

RESIDENT ENGAGEMENT ANNUAL REVIEW 2023/2024



EXECUTIVE SUMMARY

This year has seen us increase resident involvement across our services. Having fully recruited to our new Resident Engagement Framework, we have scrutinised and reviewed a range of core services and policies. We have also attracted more funding for resident groups and activities, and delivered a successful training programme for our resident volunteers and seen a marked increase in tenant satisfaction with engagement

In line with our objectives we have:

- given residents more influence over our services: we have recruited over 50 volunteers to be part of our Resident Voice Board and focused Continuous Improvement Groups to help give us feedback on a range of services. We have also brought our Resident Associations into a network to provide mutual support and have ensured there is readacross to the Resident Voice Board
- developed a Training Academy for residents: we've delivered 22 half day courses providing a mix of accredited and developmental training
- evolved the scrutiny of our services: delivering our first resident-led review of estate cleaning
- improved our community facilities: alongside our Resident Associations in Commerce Road, Milton Road, Circular Road and Imperial Wharf we've improved our community centres and established a programme of regular activities, including our estate surgeries
- reviewed our team structure: an interim structure has been in place since July 23 to help us to better support resident involvement
- made better use of data to tailor services: most notably we've improve the quality and frequency of our safety inspections

SUPPORTING OUR COMMUNITIES

PLEVNA CRESCENT

We've worked closely with our residents at Plevna Crescent and Ermine Road following the development of new supported homes close by at Olive Morris Court. There were issues with shared spaces, fears about ASB as well as concerns that support needs were not being met. By working together with partners (including the Police and our waste contractor Veolia) and resident representatives from across the community we have been able to reduce ASB, improve the local children's play area and general tidiness of the area as well, improve support for Olive Morris Court residents - build positive relationships across the community.



"As an ordinary citizen, I didn't really realise how much the council had to deal with ... It's really interesting, looking at the whole system and how we can effect change bit by bit by looking at each different challenge. We can provide our point of view and can help shape the council's policies and strategies going forward, so it's very exciting."



NORTHUMBERLAND PARK

Since its establishment in 2022, the Northumberland Park Engagement Team has made substantial progress in improving estate management, resident empowerment, and community safety. Activities have included estate walkabouts with partners to improve understanding and address community issues; support with resolving repairs; targeted action to tackle ASB; support local resident associations; improvements to play areas and improved visibility and access of services through estate surgeries.



"We've had a lot of training, so we're learning things about social housing, both legally and socially. We've had a tour around all the estates, and I had no idea they varied so much, both in location and in terms of types of property"



IMPROVEMENT



in tenant satisfaction with comms and engagement up from 48% to 66%

15

estate drop-in sessions delivered



442

people helped through our Foodbox project

50



volunteers recruited to join our resident engagement groups

1350

volunteer hours secured



42



residents completed our non-accredited training courses

£13,600

grant funding secured for Resident Associations



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1. Introduction

This report provides a summary of the achievements against the resident engagement strategy deliverables as well as an overview of the achievements for the financial year 23/24.

The resident engagement strategy was adopted by cabinet in July 2022 with 6 clear deliverables:

- amplify the voice of residents
- develop a Training Academy for residents
- evolve resident-led scrutiny to hold the leadership and managers to account
- make best use of community spaces, achieved by us investing in the right facilities in the right locations so facilities are accessible to all our communities
- review the role of engagement team to ensure they are recognised, and roles are revised in order to lead and support resident engagement
- use customer data to understand their needs and expectations and tailor our services accordingly.

2. Engagement strategy update

The table below provides a high-level overview on how we implemented the six deliverables outlined in 1b

Strategy objective	Update	Next steps
Amplify the voice of the residents	<p>We have worked with our residents and RAs to create a new engagement structure that ensures compliance and, more importantly, harnesses the rich diversity of views and opinions of our communities. It ensures that residents’ voices are heard and considered in all aspects of service delivery, planning, and monitoring.</p> <p>We developed the Resident Voice Board in October 2023 following a co-production process with the Customer Core Group (CCG). Between April and August 23 a recruitment process and campaign was agreed with CCG.</p> <p>The co-production process highlighted the need for service specific engagement, to match the Housing Improvement Plan (HIP).</p>	We are reviewing the strategy with residents so we can refresh it, and the current focus is on expanding the engagement to include informal ways as well as digital options.

