



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

# Contents

Executive summary	3
The Consultation Process	8
<b>Background</b>	8
<b>Questions</b>	9
Action Areas	10
Greater efficiency ideas	10
Suggestions for savings	10
Support for a Council Tax increase	11
Income generation ideas	11
Other comments	11
<b>Activity</b>	11
Have Your Say web pages	12
Questionnaire	12
Public meetings	13
<b>Press</b>	14
Key messages	14
Haringey People	15
Launch and media coverage	15
<b>Analysis</b>	16
About respondents	16
Action Areas	16
■ Grow jobs	16
■ Reinvigorate regeneration	16
■ Tackle the housing challenges	17
■ Improve outcomes for young people	17
■ Create a culture of excellence	17
Greater efficiency ideas	18
Suggestions for savings	18
Support for a Council Tax increase	19
Income generation ideas	19
Other comments	20
<b>Q&amp;A at public meetings</b>	20
<b>Feedback/Publication</b>	21
Appendices	
<b>Appendix A: Haringey People</b>	22
<b>Appendix B: Press releases</b>	24
<b>Appendix C: Posters and leaflets</b>	28
<b>Appendix D: Vision and priorities</b>	30
<b>Appendix E: Questionnaire</b>	31
<b>Appendix F: Statistical analysis</b>	39
<b>Appendix G: Questionnaire comments</b>	41
<b>Appendix H: E-mails and letters</b>	79
<b>Appendix I: Q&amp;A at meetings</b>	88
<b>Appendix J: Website feedback</b>	168

# 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 Consultation Process

### Background

In February 2011 the Council approved its budget 2011/12 and Medium Term Financial Plan (or MTFP) 2011-14. The current year's budget was balanced following consultation about an unprecedented savings programme of some £41m. However, the MTFP showed planned spending exceeding the Council's anticipated resources



by £21m over the period 2012-14. An internal ‘challenge’ exercise was undertaken throughout 2011, to reduce planned spending further and review assumptions underpinning forecasts and assumptions about spending and resources.

Alongside this review the Council also looked at its strategic priorities and set out the key elements of its vision for the borough and how these will be achieved. ‘Re-thinking Haringey’ sets out the current challenges facing the Council and plans for transforming its approach to delivering services. It addresses the challenge of significant budget reductions whilst seeking to ensure that the Council’s priorities are delivered and the aspirations and ambitions of residents are fulfilled as far as possible.

In planning its consultation the Council was mindful of the Department for Communities and Local Government definition of participatory budgeting as something that:

‘...directly involves local people in making decisions on the spending priorities for a defined public budget. This means engaging residents and community groups representative of all parts of the community to discuss spending priorities...’<sup>1</sup>

The Council’s aspiration in launching ‘*A Better Society, a Better Haringey and a balanced budget*’ consultation was to discuss both its priorities for the borough – its areas of action – and how these can be achieved in a challenging financial context in a balanced budget.

The consultation sought to:

- Invite people to have their say about areas for action and the budget – to make the consultation more accessible to people who might feel put off (excluded) by traditional budget/financial consultations;
- Develop the Council’s approach to budget consultation by holding accessible public meetings across the borough; and
- Ensure people’s views about the issues are considered by councillors (members) when setting the Council’s budget, alongside the Chief Executive’s recommendations for dealing with the issues.

The decision to consult on the Council’s budget was made by the Leader of the Council, Councillor Clare Kober, and Councillor Joe Goldberg, Cabinet member for Finance and Carbon Reduction.

The results will enable the Council to understand the spending priorities of local people.

The results from the consultation were published on the Council’s website on 13 March 2012 with publication of this report.

## Questions

Eight questions were designed to meet the purpose of the consultation by capturing the public’s views about:

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<sup>1</sup> For more information visit: <http://www.participatorybudgeting.org.uk/about>

- the extent of public agreement with, and views about, the Council's areas for action;
- suggestions and ideas for achieving greater efficiency and saving money;
- the extent of public support for an increase in Council Tax of 2.5% and views on what service improvements should be made with additional money;
- ideas for generating more income in future; and
- additional comments about the Council's budget for 2012-14.

