

Haringey's Community Engagement Framework – consultation responses

The Haringey Strategic Partnership (HSP) agreed Haringey's Community Engagement Framework (CEF) on 27 April 2009. The Framework provides good practice principles for all HSP organisations to work to when carrying out community engagement.

Public consultation on the CEF took place in two phases from January to April 2009. Over 700 voluntary and community groups in the borough were sent consultation documents. The consultation was also available online. The CEF was discussed and feedback given at meetings of the HSP, HSP theme boards, individual partner organisations and Haringey's Community Link Forum. The April 2009 edition of Haringey People carried an article about the CEF. The 'You Said, We Did' table on pp.17-20 demonstrates how consultation responses from phase 1 were used to develop the CEF.

Over 150 responses were received in total. The responses were from a wide range of organisations, and from across the borough. The attached document provides the detailed results of the consultation. See the organisations listed on pp.12-14 and maps on pp.15 - 16. High level messages from the consultation are as follows:

Consultation phase 1:

Most respondents thought:

The best ways for communities to let the HSP know about their needs are:

- **public meetings on specific issues**
- postal surveys

The best ways for councillors and community representatives to gather views are:

- **meetings on specific issues**
- e mail

The best ways to let people know their views have been heard are:

- **features in Haringey People**
- feedback letters

Many respondents expressed a desire to have **more contact with HSP representatives and councillors** through their attendance at community groups and meetings.

Consultation phase 2:

- The majority of respondents were **in agreement with the aim and principles** of the Community Engagement Framework.
- Many respondents provided helpful suggestions regarding the wording of the Framework – details provided in the attached information.
- Respondents' **top three priorities for action** are:
 1. To establish an evaluation process for engagement activities
 2. To set up a cross-sector engagement development programme
 3. To publicise details of engagement opportunities in Haringey

Next steps:

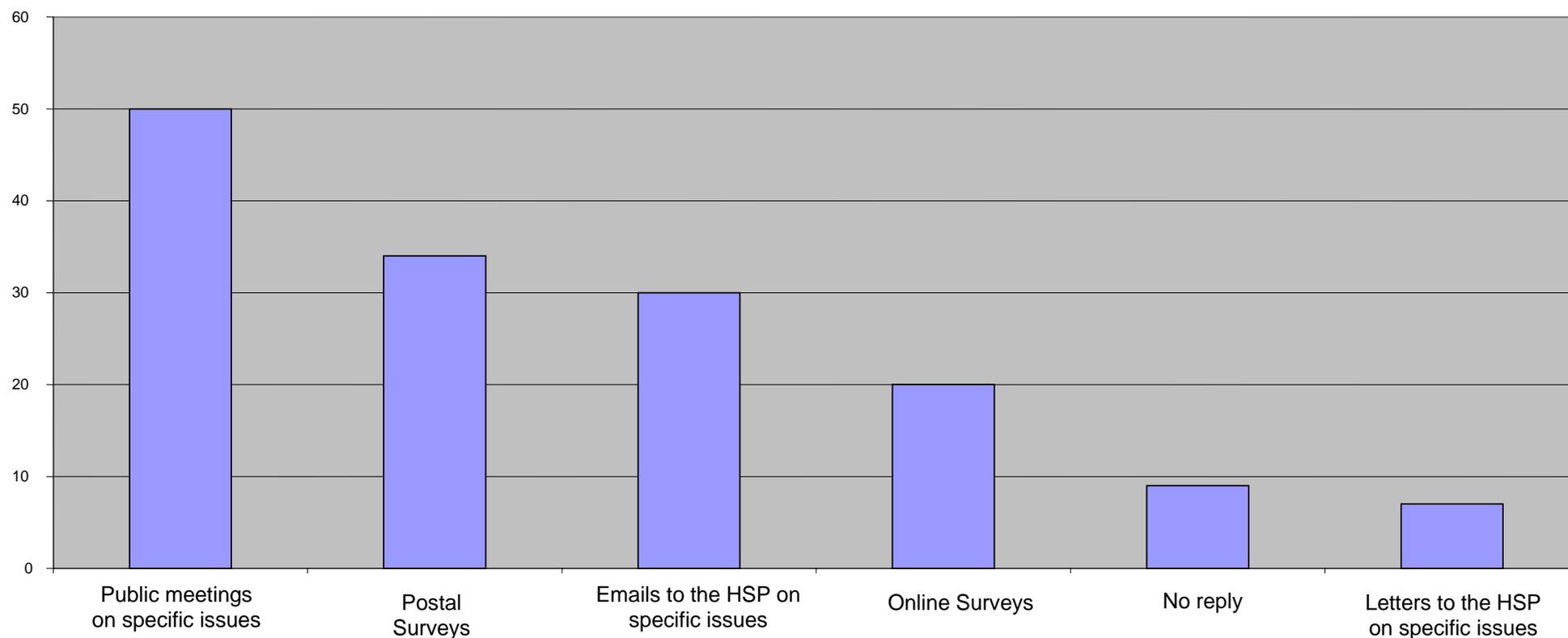
- The CEF will be made available to all on the Haringey Council website.
- An accessible version of the CEF will be produced and widely distributed.
- The CEF multi-agency working group will develop a Delivery Plan for the CEF.

