



HARINGEY

Fairness Commission



What We've Heard

- A summary of the Fairness Commission's third public meeting
- 2nd February 2019, St Francis de Sales Primary School

HARINGEY

Fairness Commission

- At the Haringey Fairness **Commission's** third public event on 2nd February 2019, residents assembled at St Francis de Sales school to discuss their experiences and perceptions of inequality, and how they think the borough could be made a fairer place. Residents took part in small table discussions, with around eight residents on each table, discussing one of eight topics relating to life in Haringey:
 - Children & Education
 - Communities & Neighbourhoods
 - Debt & Poverty
 - Health & Social Care
 - Open Discussion
 - Environment
 - Housing
 - Jobs
- The discussion on each table was led either by a Commissioner, a volunteer Haringey resident or a Council officer, whose role was to make sure that the discussion stuck to time and the key questions were addressed, as well as to make a note of the issues that were raised. At the end of each session, the group voted individually on which topics their table discussed that the Commission should focus on as a priority. A plenary session was held at the end for tables to share what they thought were the most important issues they had discussed with everyone at the event.
- This document shows the **moderators'** record of the issues that were raised at each table. For each topic we have provided a short summary, outlining the key issues raised in the discussions. We have also provided a summary of the comments made during the plenary session.
- We would like to take this opportunity to thank all those who gave up their time to come along and share their experiences and views on 15th January – the Fairness Commission could not exist without your participation. A particular thank you, too, to our volunteer moderators who did a great job of running discussions on the evening and keeping a record of what was said.
- Within the process of running these discussions we recognise the possibility that of the many comments that were shared, some may not have been captured. If you were at the event and feel that your comments are not reflected here, please contact us by telephone or email and we will be happy to incorporate your comments into our upcoming meetings (fairness@haringey.gov.uk / 020 8489 1606).

WHAT WE'VE HEARD: CHILDREN AND EDUCATION

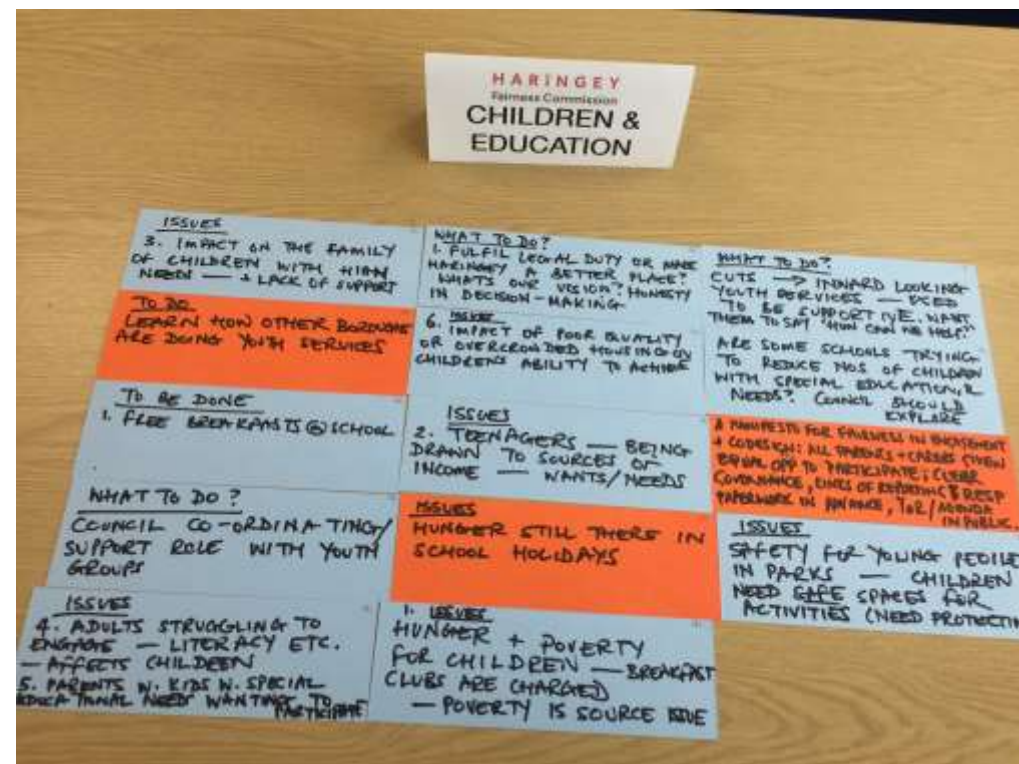
The Children and Education table didn't vote on their priorities, but residents identified a number of source issues which were having an impact on children's achievement:

