

**MANIFESTO 2010
FOR THE MAYOR AND
LOCAL ELECTIONS, MAY 6**



"We want you to know exactly what Labour wants to do for Hackney over the next four years."

Jules Pipe
Labour Candidate for
Mayor of Hackney



Photo: Sean Pollock

**Our record - On Your Side - Making Hackney Safe -
Thriving Greener Hackney - Investing in Children -
Improving Your Homes**

Foreword

By Jules Pipe, Labour Candidate for Mayor of Hackney.

Over the next few weeks, you will help decide who oversees and sets the direction for local services in Hackney - the borough's executive mayor and your three ward councillors, all four of them directly elected by you.

I want you to know exactly what Labour wants to do for Hackney over the next four years, that's why we're sending you this detailed borough manifesto.

I don't believe in making uncosted, empty promises - I think residents deserve to see the small print before making such an important decision.

This booklet is about three things. First it is

about the future - it details the improvements that we want to make happen in the borough: the continued expansion of youth clubs and activities for young people, even greater exam success for schools, extra improvements to our parks and public spaces, more affordable housing, and lower crime. We are determined to achieve this as well as continuing to keep the council tax as low as possible.

Second, this is about our record of achievement over the past eight years which can give residents confidence that we keep our promises. When I was first elected in 2002, I pledged that Labour would take Hackney away from the mess that had resulted from the 1990s hung-council chaos: the cuts, the privatisation, and the financial meltdown.

Photo: Gary Manhine



New streetlights and road resurfaced on Dynevor Road. The 1,000th new street tree in Hackney was planted on Dynevor Road. There are now 44 new trees on the street, 1,600 across the borough.

For the past eight years, there have been no cuts to council services. Instead services have been improved, such as the cleaner streets and greater recycling, or they have been expanded, such as youth services and homecare for older people. For the past five years these improvements have been at no extra cost to Hackney council taxpayers.

There has been huge investment in the borough, from the basics such as new schools, libraries and parks, to bringing back to life much-loved community places such as London Fields Lido and Stoke Newington Assembly Rooms.

The Council is now taken seriously by Government and other bodies it needed to influence in order to win outside investment for the borough, such as winning hundreds of millions for improving and building new council homes, bringing the tube to Hackney, or ensuring valuable employment space is left on the Olympic site after 2012.

Third, this manifesto is about our Labour values. It is driven by our vision of a borough that is fair, democratic and celebrates Hackney's diversity and rich cultural heritage. We want Hackney to be a place where everyone can realise their true potential; a community in which power, prosperity and opportunity are shared by all; a place where people recognise that the rights they enjoy come with responsibilities to others; and where everyone lives together with tolerance and respect.

If you share our vision and our values, if from our record you can trust us to deliver for the borough, I ask for your support at this election – for myself to be your Labour mayor

and for your three local Labour ward candidates – so we can work together to make Hackney an even better place.

A handwritten signature in black ink that reads "Jules Pipe". The signature is written in a cursive, slightly slanted style. Below the signature is a single horizontal line.

Our record of achievements:

- **We have frozen council tax for the last 5 years – the only council in the country to do so**
- **Hackney's exam results are now above the national average for the first time ever**
- **Hackney currently has the lowest levels of crime in ten years and the largest drop in crime rates in all of London**
- **Residents recycle over 27% of their waste using one of the most comprehensive collection services in the UK**
- **Keep Britain Tidy has confirmed Hackney is one of the top 5 London Boroughs for clean streets**

Labour's Record

In 2006 we made 107 pledges to you. All of them are being delivered or have been completed. Here are just a few of the pledges we made.

In 2006 we said:

Compulsory recycling will be introduced using the green box service to get tougher on those who could recycle but choose not to.

10,000 Council homes will get new windows, roofs or kitchens and bathrooms where needed.

2,000 affordable homes will be built for Hackney's residents.

Every block will be guaranteed a door entry system that wants it, and estate lighting will be upgraded to cover every estate 'blackspot'.

Clissold Leisure Centre will be reopened.