	<p>As a result, we developed a series of continuous improvement groups (CIG) to work directly with Heads of Service to ensure residents' views and opinions were part of the implementation process.</p> <p>A series of focus groups were held to check the priorities in the HIP with residents, prior to Cabinet approval.</p> <p>In addition to the CIG, we have brought all Resident Associations together as part of an RA network (RAN) to ensure that local issues and ideas are filtering through to the RVB (Resident Voice Board) and are considered as part of decision making.</p> <p>Appendix A shows the level of satisfaction of those involved in the engagement structure</p>	
<p>Develop a Training Academy for residents</p>	<p>We have worked with CCG to develop a training programme that is made up of:</p> <ul style="list-style-type: none"> • accredited training • developmental training <p>Between April 23 and March 24, we have delivered:</p> <ul style="list-style-type: none"> • 22 courses which are run over half a day • Number of participants • 21 residents have completed the CIH (Chartered Institute of Housing) level 1 certificate. • 42 residents completed our non-accredited training courses 	<p>We are now evolving the training to provide additional accredited courses as well as develop a staff training that can be rolled out to Heads of Service and Manager and front-line staff to capacity build them to make best use of the engagement structure and opportunities</p>

	<ul style="list-style-type: none"> We have captured satisfaction with our training programme in Appendix B 	
Evolve resident-led scrutiny to hold our leadership and managers to account	<p>We rebranded and recruited residents to the Resident Advisory Panel (RAP) and completed our first resident-led review of estate cleaning.</p> <p>We have also successfully recruited an independent mentor to support the panel</p>	Publicise outcomes to all residents and continue to ensure deep dive reviews support continuous improvement within housing services
Make best use of community spaces, by investing in the right facilities in the right locations, so facilities are accessible to all our communities	<p>We have worked with our Resident Associations in Commerce Road, Milton Road, Circular Road and Imperial Wharf to:</p> <ul style="list-style-type: none"> fix the centres so they can be used again establish regular activities use the centres as a place to deliver estates surgeries. <p>Between April 23 and March 24, we have run:</p> <ul style="list-style-type: none"> 40 coffee mornings 6 keep fit classes 30 community events 15 Estate Surgeries 	Develop with RA's a series of weekly activities that meet the need of the community locally and evolve the neighbourhood plans to include management of community centres with associated resources.
Review the role of engagement team to ensure they are recognised, and roles are revised in order to lead and support resident engagement.	We have conducted a review of the engagement service and structure and presented the recommendations to HMIB. A new interim structure was put in place in July 23 and is currently being formalised.	Formalise the structure for the service
Use customer data to understand their needs and expectations and tailor our services accordingly	This data has allowed us to tailor our services accordingly by introducing more transparent communication tools, and improving the frequency and quality of safety inspections based on resident feedback. Building Safety Engagement Strategy - Basil Spence House	Engage residents more actively in decision-making processes, such as forming a Building Safety CIG, to ensure that residents voices continue to shape building safety strategies

3. Outputs and achievements

a. Our key achievement in the year 23/24 are:

- i. New Resident Engagement Framework that is fully recruited to
- ii. Focus on embedding Consumer standards
- iii. Increased consultations and involvement across all housing services
- iv. Increased funding for our resident groups
- v. All resident-facing policies require resident engagement
- vi. Completion of the building safety engagement strategies with engagement over 60%
- vii. Completion of accredited training by residents involved in the engagement structure
- viii. Significant increase in TSMs (Tenant Satisfaction Measures) related to engagement
- ix. Development of participation framework and consultation guidance
- x. High satisfaction with our training offer and with the engagement opportunities.

b. Below are tables showing the outputs of the engagement team between April 23 and March 24

Resident Group within engagement structures	Involved residents	Volunteer hours per month	Total hrs per person per month	Annual (based on 10 working months)
Resident Voice Board	15	4	60	600
Resident Advisory Panel	7	6	42	420
Tenancy CIG	8	0.5	4	40
Leasehold CIG	6	0.5	3	30
Supported Housing CIG	8	1	8	80
Repairs CIG	8	1.5	12	120
Resident Engagement CIG	6	0.5	3	30
Resident Associations	6	0.5	3	30
Based on average attendance				1350 (eq. 193 working days)

Short-term resident engagement activity	Engaged residents	Involvement hours	Total
Resident training sessions	383	2.7	1034.1
STAR focus groups	24	2	48
Resident recruitment drive - information workshops	183	1.5	274.5
Resident recruitment drive - assessment days	60	3	180
Resident recruitment drive - induction day	37	3	111
Resident recruitment drive - bus tour	37	5	185
Building safety engagement strategy	1077	0.25	269.25
Carroll Court community development meeting	17	1.5	25.5
Carroll Court Summer BBQ	5	3	15
Consumer standards consultation - online	11	1.5	16.5