- Poverty leading to hunger, including hunger during school holidays, and breakfast clubs not being free.
- Poor quality or overcrowded housing on children's ability to achieve.
- Poor literacy in adults (parents), as the adults are therefore struggling to engage too.
- Lack of support for parents of children with special educational need (SEN).

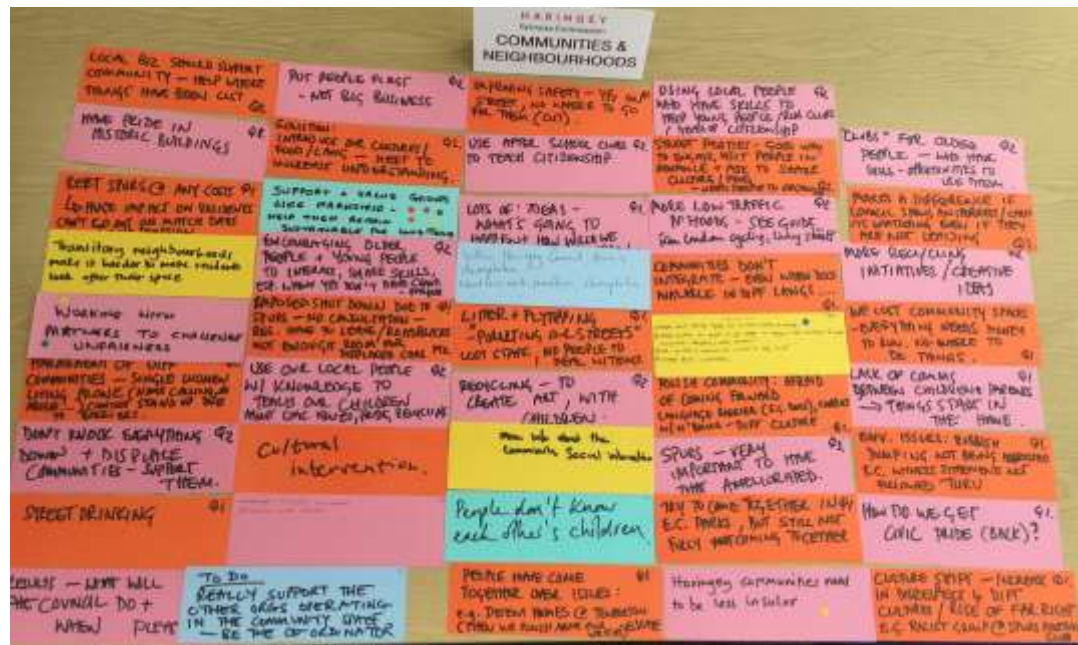
Residents also identified the lack of safety of and activities for young people as an issue, and wanted to see more willingness from the council to support and co-ordinate youth services and youth groups.

Residents suggested:

- Free breakfast clubs at school
- More **transparency around the Council's decision-making processes**.
- Council to investigate whether some schools are trying to reduce numbers of children with special educational needs.
- A manifesto for fairness in engagement and codesign, with all parents and carers given equal opportunities to participate.



WHAT WE'VE HEARD: COMMUNITIES & NEIGHBOURHOODS



The most important issue identified by the Communities & Neighbourhoods table was supporting and valuing community organisations to help them remain sustainable in the long-term.

