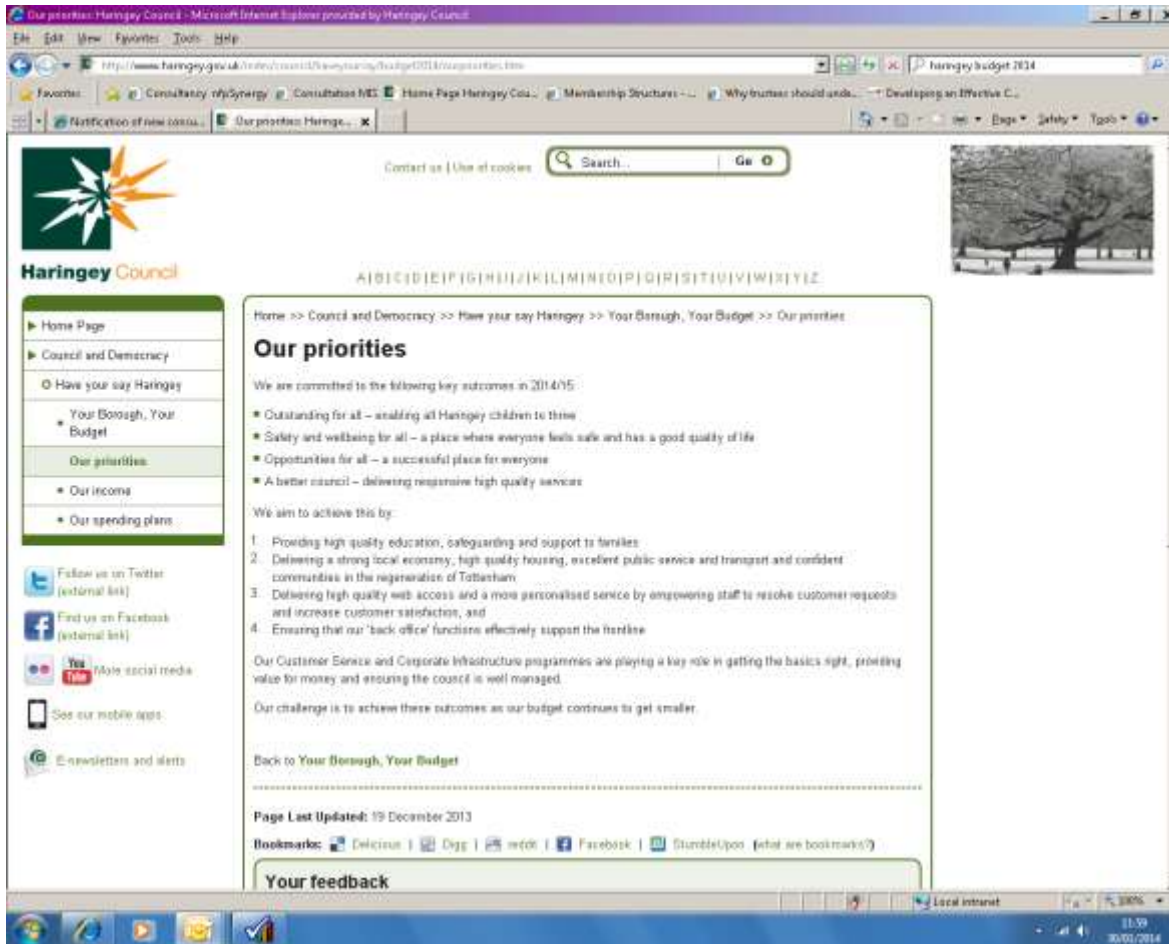
Your Borough, Your Budget

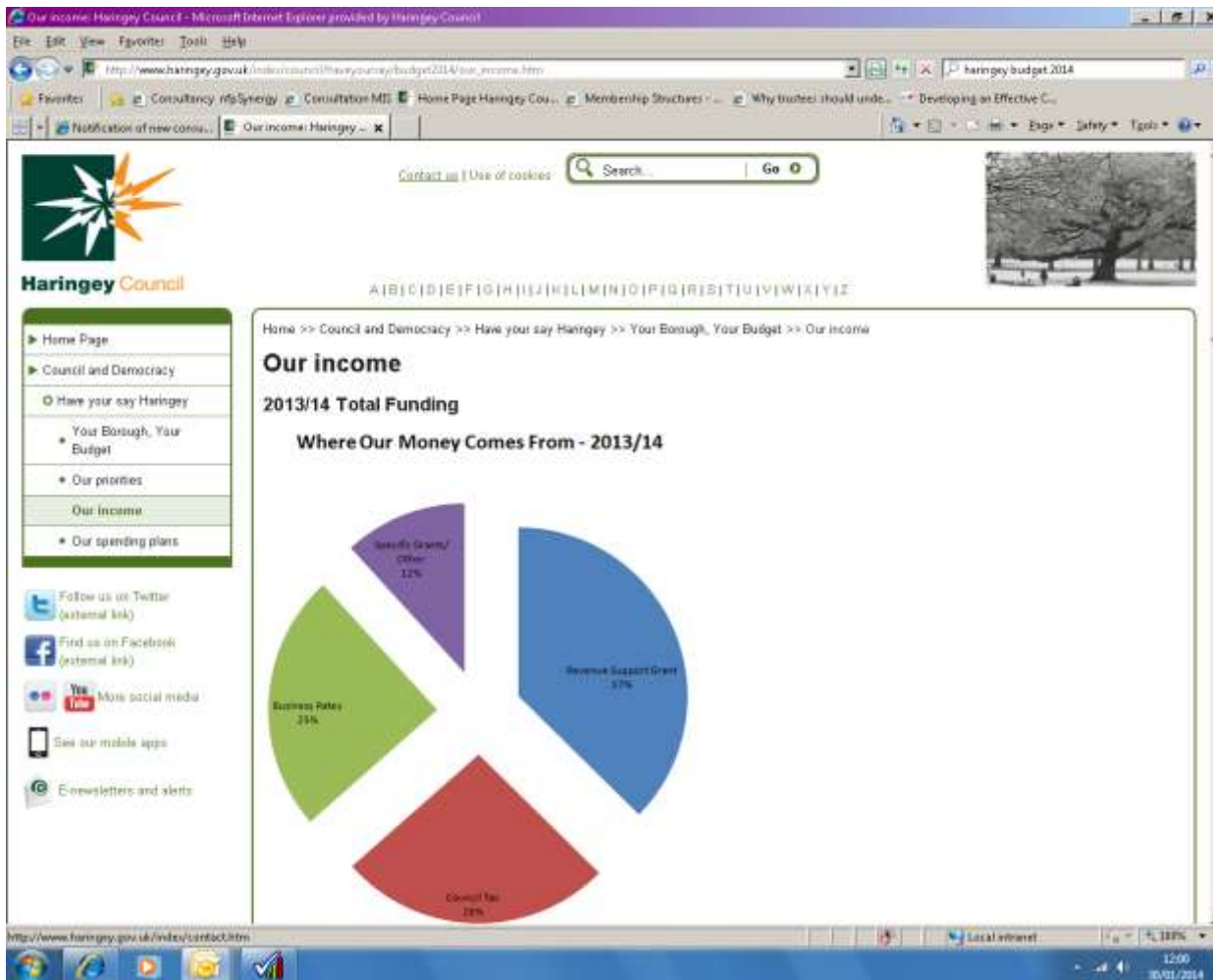
– Online consultation on the Council’s Budget Proposals for 2014/15

