

# What We've Heard

- A summary of the Fairness Commission's second public meeting
- 15<sup>th</sup> January 2019, St Mary's School

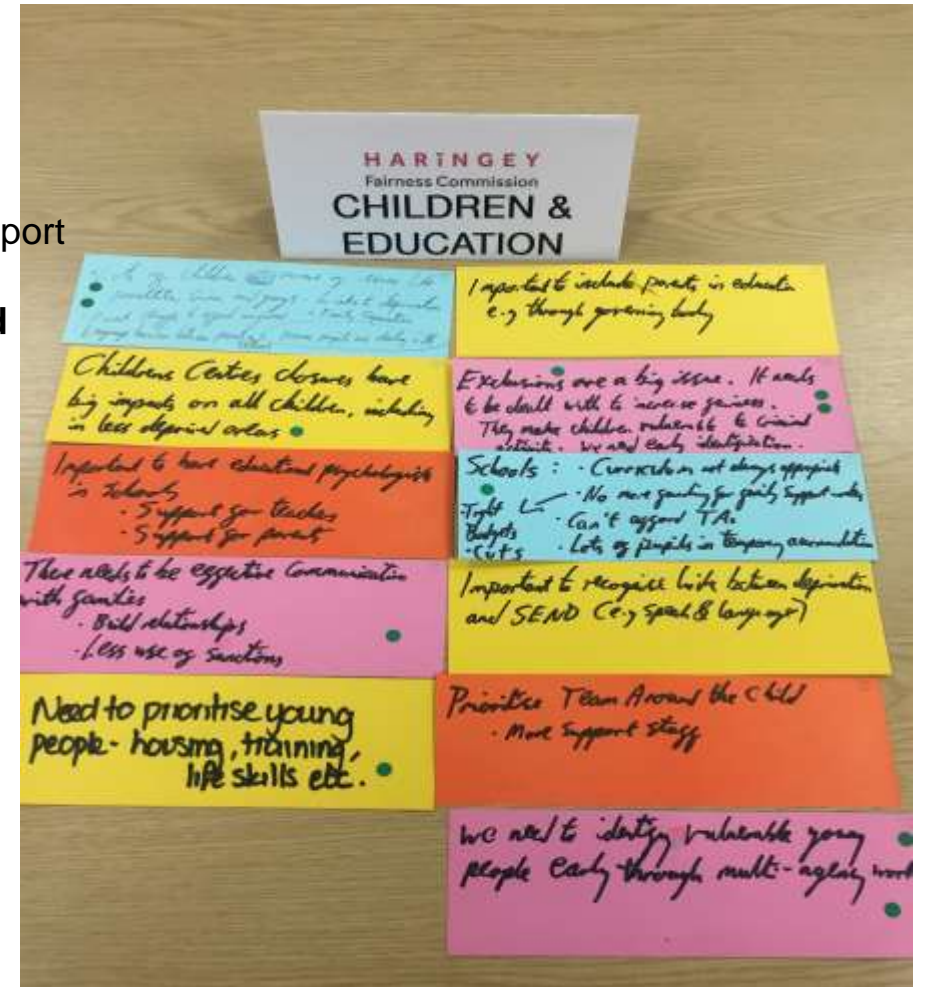
# HARINGEY

## Fairness Commission

- At the Haringey Fairness Commission's second public event on 15th January 2019, residents assembled at St Mary's 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 15<sup>th</sup> 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](mailto:fairness@haringey.gov.uk) / 020 8489 1606).

# WHAT WE'VE HEARD: CHILDREN AND EDUCATION

- The main concern for residents was that many children were growing up with **deprivation**, which led to **exclusions**, and **exposed children to criminal activities** (prostitution, crime and gangs).
- Residents noticed the effects of **budget cuts** to teaching assistants, family support workers, children's centres and educational psychologists.
- In order to make things fairer, residents thought there needs to be a more **child centred approach**, that prioritises children's needs.
- Also, residents believed it was important for **parents** to be **included** in the **education sector**, even if there are **language barriers**, to **strengthen relationships** between schools and families.



# WHAT WE'VE HEARD: COMMUNITIES & NEIGHBOURHOODS



- Residents on the Communities and **Neighbourhoods table identified affordable and accessible community spaces** as the most important issue in their discussions.
- Residents felt that Haringey should better **communicate its services through existing local groups and organisations**.
- One resident believed that **bad things happening** had become part of Haringey **culture**.
- Residents believed there is a need for **Haringey** to be a **pro-active** borough.