We will also reopen London Fields Lido.

Police and council enforcement officers will join up as part of Team Hackney to deliver a significant reduction in street crime by 20% and tackle anti social behaviour fairly and effectively across Hackney.

We will build four more secondary schools in addition to Mossbourne.

By 2010 we have delivered:

Hackney residents can recycle more than ever before. We have one of the most comprehensive collection services in the UK which has resulted in our highest ever collection rate of 27% - in 2002 we collected only 1%.

Hackney Homes's 2-star rating unlocked £225 million of government funding. Over 16,000 homes have benefited from improvements so far.

We have built 2,800 affordable homes, a third of which are family sized.

Nearly 500 blocks have already had new or improved door entry systems. To ensure our estates are safe, nearly 6,000 new lamps have been installed since 2006.

Clissold Leisure Centre reopened in December 2007 and is one of the top 20 leisure centres in the UK.

We reopened London Fields Lido in 2006 and it is the only outdoor, heated, Olympic sized pool in London.

Crime has fallen 39% in the past six years, the largest drop in London. There were 10,000 fewer victims of crime this year than in 2003/4.

In September, our fifth new secondary school will be open.

Labour will add 1,800 more secondary school places in Hackney, and 680 more childcare places.

We will invest over £200 million in Hackney's schools and Children's Centres.

We will launch 4 new neighbourhood youth support teams to link up young people to the range of activities available across the Borough.

We will set out our commitments to a Voluntary Sector Compact, consulted on and agreed in partnership with the Sector including an innovative voluntary sector lettings policy.

We will work towards making Hackney a Fair Trade Borough.

We will aim, to get on average, at least one new Green Flag for our parks each year.

We will continue to invest in our libraries to further improve the quality of the library service.

We promised to bring the Tube to Hackney and to fight for more public transport improvements.

This year there will be 1,560 additional places. When all the new secondary schools have filled their year groups, there will be an additional 3,080 places. 695 extra childcare places have been created.

Since 2006, we have invested £320 million.

Four new youth teams were established in 2007.

Over fifty organisations contributed to the Compact which was launched in January 2009. Our Voluntary Sector Lettings Policy principles set out eligibility criteria, rent policy and an implementation date.

We have been a Fair Trade Borough since 2008.

On average we have been awarded another two Green Flags per year since 2005.

A brand new four-storey library and archive centre is opening in Dalston. Clapton Library has had a major refurbishment. A new volunteer library opened in Woodberry Down. We have also added more books to our libraries as well as new computers for residents to use. Visits to libraries have grown by 15% since 2005, to over 1.4 million visits a year.

The East London Line will open by May 2010 with four new stations at Dalston Junction, Haggerston, Hoxton and Shoreditch High Street, and an extension to Highbury and Islington opening in 2011. The North London Line investment includes new, bigger trains with improved CCTV and air conditioning. The frequency of the trains is also being doubled, and in peak times there will be 16 trains per hour (eight in each direction).

Making Hackney Safe

In partnership with the police and residents, we will continue to deliver a year on year reduction in crime, tackling all anti-social behaviour including noise and dog nuisance.

Hackney Council, Police and residents in partnership have achieved the lowest levels of crime in ten years which translates to 10,000 fewer victims of crime this year than in 2003/4. We pledge to continue this reduction in crime.

However, we recognise that it is often the lower-level anti-social behaviour which causes the greatest distress to our residents. We will take a tough and comprehensive approach to all types of anti-social behaviour whether it is drug dealing, out-of-control dogs, or persistent noise. Working with the Safer Neighbourhood Teams, Hackney Homes and housing associations, we will take tough

action against those persistent offenders.

We will expand the hours of the Council's noise service and ensure it is effective and responsive to residents' concerns.

We will make it easier for people to report anti-social behaviour, regardless of where they live and ensure that when someone complains, they will get a better, joined-up response.