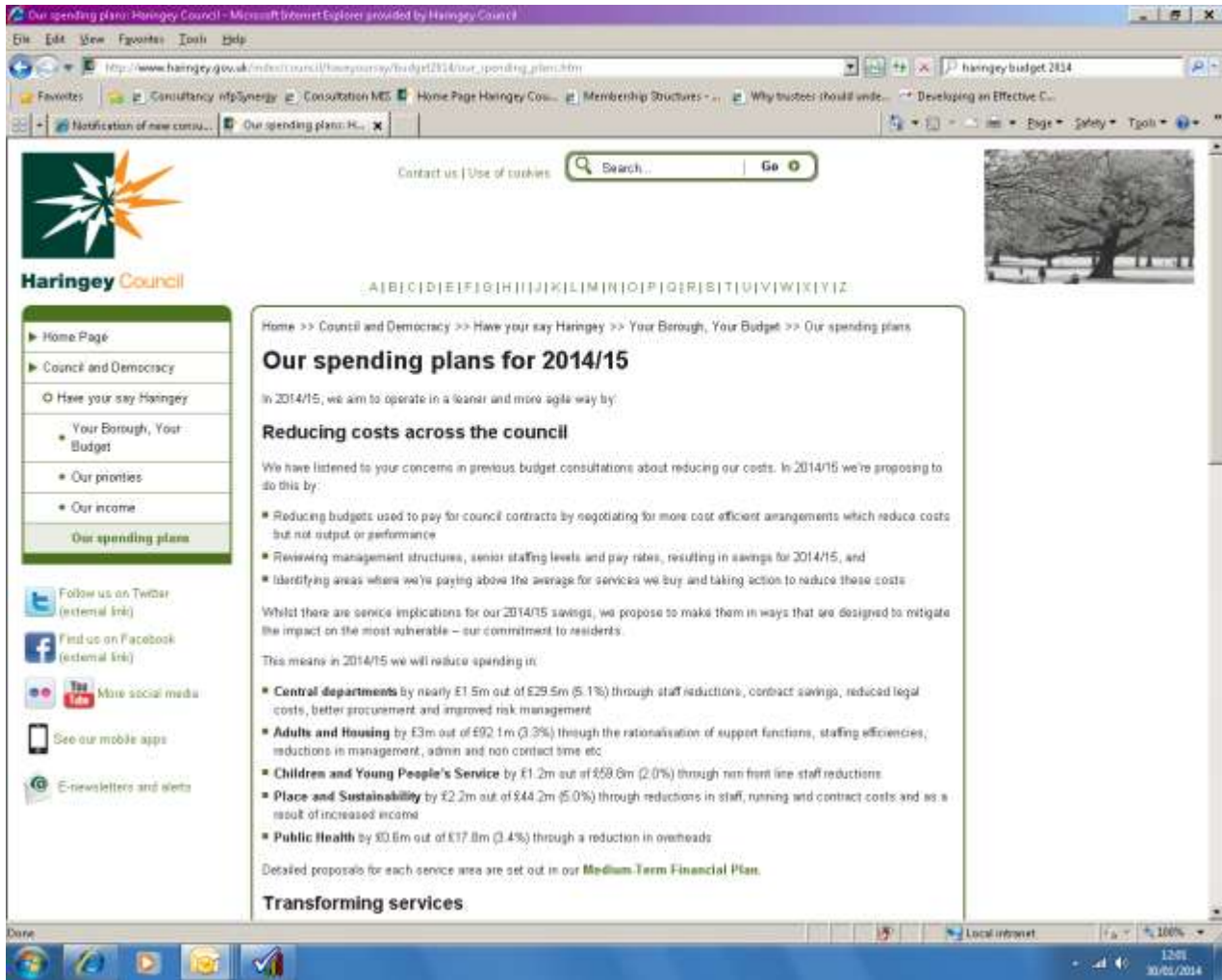
Web pages

The Council’s online budget consultation for 2014/15 started on 19 December 2013 and ran until 26 January 2014. Four dedicated web pages set out the Council’s priorities, income and proposed spending plans; and told people how they could have their say:



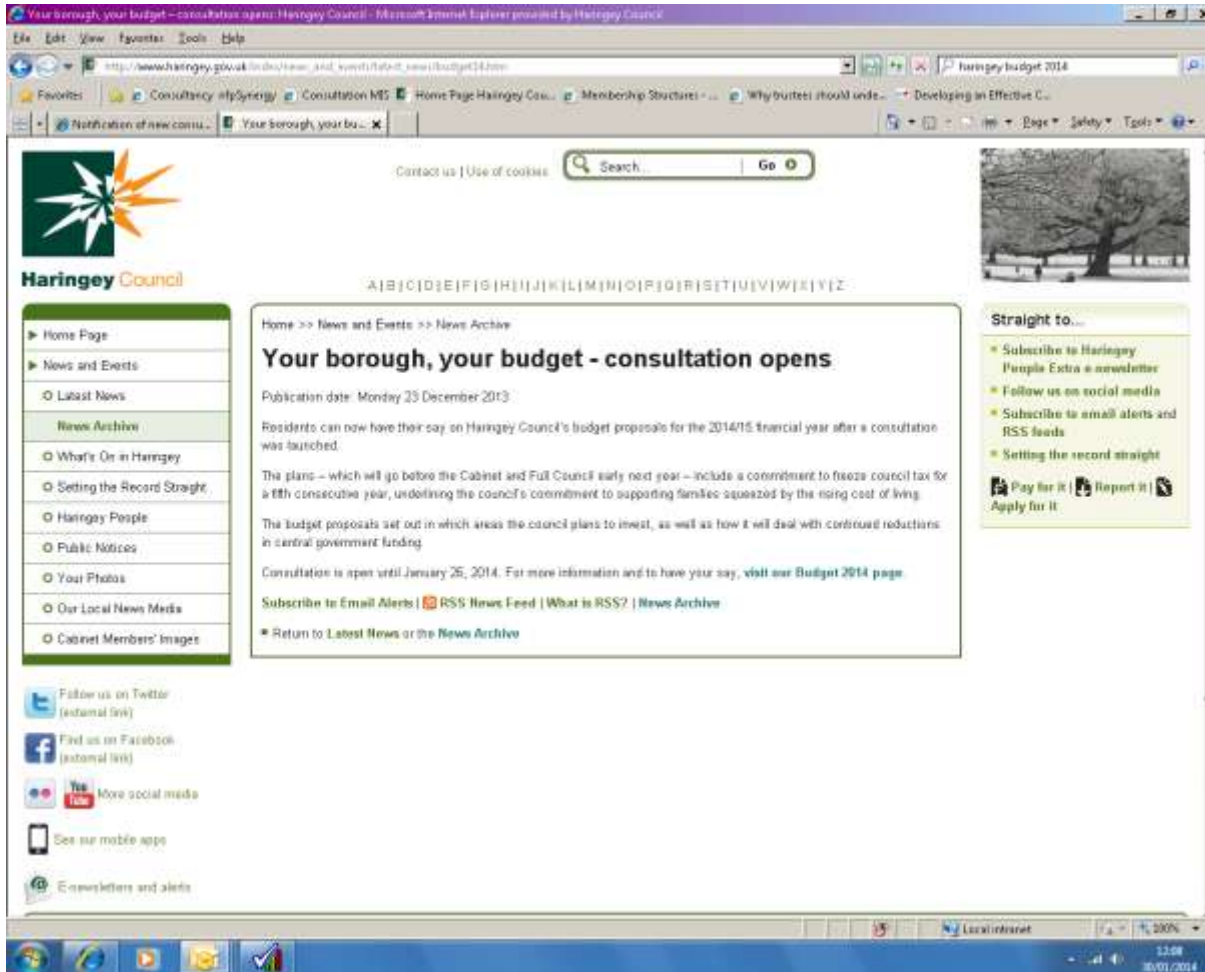






Press Release

A press release was issued on Monday 23 December and the consultation was highlighted on the Council's home page and 'Have Your Say' consultation web pages:



