

# Appendix I: Q&A at public meetings

23 November 2011

7-9pm Haringey Professional Development Centre

Question	Answer
<b>Growing local jobs</b>	
Can the empty buildings on the Broadwater Farm Estate be redeveloped to create small workshops for start-ups?	The Council is in the process of reviewing business start-up requirements across the borough. We already have a number of empty units that have proved hard to let and the review will examine whether more or an improved offer is necessary.
<b>Improving outcomes for young people and forging new relationships with schools</b>	
Why are you not providing the support young people need – cutting funding on projects but still expecting them to deliver the same outcomes? Bruce Grove, for example, has been closed.	<p>Bruce Grove Youth Centre has not closed; it does, however, have reduced opening times. Young people met with the Council during last year’s budget consultation to express their concerns which included their desire that Bruce Grove continue. In order to retain some services for young people the Council decided to withdraw funding from some initiatives such as ‘Exposure’ magazine – which, as a ‘flagship’ project. The Council hoped it would attract funding and it has. The Council remains aware of the challenges faced in providing services to young people especially tackling the issue that young people often don’t want to attend centres in areas other than where they live. We are currently consulting young people and service providers on a draft Young People’s Strategy for 2012-14 to meet these challenges and respond to the needs of young people in the borough.</p> <p>We also decided to lower the age of our youth offer to younger people (aged 13) to support those on the edge of the criminal justice system.</p>
How can the Noel Park Children’s Centre Manager realistically be responsible for	The Manager of Noel Park Children’s Centre is responsible for Noel Park CC and Woodside CC where we have agreed to deliver the full children’s centre provision across the two sites. The

Question	Answer
managing 5 centres to the same standard?	manager is not responsible for five centres.
Will you look again at the youth centres and drop-in centres?	No. The Council is currently consulting on its Strategy for Young People but will not reverse decisions made in the previous financial year.
Will the Council revisit its decision to cut funding to the Youth Service? Can the Council use the regeneration money it will get to do this?	No. The Council is currently consulting on its Strategy for Young People but will not reverse decisions made in the previous financial year. The Council cannot use the money for the regeneration of Tottenham to do this, even if it wished to. The funds for the regeneration of Tottenham are designed to ensure a wider range of issues are addressed and to avoid recent events happening again.
Why has the Council not done anything to deal with the level of teenage pregnancies in the borough which continues to distort the housing waiting list?	<p>Teenage pregnancy rates in Haringey have fallen by more than a quarter, as a result of targeted action by Haringey Council, NHS Haringey and other partners.</p> <p>Figures for 2008 show that teenage pregnancy rates in Haringey fell by 25.8 per cent between 2007 and 2008. This compares to a national fall of four per cent. In 2007, 248 young women between 15 and 17 became pregnant, but this reduced to 184 young women by 2008. This means that for every 1,000 girls in the borough, 52.4 became pregnant – fractionally below the inner London average of 52.5 per 1,000.</p> <p>Working with NHS Haringey, Haringey Council has made a number of improvements to help reduce levels of teenage pregnancy. This includes:</p> <ul style="list-style-type: none"> <li>■ Identifying young women in high risk groups and giving targeted support</li> <li>■ Giving sex and relationships training to staff working with young people</li> <li>■ Improving access to sexual health services and contraception for young people</li> <li>■ Improving communication and information to young people, particularly through the Haringey Youth Space website</li> <li>■ Supporting and providing to information for parents</li> <li>■ Appointing Haringey Council's first dedicated Teenage Pregnancy Coordinator</li> </ul>

General comments about the Councils finances

Question	Answer
What's the main risk facing our borough's finances?	A major source of uncertainty and risk are the implications of the government's proposals to change the funding arrangements of local government from April 2013. The Council has severe reservations regarding the 'localisation' of Business Rates; and is opposed to the localisation of Council Tax Benefit arrangements. In addition, demand for the Council's services will rise over in the medium term, at a time of continuing funding reductions and economic austerity. It is therefore essential the Council regularly reviews its key assumptions, maintains and improves financial discipline and control, focuses on its priorities and strives to improve further the value for money it secures from its reducing resources. The Council will continue to lobby the government to recognise the inequity of the current arrangements and to modify its proposals accordingly to give Haringey a better deal.
Is the Council employing consultants? Is the Council using Price Waterhouse Cooper for any projects?	Some consultants are being used by the Council but only where the level of expertise, experience and capacity cannot be provided by the existing staff and they are also only utilised on short term projects where they offer good value for money. .Price Waterhouse Coopers are being used for project work related to the development of the Council's housing strategy.
The Council ought to be 'prudent' in managing its finances.	Agreed. The Council is being prudent. The Council regularly reviews its assumptions on funding and spending needs, and strives to focus it resources on its priorities. The Council's budget includes prudent levels of reserves and contingencies, complemented by a rigorous monitoring process that checks progress against out budget plans and ensures any necessary corrective action is taken.
What happened to the money the Council had with the Icelandic banks? Why can't this money be used to avoid cuts to services?	Following a court ruling in Iceland, the Council expects to recover most of the cash deposited with the Icelandic banks. The Council has been working on the assumption this would be the case, so recovery of the cash does not represent additional spending power.
Why did the Chestnuts Park Childrens' Centre close after having a £35m facelift?	We have never had a children's centre in Chestnuts Park.
Why was a lot of money spent on the primary school in Black Boy Lane only for it to be demolished?	The only school in Black Boy Lane is Chestnuts Primary which was expanded and refurbished. The only part of the school site which was demolished was the caretaker's house.
<b>Lobby the Government for more funds</b>	

Question	Answer
<p>Why haven't you told central Government that the level of cuts we've suffered aren't viable?</p>	<p>The Council continues to robustly lobby central Government about the effects of its policies to ensure that the needs of Haringey are recognised. The Council has taken the decision to stop providing some services, which it was no longer viable to provide, in order to allocate resources to services that protect the most vulnerable. The largest reductions on the council's budget have been in the back office in order to protect front line services as far as possible. However, the scale of government funding reductions is unprecedented, and so the Council will not be able to provide the range of services it would otherwise be able to do.</p>
<p>Do you write to the Secretary of State to protest against the cuts? Why don't you publish your letters to him for us to see?</p>	<p>The Council does write to the Secretary of State about the effects of Government policy on the Borough.</p>
<p><b>Closure of adult services</b></p>	
<p>Why has the Council closed drop-in centres and care homes?</p>	<p>We very much regret that we have been forced to take these decisions as a result of unprecedented cuts imposed by central government on the Council's budget. This decision has never been about the quality of the service or the professionalism of the staff there. We know these services are valued.</p> <p>All those in the residential care homes will or have been involved in a review of their social care and health needs and a personal support plan drawn up with them, ahead of any closure, in order to find the alternative most suitable to their needs. They will eventually move to live in an equivalent care home of their choice.</p> <p>As for Abyssinia Court, Willoughby Road, Woodside House and The Irish Centre, these drop-ins, following consultation, have been closed. However, Woodside House and Abyssinia Court are continuing as independent constituted groups. We have helped and guided them to a point where they are able to do so, in partnership with Age UK. The Council will be giving each group a small amount of "seed corn" funding for the next two years, to allow them to gain confidence and apply for external grant funding.</p>

Question	Answer
<p>What will happen to people currently in the Council's residential homes?</p>	<p>We would also like to reiterate that vulnerable adults assessed as needing a service will continue to receive such a service which the Council will buy for them. Haringey Adult Services has strong commissioning practice and we only buy residential care beds that offer the highest quality of care; in early 2011, the Care Quality Commission judged Haringey's commissioning practice, in terms of the quality of residential care for adults, to be the best in London and we have performed in the top quartile nationally for the quality of residential care that we commission for the last two years. There is no planned 'shift' from this robust approach to the quality of care that Haringey commissions.</p> <p>Everyone will be offered an alternative and appropriate placement both in terms of meeting care needs and geographical location (for example where an older person prefers to live in another area to be closer to family). No one will be left without a home and we want to make this very clear. This will moreover be handled in a careful, humane and sensitive manner with plenty of time to consider an appropriate placement - thereby minimising distress and disruption to a person's care.</p>
<p><b>Other comments</b></p>	
<p>Why aren't councillors volunteers; instead of asking us to be?</p>	<p>Councillor allowances and expenses is governed by the Local Authorities (Members' Allowances) (England) Regulations 2003. It is not within the Council's powers to withhold payment to councillors under the agreed remuneration scheme. The level of councillor allowances in Haringey is comparable to other boroughs. Councillors' allowances were also reviewed as part of the Governance Review and the total amount was reduced by 10 per cent (£125k) following a reduction in the number of Special Responsibility allowances for members.</p>
<p>Why, when you wanted to involve Friends of Parks you don't want to listen to what they say?</p>	<p>The engagement and involvement of local residents, through the Borough's 'Friends of Parks' network, has been a cornerstone of the Council's approach to raising the standard of open space in the Borough over the last 10 years. This is reflected in the millions of pounds secured and invested in our Parks and the 'Green Flag' external recognition achieved, for example, the development of play facilities at Muswell Hill playing fields, the development of carbon neutral Environmental Centre in Lordship Recreation Ground and the introduction of park based standards. Clearly, the recent significant cut in government grant has required significant</p>

Question	Answer
	<p>reductions in local spending, including the savings on Parks' expenditure.</p> <p>However, the Council and 'Friends' groups remain engaged in discussing and exploring alternative funding and working arrangements. We have held 2 'summit' meetings with 'Friends' groups in March and November 2011, which were well attended, had constructive debate, and has informed our 'action plan' going forward. The immediate future will be difficult, but the solid foundation of local involvement and commitment will be central to meeting that challenge.</p>
Will you scrap Haringey People?	<p>Independent research consistently highlights that Haringey People is a preferred source of information about the council and its services. Given the popularity of the magazine and the very fact we want to be even handed in information provision, it would not be acceptable to a council that takes its duties to inform seriously to stop producing the magazine. We would also make the point that government cuts and the impact they have on services means that more than ever people need to be kept up-to-date with news about those services.</p>

24 November 2011

7-9pm Highgate Primary School

Question	Answer
<p><b>Growing local jobs</b></p>	
<p>As a director of a small company recycling phones and cartridges I'm interested in your plans to grow jobs; particularly green jobs that support vulnerable people like ex-prisoners.</p>	<p>The Haringey Carbon Commission will be investigating this during 2012 and the Council is developing a Green Deal Programme to support building retrofit and associated job creation – also during 2012. There is also a new “Green Business Sector Network” in place for North London which is supporting this enterprise sector. Please contact the 40:20 Environmental Resource Team in Planning to discuss this matter.</p> <p>The Council has invested in and supported a number of specialist employment initiatives that work with vulnerable people. For example:</p> <ul style="list-style-type: none"> <li>• The HARRP Trust, based in Tottenham Hale, provides specialist employment and mentoring</li> </ul>

Question	Answer
	<p>support for ex-offenders</p> <ul style="list-style-type: none"> <li>The RISE project, based in Northumberland Park, provides support to people with a substance misuse history</li> </ul> <p>Our plans to grow jobs, including green jobs, will be keenly focused on our continued efforts to support the most vulnerable members of our community.</p>
<p><b>Cultivating a culture of excellence</b></p>	
<p>How seriously are you looking at IT in order to save money?</p>	<p>The Council is looking at how it uses IT, especially where it can deliver the excellent customer service it wants to create. Starting from a base of 4,500 staff, back-office efficiencies and budget cuts have resulted in the loss of 700 posts this year. Some of these were vacant posts which we had run with for some time; some people were made redundant. We anticipate a further 300 posts to be lost over the next two years. However, the introduction of IT systems and online services must not disenfranchise vulnerable people who need to access our services face-to-face or in other ways.</p>
<p><b>General comments about the Councils finances</b></p>	
<p>Some savings appear woolly; will they ever be realised?</p>	<p>To manage a £41m reduction in the Council's budget in a single year has been an immense challenge for all services; and the Council is committed to making the further savings proposed in order to set a legal budget. Once budgets have been set money will be removed from individual directorate and departmental budgets and the Council will rigorously monitor progress in delivering the savings and take corrective action if necessary. At the present time, the Council is forecasting that the full £41m will be delivered by the end of the current financial year.</p>
<p>What impact will the Council's budget have on Council Tax? What would you spend any increase on?</p>	<p>The Cabinet has proposed no increase in Council Tax for 2012-13. The Council will make the final decision at its meeting on 28<sup>th</sup> February.</p>
<p>What does Alexandra Palace cost the Council?</p>	<p>The Council currently funds the deficit of the Alexandra Park and Palace Charitable Trust of £2.102 million (2011-12 budget).</p>

Question	Answer
<b>Parks and open spaces</b>	
<p>What affects will the recent cuts have on parks? I'm concerned about this.</p>	<p>The reductions in spend present a challenge on 3 fronts:</p> <ul style="list-style-type: none"> <li>• Maintenance of horticultural and hygiene standards.</li> <li>• Maintenance of parks infrastructure, equipment and buildings.</li> <li>• Staff presence and supervision of parks.</li> </ul> <p>In response the Council has/is already:</p> <ul style="list-style-type: none"> <li>• Reorganised its Parks' Operations into 6 more mobile zonal teams, based on volume/distribution of parks and open space in the borough.</li> <li>• Overhauled hygiene/cleaning schedules and frequencies and added back £65K to support the activity.</li> <li>• Continue to work with 'Friends' groups and external partners, e.g. Groundwork to identify and secure external funding, e.g. Ducketts Common, Finsbury Gardens and Coldfall Woods.</li> <li>• Reviewing and developing volunteering opportunities, again in conjunction with 'Friends' and partners, e.g. British Trust for Conservation Volunteers.</li> </ul> <p>Encouraging and progressing appropriate leasing of parks' based buildings, to complement the Service offer, e.g. Bruce Castle Pavilion/Tennis Courts.</p>

25 November 2011

3.30 to 5.30 pm Northumberland Park Neighbourhood Resource Centre

Question	Answer
<b>Growing local jobs</b>	
<p>What are you doing to support business start-ups in Tottenham; high rates and</p>	<p>The Council operates the Technopark to provide a wide range of sizes of serviced office and business units with flexible terms to encourage new enterprises to establish themselves before</p>



Question	Answer
<p>rents – especially Council ones – are stopping people from starting up new businesses.</p>	<p>taking on longer term lease commitments. The rent and service charges are designed to be competitive and the Council does review these in the market. Currently the Council is working with GLA to establish an enterprise and employment hub where support for new businesses will be available at 639 High Road, Tottenham which was occupied by Council services prior to being damaged as a result of the riots.</p> <p>In addition, there is fair/low rent accommodation in Tottenham and support for start up advice and support is available from the Business Link web site, from Banks and from the Haringey Business Board.</p>
<p>Reinvigorate our regeneration priorities</p>	
<p>Why hasn't the Council considered what the community want for Wards Corner? Grainger want to create a development for upmarket people that will attract upmarket shops from the West End that local people will not be able to use. Why are the Council giving money to Grainger?</p>	<p>The Council has considered what the community want. Both the current Plan for Haringey and the planning brief for the site were subject to public consultation. This produced a proposal for a mixed use redevelopment. Grainger were then properly and formally selected to be the Council's development partner. The development agreement included the provision for an amount of Council funding into the scheme. A planning application process was also followed through. The Grainger scheme proposes to bring forward a new market, new homes and a new public square and access to the underground - and some 5-12 new shops to complement West Green Centre that has over 100 independent shops and no multiples</p>
<p>Why has the Fitness Club and the Police Kiosk closed? And why is the Post Office not returning? The pub in Church Lane has been boarded up.</p>	<p>Following close co-operation and working between the Council, Post Office Counters and the Post Office franchisee, the Post Office reopened at 476 High Road on 11<sup>th</sup> January.</p> <p>Fitness First was damaged in the August riots. We understand that it will be returning to the High Road in due course. Decisions on the Police kiosk and the pub in church lane are for the Police and the pub owners.</p>
<p>Why has the Council deserted Tottenham?</p>	<p>Council services continue to have a presence in Tottenham at Apex House. 639 High Road (home to the Council's Planning and Building Control Services) and 476 High Road (home to the Youth Offending Service) were closed following the summer's riots having suffered extensive damage. However the Council had already planned to move services from Tottenham High Road to its Wood Green buildings as part of the office rationalisation project aimed at realising financial</p>

Question	Answer
	<p>efficiencies and reduction in the Council's expenditure. The Council is looking at all its assets in Tottenham, as part of the ongoing consultation around the areas regeneration, to identify how these can be used in future.</p> <p>We are currently having discussions with the GLA about developing 639 High Road into an Enterprise and Employment Hub that will provide a range of services and opportunities for local people as well as high quality business space to support jobs and enterprise growth in the area. It will retain a civic element and is likely to be operational from Autumn 2012.</p>
<p>Are Spurs being difficult about the redevelopment of the football site because English Heritage has altered their original plans for the site? What do Spurs want?</p>	<p>The Spurs redevelopment scheme faces a number of challenges in terms of viability, especially in the current challenging financial and property market conditions. The Council is keen to support the Club as much as it can to contribute to the overall regeneration of Tottenham and Haringey as a whole. Discussions are ongoing with the Club to see how the scheme can be more viable. A report was presented to the Council's Cabinet and the Planning Sub-Committee in February relating to this.</p>
<p>Are Sainsbury's going to move?</p>	<p>This is a matter for Sainsbury and the Council is not in a position to comment .</p>
<p>How can the Council encourage artists in the West of the borough to collaborate with artists in Tottenham and help create space for both to exhibit their work to showcase the best of Haringey?</p>	<p>Haringey Council has six exhibition spaces situated across the Borough – at Alexandra Park, Stroud Green and Hornsey Library in the West and at St Ann's, Wood Green and Marcus Garvey in the east. All spaces are open for submission by Haringey artists from either side of the Borough to exhibit their work</p> <p>We have hubs of creative activity on both sides of the Borough taking place throughout the year – such as the Tottenham Carnival and Crouch End Open Studios. These events are perfect opportunities to encourage artists to work on collaborative projects; the results of which could be exhibited in one of Haringey's libraries.</p>
<p><b>Tackling the housing challenges</b></p>	
<p>It's OK to want more housing in Tottenham, but where are the services to support them going to come from, such a nursery provision? There are far too many betting shops, pawn brokers and</p>	<p>The Council at its Cabinet meeting in December 2012 set out proposed plans and policies to prevent/reduce clustering of uses where these could harm the variety and vibrancy of town centres, and has recently carried out a survey of Tottenham to support this. These policies will be developed over the next year.</p>

Question	Answer
hairdressers	There are services to support housing. Obviously community infrastructure is produced/improved at a different rate to homes. In the back of the Council's Draft Local Development Framework (on the web site), there is a draft plan for supporting community infrastructure over the next 15 years. The LDF anticipates the number of new homes that will be developed in Tottenham over time and takes account of the infrastructure requirements that will be required to support that development.
A lot of student accommodation is planned at Tottenham Hale? How many homes will there be for other residents?	Hale Village is a mix of 14 buildings located adjacent to Tottenham Hale tube station. The development is a mixed use site including 1,211 student accommodation units, 542 affordable (rented and shared ownership) flats and, when built, around 545 open market flats. Those flats range in size from 1 -5 bedroom units so there is a broad mix of homes on the site for residents.
<b>Other comments</b>	
Can you do something about the cigarette bins recently removed from the High Road; the result has seen an increase in cigarette butts on the floor.	We have installed cigarette bins in high profile areas and these areas also receive regular sweeping throughout the day. We have not removed any cigarette-butt bins and would consider additional bins if other problem areas were identified. These cost the same as a full size litter bin. The provision of additional bins is part of the new waste and street cleaning contract with Veolia and so they could be provided at no additional cost to the Council.
Will you talk to Tottenham traders about your plans?	Yes. Since the riots last August we have met regularly with Tottenham traders to get their views on the future regeneration of Tottenham. This relationship has been very positive and in partnership with local traders we developed the successful I Love Tottenham campaign to support businesses in Tottenham. We have also appointed a Town Centre manager for Tottenham who is ensuring that businesses' views are feeding into the development of our regeneration plans for Tottenham.

