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NORTHUMBERLAND PARK
STRATEGIC FRAMEWORK
CONSULTATION REPORT

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Aerial image of the study area (Google maps 2014)

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EXECUTIVE SUMMARY

This report outlines the consultation undertaken and the responses received during the process of developing a strategic framework for Northumberland Park.

The Council, Homes for Haringey (HfH) and Fletcher Priest Architects LLP have been committed to developing a meaningful dialogue with local residents and stakeholders from the outset of this project and have developed a programme of activity to support the regeneration of Northumberland Park, which fully accords with relevant national and local policies and guidance on involving residents in the future of their area. The consultation programme was initiated in July 2014 and was implemented in two phases; the first, designed to introduce residents to the regeneration process and to understand their views and ambitions for themselves and their area; the second, to give greater information on the rationale for regenerating Northumberland Park and to test residents responses to a set of Key Principles for Change.

The emerging proposals have been presented and discussed with a range of local community, resident and business stakeholders as well as individual members of the public at a series of public events and exhibitions. This consultation is envisaged as the start of an ongoing engagement of the community and key stakeholders in the regeneration process that will be taken forward by the Council.

This report records the responses that have been received and demonstrates that the regeneration and improvement of Northumberland Park is supported by the local community. It can be concluded that in terms of the Key Principles for Change the response from the community has been extremely positive. The view of the majority of residents is that the area needs to be improved and that in order to do so there needs to be comprehensive physical, social and economic regeneration of the area.

The table on the next pages demonstrates the extent of support for the Key Principles for Change, as identified in Response Forms received from residents.

This report is divided into seven sections:

- The first section provides the context for the development of the strategic framework and consultation process
- The second outlines the consultation process, including the aims, aspirations and scope of the process
- This is followed by an outline of the consultation activities that have been undertaken
- The fourth section addresses in more detail the public exhibitions held in both phases of the consultation
- The fifth and six sections concentrate on the issues raised by stakeholders throughout the community consultation process. There have been a range of means by which issues have been raised - at briefings, through discussion, in writing, at the exhibitions and on the website.
- The report concludes with a brief summary of the consultation process.

	Agree or Strongly agree %	Unsure / Don't know / No response %	Disagree or strongly disagree %
1. THE PLACE			
1.1 Delivering wide-ranging regeneration would help us to create safe, modern and high-quality places, with more opportunities to bring forward the benefits local people want to see	85	13	2
1.2 Northumberland Park should be made up of attractive places with a range of different buildings and open spaces	86	7	7
1.3 There should be more local shops, cafes and restaurants and more business opportunities for local people	84	10	6
1.4 Family housing should be in the heart of the area near to schools, improved health facilities and open space	91	7	2
1.5 Any new taller buildings should be located near to Northumberland Park Station or close to the Tottenham Hotspur stadium development	57	29	14
1.6 The improvement of Northumberland Park should make better use of space and create safe routes, connections and spaces by designing out crime	88	8	4
1.7 Better links should be created to Tottenham High Road and the new Tottenham Hotspur FC stadium	72	18	10
2. HOMES			
2.1 Regeneration should deliver high quality new housing for local people and maximize opportunities for the local community	87	9	4
2.2 More high quality housing in Northumberland Park will be provided to suit a range of incomes	77	14	9
2.3 Housing in Northumberland Park should be a mix of types and tenures	73	20	7

	Agree or Strongly agree %	Unsure / Don't know / No response %	Disagree or strongly disagree %
2.4 All homes should have modern kitchens and bathrooms and be designed to current housing standards	89	7	4
2.5 All new homes should be well designed, energy efficient and have safe entrances	91	7	2
2.6 Existing good quality housing in Northumberland Park should be retained where appropriate	87	7	6
2.7 All homes in Northumberland Park should have access to gardens or private open space	76	21	3
3. OPEN SPACE			
3.1 In future, Northumberland Park should have better public open spaces with a range of facilities for everyone to use	83	13	4
3.2 In future, there should be new green open spaces that are safe, well lit and overlooked	81	14	5
3.3 There should be new play areas for children and young people of all ages	82	14	4
3.4 Connections to the Lee Valley, Frederick Knight Sports Ground and Bruce Castle Park should be improved	73	21	6
3.5 There should be secure private courtyard spaces shared by the residents in the homes surrounding them	71	23	6
4. COMMUNITY			
4.1 Future plans should include more new, high-quality education facilities in the heart of Northumberland Park	83	12	5
4.2 There should be more community, leisure and cultural facilities for all, from young children to older people	88	10	2
4.3 Health facilities in Northumberland Park should be improved and expanded	86	10	4
4.4 Residents should be engaged throughout the regeneration process	88	10	2

	Agree or Strongly agree %	Unsure / Don't know / No response %	Disagree or strongly disagree %
4.5 Communities should be kept together through any changes as a result of the regeneration of Northumberland Park	81	12	7
4.6 Northumberland Park is several places and neighbourhoods, not one estate	74	22	4
5. CONNECTIVITY			
5.1 Future plans should create north-south streets and strengthen east-west routes	68	25	7
5.2 Access to public transport should be improved	78	13	9
5.3 Bus services and Northumberland Park Rail Station should be improved	81	12	7
5.4 Northumberland Park should be made up of safe and pleasant streets with overlooked and well-lit footpaths	88	7	5
5.5 Connections to the surrounding area should be improved, including improved links to the Lea Valley and to the area to the west of the Tottenham Hotspur FC stadium	76	19	5
5.6 Cycling and walking should be encouraged with safe, new routes	85	11	4
5.7 Park Lane should be revitalised with new shops and public spaces	80	15	5

1.0

INTRODUCTION



Photograph from first phase consultation in September 2014

INTRODUCTION

1.1 On the 28 November 2013, the Council's Cabinet adopted the Housing Estates Investment and Renewal Strategy. This included the recommendation that consultation should take place with the local community in the Northumberland Park area. The purpose being to understand, in more detail, how housing conditions could be improved, as the area had been identified as facing a number of challenges in particular relating to socio-economic and inward investment. The Strategy also identified the need to invite local residents (from the estate and surrounding area) to work with the Council to develop solutions for this area, in particular with regard to developing a physical masterplan for the area.