Haringey's Community Engagement Framework: Consultation results and community suggestions

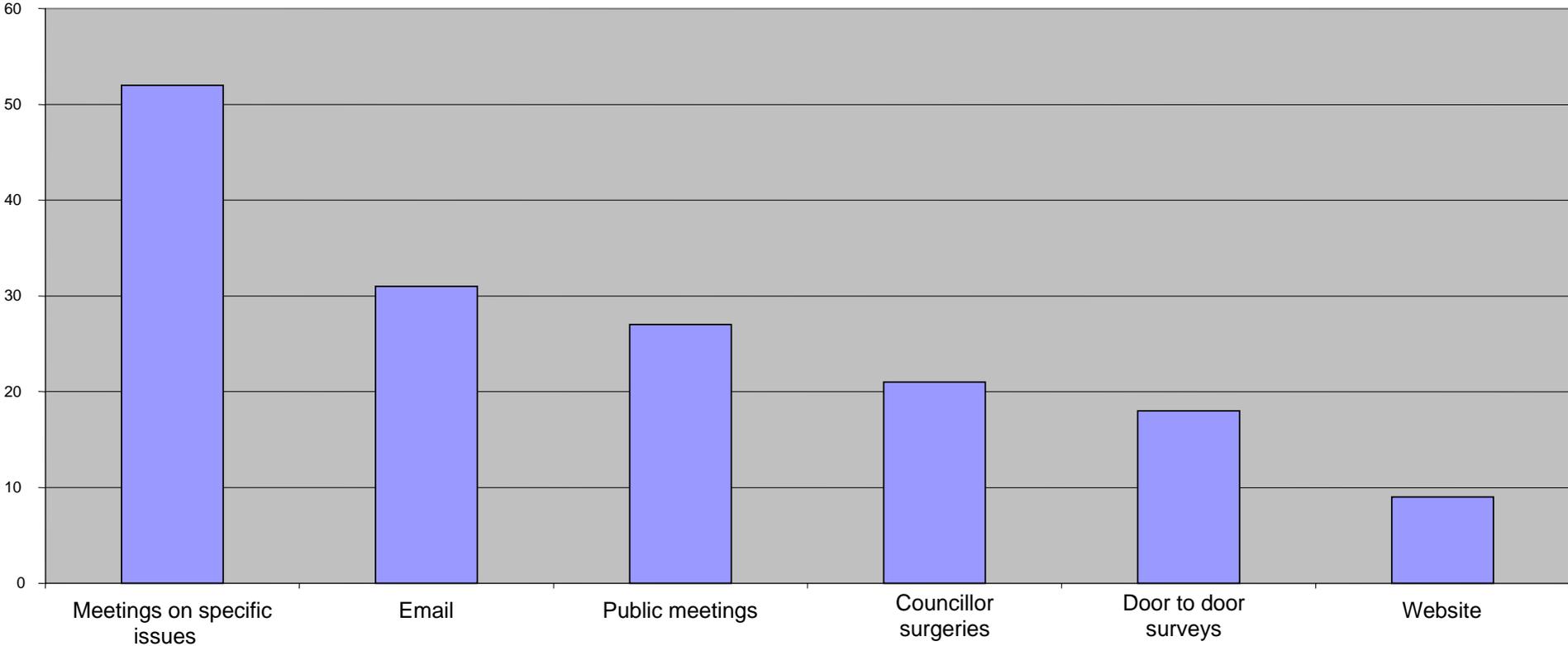
- Two phases of consultation were held regarding Haringey's Community Engagement Framework during January – April 2009
- The first phase received 100 responses
- The second phase received 57 responses
- Not all respondents answered all the questions
- Most responses were from community and voluntary organisations – these are listed on pp.12-14

Phase 1 responses:

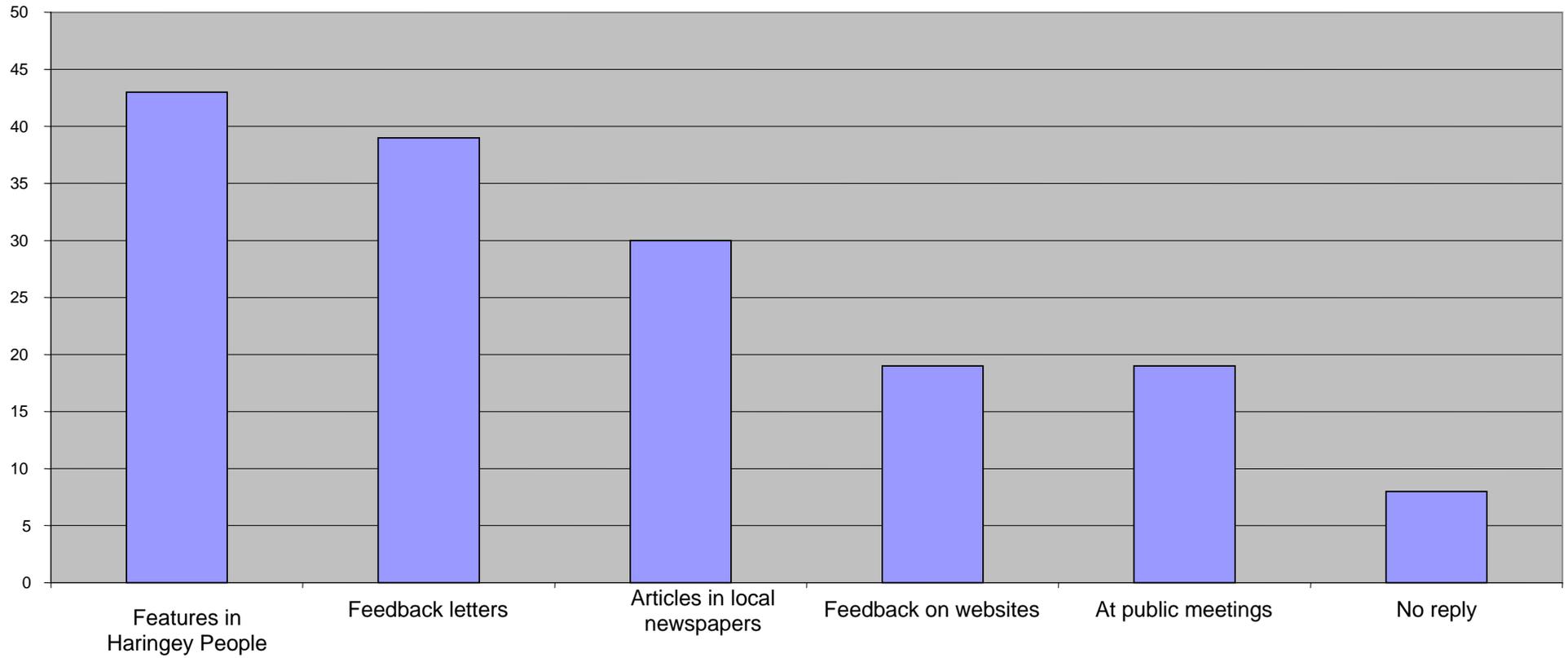
Q1: What are the best ways for communities to let the Haringey Strategic Partnership (HSP) know about their needs and interests?



Q2: What is the best way for councillors and community representatives to gather your views to help develop services?



Q3: How can the HSP make sure you know that the information you give us has been used to set local priorities?



Q4: Do you have any other practical suggestions on how the HSP can engage with, and reach out to, all communities so that they feel included?

Q5: Is there anything else you would like to add?

Contact with HSP representatives:

- Councillors could visit organisations when invited
- Councillors to attend residents' schemes – visit people in their own environment
- Meet with / visit people
- HSP members to attend groups and events to meet people
- Use HSP reps at different events and open days
- HSP reps to visit community groups
- Real personal contact from HSP representatives
- Councillors to attend voluntary sector meetings
- Councillors to attend community group meetings
- HSP to be present at community events
- Attend more community events
- Attend community events and meetings
- Arrange walkabouts with residents in particular areas
- Representatives to come to local groups
- Face to face meetings

Use of community groups:

- Ensure maximum involvement of community groups in partnership boards
- Listen to the views of people on community forums
- Invite groups to HSP meetings
- Use the community centres
- Use existing community groups
- Use Children's Centres
- Use the Homes for Haringey Forums

Feeding back:

- Evidence that what has been suggested by community has been done
- Public meetings to evaluate results of initiatives
- Demonstrate that practical changes are being made as a result of consultation

Publicity:

- Have a regular HSP slot on the agenda at Area Assemblies
- Use online networks
- Send around a regular e mail newsletter
- Public meetings
- Publicise councillor surgeries
- Use community development officers
- Use simple clear language
- Use HAVCO
- Advertise on local radio stations
- Give out clear information about the HSP – its aims, purpose, how it links to Council, residents etc
- Don't raise expectations that can't be fulfilled
- Hold a public meeting to explain what the HSP is

Targeting:

- Set up specific groups – e.g. for LGBT people
- Target BME groups
- Meetings to be held in environments where people from certain ethnic groups feel comfortable – i.e. not at the council, but in community centres
- Engage on specific issues, not generally

Practicalities:

- Run meetings in schools at peak times (beginning / end of the day)
- Hold meetings at different times, and more than one on the same issues
- Provide premises for community groups free of charge

Other:

- Ensure that community engagement is used to address controversial issues – e.g. licensing
- It is less confusing if consultation is carried out by separate bodies

Phase 2 responses:

Question:	Response
<p>Are these the right types of community engagement for Haringey?</p> <p>Community engagement activities:</p> <ul style="list-style-type: none"> • Informing • Finding Out • Consulting • Involving • Collaborating • Empowering 	<p>Yes: 48 No: 6</p>
<p>Are there any other community engagement activities that should be included?</p>	<p>Yes: 19 No: 29</p>
<p>If so, what are they?</p>	<ul style="list-style-type: none"> • Theme Board suggestion: use ‘Listening’ instead of ‘Finding out’ • Theme Board suggestion: use ‘Methods’ instead of ‘Activities’ • Older people, ethnic minority families • Commissioning. Seeking help with services • Direct contact with different communities – more decisions involvement • CPCG. Assembly meetings • A common ground to talk • True research • Improve communication by spreading out information to others. Libraries, leaflets, letters. Haringey Gazette adverts ask people’s needs and help to achieve. Not everyone goes to Haringey Peoples magazine. • Funding • Mobility - disabled • “Youth windows” & Friendship Global projects, and citizenship • Faith groups/networks; cultural group activities • Notice boards – key to associations as well as council