## WHAT WE'VE HEARD: DEBT & POVERTY

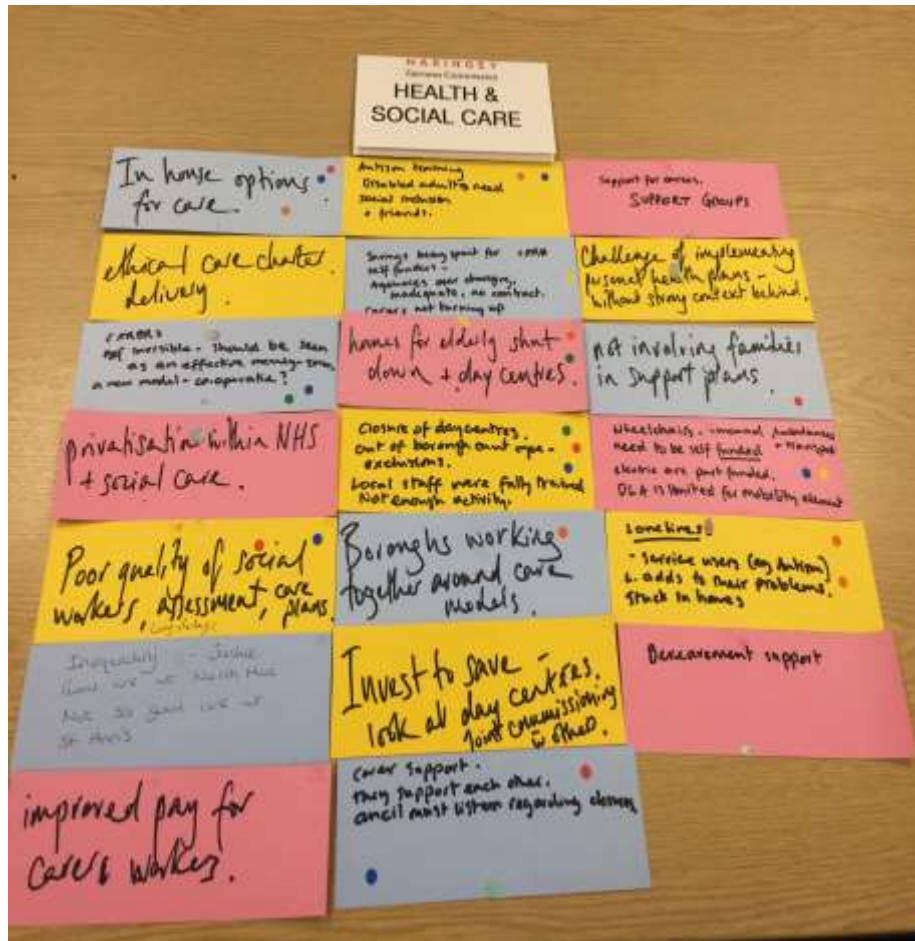


The Debt and Poverty table didn't vote on their priorities, but residents identified a number of issues of particular concern:

- The belief that **poor** and **BAME** groups were **most disadvantaged** was brought up **three** times by residents.
- **Child poverty** was also discussed by residents, as **schools** are **struggling to provide support**.
- Residents felt that Haringey needed to promote an **active lifestyle**.



# WHAT WE'VE HEARD: HEALTH & SOCIAL CARE



- Most residents agreed that the **closure of elderly homes and day centres** was the **most pressing issue**.
- Residents thought there were issues with the **privatisation of care** such as: **carers not turning up or turning up late**, and **poor quality care and personal health plans**.
- Some residents believed there was **better care treatment at North Middlesex Hospital than St Ann's Hospital**.
- One resident said that the **DLA wasn't enough to live on and pay for a wheelchair**, so had to use their' savings.
- One resident felt that there was a **lack of bereavement support** available.
- Many residents on the table thought there **needed to be better quality support for carers, and more pay**.
- Residents believed that there **should be more autism friendly services** to tackle loneliness
- Residents were also concerned about a **lack of in-house options for care**.
- Some residents suggested a **joint-up approach to care with different boroughs, which includes families**.