The Council's licensing service will make it as easy as possible for residents to complain when there is a problem. We will publish easy to understand guidance on how the licensing process works and how to make

Photo: Gary Manhine



Hackney Council, Police and residents together have achieved the lowest levels of crime in ten years - a 39% drop over the past six years means 10,000 fewer victims of crime this year than in 2003/4.

representations. The service will become more responsive and respond to complaints about nuisance premises within 48 hours.

We will make sure that the Council's planning and licensing services work more closely with the Police to tackle problem premises that are causing a nuisance: a full response will be sent within 28 days of a referral, but formal action will start within one week. We will also ensure we tell you how the case is progressing.

We will give street wardens all the necessary powers to deal with enforcement and anti-social behaviour.

We will launch a campaign for responsible dog-ownership. We will consult on using a wide range of powers available to us including ensuring dogs are kept on leads. We will also consult on an animal welfare charter to set out our expectations of how responsible pet owners should behave. We will explore introducing a dog micro-chipping programme for residents and use all the powers available to us to take tough action against those residents who allow their dogs to be out of control on our streets.

The vast majority of our young people are hard-working, motivated and want the best for their communities. However, we know that there are a small minority of young people who are involved in gang-related violence or at risk of becoming an offender. We will work with the police and local communities to break this cycle of youth violence and gang-related violence.

We will identify children who are at risk of offending and provide guidance and support to them and their families.

Hackney is committed to working to tackle domestic violence along with our partner organisations. We will ensure that victims are called back within 24 hours of receiving a referral through the free-phone helpline, that we provide counselling and work with the criminal justice system so that more offenders are brought to justice and cases are fast-tracked in dedicated courts.

We will support the introduction of the pan-London Rape Crisis Centres which will provide better support for victims of rape.

We will continue to tackle the effects drugs have in Hackney, focusing enforcement activity on the most harmful aspects of drug use, whilst not letting up on the drug use that leads to anti-social behaviour on our streets and estates.

We will take enforcement action against all kerb crawlers - and against those prostitutes who refuse to engage in support and treatment.

Nobody needing drug or alcohol treatment will have to wait more than three weeks between referral and assessment. We will increase the numbers of places available for treatment for drug or alcohol misuse by 10%.

We know that the success in reducing crime in Hackney was down to the commitment and partnership working between residents, the Police and the Council. We will continue to support Community Action Partnerships (CAPs), Crime Fighter Schemes and Neighbourhood Watch Schemes to prioritise local policing activity. We will consult on whether CAP forums should widen their scope to include environmental enforcement activity. ■

Thriving, Greener Hackney

A cleaner, more sustainable Hackney with 50 renewed public spaces, increased help for residents to save energy and recycle more, and our streets safe for pedestrians and cyclists with a 20mph limit.

The Tidy Britain Group independently monitors the cleanliness of our streets. In 2006, a third of our streets failed their inspections for having too much litter. By 2009 that had fallen to only 3%. Hackney Labour has invested in more sweeping, more machines, and in deep cleaning our high streets to remove stains and chewing gum.

Our streets have never been cleaner - we are now one of the top 5 boroughs in London for street cleanliness - but we want to raise the standard even further. Your bins and recycling will be collected on the same day and your street will be then be swept within 24 hours.

We pledge to be tough on litter-louts and irresponsible dog owners and will fine those who don't respect where people live or work.

We have introduced compulsory recycling across all street properties, and expanded the range of materials that can be recycled to include cardboard, plastic bottles, mixed plastics such as yoghurt pots and margarine tubs, plastic bags and tetrapak cartons. When opportunities become available to recycle other materials we will ensure that this is offered to residents.

On our estates, for the first time, residents can recycle the same range of materials as

Photo: Sean Pollock



Clissold Park and Mansion House - one of Hackney's nine award-winning parks

those in street properties; the number of recycling sites has increased from 594 to 778; the number of households within easy reach of recycling facilities has almost doubled to over 50,000; over 100 more blocks now have new dedicated recycling bins.

We will continue to explore innovative ways for residents to recycle more, including recycling in our parks and out and about on our streets, and provide incentives to make recycling more attractive.