29 November 2011

7-9pm Tottenham Green Leisure Centre

Question	Answer
<b>Consultation</b>	
Why did the Council arrange two	We acknowledge that better coordination would have avoided this. However, by the time

Question	Answer
meetings in Tottenham on the same evening?	consultation ended on 20 January 2012, 9 public meetings had been held across the Borough. These were open to anyone to attend; especially where people were unable to attend one in their local area. Alternatively people could have found out about the Council's areas for action and budget proposals online, or at their local library, and comment on them using the consultation questionnaire, e-mail and/or letter.
Will the Council really change anything following consultation? My comments were not included in the final report.	<p>This consultation asked people to tell the Council what they thought of its areas for action and budget proposals. The Council's Cabinet received an interim consultation report in December and a final report in February before consideration of final proposals by Full Council. Where final decisions result in changes to services this may result in further specific consultation.</p> <p>Last year the Council listened to comments received from users, carers and their advocates and amended proposed changes to adult social care and to Children's Centres following consultation.</p> <p>The Council received 739 completed questionnaires and 10 e-mails up to (and including) 17 December 2010 that included 1042 ideas and comments. An additional 121 questionnaire responses and 201 comments and ideas were received after 17 December. All responses were included in the final consultation report.</p>
Do the five areas for action replace the Council's previous themes (e.g. A Greener Haringey)?	No. The areas of action (with the exception of creating a culture of excellence) form part of the Council's vision of creating a Thriving Haringey. The Council believes that by focusing on these areas it can create the conditions necessary for achieving its other aspirations – to create a cleaner, safer, healthier Haringey that delivers high quality, effective services.
Why has the Council failed to deliver on its existing priorities?	<p>The Council's vision is to be a council that we are all proud of. To realise this vision, it has a number of strategic priorities and publishes an Annual Report to give residents a picture of how it has performed against these priorities over the past year. The report also contains information about how well the Council is managing its finances. A range of strategies and policies have been developed in order to make progress and deliver the Councils strategic priorities. Performance against these is regularly reviewed.</p> <p>The Council end of year report 2010-11 shows that we have made good progress in: adult social</p>

Question	Answer
	<p>care, parks and green spaces, recycling, libraries, safeguarding and looked after children, educational attainment, community safety, council tax collection, the time taken to process new benefit claims and staff sickness. In addition our partnership work resulted in Haringey receiving the highest performance reward grant in London for 2007-10.</p> <p>The economic situation and recent policy changes have had an effect on the number of residents who are out of work, and impacted on the severe shortage of affordable private rented accommodation locally, reducing the Council's ability to prevent homelessness. Improvements are underway to increase the stability of placements of looked after children.</p>
Does the Council know that 100% of every penny it spends is well spent?	The Annual Audit Letter for 2009-10, compiled by the Council's appointed external auditors Grant Thornton following an audit of the Council's accounts, concluded that the Council had made proper arrangements to secure economy, efficiency and effectiveness in its use of resources for the year ending 31 March 2010.
<b>Growing local jobs</b>	
Where will the Council be getting the money from to fund the proposed £2m apprenticeship scheme?	<p>The percentage of working age claimants seeking Job Seekers Allowance (JSA) in Haringey has increased from 6.0% (June 2010) to 6.6% (June 2011). Tottenham has 6,550 people claiming JSA - 8.3% of the working age population in Haringey and the joint highest rate in London.</p> <p>To address the unemployment issue in the Borough the Cabinet has proposed £2m of new money to be used in 2012-13 on a range of initiatives to improve the situation. Details will be announced shortly assuming the Council approves that funding at its meeting on 28<sup>th</sup> February.</p>
What jobs will there be for these apprentices to go into at the end of their apprenticeships?	The Council views apprenticeships as jobs with skills, training and qualifications built in – employment with structured on the job training. A new proposed employment/ apprenticeships scheme is being developed that will run for two years during which time the Council hopes that the economy will have improved and work on other areas of action will have created opportunities that apprentices can realise. Further the new employment programme will grow local jobs that will last a minimum of 12 months with skills development built in and this will improve employability and access to ongoing sustained employment.
Why has the Council got rid of people	The Council had a revenue budget in 2011-12 of some £285m made up of the formula grant,

Question	Answer
doing worthwhile jobs in order to create private jobs? We want publicly run, publicly funded services.	council tax and fees and charges. The Council can also use 'one off' grants to fund specific projects and/ or sell off assets. The Council must set a legal budget and its decisions have sought to protect services for vulnerable people. In some cases, the governments spending plans have accelerated changes that were already underway, for example in the area of personalisation of adult social care and the outsourcing of leisure and cemetery and crematoria services. If the Council failed to set a legal budget it could be taken over and run by a team appointed by the Secretary of State for Communities and Local Government.
Why can the private sector do things cheaper? Don't they rely on paying low wages? How will that help the poorest people in Haringey?	The Council will do all that it can, using its procurement and commissioning processes, to secure services that offer value for money whilst maintaining both the terms and conditions of employees and the quality of services it purchases.
How will the Council protect workers made redundant or transferred to private or social enterprise companies; to ensure they do not suffer poorer terms and conditions (i.e. that they earn the living wage)?	The Council's procurement and commissioning processes require companies working for the Council (including providing services on its behalf) to ensure legal requirements relating to equalities, health and safety, and employment issues are met as part of its contractual obligations to the Council. Also the Council has a policy to improving the well-being of all who live and work in Haringey. In pursuit of these aims, the Council seeks to encourage its contractors to pay their workers no less than the London Living Wage.
Why are you relying on workfare, community payback and volunteers to deliver the parks service?	The Council is not relying on these schemes. Whilst recognising we have had to implement difficult decisions and spending reductions, the Council still provides a viable core Parks' Service and maintenance of open space in the borough. The Council has, and will continue, to work with partner agencies in tackling challenges, such as worklessness, community safety and health inequalities, and where appropriate, will develop programmes that enhance and add value to the maintenance of our local environment.
<b>Reinvigorate our regeneration priorities</b>	
How will the Council ensure new developments have the necessary infrastructure to support sustainable communities? Ferry Lane Estate, for example, has too few medical services	There are services to support housing. Sometimes community infrastructure is produced/improved at a different rate to homes. In the back of the Council's Draft Local Development Framework (on the web site), there is a draft plan for supporting community infrastructure over the next 15 years.

Question	Answer
<p>and schools to support the local population; the same will also be true of the Hornsey Depot/Campsbourne Estate if it's not to end like Broadwater Farm in Tottenham.</p>	
<p>Why create retail developments that attract multi-national and international companies that displace local small to medium enterprises? We need sustainable communities.</p>	<p>There needs to be a balance of local and multiple retail facilities in town centres to offer variety, competition and investment. This balance in Tottenham High Rd and West Green Rd/Seven Sisters is significantly skewed to local independents</p>
<p>Why did the Council leave Tottenham High Road following the riots? This has resulted in many businesses suffering as a result of the lost trade generated by Council employees.</p>	<p>Council services continue to have a presence in Tottenham at Apex House. 639 High Road (home to the Council's Planning and Building Control Services) and 476 High Road (home to the Youth Offending Service) were closed following the summer's riots having suffered extensive damage. However the Council had already planned to move services from Tottenham High Road to its Wood Green buildings as part of the office rationalisation project aimed at realising financial efficiencies and reduction in the Council's expenditure. The Council is looking at all its assets in Tottenham, as part of the ongoing consultation around the areas regeneration, to identify how these can be used in future.</p> <p>We are currently having discussions with the GLA about developing 639 High Road into an Enterprise and Employment Hub that will provide a range of services and opportunities for local people as well as high quality business space to support jobs and enterprise growth in the area. It will retain a civic element and is likely to be operational from Autumn 2012.</p>
<p>Will the Council return to Tottenham High Road or will the buildings remain empty for years?</p>	<p>The Council will consider what presence is required in Tottenham to meet the needs of local residents and businesses. These are currently being collected through consultation on a master plan for Tottenham and an assessment of Council assets.</p> <p>639 High Road (home to the Council's Planning and Building Control Services) and 476 High Road (home to the Youth Offending Service) were closed following the summer's riots having suffered extensive damage. However, the Council had always planned to move the Youth Offending Service and Planning and Building Control Services to Wood Green as part of its 'smarter working'</p>

Question	Answer
	<p>programme; to consolidate staff following the budget cuts. The Council is looking at all its assets in Tottenham, as part of the ongoing consultation around the areas regeneration, to identify how best these can be used in future.</p> <p>We are currently having discussions with the GLA to develop 639 High Road into an Enterprise, Employment and Community Centre that will provide a range of services and opportunities for local people as well as high quality business space to support jobs and enterprise growth in the area.</p>
<p>Why is there only interest in the East of the borough when it suffers a crisis; when there's trouble?</p>	<p>We have been focusing our efforts on the east of the borough for several years including: the Haringey Guarantee, the Decent Homes programme and Future Jobs Fund.</p>
<p>Why has the Council given Tottenham Hotspurs £200k since April?</p>	<p>The Council has paid £152k to Tottenham Hotspurs since April 2011. This is almost entirely related to payments from Childrens' and Leisure Services for activities and programmes provided by Spurs.</p>
<p>Christmas tree lights for Tottenham are not a priority. Who paid for them and how much did they cost?</p>	<p>The Christmas tree lights, turned on by rap artist Chipmunk, were part of the Council's programme of support to the people of Tottenham which started with the creation of the Community Assistance Centre. The Christmas lights (including the lights down the length of the High Road and at Tottenham Green) cost £23,172 and were paid for by the Council. The lights formed part of the 'I love Tottenham' campaign which residents and traders themselves wanted to lift the area. The Council wanted to do everything possible to support the boroughs local high streets in this way and work alongside traders to make sure that Haringey's shopping streets were some of the best looking in London over the Christmas period. It was particularly important to support traders in Tottenham after so many of them had such a difficult summer.</p>
<p>How will the Council encourage investment in Tottenham?</p>	<p>The Council and the Mayor of London have announced a £41m investment package for Tottenham that will be used to leverage in further substantial private sector investment to the area and start to deliver the first phase of sustainable social, economic and physical regeneration in Tottenham. Reports will be presented to the Council's Cabinet in due course detailing this.</p>
<p><b>Tackling the housing challenges</b></p>	



Question	Answer
<p>Haringey's population is so transient. How does the Council intend to create a sense of community by making housing more affordable?</p>	<p>The Council's vision for Haringey is to deliver "a place for diverse communities that people are proud to belong to". In Haringey's 2010 Place Survey, 26% of residents considered affordable decent homes to be the most important thing in making somewhere a good place to live, and 17% thought it is the thing that most needs improving in the local area. The Council's Housing Strategy aims to meet housing need through mixed communities which provide opportunities for residents (the right balance of homes, adequate housing supply, making the most of existing housing, strengthening links between housing and other services). Housing investment and its location is therefore critical to tackling Haringey's problems of deprivation, especially where deprivation is concentrated in certain parts of the borough.</p>
<p>How will the Council create the kind of mixed communities described?</p>	<p>Housing provision and tenure patterns in Haringey closely mirror the wider social and economic east/west polarisation of the borough. The level of owner occupation in the west is significantly higher than in the east, and the proportion and number of social rented homes in the west is significantly lower than in the east. Such an imbalance in tenure mix can have a detrimental effect on the sustainability of local communities. The Council is working to build more balanced communities and reduce the east/west polarisation. Central to Haringey's plans for transformation are the need to overcome the physical severance between east and west by comprehensively regenerating Tottenham and the surrounding areas whilst strengthening the heart of the borough between Alexandra Palace, Wood Green and Hornsey. In recognition of the different patterns of need for private and affordable housing, Haringey's planning policies require different balances of smaller and family sized homes according to the tenure. This transformation will be driven largely by delivery of major strategic projects around Tottenham in the east and Haringey Heartlands in the centre. Major regeneration schemes will provide sustainable mixed communities through a balance of tenures and have a positive impact on land values. On a wider scale, the Council will also seek to use its planning powers to further redress the socio economic imbalance by promoting the development of affordable housing in the west of the borough while seeking to provide more market housing in the east. The Council recognises the importance of continuing to deliver more affordable homes in response to continued housing market pressure, and will maintain a clear commitment towards tackling the lack of affordable housing in the west of the borough in order to create more mixed communities.</p>
<p>Will the Council build social housing?</p>	<p>In 2012-13, significant changes will be made to the funding arrangements for council housing and these new freedoms and flexibilities are expected to make more capital resources available for</p>

Question	Answer
	housing. Later this year, the Council will be producing a 30 year business plan that will set out how these resources should be used, taking into account the level of investment needed to maintain and improve existing properties and, of course, the opportunities for building new council homes in Haringey. It is an aspiration that the Council will build some social housing.
Why is the Council allowing development of private 1-2 bedroom flats in Cornwall Road and West Green Road when we need more social housing for families?	There is a significant demand and need for small accommodation in the Borough and across London in all tenure and household types. There is need, but of a lower order for family accommodation in affordable categories. Most housing in the Borough is larger family housing.
Why are you using temporary accommodation as a long term way to house people; paying private landlords a lot of money to do so that's not sustainable?	At present, the Council has just under 3,000 homeless households living in temporary accommodation. Although this is 43% less than what it was three years ago and the Council has managed to negotiate favourable rents with housing suppliers, the amount of money that Haringey can claim towards the cost of providing temporary accommodation does not cover the whole cost of procuring and managing the accommodation. The reason that homeless households spend such a long time in temporary housing is the severe shortage of permanent council and housing association homes in Haringey. For example, homeless households requiring a one-bedroom home will spend around 3 years in temporary accommodation before they are offered a permanent home; families requiring a two-bedroom home will spend between 6 and 7 years in temporary accommodation. It is important to remember that the word 'temporary' does not relate to the amount of time that a homeless household resides in a particular property; it simply reflects the fact that the accommodation is being provided, on an interim basis, pending the offer of a suitable council or housing association home. Indeed, a resident could in fact remain in the same 'temporary' accommodation for 6 or 7 years. Tackling the housing challenges is one of the Council's areas for action. With such a high demand for affordable rented housing, tackling and preventing homelessness will always remain a priority. Unfortunately, the Government's welfare reforms are likely to result in a sharp increase in the number of homeless families living in temporary accommodation.
<b>Improving outcomes for young people and forging new relationships with schools</b>	
Despite having a dedicated Head of Youth Engagement and Participation,	Youth workers were working in Tottenham in August 2011. Young people were supported by youth workers to participate in the peaceful vigil the week after the riots and we worked with a

Question	Answer
why were youth workers not on the streets of Tottenham in the way they were in other areas after the summer's rioting?	<p>number of young people who needed a trusted adult to talk with. In particular, a member of staff was outside Bruce Grove on the evening of 6 August 2011 ensuring that young people were safe and urging them not to be involved in the violence that was taking place around them.</p> <p>It should also be noted that Haringey provided support services for the whole community quicker than any other affected area.</p>
Why is the Council proposing to axe the social work training scheme?	<p>In terms of Adult Social Care we have the required number of qualified social workers and approved 'specially' trained social workers that work with people who have complex mental health issues. As 37% of our adult users of social care now receive their care through a personal budget, we require a different kind of trained support worker to assist people to purchase their care and monitor and review their care needs alongside them. We still have the required number of qualified social workers and occupational therapists who work with individuals who have particularly 'complex' issues or safeguarding needs. The social work trainee scheme made a significant contribution to Children and Families achieving a position in which there are sufficient numbers of qualified social workers to fill vacancies across all service areas. However, over the two years we have been able to attract high calibre newly qualified social workers from outside the scheme without incurring the costs involved</p>
Why is the educational psychology budget being cut?	<p>The reduction in public funding is well known and Children's Services attempted to make the cuts with the least damaging impact.</p>
<b>Cultivating a culture of excellence</b>	
<p>It the Council's new website a priority? How much did it cost?</p>	<p>The Council's existing website has been given a new look and feel; this is much cheaper than purchasing a new website. It cost £8,820. The council took the decision to upgrade and refresh it's website in response to people's concerns about accessibility and usability. The design also ensures the site is accessible on mobile devices. Residents have tested the new website and the feedback received is overwhelming positive. This was the best value for money and is part of creating a culture of excellence.</p>
<p>Why did you create a phone app for libraries – this can't be a priority?</p>	<p>The Councils Library mobile phone app is the first in London to be fully integrated with the borough's library catalogue. Available for iPhone, Android and Blackberry handsets, the app will</p>

Question	Answer
	<p>allow people to search, reserve, borrow and renew items on the move – and it’s all free. The app cost £5,150 to develop, including the first year’s running costs and it is another way in which the Council is focusing on delivering excellent customer service to residents and people who use the borough’s libraries.</p> <p>It particularly appeals to younger users and it’s another way of engaging with them. This is a normal form of communication and access and it keeps library services relevant and accessible to customers. It is a priority to keep library services relevant.</p>
<p>Why did the Council close customer service centres if its wants to create excellent customer service; surely impact assessments warned the Council about the impact the cuts would make?</p>	<p>The closures did have an impact on queue times from June to August 2011. However, following resident feedback and actions to improve this, from September there has been significant and consistent reductions in queue times. This has been helped by services such as Parking who offer on-line solutions to some of the services.</p>
<p><b>Council staff</b></p>	
<p>Why does the Council employ more senior managers now, despite having contracted as a result of the cuts? Why has rethinking Haringey not been delivered?</p>	<p>We have reduced the number of managers in greater proportion to the reduction in non-managerial staff (22% less managers and 19% less staff). The ratio of managers to staff has also changed from 1:7 to 1:8. In Rethinking Haringey we set out to achieve a typical span of control of 8 staff for each manager and this has been achieved.</p> <p>It is also important to understand that Managers play a vital role in the strategic planning and monitoring of service delivery as well as the day to management of them and many managers are professional staff undertaking vital delivery roles in addition to managing other staff.</p>
<p>Why does the Council employ over 200 staff earning over £50k?</p>	<p>Nearly all these staff are managers but they are also professionals working in fields requiring professional skills and expertise in legal, finance, planning, IT, social work, teaching etc. The council pays appropriately and in proportion to other London councils and other public sector and private sector providers. As outlined in the answer above the council has reduced the number of managers in greater proportion to the reduction in non-managerial staff (22% less managers and 19% less staff). The ratio of managers to staff has also changed from 1:7 to 1:8.</p>
<p>Why were there no cuts to people</p>	<p>This is not true. There have been reductions of at least 4 people earning over 50k in the last 12</p>

Question	Answer
earning above £50k in the Chief Executives Service?	months but the new directorate numbers have increased overall because of the centralisation of HR, policy and communications staff from other directorates across the council.
Why are you employing consultants that earn over £600 per day – more than an Assistant Director – and have no line management responsibility?	We only use consultants where the level of expertise, experience and capacity cannot be provided by the existing staff and they are also only utilised on short term projects where they offer good value for money.
Is it right that the cost of one consultant could have kept a day centre open?	It must be remembered that staff and other resources associated with the implementation of the closures are for a finite period of time whereas the savings from closing the homes and centres are year-on-year from the date of their closure and so no, ‘the cost of one consultant’ would not have kept a day centre open given the unprecedented level of cuts to the Council’s budget.
Why did the Council employ a new Director of Place and Sustainability AND a head of Tottenham Regeneration?	<p>Haringey Council appointed a new Director of Place and Sustainability in July 2011 to lead the development of significant new ways of working in the following areas:</p> <ul style="list-style-type: none"> <li>• culture services – including libraries, museums, culture, adult learning</li> <li>• recreation services – including parks and sports and leisure centres</li> <li>• single frontline – including neighbourhoods, enforcement, antisocial behaviour and traffic management</li> <li>• planning, regeneration and economy</li> <li>• property services</li> <li>• capital programmes</li> </ul> <p>The post of Director has a broad range of responsibilities. The regeneration of Tottenham is a priority for the Council, and it was considered that a dedicated post Project Director was required to lead the Tottenham Regeneration Programme (and connected projects) to deliver major improvements to Tottenham. The role, jointly funded by the Council and the Mayor of London, will deliver a fresh vision, aims and outcomes for the area. Following the disturbances last summer the Project Director will oversee a raft of improvements designed to make Tottenham better than ever, working closely alongside local businesses, the community and investors to create a united vision for the regeneration of Tottenham.</p>
Is it right that the ten top Council managers get as much in total as the	The top ten Council managers earn in total approx £1.3m, whilst the entire Parks budget is approx £1.9m so this is not true.