Question:	Response
	<ul style="list-style-type: none"> • What do you mean by 'right types'? These forms are incomprehensible • Introducing other cultures into British society • Responding to consultation • Existing partnerships, volunteer and action groups be included at beginning of decision-making
<p>Are these descriptions of community engagement activities clear?</p>	<p>Yes: 41 No: 11</p>
<p>If not, please describe:</p>	<ul style="list-style-type: none"> • It's not clear how each of the levels is going to impact on the decision making process. • You need to explain more about collaborating • How will this reach groups with language barriers? • Crime and security areas • Not quite clear how it will work • Incomprehensible • Not quite! Can be clear and explicit to those involved. May not be so clear to others. Use simple English. Give adequate examples for people to relate to it. • This is very generically worded and vague. Needs more emphasis on action.
<p>Do you think this is the right aim for the Community Engagement Framework?</p> <p>Current aim: 'To engage with local communities and empower them to shape policies, strategies and services that affect their lives.'</p>	<p>Yes: 45 No: 9</p>
<p>If not, what aim would you suggest for the Community Engagement Framework?</p>	<ul style="list-style-type: none"> • A CEF should engage with local communities to better serve the community. • Add in: 'and to raise standards of service delivery' • 'Shaping Policy' is vague and insubstantive • Avoid concentrations of homeless on same estates • Haringey's many diverse communities need supporting (including financially) in their own ways – not in the council's • How will this be monitored?
<p>Do you think these are the right principles for community engagement in Haringey?</p>	<p>Yes: 44 No: 11</p>

Question:	Response
<p data-bbox="163 158 712 225">What other community engagement principles would you suggest?</p> <p data-bbox="163 268 723 335">Suggested changes and additions to principles are highlighted in red</p>	<p data-bbox="786 158 1693 188">1. Work in partnership to join up our engagement activities</p> <ul data-bbox="835 196 2089 571" style="list-style-type: none"> <li data-bbox="835 196 2089 263">• Adopt the COMPACT way of working which promotes good practice in partnership working <li data-bbox="835 271 2089 338">• Work together to co-ordinate engagement activities and resources where possible, to avoid duplication and over-engagement <li data-bbox="835 346 1585 376">• Build trust between our communities and the HSP <li data-bbox="835 384 2089 451">• Ensure that the HSP has a clear understanding of Haringey’s communities and a commitment to engaging with them <li data-bbox="835 459 1771 489">• Work together to make better use of what we already know <li data-bbox="835 497 2089 564">• Enhance community leadership by ensuring that voluntary and community organisations are effectively represented across the HSP <p data-bbox="786 612 1406 643">2. Engage when it will make a difference</p> <ul data-bbox="835 651 2089 1026" style="list-style-type: none"> <li data-bbox="835 651 2089 718">• Engage where there is a real opportunity for people to influence decisions on those issues which local people care about <li data-bbox="835 726 1865 756">• Engage when an initiative will have direct implications for local people <li data-bbox="835 764 2089 868">• Ensure that the outcomes of community engagement are used to plan and deliver services, strategies and policies that reflect the needs and aspirations of local communities <li data-bbox="835 876 1951 906">• Engage where there is an identified lack of knowledge among HSP partners <li data-bbox="835 914 2089 1026">• Promote the principles of community engagement within the work of all agencies of the HSP and ensure that engagement is carried out to a consistently high professional and ethical standard <p data-bbox="786 1070 1337 1101">3. Be clear about what we’re asking</p> <ul data-bbox="835 1109 2089 1449" style="list-style-type: none"> <li data-bbox="835 1109 1375 1139">• Make the aim of engagement clear <li data-bbox="835 1147 2089 1214">• Provide clarity for local partners and local people about the opportunities there will be to shape services and what the benefits might be <li data-bbox="835 1222 2033 1252">• Be honest about what can and can’t be achieved or influenced from the beginning <li data-bbox="835 1260 2089 1327">• Ensure that participants understand what they are taking part in and how their views will be used <li data-bbox="835 1335 2089 1402">• Ensure that there are engagement opportunities from the beginning of any process to develop policies, strategies and services <li data-bbox="835 1410 2089 1449">• Ensure that participants understand when consultation has finished and what will

Question:	Response
	<p>happen next</p> <p>4. Be inclusive and aim to engage with all communities where appropriate</p> <ul style="list-style-type: none"> • Ensure that individuals have the opportunity to express their views and know that these views will be listened to and respected • Take into account particular needs of individuals or groups and aim to overcome any difficulties people may have in engaging • Aim to involve communities that do not usually engage – Suggestion to change to: ‘Ways of involving communities that do not engage should be researched and resourced’ • Engage with people of all ages and ensure that young people have engagement opportunities • Ensure that communities who are directly affected by an initiative are aware of engagement opportunities • Ensure that engagement methods are accessible and appropriate to the communities or individuals who are participating • Engage communities of interest on specific issues <p>5. Communicate the results of engagement activity</p> <ul style="list-style-type: none"> • Ensure that communities are aware of the impact of their input by making sure participants receive feedback as soon as possible, and that they are told when this will be • Ensure that communities who are affected by an initiative receive feedback on engagement activities, through a variety of channels where appropriate • Give participants the opportunity to feed back to us (change ‘us’ to ‘partners’) on the engagement process • Review and evaluate the engagement process and learn from it <p>6. Build capacity of communities to take part in engagement activities</p> <ul style="list-style-type: none"> • Ensure that the statutory and voluntary sector are supported to develop their skills and capacity in order to facilitate communities to engage effectively • Establish a coordinated and consistent approach to community engagement including better use of resources and sharing information between partners • Use engagement to strengthen partnership working to identify and solve community issues