Residents also identified the following challenges:

- Impact of Spurs on local community (e.g. shut down of roads)
- Loss of community spaces
- Increasing cultural tensions and a decrease in safety
- Litter and fly-tipping

Residents suggested:

- More council support in co-ordinating and supporting other organisations operating in the community space
- Improving civic pride through:
 - After-school citizenship clubs
 - Local people coming together more, e.g. Older people sharing skills and knowledge with younger people re: civic issues, pride, recycling
 - Better integration of different cultures / food / languages
 - Creative recycling through art projects with children

WHAT WE'VE HEARD: DEBT & POVERTY

The most important issues identified by the Debt & Poverty table were:

- the enforcement of higher standards on new builds
- the need to tackle fuel poverty, including to fund, educate and raise awareness about it

Residents also identified the following challenges:

- Inequality and division between East and West Haringey e.g. mortality rates, pollution, birth weights
- Debts building up due to cumulative impact of Universal Credit
- Heavy-handed use of bailiffs
- Amnesty and consolidation of debt putting people into poverty
- Combination of rents being too high and incomes too low leading to threats of eviction, temporary accommodation, and a loss of Council funds
- Zero hour contracts and sanctions increasing poverty rates

Residents suggested:

- Council should deliver on its commitment to rule out the use of bailiffs
- A bigger drive for energy efficiency



WHAT WE'VE HEARD: HEALTH & SOCIAL CARE

There was a recognition on the Health and Social Care table that health and social care are vital because money spent now, on preventions and to address cause, saves money in the long-term.

The most important issues identified by the Health & Social Care table were:

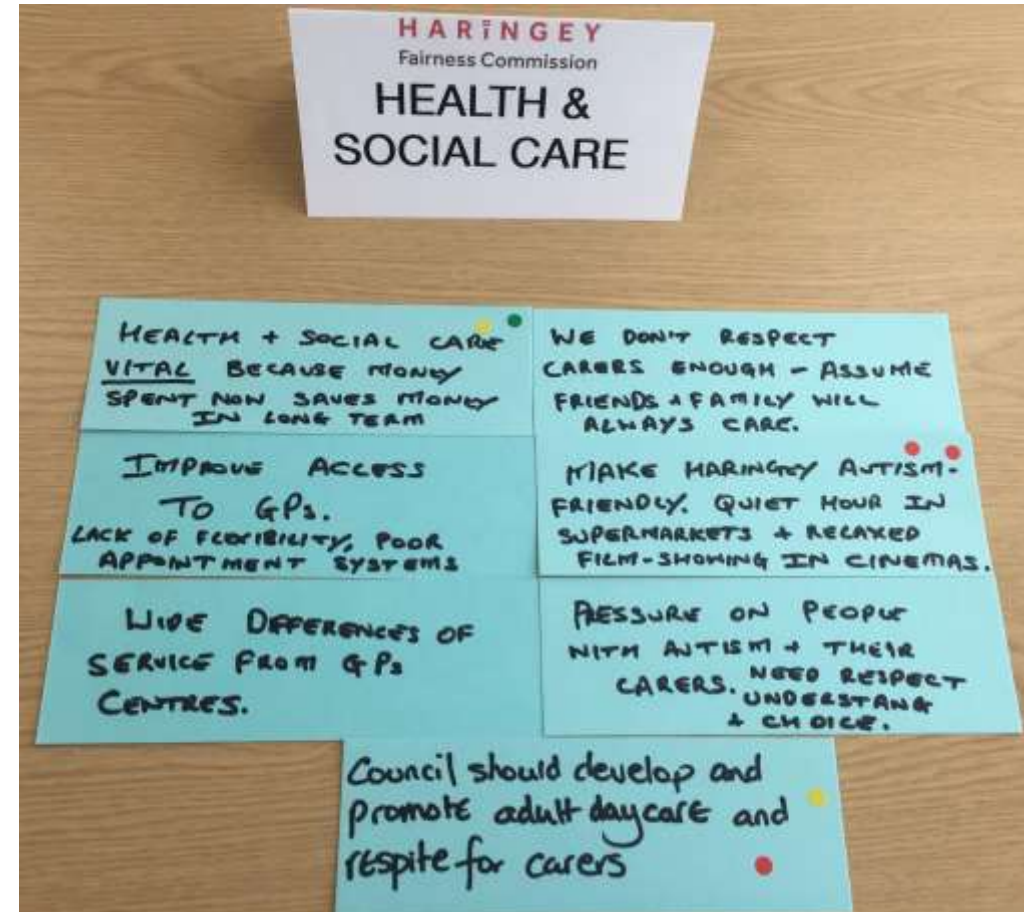
- Making Haringey autism-friendly
- Adult day-care centres and respite for carers