Short-term resident engagement activity	Engaged residents	Involvement hours	Total
Ermine Road community development meeting	29	1.5	43.5
Ermine Road Xmas event	25	2	50
Ferry Lane green space consultation	132	0.25	33
Haringey in Bloom awards ceremony	50	2	100
Haringey Unsung Women's Awards ceremony	45	2	90
Love Lane Winterfest	80	1	80
Supported Housing improvement forum	100	2.5	250
Supported housing service review - feedback sessions	37	2.6	92.5
Housing Service estate drop-in	469	0.5	234.5
Sudanese housing surgery	10	1	10
Home Swap/Downsizing Events	70	0.5	35
Ermine Road housing surgery	37	0.5	18.5
Resident Association activity	2673	1	2673
Total			5868.85

Total number of Resident Associations	27
Number of active Associations	16
Number of Associations identified as potentially at risk	1
Number of Associations with support plans in place	3
Number of Associations recognised not funded	5

Regular community activity	No of groups	No of participants	Activity hours per week	Total engaged hours per week	Annual hours based on 10 working months
Gardening groups	2	6	3	18	180
Coffee mornings	3	18	2	36	360
Total					540

Uniquely involved residents	Totals
Engagement structure	40
Resident Associations	173
Advocates	5
	218

Funding/Grants	Totals
Internal	£10,097
External	£3,515
Total	£13,612

4. Resident Voice Board impact

The Resident Voice Board was established in October 2023 as the formal overarching resident board to work alongside the leadership of the organisation to monitor performance, bring a resident perspective to service planning and co-design with Heads of Service, changes and improvements to increase satisfaction.

Since its formation, the RVB has played an instrumental role in shaping and enhancing service delivery across various key areas within the housing and community sector. Through a series of focused discussions and collaborations with service leads, residents have provided valuable insights, contributing to the review, refinement and implementation of policies, strategies aimed at improving the experience of residents.

The most significant impact of the new engagement structure and RVB is the shift in the organisation's culture, whereby we now have regular and consistent engagement from all areas of the organisation as well as parts of the organisation that sit outside of housing services. This is particularly significant as it demonstrates the success of the team in embedding engagement and mainstreaming it whereby it is now part of the business language across the many oversight boards.

RVB have also been the first resident board to receive and comment. From a resident perspective, on the Key Performance Indicators that are shared with all internal boards and panels, and this has helped ensure residents understand the challenges we face and the plans we have in place which is helping strengthen our relationship with residents and build the required trust to ensure stronger collaborative relationships and support our commitment to be accountable and transparent.

In addition, we have also shared all findings from the resident surveys on the TSMs with RVB and we are working with them on plans to improve satisfaction. Again, this is very significant change in how we operate, demonstrating our commitment to co-production and continuous conversation with our residents.

The bulk of the work with RVB has been on working through the programme of policy and strategy update required. Below, is a detailed report on the areas covered and the outcomes achieved through this collaboration.

1. Violence against women and girls (VAWG) recommissioning

Residents on the board engaged with service leads to assess the current provision for supporting women and girls facing violence. They discussed areas for improvement, including the accessibility of support services, response times, and enhanced community awareness. Their feedback has informed the recommissioning process, ensuring that future services are more responsive to the needs of survivors and better integrated with other local services.

2. Former tenant arrears policy

- a. Board members worked with policy makers to review the approach to recovering former tenant arrears.
- b. Residents provided input on how arrears are communicated to ex-tenants, focusing on fairness and clarity. They also emphasised the need for supportive measures for tenants who may have struggled financially, leading to adjustments in how repayment plans are structured and communicated.

3. Estates and neighbourhoods strategy

- a. In discussions around the Estates and Neighbourhoods Strategy, residents contributed ideas for improving the cleanliness, safety and overall maintenance of communal spaces. They advocated for enhanced communication regarding service schedules.
- b. Board members would welcome being involved in developing the engagement framework and process to support this important service.

4. Vulnerable residents policy

- a. The board reviewed the policy designed to protect vulnerable residents, including those with physical or mental health challenges.
- b. Residents provided feedback on the need for stronger identification mechanisms and earlier interventions.

5. Safeguarding residents policy

- a. Collaborating on the Safeguarding Residents Policy, board members discussed ways to strengthen protections for those at risk of abuse or neglect.
- b. Their input highlighted the need for clearer reporting processes and more frequent staff training.

