

Appendix G: Questionnaire comments

Q2. What other comments do you have about our areas for action?

Comment
Grow local jobs
We need to get companies and employers to take a greater interest in our young people as potential employees - through sponsorship, apprenticeships, etc - and forging links with Universities and their social outreach programmes - if these are already happening they must be happening in silence...couldn't this be a strand within an inward investment programme that involves schools and colleges?
Get parents out to work so they can support their children as role models. Get parents and grandparents talking to their children.
Jobs - local jobs for local people funded by local people via taxes and therefore everyone is held accountable, and these services are publicly led. As soon as you start to privatise and work with profit making businesses for creating jobs, there is no accountability and services are for the benefit of the owners, and not those who the services are aimed at. Your suggestion does not resolve this but in fact would make that situation worse and the deterioration of our public services.
Give financial help and incentives to small businesses and this with help create jobs
Set up the grant for start up business
The above ideas are so vague that comment is difficult - How do you see any of these being taken forward? Re: local businesses - I would not include the likes of Ladbrokes, Betfred etc and money shops!! We should be trying to get them out.
Local business should not include bookmakers, money lenders etc.
The council needs to be clear about what it stands for. If early intervention is the core of its work, then a decent percentage of core funding needs to be allocated to this. For instance keep funding childcare so that women can continue to work and ensure its affordability so that families not in work have an extra incentive to go to work.
Offer the unemployed the opportunity to help where labour is required
Focus on wealth creation rather than distribution. Will a big spend on housing bring any long-term financial return? If we can generate local jobs for local people then they will be empowered to improve their house!
Focus on job creation. Need to get more residents of Haringey contributing economically and draining the system less. More working will lead

Comment

to higher social capital, less mental health, less obesity, more children and young people with working parents helping to raise their aspirations etc.

Reinvigorate our regeneration priorities

Have you considered engaging an inward investment specialist to help you identify sectors and geographical areas for growth and develop a long term (not short-term) plan for realising this?

Do not forget the allegedly rich West of the borough (Highgate), as it keeps getting omitted and will eventually slide down. Decent homes, roads, cycling, 20mph limits, CPZ etc continuously OMIT the N6 area. Not good. Why make Tottenham "special"? We are either ONE single borough, or Haringey needs to admit that it favours so called "deprived" areas. Ask yourself, why they are "deprived"?

Regeneration should not come at the expense of a greener environment and open/green spaces to facilitate well-being

Essential that community groups have the opportunity to steer regeneration programmes alongside the council, with accountability

More encouragement of enterprise and skills sharing to encourage a vibrant community awareness of involvement in regenerating places like Tottenham High Road.

As the council's budget is so stretched, it is unfortunate that you did not decide to sell the very valuable Hornsey Town Hall site. The West of the borough is not a priority for the facilities planned for the Hornsey Town Hall site. The money planned for those facilities could be invested to much better effect in better and more energy efficient housing, helping to reduce fuel poverty. I doubt that the council has the powers and resources to make much difference in job creation, except through finding funds to invest in home insulation.

Tottenham has had so much of the boroughs money invested in it over the years and it just gets trashed and destroyed as per recent riots.

Planning and improving the physical environment is very important in ensuring that people learn to respect their environment.

Missing section: Retention of all libraries and priority review of arts/leisure establishments. Creation of a people's plan for Tottenham. More promotion of Tottenham with more tourist guide see enclosed paper. Olympics is very important

Tackling the housing challenges

I only think your regeneration priorities will be realised if you take the long view and look to do this in partnership with major house building companies (e.g. Kidbrooke Village, SE London) with a strong programme of resident involvement and external review to keep things on track. Have you thought of creating a Haringey Homes Standard - in collaboration with the HBF, RIBA, etc? How can architects and planners living in the West, help create decent homes for people in the East? Let's bring energy and vibrancy through design competitions - in collaboration

Comment
with Middlesex Uni/RIBA etc?
Get decent housing for everyone and stop this being a benefit society.
Social Housing should be high on the agenda with Haringey providing CLEAN and DECENT living environment.
Housing - The priority here is to ensure that any new housing is 100% social housing to meet the demand. Far too frequently Haringey is not meeting it's minimum social housing percentage targets. This has to be rectified if we are to improve housing stock and reduce waiting lists and those in temporary housing. Everyone has the right to secure, long term housing. Private rents need to be capped to ensure private landlords are not profiteering on the back of those barely able to make ends meet.
Another area is more control over subcontracting of work (especially with Housing) where some of the quality of work performed by the sub contractors has been substandard and unfortunately unless the tenants highlight this - it isn't being controlled or the sign off process is vague. This is very conducive to poor quality. Subcontractors must be held accountable to the work they perform. In regards to repairs on properties - this again needs a review; different departments don't communicate and unless tenants actually raise a complaint repair jobs can sit stagnant for months (I say this from personal experience - 4 months and counting)...
Renovate existing houses, cheaper than building new
Instead of creating new local housing you ought to use the existing empty homes that LBH is full of. This is a much better use of resources and money. And to make this happen you need to offer low/no interest loans to the people who need housing so they can help to do up the empty house they have been allocated to. It is too big a job for the council and too costly so get the people to help. This has worked brilliantly elsewhere in the country and the government are behind the initiative.
My home is so cold no new windows or doors N15 6DT - Haringey u r a joke
Definitions are too vague to be meaningful. To agree that housing, public and private needs to be much better designed and be more spacious than recent offerings.
Most of the area's and homes have been sold for its not our country anymore
Tackle housing challenges through transferring council tenants to alternative housing and provide tenants with right to buy scheme with minimum year of residence in the property.
The dumping of council tenants from other boroughs, the over crowding of the tube with regard to new flats buildings, the reversal to the changes in planning laws just for south Tottenham densification.
Improving outcomes for young people and forging a new relationship with schools
You just fully fund our services Young people - Young people have already spoken out to say that their youth centres were doing this, why

Comment
remove one service and yet still say you wish to provide the service you have just removed? The council must reinstate all youth services now.
These are all good areas to focus but also improve after school activities
I think resources should clearly be focused in areas of social deprivation and educational underachievement to ensure maximum payback for all taxpayer contributions.
Resist liberal government's semi privatisation of schools.
Imp't to "cultivate a culture of excellence" in schools too! Youths need to be employable to be able to fill any job vacancies, they need to be good citizens and know the value of work and money.
I feel addressing the ongoing issue of teenage pregnancies for both boys and girls is of paramount importance. Some (not all) young people have never finished education, don't work and enter their adulthood as single parents knowing nothing else rather than benefits. Some have never worked so do not develop a work ethic which compounds the issues. I have witnessed some people being provided with larger properties as they have more children. I understand this is a complex area but feel that those that have children without any regard for how they will provide for them should not be rewarded. Family planning and educating people with regards to what bringing a child into the world means I feel should be addressed whatever the age or ethnic group.
Provide more school places in competitive areas
Too much emphasis on attracting new children to an already overcrowded borough that cannot cope to provide services for existing people
It would be a good idea if there were places for the youngsters to go during the day to learn something
Haringey Council/Homes for Haringey as well as local business and colleges Working in partnership to provide meaningful work experience for the youth of the borough to enable them to have more of a chance in the job market
I'm worried about cutting youth services and fear it may undermine these objectives
Creating a culture of excellence
Creating a culture of excellence requires discipline, determination and leadership that I don't believe Haringey Council has. It needs a strong CEO, Board and members to live out this vision - to recognise that it already exists in parts of the council and support staff that support this aim. You can't say you want it and then behave in the opposite 'poor' manner. Stating it in this way suggests that you haven't been doing this in the past? Is this an admission you want to make? Building a better Haringey will take leadership and commitment.
Culture of excellence - You cannot deliver excellence to residents if you remove their life lines, their vital public services.
I would like Haringey to be excellent at its core activities - supporting teachers in schools to provide the best education, keeping libraries

Comment

open, roads and pavements clean and in good condition, efficiently collecting rubbish, keeping swimming pools and leisure centres open and in good condition. Most of this list is unnecessary activities that will distract you from your core (statutory) activities and is activities where Haringey has no record of long-term success. They look like vanity projects.

One of the big concerns is the customer service quality delivered by the call centre staff. This can vary from excellent to down right unacceptable. There should be more spot checks and a more disciplined approach to hiring of staff that have some form of customer service focus.

Your staff don't care and they have a defiant attitude towards customers. They lack basic literacy and service ethics.

Cllr Joe actions speak louder than words. The council, government bodies, employers, citizens who live and work in our borough we need a new Haringey charter to bond all this together.

Transport

Create a sustainable transport hub in Haringey, improving air quality and quality of life.

Better parking

Haringey Council has wasted hundreds of thousands on unnecessary humps on corners/side roads to main roads recently - everybody is angry! The rest of the roads and pavements are covered in potholes and uneven paving.

Have a neutral body to look at current parking charges and proposed parking charges

Road repairs

Road repairs and pavement repairs

Alexandra Palace needs own tram or rail link just to equal major exhibition sites elsewhere in London or the midlands. New tram route or branch or northern line - Finchley - Tottenham via Alexandra Palace paid for as much as possible by electrical national grid cable route. Spurs stadium site needs new east west link provided by same. Mill Hill - Lea valley - They are upgrading lea valley cable and they also have supply via mill hill.

Crime and anti-social behaviour

It is no use carrying out the above unless you also tackle anti social behaviour which is a major problem in the East of the borough particularly on estates and residents feeling afraid to leave their homes as soon as the nights close in. I hope this is one of your priorities if not why not?

Comment

Protecting vulnerable people

The protection of front line services for the elderly and young

I think that this should include protecting services for the most vulnerable children, including those with disabilities, and their families.

Of course all these areas are all important - the issue is how much money you've got left to spend on them. What I immediately think is that there are going to be a LOT more people in trouble with all these cuts - so housing, mental health services, children's services, youth services and NHS availability will be crucial. People should be the priority whatever services you deliver, because a lot are going to need help.