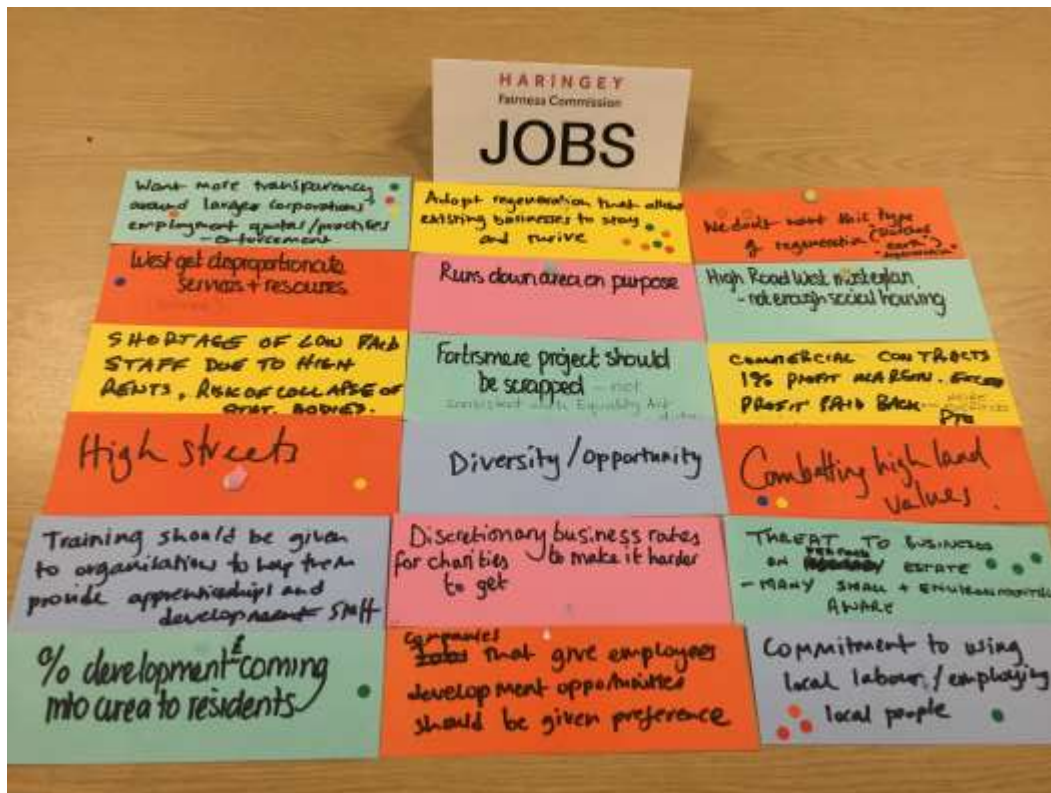
## WHAT WE'VE HEARD: HOUSING

The Housing table generated a lot of discussion around Housing and also around some of the other topics that the Fairness Commission is looking at. This is a summary of the Housing conversation – however, any other points raised at this table that related to other topics have been included under those topic summaries.

- Residents highlighted the need to **build more social housing at social rents on existing or available land** as their primary concern.
- Residents were also particularly concerned about the **working poor** and their need for housing.
- Residents suggested **using GLA funds to prioritise social housing and building on e.g. the land at St Ann's**
- Residents also identified the need understand people better, and to **provide better resources and support to people in order for them to maintain a sustainable housing situation.**
- Residents were concerned about the building of luxury flats because these were pushing poor people out of their communities.