1.2 The Tottenham Strategic Regeneration Framework (SRF) was approved by Cabinet on the 18 March 2014. Informed by the Tottenham's Future community consultation, it set out the intention to undertake estate renewal in Northumberland Park. The SRF also set out a clear level of ambition for Northumberland Park, namely: "to be transformed into a mixed and sustainable community where people want to live, work and visit. It will retain its diverse north London character and have a strengthened community identity. The neighbourhood will be known for its mix of urban and landscape settings, with improved access to both a busy London high street and the abundant open spaces of the Lee Valley Park."

1.3 The Council undertook a procurement exercise to commission a strategic framework for the Northumberland Park area and selected Fletcher Priest Architects (FPA) along with George Cochrane Associates (GCA), who were employed in June 2014.

The strategic framework aims to establish Key Principles for Change and parameters for any potential improvement or redevelopment within Northumberland Park to be incorporated into the Tottenham Area Action Plan (AAP) - both the Regulation 18 document that will be considered by the Council's Cabinet in January 2015 and the Regulation 19 Pre-submission Document that is anticipated to be considered by the Council in Spring 2015.

1.4 This consultation, which was a key element of the work required in developing the Strategic Framework, focused on engaging the local community to work with the Council, Homes for Haringey (HfH) and FPA to develop Key Principles for Change that will go into the AAP and which will guide change over the longer term in the area.

1.5 The outputs of the commission for FPA / GCA are defined as:

- A set of Key Principles for Change for Northumberland Park that can be incorporated into the Tottenham Area Action Plan. These principles will reflect the strategies and themes within the SRF.
- Delivering world class education and training (including opportunities for new primary and secondary provision)
- Improved access to jobs and business opportunities (including opportunities to diversify and strengthen the local economy)
- A different kind of housing market (including tenure mix, housing types, quantum of development, density and heights)

- A fully connected community with even better transport links (including public transport improvements, access, movement and connectivity)
- A strong and healthy community (including social infrastructure provision)
- Great places (including principles of land use, open spaces and concepts for character, urban form and place – what kind of neighbourhood could be created in Northumberland Park?)
- The right investment and high quality development (physical infrastructure requirements, scale of development)
- A strategic framework for the Northumberland Park estate and the wider area

1.6 Prior to the initiation of the project, in the Northumberland Park area, there were no active Residents Associations. Previous attempts to establish residents' organisations had also failed. The consultation did not aim specifically to establish a representative resident body, rather, given the inclusive approach that was adopted to discuss a range of issues with residents. It was hoped that in this way the consultation would act as a catalyst to bring residents together and to initiate resident organisations. It is an aim of the overall regeneration process that the local community will be fully engaged in, and able to influence, the long term improvement and regeneration of Northumberland Park.

1.7 This report outlines the consultation and engagement activity and outcomes between July – November 2014. This consultation activity is the start of a long-term engagement process with the residents and businesses of Northumberland Park.

2.0

THE CONSULTATION PROCESS

THE CONSULTATION PROCESS

2.1 The key objectives for the consultation process were:

- To build relationships for the future; developing further the relationships formed during the Tottenham's Future consultation, with residents, stakeholders and businesses
- Evidence gathering – understand the local community's views and aspirations for the future of the area and to gauge their response to the emerging principles that will guide future change in Northumberland Park
- To put in place the necessary community engagement infrastructure to underpin long term change – starting with the establishment of residents groups
- To inform residents about the regeneration process, the Area Action Plan, the strategic framework and the planning process.

2.2 Throughout the consultation process, there has been a commitment to developing a meaningful dialogue with local residents and stakeholders. The key principles of the consultation approach are:

- To be inclusive - A regeneration programme of this scale will impact on all in the local community. A key principle has been to attempt to engage with all sections of the community and maximise the opportunities for all in the community to have their say.

- To be transparent - A key principle is to deliver regular feedback to the community about how views and comments have been taken on board and have informed the plans being developed. In this way the community has a sense of ownership of the regeneration process.
- To maintain engagement and links with the community - A key principle of the consultation has been to develop meaningful relationships with the community and to maintain and strengthen them throughout the regeneration process. It is important that the engagement process is a continuum that runs throughout any regeneration and change programme for Northumberland Park.
- To be honest - The consultation should be an open and honest process especially with regard to the nature, level and type of decisions that the community will be able to influence in the regeneration process.
- To listen and understand the community - The ability to listen is of key significance in consultation. The Key Principles for Change are a direct result of the consultation process and the on-going dialogue with residents. It has also been important to gain a full understanding of the range of communities within the area and the impact that the regeneration process will have on them and they can have on the process.

By delivering a comprehensive consultation programme, the Council, HfH and FPA have ensured that all relevant local stakeholders and individual residents had the opportunity to:

- have a personal explanation of the proposals in jargon-free, plain English
- be able to ask questions to clarify any queries they had in order to fully understand the proposals
- have their comments recorded and fed into the design process, and
- understand the London Borough of Haringey's planning process and their opportunities to make formal comments during any statutory consultation process.