Question	Answer
entire parks budget? Why does the Council need a Head of Youth Service when there is no service?!	The previous Youth Service and Connexions Service have been amalgamated into a new Service "Youth, Community and Participation". The work undertaken by this Service encompasses youth work and provision of information, advice and guidance as well as having a role in encouraging participatory practices with partner agencies. There is a consultation process currently taking place on the draft strategy "Services for Young People in Haringey". When the final strategy is produced, this will further determine the role of the Youth, Community and Participation Service.
Will you publish equality impact assessment information on the grades of jobs the Council has cut?	This information is published in the Council's Employment Profile report June 2011 which can be found on the council website.
<b>Other comments</b>	
Why has the Council not used its reserves to stop or mitigate the effects of the cuts?	The scale of reductions in funding from the government represents a huge challenge to the Council. Our financial reserves are held to mitigate against the risk of not achieving the necessary spending reductions in the required timescale and reserves can only be spent once – and so are not available to pay for ongoing expenditure.
Why are officers misleading members by writing misleading and inaccurate reports?	Officers do not write misleading reports but on occasions people can misinterpret the facts and issues that are being presented.
Why can't we see the budget figures before and after for services.	The reports to the Cabinet and Council do set out the detail of changes in services' budgets from 2011-12 to our planned spending each year to 2014-15.

5 December 2011

7-9pm St Mary's CE School

Question	Answer
<b>Growing local jobs</b>	
Is there European Development funding	£1.5m of European Social Funding has been allocated to a tri-borough employment programme in

Question	Answer
available to relieve the unemployment pressure in Tottenham?	2012-14.
<b>Reinvigorate our regeneration priorities</b>	
What money are you getting from the Mayor of London and will it help your financial position?	<p>The Council and the Mayor of London have announced a £41m investment package for Tottenham that will be used to leverage in further substantial private sector investment to the area and start to deliver the first phase of sustainable social, economic and physical regeneration in Tottenham. Reports will be presented to the Council’s Cabinet in due course detailing.this.</p> <p>This investment will be for an agreed set of actions within Tottenham and does not change the Council’s general financial position.</p>
What other benefits from large regeneration developments do you get in addition to Section 106?	<p>Regeneration projects bring:</p> <ul style="list-style-type: none"> <li>■ investment and economic development confidence in the local and wider area for local residents and businesses</li> <li>■ new homes</li> <li>■ new business and commercial space and new /retained jobs</li> <li>■ improved public realm, roads, transport and open space investment</li> <li>■ in some cases, schemes include new community facilities</li> </ul>
Why don’t you use the tariff you have for large planning developments?	<p>The tariff is used. Town Planning also requires viability to be taken into account. If on fair and reasonable benchmark measures the scheme cannot be developed because planning policy of planning obligations are too onerous, these issues should be negotiated to allow the scheme to come forward – always ensure that essential policy and obligation demands are met. This is national and local planning guidance and ensures economic development (which supports community and environmental improvements) comes forward at a reasonable cost.</p>
Is it true that the Council intends to give Tottenham Hotspurs Football Club £14m from its capital programme as a	<p>There was a report to the Council’s Cabinet on 7 February setting out proposed measures to promote regeneration in North Tottenham. The proposed Spurs redevelopment scheme is an important element of that and a potential catalyst for wider area improvements. The Cabinet</p>

Question	Answer
'sweetener'?	report will set out the proposed measures.
<b>Tackling the housing challenges</b>	
How many homes do you expect to build in Haringey?	The Council expects that, between 2011-12 and 2018-19, a total of 6,617 new homes will be delivered and that, of these, some 3,309 will be affordable homes. These homes are built not by the Council but by housing associations and private developers. The downturn in the economy has had a significant impact on the number of new homes being built and, as a consequence, fewer sites are being brought forward for housing. Given the impact that the economic downturn has had on the construction industry (and the constraints placed on government investment in new affordable housing), we do not expect housing delivery to recover quickly. The published London Plan (July 2011) includes an annual housing provision monitoring target (2011-2021) of 820 units for Haringey. 635 homes were completed in 2009-10 and 629 in 2010-2011; although this is less than the target of 680 in the then London Plan, it is better than expected considering the downturn. The Council's Housing Strategy includes the objective of maximising the development of affordable housing. 243 new affordable homes were completed in 2010/11. The London Plan no longer requires a target of 50% affordable housing but asks boroughs to set an overall target for the amount of affordable housing provision needed in their areas. Haringey is maintaining its 50% target. Therefore, the new affordable housing target will be 410 from 2011/12.
What place does Homes for Haringey have in your budget plans?	Homes for Haringey was set up, as an Arms Length Management Organisation (ALMO), in 2006 in order to manage the Council's housing stock and deliver Haringey's Decent Homes Programme. The Council has agreed with Homes for Haringey that the Management Fee paid to Homes for Haringey in 2012/13 will be reduced by 5%. Although the resulting savings will be subject to the ring-fencing arrangements affecting the Housing Revenue Account (so can only be spent on tenants and leaseholders' homes and services), they will increase the resources available for future investment in the Council's housing stock.
<b>Improving outcomes for young people and forging new relationships with schools</b>	
Why has your safeguarding children budget expanded so much?	The national requirements for safeguarding have had an impact on all local authorities; Haringey Council is no exception. The Council prioritised safeguarding following events in Haringey. The



Question	Answer
	Director of Children and Young People’s Service will be developing plans for investing in early intervention to tackle the safeguarding challenges the Council faces.
How will you work with academies and free schools when you have no schools left of your own?	The Council sees all schools whatever their status as part of the Haringey family of schools, and both our Academies and the Free School contribute strongly to our regular meetings.
Does the Council think London needs a pan-London education authority?	No
<b>Cultivating a culture of excellence</b>	
Why is tension with the NHS over the continuing care budget being allowed to affect the care people are receiving in Haringey?	Adult Social Care has very good relationships with the NHS and we work closely together to develop joined up services which makes it easier for people to access the support they need, when they need it. In terms of the NHS Continuing Health Care Budget and other NHS/Social Care grants passported to the NHS/Adult Social Care, joint plans are put in place and these are audited from both a service and financial point of view, regularly by both the NHS and Adult Social Care. There are no NHS/Adult Social Care ‘disputes’ regarding NHS Continuing Health Care at this point in time and robust joint decision-making processes have been put in place to resolve financial issues at a much earlier stage. Plans are in place to integrate health and social care even further.
Why are Haringey adult social care services so poor? They we’re poor before the cuts; and bureaucracy and lack of communication are making a bad situation much worse. The Councils commissioning and monitoring of its social care providers is exceptionally poor; we now purchase care outside Haringey. Why do people have to complain before issues are resolved?	We do not recognise this picture of our adult social care services and this does not concur with the Care Quality Commission’s quality rating of its care services over the past four years. Haringey’s Adult Social Care services, both the services it directly provides and the services it commissions (buys) have been consistently judged by the Care Quality Commission over the past four years to be <b>Performing Well</b> and its services Care Commission quality rated as excellent or good. In terms of the residential and home/personal care services it commissions Haringey only buys services that have a high quality rating as can be seen by the CQC’s overall assessment which has quality rated the services that Haringey commissions as amongst the best in the Country performing in the top quartile nationally for two years and the best in London for the residential care services that it commissions. Commissioning Value for Money (quality and cost) services has been very high on Adult Social Care’s agenda for over three years now and Haringey only places people in residential homes that are rated excellent or good and buys home/personal care that has a rating of excellent or good.

Question	Answer
	<p>Alongside this personal satisfaction surveys are undertaken, monitoring of care contracts and individual social care reviews of care. All complaints are taken very seriously and dealt with thoroughly and promptly; and any service trends identified addressed with the service leads. Ways of reducing unnecessary bureaucracy are always reviewed and processes made simpler where ever possible. Achieving excellence for our customers is at the heart of everything we do.</p>
<p>Did you know that cuts to the back office are affecting the ability of Haringey Council staff to deliver effective mental health services? Service failings are occurring.</p>	<p>It is true that as a result of the current government’s cuts to the public sector that this authority, like many others has been forced to make cuts and in order to minimise that impact on frontline services, cuts to administration and other ‘back office’ services have been made. However, when such plans and recommendations are proposed, these plans have to include a full Equalities Impact Assessment and 90 Day Consultation together with formal discussion and consultation with Elected Members before any such cuts are implemented. We would therefore dispute the view that service failings are occurring as great care is taken when proposing and implementing cuts in adult social care services.</p>
<p>Why do your Planning Enforcement Team offer such a poor service? There is a general perception that Haringey Council doesn’t care and that you only get a response if you go to the leader Claire Kober.</p>	<p>The Planning Enforcement service and its performance is reported regularly to Planning Committee and to the Regulatory Committee. It continues to receive around 700-900 enquiries a year and 90% are acknowledged in 3 days and visited in 10/15 working days – these are agreed targets and are being met. Enforcement Notices are increasing and more appeals against notices are being won. Prosecutions for none compliance continue to be successful. Resolving 40% of all enquiries in 8 weeks – another agreed target is being met. The Council now only carries over to each financial year between 50-150 cases, which shows that the majority of cases are resolved within the year. 40-50% of the complaints received year turn out to be permitted development or previously authorised – this shows that in general communities are nervous and concerned about development and therefore feel the Council service is poor. The service continues to strive to improve and meet member and community expectations, including those who need and want to promote development.</p>
<p>Why is communication between local housing managers and the repairs team so poor? People power has altered the landscape of social housing in Islington; perhaps that should happen in</p>	<p>Homes for Haringey was set up, as an Arms Length Management Organisation (ALMO), in 2006 in order to manage the Council’s housing stock and deliver Haringey’s Decent Homes Programme. Its performance is closely monitored by the Council and, where it falls below the required standard, improvements are required. Homes for Haringey has very good tenant and leaseholder engagement and there is strong and effective resident representation on the Homes for Haringey</p>

Question	Answer
Haringey?	Board.
Council staff are finding it very difficult to do their job at the Clarendon, 684 and Alex Road Crisis Unit. This isn't right.	We recognise that this is a challenging, anxious and upsetting time for staff in these centres and we continue to help and support them as best we can to make the transition, including where possible identifying redeployment opportunities. This decision has never been about the quality of the service or the professionalism of the staff working in these areas. The evidence is that, difficult though it is for them, their continued commitment and concern for the welfare of users is maintaining the same high standard of service and ensuring that the needs of its users are met during this period of change.
<b>Budget cuts</b>	
How do Haringey cuts compare with neighbouring boroughs?	They are broadly similar but Haringey believes its funding allocations from government are inequitable compared to our levels of need compared to other boroughs needs. Having said that different boroughs will have different pressures but councils regularly do use benchmarking to aid decision making.
In the presentation you said that the savings had to be front loaded. Was this something you were forced to do or did you decide to do it this way?	This was a direct consequence of the profile of government funding.
Can you tell us where you've reduced your spending?	<p>In setting its budget last year the Council sought to protect front line services for vulnerable people by making the largest savings in 'back office' functions. Services were affected as follows:</p> <ul style="list-style-type: none"> <li>■ Adults Culture &amp; Community Services – 11% reduction</li> <li>■ Children &amp; Young People's Service – 16% reduction</li> <li>■ Urban Environment – 27% reduction</li> <li>■ Corporate Resources – 29% reduction</li> <li>■ Chief Executive's Service – 42% reduction</li> </ul> <p>It's important, however, that reductions in the back office do not themselves adversely impact upon the delivery of services. For 2012 -13 the details are published in the report to the Council meeting on 28<sup>th</sup> February.</p>

Question	Answer
Isn't it inevitable that non-statutory services will be cut?	The distinction between 'statutory' and 'non-statutory' services is misleading. For example, Haringey Adult Learning Services and Libraries, which the Council has retained, are key to realising its aspirations for the borough. HALS provides people with the opportunity to develop skills and/or remain active and independent. Libraries are being transformed into community hubs; able to provide traditional library services alongside the delivery of other payment type services together with cafés and space for community and voluntary organisations. Hornsey is the Council's prototype for this approach. These are just two examples of non-statutory services that the Council will continue to provide in Haringey.
Have any cuts being made to race and ethnic minority groups in the borough?	<p>The Area Based Grant was cut by Central Government in 2011. Consequently a number of voluntary and public sector funded services and organisations lost some of their funding.</p> <p>To fully understand who would be affected by any proposed changes to Adult Social Care we have undertaken or will complete comprehensive Equalities Impact Assessments for each service/location.</p>
What reduction in staffing levels have you made?	Starting from a base of over 4,600 staff before the implementation of this year's spending reductions, over 800 staff have been cut as a result of this year's budget cuts. The council has also significantly reduced agency staff levels as well. In total the council workforce has reduced by over 1000 full time equivalent staff, a reduction of 23%. The Council anticipates a further 300 posts to be lost over the next two years.
Why don't you care about the affect your 50% cuts are having on our parks?	We do care about the impact of spending reductions, and only made very difficult decisions, having fully considered the implications, competing demands and priorities. We share residents' passion, commitment and value of good quality parks and open spaces. Thus we have continued to maintain engagement and dialogue with the Borough's 'Friends of Parks', to discuss and explore alternative funding and working arrangements.. We have held 2 'Summit' meetings with 'Friends' groups in March and November 2011, which were well attended, had constructive debate, and has informed our 'action plan going forward. On a day to day basis our reorganised workforce continues to work with and engage at a local level, in working through what will be a difficult period.
<b>Increased income</b>	

Question	Answer
Why have you introduced such high fees for leaseholders by requiring freeholders consent; it costs around £200 for permission to change windows? How much do you intend to make from leaseholders?	In the past, Homes for Haringey has received complaints from leaseholders who objected to paying the extra administrative costs incurred by the ALMO in dealing with those leaseholders that wanted to install windows, let out their properties, and so on. It is for this reason that separate administration charges have been introduced for these services. In the case of windows and doors, this is £201. It should be noted that, as this is not required under the terms of the lease and involves a lot of extra work, most social landlords do not provide leaseholders with the option of installing their own windows and doors.
Will the forthcoming census data affect the Councils budget?	Updated population figures for Haringey may well affect the Council's budget, as it will be used by the government to set the grant formula for local authorities in any future settlement. The impact of the new census data is, therefore, unlikely to be known for some time.
<b>Disposal of Council assets</b>	
How do you currently dispose of properties you no longer need?	The Council is under a duty to dispose surplus properties for best consideration which generally means maximising sale proceeds. However the Council can sell or transfer a property to realise other non financial objectives. Whatever the objectives of the sale the Council adopts a disposal method that optimises the value generated by considering all available options and maximising competition through sales on the open market. Generally the Council sells properties through open tendering, auction or by appointing Estate Agents.
Why did you lose £125k on a property you disposed of for £375k and that subsequently sold for £500k – you are disposing of properties and losing money?	The Council takes its fiduciary responsibilities very seriously and will always attempt to secure the best market value for the property at the time of disposal. This is done by securing appropriate advice on property values and using the most appropriate method (for example, auction, open tendering etc) to maximise competition. Prior to proceeding with any property sale the Council will check that the price agreed meets or exceeds the valuation assessment. When disposing of properties it is essential that the Council obtains receipts at the required time in order to fund its capital programme.
<b>Haringey People</b>	
Why do you still print Haringey People when this is available online? Why don't	The Council has cut the number of editions of Haringey People from ten to six. To stop printing the magazine completely would seriously diminish our ability to communicate effectively with

Question	Answer
you ask people who have access to the Internet if they want to opt-out of receiving a printed copy? The savings this could realise might pay for the retention of drop-in adult social day care centres.	residents. This would not be acceptable given that so many people value and rely on the magazine, the reach of local newspapers continues to diminish through title mergers, and many residents do not have access to information via other sources, such as the web.
<b>Replacement of IT equipment</b>	
How much has Haringey spent on renewing computers this year?	The Council has developed a framework agreement in order to replace failing IT equipment that is over seven years old and has agreed to spend £2.4m on new computers, from the capital budget – not the budget that can or does fund services. Orders amounting to £0.5m have been placed so far in this financial year.
Why has the Jamboree Play Centre closed when you're thinking about replacing your IT equipment?	The Council's budget decisions have sought to retain both Sure Start and Children Centre services in order to protect the universal offer. Childrens and Young People's Service could not be immune from the need to save £84m overall. The Council will be looking across all its services to use smarter commissioning to provide effective services where they are needed most – services like the Jamboree Club.
Why are you putting the replacement of IT equipment before clubs like Jamboree that provide essential services for young people? The cut to Jamboree is irreversible.	The Councils budget decisions have sought to retain both Sure Start and Children Centre services in order to protect the universal offer. Childrens and Young People's Service could not be immune from the need to save £84m overall. The Council will be looking across all its services to use smarter commissioning to provide effective services where they are needed most – services like the Jamboree Club.
<b>Creating a culture of self-sufficiency</b>	
It was clear for many months before the Comprehensive Spending Review was announced that the Government	The Council was unprepared for the level of reduction to its budget and, given the requirement to make these in the first year, very little time to plan effectively. The Council is currently developing a new framework that will enable the effective commissioning of future services.

Question	Answer
intended to cut public spending; why did somewhere like the Irish Centre not anticipate this and plan for it? People accepted the grant and didn't think about their independence.	
Evidence shows that the cuts to educational psychologists that you plan to make over the next three years will actually be bought back by schools who value the service.	Government policy is for schools to be encouraged to buy for themselves the services that they feel will help with improvement. Money has been transferred from the Local Authority to this effect.
<b>Council Tax</b>	
Is there flexibility with the Council Tax or do you have to set it at a certain level?	The government has suggested that Local Authorities freeze council tax again. The Council's Cabinet has recommended this. The government will give the Council a one off grant in 2012-13 only equivalent to a tax increase of 2.5%. A referendum of residents would be required if the Council intends to raise the tax by more than 3.5%.
Is there a way of asking people to voluntarily pay the increase in council tax?	No. Legally the council has to set a balanced budget and a Council Tax.. It is not possible to set a Council Tax increase that taxpayers could choose either to pay or not to pay.
<b>General comments about the Councils finances</b>	
What happened to the money the council had with the Icelandic banks?	Following a court ruling in Iceland, the Council expects to recover most of the cash deposited with the Icelandic banks. The Council has been working on the assumption this would be the case, so recovery of the cash does not represent additional spending power.
Does Alexandra Palace still put a strain on the Council's resources?	The Council currently funds the deficit of the Alexandra Park and Palace Charitable Trust of £2.102 million (2011-12 budget).
What levies do you pay to the North London Waste Authority?	The levy will be £6.2m in 2012-13.
What about the new planning proposals,	It is likely that the levy will increase in years to come as the existing outdated facilities are replaced

Question	Answer
will there be savings from this?	and the levy will include costs of providing new facilities.
Does the Council have to submit what budget it sets to the Government?	The Council as a legal entity only has to tell the government that it has set its budget and how it intends to spend it. The government does not approve the Council's budget as such.
<b>Consultation</b>	
Can the presentation be made available on the website?	The presentation given by the Lead Finance Officer was posted onto the 'A balanced budget' consultation web page following this request.