Residents also identified the following challenges:

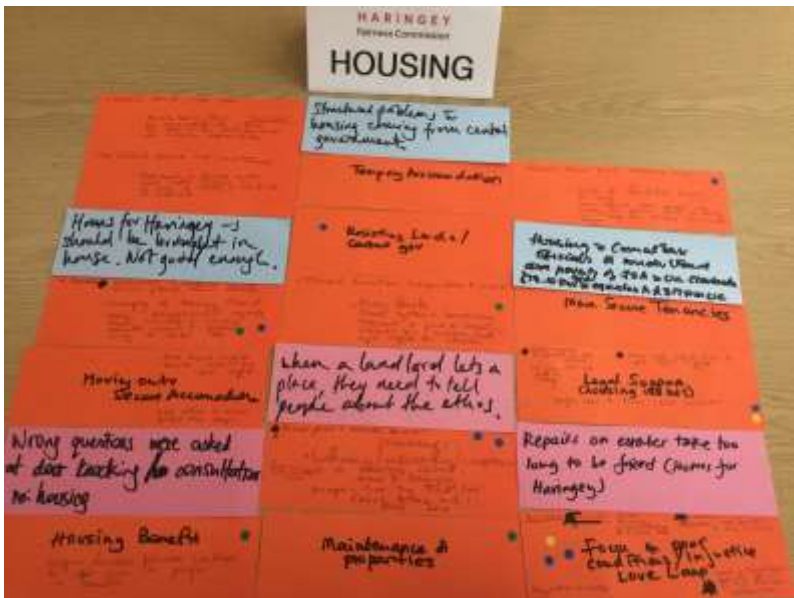
- Wide differences in provision and quality of services provided by GP centres
- Not enough respect for carers, because of the assumption that friends and family will always care

Residents suggested:

- Improving access to GPs, e.g. better appointments system, more flexibility



WHAT WE'VE HEARD: HOUSING



Two tables discussed Housing.

Table 1: Had a general concern that some Housing problems are structural and led by central government policy.

The most important issues identified were:

- Poor living conditions and experiences of injustice (e.g. residents on Love Lane)
- Lack of legal support for people experiencing housing issues
- Lack of transparency and efficiency in dealing with housing queries (incl. housing benefit)
- Lack of affordable housing to buy
- Holding private landlords accountable for unfit housing conditions

Residents suggested:

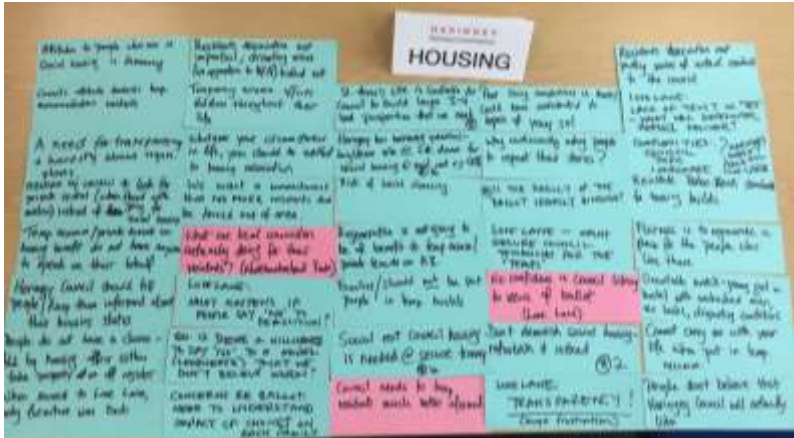
- Providing more support for residents to move into secure tenancy agreements
- Enabling private landlords to offer accommodation to people on benefit
- Refurbishing social housing instead of demolishing it

Table 2: In addition to the issues raised above, this table also identified:

- Poor attitudes towards people who are in social housing by council officers
- A need for more transparency and honesty about regeneration plans
- Lack of clarity as to whether the Love Lane ballot is legally binding
- Resident Association (Love Lane) not putting across voices of actual residents to the council
- Lack of choice for people on housing register; being told to take a property they think is unsuitable or they'd be off the register
- Temporary accommodation residents being housing in inappropriate hostel accommodation