Please try and get this community develop as soon as quickly

With rising elderly population there is a huge gap in services to the most vulnerable sections of our Big Society.

Social care - reablement and care homes should be included on the protection list. Treat older people with proper care and respect

Concentrate on priority needs and defer nonessential services

Protect mental health services above

Not close homes for elderly

Parks and open spaces

Save our parks for generations to come please.

Increase the budget for parks and open spaces.

Green spaces should be kept open to the public and properly maintained

More sports for relaxation. Any chance of bringing back the well known Tottenham Lido

Budget matters

I agree with the priorities but would want to know what the costs and benefits of the proposals were before I could say which ones I would want you to progress and which ones I would defer.

I am happy for all of this but it must be done cost effectively.

The mere fact that local rates payer contribute should mean that the council is aspiring towards the best of all this aim and the fact that you are going to use people's desire for value for money to squeeze more money in rates and taxes from payers. As these questions are

Comment
ridiculous and must have an ulterior motive
Using resources you have more efficiently
It's unlikely that anyone would disagree with these objectives - it's how efficiently you go about paying for them that matters.
You should be doing the above already as part of your daily business. Chase up council tax arrears, Check automatically all claims for council tax reductions.
It would be difficult to disagree with any of these objectives. We need to know how effective we can be in each area and how much impact it will have. Given the financial difficulties we face we should concentrate more on the cheapest, quickest, most effective area, with the best outcome. 'Cultivating a culture of excellence' could mean anything.
Try to collect more rents and council tax
The environment
Maintain Haringey 40:20 programme to cut CO2 emissions. If we - and others in a similar situation - don't do this, we will have no future.
You have totally neglected environmental concerns. Astonishing considering the challenges facing our planet. It's no good ensuring our children get a good education if we leave them an uninhabitable planet. Environmental concerns should be written into EVERYTHING you do.
Focus on green jobs e.g. energy efficient housing. Depends what the regeneration actually involves - has been used in the past for very bad proposals e.g. Grainger Wards Corner demolition plan. Needs to include green deal high standards of energy and water efficiency (inc. water harvesting and green roofs) and adequate green space and allotment group spaces. Missing is Environmental priority - good public results for quality of life of all residents including maintaining adequate parks staffing to support community and voluntary input.
Commendable but can we also think about how we move to a low carbon future for the borough
Poor quality enforcement for conservation areas
Other comments
Any other to make the borough better
Cut out deadwood, especially at the top- Do not pay Sharon Shoemith any compensation.
Make neighbourhoods boundaries more co-existent instead of different for different services. More fair and affordable homecare services. Collect council tax
The Council should confine itself to its statutory obligations and aim to reduce its impact in terms of regulation and taxation on individuals

Comment
and businesses. For example it is not the Council's role to "create jobs". The Council should aim to achieve year-on-year reductions in Council Tax every year.
Keep libraries open and open/re-open youth centres
The Council should stick to what it has been set up to do - provide local services - the above list are matters for central government.
Hard to disagree with all of these positive statements
What about the people in the middle
None
Hornsey Library, Crouch End, is excellent. Long may it continue to be. I was very worried about library cutbacks and closures and am very pleased that the library is still so good.
Is there anyone who would not strongly agree with all the above? But the question is whether and how you are going to achieve this. Use council pension funds to create jobs under government plans - see attached newspaper cutting.
Comments about the consultation
These objectives are very vague and don't mean much. They need to be more specific to determine what the Council will not do as well as what it will do.
These questions are really statements purposefully designed in such a way as to elicit an apparent agreement with policy. But surely no one would disagree with these statements? The useful question for you should be what is the order of priority.
These questions are ridiculous. No-one could disagree with any of them; they're like asking if you agree with motherhood and apple pie. They should be framed in an 'either or' way, i.e. which of the following do you hold to be the most important? These are things the council has already decided to do. We are getting no choice or say in reality.
I would like you to arrange for it always to be sunny (with rain only during the night)
Can't disagree with any of the above - I can see what a hard job the council has! Thank you all for giving up so much of your time.
Listen to the local residents, you need to have open and approachable consultation with communities, otherwise you will not be delivering what is needed, or there will be no sense of ownership from the local community. Invest in existing community groups that are actively pursuing positive change, partner and think outside of the box, and above all don't rush into agreements with developers at the expense of local jobs and people.
Areas were too general

Q3. In addition to action we are already taking, how do you think we can be more efficient?

Comment
Create an efficiency culture
Get it right first time...I think this manufacturing/management concept has been around since the early 1980s. You might want to take a look and actually train your managers. Having a single management training programme might help instil the culture you want to create...unless you think e-learning will deliver the discipline required to deliver your aspirations and commitments?
Cut waste
Unsure. I cannot really see "efficiency". Maybe take the "ALMO" (Homes for Haringey) back into Council authority and streamline it.
Carry out a review of your asset register to determine if savings can be made by co-locating services or rationalisation of inefficient or surplus to requirement stock.
By making sure the staff that are employed by the council are working efficiently and that those who are contracted out are also working efficiently. For example the company who are responsible for the refuse collection are not efficient and I have witnessed several groups (5-6 men) hanging around on my road whilst still on duty.
Close monitoring and public transparency of information regarding efficiencies and time management within specific departments. For example wasted money on tearing up pavements and then relaying them. How much sickness pay and missed working days amongst council workers compared to national average. What is the pension pot spending for council workers especially at management level? How many employment tribunals are the Council fighting and at what cost.
By thinking about staff training and retention - a lot of inefficiency arises because there is a change over of staff and they are not properly trained for the job they do.
Not letting low priority tasks to pile up.
Stop wasting money on expense consultants
By ensuring that all activities are given set targets and that a realistic budget is set that you do not go over. Ensure that you can benefit from economies of scale in terms of bulk buying and hiring staff that are already trained and competent to cut costs
Cross communication in each department. Within Housing alone many functions don't communicate meaning tenants need to liaise with different departments about the same job. Example: top floor flat needs an external repair; access for scaffolding only gained through ground floor flat - Haringey Council repairs centre doesn't know the number or contact details of the ground floor flat - ridiculous when you are actually the freeholders of the property. This just causes lots more work for everyone involved.

Comment
In regards to tendering - some of the costs associated with work done are excessive especially based on the quality of work. Thus I believe the tendering process should be stricter and should have penalties if the SLAs/desired (and documented) quality is not met.
Re housing- makes more sense to do external repairs and redecorating more often as the longer houses are left to rot (literally) the more surely has to spent on refurbishing?
Help ordinary people struggling with debt during this financial pressures and crisis by keeping down your demands and penalties on poor people trying to make ends meet for even basic things. Therefore, ask all departments including homes for Haringey to make significant reductions. Because I am not convinced that enough pressure is placed on your departments to make cuts as we the public are the squeezed positions and could do with not being strangled by your demands.
New revenue generated by the implementation of CPZ should also be put back into the community. Preferably towards environmentally friendly initiatives as cars pollute after all.
There is obvious waste everywhere but the staff can't see it because they do not see it as their money.
Ensure council workers are working to the best possibly formula and are not wasting time filling in forms, travelling to other offices and other inefficient time wasters
make wood green less transient, hardly anyone pays council tax, once wood green is properly regenerated, it will attract more tax paying residents
Repossess and do up empty properties. Push the government for better legislation to do this and lobby against further council house sales.
Better co-ordination between services sharing delivery points (e.g. libraries) and joining up budgets
Without working for the council, it is impossible for me to say. I have always found the council very efficient in my dealings with them, but I am not underprivileged or needy so only require their services rarely.
stop wasting money on daft road schemes
Get traffic wardens to do other things that are more productive such as reporting abandoned vehicles, spotting unlicensed/untaxed cars or potential environmental issues such as dumped rubbish.
Don't allow workers to access private emails, facebook, twitter and the internet while at work.
Making the appraisal regime for all managers include them getting their staff to turn off computers and other appliances at the end of the day, to save the council's money and cut emissions.
adopt lean Sigma approaches to business improvement
Making sure the communication between departs within Haringey Council is efficient and effective. I have numerous contacts with the council to request department A contact department B to rectify inaccurate works. Also to ensure work is not duplicated e.g.) spending £000's on repairing windows them replacing the same windows within a short period!
Working more in partnership with other neighbouring local authorities, not just Waltham forest, but more joint procurement and service

Comment
provision.
Install work study
I think you could combine things more: using school premises for youth work, training and etc; using parks to achieve health objectives. Making sure that house building programmes use local labour and skills etc.
Create a customer service culture
By responding quickly to residents concerns holding meetings so residents can have their say. I used to attend meetings but although everyone there would agree with residents concerns no action was taken and no feedback, I no longer attend and occasionally when I have attended there are only about 6 residents who turnout from a whole ward or from a locality, which is poor. This is an issue that has been created by the Council residents no longer feel that their concerns will be taken seriously so no one bothers to attend.
Ensure your staff turn up and attend to customers.
Follow up reports of complaints - not ignore them.
Train staff to treat public as they would expect to be treated.
Allow and encourage workers to use their own initiative rather than robotic pre-written responses from computers
Train staff better for Haringey council and systems with advice should be correct. Every time I contacted the council the service was poor in relation to: school info, pest control, care of the elderly, info for nurseries
the call centres need to have subtle music in the background as residents come with various enquiries or TV screens offering advice or just something that residents can focus their minds on rather than waiting in a queue and becoming annoyed this in turn would help your employees the residents will be less irate and this means less stress for staff who have to deal with them, bearing in mind the economic situation will probably get worse therefore promoting more need for help and advice.
By cutting staff and working harder. There are council offices where one cannot get hold of anyone by phone on a Friday afternoon, presumably because they have already left for the weekend.
Deliver excellent statutory services
Focus on delivering what the council has clear statutory responsibilities to do and be clear about things that the council is not obliged to deliver, or where the council is going further than statute requires. Review these areas and focus on delivering less but to a high quality rather than trying to deliver too many things. Carry out in-depth scrutiny budget reviews of each service area according to a consistent approach and framework with the aim of finding efficiencies in service delivery.
Don't take away services actually needed by residents. Look at them and see where volunteers can be used.