6th December 2011

7.30-9.30pm Fortismere School

Question	Answer
<b>Growing local jobs</b>	
You talk about creating jobs but would those getting the jobs be local, shouldn't the government be offering an incentive to employ, i.e. a subsidy as the whole country would benefit by more taxpayers.	Council policy it to support investment that supports the opportunity for jobs in Haringey and to provide targeted support to those most in need to access training and work. 2011/12 is an interim year with less funding to support this area of work and the Council is aiming to support 150 people into work. The Council is developing a programme for 2012/14 that would at least increase this target by 50 per year. This compares to the general annual delivery by Haringey Job Centre Plus, (and now the Work Programme) with significant extra resources, of around 2000 into work. The Council targets its resources on those furthest away from work – and over this and the next 2 years on youth unemployment.
Is there anything we are doing to help small businesses survive?	The Council supported small businesses that were affected by the riots in the summer – and particularly in Tottenham. This was done with bespoke grants, business rate relief, relocations and advice and guidance. In general the Council's business support and advice service comprises the following :  1. Business Advice/Support



Question	Answer
	<p>Business Link is now a web only service and provision of business support in the borough. Borough Web site signposts to Business Link and Council Services. The website has focused on “Recovery” since August 2011. Update due in April 2012 to include additional advice and support from Enterprising Enfield (North London Enterprise Agency/procurements/supply chains), North London Chamber of Commerce (net working and training) and North London Business (Inward Investment and Strategy) and Community Finance Agencies and Business Angels (loans and business plans – North London Enterprise Fund; Hackney Business Ventures and Fair Finance – East London)</p> <p>2. Local Business and Investment Haringey Business Board continues to support common small business concerns/advice both in town centres and employment estates. This is supported by North London Business.</p> <p>We are currently having discussions with the GLA about developing 639 High Road into an Enterprise, Employment and Community Centre that will provide a range of services and opportunities for local people as well as high quality business space to support jobs and enterprise growth in the area.</p> <p>3. Town Centres Businesses Business Partnerships in Tottenham, Wood Green, Green Lanes, Muswell Hill, and Crouch End continue to provide advice and promote improvement projects in their areas. In 2011/12 the Council has supported the TCB to get over £2m in funding for Muswell Hill, Green Lanes and Tottenham</p> <p>4. Procurement and Supply Chain Development “Compete For” system in place to advertise Council contracts and provide advice on bidding. Shared Economic Development Service (SEDS) examining ULV/North London integrated system with an ERDF Bid for 2012-14 and opportunities for business/employment fairs.</p> <p>5. Economic Development Lobbying/Strategy North London Strategic Alliance is: - supporting the development of an Upper Lee Valley Economic and Green Plan linked to the</p>

Question	Answer
	<p>Draft ULV Opportunity Planning Framework;</p> <ul style="list-style-type: none"> <li>- a new “London Anglia Partnership” that would link North London Boroughs to those outside London and</li> <li>- making funding bids to the new London Local Enterprise Partnership for “Growing Places” funds (£39m London wide)</li> </ul>
<b>Reinvigorate our regeneration priorities</b>	
<p>Why are we so keen on Tottenham Hotspurs FC, what do they do for us and how do they enhance our community?</p>	<p>Tottenham Hotspurs’ approved plans for a new Stadium and associated development can be the first step to securing major regeneration in North Tottenham. THFC is already a major investor in the borough. The existing Stadium draws hundreds of thousands of visitors each year to Tottenham boosting the local economy. The work of Tottenham Hotspur Foundation supports local community groups, school children, young people and the unemployed. The Northumberland Development Project (NDP) Scheme with the new larger capacity Stadium, new retail and commercial floor space as well as new homes, public space and heritage improvements, will create hundreds of new jobs many of which will be targeted to local people. The additional 20,000+ new spectators to each football match in the new Stadium (plus participants at non-football events and conferences) will bring substantial new spending in the local economy, supporting local businesses – both those supplying direct to the Stadium as well as those in the general area.</p>
<p>Have surveys been done on Spurs, people just go in and come out on match days, the community isn’t getting anything</p>	<p>Many local businesses benefit from the presence of Spurs in the borough and receive the benefit of the spending that Stadium visitors bring. This provides jobs for local people and supports the local economy significantly.</p>
<p>What might be happening to Alexandra Palace? Is it still costing a lot of money, can we make money out of it?</p>	<p>The Council currently funds the deficit of the Alexandra park and Palace Charitable Trust of £2.102million (2011-12 budget). There is currently a Regeneration Working Group, which is a project of the Charitable Trust but in partnership with the Council, to explore the future direction that the Trust will take.</p>
<b>Tackling the housing challenges</b>	

Question	Answer
There are a lot of empty properties, is council tax chargeable on them?	Haringey Council has an active enforcement programme for long-term empty homes and those causing a nuisance – homes that cause problems within neighbourhoods by attracting crime, vandalism and fly tipping within a road. The Council will commence enforcement proceedings against owners if it has to intervene to clear properties of waste and or board empty homes to prevent access. Owners who persist in not bringing empty homes back into use will also be subject to the Council’s empty home enforcement procedure which may result in the Compulsory Purchase of a property. A Compulsory Purchase Order (CPO) will be used where there is no debt on the property and where the Council can satisfy the Secretary of State that the owner has made no attempt to bring their property back into use. The Council currently has 22 properties that the Council’s Cabinet has approved for CPO and 4 of these have had to be sent to the Secretary of State for confirmation of the CPO. Following acquisition by the Council, these properties are either sold to a housing association or put onto the open market and sold to someone who is willing and able to renovate them and bring them back into use.
<b>Improving outcomes for young people and forging new relationships with schools</b>	
Education – Haringey suffered historically due to inferior grant per pupil – compared to inner London – is this being rectified?	Not at present, but we continue to lobby the government.
Would it be possible to go into schools, meet with unemployed or care homes to get bigger representation?	Unclear as to what this question is referring.
<b>Cultivating a culture of excellence</b>	
Could there be more inter council collaboration in Greater London, e.g. in Europe we all help bail out countries in trouble, is there any opportunity to share the burden?	The Council is a member of the North London Strategic Alliance (NLSA) and leads work to develop shared service opportunities across its member’s boroughs - including Waltham Forest. However, current arrangements with Waltham Forest (based on a Memorandum of Understanding) create additional opportunities for the Council to share services and good practice to the benefit of Haringey residents.

Question	Answer
	<p>The Council agrees that where shared services are developed these need to be scoped and set out in a business case that includes an agreed service offering which both boroughs can agree and sign up to. Business cases have, or are, currently being developed by officers of both councils for agreements for the provision of shared legal services, audit services, transactional [?] human resource services, a shared school meals service and a shared customer call centre service. It is as yet unclear whether the development of shared frontline services is possible; nor is it clear how much savings will be made.</p> <p>Whilst the Council has wide discretionary legal powers to enter into a joint working strategy with Waltham Forest, it is envisaged that in due course separate, more detailed legal agreements or Service Level Agreements will be put in place for each service area. Both councils recognise the need to carefully consider a range of issues, including governance, and ensure that each obtains relevant and detailed legal, procurement and financial advice at each stage of the development process.</p>
<p>Libraries, people go there to find information, what's needed is a reference system where people can go for help – community hubs</p>	<p>We believe that our Library Service could indeed provide a wider information and reference function. We have piloted a broader offer through the 'Community Hub' pilot in Hornsey Library, to provide easy and convenient access to more of the services and support people need, whilst making the most of these valuable assets.</p> <p>The 'hub' is providing space for other agency advice/support surgeries, e.g. Police Crime Prevention, Drug Awareness, Macmillan Cancer, Stroke Awareness and Adult Learning. The 'hub' also provides residents with access to information and services through the 'Peoples' Network' Computers, e.g. librarians are trained to provide support for people using Home Connections to bid for council Housing. The online access and service provision provides the opportunity to improve our information and reference function, and will be integral to the development of a wider Customer Contact Strategy.</p>
	<p>The Council provides introductory courses to using the online facilities at the borough's 9 libraries, through the 'Go On' programme. The 16 sessions per week provide an introduction to the basics, and 60%+ of current take up is from older residents.</p>

Question	Answer
<b>The Councils Budget</b>	
Why was level of cuts greater in Haringey than in Dorset?	The level of reduction in 'spending power' defined by the government was proportionately greater in Haringey than in Dorset in 2011-12. This was a direct consequence of the way in which the government chose to apportion funding reductions to councils.
Why are the budget cuts front loaded, what is the justification as surely making such cuts would require planning which can't be done in such a short space of time?	The government's Spending Review in 2010 set out the amount of money the Council would receive in the form of central Government grants. The timescale was therefore determined by the government. Despite the challenging timetable the Council was able to set a legal budget for 2011-12 and plans to do so 2012-13.
Are these unprecedented cuts, is there anything to judge them against historically?	Yes. The government's cuts to public expenditure are unprecedented in Haringey in terms of the scale, speed and impact being felt as a result.
Are the cuts being suggested by the departments themselves or is there an external financial body looking at them?	No external body is involved – but of course the Council takes note of consultation responses and ideas from residents and others. Directors work with elected Councillors to ensure the Council's limited resources are focussed on delivering the Council's statutory responsibilities and priorities, in the most cost effective way possible. Proposals are subject to scrutiny and challenge from both officers and councillors.
Could the existing gap of £21m be funded from reserves?	The scale of reductions in funding from the government represents a huge challenge to the Council. Our financial reserves are held to mitigate against the risk of not achieving the necessary spending reductions in the required timescale and reserves can only be spent once – and so are not available to pay for ongoing expenditure.
Was Haringey exposed to the Icelandic banks and have we got our money back?	Following a court ruling in Iceland, the Council expects to recover most of the cash deposited with the Icelandic banks. The Council has been working on the assumption this would be the case, so recovery of the cash does not represent additional spending power.
Is sufficient effort being made to collect bad debts before writing off?	The Council vigorously pursues debt and regularly reviews its processes so to do.
How have riots impacted budgets?	The full impact on budget is not yet finalised but the Council spent around £1.2m in the immediate aftermath on the riot dealing with the immediate costs including making buildings safe and repairing the roads. Additionally the Council has spent around £1m more since then on supporting businesses, either

Question	Answer
	<p>through business rate relief or grants to affected businesses.</p> <p>It is hoped that much of this money can be reclaimed from government or GLA grants.</p> <p>Additionally specific monies will be allocated for Regeneration of Tottenham although the exact amount is dependant on grant allocations from GLA and some of this spend would have occurred even if the riots had not happened.</p>
Any reason why we can't run a Haringey Lottery?	This could be explored but would require political approval if it were to be progressed if legal.
<b>Fees and charges</b>	
Can the council increase charges anywhere to generate more revenue?	The Council reviews its charging policy every year. Most charges will be increased by 3% from April this year.
Charges for CPZs need to be fair. It's apparent that these include a stealth tax as they go way beyond the cost of the scheme & are used to fund other functions in the council. What justification is there for charging people who have no choice but to park in these zones and buy the permits?	CPZs are only implemented following demand from residents. Consultation is undertaken prior to implementation of any scheme and this includes details of charges. We ensure that the needs of older and vulnerable residents met by offering visitors permits at a reduced charged ( 50% reduction on normal charges) Residential parking permit charges in Haringey range from £20 to £150 per year depending on the vehicle CO2 emissions and additional charge will apply to second and subsequent permits as we try to discourage multiple car ownership. The average charge is £100, which equates to an average of 40p a day. Visitors' permits are available from 30p for an hourly permit (15p for concessionary rates).
Permit charge steadily being increased to raise revenue so a section of residents are paying a surcharge	Permit charges were increased in 2011 bringing our charges broadly in line with other boroughs and ensuring that the cost of running that service was covered. (Charges were previously reviewed in 2007). This included a formal notification process, supported by an equalities and economic impact assessment.
50% of revenue is used for other uses according to a councillor on TV recently and there's a court case going on in Barnet about this as residents are seen as soft target. There seems to be no limit	Permit income represents less than 20% of overall parking revenue. The Council publishes details of the Councils Parking Account annually and how the surplus is allocated in accordance with the Road Traffic Regulation Act 1984. The surplus may be spent on transport improvements (including

Question	Answer																														
to what can be charged and vulnerable residents could end up paying hundreds of pounds like a second council tax.	highways improvements) or concessionary travel.																														
you obviously don't know much about this.....	<p>The table below shows the income and expenditure for 2010-11.</p> <table border="1" data-bbox="770 379 1435 804"> <thead> <tr> <th>Description</th> <th>2010-11 £000</th> </tr> </thead> <tbody> <tr> <td>Pay &amp; Display Income</td> <td>1,894</td> </tr> <tr> <td>Permits</td> <td>2,227</td> </tr> <tr> <td>Removals</td> <td>726</td> </tr> <tr> <td>Penalty Charge Notices</td> <td>7,184</td> </tr> <tr> <td>Other</td> <td>103</td> </tr> <tr> <td>Total Income</td> <td>12,134</td> </tr> <tr> <td>Expenditure</td> <td>8,810</td> </tr> <tr> <td>Surplus</td> <td>3,324</td> </tr> <tr> <td></td> <td></td> </tr> </tbody> </table> <p><i>Allocation of Surplus</i></p> <p>This table shows how the parking surplus for 2010/11 was spent.</p> <table border="1" data-bbox="770 922 1473 1177"> <thead> <tr> <th>Description</th> <th>2010-11 £000</th> </tr> </thead> <tbody> <tr> <td>Contribution to Off Street Parking</td> <td>175</td> </tr> <tr> <td>Development and maintenance of CPZs</td> <td>600</td> </tr> <tr> <td>Highways Improvement Works</td> <td>2,549</td> </tr> <tr> <td>Total Application of Surplus</td> <td>3,324</td> </tr> </tbody> </table>	Description	2010-11 £000	Pay & Display Income	1,894	Permits	2,227	Removals	726	Penalty Charge Notices	7,184	Other	103	Total Income	12,134	Expenditure	8,810	Surplus	3,324			Description	2010-11 £000	Contribution to Off Street Parking	175	Development and maintenance of CPZs	600	Highways Improvement Works	2,549	Total Application of Surplus	3,324
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<b>Staffing issues</b>																															
Have you thought about cutting salaries, a lot of people that have been laid off	As part of a recent consultation exercise with staff and unions about changing terms and conditions of employment one of the proposals consulted on was to consider salary cuts.																														

Question	Answer
<p>would be happy to have a job on a lower salary? Also, I think you need to flatten the management structure.</p>	<p>However, this was overwhelmingly rejected by the majority of staff.</p> <p>As part of the redundancy consultation exercises conducted within services staff can put forward options to work part time or for lower pay as part of the proposals to reduce the need to make staff redundant.</p> <p>We have reduced the number of managers in greater proportion to the reduction in non-managerial staff (22% less managers and 19% less staff). The ratio of managers to staff has also changed from 1:7 to 1:8. In Rethinking Haringey we set out to achieve a typical span of control of 8 staff for each manager and this has been achieved. It is also important to understand that Managers play a vital role in the strategic planning and monitoring of service delivery as well as the day to management of them and many managers are professional staff undertaking vital delivery roles in addition to managing other staff.</p>
<p>£9.50-£17 for care worker, the worker prob only on minimum wage, gap suggests room for new business, community co-operatives but there may be issues with language barrier and paperwork. Staff at Willoughby Road trained in foot care, podiatrists in this area charge up to £80 per session, could we take the unemployed and train to provide cheaper services for the community, foot care being just one example.</p>	<p>Following the closure of the drop-in service for older people, we were successful in re-providing a foot care service through our joint re-enablement service. This will be provided from about six venues across the Borough, and is just a part of a range of arrangements whereby elderly people can have their toenails cut, including high-street chiropodists and the podiatry service provided by Health. We will also be looking to train a range of staff already employed in social cares services to carry out this task. However, this is not an employment opportunity for jobless people due to the need for professional supervision and their need to earn a living wage. In general, the Council has not been directly recruiting to care posts due to the need to redeploy displaced staff and also that a substantial proportion of directly provided social care service will be closing over the next year – however, suppliers with whom the Council commissions services regularly recruit from a range of sources, including those currently out of work.</p>
<p>For 11,000 people? (Member of public quoted a % figure of elderly which equated to this figure in borough that can't care for own feet). This is a serious issue for a lot of people, a need that's being generated that could help the</p>	<p>Following the closure of the drop-in service for older people, we were successful in re-providing a foot care service through our joint re-enablement service. This will be provided from about six venues across the Borough, and is just a part of a range of arrangements whereby elderly people can have their toenails cut, including high-street chiropodists and the podiatry service provided by Health. We will also be looking to train a range of staff already employed in social cares services to carry out this task. However, this is not an employment opportunity for jobless people due to the</p>



Question	Answer
unemployed with a bit of basic training. And could the unemployed be used to work in care?	need for professional supervision and their need to earn a living wage. In general, the Council has not been directly recruiting to care posts due to the need to redeploy displaced staff and also that a substantial proportion of directly provided social care service will be closing over the next year – however, suppliers with whom the Council commissions services regularly recruit from a range of sources, including those currently out of work.
We have talked about how things are and how they were but can we talk about how they might be in the future, particularly Adults & Housing? We recognise these are difficult circumstances, council have done a good job to keep A&H cuts to minimum but we have had the pain of the closure of day centres.	Thank you for your understanding in this matter. This decision has never been about the quality of the service or the professionalism of the staff there. We know these services are valued. However, faced with unprecedented levels of Centrally-imposed cuts on our budget we had no alternative than to consider the closure of these services.
A Council Care worker charges £36 per hour – figure from Lisa Redfern – Care companies charge between £9.50 - £17 per hour. This indicates the council needs to radically change the way things are done.	That said, vulnerable adults assessed as needing a service will continue to receive such a service which the Council will buy for them or which will be obtainable from The Haven, The Haynes, The Grange or The Clarendon Day Care centres that remain open in response to specific concerns received during the 12-week consultation period that the day services market was not yet sufficiently developed in the independent sector and while we look to an appropriate voluntary or independent sector provider/s to provide the service in the future, subject to the outcome of market testing and a further period of consultation.
My mother’s carer is paid for by an agency, why don’t we go back to the old days & have our own agency for care workers & teachers. She has been offered a one bed flat but it’s too big for her, what she needs is a studio but there doesn’t seem to be any availability.	
<b>Community safety</b>	
Concern about criminal gangs in the	Dealing with gang-related crime; preventing escalation and working with siblings of gang members