6. Estate parking strategy

- a. Residents worked closely with service leads to address issues related to estate parking, including the allocation of spaces and enforcement of parking rules.
- b. A task and finish group has been set up to work with the project manager on the consultation process for the Estate Management Parking Scheme (EMPS).

7. Anti-social behaviour (ASB) policy and procedures

- a. The board reviewed the ASB policy and procedures, offering insights into how the current approach could be improved. They advocated for quicker response times and stronger support for victims of anti-social behaviour.
- b. Concerns were raised over the fragmented approach involving multiple agencies, emphasising the need for better collaboration.
- c. The board recommended that there should be an analysis of case studies to identify strategies that were ineffective in addressing ASB issues, in an aim to improve future approaches.

8. Housing decisions policy

- a. Residents provided feedback on how housing decisions are made, particularly concerning allocations and exceptional circumstances, stressing the importance of transparency and fairness in decision-making processes.

9. Housing income collection policy

- a. The board reviewed the policy ensuring it strikes a balance between efficient collection and support for tenants facing financial difficulties.
- b. The language used in the policies should be carefully crafted to demonstrate that the organisation is actively listening to and working with residents to help prevent debt.

10. Housing arrears policy

- a. Board members worked with the service to refine the approach to managing housing arrears, advocating for clearer communication about arrears and greater support for tenants at risk of falling behind.
- b. Their feedback has contributed to a policy that is more focused on early intervention and provides tenants with the tools and support needed to avoid escalating arrears.

11. Tenancy strategy

- a. The board provided input on the tenancy strategy, ensuring that it aligns with the needs of residents.
- b. They discussed areas such as tenancy length, support for maintaining properties, abandonment, and care leavers.

12. Review of key performance indicators (KPIs)

- a. The board has received regular reviews of the KPIs used to measure service performance, providing feedback on the metrics that matter most to residents.

13. Review of generic correspondence (income management)

- a. Residents were asked to review the language used in letters sent by the Income Management team to tenants regarding 53-week rents versus universal credit, rent collection and arrears.
- b. Their feedback focused on making the tone of the letters more empathetic and supportive, rather than punitive offering clear information about available support without causing undue stress or anxiety.

The collaboration between the Resident Voice Board and service leads has been highly productive, resulting in meaningful improvements to service delivery across multiple areas. By ensuring that residents' voices are central to policy and strategy development, we have been able to create more resident-focused services that better meet the needs of our community. This ongoing partnership will continue to be a vital part of our efforts to enhance service delivery and improve the living conditions for all residents.

5. Resident Associations

- a. Over the past year, our team has been dedicated to supporting Resident Associations across our communities, helping them grow and thrive through a range of initiatives. We have focused on providing practical resources, financial support, and opportunities for engagement to ensure these groups can continue making a positive impact in their local areas.
- b. We have actively assisted RAs in securing funding to support their activities and initiatives. Through guidance on applying for grants and accessing local funding opportunities, several associations have been able to finance community projects, events and improvements to their neighbourhoods. So far, our team has supported 21 associations in securing a total of £13,600 in funding for events, youth programmes and resident engagement activities.
- c. Our team has been consistently attending Resident Association meetings to offer direct support and maintain strong relationships with residents. By participating in these meetings, we have gained a better understanding of local concerns and priorities, allowing us to tailor our services and interventions more effectively. This presence has also helped build trust and ensure residents feel heard and supported in their efforts to improve their communities.
- d. We have supported RAs in organising and participating in community events, fostering stronger connections within neighbourhoods. These events have not only increased community engagement but have also served as platforms to raise awareness of local services and initiatives.

- e. Recognising the importance of empowering Resident Associations with the right skills and knowledge, we have provided a series of training workshops. These sessions have focused on areas such as:
- Community engagement: equipping associations with strategies for building strong community relationships and increasing resident participation.
 - Governance and leadership: providing guidance on running effective meetings, managing funds and ensuring accountability within the association

By offering this training, we've helped Resident Association members enhance their knowledge and capabilities, enabling them to operate more effectively and achieve better outcomes for their communities.

Beyond formal training, our team has provided ongoing mentorship and one-to-one support to Resident Associations. We have been available to offer advice on navigating challenges, planning new initiatives and accessing further resources.

Through our efforts, we have significantly strengthened the capacity of our Resident Associations to serve their communities.

6. Haringey Community Foodbox

This initiative was set up in 2019 in response to the migration from legacy benefits to Universal Credit to assist those facing financial difficulty. Since then, the Community Foodbox has helped to support families through Covid-19 and the cost of living crisis.