Comment
Add to the materials collected for recycling, e.g. flexible plastic packaging
Smarten up existing services for mental health, the elderly, children etc.
More support for young people and single parents
More supervised activities for children and job improvements.
Do the decent homes
Out source your payment/collection and customer services. The ones you have are very poor and not customer focused. Put more service applications online.
Give us bigger recycling bins - we rarely fill out black bin on a weekly basis but always have a very over-flowing recycling box
Sweep the streets at night rather than during the day which is when people are still creating mess and the streets (especially the high street in wood green) always look filthy
The Council should confine itself to its statutory obligations and withdraw from other activities.
Make it easier to park in Muswell Hill, Crouch End and reduce parking charges.
Haringey Veolia as a partnership has to deliver for our borough. The citizens' area very important partner. We all have to reduce, reuse, recycle, recover by Veolia. The purple bags contain the raw materials for new recycled products. They could be sorted for recycling by local workforce.
Cutting services relating to employment.
Provide excellent online services
Work with residents and local businesses to promote the use, train and support access to online services. Reduce the number of times I need to contact you, by pre-empting the reasons for contact (based on information you already hold about me and any information I supply when I transact with you) and reuse existing information/documentation to inform various services. It is extremely frustrating having to continually supply documental proof to different services all under one council and also to have to notify each part of the council about my circumstances separately.
More services available on-line
Making it easier to pay council tax and parking permits online
Better website - it is not easy to find relevant documents for various planning applications for example. It is also inefficient and time and money wasting to have to queue for residents' visitor parking permits and not being allowed to pay for and collect more than 8 vouchers in one go. Having to be called to take payments over the phone is cumbersome and totally inefficient. It should also be possible to book these things online or purchase them immediately over the phone.
automated parking machines instead of queuing up twice to get parking permits

Comment
Are you confident you are using online options for service delivery as much as possible?
Some of the services you offer online are appalling. You should make major improvements to the PCN, Parking Permits processes as you are pushing residents to self serve but these services are flawed and inefficient and create more work for all. Residents are put off and will not choose to self serve again. Customers should be able to view and track their PCN details on line as well as their Benefits or Housing application
Enforce penalties
By making sure people use the recycle bins especially in multi occupation houses in the Gladesmore Rd area. Make sure people are penalised for dropping litter and make sure places like William Hill pay for bins and cigarette disposal points so the council don't have to clean up their punters mess (Gladesmore Road)
Increase the Council Tax collection rate. Last time I saw data it was among the lowest in London and around 92%. If you could collect another 1% you would be able to reduce the tax for everyone.
Clamp down on landlords who allow tenants who abuse neighbourhoods by flytipping, very overgrown gardens, damaged fences noise and multi occupied. Make a register of all rented accommodation with names of landlords. Make businesses pay to clean streets and pavements in front of shops.
Reduce spending further
Reduce pay of top salaried managers and directors to start the redistribution that our society is calling out for now. Give respect to people at the bottom of the hierarchical structure. Gardeners are highly trained and experienced members of the parks service but are rarely given the respect and trust that they deserve. I have seen manager's direct tasks and jobs rather than engaging with the staff on the ground who know exactly what needs to be focused on, how long things take and what approach is best. Top down management is a thing of the past; it will just create apathy, anger and disillusionment within the workforce.
Stop translating everything you produce into so many languages. People should learn English.
Cut 'Haringey People'. Cut communications budget before touching services. No repeat of paying £700 to create a website with the sole purpose of recruiting a £140k 'Director of Place', with another £10k going to a recruitment firm. Please please please stop wasting our money!
Reduce salaries for anyone over £60,000. Too many people are paid too much. We want dedicated people not money grabbers.
Turn off the lights in all council buildings at night.

Comment
Reduce Managers where appropriate
Cut the subsidies to Local Organisations E.G. clubs, societies etc. They should fund themselves or close.
Less bureaucracy
Cut out using expensive consultancy services
Cut back further on publicity. Further cuts in salaries of very senior staff
Encourage greater involvement of the business community
Involving more local businesses to get involved in their community by providing work experience to residents in the area enabling them to build up a work ethic.
Support social enterprise, talk to the communities that you serve, there are so many capable people in your borough, have networking events.
Common sense approach to issues affecting everyone in Haringey. Encourage more recycling by partnering with corporates to offer incentives such as glass containers returned will qualify for vouchers to be spent at the corporates involved.
Creating more jobs for the youngsters so that they have something to do during the day
Listen and respond to what local people tell you
Be responsive to the ideas of people on the ground; then you won't make expensive mistakes
By listening to local needs of longstanding residents of the borough and acting on their needs
Involve the community more in what you are doing, so they can take ownership of problems and help to improve the environment for instance. keeping area clean and tidy
Neighbourhood staff - who get to know and are known by local residents and community organisations - provide greatest efficiency and multiple gains to local wellbeing. Able to nip problems in the bud and sort out joined up solutions.
Be more open about your finances and performance
Not enough information to know what you are doing already.
Be more transparent in how you spend your money.
Council must scrutinise all projects and provide key performance indicators. Haringey residents must be told in order to show transparency

Comment
and accountability
As I said review the percentages and proportion of core funding allocated to services.
Change HR procedures so there is better performance management and it's easier to get rid of underperforming staff.
Get compensation for investments in Icelandic banks
You have recently closed down services for the disabled and the elderly and created many more posts to deal with the clients which has yet to prove money saving
Get the best from your staff
Ensure that there are enough lower level staff to support services rather than paying for too many managers and consultants
External assessments of staff competence, particularly senior staff. Address weaknesses with training or sacking. Recruit more from the private sector. (I used to work for Haringey Council so I know how incompetent many of your senior staff are.)
Reorganise via external review of operations and procedures - deploy good but robust employment practices.
All senior managers to take a pay cut to reflect the economic position. Reduce the management numbers at the council by 20% as many are not actually contributing anything worthwhile. Stop wasting money on publications that no-one reads.
Less pen pushers
Advertise vacancy weekly in the borough.
Lower councillors payment as other councils
Introduce performance related pay for Budget Holders, promoting working from home and flexible working.
Outsource all council housing and get rid of all staff related to regeneration.
Other comments
I'm not aware of what action you're taking at present.
Get the government to support the borough more
Try and get more from the Government
As mentioned above
Stop people doing meaningless emails - Lots of people now seem to go to work not to work but to do emails. Much of this is an entirely redundant activity.
Whatever you would like to do . The government makes all the decisions like always
Get some money given to other councils for the care of their families, if re-housed in Haringey

Comment
Office staff and council main contractors to be responsible for jobs. Fail to get work done properly is cut or pay.
Spend MORE on the police to reduce the costs of crimes committed. Perhaps a short-term expense, but significant long-term benefits
By restructuring and taking 'Homes for Haringey' back "in house".
By stopping the paying of gold plated pensions for MP's
Don't know
Difficult to say and respond as I do not know of the working practices of each council department. More entertainments use of Finsbury Park with council or company and firms. All events to have admission charge
Improve opportunities for the youth and tackle youth crime
Ask more people to to the council

Q4. In addition to savings we are already making, what other ideas do you have for saving money?

Comment
Reduce spending on communications
Not spending money on translation services. Not spending money on leaflets and info in other languages. You are not helping people by providing this service. They need to integrate and learn English.
Get rid of the Borough magazine
Not publishing the Haringey People magazine.
Substantially reduce spending on marketing, advertising and PR, both costs paid to external organisations and in-house costs. Stop asking for sex/disability/race/age/sexual preferences every time that people use a service. It is vulgar, intrusive and a waste of time.
I think the printed brochures should be converted to email shots - allowing people to opt for digital.
Sending bulk deliveries of Haringey People to Doctor's surgeries, schools, libraries, supermarkets etc instead of posting them to individual homes (As well as costing less, I think more people might then actually read it)
Cutting issues of Haringey People.
Stop sending out Haringey people. Use email and your website to communicate with local people
Stop printing documents in other languages
Cutting wasteful expenditure on glossy magazines for e.g. "your wedding in Haringey"
Spend less on publicity. Get rid of Haringey People publication. Remove council advertising junk from the streets. Don't waste money on

Comment
road developments (e.g. White Hart Lane) that are stupid and have to be reversed.
Make Haringey People an opt in service rather than a door drop
Axe publication of propaganda in different languages. Not to vanity project
Reduce or dispense with the colour magazine that comes through every door in the borough. There must be a cheaper way of deliver its message.
Abolish 'The people' I think again about the Sure Start Centres. Only attract people who can well afford proper classes at the YMCA
Scrap "Haringey People" all the necessary info can be put on the website much more cheaply. Stop the Fraud committed with council homes by confiscating homes that have been sublet and giving notice to leave to all. Those whose income does not warrant occupying council accommodation.
Stop sending mailouts such as Annual booklet and provide the info on-line instead.
Reduce spending
Cut Waste
Spend less on Tottenham and Wood Green. They had lottery funding, European Funding already.
Combine pensioners clubs, luncheon clubs, youth activities into larger operations rather than try to support lots of small enterprises.
Move to alternate weekly collections of residual waste and dry recyclables to increase recycling and reduce landfill costs
Cutting unnecessary paving colour changes at entrances to roads and small paving slabs by the sides of these roads i.e. Park Ave North
Cancel the ridiculous and unnecessary IT project.
Stop building road humps and concentrate on improving road surfaces and other traffic calming measures. The road humps are too severe for the speed limit and cause damage to vehicles.
To cut down on.....centre
Much has been spent on computer technology which is designed to be obsolescent in a short time. Stop dancing to Microsoft's tune. What really has to be spent? What is useful in the medium term?
Stop parking enforcement
Closely monitor staff/councillor expenses claims Abandon plan to spend millions on new computers Appoint independent body to go thru the books to identify savings
Stop paying external IT firms and consultants and buying overprice hardware. Use internal IT support and cheap kit.
Scale back operations to deal with legislated duties only - privatise and thereby encourage market forces.
Axe spy cars, Axe grants to specific interest groups,
Encourage people to work and not provide so many money via benefits

