



WHY THE HARINGEY DEAL?

Haringey is the world in one borough. A place of creativity, personality, radicalism, diversity and community.

Haringey's people are a huge asset; with knowledge, expertise and passion. With all the challenges we face locally and globally, we know that we need to tap into those strengths.

We have heard what you have been saying to us. That many of you do not feel you have as much influence on decisions as you would like. That we don't understand what really matters most to you. That we don't always seem as open to listening as we should be. That we don't always learn from our mistakes.

We want to do better.

There are some big challenges ahead – tackling the climate emergency, supporting residents through the cost-of-living crisis, dealing with the long-term impacts of the pandemic on resident's health and well-being; and striving to reduce the unacceptable inequalities in our borough, ensuring every resident can live a secure, healthy, and fulfilling life.

If we are to achieve our aspirations for a fairer, greener borough that works for everyone, we will need to work with you to make change happen. To do this, we need to change the way we work – listening better, sharing power, drawing on your passion and expertise.

The Haringey Deal sets out what we think that new way of working will be. If we get this right, we will truly be able to build a better future for Haringey, together.

WHAT DO WE THINK THIS WILL MEAN FOR HOW WE WORK?

Based on what we have heard from you, we think there are a number of things we need to change about how we work.

FIRST THINGS FIRST

We know we need to start from firm foundations. This is why we will start by tackling the following:

- **Knowing Our Communities:** Haringey's communities are diverse and continuously changing. We need to develop a better understanding of who our residents are, your strengths and needs, and how we can best work with you.
- **Getting the basics right:** if we are going to increase trust, then we know residents' everyday interactions with the council have to be as easy, effective, and supportive as possible.

THE CHANGE WE WILL MAKE

Based on what we have heard, we think there are a number of things we can do differently.

- **We need to listen and prioritise relationships:** We will learn to listen better and take the time to build more trusting two-way relationships with our residents.
- **We need to focus on what's strong, not what is wrong:** we know that sometimes we treat issues in our communities as problems

to be fixed, rather than supporting the good that is already there. In future, we will build on existing positivity instead.

- **We need to share power:** we will create new and genuine opportunities for you to have a say in decisions that affect you; help design the services you rely on; and work with us to solve long-standing and difficult problems.
- **We need to learn from our mistakes:** no large organisation can get everything right all the time. When we make mistakes, we will be honest about them and learn from them.
- **We need to create space for good things to happen:** sometimes we make it harder for communities to make change happen themselves. Sometimes there are good reasons for our caution, sometimes not. We will get better at letting go and explaining when we can't.
- **We need to work harder to hear the voices that are too often overlooked:** we know that some people face real barriers to joining in and making their voices heard. We will strip away those barriers so that everyone has a real opportunity to be part of the change.

WHAT WILL HAPPEN NEXT?

Changing the way we work overall isn't something that can be done quickly or easily.

We know this will be a big job.

Over the next few months we will start to put these changes into practice in everything we do.

This is where we need your help.

- Let us know what you think of the Haringey Deal and share your ideas about ways in which we can work better together – Add email or website link
- Look out for opportunities to get involved in shaping the borough and get stuck in
- As we start to put these principles into practice, please give us your feedback. We need to know what's working and what's not.