A further six questions asked respondents about themselves.

A copy of the consultation questionnaire can be found in Appendix E below. An online questionnaire was created for people who preferred to respond in this way.

## Action areas

The Council's first question invited people to tell it to what extent they agree that it should:

- grow jobs;
- reinvigorate its regeneration priorities;
- tackle the housing challenges;
- improve outcomes for young people and forge a new relationship with schools; and
- cultivate a culture of excellence.

Respondents were asked to indicate their level of agreement on a scale of 'strongly agree' to 'strongly disagree'. People were also given the options of 'neither nor' and 'don't know' (See Appendix G).

Both the consultation web page and paper questionnaire summarised what these areas for action would involve and why the Council sees these as a priority.

In addition to expressing the extent of their agreement with the areas for action, the second question invited people to make any 'other comments' about them.

## Greater efficiency ideas

The third question invited people to tell the Council how they think it can be more efficient. Respondents were free to use this space to refer to greater efficiency in the delivery of services, the way the Council uses its resources or in any other way they chose.

Comments received have been themed, in order to assess the type of efficiencies being suggested, and can be found in Appendix G below. These have been passed to directorates for consideration.

## Suggestions for savings

The fourth question invited people to suggest ideas they have for saving money; providing space for people to enter their comments and/or idea in a free-text box.

Comments received have been themed in order to assess the type of savings being suggested, and can be found in Appendix G below. These have been passed to directorates for consideration

## Support for a Council Tax increase

The fifth consultation question asked people to indicate their level of support for an increase in Council Tax of 2.5% (equivalent to 57p extra per week on the Council Tax bill for an average Band D house). Respondents were asked to indicate their level of support on a scale of 'strongly support' to 'strongly do not support'. People were also given the options of 'neither nor'.

Question 6 invited people to tell the Council what service improvements they would make with the additional money. The results to these questions are set out below; suggestions for service improvements are set out in Appendix F and G.

## Income generation ideas

The seventh question invited people to suggest ways in which the Council can generate more income in future.

Comments received have been themed in order to assess the different ways in which people think the Council can generate more income in future. All comments received are given in Appendix G and have been passed to directorates for consideration.

## Other comments

The final consultation question invited people make any 'other comments' about the Council's budget and Medium Term Financial Plan for 2012-15.

All responses have been themed in order to assess the nature of the comments received. These are set out in Appendix G below and have been passed to directorates for consideration.

## Activity

Like last year's consultation, it was very important that this consultation in particular should not itself be expensive. To keep costs down the decision was taken to use the following activity:

- the Council's existing online content management system and survey software to create online '*A Better Society, a Better Haringey and a balanced budget*' web pages and an online questionnaire;
- the Council's marketing and consultation teams and existing networks to design, print and distribute a paper questionnaire for those unable to access the internet;
- the Council's internal web pages, public website and Haringey People to promote the consultation; and

- public meetings to highlight the consultation and invite wider discussion about the Council's priorities and budget (Note: for these meetings an external distributor was used to deliver flyers to households).

Comments and ideas about the consultation process are shown in Appendix G below.

## Have your say web pages

The Council created the following three consultation web pages:

- our ambition for 'A Better Society'
- our creation of 'A Better Haringey'
- our plans for 'A Balanced Budget'

These pages were launched on 1 November 2011 and extensively promoted on the Council's website home page – in both the main (central) 'news' panel and as a highlighted consultation. The consultation pages were also promoted as a 'featured consultation' within the 'Have Your Say' area of the website.

Information about the public meetings was included in press releases, the Council's online 'What's On' calendar, within 'A Balanced Budget' page and promoted via its Youth Space web pages for young people.