2.3 The consultation for the strategic framework targeted residents (tenants, leaseholders and freeholders) from the following buildings / areas in Northumberland Park:

- Cheviot House
- Alnwick House
- Bamburgh House
- Bellingham House
- Corbridge House
- Whittingham House
- Charles Bradlaugh House
- Kenneth Robbins House
- Northumberland Grove
- Robert Burns House
- Cartmel Close
- Haynes Close
- 58-94 Rothbury Walk
- 155 Park Lane
- Park Lane Close
- Waverley Road
- 73-91 Northumberland Park
- 160-186 Northumberland Park
- 188-214 Northumberland Park
- 222 – 234 Northumberland Park
- Morpeth Walk
- Blaydon Close
- Thornley Close
- Scotswood Walk
- Trulock Court
- Woodmead
- Stellar House
- Altair Close
- The Lindales
- Retail businesses located along Park Lane in Council owned properties
- Retail businesses located along Northumberland Park Road

2.4 The consultation was planned as a two-stage engagement with residents and stakeholders across Northumberland Park. There was a parallel stream of activity around developing the capacity of the community and to establish a residents' body. The consultation aimed to engage residents in dialogue around a number of key themes:

- How best to involve and engage them in helping to plan for the future of their neighbourhood
- Identifying residents' priorities and aspirations for Northumberland Park
- Gauging residents' response to the development of a set of Key Principles for Change, which will feed directly into the Northumberland Park element of the Tottenham Area Action Plan.

3.0

CONSULTATION ACTIVITIES



Photograph from first phase consultation in July 2014

CONSULTATION ACTIVITIES

The approach to consultation was defined in the Consultation Strategy produced in June 2014. This approach outlined has proved successful in terms of the extent of the community that has been involved in the consultation. The development of the strategic framework has been the subject of much discussion and comment, with the dialogue being an iterative and accumulative process. The development of the Key Principles for Change, for example, was informed by the conversations and responses received from the first stage of consultation.

There have been a series of different activities undertaken; these can be summarised as:

3.1 Briefings / Discussions

There have been briefings and meetings undertaken with a number of community stakeholders including Tottenham Hotspur Football Club (04.09.2014) and the Community Stakeholders Group (14.10.2014). There have also been briefing sessions with local politicians and a range of relevant Council officers throughout the process. All the sessions have been documented and the outcome fed into the design development process.

The Community Stakeholders Group was planned to bring together many of those representatives (from the community and the business sector) that had been involved, and shown an interest, in the future of the area through the consultation for the Tottenham Strategic Framework work undertaken in 2013.

Invitations were sent to the following organisations:

- Glickman's
- Haringey Play Association
- Isle Amlot Centre
- Lee Valley Primary School
- Living Under One Sun
- Northumberland Park Community School
- Park Lane Community Centre - Trustees of the Cherubim and Seraphim Church
- Park Lane Children's Centre
- Park Lane Medical Centre
- St Paul's Church
- Somerford Grove Adventure Playground
- Supamums
- Ward Councillors

The meeting on 14.10.2014 had limited attendance (only 5 representatives were present) as it coincided with an area-wide power cut that evening. It is intended to hold future meetings of the Community Stakeholder Group as the process moves forward.

Parallel to the consultation on the strategic framework, the North Tottenham Area Regeneration Manager worked with HfH's Resident Involvement Team to establish residents' organisations for the area. The aim is to provide a voice for residents throughout the regeneration process. There is currently no representative body for residents in the area. To date, two Residents Associations have been established; one

focusing on the Northumberland Park and Park Lane area; the other on the Stellar House and Lindale's area).

The first 'community interest' Residents Association meeting took place on 23.09.2014 and was attended by 10 local residents (who had expressed an interest at the drop-in exhibition at 163 Park Lane in July).

The purpose of this meeting was to:

- Explain the regeneration processes including:
 - the commitment to work with the local community
 - the commission for FPA and the approach being taken to consulting with residents
 - that we are at the beginning of this process
- Understand how residents want to be involved in the regeneration process
- Provide residents with information they can pass on to their neighbours and friends, including promoting the drop in exhibitions
- Provide greater clarity to the local community about the role and purpose of regeneration and the planning policy (AAP) process
- Explain the role and purpose of a Residents Association

To date, there have been two further Residents Association meetings:

- 28.10.2014 18.30 – 20.00 Stellar House
- 29.10.2014 18.30 – 20.00 Neighbourhood Resource Centre, 177 Park Lane

3.2 Public Exhibitions

Public exhibitions have provided the mainstay of the consultation process as they allow individual members of the community to understand the proposals, meet the team and to give their comments directly. It was recognised at the start of the consultation process that as there is no clear definable centre to the area or organisations that represented the whole community. Therefore, in order to engage with as many residents as possible, a series of small scale pop-up exhibitions were held in a variety of locations across the areas close to where people live.

During both phases of the consultation the venues used were:

- 163 Park Lane ("The Tottenham Shop")
- Stellar House
- Kenneth Robbins House
- Trulock Court
- Sainsbury's Northumberland Park

The public exhibitions were held in locations that were fully accessible and presented information in a variety of formats. The Council, HfH and FPA were present at all events to discuss the proposals, answer questions and engage with all those members of the public that visited the exhibition.

In addition to holding focused public events and exhibitions; other community activities and events provided an opportunity to engage residents in the regeneration process, in particular:

- 13.09.2014- Northumberland Park Fun Day at Rothbury Walk Gardens
- 25.10.2014 - Well Park Lane / Northumberland Park Community Day at the Neighbourhood Resource Centre, 177 Park Lane (to coincide with Black History Month)
- 30.10.2014 - Community Open Day at the Kenneth Robbins House

3.3 Door knocking

In line with the commitment to engage with as many residents as possible, a team of staff from HfH was seconded to the Council to assist in the process. The team focused on the council owned residential blocks and properties across the Northumberland Park area, including the Lindales, Stellar House and Altair Close as well as the Northumberland Park and Park Lane area. They have also delivered information and engaged with some wider non-council owned properties and businesses.

The purpose of the door knocking was to:

- Inform residents about the regeneration process;
- Initiate discussions about concerns and aspirations for the future of the area;
- Advertise forthcoming consultation events and Residents Association meetings;
- Explain and discuss the emerging key Principles for Change; and
- Encourage residents to complete Feedback Forms

3.4 Printed Materials

To supplement and to advertise the public events there has been a range of printed materials produced:

- Fliers used to advertise events and distributed to all households in the Northumberland Park area. For example, the flier below was distributed in early July in advance of the Phase 1 consultation events. A similar document was produced publicising the Phase 2 events in October and November 2014.