Press coverage

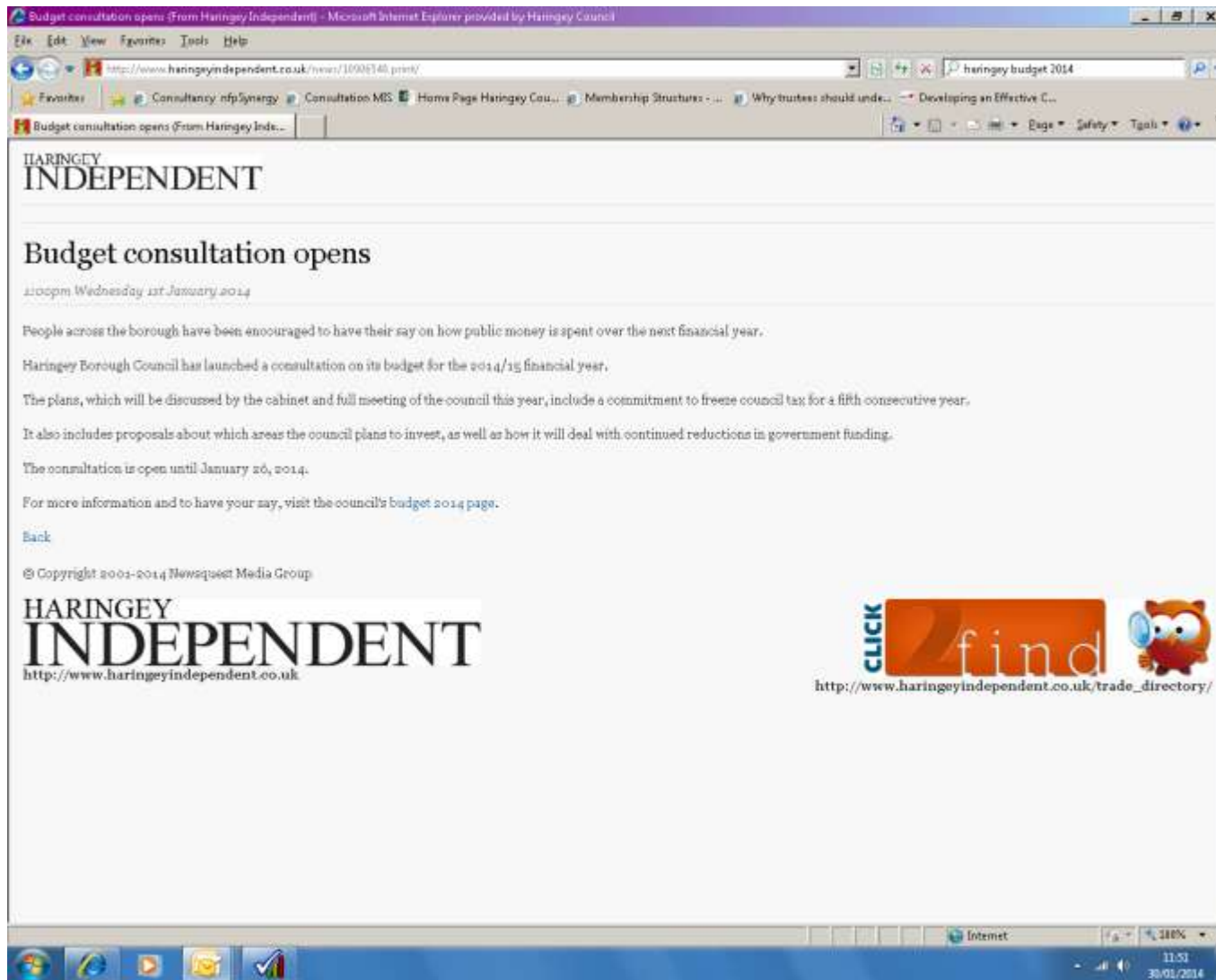
Haringey Independent alerted its online readers about the consultation on 1 January 2014:

The screenshot shows a web browser window displaying a news article on the Haringey Independent website. The article is titled "Consultation on Haringey Borough Council's budget opens" and is dated "1:00pm Wednesday 1st January 2014 in News". The main text of the article discusses the council's budget for the 2014/15 financial year, mentioning that people are encouraged to have their say on public money spending and that the council has committed to freezing council tax for a fifth consecutive year. It also notes proposals for investment areas and dealing with government funding cuts.

Below the main text, there is a photo of a group of people and a text box that reads: "The consultation is open until January 26, 2014. For more information and to have your say, visit the council's budget 2014 page." Below this is an "Open Event" box for the "Haringey Sixth Form Centre" on "5th February 5 to 7pm".

On the right side of the page, there is a weather widget for Haringey showing "4.5°C" and a "75% chance of rain". Below that is a "FEATURED JOBS" section listing various roles such as "Assistant Caretaker East of England" and "Nursery Nurse Greater London". At the bottom right, there is a "MOST READ" list with 19 items, including "Sherwood 'Spurs well beaten by this season's champions in City'" and "Hornsey Depot 'decision to ignore concerns is disgraceful'".

The browser's address bar shows the URL "http://www.haringeyindependent.co.uk/news/10994540/Budget_consultation_opens/". The taskbar at the bottom indicates the date and time as "11:52 30/01/2014".



Online questionnaire

An online questionnaire mirrored the structure of the online consultation and asked people 10 questions: one about **Our Priorities**; two about **Our Income** (including a question about Council Tax levels in 2014/15); three about **Our spending plans**; and four about **Transforming Services**. An additional six questions asked people about themselves.

Responses to the questions are set out below.

Your views about...

...Our priorities

Responses to Question 1

To what extent do you support our plans to...?

Of the options provided providing high quality education, safeguarding and support to families; and a strong local economy, high quality housing, excellent public services and confident communities received the strongest support (**83.1% of respondents supporting both**)

	<i>Strongly support</i>	<i>Support</i>	<i>Neither support nor do not support</i>	<i>Do not support</i>	<i>Strongly do not support</i>	<i>No response</i>
...provide high quality education, safeguarding and support to families	37 (56.9%)	17 (26.2%)	6 (9.2%)	1 (1.5%)	3 (4.6%)	1 (1.5%)
...deliver a strong local economy, high quality housing, excellent public service and confident communities	37 (56.9%)	17 (26.2%)	5 (7.7%)	2 (3.1%)	2 (3.1%)	2 (3%)

	<i>Strongly support</i>	<i>Support</i>	<i>Neither support nor do not support</i>	<i>Do not support</i>	<i>Strongly do not support</i>	<i>No response</i>
...deliver high quality web access and a more personalised service by empowering staff to resolve customer requests and increase customer satisfaction	22 (33.8%)	22 (33.8%)	13 (20.0%)	4 (6.2%)	3 (4.6%)	1 (1.5%)
...ensure that support functions effectively support the frontline	25 (38.5%)	25 (38.5%)	11 (16.9%)	1 (1.5%)	2 (3.1%)	1 (1.5%)

...Our income

Responses to Question 2

With less money to spend next year, what do you think we should be focusing our spending on?