Question:	Response
	<ul style="list-style-type: none"> • Recognise and build on the strengths of volunteers to encourage community cohesion, wider participation in local life and the development of new skills <p>Community responses:</p> <ul style="list-style-type: none"> • Suggested additions: highlighted above • I disagree that the council will have a choice to engage when they consider it will make a difference – principle 2. • ‘Be inclusive and aim to engage with all communities where appropriate’ – principle 4. DELETE ‘where appropriate’ – who decides? • The engagement should be much more transparent. Any engagement should also provide feedback. • Here are some alternatives: <ol style="list-style-type: none"> 1. Preparation – Consciously plan, design, convene and arrange the engagement to serve its purpose and people. 2. Inclusion – Incorporate multiple voices and ideas to lay the groundwork for quality outcomes and democratic legitimacy. 3. Collaboration – Support organizers, participants, and those engaged in follow-up to work well together for the common good. 4. Learning – Help participants listen, explore and learn without predetermined outcomes – and evaluate events for lessons. 5. Transparency – Promote openness and provide a public record of the people, resources, and events involved. 6. Impact – Ensure each participatory effort has the potential to make a difference. 7. Sustainability – Promote a culture of participation by supporting programs and institutions that sustain quality public engagement. • Should be responsive to the community – not to direct the community to a local or national government agenda • They’re OK but there are no incentives to engage. What’s the difference from the past? • Overview and scrutiny at Area Assemblies • How will this method be measured? • Introduce clarity • Disabled and elders are not well represented in this document
<p>Do you think this is the right timescale and process for reviewing the</p>	<p>Yes: 33 No: 17</p>

Question:	Response
<p>Framework?</p> <p>Currently: 'While it is unlikely that the Framework will change significantly, it will be reviewed after one year to ensure that it is having a positive impact on the way community engagement is undertaken in Haringey. After this, the Framework will be reviewed every three years by a multi-agency group.'</p>	
<p>If not, could you give another suggestion?</p>	<ul style="list-style-type: none"> • Full review bi-annually, but if there are areas of concern, these could be specifically addressed after 12 months • Possibly need more time than 1 year • 2 year review • More time for discussion • Timescale should be changed every year to reflect reality • Not clear to me. Need special timetable for the various processes and stages • Will the review include asking VCS for their views? • What is the timescale?? • Not sufficient info to comment • To be honest, I think this is far too long, and a waste of resources • How often will the group monitor/review • Engage the participants sooner rather than later – regularly update and have meetings • Possibly reviewed every 6 months • Every 2 years after initial 1 year review
<p>What would your top THREE priorities be?</p>	<ol style="list-style-type: none"> 1. Establish an evaluation process for all engagement activities to ensure that we use the results to improve local services, identify best practice and learn from mistakes (31) 2. Set up a cross-sector engagement development programme that can be undertaken by community groups, frontline staff, policy staff and community representatives (28) 3. Publicise details of engagement opportunities in Haringey (21) 4. Ensure community engagement awareness and the COMPACT way of working is

Question:	Response
	<p>part of staff induction programmes in all statutory agencies (14)</p> <p>5. Investigate the potential for a common approach to research to be used across HSP partner organisations (10)</p> <p>6. Establish an annual conference for engagement workers (5)</p>
<p>Are there any new priority actions you would like to suggest?</p>	<ul style="list-style-type: none"> • Listen to what community already does, and seek to engage with that not change it to fit the council's CE programme • Ensure it's properly resourced. Clarify terms of engagement. Manage expectations from the outset. Be clear about decision-making criteria and tolerances • Use simple English. Have shorter sentences – with clearer aims and objectives • Clarity of language and eliminate jargon • Listen to the community! • Promote the policies to all in a timely manner • Be realistic about what can be done and explain the limitations

Organisations responded – Phase 1:	
Downhills Primary School	St James Church
Tech Training Centre	Oromo Evangelical Church of London
Chestnuts Primary School	Muswell Hill Methodist Church
Park View Academy	High Cross United Reform Church
Exposure Organisation Ltd	MDCC Immigration & Welfare Services
Muswell Hill Centre	New Testament Church of God
Hornsey Town Hall Creative Trust	St Mary's Church
Haringey African Cultural Voluntary Organisation	Alevi Cultural Centre
Wise Thoughts	Moravian Church
Kush Community Arts and Media Development	St James's Church Legal Advice Centre
Mountview Academy of Theatre Arts	The People's Christian Fellowship
Collage Arts	Eldon Road Baptist Church
Cirque Nova Ltd	Polish and Eastern European Christian Family Centre
People's World Carnival Band	Greek Cypriot Women's Organisation
Artikal Films	JAN Trust
Saam Theatre Company	Turkish Cypriot Women's Project
Higher Heights Youth & Community Organisation	Cosa de la Salvol Hispana America
Action for Kids	Caribbean Community Centre