We will protect our green spaces and look at how we can make Hackney even greener. We will continue our huge tree-planting programme with at least another 1,000 street trees.

We will also invest in 50 public spaces which need attention, whether this is landscaping, new play equipment, or improved lighting.

We will ensure all our council estates, streets and parks are maintained to the same high standard. Every resident should expect a high quality standard from all our services including waste collection, planting and enforcement, as well as removing unnecessary signs and other street furniture on our streets and estates.

We were one of the first councils in the country to pioneer parking charges that relate to engine size. The greenest cars are able to park for free and those that consume the most fuel and have the largest engines pay more to park.

We will introduce a whole-borough 20mph zone to make our residential roads safer.

We will ensure that by 2014, everyone in

Hackney will live no more than 3 minutes walk from a car club location.

We want to make Hackney's streets the most pedestrian and cycle-friendly in London, with a range of measures from improving cycle parking facilities to removing unnecessary guard railing.

We will continue to work with Transport for London to achieve the successful removal of the Stoke Newington Gyratory.

We will improve the Planning service so that it is easier and quicker to make, or comment on, a planning application.

We will support those Hackney residents who wish to grow their own food by increasing the spaces available for food-growing, including on our estates.

We will consult on the need and viability of a special licensing policy in Dalston and Stoke Newington to protect residents from the over-concentration of pubs, clubs and bars.

Plans developed with the local community for the future of our town centres in Hackney Central and Dalston will be realised, making them good places to live and work, recognising and enhancing their unique character.

We are committed to maintaining Hackney's record as the greenest borough in London, and will ensure that we consider sustainability in all the decisions we make as a council.

We will:

- **Continue to increase the number of vehicles using bio-diesel and other fuels**

Thriving, Greener Hackney

- that will reduce harmful emissions.
- **Set up a dedicated environmental sustainability unit to provide advice to residents, focusing on those in fuel poverty so they can reduce their energy bills; publish a heat map of the borough; and offer home energy reports. We will work with businesses and other organisations to reduce carbon emissions.**
- **Work with Hackney Homes and social landlords to bring all homes up to a decent standard for energy. We will develop our Green Estates initiative and continue to work with London Warm Zone to ensure that residents receive help, such as insulation grants.**
- **Develop a decentralised energy masterplan for Hackney to enable the planning and delivery of combined heat and power plants, such as on the Cranston Estate.**
- **Increase the volume of renewable energy generated within Hackney. Our planning department will work to ensure that after 2016 all new homes built will be carbon neutral. Solar hot water and Photovoltaic arrays will be designed into new developments. We will bring forward our plans to make Dalston and Hackney Central inner London's first low carbon town centres.**
- **Actively manage all the sites identified for Nature Conservation and protect and enhance biodiversity within the borough.**
- **Work with shop owners to support our town centres and local high streets to become plastic bag free.**

We will continue to invest in our leisure centres, parks and libraries and ensure they are used by all our communities.

We will introduce homework clubs and books clubs into our libraries and increase the number of computers in our libraries to over

200. Free wireless internet access will be available at all our libraries and leisure centres.

We will continue to provide free swimming to our older and younger people and extend Hackney's free swimming programme to people with disabilities, and carers. We will encourage people, especially older people, to learn to swim by providing free swimming lessons for 1,000 non-swimmers.

We have protected Haggerston Baths for future swimming use and secured funding for design work to be able to bring this historic building back into use.

We will continue to work with the Board of the Hackney Empire and the Arts Council to ensure that the theatre has a sustainable, long-term future.

We recognise the importance of smaller green spaces around the borough, and will ensure that these are as well-maintained as our larger parks, securing Green Flag and Green Pennant awards for our smaller and pocket parks.

We will continue to improve sports facilities across the borough, including through the development of Clissold Park, the Multi-Use Games Area at London Fields and the improvements to Hackney Marshes. We will bring the bowling greens in Hackney Downs and Springfield Park back into use.