Fifty-three (81.5%) of respondents told us where they think we should be focusing our spend:

Table 1: Spending focus area (alphabetical)

Issue	No. of comments	%
Arts and culture	1	0.99
Children and families	5	4.95
Community capacity	3	2.97
Council Tax	2	1.98
Crime and anti-social behaviour	7	6.93
Cutting waste, spending less and being more efficient	7	6.93
Cycling	1	0.99
Education	12	11.88
Environmental and sustainability issues	7	6.93
Employment	4	3.96
Health	6	5.94
Housing	13	12.87
Social care for vulnerable people	16	15.85
Street cleaning and rubbish collection	12	11.88
Support for services	1	0.99
Transport	1	0.99
Other comments	3	2.97
TOTAL	101	100

The areas most cited are highlighted in purple:

Table 2: Spending focus area (by number of responses)

Issue	No. of comments	%
Social care for vulnerable people	16	15.85
Housing	13	12.87
Education	12	11.88
Street cleaning and rubbish collection	12	11.88
Crime and anti-social behaviour	7	6.93
Cutting waste, spending less and being more efficient	7	6.93
Environmental and sustainability issues	7	6.93
Health	6	5.94
Children and families	5	4.95
Employment	4	3.96
Community capacity	3	2.97
Other comments	3	2.97
Council Tax	2	1.98
Arts and culture	1	0.99
Cycling	1	0.99
Support for services	1	0.99
Transport	1	0.99
TOTAL	101	100

All free-text comments received in response to this question are set out in appendix A.

Responses to Question 3

Which of the following statements best describes your view about council tax levels for 2014/15?

Out of Sixty-five respondents, when asked about council tax levels for 14/15, said that:

Preferred option	Level of support
They should stay the same	22 (33.84%)
They should be increased	19 (29.23%)
They should be reduced	19 (29.23%)
I don't know	3 (4.61%)

2 respondents (3.09%) did not answer the question.

Responses to Question 4

To what extent do you support our approach of identifying and reducing costs in the following ways?

The majority of respondents **(as shown in purple below)** support our approach of identifying and reducing costs:

	<i>Strongly support</i>	<i>Support</i>	<i>Neither support nor do not support</i>	<i>Do not support</i>	<i>Strongly do not support</i>	<i>No response</i>
Negotiate with council suppliers to achieve better value for money	44 (68%)	15 (23%)	3 (5%)	2 (3%)	0 (0%)	1 (1%)
Reduce management	28 (43%)	18 (28%)	11 (17%)	7 (11%)	0 (0%)	1 (1%)

Responses to Question 5 –

Are there any other ways you think we could reduce our costs?

Forty-seven (72.3%) of respondents suggest we could make savings in the following areas:

Table 3: Areas where costs could be reduced (alphabetically)

Issue	No. of comments	%
Built environment	1	1.39
Collaboration	5	6.94
Commissioning	2	2.78
Communication	6	8.33
Consultants	5	6.95
Council spending	20	27.78
Early intervention	1	1.39
Efficiency	11	15.27
Highways	1	1.39
Information and communication technologies (ICT)	1	1.39
Investment in the environment	1	1.39
Management	7	9.72
Parking	2	2.78
Property sale	2	2.78
Schools	3	4.16
Self-help	1	1.39
Street cleaning	1	1.39
Other comments	2	2.78
TOTAL	72	100

Of these, the most cited are shown in purple below:

Table 4: Areas where costs could be reduced (by number of responses)

Issue	No. of comments	%
Council spending	20	27.78
Efficiency	11	15.27
Management	7	9.72
Communication	6	8.33
Collaboration	5	6.95
Consultants	5	6.95
Schools	3	4.16
Commissioning	2	2.78
Property sale	2	2.78
Parking	2	2.78
Other comments	2	2.78
Built environment	1	1.39
Early intervention	1	1.39
Highways	1	1.39
Information and communication technologies (ICT)	1	1.39
Investment in the environment	1	1.39
Self-help	1	1.39
Street cleaning	1	1.39
TOTAL	72	100

All free-text comments received in response to this question are set out in appendix B.

Responses to Question 6

Please use the space below to make any other comments about our departmental spending plans

Twenty-five (38.5%) respondents made further comments about the following in relation to our departmental spending plans:

Table 5: Comments about departmental spending (alphabetically)

Issue	No. of comments	%
Children’s Services	1	3.85
Communications	2	7.69
Control spending	8	30.77
Council Tax	1	3.85
Housing	2	7.69
Outsourcing	3	11.53
Pay	1	3.85
Property Management	1	3.85
General Comments	7	26.92
TOTAL	26	100

Of these the most often cited are **shown in purple**:

Table 6: Comments about departmental spending (by number of responses)

Issue	No. of comments	%
Control spending	8	30.77
General Comments	7	26.92
Outsourcing	3	11.53
Communications	2	7.69
Housing	2	7.69
Children’s Services	1	3.85
Council Tax	1	3.85

Issue	No. of comments	%
Pay	1	3.85
Property Management	1	3.85
TOTAL	26	100

All free-text comments received in response to this question are set out in appendix C.

...Transforming services

Responses to Question 7

What services do you think most need improving?

Forty-nine (75.4%) respondents feel the following services most need improving:

Table 7: Services in most need of improvement (alphabetically)

Issue	No. of comments	%
Arts and culture	1	1.08
Children's Services	13	13.98
Customer Services	4	4.30
Environmental Services	20	21.51
Highways	7	7.53
Housing	14	15.05
Mental Health Services	2	2.15
Outsourcing	2	2.15
Parking	4	4.30
Planning	3	3.22
Policing and Community Safety	4	4.30
Social Care	7	7.53
Transport	1	1.08
Other comments	11	11.82
TOTAL	93	100

Of these, those **shown in purple** are most often cited:

Table 8: Services in most need of improvement (by number received)

Issue	No. of comments	%
Environmental Services	20	21.51
Housing	14	15.05
Children's Services	13	13.98
Other comments	11	11.82
Social Care	7	7.53
Highways	7	7.53
Customer Services	4	4.30
Parking	4	4.30
Policing and Community Safety	4	4.30
Planning	3	3.22
Mental Health Services	2	2.15
Outsourcing	2	2.15
Arts and culture	1	1.08
Transport	1	1.08
TOTAL	93	100

All free-text comments received in response to this question are set out in appendix D.

Responses to Question 8

Faced with a reducing budget every year, where do you think we should focus our spending in future years (beyond 2014/15)?

Forty-nine (75.4%) respondents answered this question.

Table 9: Future spending focus (alphabetically)

Issue	No. of comments	%
Arts and culture	1	1.35
Adult Social Care	9	12.16
Children and Young People	15	20.27
Communications	1	1.35
Corporate focus	15	20.27
Council Tax	2	2.70
Employment	3	4.05
Environmental Services	6	8.11
Families	3	4.05
Health Services	3	4.05
Housing	8	10.81
Tottenham Regeneration	1	1.35
Other comments	7	9.48
TOTAL	74	100

Of these, those **shown in purple** are most often cited:

Table 10: Future spending focus (by number)

Issue	No. of comments	%
Children and Young People	15	20.27
Corporate focus	15	20.27
Adult Social Care	9	12.16
Housing	8	10.81
Other comments	7	9.48
Environmental Services	6	8.11
Employment	3	4.05
Families	3	4.05
Health Services	3	4.05
Council Tax	2	2.70
Arts and culture	1	1.35
Communications	1	1.35
Tottenham Regeneration	1	1.35
TOTAL	74	100

All free-text comments received in response to this question are set out in appendix E.