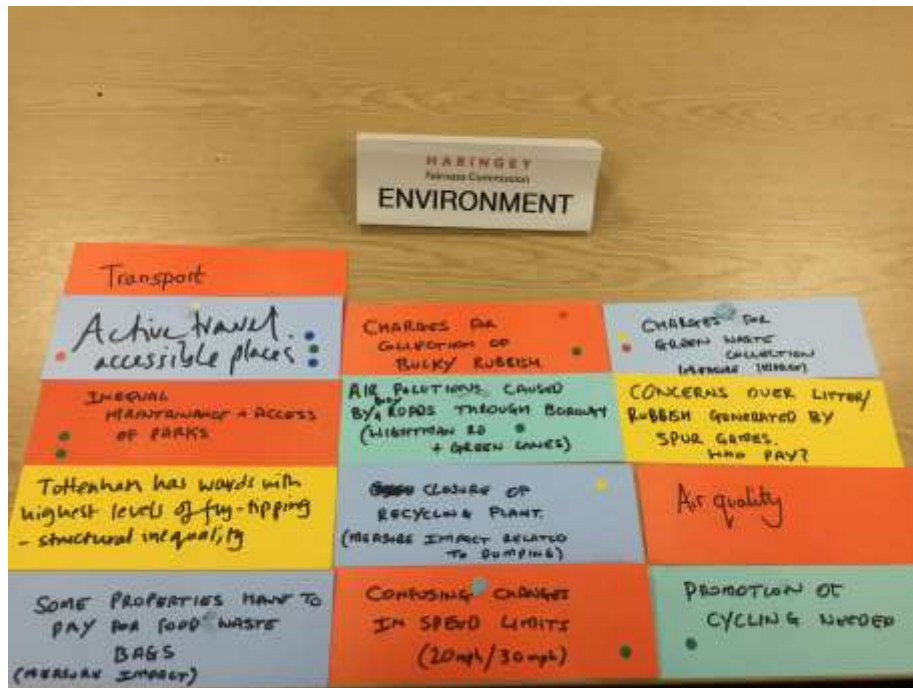
## WHAT WE'VE HEARD: JOBS



- The **most voted** idea by residents was that **regeneration should occur** in a way where **smaller businesses are included**, rather than having to relocate elsewhere.
- Some residents were dissatisfied with some projects: residents highlighted **High Road West** as a **particular concern** because they didn't think there would be **enough social housing**, and the **Fortismere project** because it **wasn't** believed to be in line with the **Equality Act**.
- Residents want to see **more transparency** around **larger corporations' employment practices**.
- There is a feeling that **the West** of the borough **get more resources and services**.
- Some residents felt that the **price of land was too high** to rent, which meant that there was a **shortage of low paid staff**.
- To make Haringey fairer, residents suggested the provision of jobs to local residents, and Haringey training local businesses so they can offer apprenticeships and staff development opportunities.
- One suggestion put forward was a **1% profit margin** on commercial contracts, with the surplus profits being paid back into local services.