Over the past year, the service has been operating without a budget, relying solely on the generosity of donations from individuals and local organisations. This support has allowed us to provide vital food supplies to those in need.

As we approached the end of the budget year, we faced increasing challenges in sustaining the service and, unfortunately, had to temporarily suspend service provision due to limited resources.

We remain committed to addressing food insecurity within our communities and are exploring sustainable funding options to relaunch and continue the Foodbox service in the future.

Outputs achieved by this service

- No. of referrals received – 230
- No. of beneficiaries - 442
- Household type
 - Single = 119
 - Couple/lone parent = 58
 - Small families (3/4) = 40
 - Large families (5+) = 13
- Approximate value of food parcels - £6,800

7. Ermine Road Project

- a. Prior to and following the building of Olive Morris Court, there was some opposition from some residents around this tenure. Residents had their concerns about the potential tenants and the potential for an increased level of Anti-Social behaviour (ASB) in the area. This was mitigated by a creation of a community steering group.
- b. There were residents' concerns relating to repairs, ASB, lack of local provision and the community not having a mechanism for their voice to be heard locally by the council. Residents were unsure of access routes and the reporting mechanisms or who their local officers were. Residents also expressed that there was a lack of visibility from council officers.
- c. Following these challenges Housing Related Support provided funding to the Community and Resident Engagement team in Housing Management to appoint a Community Engagement Officer on a one-year fixed term contracts as a pilot and to address some of the concerns raised by the community. The role was matched by a Neighbourhood Officer funded by HRA (Housing Revenue Account) and reported to the ASB team in tenancy management. The latter role was also funded for a one-year FTC.
- d. The purpose of these appointments was to actively engage with the communities of Olive Morris Court, Ermine Road and Plevna Crescent with the view to building a cohesive community, combat ASB and any other issues residents had raised and to work in conjunction with other stakeholders in the locality. In addition, the roles were to create new routes of engagement and communication between the council and the community.

Challenges

Following the successful appointments, several challenges were mapped, and a plan put in place to address them. These challenges were:

- Engaging and developing a network of resident representatives
 - Co-ordinating stakeholders' engagement to address resident concerns
 - Building trust with the community due to previous experiences
 - Accessibility of local community spaces for residents.
 - Lack of funding to deliver community activities aimed at bringing community to provide a positive resident experience.
 - Engaging with all sections of the community, particularly those seldom heard
 - Delayed start of the neighbourhood officer role due to personal circumstances; so, the project operated with a 50% capacity for a few weeks.
- f. Despite this last challenge on capacity, we continued with the engagement work and the planning. We designed a newsletter that was hand delivered to each resident homes to introduce the new employees to the area and explain what the remit was and what the strategy for engagement was going forward.
 - g. In August 2024, we formed a Community Development forum building on the previous community steering group, to provide residents with a forum to voice their concerns on estate matters and to develop initiatives to tackle some of the concerns raised.
 - h. The forum was inclusive and involved Olive Morris court management and residents, stakeholders such as police, external partners such as Veolia (council's refuse and environment contractors) and local ward councillors. The forum provided an opportunity to update residents and members on the work being done, action updates as well as a positive space to shape the way the community wanted their services delivered, activities they wanted to see locally to support community health and wellbeing. To date we have hosted

Three meetings with an average 15 residents attending. A fourth meeting is scheduled for April 2024.