Responses to Question 9

Which of the following services or initiatives are important to you whether the council has to provide them by law or not?

Safeguarding children and vulnerable adults, tackling crime and clean streets are services/initiatives people feel it is important that the Council provides:

	<i>Very important</i>	<i>Important</i>	<i>Neither important nor not important</i>	<i>Not important</i>	<i>Not at all important</i>	<i>No response</i>
School improvement	29 (44.6%)	19 (29.2%)	6 (9.2%)	4 (6.2%)	2 (3.1%)	5 (7.7%)
Supporting families	16 (24.6%)	25 (38.5%)	10 (15.4%)	8 (12.3%)	3 (4.6%)	3 (4.6%)
Safeguarding children and vulnerable adults	38 (58.5%)	16 (24.6%)	5 (7.7%)	1 (1.5%)	3 (4.6%)	2 (3.1%)
Tackling crime (inc. domestic violence)	34 (52.3%)	21 (32.3%)	4 (6.2%)	2 (3.1%)	1 (1.5%)	3 (4.6%)
Improving parks and open spaces	18 (27.7%)	31 (47.7%)	10 (15.4%)	3 (4.6%)	1 (1.5%)	2 (3.1%)
Clean streets	27 (41.5%)	28 (43.1%)	5 (7.7%)	1 (1.5%)	0 (0.0%)	4 (6.2%)
Improving health and life expectancy	22 (33.8%)	21 (32.3%)	11 (16.9%)	5 (7.7%)	3 (4.6%)	3 (4.6%)
Supporting those with long-term ill health and	31 (47.7%)	20 (30.8%)	7 (10.8%)	2 (3.1%)	2 (3.1%)	3 (4.6%)

	<i>Very important</i>	<i>Important</i>	<i>Neither important nor not important</i>	<i>Not important</i>	<i>Not at all important</i>	<i>No response</i>
disabilities (inc. mental health)						

Responses to Question 10

How important is it to you that the Council provides all services itself?

Sixty-four respondents answered this question; just over half (56%) say that it's important that the Council provides all services itself:

20 (31%)	Very important
16 (25%)	Important
10 (16%)	Neither important nor not important
10 (16%)	Not important
6 (9%)	Not at all important
2 (3%)	Don't know
64 (100%)	

About respondents

In answer to Question 12, Are you willing to answer a few questions about yourself? the majority (70.8%) said yes; 29.2% said no. Using the information provided, it is possible to see that of those that responded:

Sex:

18 (46%)	Male
21 (54%)	Female
39 (100%)	

Age:

1 (2.17%)	Under 20
5 (10.87%)	21-24
2 (4.35%)	25-29
20 (43.48%)	30-44
12 (26.09%)	45-59
3 (6.52%)	60-64
3 (6.52%)	65-74
0 (0.0%)	75-84
0 (0.0%)	85-89
0 (0.0%)	90+
46 (100%)	

Disability:

1 (2.2%)	Yes
45 (97.8%)	No
46 (100%)	

Ethnicity:

36 (83.72%)	White
1 (2.32%)	Mixed
1 (2.32%)	Asian or Asian British
4 (9.30%)	Black or Black British
1 (2.32%)	Chinese or any other ethnic group
43 (100%)	

Appendix A – Responses to Question 2

With less money to spend next year, what do you think we should be focusing our spending on?
Arts and Culture
Libraries
Children and families
Children
Children's services
Children and young people, including training and jobs help
Families and children
Children and families
Community Capacity
Haringey residents integrated into wider community (speaking English, commuting to central London for work and entertainment),
Develop a strategy for offering good quality volunteering opportunities for local unemployed residents which includes a clear pathway into further education or employment. For the long term unemployed there needs to be some psychological support available to support the scheme and in particular support for adults with learning difficulties. Volunteers who are properly supported could fill some of the gaps, but more crucially volunteering helps to build community capacity in the long term.
To encourage people to do more of voluntary activities by increasing points and rewarding by any other way. Make it compulsory who receives JSA and HB to participate in voluntary activities
Council Tax

With less money to spend next year, what do you think we should be focusing our spending on?

Council tax could be higher for people who can afford it, and lower for the lower bands

Council tax cuts

Crime and anti-social behaviour

Crime and anti social behaviour

Safety for all

Keeping the borough safe and clean

Enforcement of road law (illegal parking, driving with no consideration to road rules, ignoring bikes)

I think that it is important to ensure that public safety is always considered. I am a 19 year old girl who works in a pub and I live in Tottenham. Sometimes it takes a long time to get home at night.

Police, Law enforcement

Safety

Cutting waste, spending less and being more efficient

The council is still profligate, so the focus should be on cutting waste

Reducing wastage in council services

Spending should not be focussed anywhere, it should be reduced to necessary services only and savings passed onto taxpayers through council tax reductions.

Improving the council, making it more efficient

The council should make more use of its assets. Money is reducing, but the council has a lot of assets that are under leveraged

Track the benefit thieves and seize their assets found abroad by cooperating with overseas land registries

Not wasting money - Haringey wastes a lot of money

Cycling

Help for cycling

With less money to spend next year, what do you think we should be focusing our spending on?

Education

I think the spending should focus on education

Education

Education

Education

Education

education

Education

Support education

good schools

Schools, youth services

schools/education

I also think Haringey should focus on schools and services for young people

Environmental and sustainability issues

Caring for the environment and keeping it clean

Environment

Reducing the environmental impact of the borough

Enforcement (planning, licensing, etc).

clean streets and tackling the widespread problem of litter and dumped rubbish

Sustainable initiatives. If the government put more money into things like supporting parents using reusable nappies, this would lead to significant savings on waste.

Improving Haringey's image: nicer High Streets, high profile shops (rather than payday loans and bookies)

Employment

Employment initiatives

With less money to spend next year, what do you think we should be focusing our spending on?

Enterprise and small businesses

Investment in social enterprise and locally designed partnerships with young people for socially productive work

Focus spending on empowering residents to work; hence reduction on dependency of local authority funds.

Health

Health

Health

Mental health support

Residents with mental help need a lot of support, this means more activities that people with mental health can partake, and reduce the number of people with mental health being out on the streets walking around

Strong medical support for older people, this includes help with medication if necessary and realistic time to provide assistance - this includes washing, help with medication and help with hot meals

Health and education are imperative

Housing

4+ bedroom houses

4+ bedroom ,

Affordable housing

Housing

Housing

housing

Housing

Housing

Affordable homes (too much?)

I think Haringey should make affordable housing a priority too

Building new homes

Using survey of homes report ensure essential repairs are carried out/items replaced to save major works being carried out - then reducing spending costs

With less money to spend next year, what do you think we should be focusing our spending on?

Affordable Housing

Social care for vulnerable people

The vulnerable

Vulnerable people, this includes proper care and support in the home if this is the way the council is heading and more time for vulnerable people and support for their families

Support for the vulnerable, the disabled, creating more opportunities for the disadvantaged

People in need.

Social care for the vulnerable/disadvantaged

Social Services

Social services

Social care needs

Services for the elderly

Financial education/support for residents to help them manage their money better

More support for people in the borough who need social care and income support- e.g. people who are having to pay council tax for the first time and cannot reasonably afford it.