Organisations responded – Phase 1:	
The African Child Haringey	Abinda Community Association
Muswell Hill Toy Library	Cara Irish Day Centre
African Caribbean Day Nursery	Ghanaian Welfare Association
Noel Park Children's Centres	Somali Brananese Association in London
Pembury House Children's Centre	HKFA
The Boys' Brigade 133rd London (Haringey) Company	Friends of Hornsey Church Tower
The Highgate Society	Higher Level Alex
Hornsey Vale Community Association	London Islamic Cultural Society, Wightman Road
Individual Support Group	Haringey Council
Grace Organisation	UDOtek
Haringey Carers Centre	Brighter Future CIC Ltd
Pyramid Health and Social Care Association	SPCC
Diligence Advice	Forsythe Consulting
Afrikcare	Community Alton Spirit
Iranian Welfare Association	Satellite Consortium Ltd
Haringey Forum for Older People	Albert Bowl Club
Causeway Irish Housing Association	Chettle Court Rovers (Youth) FC
Association of Tenant Representatives	Haringey Wrestling Club
Homes for Haringey	Different Strokes North London Group
Stonewall Housing	London Sports Forum for Disabled People
Cranley Dene Court	Middlesex Association for the Blind
Coldfall Tenants	Pace Health
Summer Hall Road Residents Project	The Friends of Finsbury Park
Campbell Court Residents Association	Tottenham and Wood Green Friends of the Earth
Haringey Federation of Residents Associations	The Bridge New Deal for Communities
Allan Barclay Residents Association	
Edgecot Road Residents Chair	
Tiverton Resident's Association	

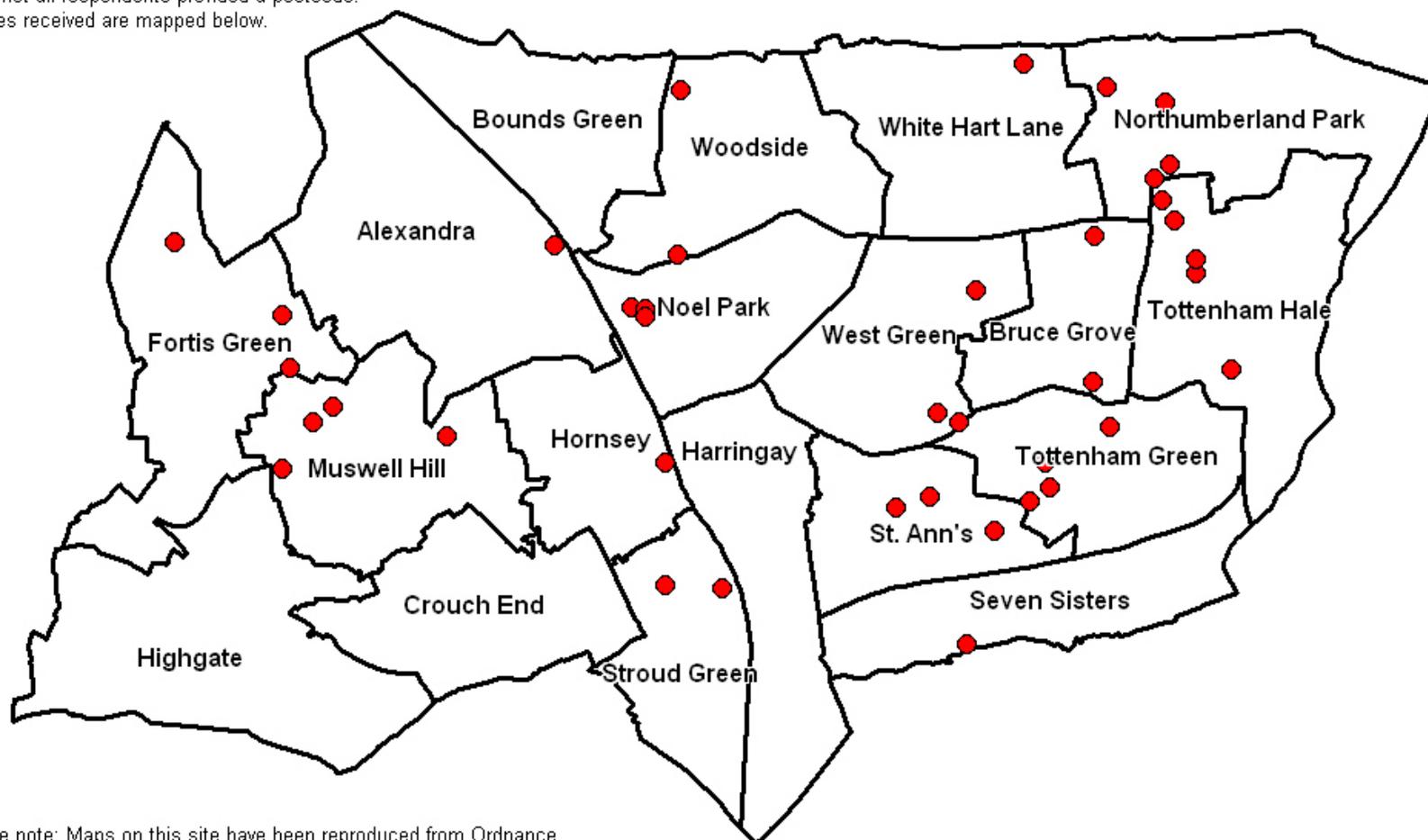
Organisations responded – phase 2:	
Leasehold Panel & Tenants Participation Panel, Age Concern	Turkish Women Philanthropic Association