- i. As a result of these meetings Veolia have increased their checks in the locality regarding fly tipping and other environmental matters, they have also provided direct contact information for residents to raise concerns and address issues promptly.
- j. In addition, police and safer neighbourhood teams offered a forum for residents to raise any concerns regarding ASB and other issues of concern. As a result, the police and safer neighbourhood teams have increased patrols based on resident feedback. Police also are feeding back to residents on arrests and plans in line with Community safety plan and gathering feedback to enhance and evolve the offer
- k. The Resident Engagement team in collaboration with the Triangle family Hub and The Tottenham Hotspur foundation started a weekly adult exercise group to tackle health (mental and physical) inequalities in the area and support the council plan to keep residents active. This is attended by approximately 20 – 30 residents weekly and the sessions are still ongoing.
- l. The Resident Engagement team in collaboration with Thru life voluntary organisation and the Ermine rad centre organised a weekly multi sports session for young people. The resident engagement team secured funding from Sport England and the National lottery. Residents expressed they wanted more activities for their young people, aged between 8- 16. On average there are 12 young people attending, making use of the local community space. This was an initial 6-week pilot project, and a new funding bid has been submitted for this project to continue. The outcome of this is that there is a safe and secure space for young people to enjoy sports and supports young people being healthy. It is also a positive influence on local young people to help them make better and safer choices.
- m. The Resident Engagement team in collaboration with Housing developers The Hill Group arranged food and supplies, over the Holiday period, for the residents of Olive Morris Court. This ensured that some vulnerable residents were able to have necessary meals and provide additional support and linkages with support services.
- n. Weekly resident surgeries for residents to meet housing services staff including repairs officers to discuss any issues and get updates. The outcome of this is that residents are aware of the council housing services officers. Thus, we were responding to residents' feedback by demonstrating responsiveness to residents needs and increasing visibility in the community. The surgeries included staff from ASB teams, financial inclusion and Employment and training. On average, we had circa 25 residents attend each surgery.
- o. The Resident Engagement team arranged a community festive event where residents were able to meet and develop new relationships with other members of the local community. Invites were extended to all. The aim of the event was to provide a safe space where residents develop new links and relationships with their neighbours and to benefit from mutual support. The outcome was that 20 residents attended, and new relationships were formed with residents, widening the pool of engaged residents.
- p. A continual relationship established with trusted Estate advocates, and we were able to link them with tenancy and estates team so that they could collaborate on issues and respond to community need quickly and easily.
- q. We established excellent relationship with members of the community that were seldom heard, and we provided updates and encouraged representation. We developed a newsletter that gave residents information on how to access services and where to get support.
- r. In addition to the above, we worked to provide 220 tickets for Alexandra Palace Fireworks. The outcome was that residents were able to access a premier event in the local borough; and we supported a scheme for residents to receive tablets (10) with sim cards (60) and data for those who were not digitally connected, so that they were able to access services online.

- s. Resident feedback: Residents have been positive about the engagement and ongoing work that has taken place in their community. There is a sense amongst the residents that the council are now listening to their concerns and putting tangible things into place to support them. Residents now feel they have someone in place that they can contact and get things addressed.

Meetings and events that are now held locally are attended well and the rapport and trust between the council and the residents have been restored. Residents have verbally shown appreciation and written to the council to express their gratitude. There has been emails and verbal feedback about the fitness sessions, which they have acknowledged have supported their mental and physical health.

Advocates in the area, who at first were a challenge to co-design with, have now seen the value of the work that the Community Engagement team have completed in the first nine months of this role.

The residents are also extremely pleased that the ASB in the area has now reduced due to the partnership and collaborative working with the safer neighbourhood teams. The attendance of Olive Morris Court staff at the Community Development meetings to provide updates has reassured the community that there is continual support and consideration of all the community needs. This has been a positive and the residents have remarked that they are happy with this approach.

8. Northumberland Park project update

- a. Since the establishment of the team in 2022, the Northumberland Park Engagement Team has made substantial progress in estate management, resident empowerment, and community safety.
- b. Key achievements

Walkabouts

- number of walkabouts: 20
- stakeholders involved: various, including the Police, ASB and the Community Safety team.
- Purpose: Address estate issues, improve safety, and enhance community relations

Repairs and maintenance

- Total repair queries handled: 160
- Monthly average: 20
- Completion: Full completion of repair queries
- Key contacts: Established useful contacts within the repairs department to expedite issues.

Resident empowerment and capacity building

- Resident Empowerment: Residents now directly contact repairs and other services, using reference numbers to follow up if necessary.
- Resident Associations: Empowered three associations (Love Lane, SALB, Kenneth Robbins House Residents Association) to operate independently and hold committee meetings. Carried out Committee skills training and successfully set up bank accounts for KRH (Kenneth Robbins House) and Love Lane RA.

Community and safety initiatives

- Anti-Social Behaviour (ASB): Handled over 50 ASB cases, replaced door entry systems at Moselle House to combat ASB and rough sleeping.
- Drug issues: Established strong relations with the police to address drug issues at Rothbury Walk and Waverly.
 - Pram Sheds ownership: worked with the Tenancy department to ascertain ownership of pram sheds.

Estate surgeries

- Number of Surgeries: 2 with over 45 attendees
- Teams involved: Tenancy Management, Repairs, Estate Services Team, Neighbourhood Improvement, Financial Inclusion, Income Management, Project 2020, Haringey Works, and the ASB Team
- Purpose: To meet with residents' face to face and address various issues directly

Regeneration and playgrounds

- Love Lane Playground Launch: Collaborated with the Regeneration Team to launch the new children's playground, with over 100 attendees.