Question	Answer
<p>area, pickpockets and 2 people recently dying from taking drugs. Increasing trade increases criminal risk.</p>	<p>are a top priority for the Community Safety Partnership. A bespoke and multi-disciplinary Gang Action Group is well established, chaired by the Superintendent Operations and takes a case panel, problem-solving approach. A range of interventions is in place through partnership working and on the back of specific Government funding. New resources have been announced for 2012-13 which will allow an expansion of this work. Alongside other projects, this work will also expand efforts to house and shelter those involved in gangs outside the borough for everyone's safety.</p> <p>Opportunist pick pocketing is an issue in the areas of high footfall. Haringey Council is working with Transport for London to tackle underlying causes, especially where migrants are involved. The borough is strengthening its neighbourhood policing efforts and is receiving 50 new police officers to tackle crime and anti-social behaviour.</p> <p>Extensive discussions have taken place with the management of Alexandra Palace around the recent deaths during late night events. This has involved senior staff from emergency planning, the drug and alcohol team, police and licensing who are addressing issues of security, drug awareness and late night licences.</p>
<b>Frontline services</b>	
<p>Who runs Veolia Street cleaning, is it private or Haringey?</p>	<p>Veolia Environmental Services UK Ltd is part of Veolia Environment; a private company, The Group operates across water, waste, energy management and passenger transportation. It employs nearly 12,000 people in the UK providing refuse, recycling, street cleansing and grounds maintenance. Haringey is one of a hundred Local Authorities to commission Veolia to undertake this work on its behalf. They remain accountable to the Council for their performance which is regularly monitored.</p>
<p>Are they residents, can we not insist they employ local people</p>	<p>It is not possible for the Council to insist that the company employs local people as this would be illegal. When the waste management services contract was tendered and awarded to Veolia, in April 2011 about 90 were TUPE transferred from the previous contractor (Enterprise Limited), so Veolia employs some of the people that did the same job for the council.</p>
<p>Why outsourced, this should be easy?</p>	<p>By outsourcing the service, the Council has been able to achieve £1.8m savings whilst improving services to residents. A thorough study of the options for the service showed that outsourcing</p>

Question	Answer
	would provide the best value for money for the Council.
<b>Communication</b>	
Haringey People is excellent, but in these hard times could this be scrapped to save money?	The council has cut the number of editions of Haringey People from 10 to 6. To stop printing the magazine completely would seriously diminish our ability to communicate effectively with residents. This would not be acceptable given that so many people value and rely on the magazine, the reach of local newspapers continues to diminish through title mergers, and many residents do not have access to information via other sources, such as the web.
Usefulness of 'Haricare' on the website , very good but would like to see it refined and expanded, it's a good key to getting information re health and social care.	Thank you; the Council is pleased that 'HARicare' is seen as a useful tool as testified by the 1000-2000 unique viewings it has on average received each month since its launch in 2010. We are constantly refining the directory; and developing the site in response to user feedback. 'HARicare' has now grown to contain over 600 records and we have sought to improve the search capability. We are however keen to expand and enhance the service further and are currently looking at the feasibility and affordability of additional functionality
<b>Community engagement and consultation</b>	
Would like more notice, i.e. a month in advance	The current round of public meetings (including this meeting) has been advertised since 4 November: on the Councils website; within the consultation questionnaire and in the press and online media. Two further meetings are planned in the new year, with additional publicity, as it's informative to hear people's views.
Why don't we have these in libraries, would it be cheaper?	Our consultation has followed best practice by inviting people to comment on its budget proposals in a format of their choice – questionnaire, e-mail, and letter and at public meetings, Whilst the next two public meetings will be in libraries we've tried to use a range of venues that are known and used locally. The cost of using libraries was cheaper; but the overall cost of venue hire (£ 3032.36) is equivalent to 0.12p per household or 0.05p for every resident.
Question 9 on the questionnaire cannot tick 'on behalf of community group' as any opinion could not be given on behalf of a group unless it had been brought up	The Council assumes that anyone completing the survey on behalf of any of the organisations listed in question 9 has the authority to do so.

Question	Answer
at a group meeting and minuted.	
<p>I've been working on a project, 'How democracy works' and it has been very difficult to get involved with the council or my local MP, taken 18 months. I can identify with rioters feeling they are out of touch. Submitted an FOI (didn't catch this bit but sounded like something along the lines of Where can I find my local councillor?) and got a response saying it wasn't in my interest to know. I eventually found out from Twitter. I value this consultation but think we need something like community notice boards in supermarkets and libraries.</p>	<p>The Council takes seriously its commitment to involving local people in decision making and the Council's governance arrangements. As such it undertook a review of the Council's governance arrangements and established area committees and forums as a means of directly involving people. These changes made as a result of the review are currently being evaluated and there is a further opportunity for members of the public to have their say on how they can be involved decisions taken in Haringey. In addition each councillor holds regular surgeries at which resident can take concerns or cases and ask for their councillor to help them.</p> <p>With regards to the specific FOI if the person would like to send through the details to the Council Team that deals with FOI requests the matter can be reviewed.</p>

10 January 2012

6-9pm Wood Green Library

Question	Answer
<p><b>Growing local jobs</b></p>	
<p>Immigration has led to jobs being given to people from outside the UK and high levels of unemployment in Haringey. What are you doing about this?</p>	<p>The Council has no control over immigration policy which is set by central government. There is also research that also shows the impact of immigration on job opportunities for non immigrants has been small and is now significantly reducing. Council policy it to support investment that supports the opportunity for jobs in Haringey and to provide targeted support to those most in need to access training and work. 2011/12 is an interim year with less funding to support this area of work and the Council is aiming to support 150 people into work. The Council is developing a programme for 2012-14 that would at least increase this target by 50 per year. This compares to the general annual delivery by Haringey Job Centre Plus, (and now the Work Programme) with</p>

Question	Answer
	significant extra resources, of around 2000 into work. The Council targets its resources on those furthest away from work – and over this and the next 2 years on youth unemployment.
If you need to attract a ‘major player’ into Haringey – have you considered approaching those involved in Community TV to invest in Tottenham – and in a borough that is the home of TV?	The Council is supportive of inward investment and has held a number of meetings with business and landowners. This will continue. Details of any proposals and ideas should be submitted to the Council and this will be considered.
<b>Reinvigorate our regeneration priorities</b>	
Regeneration in Tottenham will be a developers dream and feels like a cosy relationship with Council officers. If it’s to succeed, the regeneration plan for Tottenham must be owned by the people of Tottenham. Will you enable the people and traders of Tottenham to develop the regeneration of their area?	<p>The regeneration of Tottenham will be community led and will reflect the concerns and aspirations of local people and businesses. Since the riots, we have been continually engaging and consulting with local people through a wide range of events and forums including the Community Panel, Tottenham Traders Partnership, Riot Victims panel, Haringey Police Consultative Committee, and provided many more opportunities for people to have their say about both the impact of the riots and how the regeneration of Tottenham should happen.</p> <p>We have recently completed a public consultation exercise to inform the development of a draft regeneration strategy for Tottenham. This included sending out a questionnaire to 40,000 households in Tottenham and holding a number of very successful public workshops and meeting where the local community were given the opportunity to have their say about how the future of Tottenham should be shaped. This consultation will inform the development of the draft regeneration strategy for Tottenham which we expect to begin consulting on in the Spring.</p>
This is a Labour Council and a Conservative Government. Why have you failed the people of Haringey by spending millions – billions – on Tottenham with no effect?	Tottenham is one of the most deprived areas of the UK and therefore it is not surprising that it has received funding and investment over the years. Amongst other things, this funding and investment has been spent on improving life chances, health outcomes, providing housing for vulnerable people and supporting people to develop skills as well as creating job opportunities
Will Spurs be given £14m	No, this is incorrect. The report to the Council’s Cabinet on 7 February set out the proposed measures to promote regeneration in North Tottenham. The proposed Spurs redevelopment scheme is an important element of that and a potential catalyst for wider area improvements.

Question	Answer
<p>What happened to the development at Tottenham Hale?</p>	<p>Tottenham Hale is continuing to progress towards being an important new mixed development scheme helping to regenerate Tottenham:</p> <ul style="list-style-type: none"> <li>■ On the GLS site, by the end of 2011-12 over 300 homes will be built and occupied and accommodation built for an extra 524 students. New offices will have been built and occupied employing between 1-300 people, and the new Linear Park in the centre of the scheme has begun to take shape. Negotiations continue on a proposed local supermarket; café; gym; newsagent; and health use along the proposed Village high street.</li> <li>■ Planning permission for a new Bus Garage at Hale Station has been approved, (to be built by 2014/15) and the new Gyrotory scheme continues (2014/16 completion) which will improve pedestrian access, streets and provide new development opportunity</li> <li>■ The Hale Retail park is now recovering from the riots</li> <li>■ Downlane Park improvement plan is being progressed</li> </ul>
<p>You've been given massive amounts of money to regenerate Tottenham over the years; what's happened to it all? It still hasn't happened after all these years.</p>	<p>Tottenham is one of the most deprived areas of the UK and therefore it is not surprising that it has received funding and investment over the years. Amongst other things, this funding and investment has been spent on improving life chances, health outcomes, providing housing for vulnerable people and supporting people to develop skills as well as creating job opportunities.</p>
<p>The problems in Tottenham are not new; it has been a deprived area for many years. What are you going to do differently to solve the problems in Tottenham this time? What fresh ideas do you have?</p>	<p>The Council and the Mayor of London have announced a £41m investment package for Tottenham that, subject to Cabinet approval on the 7<sup>th</sup> February, will be used to leverage in further substantial private sector investment to the area and start to deliver the first phase of sustainable social, economic and physical regeneration in Tottenham.</p> <p>Whilst improving life changes, opportunities and the regeneration of Tottenham has always been a priority for the Council, it is important to note that it is now also a strategic priority for the Mayor of London who has signalled his, and the GLA's, commitment to Tottenham through funding, resources and ensuring that the most senior officers and advisers at the GLA are working with the Council and the local community to develop the regeneration plans for Tottenham.</p> <p>We have been consulting widely with the local community, as well as with stakeholders and external regeneration and development experts, to ensure that the regeneration strategy for Tottenham (draft to be consulted on in the Spring) is innovative, deliverable and owned by the</p>

Question	Answer
<p>There have been many missed opportunities to develop Tottenham. Why have you never fully engaged young people in its redevelopment?</p>	<p>local community.</p> <p>The Council and the Mayor of London have announced a £41m investment package for Tottenham that will be used to leverage in further substantial private sector investment to the area and start to deliver the first phase of sustainable social, economic and physical regeneration in Tottenham.</p> <p>Whilst Tottenham has always suffered from barriers to investment which has affected the opportunities available to the local community, the riots of August provide a once in a generation opportunity to transform Tottenham for ever. The regeneration of Tottenham is now a strategic priority for the Mayor of London and continues to be so for Haringey Council. This is demonstrated by the announcement of the investment package for Tottenham referenced above.</p> <p>Since the riots we have been continually engaging and consulting with local residents, businesses and stakeholders to understand their priorities for improvement and change. This has included going to schools to speak to young people and working through organisations such as the Haringey Youth Cabinet. We will continue to do this as we develop a draft Regeneration Strategy for Tottenham, expected to be published in the Spring.</p> <p>One of the key priorities that is emerging from the public consultation has been community concern around opportunities for young people and ensuring that young people feel they have a stake in the change that will be happening in Tottenham. The Council is committed to acting on this feedback and ensuring that young people are involved in, and empowered through, the change that will be happening in Tottenham.</p>
<p>How much money has been wasted over two decades talking to people about Tottenham and yet still nothing can be done?</p>	<p>See above</p>
<p>Why is Ally Pally still a problem? If you can't get this right, how will you ever regenerate Tottenham? Ally Pally has been very badly managed.</p>	<p>Alexandra Park and Palace (Public Purposes) Act 1900 created a charitable trust to oversee the running of the Palace and Park as a place of free public recreation. The Council became the sole trustee in 1985 but AP&amp;P is an independent body. The Council is legally responsible for ensuring the Trust operates as a going concern and therefore deficit funds the organisation. The Council continues to work with the trustees and senior management of the Trust to ensure the maximum</p>

Question	Answer
	efficiencies are derived from its budget.
<b>Tackling the housing challenges</b>	
Noel Park Estate has the highest buy-to-let homes in the whole of Haringey; houses and bedsits often housing 6-9 people who dump rubbish that's often overflowing. Why are ordinary households paying the same amount of Council Tax for services as homes putting more of a strain on services?	The Council is committed to tackling overcrowded and substandard private rented accommodation, including houses in multiple occupation (HMOs). Enforcement action will be taken against landlords that breach the Housing Acts and / or other legislation, and against tenants who break the law and/or cause a nuisance to others. Decisions on the Council Tax Band into which a property is placed (which determines the amount of Council Tax for which the householder is liable) are made by the Government's Valuation Office Agency (VOA), not the Council.
Why not give residents on the Noel Park Estate three bins – green, bottle and paper – and tell residents to use these?	Recycling collection services in Haringey are based on two main streams, these being dry recycling and organics. Dry recycling collection services are provided for the collection of paper, card, glass, plastics and cans which are all collected commingled together. As such the Council provides one container to residents to hold all of these materials together and which is used to present them for collection. This makes the service easy to understand for residents. Collection vehicles and onward treatment arrangements are all set up to handle this type of service. To comply with the suggestion to provide three bins for different types of materials it would be necessary to vary the collection contract and procure a fleet of new collection vehicles. This would be extremely costly. Besides this there would be issues over whether households have sufficient space to store a higher number of recycling containers. There are a lot of other recyclable materials that we currently collect that could not be placed in containers for the suggested three material types, so we would have to provide more containers for these.
What action is the Council taken to get empty homes back into use?	Haringey Council has an active enforcement programme for long-term empty homes and those causing a nuisance – homes that cause problems within neighbourhoods by attracting crime, vandalism and fly tipping within a road. The Council will commence enforcement proceedings against owners if it has to intervene to clear properties of waste and or board empty homes to prevent access. Owners who persist in not bringing empty homes back into use will also be subject to the Council's empty home enforcement procedure which may result in the Compulsory Purchase of a property. A Compulsory Purchase Order (CPO) will be used where there is no debt



Question	Answer
	on the property and where the Council can satisfy the Secretary of State that the owner has made no attempt to bring their property back into use. The Council currently has 22 properties that the Council's Cabinet has approved for CPO and 4 of these have had to be sent to the Secretary of State for confirmation of the CPO. Following acquisition by the Council, these properties are either sold to a housing association or put onto the open market and sold to someone who is willing and able to renovate them and bring them back into use.
<b>Improving outcomes for young people and forging new relationships with schools</b>	
Why can't the borough's sending families to Haringey pay for safeguarding – given they've already had the money? Haringey Council should fight the Government and get local MPs to raise the matter?	There is complex case law relating to this matter within which Haringey must abide.
Why can't Haringey refuse to accept these families?	The Council cannot refuse to safeguard families and a child living in its area as it has a statutory duty to provide for children in its care.
Why are we being dumped upon by rich boroughs like Westminster?	As a result of the government's welfare reforms (including the introduction of a 'cap' on Local Housing Allowance payments) most private rented accommodation in Central London will become unaffordable, leading to increased outward migration to areas (including Haringey) where the housing costs are lower. Councils in high rent areas can save a substantial amount of money by placing low income households in temporary accommodation or private rented accommodation that is situated in areas (such as Haringey) where the housing costs are a lot lower. This will increase the demand for social care, health care and housing related support in the receiving boroughs.
<b>Cultivating a culture of excellence</b>	
Haringey IS inevitably going to get poorer. Why don't you change the goalposts and change the way you do	Haringey is not inevitably going to get poorer. We are responding to the challenges by looking at how we design and deliver services to the most vulnerable in innovative and high performing ways by focusing on the following five areas for action:

Question	Answer
<p>things? If you don't how you do things Haringey will end up like Harlem in the 1960s.</p>	<ul style="list-style-type: none"> <li>■ Working with local businesses to create jobs for local people</li> <li>■ Delivering regeneration to key areas including Tottenham, Haringey Heartlands and Hornsey Town Hall</li> <li>■ Tackling the housing challenges</li> <li>■ Improving school standards and outcomes for young people</li> <li>■ Delivering responsive, high quality services to residents</li> </ul> <p>The Council believes these will address the needs of the people we serve now and will in the long term reduce inequalities, and sustain and improve the life chances of all our residents.</p>
<p>Improvements have been made to recycling in Muswell Hill; but not for people living in small flats where transient tenants don't help. Why and what is the Council doing about this?</p>	<p>The Council provides a green box kerbside recycling collection service for street-based households and a bulk container collection service for blocks of flats. With these services we currently collect recycling from around 98% of all households in the borough either on the doorstep or near entry, the only exceptions being households that are difficult to service directly in these ways. For those difficult to service households we provide a network of on-street recycling banks.</p> <p>These recycling collection services are provided equitably throughout the borough</p>
<p>Tourism is important; why don't you produce a map – like the one for sale outside Covent Garden tube station - that shows people where arts venues, shops and things to see are located?</p>	<p>Tourism does play a role within the local economy of the borough. Previously, various borough maps have been produced. A new one could be considered, however, this would be subject to other competing priorities within the council's reduced marketing budget.</p>
<p><b>Budget</b></p>	
<p>Do the income figures provided include money on deposit with Icelandic Banks?</p>	<p>Following a court ruling in Iceland, the Council expects to recover most of the cash deposited with the Icelandic banks. The Council has been working on the assumption this would be the case, so recovery of the cash does not represent additional spending power.</p>
<p>Why could you not make the 29% cuts</p>	<p>The government 'front-loaded' the profile of local government funding reductions to the earlier</p>

Question	Answer
at a rate of 7% per year?	years of the period 2011-15.
If we're getting poorer as a borough, why can't we renegotiate how much we get from central government?	We make strenuous efforts to influence the government to give us increased funding but in the end it is not a negotiation – government decides.
Where is the money saved going to?	It is not saved money; it is money the government believes the country cannot afford to spend; similarly the Council can only spend money it can afford to. Government gives us grant each year and places criteria on the amount by which the Council can increase its council tax each year.
You said your budget cuts are the equivalent for every household having to lose £3 out of every £10. If so, how do you expect older people to pay the £8 per week increase in rent?	Individuals' circumstances vary widely. The welfare benefits system can provide support to some of those in financial hardship.
How much do you spend on multicultural societies?	Overall Haringey Council spends c£12 million on voluntary sector and community services and some of these areas/services are 'multi-cultural'.
Why are people paying for essential services such as parking; parking permits and permit areas shouldn't be allowed?	CPZs are only implemented following demand from residents, who cannot park near their homes due to invasive commuter parking. Consultation is undertaken with residents, businesses and other stakeholders prior to implementation of any scheme. Parking and traffic management is essential in managing and improving road safety and in ensuring ease of traffic flow through the borough.
If you're £10m in debt and you need £10m to put this right, why are you spending £7m on new computers?	The Council has agreed to spend £2.4m on new computers, from the capital budget – not the budget that can or does fund services - in order to replace failing IT equipment that is over seven years old and maintain an IT infrastructure to deliver services. Front and back office staff need the equipment to deliver services and be able to provide the excellent customer service the Council aspires to. The Council is not replacing IT equipment that remains fit for purpose. The cost of purchasing this IT equipment will not adversely impact on the delivery of any of the Council's services.
<b>Council Tax and Business Rates</b>	
Why has Council Tax been frozen? Why can't it be permanently frozen?	The government offered to pay a grant equivalent to a 2.5% tax increase to those local authorities who froze their Council Tax in 2011-12 . That grant would be payable for four years. The

Question	Answer
	government repeated the offer for 2012-13 for one year only. The permanent freezing of Council Tax, in the absence of those government grants would lead to a loss of income that would have a serious impact on the Council's revenue budget and its ability to deliver services.
Does the percentage of income from Council Tax include unpaid Council Tax? How much have we not recovered?	No. The amount of unpaid Council Tax is excluded from the revenue figure. Whilst the Council collects approximately 96% of Council Tax. The 4% shortfall amounts to a £4m shortfall. Collection of Council Tax within a transient population – with 28% population churn - as well as eliminating benefits fraud remains challenging. The Council will pursue recovery for 10 years before writing off any debt.
Is the Council being done out of rates by shop owners that expand their businesses onto the pavement and not paying this in their business rates?	<p>Any changes as a result of businesses expanding their premises are reported to the Valuation Office Agency (Inland Revenue). Where relevant, this may result in an increased rateable value which subsequently means the business rate will increase.</p> <p>Haringey Council operates a Licensing scheme whereby shopkeepers may apply for a Licence to display goods outside their premises, for which a fee is payable. If the display is situated within a private forecourt, fees for the area will have already been included in the business rates for the premises. There are however, certain roads or parts of roads where licenses are not granted. Enforcement officers ensure that the relevant legislation is being adhered to.</p>
<b>London 2012</b>	
Does the Council Tax income include the Olympics levy?	Your Council Tax bill includes the Council Tax charge from the Council together with the GLA precept, which is the amount the Mayor of London asks you to pay which is collected on his behalf by the Council. That precept includes the Olympics levy. The money collected by the Council for the GLA precept does not belong to the Council and is not used by it.
Why will we be paying for the Olympics until 2017?	The timescale for funding the Olympics has been set by the government and the Mayor of London. The Council merely acts as the collector of the precept for the Mayor. Concerns about the precept and/or Olympics funding should be addressed to the Mayor's Office at City Hall.
What will be the Olympic legacy for Haringey?	Whilst Haringey may not be one of the 'Olympic' boroughs, the excitement and interest is just as great, with its passion for sport and rich cultural diversity.