Comment
Don't be afraid to make big cuts now -the sooner the budget is balanced the sooner residential taxes can be cut and some services improved again. The cuts to the Ally Pally are unlucky but the building is under-utilised and maybe that will help them get busy! Could you cap each claimant's entitlement to Concessionary Fares? Encourage greater charity involvement in childcare - e.g. kidsco, or such like? Otherwise, the cuts look fair - it is "austerity Britain" after all!"
Switching off street lights. Cars will drive slower as they can see less.
Cut councillors expenses and fees. Stop paying exorbitant wages for top officials. Stop the personal delivery of documents to councillors and cut the council newspaper to twice a year.
Cultivating a culture of energy saving in council buildings
If you haven't already done so, stop Councillors receiving hand delivered post - use electronic means
Reduce spending on staff
Cap salaries of top paid staff
Remove one tier of management across the organisation and improve management systems and planning at the centre.
Stop paying executive high salary.
Your council's mileage expenses were £739k in 2010-11 (Source: FOI). So swap meetings for web conferencing, and give your Neighbourhood Area Officers bikes. Set a good, green example. As for the £200k on taxis...
Sack the indolent money wasting people you employ that I constantly come into contact with.
Work on pay equality, give the top earners a little less and pay that to the lowest earners or make new jobs.
Request volunteers and cut the pay of top level and senior management. Freeze bonuses and pay rises for these posts
Stop automatically giving council workers salary rises as many parts of the private sector have had one for some years now. Abolish bonuses for council workers. Make senior council worker salaries realistic and not far, far too much for what they do (it is outrageous the amount they earn when there are so many truly deprived and poverty stricken people living in the East of the borough
By cabinet members making 25% voluntary cut in their remuneration
Reduce wages of those at the top!
Cut payment to council officers
All council officers and admin to have pay cut unless getting out to meet public.
Less pen pushers
Reduce salaries of top positions in Haringey
Provide electronic payslips for office based staff.
You can save money in housing department, there is too many staff in housing.

Comment
Reduce the tiers of senior management in the council, look at the number of councillors and the amount of time spent fulfilling ad hoc requests
Charge more
You could charge small fees for certain services you provide such as a small family annual fee for libraries, charge for all parking, charge for excess waste collection (waste below pre-agreed thresholds to be collected free and recycling to be free), charge for unnecessary and repeated contact to the council, turn some public park space over to allotment land (so you can charge for usage, whilst keeping some of the allotment space available for community growing, increase fines for littering, charge in public toilets, let business space out of council buildings (e.g. cafes in libraries, community centres etc.) allow advertising space on the council website, work more closely with local communities to encourage them to take responsibility for solving local issues.
In all cases possible look at income generating activities to contribute to budgets, in non-traditional income generating areas such as libraries and schools. Review Council assets, e.g. property assets to find more commercial fundraising activities. Incentivise income generation within Council departments.
Install Controlled Parking Zones (CPZ) throughout the borough.
While I agree that libraries should remain, I think there are some better-off people who would not mind paying a small annual charge. I certainly wouldn't mind.
Taxation - if everybody that can paid a bit more, services could be maintained and sustained
If the Council offers any non-statutory services, they should cover their costs through user charges.
Road-user charging, but you'd need agreement across London to do this.
Can people carry out civic duties as community service e.g.) cutting hedges, clearing refuse, painting railings or if more educated offering their services to a community rather than fines (which may never be paid!) On the spot fines for no car insurance/tax together with removal of cars. Increase car fines for those cars parked on double yellow lines On the spot fines in Wood Green High Road for litter dropping
Monitor effectively
Within the Council have a number of providers providing the services needed for employees to carry out their roles and for the services needed by residents and ensure that the best and cheapest providers are chosen to provide the service don't limit yourself to one provider they are not always the cheapest and can provide poor quality have knowledgeable and qualified staff who can source these providers so money is not wasted. There is an assumption by providers that anything will do it's only the Council no works are ever checked, I have seen works carried out by contractors within my own area which if done in my own home or property I would refuse to pay the bill. When I have

Comment
reported the cowboy works to the Council nothing was ever done to rectify it.
Make sure, if you know that works are carried out and that you have to charge your leaseholders, they are spread evenly through a longer period of time: we don't work for financing your works!
Challenge the bill that the police send as an automatic to the council for their services is rubbish for most time and they would avoid doing any work. Have a contract monitoring with targets and performance measures arrangements by which you make everyone accountable for the monies you collect from we poor folks
Ensuring that the welfare system in place for housing is monitored properly so that we don't waste money.
Contractor will do job properly or not paid.
Use existing assets more efficiently
Rationalising building space - more home working
I also believe that many of the housing repairs are done as a patch up job which inherently mean it is a false economy. Maybe if the investment was made earlier longer term would provide savings. Good example is window repairs and guttering - patch up jobs that need redoing every year... waste of money and time and costs three times as much...
1 councillor per ward. Less emphasis on Tottenham.
Fortnight refuse collection instead of weekly; combine services with neighbouring borough
Rationalise use of buildings
Scrutinise benefit cases. Too many people have become welfare dependant especially those under 60 years old. I support benefits as a top up to people who are working as against sitting on their backside
Record information properly - not duplicate. Make libraries more community services and hubs for council services. Use jointed up thinking for any changes to our streets, schemes etc. Let NHS buy space in leisure centres for rehab programmes.
Asset analysis - are buildings efficient? Why do we keep them? Could they be used better? Procurement - slim down and make it more flexible
Why were Veolia street sweepers on duty on Xmas Day?
As above - outsource or compete the services that you can and concentrate where public services should matter e.g. Services for the old, young and vulnerable but you need to integrate services for the whole community rather than providing services specifically for certain groups e.g. Polish/Turkish etc. These would probably be cheaper with targeted grants to local charities who can run these rather than through the council (I.e. big society).
Relieve social workers of basic admin tasks, which can be done by admin staff who cost the council less. At present, about 75% of social work time is devoted to admin tasks, include over complicated forms. This change would fit in with the Munro recommendations. Getting

Comment
voice recognition software and digital recorders would help many staff complete reports in much less time.
see if current council contracts can be renegotiated
Bulk buy as much as possible and negotiate discounts
Garden waste is not collected if it is shredded and confined to two sacks for example. But it is collected if not shredded and stuffed into 15 bags. Totally illogical.
Use fewer sub-contractors so that the Council has more direct control over costs.
by restricting the amount of rent arrears/council tax arrears that tenants can have especially if they receive housing benefits/council tax benefit, clamping down on tenants who sublet there properties, relocating tenants who's property are to large for them, only doing repairs that are necessary or for elderly tenants, the council should not be called out to do repairs that tenants can do themselves for e.g. (calls for blocked sinks, unless it is an elderly person/a person with some form of disability then these repairs should be carried out by the tenants if they are fit and well, the exception to this are things like external repairs or repairs which require a specialist trades men, I also think that in schools young people should be made aware that acts of vandalism, graffiti etc is actually causing money to be taken from the pockets of there parents as well as other residents in the community and that this in turn has a major impact on services that could be provided to them i.e. youth services as well as other services in the community. the council I believe should no longer provide stationery such as pens/pencils to staff as staff should provide these for themselves
Merge Homes for Haringey into Council services
Sell buildings I lease buildings not being used. Put lists use houses that are currently void.
Award contracts locally
Giving contracts to local businesses that will provide a better quality at a cheaper rate giving them responsibility in their community
Get better deals from 106 planning and get the money up front.
Lobby Government for funding
Call on the government to reinstate all funds to the council. What are the council doing to campaign against the cuts? What have they done to demand fully funded services? The council must stand up for and represent the interests of the residents of Haringey now.
Tax the rich!!
I understand it is not yet legal but socially deprived/safeguarding families need for services - if re-housed here, and services provided here, the money should be refused.

Comment
Dialogue with central office to receive more funding particularly as taking families from other boroughs
Strongly believe that the exercise is about central government slashing cash and monies to local government. This should be stopped with local government interference.
Innovate
Stop employing very expensive consultants and set up more community consultation. Consult 'Cilla?' who had a series of documentaries on TV on how to turn around sink estates a real working class heroine from a Camden council estate.
Encourage and increase volunteering opportunity.
More support for thriving local economy through the promotion of local shopping destinations, and encourage more people to shop locally. Make sure that local shopping destinations (i.e. Wood Green, Green Lanes, Crouch End, Hornsey, Tottenham) offer the shopping mix that local people want.
Where green space has active friends group invite them to manage it .
Creating more jobs.
Rather than save money find ways to generate money collaborate with other councils
UK Recycle bank is a green company founded in New York. The form partnerships with business to give vouchers. Residents join the scheme and get rewarded with recycle points. They exchange for vouchers. UK Recycle bank.com. Green Lanes can champion.
I think we could save money on the road mending programme by limiting vehicle weight and size on certain roads, using CCTV footage to identify lorries breaking the infrastructure and making those firms pay for repairs. e.g. the destruction that seems to be continuous, outside the gate at Buildbase in Muswell hill Road.
Other comments
Where are you making savings? I guess the best idea is for you to refer to my reply to the first question - prioritise people. I don't know in which area you are already saving money.
At present, I've even think about saving
Don't know
More children's part-time jobs, paper rounds etc
you have enough
Not sure

Comment
Impossible for me to say. I don't see any waste occurring, in fact all I see is services cut.
See above.
Give all the work back to those who can do the work like they always did not what we are given today.
As above
If you live in a flat recycling difficult.
Having a well paid job in order to work and save at the same time.
Don't know
Try and get youth IT workshop that will save a lot of money

Q6. Please tell us what service improvements you would make with the additional money?