- Tottenham News – articles that explained the reasons behind the regeneration process and the approach to consultation, whilst advertising the forthcoming events

- Printed information that outlined the Key Principles for Change - this document summarised the information that was displayed at the Phase 2 exhibitions and included:

- The rationale for regenerating Northumberland Park
- The relationship with the AAP process
- The timeline and next steps
- Feedback of what residents had said in the Phase 1 consultation and an outline of the Key Principles for Change under 5 themes: The Place, Homes, Open Space, Community, Connectivity / Streets
- There were also a range of visualisations and precedent images of the potential change that could be realized if the principles were adopted

- Feedback Forms - As the primary focus of this consultation was to seek residents' views of the area in the first phase and the Key Principles for Change in the second, the key consultation documents were the two questionnaires, which residents were encouraged to complete. Freepost envelopes were provided to make response easier. The forms were developed jointly between Council officers and FPA / GCA. They were also available on the Council's website and in Turkish, in order to ensure that, as many residents as possible were able to access and complete them. Copies of the forms are shown in the Appendices.

3.5 Website

To supplement the printed material, information about the regeneration of Northumberland Park was placed on the council's website – www.haringey.gov.uk/northumberlandpark. This proved to be an important additional consultation vehicle. The site provided details of the Strategic Framework process and the consultation activity. The information was updated to reflect the development of the project and to advertise forthcoming events. The site also included information presented at the public exhibitions and there was also the opportunity for personal views and comments to be recorded through the feedback form. The website has been promoted widely, with the address being included in all advertisements and printed materials.

4.0

PUBLIC EXHIBITIONS



Consultation boards used during the first phase of the consultation process July 2014

PUBLIC EXHIBITIONS

4.1 Aims

The Phase 1 drop-in sessions aimed to:

1. Explain the regeneration processes
2. Provide key reassurances to residents
3. Explain the commitment to engaging residents in the process
4. Solicit residents' views of the area and their ambitions and aspirations for the future

The Phase 2 public exhibitions aimed to:

1. Explain the rationale for regenerating Northumberland Park
2. Provide a timeline for the process
3. Report back the summary of residents' feedback from the Phase 1 consultation
4. Outline the Key Principles for Change
5. Provide a range of precedent images from other appropriate regeneration projects to demonstrate the potential of the regeneration process
6. Solicit residents' responses to the Key Principles for Change

4.2 Methodology

The exhibitions were open to individuals within the community over a range of days, from mid afternoon into the evening, and on a Saturday. These times were chosen as it enabled contact with people when returning with children from school as well as those returning from work. The content and dates were selected to deliver the most effective method of ensuring that the local and wider community was fully informed of the strategic framework process prior to inclusion in the Area Action Plan.

The advantages of public exhibitions were that they enabled:

- The proposals to be explained through:
- Exhibition banners using text and plans presented in plain English, absent of jargon and technicalities;
- Laminated information sheets that are highly accessible and portable;
- A range of different images from freehand sketches and prescient images; and,
- A0 aerial photograph and a three-dimensional model of Northumberland Park, used in the Phase 1 consultation, to stimulate ideas about the future of the area.
- Residents (and other visitors) have the opportunity to speak one-to-one with members of the professional team
- Residents (and other visitors) can record their views, ideas and comments through discussion and Feedback Forms.

The Phase 1 consultation included an activity called My Northumberland Park, in which residents were asked to draw on an aerial photograph of the area their answers to a few simple questions:

- Where do you live?
- Where do you regularly go on the estate / in the area?
- Where do you go to school / shop / work / play?
- Where do your friends live?
- What routes do you take?
- Are there any places that you avoid on the estate? Please say why.
- What do you like about Northumberland Park?
- Is there anything that you do not like?

4.3 Advertising

The exhibitions were advertised through the following means:

- The delivery (door to door) of letters to all residents (tenants and leaseholders) in the Northumberland Park Area
- Advertisements in Tottenham News
- Letter to all the major community stakeholders, including local business and community groups
- Fliers advertising the exhibitions displayed prominently around the area
- Door knocking by Homes for Haringey staff
- The exhibition dates were also advertised on the Northumberland Park pages of the Council's website.

4.4 Dates and Venues

Phase 1 – Understanding the community's aspirations

23.07.14	16.00 – 20.00	163 Park Lane
26.07.14	10.00 – 13.00	163 Park Lane
29.07.14	14.00 – 18.00	163 Park Lane
13.09.14	10.00 – 16.00	Northumberland Fun Day
25.09.14	15.00 – 19.00	Stellar House

Phase 2 – Key Principles for Change

15.10.14	15.00 – 18.00	163 Park Lane
21.10.14	15.00 – 18.00	Kenneth Robbins House
23.10.14	15.00 – 18.00	Stellar House
25.10.14	11.00 – 16.00	Neighbourhood Resource
27.10.14	15.00 – 17.00	Trulock Court
03.11.14	15.00 – 18.00	Sainsbury's Northumberland

The location and times were chosen to enable the maximum number of people to attend. At all times the project team were available to take people through the exhibition, explain the proposals and answer any questions.

Tottenham

Welcome...

...to this consultation event which will involve the local community in developing regeneration plans for Northumberland Park.

Why are we here?
Haringey Council and Homes for Haringey are currently working with the local community to develop ideas and plans to improve and regenerate your local neighbourhood. During the summer, we started talking to you in order to get your views on the future of the Northumberland Park area of north Tottenham.

Feedback from these consultation events showed us that you want change and improvement. We have used this feedback to develop 'Key Principles for Change' that can help us shape future regeneration and improvement of the area.