Residents suggested:

- Secure tenancies at social rents
- Secure council tenancies for all temporary accommodation residents on the Love Lane estates
- Reinstating Parker-Knoll standards for housing builds
- A commitment from the Council that no more residents should be forced out of the area
- Buy or lease the St Anne's site for social housing at social rent



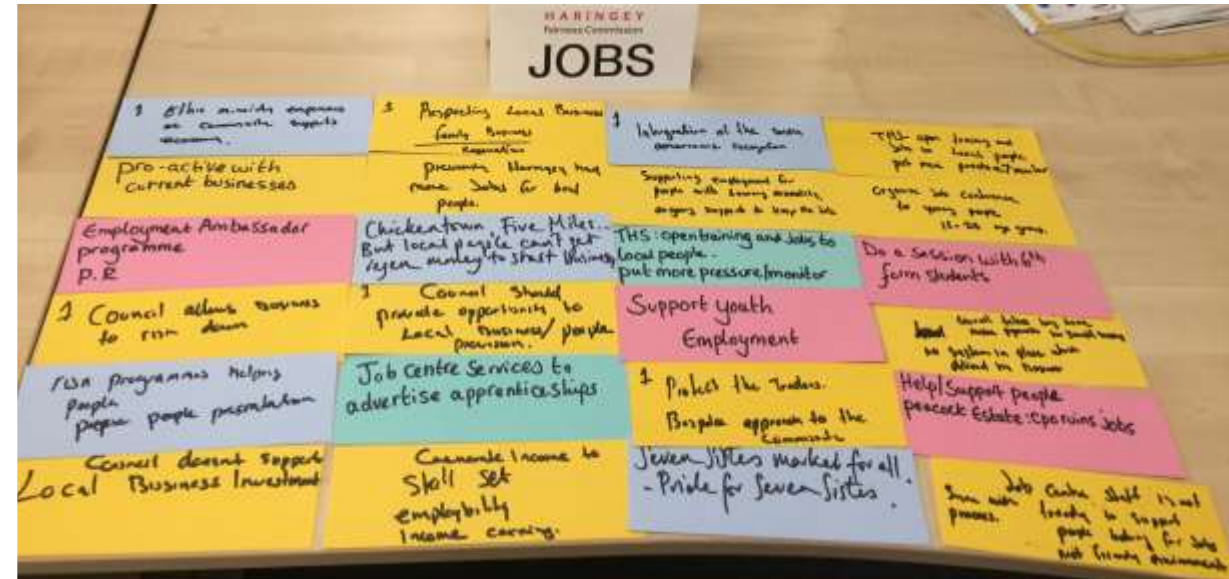
WHAT WE'VE HEARD: JOBS

The Jobs table didn't identify priority issues but the discussion was focused on the following challenges:

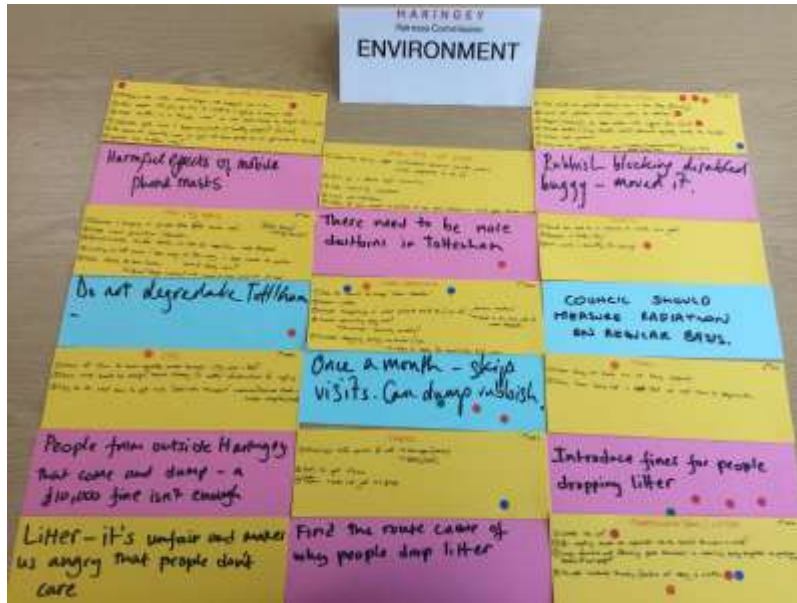
- Lack of council support for local business investment
- Supporting youth employment
- Providing a bespoke approach to the community to protect trader groups
- Help and support people on Peacock Industrial Estate - Compulsory Purchase Order (CPO) ruins jobs