Comment
On services for children and young people
Maintain existing services, particularly for young people.
investment in youth services - investment in children and adults social care
Support childcare provision
Young people
More services for young people
Better community facilities and things to do for families and children in the borough
Increasing affordable after school/holiday schemes including for children with disabilities and youth provision. Improved social care for children and adults.
Tackle crime and anti social behaviour. Provide services to schools and young people at an early stage showing them the disadvantages and what happens to people when they enter a life of crime and anti social behaviour I would not beat around the bush this would be visual evidence of what has happened to gang members, drug users and criminals. Let the prison service and the police come and show graphic images and talks so young people are aware of what they are getting themselves into should they join gangs or enter the criminal world, it is no use trying to tackle this problem after the event its too late then.
Youth services brought back.
Services for children.

Comment
More youth clubs etc - service for young people in deprived areas
Tackle youth unemployment.
Reopen youth centres. Stimulate local employment including nursery and out of schools provision at low cost to provide opportunity for parents to work
Invest in robust young people programme in employing strong youth workers. Young people must be off our streets, that will prevent crime. Support our safer neighbourhood police by giving them more powers - issue dispersal orders, especially on Housing estates.
Early years services particularly children's centres Youth services and out of school services Leisure and arts
By increasing Council Tax 2.5% will have financial impact on families.
I wouldn't mind paying more if vital services, esp. for old people and the young, were able to be maintained.
continue supporting enhanced learning opportunities such as Pendarren House
Improve children's centres
Improve services for poor children
In light of the riots, re-establish the youth service.
On services for adults
Support elderly provision
Better community facilities and things to do for adults in the borough
Improved social care for adults
old folks' day centres restored
Services for seniors.
Maintain services for the elderly including sports facilities which keep the elderly healthier for longer and therefore reduce costs to other care health services.
Roads to help old people
More housing for single people
Toward social services and elderly care
Improve social care
Increase support for those requiring social care as well as carers.
looking after the elderly
improve services for and the elderly

Comment
Ensure that excellent services for the elderly and disabled are maintained and improved. Clear financial information would need to be provided to the public if an increase were to be suggested.
Services for the elderly to keep people in their own homes free of charge
On improvements to the environment and housing
I do not support it - but if the Council does decide to increase Council Tax, then resources should be focused upon i. improving and maintaining the social infrastructure e.g. community facilities, parks etc, ii. "Spend to save" activities - identified projects that will either save the council money in the medium terms or facilitate income generating activity and iii. "commercial" income generating projects.
Local environment schemes.
Improve parks. Many Londoners have no outside space so parks are their only access to an afternoon in the sun etc. I love the way Londoners use parks - it's so different to the rest of the country. They are so much more appreciated with whole families turning up for BBQs etc and on the whole, they remove their rubbish too.
After these priorities I'd spend the money on proper segregated cycling infrastructure, to make a start on turning car-choked areas like Wood Green and Tottenham pleasant places for living, shopping and business.
Renovate social housing.
extra council houses
Improve H40:20 programme
Increase investment in social housing
Investment in home insulation, and energy saving improvements to council buildings. These investments would be repaid within a few years, through lower fuel bills.
Investment in home insulation and energy saving . Free recycling collections for businesses. Under cover cycle parks
Invest in housing.
A list of roads need repairing all over the borough.
On greater efficiency
Use the additional income to streamline existing Council Services, to make the Council more efficient.
Keep parking charges to a minimum.
It is about using the money to reduce debt rather than just spending. You need to streamline and make things efficient before spending again.
To ensure that a weekly refuse collection is maintained.

Comment
On investment in Tottenham
Make more money available to an area like Tottenham. Whether true or not it always looks to be the 'nicer' areas of Haringey that get thought of i.e. crouch end and muswell hill.
Employment focus and regeneration of Tottenham
Spend on bringing businesses into the area and building skills of individuals and voluntary/organisations to enable people to get jobs
Plant more trees on the eastern side of the borough, proactively enforce planning offences.
On tackling crime and anti-social behaviour
Tackling the anti social behaviour and more police presence at night
Improve Crime!
On improving services
Much improved cycling provision, libraries and public toilets.
I am on a very low income and have council tax benefit. If I were a council tax payer I would support an increase to keep the libraries going up to standard.
Once it is spent on things that matter and will benefit the services users/community i am not bothered
more bins, better street cleaning, real consultancy in community affairs, building control enforcement, planning enforcement, upgrade and police conservation areas, more green space, more local policing, repair street and pavement with better shop front via enforcement in west green road, n15
On creating jobs
Job creation.
I don't feel those paying Council Tax should be penalised. In Haringey - particularly the East I feel getting people back to work and paying their taxes (including Council Tax) is key. Getting people back into employment would increase money the council has, reduce benefit claimants and in theory improve physical and mental health and set up more positive role models instead of role models being those career claimants.

Comment
Don't raise Council Tax
You are trying to flog a "dead horse". People have no money left. Council tax was too high as it was!
It is outrageous in this time of everyone cutting back for council to be seeking this increase. The council should live within its means and cease trying to take over other areas in which it has no business. I already pay nearly £2,500 which is far more than it should be - to suggest another big increase in this is just an insult.
As services have and are being cut everywhere - there's no justification for the increase
None. Haringey already wastes one of the highest council taxes in London
Disagree - hitting too many low income families/households again - they cant cope
We are already one of the highest council tax arrears in the UK
General comments
I would want to protect key existing services.
Trying to improve staff retention and training.
It is the job of my representative, you the council, to say you cannot run viable public services in Haringey without being full funded - you are currently not fulfilling your job as my representative. NO MORE services must close.
Totally disagree - make improvements and efficiencies before coming back to the tax payers
Improvements would not be made large enough to justify the increase, other boroughs seem to be utilising their budget more efficiently than Haringey
I'd leave to councillors and council officers
With support for low income council tax payers
I was going to say 'support' but feel cynical about seeing any noticeable improvement because the budget cuts are so steep.
Everyone's income is being reduced by austerity measures; council tax should stay the same particularly as council services are being reduced. It would be an insult to attribute service 'improvements' to extra money taxed off residents already having reduced income.
Provide improved services such as small grants to voluntary self help community groups projects in the third sector
Council officers to go out on walks to meet public .
Don't know
N/A
More interest in if LA presented Olympics levy and exactly what the levy has paid for by Haringey residents -more transparency here!

Comment

Maintain frontline staff at current levels

Q7. How do you think we could generate more income in future?**Comment****Use assets more effectively**

Sweating assets - by auditing all buildings and public space owned or occupied by Haringey Council to determine letting potential and engaging marketing/events/letting agents or specialists to generate income.

Take Homes for Haringey back into council ownership proper.

Better use of school buildings at evenings and weekends.

Better use council assets, be more enterprising, partner with enterprising local social enterprises to deliver public services.

Less concessions for any council run amenities. Fewer translations for other languages. No HALS. Less emphasis on "green" projects.

Until you cut your own salaries and cancel ridiculously expensive, not needed council projects and lead by example I don't think there is any way you can generate more income

I think there is little choice now but to means test charges for services according to income, given the great disparities of wealth in the borough.

Link in with NHS to use community buildings and resources.

Looking at efficiency in building management, procurement and waste collection.

Expect maximum efficiency from staff Scrutinise expenses claims

Do not spend millions on new computers.

Amalgamate offices/buildings Sell off land/buildings for private development

Appoint independent body to review council efficiency

What about Alexandra Palace - that could be a major attraction if it had some investment. Either sell it off or get a joint investor to make its venue of merit in constant use for national and local events.

More efficient recycling, Free maintenance of public areas etc from low risk offenders.

Comprehensive review of property assets to reduce expenditure and maximise income streams.

Have efficient management of projects run by Haringey Council so the left and right hand work together instead of separately.

Comment
It depends whether you think the council needs more income - I do not. The council needs to better manage the vast income that it already has.
More efficient services. Less management pay.
Work with other boroughs on specific areas to reduce administrative costs. Make sure bills are paid.
Solar panels on schools and Homes for Haringey buildings . Heat from waste. Selling compost from green waste. Recycling wood
Can any more be done with Alexandra Palace.
By using Alexandra Palace more regularly for more sporting events, for exhibitions of various kinds, renting of community centres that are not been used effectively
Incentivise council departments to look for money by allowing them to keep some of it for their budgets and not penalise them by reducing their budget to match external funding
Eliminate waste
Training - initiating basic management accounting training for all managers to take responsibility for 'controllable expense' and reduction/elimination of wastage (this includes sickness absence and long-term sickness).
Paper audit - undertaking a review of all services and eliminating all unnecessary form-filling.
Cut Waste
Stop wasting money on benefits
I think we should first look at the waste we so much that could be recycled
Cut down unnecessary layers of bureaucratic procedures. Reduce travel/cost claims. Employ local people. Limit high salaries to CE and consultants.
Cut expenses on consultancies, unnecessary conferences in luxurious settings.
The Council should concentrate on reducing expenses and waste in all its activities.
Stop sending so much paper out and several language variations
Improve services
I think there needs to be a rebalancing between providing new service which people want- e.g. leisure facilities etc and parking enforcement which is my view is draconian in nature and antagonises residents.
Try and prevent teenage pregnancy in the form of advice and information work shops. There is an acute housing shortage the availability should be given to people who worked and working .