We will complete the huge investment planned for our parks which includes: the major restoration work at Clissold Park and Mansion House; Springfield Park with its White House and glasshouse; Shoreditch Park, creating a new café, public toilets, parkland area and entrances; historic Hoxton Square; and Abney Park. ■

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The 2012 Olympic and Paralympic Games

We will bring forward a social and economic legacy from the 2012 Olympic and Paralympic Games and the opportunity for us all to be part of the 2012 festival irrespective of age or ability.

A new green park the size of London Fields will be created in the Olympic Park and owned by Hackney.

We will ensure that the East Marsh is restored after the Games have finished, bringing it back into use for outdoor 11-a-side football, and complete the new South Marsh Hub providing new changing rooms that will allow everyone to enjoy the Marshes.

All residents will have an opportunity to be part of the Olympic festival - whether through volunteering opportunities, participating in the Cultural Olympiad or joining in with Hackney's successful Personal Best sports competitions.

We will ensure that the CREATE Festival for the Arts and Discover Young Hackney are the

basis for a lasting legacy for participation in culture and the arts in Hackney.

We will ensure that the Olympic and Paralympic Games are used to motivate and inspire residents to seek out new opportunities and jobs, gain new skills or start a new business.

We will ensure that the legacy for Hackney Wick is a neighbourhood that realises the long-held aspirations of the residents and businesses of the Wick.

We will ensure that the Olympic Handball Arena becomes a centre for indoor sports and accessible to all, and that the Press and Broadcast Media Centres are used to create jobs and space for the creative and cultural industries. ■

Jules Pipe at the site of the Broadcast and Media Press Centres at Hackney Wick, with the Olympic stadium behind - we are working to ensure that, after the Games, the buildings provide local jobs and employment space for Hackney businesses.



Investing in Children

Building on this year's best ever grades, all our secondary school GCSE results will be higher than the national average, and all our primary schools assessed as 'good' or 'outstanding'.

Last year, for the first time ever, the proportion of Hackney students achieving 5 good GCSEs was higher than the national average. We will make sure that this improvement continues, with an expectation that all Hackney secondary schools achieve GCSE results higher than the national average. We want all schools to strive to attain the results of Mossbourne Academy, where 84% of its pupils achieved five GCSEs at A*-C grades last year.

More young people and parents than ever are choosing Hackney schools for their secondary education. The fifth of our new secondary

schools opens later this year at Woodberry Down. We will meet the demand for secondary school places where it is needed, particularly in the south of Hackney.

We will complete the rebuilding or refurbishment of all our secondary schools; including rebuilding Our Lady's Convent and Cardinal Pole schools, and an expanded Haggerston School with a new sixth form.

We want our secondary schools to help children reach their full potential, but we also want our schools to be places which are safe. We expect teachers and governing bodies to set standards so that good behaviour is the



The Bridge Academy, in Haggerston - one of our five new, mixed, non-selective, non-denominational secondary schools in Hackney.

norm both inside the school gates and elsewhere in the Borough.

We will continue to invest in our primary school buildings. Six of our primary schools will be rebuilt or refurbished to the highest standard. We will ensure that the demand for primary school places is met and will rebuild Thomas Fairchild School on its current site in Hoxton.

High quality education is not just about buildings, it is about teachers who can inspire and unlock potential. We recognise the importance of primary schools in shaping the aspirations and behaviour of children. We expect every primary school to be 'good' or 'outstanding' by 2014. We will always support teachers with their professional development, but will use all options available to us if schools do not rise to this challenge.

Young people are entitled to a broad curriculum. We will support all Hackney schools offering young people the opportunity to learn a foreign language, to play a musical instrument, and to play sport, including learning to swim. We will launch the Mayor of Hackney's Music Awards to promote and celebrate the musical talent of all Hackney pupils. We will develop sports leagues across the Borough to encourage sports and teamwork.

Governors are an essential part of the success of schools. We will continue to value, support and champion those residents who are dedicated to improving schools in our Borough. We will work with schools and governing bodies to make it easier for them to open up school facilities in the evening and at weekends.