The pages contained links to the Council's Medium Term Financial Plan (MTFP) and the online Snap consultation questionnaire.

## Questionnaire

Both online and paper consultation questionnaires (See Appendix E) consisting of 14 questions were designed and created by the Councils marketing communications and consultation teams for the Councils Corporate Finance Team. These included:

- An explanation of the challenges faced by the borough and an invitation to take part on the consultation by Cabinet Member for Finance and Carbon Reduction Councillor Joe Goldberg;
- Information on areas for action to create 'A better Haringey';
- Information on budget proposals to create 'A balanced budget';
- Dates, times and locations for seven public meetings held in 2011 [Note; three additional meetings were organised for 2012 after the questionnaires had been printed]
- Question 1 asked people to tell the Council to what extent they support it's five areas for action;
- Question 2 provided people with the space to make any other comments about the areas for action;
- Question 3 asked people how, in addition to action already being taken, they think the Council could be more efficient;

- Question 4 asked people what ideas, in addition to savings already being made, they have for saving money;
- Question 5 asked to what extent people support an increase in Council Tax of 2.5%; question 6 asking people what service improvements they would make with the additional money;
- Question 7 asked people how they thought we could generate more income in future;
- Question 8 invited people to make any other comments they wanted to about the Councils budget for 2012-2015; and
- Questions 9-14 asked the Councils standard equalities monitoring questions to help better understand the responses.

Online consultation commenced on 1 November 2011. An e-mail was sent to colleagues and partners asking them to promote the consultation through their contacts and online (where possible)<sup>2</sup>. A link to the online consultation also appeared on the Youth Space website.

1600 copies of the paper questionnaire were produced together with 90 copies of the Mid-term Financial Plan.

To reduce distribution costs, copies of both documents were distributed locally with the help of the following Council and partner organisations:

- Haringey Council main reception areas
- Haringey libraries
- Haringey sports and leisure centres
- Homes for Haringey
- HAVCO

E-mails highlighting the launch, availability of the paper questionnaire, extension and closure of the consultation and reminders for public meetings were sent to colleagues, partners and public meeting venues. A notification was sent via Educomms to schools on 7 November. Regular use was made of the news, highlighted consultation and what's on features, and the consultation events calendar within the Council's home and consultation web pages; with updates and reminders.

## Public meetings

It was not possible to attend all area forums as not all met during the consultation period. Public consultation meetings were held to overcome this to ensure people could have their say.

Cabinet Member Councillor Joe Goldberg and Kevin Bartle, Lead Finance Officer presented the consultation at nine public meetings, held between 23 November 2011 and 20 January 2012, as follows:

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<sup>2</sup> This includes community engagement and consultation staff working for the Council and partner organisations.

- 23 November 2011 at Haringey Professional Development Centre
- 24 November 2011 at Highgate Primary School
- 25 November 2011 at Northumberland Park Neighbourhood Resource Centre
- 28 November 2011 at Stroud Green Primary School
- 29 November 2011 at Tottenham Green Leisure Centre
- 5 December 2011 at St Mary's CE Junior School
- 6 December 2011 at Fortismere School
- 9 January 2012 at Wood Green Library
- 11 January 2012 at Hornsey Library

People were invited to comment on the Council's areas for action and its plans to balance its budget.

A further meeting was held after the consultation had closed in response to concerns from Highgate residents that they were not aware of the meeting held on 24 November at Highgate primary school and had not been able to attend any of the other meetings held across the borough.

In total, 95 people attended the 10 public meetings and asked 300 questions (see appendix I)

People attending public meetings were also encouraged to complete the budget consultation questionnaire by visiting the Council's website; completing the paper version or having their say by letter or e-mail.