Your feedback on the 'Key Principles for Change' will be used to inform the Tottenham Area Action Plan. We will consult you on the Tottenham Area Action Plan later this year.

At this exhibition we want to discuss with you:

- Why we want to regenerate the local area
- How regeneration and change could happen – identifying key principles for the local area, including new and improved buildings, homes, open spaces, connectivity and community facilities

Timeline and next steps

- October 2013 – February 2014: Tottenham's Future consultation
- March 2014: Tottenham Strategic Regeneration Framework approved setting out a 20 year vision for Tottenham.
- July – October 2014: Community engagement and consultation in Northumberland Park, including setting up residents associations
- Autumn 2014: Key Principles of Change produced
- Winter 2014 / 2015: Tottenham Area Action Plan considered by Haringey Council's Cabinet and followed by community consultation
- 2015: Ongoing engagement and consultation with the local community to inform any potential future master planning work in Northumberland Park
- 2016: The council to agree how improvements and regeneration in Northumberland Park will be delivered
- 2017: Residents priorities could begin to be delivered including improved homes, jobs, community facilities and public spaces
- 2034: Strategic Regeneration Framework vision for Tottenham achieved

Tottenham

Why do we want to improve and regenerate Northumberland Park?

Tottenham is part of one of the greatest cities in the world. This brings huge challenges, such as providing good housing for a growing population, but also brilliant opportunities and potential for our community. We are committed to bringing long-term regeneration and change to Tottenham.

Our vision is that by the age of 20, a child born in the area today will have a quality of life and access to the same level of opportunity that is equal to the best in London.

Change is already happening in Tottenham

- Tottenham Hale – thousands of modern homes and investment in a new Tube, rail and bus station
- High Road West – we're consulting residents on proposals for 1,200 new high-quality homes, more open spaces and better community facilities
- Tottenham Green – a new park, more public art and events and shop front improvements

We will not leave Northumberland Park behind
Too many of our young people struggle to find work or are in insecure jobs with uncertain career prospects. Too many families worry their neighbourhood isn't safe. Your responses to our previous consultation events show that you want change.

- Residents are proud of their area and the strong community spirit. We also know that you, rightly, want to see the best for your families and community
- You want higher-quality homes, a better choice of affordable housing, and more variety in building types and open spaces.
- You think there should be improved public transport, more leisure and cultural activities, and less empty and under used space.

Delivering these improvements for the benefit of local people is achievable if there is new investment in the area and if the Council is able to work closely with local residents and its partners to set out a clear plan for comprehensive regeneration in north Tottenham.

Tottenham

The Place

What you have told us
This is based on the consultation with residents of Northumberland Park from July to October 2014.

- There is too much wasted space – regeneration plans should make better use of open spaces
- The area should be more attractive, clean and feel safe to walk around
- Buildings should be more environmentally friendly and sustainable
- Tottenham Hotspur FC's new stadium development is widely supported
- There is a lack of shops, community space and other facilities in the area

Principles for Change
These principles will help shape the future regeneration and improvement of Northumberland Park. They are based on what residents have told us and what we think will help deliver residents aspirations.

- Delivering wide-ranging regeneration of Northumberland Park would help us to create safe, modern and high-quality places, with more opportunities to bring forward the benefits local people want to see
- Explore the potential for more family housing in the heart of the area, near schools, improved health facilities and open space
- There should be a range of building heights with any taller buildings located near to transport links or where there are existing taller buildings (such as the new Tottenham Hotspur FC stadium development)
- Make better use of spaces and create high-quality, safe routes, connections and spaces by designing out crime
- Create better links to Tottenham High Road and the new Tottenham Hotspur FC stadium

What it could look like

Tottenham

Homes

What you have told us
This is based on the consultation with residents of Northumberland Park from July to October 2014.

- Improving existing housing should be a key priority
- There should be more variety in the types of buildings – from family houses with gardens to modern apartments
- The quality of the housing should be improved
- There should be more housing choices including more affordable homes
- The space standards of the existing homes should be retained

Principles for Change
These principles will help shape the future regeneration and improvement of Northumberland Park. They are based on what residents have told us and what we think will help deliver residents aspirations.

- Regeneration of local housing estates will deliver high quality new housing for local residents and maximise opportunities for the benefit of the local community
- More high quality homes, suitable for a range of incomes, should be provided
- Housing should be a mix of types and tenures
- Homes should be modern, energy efficient and sustainable
- Homes should have modern kitchens and bathrooms and designed to at least current housing standards
- Homes should be well-designed, safe and secure
- Good housing stock should be retained where appropriate
- Homes should have access to gardens or private open space

What it could look like

Tottenham

Open space

What you have told us
This is based on the consultation with residents of Northumberland Park from July to October 2014.

- The area suffers from a poor environment and open space doesn't feel safe and clean
- There is a lack of usable open space and this should be improved
- There should be more parks and green open space for all to enjoy
- There should be more places for children to play safely and a greater range of facilities and activities in the public open space
- There should be more public spaces where people can meet and come together

Principles for Change
These principles will help shape the future regeneration and improvement of Northumberland Park. They are based on what residents have told us and what we think will help deliver residents aspirations.

- Create better public open spaces with a range of facilities for everyone to use
- Create new green open spaces that are safe, well-lit and overlooked
- Create new play areas for children of all ages
- Improve links to existing open spaces such as the Lee Valley, Bruce Castle Park and Frederick Knight sports ground
- Create clear boundaries between private and public open space
- Provide secure courtyard spaces shared by the residents in the homes surrounding them

What it could look like

Tottenham

Community

What you have told us
This is based on the consultation with residents of Northumberland Park from July to October 2014.

- There is a strong community spirit and this should be preserved
- There should be more, and better, schools and educational opportunities
- The should be more community, leisure and cultural facilities for all, in particular children and young people
- There should be improved health facilities
- There are a lack of high street shops in Northumberland Park
- Northumberland Park is not one place but several distinct neighbourhoods

Principles for Change
These principles will help shape the future regeneration and improvement of Northumberland Park. They are based on what residents have told us and what we think will help deliver residents aspirations.