No child should be left behind. Every young



We will be expanding the youth service and opening five new youth centres.

person should have the opportunity to pursue their ambitions after school. In the past two years we have nearly halved the number of 16- to 18-year-olds not in education, employment or training, but we recognise that every young person should have these opportunities. We will continue to expand this provision and ensure that our young people are given the best possible advice to make the right career choices.

We want to provide opportunities for young people who aspire to enter higher education. We will invest in new sixth forms so that pupils have excellent facilities within their school to continue their education.

Young people tell us that having things to do in the borough should be one of our priorities. We already provide youth services to 5,000 young people aged 15 to 19, but we want to extend this even further. We will open five new youth centres offering activities chosen by young people, from eight years old onwards.

Parents tell us they want more activities for younger children. We will ensure our leisure centres, parks and libraries provide high quality and attractive activities for 8- to 12-



The new Tyssen Children's Centre in northeast Hackney - one of 25 centres that have opened across the borough.

year-olds. This will include supporting our Adventure Playgrounds, providing more after-school clubs, investing in our parks and working with our leisure partner GLL, a not-for-profit enterprise, to offer exciting activities after school.

Voluntary groups and parents play a valuable role in organising activities for young people. We will look at how we can best support uniformed groups such as the Scouts and Guides, and will make it easier for parents to organise activities, cutting through bureaucracy and promoting these activities.

We will increase the number of successful mentoring projects, working with businesses and social enterprises to help young people have confidence in all that they do.

Children should enter primary school ready to take advantage of all that life offers. We will achieve this by raising standards in childcare and early education as well as expanding high-quality childcare places.

We will continue to provide a range of extra support to families. We are piloting a

programme which provides extra childcare to families on the lowest incomes to help them back into sustainable jobs. We will continue to offer courses for families who want help and advice on parenting skills.

Our 25 Children's Centres are a fantastic resource for young children and their parents and we will make sure more parents are benefiting from healthcare and education services. We will work with Job Centre Plus to increase the number of advisers based in Children's Centres to ensure that parents have easier access to benefits and employment advice.

We will continue prioritising the safety of Hackney's most vulnerable children and young people. Through our innovative and award-winning Reclaiming Social Work programme, we are reducing bureaucracy so that social workers can spend more time with families who need them.

We want children growing up in Hackney to be happy, healthy and safe. We will build on the successes of our School Travel Plans to make it easier for young people to walk or cycle to school, and continue to support school cycle training. We will work with the police to support dedicated Safer Schools Officers who will work closely with local primary schools. We will continue to develop strong links with the NHS Primary Care Trust to promote children's health and wellbeing.

We want all Hackney children to eat healthy and appetising food. We will revise our planning policy to stop new fast-food outlets opening around schools and run campaigns to encourage those families that are eligible for free school meals to take them up. ■

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Improving Your Homes

More Decent Homes, including completing the roofs and windows programme and installing 7,000 bathrooms and kitchens, along with one of the largest affordable and council house building programmes in London.

Overcrowding is a big issue for many residents and so our planning policy expects developments to deliver 50% of homes as affordable and maximise the number of family-sized homes with three or more bedrooms.

Hackney Council has been at the forefront of taking advantage of new powers to build council homes. We received more Government money to build new council housing than any other London Borough - £16 million. We currently have 202 homes under construction and will continue to explore all funding opportunities to expand this programme.

We will complete the Decent Homes programme by March 2013. However, we recognise there is still more to do. We will continue the investment into those homes that did not benefit from the first phase of refurbishment, including ensuring all of our properties are as environmentally sustainable as possible.

We will continue to work with housing associations to ensure that more affordable housing is built, to help those who cannot currently afford to get on the housing ladder.

We remain committed to the full regeneration of



Hoxton Labour councillors inspect the new Decent Homes work going on in their ward - part of the £225M housing refurbishment going on across the borough.

Improving Your Homes

Woodberry Down. Work has already started on the first phase to build 364 homes for social rent and shared ownership. We will invest in those homes which are in a later phase of the regeneration programme to ensure that they are maintained for residents until their demolition.