Stonewall Housing	Turkish Cypriot Women's Project
Sanctuary Hereward	Trinidad and Tobago Association
Hornsey Housing Trust	Cabinda Community Association
Muswell Hill & Fortis Green Association	Council of Asian People
Hillcrest Residents Association	Haringey African Cultural Voluntary Organisation
Campbell Court Tenants Association	The Sandbunker Community Centre
Helston Court Residents and Tenants Association	Word for Word Writers Group
Exposure	St James Church Legal Advice Centre
Yaweh Youth and Lone Parents Support Centre	C of E St Mary the Virgin, Tottenham
Muswell Hill Toy Library	Iranian Welfare Association
Gladesmere Girls Project	Welwitschia Legal Advice Centre
Burghley Road Under 5s Community Centre	Victim Support in Haringey
Friendship Global	Social Care World
Barnet, Haringey & Enfield Mental Health NHS Trust	Pyramid Health & Social Care Association
Nepalese Health Network	Haringey Council
Chiz UK	Hornsey Historical Society
Innovative Vision Organisation	London Islamic Cultural Society, Wightman Road
Middlesex Association for the Blind	Polar Bear Community
Different Strokes London North Group	Berkbeck Association
Wheelchair Users' Group	Haringey Police Consultative Group
University of the Third Age	
Haringey Forum for Older People	

Community Engagement Framework Consultation - Phase one

Haringey Postcodes

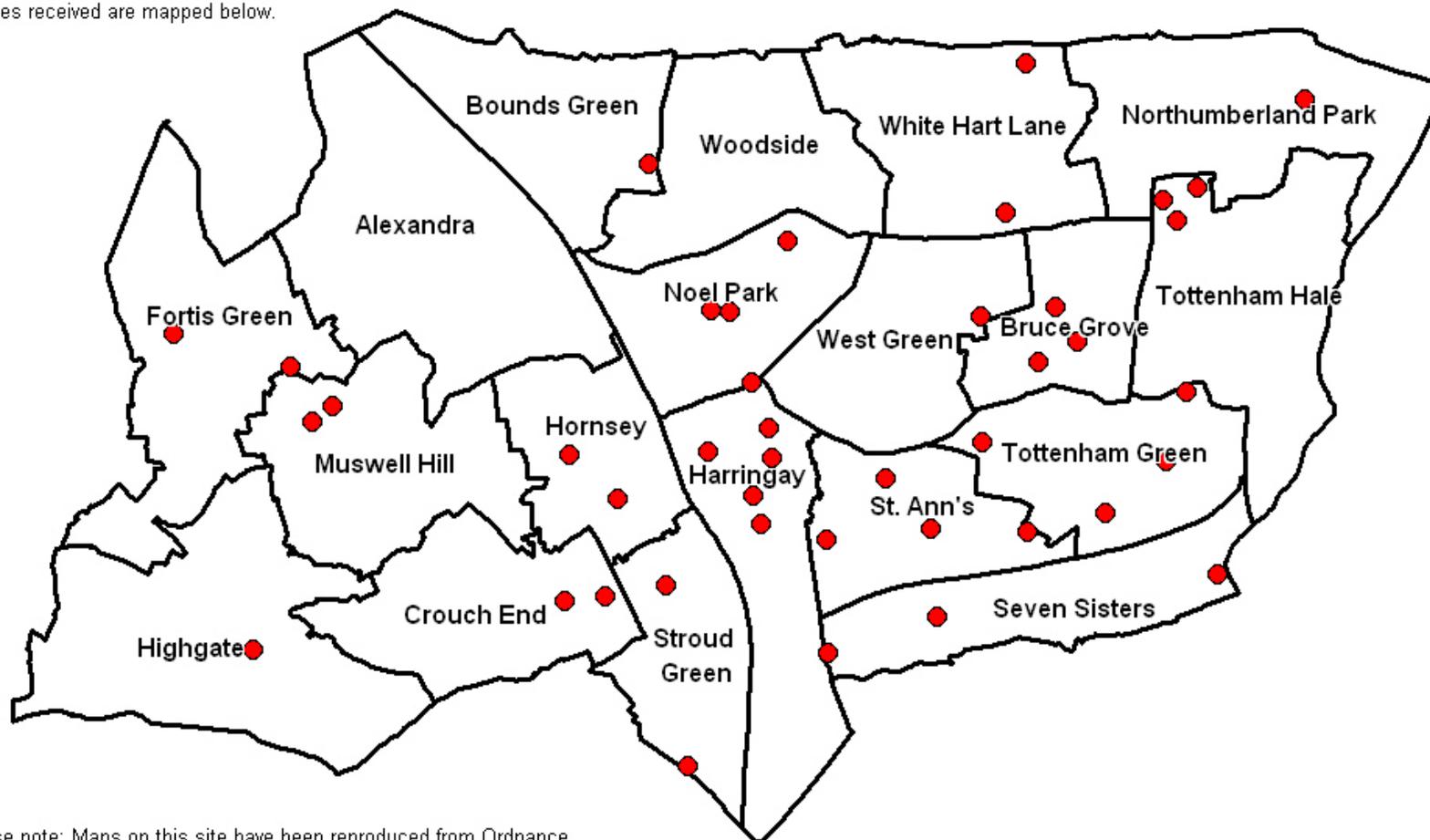
Over 100 responses to the first phase of consultation were received. However not all respondents provided a postcode. Postcodes received are mapped below.