## Press

### Key Messages

A press release was issued on Friday 4 November setting out the Council's key consultation message which was that:

*We want to know what residents think about the budget. We'll take views on board as we make vital decisions about future services, and hope that many residents will take the time to share their ideas. The budget consultation gives residents a chance to let the Council know:*

- *Their main budget concerns and priorities*
- *Ideas for improving services*
- *Ideas for saving money and reducing waste*
- *How changes to the council's situation might affect spending priorities*
- *Views on council tax*

A further press release was issued on Friday 25 November 2011 extending the closing date to 20 January 2012 with the key message that the:

*The Council wants as many people as possible to take part in the budget consultation, which will help shape vital decisions about future spending in Haringey.*

All consultation activity stressed these key messages.

Both press releases set out the dates of forthcoming public meetings (at the date of their issue). The full text of both releases is set out in Appendix B below.

## Haringey People

The December 2011-January 2012 edition of Haringey People included an article entitled 'One borough, one future – ambition for the better society. Under the call to action 'Your budget, your say' the article included information about the Council's areas for action, the continuing challenges of setting the Council's budget and an invitation for people to have their say. This edition was distributed to each of the boroughs 101,600 homes.

A copy the article is included in Appendix A.

## Launch and media coverage

*A Better Society, a Better Haringey and a balanced budget* was launched on the Council's main website and Youth Space website on 1 November 2011. This was followed by a press release on 4 November 2011. See Appendix B for copies of press releases.

Following the press release the consultation was covered by the media in the following articles:

- *'Have your say as meetings discuss council cutbacks'*, Wednesday 9 November 2011 (Haringey Advertiser);
- *'Have your say as meetings discuss council cutbacks'*, Thursday 10 November 2011 (Tottenham and Wood Green Advertiser)
- *Views sought on Council budget*, Friday 11 November (The Haringey Independent)
- *Cuts protest*, Wednesday 16 November 2011 (Haringey Advertiser)
- *Cuts protest*, Thursday 17 November 2011 (Journal)
- *'Have your say over council's budget cuts'*, Thursday November 17 2011 (Tottenham and Wood Green Journal); and

To promote the consultation e-mails were sent to both Council staff working in the field of engagement and consultation alerting them to the consultation and asking them to help promote it through their contacts using their websites and newsletters; and distributing the paper questionnaire.

Leaflets and posters were used to increase participation at the public meetings. They were distributed to households in targeted wards as well as the meeting venues – which were asked to promote the events locally amongst users and known residents groups and associations. Copies of the leaflets and posters can be found in Appendix C.

The budget meetings were also picked up by hyper-local community websites such as OpinioN8, Stroundgreen.org and Highgate; my village.

# Analysis

Analysis of the statistical results started as soon as the consultation closed and data entry of all paper questionnaires received was complete.

Analysis of comments and ideas was carried out on a weekly basis and themes created and refined as necessary.

The results summarised here are based on the full results contained in appendices G-L.

## About respondents (demographics)

Of the questionnaire respondents:

- 92% were individuals
- 57.8% were aged 30-59
- 47.2% were women
- 68.9% did not consider themselves to have a disability
- 69.6% defined themselves as White
- 5.6% defined themselves as being of mixed ethnicity
- 3.1% defined themselves as Asian or Asian British
- 9.9% defined themselves as Black or Black British
- 1.9% defined themselves as Chinese or other ethnic group
- 40.5% subscribed to no religion or belief

## Action areas

### Grow jobs

- 81% of all 161 questionnaire respondents (131) strongly agree or agree that the Council should grow jobs by working with local businesses to create jobs for local people; 9% (14) do not agree the Council should do this; 5% (8) neither agree nor disagree; 1% (1) said that they do not know; and 4% (7) did not reply.

11 other comments were received about this area for action covering greater use of sponsorship and opportunities for unemployed people, inward investment, the creation of role models, greater financial support for start-ups, the long term benefits of higher levels of employment and the undesirability of betting shops.

### Reinvigorate regeneration

- 61% of 161 questionnaire respondents (98) agree that the Council should reinvigorate its regeneration priorities; 16% (26) do not agree the Council should do this; 12% (20) neither agree nor disagree; 2% (3) said that they do not know; and 9% (14) did not reply.