We will continue to work with residents to deliver comprehensive regeneration on Kings Crescent, Colville and the Six Estates (Bridge House, Marian Court, Tower Court, Alexandra National House, Rendlesham House and Ottaway Court).

We will use all the powers available to us to bring all empty properties - irrespective of ownership - back into use for local people to live in.

All of our estates should be safe, secure and a good place to live and play. We will ensure that every Hackney Homes estate has a comprehensive and detailed improvement plan. This will ensure improvements to recycling facilities, parking, play areas, green spaces and anti-social behaviour hot spots are co-ordinated and involve residents.

We will ensure all housing associations work together to make Hackney a better place to live: providing a green environment, safe play areas, improved communal areas as well as a co-ordinated response to anti-social behaviour.

We will continue to improve Hackney Homes's communication with their residents, including well-supported Tenant and Resident Associations.

We will improve the quality of neighbourhood services by bringing Hackney Homes's estate management back in-house and continue to drive up improvements on all our estates including standards of cleaning.

Anti-social behaviour (ASB) can ruin people's lives. This could be drug-dealing, noisy neighbours, or out-of-control dogs on an estate. We will build on the Hackney Homes out-of-hours ASB response service and have a comprehensive approach to all anti-social behaviour.

We will take a tough approach to those tenants who illegally sub-let their properties.

We will ensure Hackney Homes bring all the disused garages, where residents want them, back into use.

We will work with residents to ensure that all of the borough's community halls are fit for purpose.

We will work with local businesses to bring back into use those shops and buildings owned by the Council which are empty on our estates and local high streets.

We will explore how those tenants and leaseholders who are not able to maintain their gardens, and would welcome assistance, can be "twinned" with residents who would like space to garden.

Hackney Homes will undertake a review of the way they bill leaseholders for service and other charges, making sure that all bills are as transparent as possible and provide an accurate and fair charge for the services leaseholders receive.

Although we are legally obliged to pass on a fair share of major works costs to leaseholders, we know that particularly in these economic times many people find these difficult to pay. We will ensure Hackney Homes maximises the repayment options available to all leaseholders. ■

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On Your Side

We have frozen Hackney's element of the Council Tax for the last five years, improving services with no cuts, and we pledge again to keep it as low as possible.

In difficult economic times, it is more important than ever to keep Council Tax levels low. Hackney is the only Council in the country to have frozen Council Tax for five successive years and we will continue to keep it as low as possible.

Hackney made more efficiency savings in the past five years than any other London borough, without cutting services. More savings resulted in more cash to spend on expanding services and introducing new ones. In a more difficult financial climate, we will continue to make savings through greater efficiency, continue to improve front-line services, without creating extra costs to be passed onto local residents.

We also want to give every Hackney resident the opportunity to find sustainable employment. Hackney's employment rate has increased 14.4 percentage points in four years, placing it only half a percentage point below the London average of 69.2%. The Council and its partners helped over 2,500 residents into jobs last year alone.

We will continue to target the hardest to reach to secure long-term and high quality employment. Our employment programme will engage with 3,000 residents with the aim of getting 450 people into sustainable jobs each year. We will continue to support those newly into work to ensure their jobs are



Jules Pipe at the brand new Shoreditch station - Jules and the Council worked closely with Ken Livingstone and the Labour Government to get Hackney properly on the tube map, campaigning for the East London Line Extension and new, more frequent trains on the North London Line.

sustained, such as through peer support, mentoring, training, and healthcare.

By 2013 we will have created 100 new Council apprenticeships for Hackney young people.

We have already reduced the proportion of Hackney residents with no qualifications from 24% in 2006 to 15% last year. We are committed to reducing this figure even further focusing particularly on reading, writing and arithmetic.

We recognise the importance of entrepreneurs and start-up businesses to Hackney. We will continue to support local organisation Hackney Enterprise Network to engage with local businesses, develop future business opportunities and offer quality business advice.