Support to meet the needs of Older people

Those in relative poverty

Vulnerable adults

social programmes

the vulnerable; the poor, the elderly, the young and the sick and disabled

Street cleaning and rubbish collection

Roads and rubbish collections

Refuse

Refuse collection

Rubbish collection

With less money to spend next year, what do you think we should be focusing our spending on?

More street cleaning and revert back to weekly refuse collections

Cleaner streets

Street cleaning and public spaces. I think litter and poorly maintained spaces have a psychological affect on residents

street lighting and cleaning

I would like to see more money spent improving the quality of the high-street by encouraging diversity and removing business which prey on the poor such as betting and pawn shops.

Doing things right first time. Clearly there are many functions that the council has to perform. I would like to see a focus on the physical environment, keeping it clean, safe and well maintained.

Keeping roads & pavements in good condition

Efficient bin collections

Support for services

...ensure that support functions effectively support the frontline

Transport

Transport

Other comments

just basic functions

Focus should be the same for the next year

decent fire brigade

Appendix B – Responses to Question 5

Are there any other ways you think we could reduce our costs?
Built environment
Fix pavements, fix roads, fix housing, and fix the planning system in the borough. Get the focus onto the physical where there are jobs for workers who are not in front of a screen.
Collaboration
Combine overhead costs and supplier contracts with other neighbouring boroughs to achieve economies of scale
Learn from and work with other London Boroughs
Work with partner organisations such as health, social care and local businesses
Shared services with other organisations
Better coordination amongst supply companies when repairing/improving their networks on the street.
Commissioning
Bring some services that are contracted in house. Might cost more up front initially but will be much cheaper in the long run.
More use of Public Services[Social Value]Act 2012 to get contract contributions from firms to economic, environment and social benefit of borough
Communication
Radically slim the propagandist "Haringey People" magazine; slim the budget for Communications
Stop printing Haringey People
Stop paying for interpreters - residents of the UK should be expected to speak English
Spend less on marketing

Are there any other ways you think we could reduce our costs?

Concentrate on providing information online instead of printed literature

Get rid of Haringey People magazine

Consultants

Less money on consultants

Spend less on consultants

Stop hiring so many consultants, reduce salaries for council employees

Reduce the use of consultants and develop the skills needed internally

Look at how to cut expensive management costs and less use of consultants

Council spending

Stop needlessly wasting money (i.e. moving departments from offices to offices)

Stop the practice of spending remaining budgets on pointless activities at the end of the financial year

Allowing budgets to carry forwards from year to year rather than have departments engage in 'protective spending' up to the levels of allocated budgets as a way of ensuring they get the same amount in future years.

Stop providing services to any residents who aren't paying their fair share of council tax, e.g. bin collections, access to social workers, etc.

Reduce counsellor's expenses

Less spending on the east of the borough.

Provide MORE accountability in your CURRENT SPENDING and focus on providing the Council's core service and then explore other expenditure pathways

Be more effective in pursuing those who do not pay their council tax, rent or parking fines

Less social workers

Less council buildings

Increase housing rents

Abandon safer communities projects

Stop producing paperwork

Your greatest area of spend (£92.1 million) is in Adults and Housing... and yet you propose to cut that budget by just £3m.... surely you should be looking at more measures to bring that area of spend down. I'm sure there are many ways to do that, but here's one idea... how about cutting the amount of money

Are there any other ways you think we could reduce our costs?

you waste on repair work to social housing? I know of a number of cases where Haringey Council paid to put new kitchens into social homes, where the existing kitchens were in perfectly good condition. And I am sure that if I did an FOI requests on the figures, the total amount wasted on that across the board would be staggering. Those of us who own our own homes only put in new kitchens when we can afford to do so.

Delay working on less important projects – e.g. .some pavement was recently replaced near where I live, but it was in a reasonable state beforehand and could have waited at least a year or 2 before it needed replacing

Reduce wages of anyone on over £60k a year.

Concentrate on essential services

Cut support of grants/subsidies to societies and groups

Cut pension entitlements for management (not the poor street-sweepers etc)

Christmas lights

Early intervention

Focus on early intervention at all levels including comprehensive advice services

Efficiency

Revisit and update policies and procedures in order to make them more efficient.

Make fewer mistakes in order to not need to pay out compensation and good will.

Rent out office space

Better resources allocation

Efficiency

Earlier intervention Self service

Housing repairs, using good quality products that will give long term benefits not cheap products that need to be replaced in a short term

Ensuring schools/colleges charge pupils for computer damage, as replacement repairs are quite high

Cut the bureaucracy

Carry out a business process redesign programme to ensure that the processes are up to date, streamlined, etc

The problem is that I would want the council to support the London living Wage. A 'better value for money' approach is unlikely to achieve this. we need to be sure that our suppliers and contractors share our values

Are there any other ways you think we could reduce our costs?

Highways

Don't waste money on fiddling with the layout of Turnpike Lane/Wood Green High St junction. This is cosmetic and not essential.

Information communications technology (ICT)

Too many roles now seem to be screen focussed - people do e mails and think that that is work! Too much faith in IT which is a mouth that can never be satisfied

Investment in the environment

Investment in environmental projects that will deliver long term savings, e.g. energy efficiency, minimising resources needed for recurrent activities etc

Management

You could start by paying your chief exec less money... I read that Nick Walkley gets £250,000. That combined with the salaries your director of children's services and chief financial officer take home means you're paying around £650,000 to just three members of senior management - which cannot be justified! And don't give me the argument that you need to pay that amount of money to get the best people. In Birmingham - which is the largest local authority in Europe - they have reduced the chief exec's pay to £180,000... which is still too high, but begs the question how Haringey... which caters to significantly fewer residents, can justify the levels of council taxpayers cash it pays to senior staff!! And don't give me the London cost of living argument, because most of the people paying council tax in the London Borough of Haringey will never earn that kind of cash. (Also I am disappointed that I had to get those salary figures from the local press, because I couldn't find them on your website despite searching... they should be readily available for people to view)

You pay too much, money to managers and other staff but no control of quality of their job. Their should be more control and supervision over staff and make a monthly achievement threshold for each staff to make them to work more efficiently and be more accountable

De-layer the top-heavy management; reduce salaries of the most-overpaid 5%

Reducing excessive management might be good- no point having too much management and not enough people below management to carry out the actual work- however, reducing back office capacity would be

Managing staff performance more effectively so that those staff struggling to fulfil their roles effectively are supported to do so where that is possible or

Are there any other ways you think we could reduce our costs?

removed where that is not possible

Too many roles now seem to be screen focussed - people do e mails and think that that is work!

In addition I read that Haringey has spent £3.7 million on bonuses for the repair workers who carry out social housing repairs. You shouldn't be paying bonuses to any of your staff, considering how cash strapped you are. The majority of those of us who pay council tax aren't getting bonuses from our employers

Parking

Remove the CCTV cars which are on the streets. They cost of running is surely prohibitively high vs. the income they generate for the council. They are unnecessary and provide no clear benefit to members of the community.

Another cost saving idea for you - you could scrap the silly plans to turn Haringey into a 20mph zone... which I understand is costing you £3.2 million - no wonder Haringey is overspent when it keeps coming up with money wasting plans

Property sale

Sell-off the Wood Green council chamber site; sell off the under-used Bernie Grant Centre

I agree with reducing the number of buildings the council owns and care homes for the elderly, but be realistic, if this means increasing the capacity in other care homes to reduce the number of buildings but do not close residential homes and care homes with the view less and less people need them

Schools

Reduce the high rate of wages paid out to under performing primary schools head teachers.