Residents suggested:

- Job centre services should advertise apprenticeships
- Put pressure on Spurs to open training and jobs to local people
- Providing more employment support for people with learning disabilities, and ongoing support for them to keep their jobs
- Organise job conference for young people aged 11-23
- Organise a jobs and employability session for 6th form students



WHAT WE'VE HEARD: ENVIRONMENT



The most important issue identified by the Environment table was **air pollution**, and the impact it was having particularly on the East of the Borough's primary schools.

Residents also identified the following issues:

- Overflowing bins and litter
- Private landlords throwing furniture out too frequently
- Trees being cut back and not being replaced
- **Not enough 'waste reduction' in place by the Council**
- Control Parking Zones unequally covering the Borough

Residents suggested:

- Introducing fines for people dropping litter
- Monthly skip visits so people can dump rubbish
- Creating opportunities to turn waste into art
- Council should measure radiation on regular basis
- More dustbins in Tottenham
- Separate cycle lanes / bigger pavements

WHAT WE'VE HEARD: OPEN DISCUSSION

The Open Discussion table agreed that in order for Haringey to be a fairer borough, everybody has to pitch in and do their best.

The most important issues identified by the Open Discussion table was:

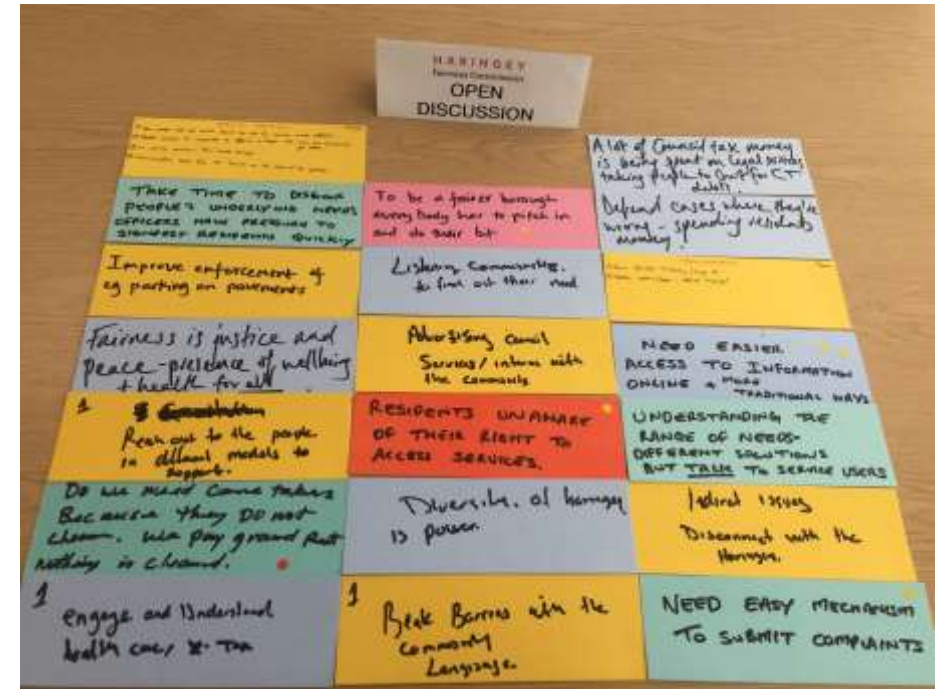
- The need to have **easier access to information** – both online and in more traditional ways

Residents also identified the following issues:

- Residents being **unaware of their right to access services**, and queried whether **service provision was 'fair' across the borough**
- The need to **listen more to communities** to understand their needs, and to bridge language barriers
- Officers under pressure to signpost residents quickly, but should be **taking time to understand people's underlying needs**

Residents suggested:

- An easier mechanism for submitting complaints
- Improving enforcement of parking on pavements



WHAT WE'VE HEARD: PLENARY SESSION

To close the event we held a plenary session, where someone from each table was asked to stand up and tell us about the things they discussed that were considered most powerful, or most important for the Commission to address. A summary of the issues raised around each topic is below.