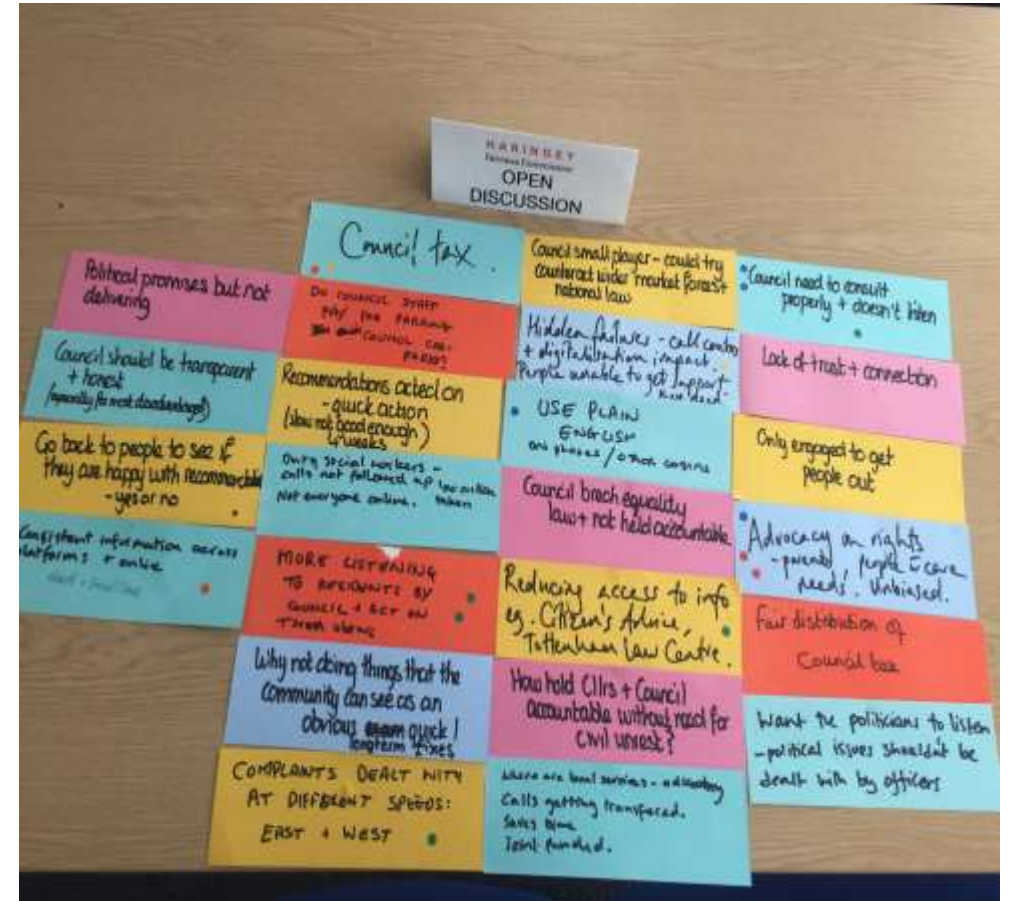
## WHAT WE'VE HEARD: ENVIRONMENT



- Most residents on the Environment table agreed that they would like to see the borough **have more active travel**, with more **accessible places**.
- Some residents also had concerns around **charges for waste disposal** (green waste collection, food waste bags, collection of bigger items).
- Residents also want **cycling** to be better **promoted**.
- **Air pollution and air quality** was another issue for residents, due to **busy roads**.
- Also, **parks** were believed by residents to be **unequally maintained** and **accessible**.
- Residents felt that a **structural inequality** in the borough was their belief that **wards in Tottenham** have the **highest levels of fly-tipping**. This concern was increased with the question of **who would pay for the street cleaning after Tottenham Hotspur games?**

## WHAT WE'VE HEARD: OPEN DISCUSSION

- During the discussion, it was clear that some **residents were feeling left behind** due to the **digitalisation of services**.
- Most residents voted that **the Council needs to listen to the residents more and act on their' views**.
- There was a feeling around the table that **complaints are dealt with at different speeds** in the East and the West of Haringey.
- Some residents argued for a **fairer distribution of council tax**.
- Residents felt that the **Council should be more transparent and accountable** for its actions, to strengthen trust.
- **To make things fairer**, residents suggested that the **Council improves its communications** with residents, and use **simple language**.
- Residents would like to see **quick fixes**.



# 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.

## Children & Education

- Some schools have very high proportions of children who live in temporary accommodation, and are facing serious deprivation issues
- Parents don't always speak English at home, which means it is difficult for them to engage with their children's education
- Differential impact of funding, changes to schools funding has impacted diff schools in diff ways
- Exclusions in schools

# WHAT WE'VE HEARD: PLENARY SESSION

## Communities & Neighbourhoods

- Issues might be dealt with at different speeds depending on whether in the East/West of Haringey.
- Physical division of borough which is visible with the trainline
- The management of the relationship between Tottenham Hotspur and the local authority.



# WHAT WE'VE HEARD: PLENARY SESSION

## Health & Social Care

- There is a perceived lack of high quality social workers and people in the care sector
- Support for bringing care workers back into council
- Making sure care workers are paid properly
- Social services don't always support families adequately
- Closures of day care centres
- Digitalisation of services can be frustrating when calling a service continually takes you to a switchboard
- There needs to be a closer look at the effect of cuts to benefits and access to care
- There is a lack of clear and easily accessible information when trying to reach certain services

# WHAT WE'VE HEARD: PLENARY SESSION

## Housing

- Love Lane Temporary Accommodation Group are frustrated at their tedious and vulnerable situation.
- Lack of transparency from the Council, leading to mistrust between it and its residents
- Disadvantaged (e.g. minority ethnic/BAME) communities being further disadvantaged
- Solutions presented by residents and community groups should not be ignored by the council
- Frustration at little change over time – e.g. black and ethnic and minority groups' housing situations are still in the worst housing, live in overcrowded conditions, and suffer disproportionately from mental and physical health issues
- Building social housing at social rent should be an absolute priority for the council. (Land is available but it is a time-sensitive issue.)
- The council needs to hold people to account better

# WHAT WE'VE HEARD: PLENARY SESSION

## Jobs

- Residents don't feel their concerns are being listened to regarding the redevelopment of Tottenham Hotspur stadium
- On Peacock industrial estate, businesses are uninformed where they will be relocated
- Regeneration in an area does have an impact on businesses – and this is often ignored
- A shortage of well paid staff has meant that people leave the borough as it is unaffordable.
- The bottom of the employment pyramid structure is eroding, services are affected because of low paid staff

# WHAT WE'VE HEARD: PLENARY SESSION

## Environment

- The effects of fly-tipping may give negative perceptions to visitors, as well as make it seem like acceptable behaviour to residents
- Residents want to know what Finsbury Park's income is used for
- Residents think they will be denied access to Bruce Castle Park if sports organisations hold their events there
- Charging for eco-friendly waste resources (food waste bags) seems unfair



# WHAT WE'VE HEARD: PLENARY SESSION

## Open Discussion

- Residents need their' views truly heard and acted on, especially if they have lived experiences or expertise
- There needs to be an analysis of the impact that decisions have on people's lives, because the best decisions are based on evidence