Question	Answer
	<p>Haringey publicised its own '2012 Prospectus' in 2012, setting out our legacy aspirations around the themes of people, places and prosperity.</p> <p>Volunteering, training and employment opportunities have been promoted to residents, e.g. Haringey Guarantee, Haringey Welcome, and Procurement Readiness Programme. The borough has secured investment from the GLA's Play Sport Fund to improve swimming facilities and funding from Sport England's 'Inspiration' Programme to upgrade outdoor sports' facilities at Ducketts Common. The main focus of the borough's legacy ambition relates to using the motivation of the Olympics to increase participation and involvement in the arts and sports, to encourage a healthy lifestyle; learning opportunities and active citizenship, e.g. Dance 2 Dance, Make a Change, Sportsmakers, Active for Life, Stories of the World, Ooooh Art. Thus the legacy would be 7,000 more adults and young people regularly participating in sports and arts activities.</p>
<b>Councillor expenses</b>	
<p>How much do councillors get in expenses; and how much has this been cut?</p>	<p>The level of councillor allowances in Haringey is comparable to other London boroughs. Councillors' allowances were reviewed as part of the Governance Review and the total amount was reduced by 10% (£125k) following a reduction in the number of Special Responsibility allowances for members.</p>
<p>Councillors in Haringey claimed £1.4m in expenses last year – 50% more than councillors in Camden. Why are Haringey councillors claiming so much? Why does the mayor have a car?</p>	<p>The level of councillor allowances in Haringey is comparable to other London boroughs. Councillors' allowances were reviewed as part of the Governance Review and the total amount was reduced by 10% (£125k) following a reduction in the number of Special Responsibility allowances for members. The Mayor no longer has a car; it was removed as a saving.</p>
<p>Why do councillors have expenses at all?</p>	<p>As stated previously, councillor allowances and expenses is governed by the Local Authorities (Members' Allowances) (England) Regulations 2003. It is not within the Councils powers to withhold payment to councillors under the agreed remuneration scheme. The level of councillor allowances in Haringey is comparable to other London boroughs. Councillors' allowances were reviewed as part of the Governance Review and the total amount was reduced by 10% (£125k) following a reduction in the number of Special Responsibility allowances for members.</p>

Question	Answer
<b>Protecting vulnerable people</b>	
How protective are you of mental health services in Haringey?	<p>The Council takes its role in terms of the provision of statutory mental health services very seriously and there is no reduction in the mental health services it commissions (buys) or any change in the access to mental health services. Just to be clear the Council has not removed its mental health provision and anyone assessed as needing a service will continue to be able to access services and will receive appropriate support according to their need and eligibility for services. It is, however, that with the closure of the Alexandra Road Crisis Unit, we will be looking to protect vulnerable people by commissioning and providing mental health services in other ways to meet people's needs.</p> <p>We would like to reiterate that the Unit is not due to close until Spring 2012. Users will therefore be able to use the service for several more months. All those who use this service are involved in a review of their social care and health needs and a personal support plan drawn up with them, ahead of any closure in order to find the alternative most suitable to their needs.</p> <p>While we regret that budget cuts have made it necessary to close the Crisis Unit, we do have the opportunity to modernise our service provision and to develop more flexible solutions that better meet the current and expected future needs of the people of Haringey to maintain their independence and exercise greater choice and control.</p> <p>Within mental health services, there is a clear ethos of recovery and move on from residential care, and the providers within the market are used to working with people who are in crisis and this does not change with the closure of ARCU. Where the assessed need of the individual is such that short term 'crisis' residential care is considered the most appropriate option for them. This will continue to be arranged for them and we anticipate no difficulties in working with the private and voluntary sector in being able to provide an appropriate intervention/placement where the primary need is social care, such as respite and dealing with crisis situations.</p>
Money has been wasted at St Ann's Hospital – why has the NHS not used	<p>The Alexandra Road Crisis Unit has been jointly funded by NHS Haringey for a number of years. We cannot comment on the running of St Ann's Hospital or the NHS decision other than to say</p>

Question	Answer
<p>this money to maintain ARCU?</p>	<p>NHS Haringey gave notice to the Council of termination on the formal joint commissioning agreement on 14th December 2010 and six months notice of their intention to withdraw health funding from the Alexandra Road Crisis Unit with effect from the end of June 2011. However the notice period was extended (to December 2011) to allow both NHS Haringey and the Council to jointly consider the proposal for closure and a reasonable time period to close the service.</p> <p>We very much regret that we have been forced to take this decision as a result of unprecedented cuts to the Council's budget and withdrawal of funding by the local NHS, which paid for some 60% of the costs of providing the service.</p>
<p>Services for older people have recently closed in Wood Green and Tottenham – where are vulnerable people to go when it only cost £450k to run these services?</p>	<p>Prior to any decision by Cabinet to close a service, there has been careful consideration of the equalities and other impacts that any closure decision would have. Where a service has closed or is due to do so, we are confident that there either are or we will be able to find suitable alternatives for people locally. This is why, for example, we have retained the Haven, Grange and Haynes day centres until 1) the market is sufficiently developed in the independent sector and 2) while we work closely with voluntary and independent sector providers on an option for them to provide the service in the future, subject to the results of market testing and a further period of consultation. Two of the drop-in centres will continue but will be member run.</p>
<p>Why is the Council concerned more about parking and generating income that providing services to vulnerable people?</p>	<p>The Council has a statutory duty to manage its road network and ensure road safety and ease of traffic flow. Residents also have the expectation that they can park close to their homes and in many parts of the borough traffic management intervention is required to achieve this. Those efforts improve road safety, and prioritise parking spaces for residents and their visitors and disabled drivers. Just to be clear there is no change to Haringey's eligibility criteria to access adult social care services, so if a vulnerable adult is assessed as needing services s/he will continue to receive services. It is simply that, in future, more of them will be bought from an external provider or supplied via a personal budget as appropriate to a person's needs, in ways that allow them to access the care and support they need in new and more flexible ways and gives them maximum choice and control. We have been working with independent sector providers to develop, where not already in place, concrete, alternative and appropriate options. Where placements are appropriate, we will be looking to maintain our robust approach of only placing people in homes which are rated "Good" or "Excellent". In terms of the funding, the Council has done its utmost to save money on non-essential spending and back-office functions in order to protect frontline</p>

Question	Answer
	services to vulnerable people. However, the unprecedented level of cuts imposed on local authorities has meant that we had no alternative than to consider the changes we are making to adult services.
<b>Council communication</b>	
Why are we paying for Haringey People and Home Zone magazines – these are a waste of money?	Independent research consistently highlights that Haringey People is a preferred source of information about the council and its services. Given the popularity of the magazine and the very fact we want to be even handed in information provision, it would not be acceptable to a council that takes its duties to inform seriously to stop producing the magazine. We would also make the point that government cuts and the impact they have on services means that more than ever people need to be kept up-to-date with news about those services. We will inform Homes for Haringey, who produce Home Zone, of your question.
Why as a leaseholder am I paying double the service charge that I was paying 8 years ago? Am I paying for the Magazine twice – in my Council Tax and leasehold charge? It seems to me that leaseholders are subsidising Council tenants.	In 2005, an external consultant undertook a review of the way in which the Council was calculating and recovering leaseholder charges, and recommended that the Council rationalised its charges and addressed issues relating to the under-recovery of costs. The Council has rationalised the charges for all of its tenants and leaseholders, and this has resulted in increases in service charges. Prior to these changes, quite a lot of the charges to leaseholders were being subsidised from the housing revenue account. Some costs (including minor works and the cost of converting communal aerial systems to digital) have been included as part of an annual service charge, rather than separately, in order to reduce the administration charges that leaseholders would otherwise incur if separate invoices were issued. As explained in the notes to the annual service charges provided to all leaseholders, the cost of Homes for Haringey’s magazines for residents (‘Home Zone’ and ‘Leaseholder News’) is about £4 a year for each household that receives them. ‘Haringey People’ is a magazine produced by the Council for everyone living in the borough and is paid for through the Council Tax. Tenants and leaseholders pay nothing towards the cost of ‘Haringey People’ through their rents and service charges.
<b>Streetscene</b>	
The Council has said that it can’t cut	All street trees and those in Homes for Haringey estates and parks / open spaces are inspected



Question	Answer
<p>back trees because it hasn't got any money; if the condition of unkempt trees cannot be managed – including the condition of the pavement at the base of the trees – why don't you just remove them?</p>	<p>regularly and maintained where necessary. Street trees are maintained on a 3 or 4 year cycle of planned maintenance. The type of pruning works undertaken depends on the tree's location and the species of tree. Minimal works will be undertaken in order to sufficiently manage the tree. A reduction of the height of the tree is usually undertaken for managing the potential risk of subsidence damage or where the tree has been managed by crown reduction historically. The public highway is inspected regularly, if tree root damage is noted and has resulted in a possible trip hazard occurring, works are carried out to repair the damage.</p> <p>A healthy Tree stock also contributes to the natural environment and quality of place, whilst also helping to counter CO2 emissions.</p>
<p><b>Other comments</b></p>	
<p>You will be starved of money and coerced to share and get private companies to run services. Do you foresee more services being farmed out in this way?</p>	<p>The Council is concerned about the reductions it has had to make in response to the government's spending reductions. However, the Council has a commissioning programme which is designed to ensure services are provided by those best placed to supply the best possible service at the best price – protecting vulnerable people and offering the council taxpayers value for money.</p>
<p>Why is the Council moving to the collection of residual waste once a fortnight when 80% of waste is already recycling? Uncovered bins are already leading to rodents.</p>	<p>It is not the case that 80% of waste is already being recycled. In Haringey the recycling rate is currently around 27%. The best performing boroughs for recycling are now achieving recycling rates of 50% or more. Nine out of the top ten recycling boroughs in the country have fortnightly collection of residual waste so this type of service has proved successful in improving recycling rates. Apart from the improvement in recycling rates, fortnightly collections also help reduce carbon emissions and to achieve savings for council tax payers.</p> <p>The standard set of refuse and recycling containers provided to households in the west of the borough when the changed waste collection service is rolled out, are all provided with lids, which should prevent problems with rodents,</p>

Question	Answer
<b>Growing local jobs</b>	
Is there an opportunity for the voluntary sector to play an enhanced role in providing services?	We recognise the role the council has in supporting and developing the Voluntary Sector, and there are already good examples of the sector working together independently of the council that could be built on. As well as utilising many volunteers, the Voluntary Sector is a major local employer. One of the key characteristics of its employment profile is its flexible and part-time job opportunities, attracting large numbers of women and people often marginalised in the mainstream employment market.
How will the use of unpaid interns and volunteers - rather than paid professionals (such as in parks) – help create jobs?	<p>We do not currently have any interns. However, we do offer work experience placements in partnership with other local agencies, linked to wider training and employment programmes. These are usually targeted to young people, and provides them with the opportunity to gain on the job experience and develop new skills.</p> <p>This can inform and support their vocational and/or ongoing training choices, and can be a useful stepping stone to apprenticeship opportunities. We also have an active and well developed volunteering base, run in conjunction with agencies such as the British Trust for Conservation Volunteers and Groundwork, which provides additional capacity to supplement our core parks' maintenance resource.</p>
Will any jobs created be filled by local people? They should be.	Council policy it to support investment that supports the opportunity for jobs in Haringey and to provide targeted support to those most in need to access training and work. 2011/12 is an interim year with less funding to support this area of work and the Council is aiming to support 150 people into work. The Council is developing a programme for 2012/14 that would at least increase this target by 50 per year. This compares to the general annual delivery by Haringey Job Centre Plus, (and now the Work Programme) with significant extra resources, of around 2000 into work. The Council targets its resources on those furthest away from work – and over this and the next 2 years on youth unemployment. This programme will be targeted at the private sector over the next 2-3 years whilst National austerity measures requires the Council to reduce resources. The Council works with JCP, local employment providers, and the Work Programme on those who are

Question	Answer
	unemployed and seeking work who live in the Borough. It works on a wider North London basis with the local Colleges.
Call to prepare & be ready for when jobs are created to ensure that local people get those jobs. In particular, this should be a key criterion for the bidding process.	Please see above
I'm worried that retailers are moving away from the area because when their leases expire they are too expensive to renew. What can be done about this?	There are no fees charged for renewing Council leases but the rent may go up as the Council is obliged to generate best consideration by assessing the rent in the prevailing market for the proposed uses. However as the rent is dependant upon market conditions it is possible that the rent for a new lease may be lower and upon lease expiry the tenant is often in a position to negotiate a lower rent. Aside from this we can discuss alternative premises that may be available or if practical suggest that the tenant downsizes on existing premises.
If retailers are employing fewer people e.g. self check-outs have been introduced in Waitrose, how does this help create jobs?	The impact of technological changes in society at large may require national debate and discussion; they cannot be addressed by the Council at a local level.
It's very frustrating that qualified, experienced people with university degrees cannot get jobs; what can the Council do about this?	Council policy it to support investment that supports the opportunity for jobs in Haringey and to provide targeted support to those most in need to access training and work. 2011/12 is an interim year with less funding to support this area of work and the Council is aiming to support 150 people into work. The Council is developing a programme for 2012/14 that would at least increase this target by 50 per year. This compares to the general annual delivery by Haringey Job Centre Plus, (and now the Work Programme) with significant extra resources, of around 2000 into work. The Council targets its resources on those furthest away from work – and over this and the next 2 years on youth unemployment. This programme will be targeted at the private sector over the next 2-3 years whilst National austerity measures requires the Council to reduce resources. The Council works with JCP, local employment providers, and the Work Programme on those who are unemployed and seeking work who live in the Borough. It works on a wider North London basis with the local Colleges.
Is it possible for major developers and contractors to be required to employ	Negotiations on “local employment clauses for training and work in construction” are carried out with all major schemes as part of planning applications

Question	Answer
local residents as part of their planning permission?	
Why have the Olympics not brought many new local jobs?	The local job focus was always the 5 host Boroughs. Further job and business opportunities have been available to London and UK. Haringey Council and partner employment and business support has used and promoted the Olympics as an opportunity.
<b>Reinvigorate our regeneration priorities</b>	
Tottenham High Road needs attention. There are many burnt out buildings and others are being knocked down. Can we have more action and less talk?	We are committed to creating a thriving and attractive High Road that becomes a destination for North London. As part of the investment package for Tottenham from the Council and Mayor of London we anticipate delivering a range of public realm, transport and site redevelopment projects that will support our ambitions for Tottenham High Road. In terms of the buildings damaged and destroyed in the riots, we have been working with the landowners to ensure that they are able to return to the High Road with high quality replacement developments as soon as possible. The Post Office has reopened, Carpet Right will shortly be submitting a planning application with a view to starting works on site in the summer, JCP will be returning in March, 2XI have been relocated to Tottenham Town Hall, Aldi have submitted their planning applications and we are discussing plans to develop an Employment and Enterprise Centre at 639 High Road with the GLA.
When will you repair and fix the streetlights to Alexandra Palace? This is a high visibility issue due to Olympics and other high-profile events.	The streetlights are the responsibility of Alexandra Palace as they are on Alexandra Palace Way. The lights are not working due to a failure of the electrical cable system which supplies power to the lights and needs to be replaced. We hope to be working with the Palace Trust to ensure that repairs to the lights are carried out before the Olympics.
<b>Tackling the housing challenges</b>	
What will the Council do to identify empty properties & make them available for people to live in?	Haringey Council has an active enforcement programme for long-term empty homes and those causing a nuisance – homes that cause problems within neighbourhoods by attracting crime, vandalism and fly tipping within a road. The Council will commence enforcement proceedings against owners if it has to intervene to clear properties of waste and or board empty homes to prevent access. Owners who persist in not bringing empty homes back into use will also be

Question	Answer
	<p>subject to the Council’s empty home enforcement procedure which may result in the Compulsory Purchase of a property. A Compulsory Purchase Order (CPO) will be used where there is no debt on the property and where the Council can satisfy the Secretary of State that the owner has made no attempt to bring their property back into use. The Council currently has 22 properties that the Council’s Cabinet has approved for CPO and 4 of these have had to be sent to the Secretary of State for confirmation of the CPO. Following acquisition by the Council, these properties are either sold to a housing association or put onto the open market and sold to someone who is willing and able to renovate them and bring them back into use.</p>
<p>Would it be possible to allow some Council tenants to carry out refurbishment of own houses?</p>	<p>Homes for Haringey and the Council are currently considering the practicalities of introducing a cashback scheme for tenants who are willing and able to undertake or arrange small-scale, day-to-day repairs to their homes. Concerns about the quality of the work and materials, together with the insurance and health and safety implications, must be addressed if such a scheme is to increase resident satisfaction and save money. Many tenants already improve their homes, to a high standard, at their own expense.</p>
<p>Mortgages are unaffordable for young people yet they do not qualify for Council properties. What are you doing to deal with this issue?</p>	<p>Tackling the severe shortage of affordable housing in the borough is a priority for the Council and represents one of the biggest challenges facing Haringey. The Council’s Housing Advice &amp; Options Service provides comprehensive advice on the full range of housing options (including private rented accommodation and low cost home ownership) and operates a successful rent deposit scheme to help people who are homeless or at risk of homelessness to access the private rented sector.</p>
<p>Repair work to Council houses has reduced. Could we get residents with building experience to get involved- ask them to make proposals to the Council in return for reduced rent? For example, install their own kitchen, do plumbing etc. The benefits could be reduced rent.</p>	<p>Although there would need to be safeguards in terms of the quality of the work and the materials used, this is an interesting idea which will be discussed with Homes for Haringey.</p>
<p><b>Improving outcomes for young people and forging new relationships with schools</b></p>	
<p>We do not want to see any more bad</p>	<p>Agreed. The Council is working hard to improve its services and to ensure that good news stories</p>

Question	Answer
publicity for Children's Services.	are published, as well as more challenging ones.
Isn't it better to 'lead' young people rather than 'blame' them?	The Council agrees and has recently launched a consultation on its Young People's Strategy with young people, their parents and carers and service providers. It wants young people in Haringey to be inspired to achieve their full potential and make a positive contribution to their community. Knowing that lots of organisations work with young people in the borough, that no single organisation can deliver everything for a young person and that with limited resources it's important that everyone has a clear focus on what the priorities are and what the outcomes should be, the Council has created draft vision, outcomes and priorities so that all services can be better joined-up to meet the needs of young people in Haringey.
The stigma of being a Haringey schools is unhelpful & difficult and makes schools perform less well. Why can't the Council get all the schools to perform to a reasonable level?	<p>Despite recent negative press, our schools are improving.</p> <ul style="list-style-type: none"> <li>■ At Key Stage 2, Haringey's rate of progress since 2002 has been better than the national trend, with an impressive 4% improvement in mathematics and a 5% improvement in science in 2007.</li> <li>■ At GCSE, Haringey's rate of progress since 2001 has been at more than twice the national rate.</li> <li>■ 19 year olds achieving level 2 in Haringey have increased from 53.0% to 62.0% (2004 to 2006) compared with the national increase from 66.3% to 71.4% of all those in that age group.</li> <li>■ The percentage of young people who are not in education, employment or training (NEET) has decreased significantly to 9.8%. This is significantly lower than the national average.</li> </ul>
The Council has let young people down. Some leave without having basic literacy & numeracy skills. Other similar local authorities have far better performing schools. Why?	Haringey has had a significantly greater number of publicly rehearsed challenges to deal with than other authorities. But we continue to focus on improving the offer from our schools to the borough's children and young people.
Some Haringey services have improved but not all. Why is the Children & Young People's Service so poor? This makes it more difficult to argue that schools	The history of the Children and Young People's Service is well rehearsed. However, the fact is that our services are continuing to improve, as evidenced by external inspections.