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Community Engagement Framework Consultation - Phase two Haringey Postcodes

57 responses to the second phase of consultation were received.
However not all respondents provided a postcode.
Postcodes received are mapped below.



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Appendix 1

'You Said, We Did': How community views informed the development of the Community Engagement Framework

Community groups told us to:	So the Community Engagement Framework draft principles are to:
<ul style="list-style-type: none"> • Make better use of community groups • Use HSP representatives to attend different events • Have a regular HSP slot on the agenda at Area Assemblies • Use HAVCO <p>'Better use of Area Assemblies... and piggyback on Homes for Haringey and Haringey Council events' (Haringey resident)</p> <p>'Work in partnership with companies to deliver programmes and tackle issues... develop business and local community partnerships' (Haringey resident)</p>	<p>Work in partnership to join up our engagement activities</p>
<ul style="list-style-type: none"> • Engage on specific issues, not generally • Don't raise expectations that can't be fulfilled <p>'People are more likely to be involved if focused on a particular issue' (Friends of Hornsey Church Tower)</p> <p>'Don't raise expectations that can't be fulfilled' (Haringey resident)</p> <p>'It is most useful to involve and listen to the people to who the services are intended.' (London Islamic Cultural Society)</p>	<p>Engage when it will make a difference</p>
<ul style="list-style-type: none"> • Use simple clear language • Use community development officers <p>'It would help if simple clear language was used – some of the</p>	<p>Be clear about what we're asking</p>

Community groups told us to:	So the Community Engagement Framework draft principles are to:
<p>current jargon is incomprehensible!' (Haringey Emergency Corps)</p> <p>'Openness in all meetings' (Haringey resident)</p> <p>'Letters and leaflets in very simple ways' (Polish and Eastern European Christian Family Centre)</p>	
<ul style="list-style-type: none"> • Set up specific groups – e.g. for Lesbian, Gay, Bisexual and Transsexual people • Target Black and Minority Ethnic groups • Hold meetings in environments where people from certain ethnic groups feel comfortable – i.e. not at the council, but in community centres • Run meetings in schools at peak times (beginning / end of the day) • Hold meetings at different times, and more than one on the same issue <p>'Some people from certain ethnic minority groups do not attend meetings at council offices but would rather attend... in community centres facilitated by their own leaders.' (Tiverton Residents Association)</p> <p>'[use] outreach workers who speak minority languages' (Haringey resident)</p> <p>'Set up specific groups – e.g. for lesbian, gay, bisexual and transgender people' (Stonewall Housing)</p> <p>'...a Council member to attend a scheme or once every month or two – residents would feel more at ease in their own environment' (Cranley Dene Court residential home)</p>	<p>Be inclusive and aim to engage with all communities where appropriate</p>

Community groups told us to:	So the Community Engagement Framework draft principles are to:
<p>‘Specifically target... black and ethnic minority groups to gather information on their views’ (Kush Community Arts & Media Development)</p> <p>‘Arrange more than one meeting on a particular issue, e.g. week and weekend, daytime and evening, so that people will not miss out’ (Caribbean Community Centre)</p>	
<ul style="list-style-type: none"> • Evidence that what has been suggested by community has been done • Hold public meetings to evaluate results of initiatives • Demonstrate that practical changes are being made as a result of consultation <p>‘When priorities have been initiated and delivered a meeting for the public to evaluate the results would inform the HSP of any areas for improvement’ (Haringey resident)</p> <p>‘Show that practical changes are being made. Too many questionnaires without responding to local issues leads to community frustration.... Avoid glossy leaflets and publications – I’d rather see changes in my community’ (Haringey resident)</p> <p>‘People feel they are being ignored when they make suggestions... and receive no reply’ (Summer Hall Residents Project)</p> <p>‘Make sure that all venues are accessible’ (Edgecot Grove Residents Association)</p>	<p>Communicate the results of engagement activity</p>
<ul style="list-style-type: none"> • Ensure maximum involvement of community groups in partnership boards • Listen to the views of people on community forums • Invite groups to HSP meetings • Use the Homes for Haringey Forums 	<p>Build capacity of communities to take part in engagement activities</p>

Community groups told us to:	So the Community Engagement Framework draft principles are to:
<p>'Ensure maximum empowerment of local community organisations and local communities in all decision-making' (Haringey Federation of Residents Associations)</p> <p>'Our target groups could take part in consultations but must take part in decision-making too' (Alevi Cultural Centre)</p>	