Comment
Increase parking in Wood Green and Tottenham
invest in education
Reduce congestion by having parking zones that reduce short journeys throughout borough (as part of borough wide roll out.
Trade
Selling services - i.e. externally audited and recognised high performing services to other councils.
Using Council assets and services to provide extra income generating activities, e.g. Council libraries can provide extra facilities, or partner with companies to generate more revenue (such as the Big Green Bookshop, cafes, internet providers, advertising, paid community workshops etc).
The Council has gardeners from the parks service can they offer this out on contract to residents who are unable to do there own hedges or gardens, you have finance officers could they provide a service on tax returns budgets and the like or any other services that you have could they be offered out.
What about legal services could you contract this out? If the legal provider was provided a fixed salary they could then be used to sell their service to residents or any services that you have could they be contracted out to others like a business.
Contract to provide services for other local authorities
A council lottery? Or one run on behalf of the council. Could raise millions
Haringey lottery sounds a great idea
Local lottery, fund raising led by local prominent individuals
Make a joint bid with other councils to buy a utility. During nationalisation, the Government would cream off hundreds of millions from the utilities, then after announce the remainder as profits.
Haringey lotto run by charities upfront and legal all monies accounted for. Joe Goldberg you must be the change you wish to see in the world.
Issue local government bonds for schools or housing. People could get a greater return on their money than the present very low savings rates and Haringey would get cheaper loans than they could get elsewhere.
Increase charges
Increase parking fees, increase council tax or business rates?
Recycling. Plus have a recycling centre were people come with their cans and you pay them for the metal. This will keep the streets clean!
A direct charge for non statutory service provision

Comment
Charge for services where possible, e.g. library membership, community events, some waste collection services.
I think that parking costs are high enough already. Is there any possibility of getting back money invested in Iceland?
More CPZ throughout the borough.
Fund raiser events
Look at offering 'premium services' so services above the regular standard. I.e. pay for work to be fast tracked. Or pay extra for superior products (i.e. new flooring to a communal block predominantly owned by leaseholders) - give them the option of paying extra for a higher quality product.
Put up the cost of CPZ permits - but only for the most gas-guzzling 4x4s.
Charge a nominal amount for the compost you presently give away twice a year.
Charge small traders and builders to use the R & R site in Hornsey a modest fee of £5 or £10 per drop.
Extract as much money as possible from developers
Imposing and collecting fines for littering, fly-tipping, dog fouling and spitting.
Make charges for excess amount of domestic waste put out for collection, would hopefully encourage more recycling - though recycling waste would have to be checked so ensure non-recyclable rubbish is not thrown in.
Increase parking fees
Parking charges for all council staff/employees - there is no excuse now for free parking given the council's green policies/health policy
Charging parking fees for council staff, teachers etc. Residents have to pay so it's reasonable that paid council staff should and at the market rate. This will encourage greener behaviour .
A raise in council tax preferable to ridiculous punitive parking fines! They just alienate people and have no social benefit. Only flagrant infringements of parking rules, i.e. where a car is causing an obstruction, should drivers be penalised.
Fine road abusers for driving with mobile phones and parking in cycle lanes.
Road-user charging (see earlier comment)
Increase council rents to close the gap with the private sector.
Increase banding so that those in £1m+ houses pay proportionately more
Reintroduce poll tax and spread the cost of public services to individuals - people use services , not buildings.
Roll out parking permit to whole borough - stop penalising existing permit areas which were set up for resident benefit in shopping or transport hubs but now a climate tax!
Increase council rents/charges
Charge 10p to borrow a library book. Provide free parking, and save money on parking attendants
increasing council tax when there is change or growth of the economy
A fee of £20 per annum for the Freedom Pass

Comment
Charge for copy CT bills
I believe we could go back through planning applications and where there have been improvements which may have put a property in a higher Council Tax Band, reassess them and bill accordingly.
Increase parking charges. That would kill 3 birds with one stone increased income, reduced traffic, improved air quality. Ensure that unpaid council tax gets paid. By advocating a change from the absurdly unfair council tax based on housing to a council tax based on income to be collected together with income tax which would have money all round.
Support local people and businesses
Haringey Council has never been good at communication and therefore probably does not reach out to organisations which can provide funding in a meaningful way. Get people working and support them.
By hosting more community binding activities which can be sponsored by private businesses but you can run some stalls that sell food and other items of interest all around the borough
Involving the local community in schemes, see how they would like to contribute themselves rather than taking money.
Enable more small businesses to start up, e.g. small traders in markets - as has been done very successfully in Bolton
If you can get decent businesses in Wood Green and Office Outlets, that would work
Attract investment in Haringey
To develop more jobs for young people
Business in the area. Investment of already existing businesses
As per my previous comment, Wood Green is so deprived that people tend to live here for a short time, hence a lot of people move home before having paid any council tax, making council tax unfairly high for those who actually pay it. Also as long as you continue to allow betting shops being built (I counted 10 in the high street) the area will degrade even more. Why not attract actual businesses that make the area wealthier and more liveable?
Put the trust back in to local people
Encourage businesses to play more of an active role in Haringey and pay for the rubbish they create plus food waste and packaging.
Encourage and support local enterprises that will bring money in the area Work with local and more global businesses who have a stake in the area to ensure fair sharing of profit Tax increase
Partnerships with local businesses; not corporates.
Getting more business into Haringey that would attract customers and 'retain' customers so they come to Haringey for leisure and pleasure not just essential shopping.
Encouraging youth into volunteering schemes to encourage them into work. Providing youth mentoring and role modelling schemes to try

Comment
and encourage them into work as their are currently so few work resources - maybe use something where West and East of the borough could help each other.
Very difficult in the current climate, but would focus on longer term sustainability of the borough, encouraging and supporting local businesses.
Creating more businesses in order for people to have a job especially school leavers
Improve revenue protection
Pursuing currently unpaid council tax as owed
Focusing on areas where there is a high level of choice about whether a service is used and limited anti-poverty considerations - e.g. allotments - and improving income collection rates.
There are still loads of people who are scamming the government by living on undeserved benefits: tackle them and get more money.
Demand more for your share of police confiscating assets of criminals in your local area. Get yourself business astute managers instead of the one way thinking ones you have let everyone in the council feel they are justifying the payment of their salary and attribute how otherwise sack them
Collect your rents
Catching those business that do not pay tax e.g.) illegal hot dog vendors, business that employ illegal workers instead of paying people legally so they may contribute to the system rather than just take from it.
Better enforcement of fly tipping, dog fouling measures etc
Chase council dodgers
Lobby Government for additional funding
Get financial support from central government to carry on services such as day centres that save money by keeping people out of hospital.
Public services are funded, historically, by taxes and public money. You just direct this feeling of the residents of Haringey at the Government. With money being found for new initiatives their is certainly no shortage of funds for Haringey's public services and the councillors must demand this of the government now.
Ask the government
Campaign and support anybody who wants to introduce 'the robin hood' tax on banking. It is a tiny amount for banks, a lot for administrations
I think more should come from central government

Comment
Put more pressure on central government - make sure the voice of Haringey is heard.
Sponsorship from Europe; for example what unemployment training schemes are on offer? More economic top ups despite Europe's problems. Landlords empty properties/commercial should pay more rates
Other comments
Haringey should not be generating income
Not my area of expertise.
Rob some banks
Definitely haven't prepped for this! Do you already have some money-generating schemes? What are they?
Solicit voluntary contributions from successful businesses and well-off households
If Transport for London or others wish to use Alexandra Palace they pay to use it and/or maintain it at their cost.
Regenerate the Tottenham area
By attracting rich people rather than poor. Relying less on Council Tax and housing benefit "income" which burdens the country's tax payer, but actually getting "real" skill, "real" money and work into the borough.
No sure
Don't know
Bring back horse racing.
spend less on silly regeneration projects like the big arts centre.
Put in more care to the pavement.

Q8. What other comment do you have about our budget for 2012-14?

Comment
Act fairly
Make it EQUAL across the borough for ALL (not just some parts) and stop positive discrimination.
Look at what is going to happen to the people who are losing services. Group services together more so not so many backroom staff are needed.

Comment
Why do we pay for some people to have their children taken to school at the council's expense? Everyone should pay a nominal fee for this service.
It is completely biased and will not address the imbalance of the two sides of the borough. The MP for the West of the borough is the equality minister and equality must be applied to the whole of Haringey
Money must go to the least favoured areas and the poorest in the borough.
Prioritise the genuinely needy and old.
Focus the budget on the real needs of the local community and do not be afraid to make those who can pay, pay their share and redistribute profits.
Protect services
DO NOT cut the noise abatement teams they are vital for quality of life here in Haringey.
I think that there should be an emphasis on protecting a conserving what it is possible to protect until the possibility is there again for expansion
I do accept any reason for further closures, or budget cuts and support the renewed development and improvement of all our public services across Haringey.
Ensure that priorities are met first which cuts some costs before focusing on aesthetics
Not an easy job, but if you find a valued service is going to be cut, please be prepared to change your mind!
I'm so glad you saved the libraries - once gone they might never return and in a way and in every sort of area. I think they are a huge and very visible community resource.
Better focus on matters of priority
Invest in training children, schools and the elderly as a priority - keep the library's and police stations you have open - communities need them and stop trying to introduce CPZ parking
May libraries continue with no cuts in the service
Please support young people and day centres for elderly people
Just ensure that anti social behaviour and crime feature in the budget because the borough is getting worse in the East and it has started to spread in the West. I do read about the good works done on the Council website but this is just the tip of the iceberg continue to fight these thugs and take action against them. When I read that action has been taken I feel great at least I know there are some who are not getting away with making other peoples lives a misery. Keep up the good work.
Use resources wisely