We will continue the successful Mayor's Business Awards to celebrate the enterprise of Hackney's local businesses, including encouraging green entrepreneurs and a local, sustainable economy.

We will continue to encourage and support Hackney businesses to apply for Council contracts.

We will promote the availability of Small Business Rate Relief to make sure that Hackney's small businesses don't pay more Business Rates than they need to.

We want Hackney to be a place where people choose to shop, ensuring money is spent in local shops and markets. We will work with organisations such as Visit London to promote our street markets across London, as well as investing over £1m into improving

Ridley Road market. We will also ensure other markets such as Broadway and Hoxton Markets are sustainable. New and emerging markets such as Chatsworth Road will also be given our support.

We will develop a Hackney Card to allow easy access to Council services as well as discounts, and work with other Boroughs to introduce a pan-London approach.

We will work with businesses to make Hackney's shop fronts as attractive as possible, and ensure empty shops are filled as quickly as possible by encouraging temporary usage, including gallery space.

We have already used the Sustainable Communities Act to try to get more powers to deal with the over-concentration of betting shops. We are committed to using the Act to shape our communities for the better.

Last year, we launched a campaign to ensure all Hackney employers were paying the National Minimum Wage. We will step up this campaign, and put pressure on HM Revenue & Customs (who enforce the National Minimum Wage) to clamp down on Hackney employers who pay poverty wages.

We have made Hackney a Fair Trade borough; it's now time to become a Fair Pay borough. The Council already pays its own staff the London Living Wage and its procurement practice seeks to achieve the same in contracts. We will launch a campaign to encourage all Hackney employers to pay their staff a decent wage. We have shown that public services are often best delivered in-house and we will continue this approach using permanent staff.

On Your Side



Deputy Mayor Karen Alcock: "Having frozen the Council Tax for five years, we're committed to keeping the charge as low as possible."

We will do more to help Hackney's poorest families to raise their incomes and improve the life chances of children in poverty and their families.

Unlike a number of boroughs, we will not tighten the criteria for older people receiving support such as home care. We will develop our services so that people have choice and can make informed decisions about the right level of care for their individual circumstances.

We will promote the importance of adult social care and provide adults with physical and/or learning disabilities, and older people, the care and support they need to stay

happy, healthy and safe at home for longer.

We will improve the services available for older people and reduce social isolation by promoting health, community involvement and activities in libraries, leisure centres and museums.

We know how annoying it can be when you have to tell public services numerous times about your change of circumstances. We will make sure you only have to tell us once.

We recognise that things sometimes go wrong, and that it is important to put them right as soon as possible. We will simplify our complaints process and introduce a new monitoring and reporting process to ensure that feedback from complaints is used to improve the way we do things and to make sure that we put things right quickly and effectively.

Rather than expecting new parents to come to the Town Hall to register their child's birth, we will introduce a registration service in venues that suit them, including Children's Centres and GP surgeries.

We will continue to increase the number of Council services available online, including Freedom Pass applications and renewals, paying of penalty charges and reporting problems with highways. Wherever possible, you will be able to choose how to contact us, using the internet, by phone, face-to-face, or by text message.

We will make sure all Council communications - including letters - avoid unnecessary jargon and use plain, straightforward English. ■

On Your Side We have frozen Hackney's element of the Council Tax for the last five years, improving services with no cuts, and we pledge again to keep it as low as possible.

Making Hackney Safe In partnership with the police and residents we will continue to deliver a year on year reduction in crime, tackling all anti-social behaviour including noise and dog nuisance.

Thriving, Greener Hackney A cleaner, more sustainable Hackney with 50 renewed public spaces, increased help for residents to save energy and recycle more, and our streets safe for pedestrians and cyclists with a 20mph limit.

Investing in Children Building on this year's best ever grades, all our secondary school GCSE results will be higher than the national average, and all our primary schools assessed as 'good' or 'outstanding'.

Improving Your Homes More Decent Homes, including completing the roofs and windows programme and installing 7,000 bathrooms and kitchens, along with one of the largest affordable and council house building programmes in London.