Council presence and visibility

- Increased presence: enhanced council visibility at the NRC, leading to improved issue resolution for residents.

Summary of activities and impact

Activity	Description	Impact
Walkabouts	20 walkabouts with various stakeholders, including the police	Enhanced community relations and estate safety
Repair queries handled	160 repair queries, averaging 20 monthly	Improved repair response times and issue resolution
Resident empowerment	Residents handle queries directly, contacting us if necessary	Increased resident independence and reduced direct intervention
Resident associations	Empowered three associations to hold meetings	Strengthened resident leadership and community engagement
ASB cases	Addressed over 50 ASB cases, improved door entry systems	Reduced ASB incidents and rough sleeping, increased safety
Pram sheds ownership	Worked with Tenancy to identify shed owners	Better management and utilisation of pram sheds
Estate surgeries	Conducted two surgeries involving multiple teams	Direct engagement with residents to resolve various issues
Playground launch	Collaborated on the Love Lane playground launch	Provided recreational space for residents, enhancing community well-being
Council presence	Increased presence at the NRC	Improved responsiveness and resolution of resident issues

Moving forward

The achievements outlined above have laid a solid foundation for ongoing and future initiatives. The established relationships, empowered resident associations, and improved processes are expected to continue fostering a positive and proactive community environment. Maintaining this momentum and building on these successes will further enhance the living conditions and community spirit at Northumberland Park.

Quotes and case studies

“I joined the advisory group as I have been a Haringey resident all my life and I’ve seen the service provided to residents go down. This group will help improve the housing services and I am able to give my suggestions or help where I can. I would recommend anyone to join because if you want to see change, you have to be part of it.”

“Haringey, and the housing services especially are changing, turning a new leaf. In the session, we had Directors, an Assistant Director, and the Councillor. It is really good to meet them in person, to see how we can all co-design things to make Haringey a better place, because it is honestly the best place to live on Earth, as far as I’m concerned. These events are an access point for everybody, whoever you are, to participate in your community.”

“I’ve been a tenant since 1997, and I joined to learn more about these changes that the council is now making. Obviously, it’s time to bring people in and have them have their say. This induction session was very good, very interesting. It’s good to actually know who’s who and what’s, what.”

“We’ve had a lot of training, so we’re learning things about social housing, both legally and socially. We’ve had a tour around all the estates, and I had no idea they varied so much, both in location and in terms of types of property”

“As an ordinary citizen, I didn’t really realise how much the council had to deal with and how little resources it has from central government. It’s really interesting, looking at the whole system and how we can effect change bit by bit by looking at each different challenge. We can provide our point of view and can help shape the council’s policies and strategies going forward, so it’s very exciting.”

Quote from PC Theodore Robertson – South Tottenham Ward – Metropolitan Police

“We’ve been patrolling Ermine and Plevna regularly, mostly by foot. Plevna seems to have a decrease in ASB, we haven’t found anybody smoking weed or causing ASB for a while. The alleyway on the east end of the estate has what appears to be some rubbish and someone probably was using there to sleep but there isn’t anybody there sleeping now.

We’ve also been patrolling Ermine; the children’s play area hasn’t had people causing ASB when we have been and last time we went (this week) it appeared to be locked. We’ve also been dropping in to OMC, I’m planning on having a meeting with them sometime next week. There has also been plain clothes patrols by officers from the Territorial Support Group in the area in order to disrupt violence, we have liaised with them, and I mentioned Plevna and Ermine for them to pay attention to.”

Case study: enhancing accessibility for a vulnerable resident

Background: A vulnerable resident who relies on a mobility scooter for transportation was facing significant challenges in accessing her flat. The entrance to her home was not equipped to accommodate her scooter, making it difficult for her to enter and exit her home independently. Concerned about her situation, the resident reached out to the Community Engagement Team for assistance.

Problem: The resident's inability to access her flat safely and comfortably was affecting her daily life, limiting her independence and mobility. Without proper access, she faced increasing frustration and anxiety about her living situation.

Response: Upon receiving her request for help, the Community Engagement Team promptly acted by signposting the resident to the Connected Communities service. Recognising the urgency of the situation, the team referred the resident to Occupational Health for a thorough assessment of her needs.

Occupational Health evaluated the resident's home and mobility requirements and determined that installing a ramp would be the best solution to improve accessibility. The necessary arrangements were made, and a new ramp was installed at the resident's flat entrance.