Comment
Stop attracting people wishing to move into the borough and concentrate on making it a better borough for EXISTING residents.
The central government cuts have indeed been brutal. But I'm sad to say that I don't think you have it in you to really examine every part of your operation and do it cheaply. An expensive computer replacement programme, recruiting for expensive non-jobs, quarterly glossy magazines... Try to run the council like a business, and make every penny count.
Spend it with the short and long term future in mind.
Glad I'm not having to make cuts. Are you obliged to hold these consultations events? If not, I would save the expenditure.
You should try to make savings on personal costs
Its important to link spend clearly and transparently to outcomes.
There could be substantial savings if a robust programme is launched to cover young people, teenage pregnancy, benefit cheats, support the working residents with all the necessary help available to a point. Get the whip out - stop pussyfooting - care for the elderly. Everyone gets old eventually. Set a robust platform. Community leaders will help.
There is much daily waste in resources and services. Every manager should find ways to improve competence, efficiency and manage to reduce budgets
Rather than taxing the people who pay council tax anyway, look at how you can be more efficient by radically reviewing the services a public sector organisation needs to offer and to whom. Compete services where you can and if the public sector puts in a bid then all the better but you must be able to show best value at all levels.
No council offices to have new carpets and colour schemes. Consider sites where wind turbines could have supporting column hidden among trees or other reason to limit change or views. Actively do solar panels on roofs or council buildings. 1 Freight depot per borough for winter salt. Use rail or can for waste others using that for other freight. Give the site income. Less lorries in one area is benefit that also allows more flexibility.
In relation to the previous year I was very unhappy about Day Centres for the elderly being closed. This is a false economy as these isolated people may consequently rely on the NHS and other services.
The 29% corporate resources and 42% chief executives savings are really a way forward. I hope it's true
Examine objectively the benefit culture and create incentives for employment of young persons living on the dole.
Alexander Palace will be the number 1 event visitor attraction in North London. Duncan Wilson OBE can deliver this, with regeneration, long term partners who have a passion for heritage and a sustainable business plan. Ally Pally will celebrate its 150th birthday with fireworks in 2013/ 24 May One day it will not need funding.
sell off old council buildings that have been hanging around for years
You need to be transparent about what you are providing, and what is going on. A budget for signs and notices would be

Comment
worthwhile. People at meeting worried about lights on in council buildings at night. Are cleaners in? If so perhaps sign? Also claims credit where its due
Minimise expense as much as possible
Reduce Council Tax or keep it the same
People are struggling to pay bills and feed themselves and there family an increase will just increase the poverty and maybe the crime of the borough
Reduce council tax!
The Council should be more ambitious and aim to reduce Council Tax as other boroughs have done.
The Council needs to get real and realise that people are hurting. Seeking further areas to spend money and making increases in the Council tax should not even be on the agenda.
No council tax increases should be approved
Should be reviewed as I would not want to incur in unwanted charges
There should be no rise as most who live in the borough would not have had any rise in income and you imposing 1p on them is another case of abuse of power as they are being pushed further into poverty. Find self help schemes to get funding from local churches, mosques where hey also fleece people. That's how you can work with the community as they all benefit
Improve consultation
Ask some of the different groups; Cultural, Residents, businesses one saving they could suggest and one positive thing that's currently happening - this may provide a view of what the public feel is currently working and maybe give some ideas about creative budget savings.
It is not presented in a readable way. Most people with poor reading ability will not be able to access it. In a borough with the poorest socio-demographic profile in London, and high levels of residents for which English is not a first language, it appears to me to be a strategy to prevent clear consultation. A summary table of changes (increases in income, decreases in services) proposed would be more appropriate. I skimmed the doc and could not see the bit about recycling which I am most interested in. I believe that recycling should be expanded (a lot of things are not recycled in Haringey that are recycled elsewhere), including recycling resources for residents (bins etc).
Keep calm and listen to people, invite them in, don't be get stuck into an us and them attitude, we are in this together.
I would like to see the details, I have not yet.
Not enough knowledge to comment

Comment
This Question is unfair because we do not know what the budget is for 2012 - 2014 so I am not in a position to comment however it will be i presume worst than previous years
Well it doesn't say anything much very specific (what does driving up standards mean?) improve part rent - part buy schemes
Another council financial report which went to cabinet on October 04-2011 (see enclosed for further comments) Rather council speak in presentations.
It appears over self congratulatory
General comments
Please ask Boris about Olympics money and when it stops. This money I thought was only for 1-2 years?
Tell the Government to go back to the banks and make them pay per year. £10 billion for the next 10 years and we get our money back and we don't lose thousands of jobs.
It seems nightmarish but I think that Haringey should try and get local people to 'fill the gaps' e.g. planting and maintaining the flower troughs, visiting and supporting isolated people and if Haringey felt really ambitious, starting up co-operatives for housing, or market stalls and etc.
No Comment
I am yet to review in detail
Why does it always affect me
Nothing u got loads an I no this
Good luck!
Good luck with it!
No comment
No
None

Appendix H: E-mails and letters

Date	Details	Description
06/12/2011	<p>Dear Sir/Madam,</p> <p>Sorry I couldn't get to the meeting, I have been struck down with flu. [Personal information removed] We have a planted island and a verge along our road. We would be most grateful if the council did not trim and cut down the bushes as we have an interested group of people who are happy to take care of these areas. With the money you save we would be really pleased to receive plants of our choice, mainly woodland bulbs and small fruit trees, suitable for growing in these areas. That way the whole street can enjoy the fruit and we will take care of our own green space.</p> <p>I would also like to suggest that any replanting in the borough is done with edible fruits and trees. This would help us all economically and bring back the community spirit of caring for plants that give us food for free.</p> <p>In respect of recycling, the bins provided are not large enough for our recycling waste. Could we have large size bins please.</p> <p>I would also be really pleased to see a recycling centre set up next to the dump , there is plenty of land there and people dump furniture and goods which are often in very good condition. We could work with the local youth offending team and probation service to have the centre staffed by people on community orders. Any profits made could either go back to the council or given to charity. The council would also save on getting rid of some of the rubbish.</p>	Email

	<p>Lastly , as many more of us are considering using wood burners to heat our houses could the logs from chopped down trees be made available for us to use?</p> <p>Many thanks,</p>	
06/12/2011	<p>I am copying this email to Councillor Goldberg who has asked for suggestions on implementing some £40m of "cuts" to the Council budget. I would suggest that the Council re-negotiates your contract so that residential streets are swept twice a month rather than twice a week. This should result in a substantial saving without any reductions or "cuts" in the service that Veolia is currently providing.</p> <p>Regards</p>	Email
08/12/2011	<p>Dear sirs,</p> <p>I have the following suggestions for the budget:</p> <p>1) Reinstate weekly bin collections. This is the only service I really use for my £1300 a year, and one I expect to be provided.</p> <p>I live on a first floor flat with the bins in an alley behind the flats. The nearest recycling bin is a long way away and I am not filling my flat with a variety of bin bags to rot in my kitchen.</p> <p>2) Stop sending out 'Haringey People'. I hate to think how much a 32 page glossy magazine costs for everyone in the borough, and I can find nothing in there which an interested person could not find online, or could be put in a local paper.</p>	Email

05/01/2012	Thank you for your communication about Council tax. I think the council tax in Haringey is much too high. Expenditure on roads, sewers, street lighting, parks, open spaces, rubbish collection etc which benefits the whole community is perfectly legitimate. However I think too much money is spent on particular individuals such as in the provision of council housing which is excessive unnecessary and unfair.	Letter
12/01/2012	<p>Dear Counsellor Goldberg,</p> <p>I am most disappointed not to have been able to attend last night's public meeting in Hornsey Library. I received the information too late and had a prior engagement. I hope it was a successful gathering and well attended.</p> <p>If I had attended I would have made the following points:</p> <ul style="list-style-type: none"> ■ [Personal information removed] I'll be paying £1,165.72 in council tax [single person discount]. ■ Even the Full Band E charge of £1,554.29 represents excellent value in my opinion. Where, for less than 30.00 a week, can one receive such value for money to keep the streets clean, the garbage collected [weekly], the road repairs, streets lighted, Waterlow Park opened for between 8½ hours [winter] and 12 hours [summer] and whatever else I have no doubt forgotten. Much more, I am sure. ■ I deliver, each morning, my non-food waste [plastic, paper & cardboard] every day to the large bins on the Highgate Hill where I enjoy a short chat with the excellent Polish man who keeps the streets immaculately clean . <p>In short I am a very contented citizen!</p> <p>I am confident you and your budget/finance team keep everything under tight scrutiny and ensure that as much waste as possible is eliminated and improvements are continuously explored.</p> <p>I just have one plea: Please, I beg, do not change from weekly rubbish collection to fortnightly. Society, with whom, sadly, I have little faith, would allow the situation to degenerate into filth and chaos! Too bad.</p> <p>I hope the above is of some encouragement to you and your much [unfairly] maligned and hard-working colleagues.</p>	Email

	<p>Thank you all for all you are doing to keep us all going!</p> <p>Happy New Year!</p>	
13/01/2012	<p>Just one heartfelt request:</p> <p>PLEASE don't change the dustbin collections from weekly to fortnightly. I can't believe you'd want us to return to Dickensian conditions of vermin, worms and flies, with rotting refuse in our streets and front gardens. There must be healthier ways to reduce the budget!</p> <p>With thanks for all your sterling work</p>	Email
16/01/2012	<p>Please find enclosed completed Have your Say questionnaire following my attendance at last week's centre library public consultation meeting. I found the even extremely enjoyable and illuminating, excellently chaired by Councillor Joe Goldberg despite some racist comments made from the audience which resulted in two members of the public walking out in disgust. This is just one of many points/observations I would wish to make to the Council and which might improve further debates on what is an extremely difficult and complex subject – namely Local Government Finance. The observations are as follows:</p> <p>Presentation of the facts/information to public: I have no gripes with the Have your Say circular produced in condensed fashion.</p> <p>The accompanying financial planning 2012/13 2014/15 presented in report form to the Cabinet meeting of 4 October 2011 is typically council-esque and hardly customer/public friendly.</p> <p>It was impossible to condense and fully understand the ramifications of budget cuts within the short time span of a two hour meeting. Perhaps it was merely added to the HYS document as a means of stating some very hard facts about severe cuts to all council services etc?</p> <p>Whilst the Finance Director did his best to whet the appetite of the audience with visual charts and percentages etc could I suggest the following at any follow up meeting:</p> <p>A more condensed 'localised' leaflet in the form of planned cuts to services and service provision on a more localised scale i.e. Wood Green, Muswell Hill, Seven sisters, Tottenham, Tottenham Hale, Northumberland Park etc would be an easy break down and made more palatable to the general public</p> <p>This of course makes the public's response to such a document and questionnaire extremely difficult in</p>	Letter