Monitor schools expenses to ensure that due processes are followed in relation to tendering and contracts.

Also ensure there is not excessive use of consultants; continual use of consultants is wasteful and indicator of inexperience of the head. Note that some people may have personal interest in contracts.

Self-help

reduce rent, and where appropriate, especially in small blocks or small housing estates, get residents to tidy their block of flats instead of using caretakers,

Are there any other ways you think we could reduce our costs?

then caretakers may only tidy up bin areas etc

Street cleaning

You have an army of street sweepers out from dawn till dusk, surely there can be some reductions here

Other comments

Everything is getting more expensive, our wages do not go up though, so no not really

Close Haringey Council down. i.e. abolish it

Appendix C – Responses to Question 6

Please use the space below to make any other comments about our departmental spending plans	
Children's Services	
Children & Young People's Service should be protected from further cuts. Haringey has greatly improved and any cuts could damage further improvements	
Communications	
Send less paper based mail and news. Spend less on translation services as people within Haringey should speak and read English!	
Too much money wasted to printing and other publicity. Council always uses high quality paper which is waste of money	
Control spending	
I think the council needs to use its resources in a better way. There is plenty of waste which can not continue. It is easy to blame the Government. The reality is that council tax is one of the highest in London.	
Need to demonstrate clearly the extent of reductions to back office	
Reduce reliance on external contractors and do more 'in-house'. Outsourcing is too often a false economy resulting in worse services, worse staff conditions, Less flexibility to make changes to services/plans in the future and excessive private sector profit margins; not to mention the costs involved in the tendering process.	
More control on staff allowances like expenditure for work like petrol etc. it should be cut	
Cut down on bureaucracy and the amount of paper which is wasted.	
important to focus on increasing efficiency rather than cut important services (e.g. health and education)	
Stop giving money to immigrants and low life wasters	
Councils must face the same commercial rigour as other parts of the economy. Sad, but true!	
Council Tax	

Please use the space below to make any other comments about our departmental spending plans

I support an increase in council tax ONLY IF it is done in a progressive manor, i.e. no increases for the very lowest bands, a moderate increase for the middle bands and a larger increase for the highest bands.

Housing

MY BLOCK OF FLATS NEED ITS WINDOWS DONE SO MUCH, ALL THE OTHER FLATS ON THE ESTATE HAVE BEEN DONE, NOT OURS

Make more 4+ bedroom housing

Outsourcing

I think the council can outsource 80% of the service

The reality is that the government is not going to give local authorities any more money - whoever wins the next election. And council tax payers should not be expected to fill that gap. So local authorities like yourselves need to do less... and that means cutting non-essential services, ... things like replacing kitchens in social housing and other repairs unless they are really needed (Adults and Housing dept), less park maintenance, and stop wasting money on changing speed limits and sticking road humps all over the place (as you currently spend £44.2m on you Place and Sustainability budget)

We do not get good value for money from Veolia

Pay

Another key thing is not wasting money on paying senior managers over inflated salaries which would bring down you Central Departments spend.

Property management

You have to sell property... i.e. community buildings... Birmingham's doing that and it's harsh, but they are looking at changing how the community services are delivered so that they aren't spending so much on the big old buildings they've traditionally been housed in. (I presume this would affect the Children and young people, and Adults departments)

General comments

Please use the space below to make any other comments about our departmental spending plans

Each department should provide breakdown of their spending and demonstrate how current spending contributes to the Council's service delivery

Why the biggest departments have the smallest reduction in spend? Adults and Housing, Children and Young People's Service. The spending plan should be spread out every year, so that a certain amount of money is spent or achieve in each housing estate sector.

there could be more intelligent and outward-looking means of working with volunteers such as Good Neighbour schemes, professionally supported, where the 'boundary' between Council functions and the valuable skills of local people is less, and partnership means more

In addition, you make this consultation extremely difficult for people to comment on properly. I've had to search online to find out more about what you are actually proposing and the questions in this survey have been broad and wishy washy... you should be open and clear about which services you are intending to cut, rather than just giving a department wide figure.

Your spending plan is good, but note that an unhealthy and unemployed society increases expenses

Haringey residents/businesses ought to be given support to build a stronger economy. Aim to employ your residents.

I thin we should be thinking of other ways of raising money

Appendix D – Responses to Question 7

What services do you think most need improving?
Arts and culture
libraries
Children's Services
Safeguarding very young children the publicity around inadequate care and protection of young children damages the overall reputation of the council locally and nationally, preventing the council moving on.
Children services (including education) Enforcement
Education
Children's services
Too many youth related services particularly around family intervention doing the same or similar roles, despite the funds put into these services there has not been an improvement in the behaviour of youth within the borough.
Lack of places for young people to go during the evening so they congregate on the estate and cause nuisance which affects the everyday lives of residents creating fear.
Some primary schools
Youth services
Children's
Allow more volunteering in child care like helping short-stay free care for children of tired mums in order to let them and then swap to take turns for other mums. Few hours a week to have stress free and away from children would help a lot mums with small kids or help do shopping for elderly or befriending volunteers.
Children's services
Education services: Autonomy given to under performing primary schools heads needs to be monitored. A head teacher that continually uses consultants

What services do you think most need improving?

and has high staff turn over needs to be monitored. Also being always at work Mon - Sundays indicates inexperience and presentism

youth services

Customer Services

Customer services

Customer service centres - officer rude and no knowledgeable as those at the call centre

The 'in person' customer contact centre in Wood Green is abysmal. Might as well scrap it as they are not giving a very good customer experience

The Phone and web customer service

Environmental Services

Rubbish collection

Rubbish collection

Refuse collections

Rubbish collections

Removal of street rubbish and clean up of areas with frequent tipping

1 - Refuse collection - it should be every week

Reduce number of waste collectors by encouraging people to sweep in front of their houses and fine if not put in correct bin

Veolia never put my bins back where they found them

Street cleaning

Street Cleaning

Street cleaning / parks

street cleansing

General maintenance of the environment

Maybe not improving but maintained - refuse collection and street cleaning Haringey does not collect works rubble, this is a service that could generate revenue, not all households have transport to take rubble to their nearest site like the one in Tottenham Hale

Services that support keeping the borough clean and safe (so street cleaning and policing)

Enforcement

What services do you think most need improving?

Rubbish collection

Street cleaning.

Rubbish collection. Once every other week for non-recyclable waste in Summer is insane

Road and street cleaning especially animal poo on foot paths

Highways

More planned maintenance for roads

Road maintenance

Street scene services in East Hariney should be improved to bring investment and reduce high levels of unemployment and anti social behaviour.

roads, pavements, street cleaning and maintenance

lighting

2 - Street lighting - where I live the lights are too dim, which is a security risk when you walk home late at night

Maintenance of pavements and roads

Housing

Housing

Housing

Housing

Adults' and Housing

Continue to improve housing and ensuring that homes are kept in a decent state of repair

Decent Homes standards

Housing maintenance

Finishing windows on estates started. We are the only block left where I live and there was a break in there last week.

Children and youth services need more help to help families. Old people need to be looked after also

Homes for Haringey needs improving, the service currently provided is poor, there is a generalisation that because you live in social housing you do not work - staff need to change this attitude when they are dealing with residents.

The service provided overall by Homes for Haringey staff needs a serious review , this includes how they answer complaints, if at all.

What services do you think most need improving?