Health and Social Care

- Some GP practices are good, other's aren't
- Council could do more to work with partners to provide services
- **People aren't always aware of the services available**
- Need more ways of telling people about services, not just online
- Talk to carers more to give them appropriate support
- Improve council working practices so people feel genuinely listened to
- Work with groups and businesses to make Haringey an autism-friendly borough
- Ensure community support groups are sustainable (because many rely on year-by-year funding)
- More respite for carers. Re-open day centres.

WHAT WE'VE HEARD: PLENARY SESSION

Jobs and the Economy

- Better employment support needed for communities with language barriers
- Ongoing employment support needed for people with learning disabilities
- Advertise council services better – communities and traders need to be more aware of these
- **Stop working with the title 'Jobs' – it should be 'income generation'**
- Show respect and dignity to small businesses who are often invisible
- Small businesses only get noticed if they are in a regen area, which is very demoralising
- Business services in Haringey are hidden
- Support and engage with small businesses to find good talent



WHAT WE'VE HEARD: PLENARY SESSION



Environment

- Anti-social behaviour is partly fuelled by a scruffy environment
- Air Pollution is a serious problem, with 9/10 most polluted schools in the East of the Borough
- Community could come together to tackle the issues of waste, recycling and overflowing bins
- We should be able to have pride in our community

WHAT WE'VE HEARD: PLENARY SESSION

Debt and Poverty

- Structural problems from central government are causing difficulties for residents in Haringey
- Evictions leading to temporary accommodation that lead to housing within private sector create vicious circle of debt
- Job Seekers Allowance / Universal Credit is not enough to get by on
- Cumulative impact of e.g. zero-hours contracts and three-month sanctions create piles of debt
- Debt has a significantly adverse impact on mental health
- Council should deliver on its commitment to rule out the use of bailiffs
- Health inequalities in the Borough need to be addressed
- **Help is available to people who don't qualify for legal aid but it's not advertised**
- Support unit in Marcus Garvey should be marketed more



WHAT WE'VE HEARD: PLENARY SESSION



Communities and Neighbourhoods

- Impact of Spurs games on local residents is being ignored – no resolution from Spurs about how people will get in and out of their homes during Spurs games
- More investment into youth clubs and services – young people are spending time on the streets because there is nowhere else for them to go
- **Harassment of single women in some communities who get called ‘prostitutes’** because they live their lives in a different way to their neighbours is a major problem
- We should take pride in our historic buildings
- Need to do more to encourage intergenerational relationships
- **Start using local people’s knowledge to teach and inform our children**
- Create more low-traffic neighbourhoods
- Bring cultures together more – e.g. through street parties
- **Council doesn’t always need to lead, but should always be a support for community groups**
- Put people first, not just big business

WHAT WE'VE HEARD: PLENARY SESSION



Housing

- General lack of transparency from the Council
- Every person in Love Lane should be offered secured council tenancy
- Lack of legal aid available to tenants
- Unfair that those in temporary accommodation have less rights
- No security that Fairness Commission will be able to do anything for Love Lane
- Council hasn't been giving residents full information regarding housing, HDV, regeneration
- Regeneration is affecting those most powerless, most disposed, most poor and minority ethnic groups
- Use land at St Anne's for secure housing at social rent, for 3/4 bedroom accommodation

WHAT WE'VE HEARD: PLENARY SESSION



Children and Education

- Poverty and insecurity in housing has adverse impacts on children's education
- Breakfast clubs have big charges – they should be free
- The Council should be more proactive in helping and supporting organisations who are working with children and teenagers
- The Borough feels insecure and we need to work out what will give people a sense of security