Outcome: With the installation of the new ramp, the resident can now easily access her flat using her mobility scooter. This improvement has greatly enhanced her independence, allowing her to enter and exit her home safely and without assistance. The intervention by the CET and the collaboration with Connected Communities and Occupational Health successfully addressed the resident's concerns and significantly improved her quality of life.

Conclusion: This case demonstrates the effectiveness of timely intervention and interdepartmental collaboration in addressing the needs of vulnerable residents. By working together, the Community Engagement Team, Connected Communities, and Occupational Health were able to provide a practical solution that restored the resident's independence and ensured her home was accessible and safe.

Case study: supporting a local voluntary group “Women with a Voice”

This group supports women, girls and their families, in the Northumberland Park area, who have been affected by domestic abuse.

Sadly, the group was moved out from the Eric Allin Community Centre and had nowhere else to relocate to. This was when the Community Engagement team who were based at the NRC Neighbourhood Resource Centre linked them up with the centre and helped secure a permanent home for the group to run their weekly meetings. The group have been extremely grateful for this quick turnaround and as a result the group numbers have increased.

Ms P who helps runs the group was so thankful and appreciative that the CET has managed to secure a permanent space to meet.

A quote from a group member, “the women who attend the group will continue to feel empowered, all thanks to the Community Engagement team, thank you for sorting this out!”

Case study: reclaiming property at Rothbury Walk from drug dealers

Background: For several months, a property at Rothbury Walk had been taken over by drug dealers, leading to significant disruption in the neighbourhood. The presence of these individuals not only caused an increase in anti-social behaviour but also instilled fear and discomfort among the residents within the community. The local community was deeply affected, with many neighbours feeling unsafe in their own homes.

The problem: The drug-related activities at Rothbury Walk led to frequent disturbances, including loud noises, suspicious individuals loitering around the area, and an overall decrease in the quality of life for residents. The situation was ongoing, and despite initial efforts, the problem persisted creating a sense of helplessness among the community members.

Response and action: Recognising the severity of the situation, the community, with the support of CET, the local police, decided to take decisive action. Collaborating closely with the anti-social behaviour team, a plan to monitor the property and gather the necessary evidence to address the issue effectively was put in place.

The police played an important role in the operation, working diligently to ensure that the drug dealers were removed from the property. Through a coordinated effort, the property was eventually cleared, and the individuals involved in the illegal activities were dealt with appropriately.

Outcome: With the property in Rothbury Walk finally being reclaimed, the community has seen a significant improvement in their neighbourhood. The removal of the drug dealers has led to a reduction in anti-social behaviour, and residents now feel a renewed sense of safety and peace in their surroundings. The successful resolution of this issue has restored confidence among the neighbours and reinforced the importance of community and police collaboration.

Conclusion: The situation at the property in Rothbury Walk serves as a powerful reminder of the impact that collective action can have in resolving serious issues. With the support of the police, the community was able to reclaim their neighbourhood and restore a sense of normality and safety. This case highlights the importance of vigilance and cooperation in addressing problems that affect the well-being of the local residents.

Case study: supporting a resident after a tower block fire incident

Background: Over a weekend, a fire broke out on the 6th floor of a tower block in Northumberland Park. The fire caused extensive damage, completely gutting the affected apartment. Mrs. B, the resident of the apartment, was devastated by the incident. In addition to the loss of her home and items within the property, Mrs. B's neighbour was distressed as her goldfish died in its tank due to the fire.

Response: On the following Monday, the Community Engagement team promptly visited Mrs. B to check on her well-being and ensure she was safe. The team provided emotional support and reassured her that assistance was available to help her through this challenging time. Given the severity of the situation, the complaint was escalated to the Assistant Director level to address the resident's concerns effectively. The Community Engagement team worked closely with the Assistant Director to manage Mrs. B's expectations and provide her with the necessary support and information.

Outcome: Thanks to the efforts of the Community Engagement team and the Assistant Director, Mrs. B received the care and attention she needed during this difficult time. The prompt response and empathetic approach helped to alleviate some of her distress. Nimisha, the Assistant Director, was satisfied with the outcome and the way the situation was handled, ensuring that Mrs. B's concerns were addressed appropriately.

Conclusion: This case highlights the importance of swift and compassionate action in the aftermath of traumatic events. The Community Engagement team's timely intervention and the Assistant Director's involvement played a crucial role in supporting Mrs. B and managing her expectations during a very challenging time. She spoke to the team and expressed appreciation and support during this difficult time.