



A Better Society, a Better Haringey  
**and a balanced budget**

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# Executive summary

Summary of the responses to public consultation on *A Better Society, a Better Haringey and a balanced budget*.

Hundreds of residents took part in Haringey's public consultation on *A Better Society, a Better Haringey and a balanced budget*.

Consultation took place between 1<sup>st</sup> November 2011 and 20<sup>th</sup> January 2012.

As well as the scores of residents completing online questionnaires many took the opportunity to attend one of the 10 public meetings where they were able to discuss issues face to face with the Cabinet member for Finance and Carbon Reduction Councillor Joe Goldberg.

Councillor Goldberg was asked about a wide range of topics including budget reductions, the Council's fees and charges, community engagement, adult services, parking and re-cycling. Discussion generated over 300 questions which will be followed up.

The objectives of this year's consultation - following on from budget consultation at the time of the Government's Spending Review were to:

- Tell people about the Council's areas for action and discuss the spending choices necessary to address these;
- Ask people what they think about these areas for action;
- Ask people whether or not they'd support an increase in council tax of 2.5% and what improvements they'd make with the additional money; and
- Capture people's ideas about how the Council can be more efficient, save money and generate more income.

Analysis of the responses to the consultation shows, in summary:

- 81% agree or strongly agree that the Council should work with local businesses to create jobs for local people;
- 78% agree or strongly agree that the Council should work to ensure that we deliver responsive, high quality services to residents;
- 73% agree or strongly agree that the Council should work with schools to ensure the best outcomes for young people to ensure young people are nurtured and supported;
- 66% agree or strongly agree that the Council should drive up the quality and design of new local housing developments and tackle the housing challenges;
- 61% agree or strongly agree that the Council should work quickly to reinvigorate and regenerate Tottenham and other key sites in the borough;

- In response to the question regarding support for an increase in council tax of 2.5%, 53% of respondents did not support such an increase; 33% did support or strongly support an increase; 11% were ambivalent; and 3% did not reply.

Respondents offered a wide range of suggestions on how further improvements could be made. Comments ranged over creating an efficiency culture, better community engagement and ensuring the delivery of excellent statutory services.

If the Council had better funding available the most favoured areas for more investment were children and young people's services, followed by services for vulnerable adults.

Overall, the consultation revealed an overwhelming determination to protect the most vulnerable in the borough.

The feedback received through this consultation has been invaluable in helping shape the Council's decisions on the budget. The Cabinet has recommended to the Council that there should be a freeze in the level of Haringey's Council Tax for the third successive year.

The Council will continue to inform, discuss and consult residents and service users about its budget and the services it provides.

The consultation confirmed:

#### **Consultation question 1: To what extent do you agree...?**

- 81% agree or strongly agree that the Council should work with local businesses to create jobs for local people; 9% disagree; 5% neither agree nor disagree; 1% do not know; 4% did not reply;
- 61% agree or strongly agree that the Council should work quickly to reinvigorate and regenerate Tottenham and other key sites in the borough; 16% disagree; 12% neither agree nor disagree; 2% do not know; 9% did not reply;
- 66% agree or strongly agree that the Council should drive up the quality and design of new local housing developments and tackle the housing challenges; 13% disagree; 13% neither agree nor disagree; 1% do not know; 7% did not reply;
- 73% agree or strongly agree that the Council should work with schools to ensure the best outcomes for young people to ensure young people are nurtured and supported; 9% disagree; 8% neither agree nor disagree; 1% do not know; 9% did not reply; and
- 78% agree or strongly agree that the Council should work to ensure that we deliver responsive, high quality services to residents; 4% disagree; 10% neither agree nor disagree; 1% do not know; 7% did not reply.

**Consultation question 2: What other comments do you have about our areas for action?**

A total of 101 comments were made about the Council areas for action covering the following issues:

Description	Number of comments	Percentage of the total
Grow local jobs	11	11
Reinvigorate our regeneration priorities	9	9
Tackling the housing challenges	12	12
Improving outcomes for young people and forging a new relationship with schools	11	11
Creating a culture of excellence	6	6
Transport	7	7
Crime and anti-social behaviour	1	1
Protecting vulnerable people	9	9
Parks and open spaces	4	4
Budget matters	8	8
The environment	5	5
Other comments	11	11
Comments about the consultation	7	7
	101	100*

**Consultation question 3: How do you think we can be more efficient?**

A total of 111 comments were made about how the Council can be more efficient as follows:

Description	Number of comments	Percentage of the total
Create an efficiency culture	30	27
Deliver excellent statutory services	14	13
Reduce spending further	10	9
Get the best from your staff	9	8
Create a customer service culture	8	7
Provide excellent online services	7	6
Be more open about your finances and performance	7	6
Involve the business community more	4	4
Listen and respond to what local people tell you	4	4
Enforce penalties	3	3
Other comments	15	14
	111	100*

#### Consultation question 4: What other ideas do you have for saving money?

A total of 114 comments were made with ideas about how the Council can save money as follows:

Description	Number of comments	Percentage of the total
Reduce spending	20	18
Use existing assets more efficiently	18	16
Reduce spending on communications	17	15
Reduce spending on staff	17	15
Innovate	8	7
Charge more	8	7
Monitor effectively	5	4
Lobby Government for funding	5	4
Award contracts locally	2	2
Other comments	14	12
	114	100*

#### Consultation question 5: To what extent would you support an increase in Council Tax of 2.5%?

Of respondents to this question 53% do not support an increase in Council Tax of 2.5%; 33% support or strongly support an increase and 11% are neither for nor against an increase; and 3% did not reply.

#### Consultation question 6: What service improvements would you make with the additional money?

A total of 85 comments told the Council what service improvements people would make with the additional money:

Description	Number of respondents	Percentage of the total
On services for children and young people	21	25
On services for adults	15	18
On improvements to the environment and housing	12	14
Don't raise Council Tax	6	7
On greater efficiency	4	5
On investment in Tottenham	4	5
On improving services	4	5
On creating jobs	2	2
On tackling crime and anti-social behaviour	2	2
General comments	15	18
	85	100*

## Consultation questions 7: How do you think we could generate more income in future?

A total of 125 comments told the Council how it could generate more income in future:

Description	Number of respondents	Percentage of the total
Increase charges	31	25
Use assets more effectively	24	19
Support local people and businesses	17	14
Trade	11	9
Eliminate waste	9	7
Improve revenue protection	8	6
Lobby Government for additional funding	7	6
Improve services	5	4
Other comments	13	10
	125	100*

## Consultation questions 8: What other comments do you have about our budget for 2012-14?

A total of 63 comments about the Council's budget for 2012-14 were received asking it to:

Description	Number of respondents	Percentage of the total
Use resources wisely	17	27
Protect services	11	17
Improve consultation	9	14
Act fairly	7	11
Reduce Council Tax or keep it the same	7	11
Other comments	12	19
	63	100*

## Discussion at public meetings

A total of 300 questions were asked at public meeting about the following issues:

Topic	Number of questions	Percentage of total
Growing local jobs	23	8
Reinvigorate our regeneration priorities	33	11
Tackling the housing challenges	20	7
Improving outcomes for young people and forging new relationships with schools	32	11
Cultivating a culture of excellence	18	6
Council Tax and Business Rates	13	4
The Council's budget	26	9
General comments about the Council's finances	14	5
Budget cuts	7	2

Topic	Number of questions	Percentage of total
Increased income	2	1
Fees and charges	5	2
Councillor expenses	3	1
Disposal of Council assets	2	1
Lobby the Government for more funds	2	1
Closure of adult services	1	0
Parks and open spaces	3	1
Alexandra Park and Palace	3	1
Refuse and recycling	1	0
Transport	2	1
Consultation	11	4
Community engagement and consultation	4	1
Council staff	14	5
Communication	4	1
Haringey People	1	0
Replacement of IT equipment	4	1
Creating a culture of self-sufficiency	2	1
Community Safety	1	0
Frontline services	5	2
Street scene	6	2
Protecting vulnerable people	10	3
London 2012	3	1
Funding the voluntary sector	2	1
A sense of belonging	3	1
Maintaining the library service	5	2
Carbon reduction	4	1
Other comments	11	4
<b>TOTAL</b>	<b>300</b>	<b>100*</b>

\* Total per cent (with rounding)

*A Better Society, a Better Haringey and a balanced budget* will enable the Council to set a legal budget in February 2012; and the Council will continue to inform, discuss and consult residents and service users about its budget and the services it provides.

This report outlines the consultation process and contains the full responses to *A Better Society, a Better Haringey and a balanced budget* in its appendices.

**The analysis contained in this executive summary is repeated in the full *A Better Society, Better Haringey and a balance budget* report. The full report devotes several pages to a detailed explanation of how the Council planned and conducted the consultation. Having read this summary you may wish to go straight to the results which can be found in the report's appendices at: [www.haringey.gov.uk/abettersociety](http://www.haringey.gov.uk/abettersociety)**