	<p>advance of any Central Government adjustments they are surely to make to Local Government funding in the future.</p> <p>When the Council meets in February to rubber stamp the financial cut backs then it may be foreseeable to witness a different type of document for public consultation and consumption. It would in fact be similar to your excellent Guide to Council Tax perhaps not as wordy but a simple guide to the services being slashed or cut in extremely difficult fiscal times?</p> <p>We most of us know and/or are aware of what is needed in Tottenham and other regions of the borough notwithstanding the Tottenham Regeneration program interest me the most as I am a new arrival in the area (treated as a housing emergency from another London Borough) but with a keen interest in local democracy and planning/financial matters.</p> <p>My response is mostly attached to Q1 – To what degree do you think we should.....</p> <p>Further observations not listed and spoken at some length at the Wood Green Library meeting concerned the following areas:</p> <p>Local Council Tax provision- Are monies raised by the council tax payees properly assigned and spent. I raised question of GLA precept notwithstanding the Olympics levy contained with the GLA/London Assembly precept. Important to stress that what does the Olympics levy actually pay for within the Olympics set up?</p> <p>Ditto where is the transparency within the fixed sum of the GLA levy. It pays for fire brigade and policing and transport responsibilities. AGREED. But the Olympics levy and the lack of transparency deeply worries me. Just what are the advantages a borough like Haringey has gained from the Olympics bearing in mid Stratford Olympic venues are only two and a half miles away?</p> <p>Has the financial division of LB Haringey discussed the cash statistics of such an Olympic levy? Has any monitoring been carried out on employment issues associated with the Olympics? Hence were any local firms associated with the production of Olympics merchandise i.e. production of badges, t-shirts, flags etc?</p> <p>Local Area Budgets – I am unclear whether in the case of Seven Sisters/Tottenham there are localised budgets. i.e. in and around Seven Sisters Station could there be Notice Boards advertising meetings (this raised in conjunction with a statement within the Agenda for tonight’s Tottenham and Seven Sisters Area Forum and Committee – Minutes of last meeting 06 September, 2011) OBCB 20 future agenda items..... improving the way meetings are publicised.</p> <p>It was only by sheer chance that I read in the local press about the Wood Green Library meeting and tonight’s Area Committee meeting which I am hoping to attend.</p> <p>I raise this particular matter with regard to any proposed cuts in the arts publicity and press, and the lack of</p>	
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	<p>information I possess of actual localised financing of meetings or major cosmetic improvements to Seven Sisters and Tottenham which are probably contained within the Tottenham Regeneration Budget and monies forthcoming from the Mayor of London.</p> <p>In conclusion may I echo the sentiments of Councillor Goldberg that the Borough I indeed facing huge challenges and I personally think totally unworthy interference from the Coalition Government on some issues notably education and academy schools.</p> <p>Whilst I can furnish councillors and officers with more suggestions in the ways to improve what I consider a great part of the Borough where I live, one has to admit that Local Authorities will have a major uphill battle to preserve existing services and the Government's game plan is simple. To further under nourish under invest in local democracy to make way for Quango style corporate organisations – in one word Privatisation. I hope my further comments have been of interest. I remain.</p>	
19/01/2012	<p>Attention of Cllr Joe Goldberg – London Borough of Haringey. Dear sir, Enclosed is a copy of names of Councillors employed by Haringey Council. There seems to be quite a lot of them on good salaries and bonuses etc. I'm sure a way to cut waste and save money would be to reduce these employees to around 60%. I'm sure the same service could be given. Instead of cutting down on front line staff doing meaningful employment let these councillors go</p>	Letter

Question	Answer
Emails	
<p>I understand that Haringey is considering sharing services with Waltham Forrest and in some cases is actually already sharing services. Before any further sharing takes place there must be a public consultation which clearly identifies the business case for each business unit to work effectively and efficiently on this basis to provide the services that Haringey residents both demand and have voted for.</p> <p>I have always been a strong supporter of Haringey Council and their approach to</p>	<p>Haringey 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, our arrangement with Waltham Forest (based on a Memorandum of Understanding) creates additional opportunities for the Council to share services and good practice to the benefit of Haringey residents.</p> <p>We agree 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 been, or are currently being, developed by officers of both Councils for the provision of a range of services. These include shared regulatory services and shared back office processing functions e.g. payroll. It should be noted that Haringey will only enter into a shared service if it is more economic to do so or if the arrangement offers greater</p>

Question	Answer
<p>Emails</p> <p>providing meaningful value for money services. I have grave concerns about Haringey's ability to maintain front line services which truly serve their residents, within the context of the sharing of services. I am particularly concerned about the potential dominance of Waltham Forrest since I have no opportunity to vote for the political administration in Waltham Forrest. Does this not bring local democracy into question?</p> <p>I look forward to your response to my concerns.</p>	<p>service resilience. The decision to enter into a shared service will always be taken by Haringey Councillors and they will be involved in decisions around service delivery in much the same way as any other service.</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>I hope this addresses your concerns; by reassuring you that the governance of the shared services project, led by Haringey CEO Kevin Crompton and Waltham Forest CEO Martin Esom is being effectively managed and will not affect the ability of Haringey Council members to scrutinise service and policy decisions delivered by any shared service agreements.</p>
<p>I have just been sent information on your Budget Consultation. This is my response:</p> <p>I regret that this seems to be another lip service effort. It relates to a document produced on Sept. 28th 2011, seen by Cabinet on 4th October, "scrutiny scoped" on Oct 10th, meant to be followed by consultation "to November 2011" and then 3 scrutiny review meetings on 3rd, 7th and 14th November. Instead I was sent an e-mail on November 23rd (16.21hours) with posters for the public consultations, starting on the evening of November 23rd.</p> <p>It is no wonder that people don't take Haringey Council consultations seriously.</p>	<p>Approved by Cabinet on 4 October, public consultation on the budget commenced on 1 November and ended on 20 January. In addition to completing a consultation questionnaire (either online or at their local library) the council invited people to comment on its areas for action and budget via e-mail, letter and in person at ten public meetings being held across the borough during November, December and January.</p> <p>Information about the consultation (including dates, times and venues of the public meetings) was posted on the council's website in a number of locations, published in local newspapers; and posters, leaflets and reminders widely circulated to colleagues and partners to promote the meetings using their network of borough-wide contacts.</p> <p>The following budget scrutiny timetable was agreed in order to give the Budget Scrutiny Panel time to consider the budget in advance of it being set and submit its recommendations to the Cabinet:</p> <p>Officers to brief Councillors on the context for the budget (in October);</p>

Question	Answer
Emails	
<p>I have attempted to read the document, but the important tables are mostly printed landscape, which means they aren't readable as they are and would have to be printed out. If I thought any comment or suggestion I might have would be fitted into the actual timetable I would do that, but it seems so highly unlikely that it would be a shame to waste paper.</p>	<p>A Budget Scrutiny Review Panel meeting to select the 3 themes by which budget scrutiny would be undertaken, and identify any initial information required (in November); Three Budget Scrutiny Review Panel meetings to be held to carry out scrutiny on those three themes; asking the relevant Cabinet Member or officers attend to answer questions as necessary (in December); and Final Recommendations The recommendations from the scrutiny process, ratified by the OSC shall be fed back to Cabinet. As part of the budget setting process, the Cabinet will clearly set out how and why recommendations have been taken forward (in January). All comments received will be included in a full consultation report.</p>
<p>I write in respect of the proposed budget for the years 2012-2013 and until the middle of 2015.</p> <p>Can you please explain how the Council proposes to earn £1.3 mil? I am a leaseholder and worry that leaseholders will be made victims of the Council drive to create revenues from somewhere. Please note that Council leaseholders are not in a position to contribute any more than they are as they were hit extremely hard by high bills for the Decent Homes improvements.</p> <p>Can you please respond and let me know the heads of the proposed income collections that would create an income of £1.3 mil?</p> <p>In addition, which services are proposed to be scrapped or reduced in Haringey?</p>	<p>The Council has set out a number of proposals to reduce costs and increase income which are detailed in pages 29 to 39 of the mid term budget update received by the Cabinet at its meeting on 4th October 2011.</p> <p>The Council proposes to raise £1.3m in additional income which includes improving the enforcement and collection of fixed penalty notices charges, increasing planning and Commercial property income.</p> <p>These charges and their collection will only affect leaseholders, as they would any other citizen, where they receive a penalty notice, apply for planning permission or are renting a commercial property from the Council, such as a shop or an industrial unit.</p>
<p>I knew nothing about Haringey Council's budget consultation meeting held in Highgate Primary School in November and reported on in</p>	<p>Seven of the Council's public meetings, held in 2011, were advertised from 4 November onwards:</p>

Question	Answer
<p>Emails</p> <p>the Ham & High. Yesterday I received a notice about a meeting in 4 days time (on January 11) at Hornsey Library which I am unable to attend due to a prior commitment. I am also unable to locate your online questionnaire. I would suggest you convene another meeting in Highgate (either at Jackson's Lane or the Highgate Society) with more notice and increased publicity which residents in this part of the borough can attend.</p>	<ul style="list-style-type: none"> ■ on the Council's website; ■ within the consultation questionnaire; and ■ in the press and online media. <p>Three further meetings were held in January - including an additional meeting in Highgate. Additional publicity including the leafleting of all addresses in the surrounding area was undertaken in order to address residents concerns.</p>

<p>Feedback</p> <p>How can you create One Borough, with One Future when you are always discriminating against the west side of the Borough? In Alexandra Ward thousands of people have informed you they do not want the NLWA waste site at Pinkham Way nor do they want Barnet's vehicle depot sited there. Instead of throwing the proposal out without a second thought, Haringey Council has done nothing to resist the idea and may well be implicated in its moving forward. Our passion, as residents, is indeed to improve Haringey. Yours on the other hand, is a passion for things that only you are aware of - although many could hazard a good guess!</p>	<p>The application for the proposed waste scheme is on hold until after we have received the Inspector's report into the plan for Haringey (the LDF) and the Waste Plan for North London. This gives everyone an opportunity to give their views before a decision on the application. Even then, there will be consultation on the proposed scheme before the Planning Committee make a decision.</p>
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