Question	Answer
should stay in local authority control rather than become academies.	
What are you doing to get more money for Haringey from central government to get a fairer deal for our schools (funding as outer London borough, costs as inner London borough). Please state the difference in funding for outer vs. inner London borough schools.	We continue to lobby the government and respond to government consultations.
<b>Cultivating a culture of excellence</b>	
Resources are limited but the Council seems to be aiming for 'the best' in all areas. This is unrealistic – wouldn't more realistic aims be more beneficial?	While resources are undoubtedly limited, the Council is committed to delivering responsive, high quality services to our residents. Council services need to be customer focused, efficient, effective and evidence based. We can only achieve this through strong collaboration with a range of partners. The Council has set out proposals for reorganising and transforming its services in 2012-13 - making changes whilst facing the biggest reduction in financial resources we have ever known. This will help ensure that we emerge from this period as a strong organisation with services clearly focused on meeting the needs of our communities.
<b>Budget</b>	
Can you provide more detail about the finances of supporting the 5 aims: in particular:  1. Strategies adopted 2. Where will the money come from 3. How will it be invested?	The Cabinet report of February 2012 sets out details of some key investments supporting these aims – such as the establishment of a Worklessness Fund and major investment in re-generation in Tottenham.
Why is money being wasted by lights	The Council is committed to CO2 reduction, energy conservation and financial efficiency. As part

Question	Answer
being left on in Council buildings overnight?	of the management and security of buildings appropriate arrangements are in place to switch off lights overnight after the buildings are fully vacated. In 2011 the Council commenced a programme of installing automated lighting control devices in its offices that will further improve energy and financial savings.
How many jobs has the Council had to lose so far?	Starting from a base of over 4,600 staff before the implementation of this year's spending reductions, over 800 staff have been cut as a result of this year's budget cuts. The council has also significantly reduced agency staff levels as well. In total the council workforce has reduced by over 1000 full time equivalent staff, a reduction of 23%. The Council anticipates a further 300 posts to be lost over the next two years.
What is the size of the bad debt to the Council (particularly Council Tax)?	The Council's Statement of Accounts for the financial year 2010-11 show that at 31 <sup>st</sup> March 2011 £29.4m of Council Tax and £105.5m other debts were owed to the Council and at that date were yet to be received. The Council has made prudent provision for non recovery of these sums in its accounts of £17.8m regarding Council Tax and £46.1m regarding other debts.
<b>Council Tax</b>	
Can the Council raise council tax? Why are you not doing so?	The Council can raise Council Taxes, however it must be mindful of the level at which it would trigger a referendum. The Council recognises the impact of Council tax increases on households at this time.
My Council Tax used to be paid over 10 months, now over 12. Why is that? (Response: it should not be so, Cllr took down personal details to investigate this individual case).	Council tax is paid over 10 months of the year. However, residents can pay over 12 months if paid by direct debit only.
Council Tax increasing makes it more difficult for families, particularly as rents are also increasing.	Agreed. The Council did not raise the Council tax in 2011-12 and the Cabinet is recommending to the Council that it is frozen for 2012-13 also.
<b>Funding the voluntary sector</b>	
How do budget cuts in the Council affect	Haringey Council highly values the contribution the Voluntary Sector makes in providing a wide



Question	Answer
the voluntary sector?	variety of services. In 2010/11 the council invested over £15 million in the Voluntary Sector through a combination of grants and commissioned projects to improve the health and wellbeing of residents. The Council recognises that Voluntary Sector organisations also help to bring money into the borough to tackle poverty and disadvantage, promote education, address inequality and develop the borough's art, culture and heritage, as well as improving and protecting the environment – things that it cannot do (and certainly cannot do alone). The Council will continue to support the voluntary sector through its commissioning strategy for the purchase of goods and services.
Do you believe that the Big Society is a sham and simply offloading onto the Council work of the voluntary sector?	<p>Fundamental change is happening across the public sector, change that will give local councils and neighbourhoods more power to take decisions and shape their area; enable charities, social enterprises, private and public sector companies and employee-owned co-operatives to compete to offer high quality services; and enable people from all walks of life to play a more active part in society. The current economic downturn provides many challenges for commissioning and grant aid when there is less funding available. Against this background of rapid change and the challenges it presents, Haringey Council has a unique opportunity to review how it delivers effective services to help meet areas of highest need and address local inequalities to achieve improved outcomes for residents.</p> <p>The Council is looking at new, innovative and efficient ways to make best use of the resources available. The future funding of the Voluntary Sector will be delivered through a commissioning and funding framework using a commissioning approach with clearly specified outcomes; the Council will seek the best (and added) value for money and high quality services for residents.</p>
<b>Parks and open spaces</b>	
There is a long waiting list for allotments. Would it be possible to set aside a small bit of the park for people to grow own food (temporarily)? This will increase good will. Could also sell or give away plants. Currently give away compost, but	<p>The Council manages over 26 allotment sites covering just over 76 acres of land, with over 1600 people leasing its allotments.</p> <p>Courtman Road in White Hart Lane is home to one of the largest allotment sites in Haringey but had only a few plots in use. Despite the long waiting list for allotments, the overgrown plots put off gardeners from taking them on. To tackle this problem, the Council decided to look at a new</p>

Question	Answer
<p>could charge for this.</p>	<p>way of ensuring the land could be cleared and cultivated for community use. Under the banner of the 'Capital Clean Up' the Council invited members of the waiting list and other volunteers to participate in a six month project to clear up the land and develop community growing spaces, instead of individual allotments.</p> <p>As a result of 'Capital Clean Up', the Courtman Road site has now been cleared and is at full capacity. It now has 33 plots let to tenants.</p> <p>The number of tenants being given an opportunity to have an allotment has increased as when large plots become available, they are split up into smaller plots. We currently have 1750 allotment tenants.</p> <p>The possibility of food growing is being investigated at other council sites.</p>
<p>It's devastating that parks' budgets are being cut by half - is it possible for parks to generate revenue? Please consider ideas for making money from parks to bolster their budgets.</p>	<p>The Council wants to work with Haringey's 'Friends of Parks' to see how parks can be effectively operated within a reduced budget in order to retain them. The Council does not have the funds to reinstate the £1m reduction to the parks budget, so will continue to work with the 'Friends of Parks' to prioritise aspects of the parks' service that need attention. Each park/open space is very different and the needs of Priory Park and Duckett's Common illustrate the challenges of managing open spaces. The Council welcomes any proposals as part of this consultation for what the public see the priorities to be and will work with the 'Friends of Parks' in finding solutions.</p>
<p><b>Alexandra Palace and Park</b></p>	
<p>Please explain your relationship to the Alexandra Park and Palace;</p> <ol style="list-style-type: none"> <li>1. Who pays Duncan Wilson?</li> <li>2. Does the Council have control?</li> </ol>	<p>Alexandra Park and Palace (Public Purposes) Act 1900 created a charitable trust to oversee the running of the Palace and Park as a place of free public recreation. The Council became the trustee in 1985. Duncan Wilson OBE became Chief Executive Officer of Alexandra Park and Palace (APP) in October 2011 who pay him his salary, which is funded out of the Trust budget. APP is an independently run company. However, as trustee the Council is legally responsible for ensuring the Trust continues as a going concern and therefore deficit funds the Trust. The Council continues to work with the trustees and senior management of the Trust in order to bring about increased efficiencies within its budget.</p>

Question	Answer
I specifically want the fireworks back (agreement across the room).	The running of the annual firework display is part of the business of the Alexandra Park and Palace Charitable Trust, not the Council and it is the Board of Trustees that make decisions on these matters.
<b>Refuse and recycling</b>	
Streets are cleaner. But why is Veolia (refuse contractor) incinerating so much recyclable material?	<p>None of the recyclable materials collected by Veolia through the recycling collection service are incinerated, it is all taken for recycling.</p> <p>We know that some materials that could be recycled do end up in the waste stream and are therefore incinerated. We are determined to reduce this to an absolute minimum through the operation of the new Waste and Environmental Services Contract with Veolia. Some examples of how we will do this are as follows:</p> <ul style="list-style-type: none"> <li>• changes to waste collection services to encourage more recycling, such as 240 litre wheelie bins for dry recycling;</li> <li>• recycling from street cleansing, including composting of leaf fall, recycling from ‘on-the go’ litter bins and manual separation of recyclables like cans and plastic bottles within street sweepings;</li> <li>• reuse and recycling from bulky household collections and from flytipped waste; and</li> <li>• recycling more of the waste brought to our two reuse and recycling centres.</li> </ul> <p>We aim to increase our recycling rate from 27% now to 40% by 2015 and this will drive down the amount of waste that has to be incinerated or sent to landfill. .</p>
<b>Protecting vulnerable people</b>	
Disappointed that 100 Whitehall Street has been closed. Can a councillor visit Whitehall Street to see the good work being done there. What will happen to	This decision has never been about the quality of the service or the professionalism of the staff there. We know these services are valued and the Lead Cabinet member and other Councillors have visited to see the good work being done there and to explain to users, carers, staff and others why the service is closing. Just to be clear, Whitehall Street is not due to close until 1st April

Question	Answer
the building?	2012 and so those who use the service currently are still able to do so. We are currently working closely with those who use its residential and respite services. Residents of Whitehall Street have been involved in a review of their social care and health needs and a personal support plan drawn up with them in order to find the alternative most suitable to their needs. No one will be left without a home, and we want to make this very clear. This has moreover been handled in a careful, humane and sensitive manner with time to consider an appropriate placement - thereby minimising distress and disruption to a person's care.
<p>Why does Haringey have such a disproportionate number of asylum seekers and refugees? Is there a national policy as to where they are housed? Is Haringey financially compensated for this? What is the impact on housing and literacy?</p> <p>Should lobby government for greater support with this.</p>	<p>The Home Office (and not the Council) is responsible for accommodating and supporting asylum seekers while their application for asylum is assessed. The relatively high number of households placed in Haringey by the Home Office, over the years, reflects the cost and availability of private rented accommodation in the borough. Although households whose asylum applications have been approved can apply for assistance with housing under the homelessness legislation if they are unable to find somewhere to live when they leave the accommodation funded by the Home Office, most asylum seekers do not have children and are not deemed to be in priority need. Others are happy to move into alternative private rented accommodation. Most asylum seekers whose application for asylum has been turned down are able to apply for continued support from the Home Office under Section 4, but this is usually conditional on them agreeing to national dispersal and/or returning to their country of origin. The Council's No Recourse to Public Funds (NRPF) Service supports households under Section 21 of the National Assistance Act 1948 and works proactively with the Home Office to minimise the number of NRPF cases that Haringey supports.</p>
<p>Why don't you campaign for something like the Section 11 funding – funding based on number of residents born outside the EU?</p>	<p>Section 11 of the Local Government Act 1966 provided for the payment of grants to local authorities to address disadvantage - brought about by differences of language or culture - that was experienced by members of any ethnic minorities in accessing education, training, employment and other opportunities. Section 11 has now been abolished.</p> <p>In Haringey we are running the 'Haringey Welcome', a new project made possible by European Integration Funding and the UKBA. The aim is to help newly-arrived third country nationals with their integration goals in the UK. The Haringey Welcome offers a personalised approach to integration, including English language classes, assistance towards converting overseas qualifications to UK recognised ones and volunteering opportunities.</p>

Question	Answer
<b>Transport</b>	
<p>Transport links North to South of borough are good, but East to West are not. Job prospects, unity in council would be improved if transport was improved. Could you approach TFL with this?</p>	<p>The difficulty in making east – west journeys by public transport is recognised. The Council has been working with our partners in North London Transport Forum [representing Haringey, Waltham Forest, Enfield and Barnet] to seek better orbital public transport links and has sought, over a considerable period, support from Transport for London for better connectivity. Transport for London has implicitly recognised this issue of east west connectivity in the Sub Regional Transport Plan in which it is noted that public transport travel tends to take longer than car journeys and suffer from road congestion adversely affecting journey time reliability.</p>
<b>Consultation</b>	
<p>Expression of feeling that some ideas not being listened to &amp; taken into account.</p>	<p>In 2010-11 the Council received 739 completed questionnaires and 10 e-mails in response to its budget consultation; it included 1042 ideas and comments all of which were included in the final consultation report. A final consultation report setting out all the comments received during this year's consultation will be published to coincide with setting of the budget by Full Council at its meeting on 28 February. Final decisions taken may result in further specific consultation about specific changes to services. Last year the Council listened to comments received from users, carers and their advocates about specific changes to services and amended proposals relating to adult social care and to Children's Centres as a result. In addition to numerous consultations undertaken each year, the Council also listens to the views of residents through user feedback surveys, compliments and complaints, discussion at area committees and council meetings, petitions and advisory panels and groups.</p>
<b>Other comments</b>	
<p>Have you thought of creating a Haringey Lottery?</p>	<p>We could explore this but would need to establish if it was legal and gain Member approval to it.</p>

Question	Answer
<b>Tackling the housing challenges</b>	
<p>Why don't you take Homes for Haringey back into Council control? It has a very poor online offering, a poor maintenance service. I used to be great; but it's now time to get rid of it!</p>	<p>Homes for Haringey was set up, as an Arms Length Management Organisation (ALMO), in 2006 in order to manage the Council's housing stock and deliver Haringey's Decent Homes Programme. In 2007 and 2010, the Audit Commission assessed Homes for Haringey as providing a 'Two Star' (Good) Service. Although the Council is pleased with the ALMO's performance and achievements, it is currently considering the role that Homes for Haringey can and should make to the delivery of housing services, and the regeneration of the borough, in the future. Any decision on the future of the ALMO will take into account the investment needs of the housing stock, the potential for efficiency savings and, of course, the wishes of tenants and leaseholders.</p>
<p>Why don't you manage housing directly? You'd get more buy-in from tenants who are suffering as a result of the increasingly poor service that Homes for Haringey provides.</p>	<p>Homes for Haringey was set up, as an Arms Length Management Organisation (ALMO), in 2006 in order to manage the Council's housing stock and deliver Haringey's Decent Homes Programme. In 2007 and 2010, the Audit Commission assessed Homes for Haringey as providing a 'Two Star' (Good) Service. The creation of the ALMO has enabled Haringey to improve the management and condition of the Council's housing stock whilst at the same time improving the quality of strategic and community housing services and almost halving the number of homeless households living in temporary accommodation. These improvements are unlikely to have been achieved if the Council had continued to manage its housing stock. The Council is currently considering the future of Homes for Haringey and the contribution that it can and should make to the delivery of housing services and the regeneration of the borough. Any decision will take into account the investment needs of the housing stock, the potential for efficiency savings and, of course, the wishes of tenants and leaseholders.</p>
<p>Who's scrutinising Homes for Haringey and what it's doing? Why am I paying for such an expensive yet poor gardening</p>	<p>The performance of Homes for Haringey is monitored and scrutinised by the ALMO Board and by the Council's ALMO Client Team, Cabinet and Overview &amp; Scrutiny Committee. Monthly monitoring meetings take place between the Council and Homes for Haringey to review the</p>

Question	Answer
service and disproportionate increase in charges for communal lighting?	ALMO's budget and performance, and ensure that Homes for Haringey and the Council are complying with the terms of the Management Agreement. If you have any concerns about the quality of the gardening service or charges for communal lighting, you should discuss these concerns directly with Homes for Haringey.
<b>Improving outcomes for young people and forging a new relationship with schools</b>	
Why was the consultation about Childrens Centres handled so badly?	We regret that you think this is the case. Consultation meetings were held in every children's centre, forms were provided in children's centres and on line forms were made available . Consultation enabled us to listen to the views of service users and target and fund future work through our Education service. With the reduction to the Early Intervention Grant we had to look at targeting provision where it was most needed.
Why had the people running the consultation already decided the outcome? It was obvious from their rejection of any positive alternatives put forward that they did not want to listen.	Consultation enabled us to listen to the views of service users and target and fund future work through our Education service. With the reduction to the Early Intervention Grant we had to look at targeting provision where it was most needed. The final outcome of the re-structure changed after consultation and was not was the one initially proposed
Are you committed to providing the essential baby clinic services that the Centre provides in the area?	We are and continue to work closely with Health to ensure that they remain.
Why does this Labour Council feel that the 'rich' people in Haringey don't need such services; I live in Haringey and I'm not rich.	All our families with young children need services, especially early education and health. However with very limited resources we are committed to ensuring that the widest range of support is provided for those most in need.
Did you know that Islington have stopped us from using their centres precisely because they knew you'd cut yours and that this would add pressure on them?	We have meetings with our neighbouring Local Authorities who are also dealing with cuts to funding. Islington are able to provide services for many of their own families who have previously been accessing Haringey children's centres.
Can't you see that the Centre is an	While we are no longer able to fund Highgate children's centre we have worked with Health who

Question	Answer
effective was of providing services in Highgate and addressing a gap in what's provided?	are continuing to deliver from the centre. The school has developed a programme of activities that will still run from the centre.
Will the Council continue to fund the Centre after April by committing to give it the funding from its health budget?	We are having discussions with the Headteacher and Health
Why did the Centre have to wait so long to find this money?	Funding had to be found from an alternative source
How will you secure the healthcare that people need in Highgate?	The Whittington Hospital Trust is responsible for delivering healthcare in Highgate. We will continue to work with them.
How can parents work with the Council to keep the Children's Centre open?	Children's Centres rely on the involvement of parents to ensure service delivery is matched to need. There are no further plans at this time to close any more children's centres.
<b>Cultivating a culture of excellence</b>	
What do you mean by a culture of excellence?	By this we mean we want to deliver an excellent, responsive service to residents at all times, making the council an effective organisation. We want all of our services to provide an excellent standard of customer care, and to inspire confidence in the council as a whole.
<b>The Council's budget</b>	
Were all the cuts made in the first year, or are you making them over a number of years?	Last year we anticipated we would need to make reductions in planned spending of £84m by 2014. We made £41m reductions in 2011-12. We are making further reductions in 2012-13 and currently expect to have to find a further £6m savings in 2013-14 and possibly £19m in 2014-15, although this figure is subject to many uncertainties around the level of future funding from the government.
Do you know what's happening with welfare benefits?	The government has already made a number of changes and further changes are proposed. The government will consult with the Council in advance of these changes.
Does the financial gap you've told us about include inflation?	Yes.
Do you fund the Neighbourhood Policing	No. The Metropolitan Police Service is funded by the Mayor of London through a precept.