9 other comments were made about this area for action. These covered engaging inward investment specialists, maintaining a commitment to the environment, including everyone in the borough's regeneration plans (not just Tottenham), creating pride in the physical environment and money invested, and greater community engagement and involvement in regeneration.

## Tackle the housing challenges – driving up quality and design through investment

- 66% of 161 questionnaire respondents (106) agree that the Council should tackle the housing challenges in this way; 13% (21) do not agree that the Council should do this; 13% (21) neither agree nor disagree; 1% (2) said that they do not know; and 7% (11) did not reply.

12 other comments were received about this area for action. These covered issues relating to greater partnership with architects, planners and developers (inside and outside the borough), strong resident involvement, creation of clean and decent homes – to a Haringey Standard - for all who need them, greater quality control of subcontractor work, greater use of 'right to buy' and provision of 'home loans' by the Council, less use/more targeting of social housing and plea not to increase the density of housing in the borough (overcrowding already being seen as a problem).

## Improve outcomes for young people by forging a new relationship with schools

- 73% of 161 questionnaire respondents (118) agree that the Council should improve outcomes for young people by forging a new relationship with schools; 9% (15) disagree that the Council should do this; 8% (13) neither agree nor disagree; 1% (1) said that they do not know; and 9% (14) did not reply.

11 other comments were received about this area for action. These included pleas to provide more opportunities for work experience; more school places where they're needed (but not encourage new children to an already overcrowded situation) and resist the government's policy for schools. Greater targeting of services was suggested as was the fully funding of services for young people to ensure the Council achieves its stated objectives.

## Create a culture of excellence

- 78% of 161 questionnaire respondents (126) agree that the Council should create a culture of excellence; 4% (7) disagree that the Council should do this; 10% (16) neither agree nor disagree; 1% (1) say that they do not know; and 7% (11) did not reply.

6 other comments were made about creating a culture of excellence.

In addition 52 comments covering transport; crime; protecting vulnerable people; parks and open spaces; the environment; budget matters; comments about the consultation; and other matters. All comments made in response to question 2 are set out in Appendix E.

## Greater efficiency ideas

111 comments were made about how the Council could be more efficient. The majority of these (27%) suggested that the Council should create an efficiency culture – by ‘getting it right first time’, cutting waste in admin/back office processes, training, managing and monitoring staff effectively, cutting waste, bringing Homes for Haringey back into the Council under its control, working in partnership to secure cost efficient procurement and using existing resources (such as buildings) more effectively.

The delivery of excellent statutory services is also important to people. Thirteen per cent (13%) want the Council to deliver less but higher quality statutory services through greater scrutiny of service delivery, using customer contact information to be proactive and pre-empt need, outsourcing payment systems, automating systems and improving many online offerings that are “appalling” and recycling more.

The remaining responses covered creating a customer service culture, enforcing penalties, reducing spending further, involving the business community more and listening to local people, being more open and transparent, getting the best from staff and other comments.

## Suggestions for savings

114 ideas were received for saving money.

18% (20 comments) suggested that the Council should reduce its spending by combining clubs and other activities and delivering them from larger centres, increasing recycling and reducing landfill costs, spending less on unnecessary expensive IT equipment, cultivating a culture of energy saving, switching off street lights at night and reducing expenditure on traffic calming measures and unnecessary street improvements.

16% (18 comments) call on the Council to use existing assets more efficiently by rationalising the use of buildings, buying in bulk, reducing the size of the procurement function, monitoring Veolia, looking at ways of relieving staff of form filling, scrutinising benefits and rent arrears and being smarter about the management of housing repairs.

A further 15% (17 comments) also say that the Council should reduce spending on staff by reducing the number and salary of senior executives, eliminating Council spending on travel, using volunteers instead of poor quality staff, reducing the pay of cabinet members and providing electronic pay slips for staff.