Safer homes with fire alarm

Provision of affordable housing

Social housing, and lack thereof

Improving council housing stock.ie: double glazed windows, electrics, decorating

Mental Health Services

Mental health services

but I imagine that mental health needs prioritising as it often gets 'lost'

Outsourcing

I think the council can outsource 80% of the service

The reality is that the government is not going to give local authorities any more money - whoever wins the next election. And council tax payers should not be expected to fill that gap. So local authorities like yourselves need to do less... and that means cutting non-essential services, ... things like replacing kitchens in social housing and other repairs unless they are really needed (Adults and Housing dept), less park maintenance, and stop wasting money on changing speed limits and sticking road humps all over the place (as you currently spend £44.2m on you Place and Sustainability budget)

Parking

Parking - give resident option to purchase permits at local shops housing benefits - backlog

Local parking facilities in order to gain access to shops and services

3 - Cheaper controlled parking zones - the price for parking outside your home should be reduced to £25. When the council first brought it in it was £25... and I remember at the time that your argument was that it would reduce the number of people parking near busy shopping areas, which was fair enough. But now there are different zones all over the place, and the zones in which you can park have been reduced in size ... yet the price you pay has escalated beyond recognition. You can be paying over £100 for a permit... it's outrageous and it has clearly become nothing more than a money making scheme for the council.

Less parking inspectors would be a good thing

What services do you think most need improving?

Planning

Planning - I and many other people I have talked with have had bad experiences dealing with planning officers.

Planning

Planning, because it impacts most on me

Policing and community safety

Policing - never see a police officer on the beat, better joined up working between the council and the police tailoring patrols to where there is a need.

Tackling crime

Services that support keeping the borough clean and safe (so street cleaning and policing)

Effective policing

Social care

Support for older people

Social services

Social care

Better homes for the chronically sick/elderly

Social care is far too dependent on how the large provider firms choose to operate [poor amount of time with vulnerable people, zero hour's contracts.

Adult services

Services for elderly people

Transport

I am keen for night time transport to be improved.

Other comments

What services do you think most need improving?

Not a big user of council services so not sure

Start on small projects where the majority of the borough benefit before embarking on plans to benefit minority interests

Not sure about commenting on services I do not know about but I think housing should be a real priority

Leisure for young people

A contribution in Council tax should be made by all, not only by people in paid employment. It is good that council tax will be frozen again.

Jobs for local people.

Training for local people

Issue less gambling licenses .The whole of Haringey is full of bookies. It is an insult and disgrace to have too much casinos and bookies in such deprived and poor area. How did council allow it to issue so many?

Generally more open-ness to local involvement in design and monitoring of services

Not sure as I use very few services

Everything

Appendix E – Responses to Question 8

Faced with a reducing budget every year, where do you think we should focus our spending in future years (beyond 2014/15)?

Arts and culture

Libraries

Adult Social Care

Providing centres for the elderly

Social care for the vulnerable/disadvantaged

If support was provided to older people at a time when it is required rather than at crisis point, less people would need to be admitted to residential care

Social services

Any services that affect vulnerable people - older people

Adult services

Residents homes especially chronically sick/elderly

Social Services - services for people with disabilities/mental health issues, elderly people, children and families in need

Again, safety and social programmes

Services for Children and Young People

Children & the elderly There are not enough services for the young or the old Some housing really needs updating too

As I said, education and enforcement.

Faced with a reducing budget every year, where do you think we should focus our spending in future years (beyond 2014/15)?

Children's services, anyone who is disadvantaged and sustainable /environmental issues.

Education

Protection of very young children

possible for outsources services

Education

Education. Children.

Children

Children

education

Schools

Youth services

Schools/education

Children's services

Communications

On all services bar mail shots and translation for people who do not have a basic level of English

Corporate focus

All areas should be cut back to essentials only. Combine with other boroughs to reduce overheads and increase economies of scale.

Consider spending some money in areas other than Tottenham

Clearly fulfilling statutory requirements takes the vast bulk of any expenditure. Where there is any discretionary spend I would like this devolved to meet local priorities

On local socio-economic changes

Support businesses

Core services

Improving the look of Haringey as a place to live as well as drive by

Providing residents with good infrastructure and allowing the third sector to provide some support to clients

Faced with a reducing budget every year, where do you think we should focus our spending in future years (beyond 2014/15)?

Early intervention to reduce costs later down the line

Sell services and deliver teaching and more business incentives to encourage people to come off benefits and help them have their own business

Invest in Green New Deal type initiatives, and involve the many skills and experiences of local people, of all ages, in creating municipal partnerships and co-operative firms to carry out work too often farmed out to corporate entities with no base or commitment to Haringey

Pilot some local budgeting for unfunded plans where a commitment to raise as well as manage resource for initiatives in the area can be a joint responsibility of Council function and accountable local group

Generally focus on the essential services (cleaning, health, education, policing, housing), but not starting new projects, or spending money on superficial, or less urgent improvements (e.g. Haringey People, street art like the statues in Finsbury Park station, new pavements when the existing ones aren't broken etc)

Only on what is essential... Councils can't and shouldn't be doing everything. Essential is : 1 - refuse collection - because that's what I pay my council tax for 2 - street lighting/cleaning - because it reduces crime and anti-social behaviour 3 - protecting vulnerable children... which is an area where Haringey has failed worst than most, so that means recruiting and retaining good social workers and paying them what they are worth (rather than paying your senior managers wages that are over the odds) 4 - vulnerable pensioners and disabled people - giving them the assistance they need from care workers (again good care workers who are paid what they are worth and who are vetted so that they are giving the right quality of care to people).. Also Haringey should providing these vulnerable people with events where they can socialise with other elderly people so that they don't get lonely

Cutting council waste

Council Tax

I think the council Tax should have been increased this year so I agree you need to put up council tax rather than cut services. I think residents would understand the need for a small increase. I think with all the government cuts over recent years not to increase council tax is very foolish. Residents are more concerned about savage cuts to services.

I think we should think of trying to increase revenue. With a rapid turnover of housing, the Land Valuation agency should be informed each time a planning application is executed which might increase the value of a house possibly moving it into another council Tax Band.

Employment

interview/cv skills, access to courses/training, assistance with looking for jobs, etc

Employment and Education

clean streets and encouraging a higher percentage of working households

Faced with a reducing budget every year, where do you think we should focus our spending in future years (beyond 2014/15)?

Environmental services

Caring for the environment keeping the streets free of dog mess, litter and rubbish Reducing anti social behaviour and street crime
 reducing the environmental impact of the borough
 Protecting and caring
 for green space (ensuring it is not used for housing development)
 street cleansing/dealing with street litter/refuse collections
 recycling, additional bins for shoes, electrical appliances etc.
 parks more tree planting
 clean streets and encouraging a higher percentage of working households

Families

Families
 Children and their families
 Families on low wages (this does not include giving more to households that live solely on benefits)

Health services

Educating people on good health and ways to live a healthy life especially if people are living longer
 People with long-term health concerns
 Health

Housing

Housing
 Housing
 Housing

Faced with a reducing budget every year, where do you think we should focus our spending in future years (beyond 2014/15)?

Housing

housing

Housing and building new homes

affordable housing

Affordable housing Assistance for local people to enable them to have better job prospects

Tottenham Regeneration

Focus spending on the Tottenham regeneration scheme

Other comments

answered above

Don't know

Safety for residents

Statutory requirements

On people, not yourselves

Cut policy think-tanks and such like!

I think you should also look at your exemption for charities. Some might be justifiable but some, for instance for wealthy public schools who don't contribute to the community, are not.