- Provide more high-quality education facilities in the heart of the area
- Provide more community, leisure and cultural facilities for all, from young children to older people
- Improve and expand health facilities
- Provide more local shops, cafes and restaurants and encourage more business opportunities
- Engage with residents throughout the regeneration process
- Keep the communities together through any changes
- Recognise that Northumberland Park is several places and neighbourhoods, not one estate

What it could look like

Tottenham

Connectivity/Streets

What you have told us
This is based on the consultation with residents of Northumberland Park from July to October 2014.

- The overall environment, including roads and streets, should be improved
- The area should be safer and more attractive for walking and cycling
- Road safety and parking should be improved
- The level crossing at Northumberland Park is dangerous and should be closed
- Public transport should be improved
- Local shops are struggling and would benefit from more people passing by

Principles for Change
These principles will help shape the future regeneration and improvement of Northumberland Park. They are based on what residents have told us and what we think will help deliver residents aspirations.

- Create north-south streets and strengthen east-west routes
- Improve access to public transport
- Improve bus services and Northumberland Park station
- Deliver safe and pleasant streets with overlooked and well-lit pavements
- Create better links to the surrounding area, including improved connections to the Lee Valley, the High Road and to the area to the west of the Tottenham Hotspur FC stadium
- Cycling and walking should be encouraged through the creation of new routes and links
- Revitalise Park Lane with new shops and public spaces

What it could look like

Tottenham

What it could look like

Consultation boards with the Key Principles for Change used during the second phase of the consultation process October/November 2014

4.5 Content

The exhibitions provided the opportunity to cover key elements of the regeneration process, including:

Phase 1:

- An introduction to the Strategic Regeneration Framework for Tottenham
- Outline of the Council's seven regeneration strategies for Tottenham
- An introduction to the regeneration of Northumberland Park, including an outline of why the council is looking to regenerate the area, the work that FPA have been asked to undertake and how that leads into the AAP process
- Examples of how regeneration is progressing in other areas of the borough
- An indicative timeline for the regeneration of Northumberland Park
- An introduction to the consultation process and the value placed on involving the community
- The purpose of Phase 1 of the consultation process and the importance placed on understanding the views of the community
- The historical development of Northumberland Park, identifying key milestones

Phase 2:

- An explanation of why the Council is prioritising the regeneration of Northumberland Park
- A summary of the key responses received from the community in Phase 1 of the consultation
- The Key Principles for Change
- A range of precedent images from regeneration schemes elsewhere that could come forward if the Key Principles for Change are supported

4.6 Attendance

Due to the nature of the events, the engagement with residents varied from short conversations that involved the explanation of the process and the handing over of the feedback form to in depth discussions about the benefits and issues / concerns of potential regeneration, residents' particular aspirations and circumstances and what should inform any potential rehousing offer.

Phase 1 (Approximate numbers of people engaged with)

21.07.14	45
26.07.14	28
29.07.14	20
13.09.14	55
25.09.14	40

Phase 2 (Approximate numbers of people engaged with)

15.10.14	40
21.10.14	35
23.10.14	32
25.10.14	50
27.10.14	12
03.11.14	50
Total	407

5.0

STAKEHOLDER FEEDBACK PHASE ONE

STAKEHOLDER FEEDBACK PHASE ONE

5.1 Discussion

There have been many similar comments made in discussion with residents throughout the consultation process and these are reflected in the Feedback Forms. In order to reduce repetition in this report, this section contains a summary of the points raised.

The principle concerns and issues that have been identified by residents revolve round social, economic and estate management issues. The key issues that were raised by many are:

- Crime (in particular prostitution and drug dealing), anti-social behavior and gangs
- Unemployment and the lack of employment or training opportunities
- Environmental management issues, specifically rubbish and cleanliness across the area and in particular on the estates

Addressing these are seen as a priority for residents as they impact directly on the quality of their day to day lives. A summary of other issues that were raised in discussion:

- Residents were very positive about the idea of physical regeneration and supportive of building new homes
- Support for changing the aspirations of the local community
- However, there were some who appear against the regeneration and as they see it as “gentrification” of the area and not about improving the lives of existing residents

- There already appear to be rumours of forthcoming demolition of certain properties and the negative impacts of this. This has no doubt been fuelled by a campaign led by Defend Council Housing as well as awareness of the consultation being carried out at the same time for the Masterplan Framework for the High Road West area of Tottenham, within which it is proposed to redevelop the Love Lane estate
- One aspect that became apparent very early in the process is the physical separation that exists in the area – Park Lane is seen as a different place to Northumberland Park and the Stellar House area. Many residents talked about the disjointedness and lack of connection across the area and that many road closures (for example on Park Lane) have added to this
- Residents appear very proud of Tottenham and feel “rooted” in the area – a lot of those that attended the exhibitions have lived in Tottenham for 20+ years and many of the young people have been born in the area
- There is a very wide range of different ethnic communities within Northumberland Park and many of the issues that were raised were similar across the communities
- Many residents talked about the potential upheaval created by the regeneration process, especially if homes are demolished and it is clear that that many residents will need support in the process and with the practical aspects of moving to new accommodation. This is already a concern for a few, mainly elderly residents
- There appears to be general support for the current changes in the area, most notably:
 - The new Tottenham Hotspur FC stadium; however it would appear that many see this in a football context
 - The Brook House (Newlon) development, with many residents (particularly around the Stellar House area) seeing it as an example of the positive outcome of regeneration (and would want to live there). There are some that were less supportive
 - There are very positive views of the new Sainsbury’s – both the retail offer and for the jobs available
- There are a mix of views about the how the area has changed over the years – many feel that there have been improvements whilst many see the area declining