15% (17) also call on the Council to reduce spending on communications. Respondents want the Council to; eliminate spending on translations; stop producing Haringey People OR make it available online (rather than hard copy sent to every home) OR an opt-in to receive publication OR available from libraries and GP surgeries; and remove street advertising.

The remaining responses covered awarding contracts locally, lobbying government for funding, charging more, effective monitoring, innovation and other comments.

## Support for a Council Tax increase

Of 161 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.

85 responses were received in response to question 6, which invited people to tell the Council what service improvements they would make with the additional money.

- 25% (21 comments) wanted the money used to improve services for children and young people – to maintain existing services, invest in youth services, tackle crime and youth unemployment, reopen youth centres and employ youth workers and improve children’s centres;
- 18% (15 comments) wanted any additional money to be spent on services for adults – to improve social care for older people (including sports facilities) to help keep them healthier for longer; and
- 14% (12 comments) wanted the additional money to be spent on improvements to the environment and housing – to improve and renovate parks and social housing, invest in low carbon and energy efficiency and improve people’s experience of living, shopping and working in Haringey.

All the results to these questions are set out below in Appendices G and H.

## Income generation

A total of 125 comments and ideas were suggested for ways in which the Council could generate more income in future.

25% suggested that charges should be increased for parking permits and other parking fees, charging for non-statutory services, greater use of fines, charging council staff for parking, increasing council tax, introducing road charging and increasing rents.

19% suggested that the Council should use its assets more effectively by taking control of Homes For Haringey, using council buildings more and in more innovative ways, selling off redundant land or buildings, means testing according to income, more efficient management of projects and abandonment of unnecessary ones, working with other boroughs to reduce administrative costs and introducing incentives within the council to achieve this.

14% suggested the Council support local people and businesses by securing funding and sponsorship from businesses, encouraging small business start-ups and local enterprise, attracting businesses that make the area wealthier and more liveable, attracting people to Haringey for leisure and pleasure (not just shopping) and creating local jobs especially for young people.

The remaining comments and ideas were concerned with eliminating waste, improving services and revenue protection, trading, lobbying government for more funding and other comments.

## Other comments

63 other comments were received about the Council's budget for 2012-2014. Of these:

27% want the Council to use resources wisely by running the Council like a business, making every penny count and spending with the short and long term in mind, having a robust programme to deal with a range of social issues (linking spending with clear outcomes), using financial management to reduce waste, competing for – and running – services for others where the Council has the expertise, stopping internal decorations, using wind turbines and solar panels, considering the long-term consequences of decisions, making Alexandra Palace and Park the visitor attraction it should be and selling unwanted assets.

17% want the Council to protect services by conserving and protecting services until renewed development and improvement is possible, changing its mind to ensure services are not lost forever, investing in services for vulnerable people, dealing with anti-social behaviour and those who make people's lives a misery and not cutting the noise abatement team.

14% want it to improve consultation by asking a wide range of people for their views, simplifying how it presents consultation information and avoiding 'Council speak', taking a more collaborative approach and providing people with enough information to reach an informed decision.

The remaining responses want the Council to act fairly, reduce Council Tax or keep it the same or made other comments.

## Q&A at public meetings

300 questions were raised at the 10 public meetings held across the borough. Of these:

- 42% were about the Council's areas for action;
- 25% were about the Council's budget and financial stewardship; and
- 33% related to a wide range of issues of local concern.

The latter included questions about Alexandra Park and Palace, reuse and recycling, Council communication and consultation, the replacement of IT equipment, Community Safety, London 2012, protecting vulnerable people, maintaining the library service and carbon reduction. All of the questions asked together with the Council's response can be found in Appendix I.

# Feedback/Publication

Publication of this report and its appendices ensures that the Council complies with its own Consultation Charter.

**The appendices for this report can be found at:**

[www.haringey.gov.uk/abettersociety](http://www.haringey.gov.uk/abettersociety)