Question	Answer
Teams?	
Will all of this year's cuts happen in April?	No. Last year our budget consultation was followed by individual service consultations before changes were implemented. Services will begin to plan savings in a managed way through out the year, as is being done with the closure of care homes and children's centres. Changes will be made in ways that minimise the risks to service users.
<b>Replacement of IT equipment</b>	
Why do you end up investing in very expensive IT projects that don't deliver? Now's not the time to do this?	Since the IT infrastructure was last updated in 2004, the Council has not overspent on it's IT budget. The Council has actually been reducing its IT budget over the past three years, through increased efficiencies and staffing reductions, and continues to make efficiency savings in this area. All IT projects that have been commissioned have been done so on the basis of a clear business case and have been delivered within budget. The current investment in IT infrastructure is geared to replacing IT equipment that is now over seven years old and end of life, in order to maintain an IT infrastructure to deliver services.
<b>Council Tax and Business Rates</b>	
Council Tax benefits are quite high in Haringey. What are you doing to deal with this?	Council Tax Benefit (CTB) is governed by regulations. The benefit is means tested and residents in receipt of welfare benefits such as income support or job seekers allowance may also be entitled to CTB. The Cabinet has recommended the Council agrees to new investment of £2m to reduce worklessness; to be confirmed at the Council meeting on 28 <sup>th</sup> February.
Are you going to increase Council Tax to cover the shortfall in your income? I think you've shown great leadership in freezing Council Tax and showing we're all in this together.	Council Tax was frozen in 2011-12 The Council will decide the level of Council Tax for 2012-13 at its meeting on 28 <sup>th</sup> February 2012.
How will you meet the shortfall?	The Cabinet has agreed a range of budget proposals during 2011 and has made recommendations to the Council who will agree the Budget for 2012-13 at its meeting on 28 <sup>th</sup> February 2012.
I am struggling with a pay freeze and couldn't really cope with a Council Tax	The Council recognises the financial hardship some households are facing; this influenced its decision not to increase the Council Tax in 2011-12.

Question	Answer
increase. Do you understand what it's like for people like me?	
Don't you agree that the Congestion Charge was the best thing; stopping people using their cars by making them pay?	The Congestion Charge is one of a number of tools to support people to use public transport and non car means of travel. It helps ensure the capital routes run more smoothly
<b>Protecting vulnerable people</b>	
What are you doing about those are not going into care homes	Vulnerable people in need of help have their social, health care needs assessed and then an appropriate support plan is drawn up with them according to their assessed needs. For example, this could be providing care support at home, day services, respite care or residential care. If people are assessed as requiring some sort of social and health care service then this will be provided. Some of those people assessed as needing help are now choosing to have a personal budget which aims to give people a little more choice, control and flexibility about the way their care is provided.
Don't you need to balance prevention and intervention in order to prevent people needing expensive intervention?	We don't have the option to do this.
<b>Alexandra Park and Palace</b>	
Ally Pally is a gem; the recent BBC celebrations show how it can be used. Why isn't it being used much more?	Work is underway to look into future opportunities for Alexandra Palace and a consultation exercise on a Regeneration Strategy for Alexandra Palace is likely to take place in 2012.
<b>Street scene</b>	
Who is responsible for changes to the	Transport for London is responsible for this work. We understand that they consulted residents

Question	Answer
roads and pavements at the junction of Bakers Lane and North Hill? Expending pavements outwards and additional white lines has led to a massive increase in traffic in the rush hour. How much has this cost?	about the proposed changes.
Why did TfL not let the Council know that it was doing this work and let it know what impact it would have?	TfL is responsible for maintaining London's main road network. TfL and the council do have regular traffic liaison meetings to discuss forthcoming work and identify where any issues might arise, however TfL did not raise this specific scheme with the Council.
Why are there so many pot holes in North Hill Road; surely it wouldn't cost too much to mend these?	The council undertakes a rolling programme of inspection of the roads, and takes action to mend the worst potholes. The road will be inspected shortly and the ones which meet our criteria will be repaired.
Can I say how impressed I was with the speed with which a kerbside stone was mended – but not with the way the work was completed? The job was appalling; how much did the Council pay for the shoddy work?	Where work is poorly completed the council would require that the contractor do the work again at their own cost and at no cost to the Council. If we were provided with details of the location of the job, we would be able to check the work and clarify the original cost. The contractor completes approximately 600 jobs a month for the Council. Officers routinely check a sample of these, 20% of the jobs completed.
Why has View Road and View Close not had its street lighting replaced? Despite the local neighbourhood watch making representations nothing's happened. The street lighting is very poor.	Unfortunately, there are still many areas of the borough that need the street lighting to be replaced including View Road and View Close. We do have a programme to improve the quality of street lighting and investment is prioritised in terms of condition of the lighting columns.
<b>Frontline services</b>	
My parking permit has gone up from £60 to £100 at the same time that 'inner' and 'outer' zones have been created. Why am I paying just to park my car outside my house; and cannot park in nearby	Local authorities introduce residential parking schemes, also known as controlled parking zones (CPZs) in areas where there is need for traffic management intervention and where the majority of residents are in support of them being introduced. The boundaries of CPZs are determined as part of the consultation undertaken before the controls are implemented. Residential permit holders may park in any residential or shared use bay with the CPZ where they reside. Commuting

Question	Answer																																			
streets or at Highgate Station?	<p>between CPZs is not permitted as it is likely to have a negative impact on those who live in the busier CPZ areas, such as those that have train / tube stations and/ or shopping areas. The Highgate CPZ was first introduced in March 2004 and further extended in December 2005. The Highgate Station CPZ was introduced in June 2005 as an independent CPZ. A further 2 areas in Highgate known as the Highgate Station Outer CPZ were also introduced independently in July 2007 and extended in March 2009.</p>																																			
<p>Why am I paying extra for an old car? Some newer cars also have higher emissions.</p>	<p>When introducing the CO2 emissions based permit charging structure, the bandings adopted for both CO2 emissions and engine size were based on the model used at that time by the DVLA. The numbers of CO2 bandings were reduced for administration purposes, but those used for older type vehicles were the same as that being used by the DVLA for vehicle licensing purposes. The charges in both bandings are comparable, with charges for older vehicles matched as closely as possible with those for the newer vehicles with documented CO2 emission levels.</p> <p>Charges are detailed below:</p> <table border="1" data-bbox="801 783 1883 1219"> <thead> <tr> <th><i>CO<sub>2</sub> Emission band</i></th> <th><i>Current charge First permit</i></th> <th><i>Proposed charge 2012</i></th> <th><i>Second and subsequent permit per household</i></th> <th><i>Proposed charge 2012</i></th> </tr> </thead> <tbody> <tr> <td><i>Up to 100 CO<sub>2</sub> g/km including electric vehicles</i></td> <td><i>£20</i></td> <td><i>£20.60</i></td> <td><i>£20</i></td> <td><i>£20.60</i></td> </tr> <tr> <td><i>101 – 150 CO<sub>2</sub> g/km</i></td> <td><i>£50</i></td> <td><i>£51.50</i></td> <td><i>£80</i></td> <td><i>£82.40</i></td> </tr> <tr> <td><i>151 – 185 CO<sub>2</sub> g/km</i></td> <td><i>£100</i></td> <td><i>£103.00</i></td> <td><i>£130</i></td> <td><i>£133.90</i></td> </tr> <tr> <td><i>186 CO<sub>2</sub> g/km and over</i></td> <td><i>£150</i></td> <td><i>£154.50</i></td> <td><i>£200</i></td> <td><i>£206.00</i></td> </tr> </tbody> </table> <table border="1" data-bbox="801 1286 1883 1353"> <thead> <tr> <th><i>Engine size</i></th> <th><i>First permit (annual)</i></th> <th><i>Proposed charge</i></th> <th><i>Second and subsequent</i></th> <th><i>Proposed Charge 2012</i></th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	<i>CO<sub>2</sub> Emission band</i>	<i>Current charge First permit</i>	<i>Proposed charge 2012</i>	<i>Second and subsequent permit per household</i>	<i>Proposed charge 2012</i>	<i>Up to 100 CO<sub>2</sub> g/km including electric vehicles</i>	<i>£20</i>	<i>£20.60</i>	<i>£20</i>	<i>£20.60</i>	<i>101 – 150 CO<sub>2</sub> g/km</i>	<i>£50</i>	<i>£51.50</i>	<i>£80</i>	<i>£82.40</i>	<i>151 – 185 CO<sub>2</sub> g/km</i>	<i>£100</i>	<i>£103.00</i>	<i>£130</i>	<i>£133.90</i>	<i>186 CO<sub>2</sub> g/km and over</i>	<i>£150</i>	<i>£154.50</i>	<i>£200</i>	<i>£206.00</i>	<i>Engine size</i>	<i>First permit (annual)</i>	<i>Proposed charge</i>	<i>Second and subsequent</i>	<i>Proposed Charge 2012</i>					
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Question		Answer				
				<i>2012</i>	<i>permit per household</i>	
		<i>1549cc or less</i>	<i>£50</i>	<i>£51.50</i>	<i>£80</i>	<i>£82.40</i>
		<i>1550cc to 3000cc</i>	<i>£100</i>	<i>£103.00</i>	<i>£130</i>	<i>£133.90</i>
		<i>3001cc and above</i>	<i>£150</i>	<i>£154.50</i>	<i>£200</i>	<i>£206.00</i>
<b>Transport</b>						
Can you fight to ensure that the 603 bus route is not only made permanent, but that it is extended beyond its very limited weekday service?	TfL has provided assurance that there are no plans for the route to cease. TfL recently consulted on a review of this route. Our response was as follows: “the service is primarily aimed at taking school children from Muswell Hill to schools on Hampstead/Swiss Cottage area. Users have complained at the reliability of the service, sometimes the service runs early. There is a need for at least one additional service to run in each direction in the morning and afternoon. A particular issue is the timing of the northbound service in the afternoon which currently leaves at 16.10. As some schools finish at 16.00 it allows very little time for students to catch this bus. The review should look at a later service”.					
<b>A sense of belonging</b>						
Why don't you take more of a holistic view of neighbourhoods; people don't live in wards but experience the area where they live in ways that cross boundaries?	Haringey works across seven Area Committee areas which are clusters of wards and are treated as large neighbourhoods. Through Area Forums and Committees the council works with local people to improve the neighbourhood for the benefit of all residents. The Committees work centres on the development of an Area Committee plan to set out neighbourhood priorities, and ward councillors working together and discussing important local issues with residents.					
Living in Highgate, I feel more connected to Finchley and Barnet; Tottenham doesn't feel as though it's part of 'my Haringey' – why is the bus service so	The Council acknowledges east- west public transport links across the borough and to adjoining boroughs are poor. We have been working with our borough partners in north London [Enfield, Waltham Forest and Barnet] to lobby TfL to carry out a review of bus services including looking at the potential for better east west links, however to-date TfL has not committed to carrying out					

Question	Answer
poor in Haringey; it takes three buses just to get to Wood Green from Highgate?	such a review.
Are you aware of the real fear of squatters in the local area?	<p>In common with many other parts of London, squatting has become a very serious problem in Haringey. We are certainly aware of the anxiety that squatting causes residents and neighbourhoods.</p> <p>As the Council and Homes for Haringey have put in place robust procedures for tackling and preventing squatting in council housing and temporary accommodation, squatters have tended to target empty privately owned homes. Although most owners deal with squatters quickly, many squatters just move onto the next empty home in the same area when they are evicted. An increasing proportion of squatters provide forged tenancy documents to support their claim that they are occupying the property with the agreement of the owner.</p> <p>The Council's Housing Improvement Team (Private Sector) and Anti-Social Behaviour Team work closely with property owners and the Police to deal with squatting in privately owned properties. By working with the owners, they ensure that the appropriate notices are served to enable the owners to recover possession of their properties as quickly as possible. Where the owner fails to take action against squatters who continue to cause a nuisance to the neighbourhood, the Council may seek a Closure Order or Compulsory Purchase Order.</p>
<b>Maintaining the library service</b>	
Are you committed to maintaining Highgate Library?	The Council is committed to maintaining the excellent network of libraries in the borough, including Highgate.
What's the difference in cost of closing Highgate Children's Centre and Highgate Library?	The Council has not costed the implications of closing Highgate Library
Have you reduced your Library budget? Do you intend to cut the budget in the next twelve months?	The Libraries base budget was reduced by 12% from April 2011 (£724k), with a further 1% reduction (£60k) planned for 2012/13. The budget reductions have been and will be met through a combination of reductions in management, back office, and frontline staff cover.

Question	Answer
Can you provide a library service to blind people?	The Council facilitates access to bespoke services provided by the Royal National Institute for the Blind, together with the provision of talking books and large print for the partially sighted. This provision can be accessed through the Library Services Housebound Unit. The Council also works with the Phoenix Group and Calibre to provide materials and delivery of a dedicated monthly reading group at Hornsey Library.
Have you reduced your book stock and your opening hours?	We have had to limit stock fund spend to offset and contain under achievement of income, and cost pressures around facilities maintenance. This has had some impact on the renewal of stock. We have not reduced any opening hours.
<b>Carbon reduction</b>	
Isn't London now part of a low emission zone?	Yes the low emission zone (LEZ) covers the majority of Greater London, including Haringey. The LEZ was introduced in 2008 to encourage the most polluting heavy diesel vehicles driving in the Capital to become cleaner. To drive within it without paying a daily charge these vehicles must meet certain emissions standards that limit the amount of particulate matter (a type of pollution) coming from their exhausts.
How can you effectively be the Cabinet member for both Finance and Carbon Reduction; how can you do both areas effectively?	The two aspects of the portfolio were joined because of the relationship between reducing the Council's carbon foot print through our approach to procurement. Procurement falls under the Finance portfolio. The portfolio splits are a matter for the Leader of the Council.
Carbon reduction is a fashionable topic; why have you spent lots of money on producing posters for the Muswell Hill Carbon Reduction Zone – posters which would have used carbon in their production?!	The Muswell Hill Low Carbon Zone project is funded through two external grants. The project was launched when the area was selected by the Mayor of London to be one of the 10 Low Carbon Zones in the capital. The funding for this scheme has been allocated from the London Development Agency through the Greater London Authority. In December 2009 the project was also selected by the Department for Energy and Climate Change (DECC) to receive additional funding from the Low Carbon Communities Challenge (LCCC). The project is a partnership between Haringey Council, local community groups and other stakeholders.
Why spend lots of money on vanity carbon reduction projects that cost a lot of money but don't deliver – especially when money is tight?	All of the Council's low carbon projects are designed to save/reduce carbon and/or to prompt behaviour change. If we don't share in this effort to reduce carbon emissions the world's temperature will rise, causing significant damage to our environment alongside severe social and economic challenges. The Stern Review into Climate Change estimates that climate change

Question	Answer
	unchecked will cost at least £1.85 trillion or £272 for every human being on the planet, which is equivalent to 5% of the global economy. The Council produces an Annual Carbon Report that sets out our progress towards achieving our commitment to reduce carbon emissions in the borough by 40% by 2020 (against a 2005 baseline). The Haringey 40:20 Carbon Commission is currently working on a roadmap for Haringey that will identify interventions that will help the authority fulfil its pledge to reduce its emissions by 40% by 2020, and set out how to drive economic growth and achieve prosperity for all without an equivalent rise in emissions.
<b>Consultation</b>	
Everyone I asked didn't know about tonight's meeting; why was it not better advertised?	As referred to by a member of the public at the meeting itself, it was well advertised with leaflets being sent to every address in Highgate Ward.
Why weren't community groups involved?	Information about the consultation, including copies of paper questionnaires and a link to the online consultation web pages was sent to Haringey's Association for Community and Voluntary Organisations (HAVCO) and Homes for Haringey for distribution via newsletters, e-mail and meetings.
Why has this consultation taken place much earlier than last year? (It seemed to happen at the same time as the rent increases.	The consultation has taken place at about the right point in the budget setting cycle; to enable councillors to listen to the views of residents and take them into account when setting the Council's budget
Don't you have a problem with judicial reviews?	No application for Judicial Review has been made for any of the Council's consultations.



## Appendix J: Website feedback

Time left site (DD/MM/YYYY hh:mm) - GMT	Main service interest (Q3) (1-22)	Visit purpose (Q4) (1-8)	Other purpose in coming to website (Q4/8)	Overall satisfaction (Q9) (1=5)	What could not be found (Q6)	Further comments (Q16)
16/12/2011 18:13	budget consultation	Other - please say	see above	Very dissatisfied	<p>Although consultation on the budget for 2012/13 was lead with an item in the local council magazine I could not find it on the front page of the website. I had to use the search engine.</p> <p>When I got to the page it was not clear how comments can be made. Under the comments box it asks for comments on the page not on the budget itself. I'm not sure whether this is where I should put my comments. I was expecting to comment upon what Haringey considers the priorities for spend but it was a completely open box. There is no guidance on what to is being requested, the cynic within me would suggest you don't want people to comment.</p>	16/12/2011 18:13

Page link text	Page group	Comment date	Like content	Comments
A Better Society	Consultation	16/11/2011 13:33:49	No	I can't find a link to make a response
A Better Haringey	Consultation	18/11/2011 17:10:03	Yes	Priorities that focus on economic and full employment and skills base is good and could reduce dependency. Social services (badly hit so far with austerity cuts) and an anticipation of Public Health is omitted. The latter will be the remit of local authorities soon.
Have your say Haringey	Consultation	04/12/2011 00:08:36	No	You have no commitment to us and no one believes a word you say. You seem to spend your entire political lives blighting people's lives in the cause of your own advancement.
A Better Society	Consultation	13/12/2011 18:19:10	No	Cut out the Labour party propoganda.
A Better Society	Consultation	15/12/2011 10:36:25	Yes	The page does not tell me how to respond the consultation!...

Page link text	Page group	Comment date	Like content	Comments
A Better Society	Consultation	27/12/2011		I was looking for the online questionnaire, but perhaps I was too late and missed it, however, a deadline was not issued on either the leaflet handed out or the website. I would like to comment on spending in the borough and will contact the council through other means. I would also like to say how disgusted I was when I saw how Haringey Council had increased its spending on Christmas lights. How can you post letters as above and watch friends and neighbours loose their jobs, then use funds so badly. No-one in this day and age decides where to shop by Christmas lights! Shame on you Haringey Council, get your priorities right and redistribute the funds!
A Better Society	Consultation	08/01/2012 13:11:15	Yes	I have a very specific opinion I would like to express. I have recently moved to Park Road from Haringey Park with our 20 month old boy. In the six months I have lived here I don't think there has been a day when a car has not sped past me above the speed limit on Park Road. The pedestrian crossing opposite Park Road pools is ignored almost as often. I am often two feet across with my 20 month old in my arms when a car speeds through and even the W7 bus has done this. I find it upsetting that there is little control on this road where there are school children crossing for Highgate Wood school, a leisure centre and it is a residential road. I think that some proper speed signs and even a camera (which going on the evidence of speeding and pedestrian crossing violations I have witnessed) would bring the council in significant revenue.

Page link text	Page group	Comment date	Like content		Comments
abettersociety	A Better Society	Consultation	05/01/2012 15:40:24	Yes	Would it be of some use of benefit to the centres holding the carers meeting to contribution a small or voluntary some to go towards the refreshments. Or, may be to voluntary possible admin duties or the like to revive the like of funding in some way. Please let me know as I am an admin worker and have taken ITQ Level 1 and 2 course if I may share a few hours a week or month, Thank you.