Problems in the area:

- The high level of unemployment and the lack of opportunity is seen as a fundamental problem that is also at the heart of many other issues and fuels, for example, the crime and anti-social behavior that many feel is prevalent in the area. Many expressed the view that they do not feel safe in the area and in particular fear for their children
 - There is clearly a fear of crime and a perception that there are groups of young people with little to do
 - Prostitution is a major problem in the area, particularly in the proximity of Stellar House; in the Park Lane area the problems appear to be more drug or anti-social behaviour related. The prostitution does create major difficulties for women in the area
 - There also appears to be an increasing problem of street drinking (particularly in the open spaces)
 - CCTV and street lighting is felt to be very poor in the area and in need of improvement
 - There is a view that (linked to unemployment) the lack of facilities for young people are also a factor in increasing crime and perceptions that the area is unsafe. These increase parents' fears for their children and the lack of safe places for children to play was raised by many
 - Dogs appear to be a problem in the open space area and remains unmanaged
 - Overcrowding is cited by many as an issue for many families
- There are mixed views about the educational offer in the area; many feel that the schools have improved and that the Primary Schools in particular are very good. There are mixed views of Northumberland Park School – some very critical; others recognising the improvements that have been made
 - Residents feel that there is currently a lot of wasted space, which allied with the area feeling poorly maintained adds to negative perceptions of the area
 - As is common throughout London, residents feel that there is currently inadequate parking provision
 - Residents are generally very positive about public transport, particularly buses on the High Road
 - One aspect that was raised by many long-term residents has been the decline of the local retail offer in terms of the range of shops now compared to a decade ago

Thoughts for the future:

- Some residents were concerned that the area is becoming too residential and that priority should be given to future commercial development – as it will create jobs (a priority) and develop a stronger economy locally
- However, residents do feel that the range and quality of housing needs to be improved
- In terms of design, there is a preference that it should not all be 'taller buildings'. Residents clearly believe that a range of building types and design styles are important as it creates a more interesting place.
- Residents give a priority to creating homes for families as they feel that Tottenham is primarily an area for families
- There is a desire for more usable open space with play areas for children much needed
- Negative perceptions of the area need to be changed and to do this the environment, the management and the general cleanliness of the area needs to be addressed alongside new buildings
- Many residents want to retain the community spirit that is very important to the life of the area.
- Residents want to see the area change with an increased range of leisure / culture / entertainment / hospitality in the local area. Currently they have to go outside the area for this (with the exception of Tottenham Hotspur FC)

- In terms of the regeneration process, it is felt that benefitting existing residents is a priority and that people would not be against change if it was clear what was going to be provided instead and the new opportunities it will create for the community
- It will be important that the community remains involved in the regeneration process

5.2 Community Feedback from the Response

Forms (A copy of the Stage 1 Feedback Form can be found at Appendix 1)

Number of Forms completed, either partially or in full: 61. Respondents were asked to identify the three Tottenham Strategic Regeneration Framework (SRF) priorities that are most important for Northumberland Park.

Priorities for Northumberland Park:

1. Improved access to jobs and training (33)
2. World class education and training (31)
3. A stronger and healthy community (27)
4. A different kind of housing market (22)
A fully connected community with even better transport links (17)
5. Great places (16)
6. The right investment and high quality development (10)

Priorities for new investment:

- More jobs for local people (39)
- Improvements to Existing Homes (31)
- More activities for young people (28)
- Nice play areas for young children (28)
- New Homes (25)
- New schools and education facilities (21)
- Better public spaces (20)
- More rail services stopping at NP (20)
- Better train and bus services (19)
- New shops (18)
- Improved community facilities (18)
- Cafes and restaurants (16)

<p>1. World class education and training</p> <p>Please tell us your ideas for improving education and training opportunities in Northumberland Park</p>	<p>31 responses identified this as a priority</p>	<p>Key Priorities</p> <ul style="list-style-type: none"> • Need more and better schools providing better educational opportunities • More education, vocational training and apprenticeships opportunities for adults, in particular young people and the over 50's • More programmes and funding to support people to take up education, training and employment, for example under 5 / nursery provision • Greater encouragement from local businesses, including Tottenham Hotspur, to provide opportunities to local people • Create greater links with colleges and universities to become engaged in the area to open opportunities and broaden aspirations • Some felt that schools in the area are improving – the Primary schools are good and Northumberland Park School is improving. However there was a feeling that truancy remains a problem in the area.
<p>2. Improved access to jobs and training</p> <p>Please tell us your ideas for improving access to jobs and business opportunities for residents in Northumberland Park. What kind of support is required and what kind of businesses would you like to see?</p>	<p>33 responses identified this as a priority</p>	<p>Key Priorities</p> <ul style="list-style-type: none"> • A greater range of activities and support including: motivational speakers; role models; demonstration days; short courses; career road shows to broaden aspiration and improve the skills of local people • Better flow of information and publicity of opportunities, skills matching and career advice services • A greater range of training opportunities • More opportunities and support services targeted at young people • More jobs locally for local residents – currently all job opportunities are outside the area • Greater mix of businesses in the area to broaden the range of employment opportunities • More support and places for new business and entrepreneurs – small workshop space and start up facilities • More encouragement of volunteering in the community • There should be more Investment in ideas

<p>3. A different kind of housing market</p> <p>We want Northumberland Park to be a mixed and sustainable community with a wide variety of homes for all incomes and needs – please tell us your ideas for how this can be achieved. What type of housing would you like to see?</p>	<p>22 responses identified this as a priority</p>	<p>Key Priorities</p> <ul style="list-style-type: none"> • Better quality housing that is sustainable and affordable, including council housing • Greater access to a range of housing; increasing the diversity of housing tenures and developments in the area, that will attract a broader range of people • Affordable homes targeted at particular groups including young people, single mothers, the homeless, the elderly, the disabled • Current housing stock is good but could be improved – the priority should be to improve the existing stock first. • Need more family housing with improved outdoor space • Good space standards for rooms and storage (keep the existing space standards) • Improved management – quicker and more efficient ways to deal with housing repairs and anti-social behaviour • There is concern that the new stadium development and regeneration will increase the price of housing in the area and make it unaffordable for local people <p>In terms of the regeneration of the area, it is clear that the community wants to see an improvement in the quality and range of housing. Beyond that there are range of views from the priority being to demolish the large estates through to those that feel that the existing housing should be retained. Some feel that housing (maintenance) in the area has improved in recent years.</p> <p>In terms of the future there are those that support a greater range of housing types to those that are against taller buildings. There is also the view that Northumberland Park should not be designed as one place (part of the problem with the existing estates is that they are too large) and the plan should create different areas will create a community focus</p>
<p>4. A fully connected community with even better transport links</p> <p>Please tell us your ideas for improve transport and connectivity for Northumberland park residents. What could be done to improve</p>	<p>17 responses identified this as a priority</p>	<p>Key Priorities - General</p> <ul style="list-style-type: none"> • Improve bus services – greater frequency and flexibility (“hopper” style services), more night buses, more bus stops, increased routes, more destinations and improved services particularly for the elderly. However some feel that there are too many buses, particularly on the High Road, which leads to congestion. An alternative proposal is to introduce trams on the High Road. • Remove the level crossing as it is seen as being dangerous

<p>Do you feel healthy living in Northumberland Park?</p>	<p>Yes 28 No 23</p>	<ul style="list-style-type: none"> • Road safety needs to be given greater consideration with more speed restriction measures and the reduction of heavy traffic passing through the area • Better enforcement of parking controls <p>However a number of residents feel the area is improving as there is less crime than previously</p> <p>Priorities for making Northumberland Park healthier</p> <ul style="list-style-type: none"> • Improved health services and facilities with more doctors in the area – currently doctor’s lists are too long. • There is also no dentist locally. • More parks • Better environmental and air pollution controls • A greater range of fresh / healthier food available locally and less fast food outlets • Better ventilation in buildings where damp and condensation are a problem <p>The majority of residents expressed the view that Northumberland Park is currently very dirty – and cite this as being the major cause of why it is not a healthy place to live. Residents see rubbish and vermin as a major a problem and want to see the area kept cleaner.</p>
<p>6. Great places Please tell us what you think is great about Northumberland Park?</p>	<p>16 responses identified this as a priority</p>	<p>The community – the people, the spirit, the events and activities are given by the majority as the principle reason for what is good about Northumberland Park.</p> <p>Other reasons given include:</p> <ul style="list-style-type: none"> • The range of community facilities and Council services in particular childcare, The Resource Centre, Project 2020 • The travel connections • The potential of the area • The proximity and access to open space and parks, in particular Hartington, Bruce Castle, Lea Valley and the adventure playground • Tottenham Hotspur FC and the proposals for the new stadium • The quiet streets with local shops • That it is a relatively affordable place to live <p>Some residents felt there is nothing positive, whilst others felt the area is improving</p>

<p>Please tell us what your least favourite things about Northumberland Park are?</p>		<p>The two principal reasons given were</p> <ul style="list-style-type: none"> • Gangs, crime, anti-social behaviour and drugs, which make the area feel unsafe. Many residents have a fear of crime. • Rubbish, litter and a lack of cleanliness, which residents felt makes the area look and feel run down. The area suffers from a poor environment; that is dull and unfriendly. <p>Other reasons given were:</p> <ul style="list-style-type: none"> • The lack of respect some residents have for the area • Poor council services, particularly with regard to housing repairs and rubbish collection and cleanliness • Unemployment is too high – there is a lack of opportunity and affluence locally to support local business • Road safety and parking arrangements and management • Dogs • A lack of shops and good restaurants with too many fast food and betting shops • Lack of activities for particular groups in the community - young people and those with mental health problems • The impact of match days leading to congestion etc. • The reputation of the area • Some feel there is too much council housing
<p>Describe your perfect Northumberland Park</p>		<p>A “perfect” Northumberland Park would include:</p> <ul style="list-style-type: none"> • Parks and green spaces with trees, grass, facilities for play, sports and gym equipment • More usable public spaces that usable green and landscaped • More community, leisure and cultural facilities (with particularly for young people) providing a range of community and cultural activities and celebrations that harnessed and extended the skills and talents of local people • Improved housing in terms of choice, quality an affordability with more family housing with outside space • Improved schools and a local college • A better range of high street businesses (shops and restaurants) that are high quality and independent with better frontages

		<ul style="list-style-type: none"> • More jobs and employment opportunities • A cleaner and improved environment that is sustainable and well maintained • Greater involvement of the community and parents in the future of the area with a voice and believing in themselves • A safer place. Residents need to feel safe and crime should be reduced through increased employment, improved design, more CCTV and improved policing with better entrances on taller buildings • Faster and improved transport connections • More cycling facilities, routes and secure storage • More environmentally friendly, with new and refurbished buildings being sustainable • Safer roads and improved environment for pedestrians • A diverse community with a wider range of people living in Northumberland Park • Local businesses involved in the community • Being more positive about Northumberland Park and promotion of the area to attract investment and reduce negative perceptions
<p>7. The right investment and high quality development</p> <p>We want local people to benefit from investment in the area. Please put a tick next to the three most important ways that local people could benefit from regeneration and investment in Northumberland Park.</p>	<p>10 responses identified this as a priority.</p> <p>However all respondents identified priorities for new investment.</p>	<p>Priorities for new investment</p> <ul style="list-style-type: none"> • More jobs for local people (39) • Improvements to Existing Homes (31) • More activities for young people (28) • Nice play areas for young children (28) • New Homes (25) • New schools and education facilities (21) • Better public spaces (20) • More rail services stopping at NP (20) • Better train and bus services (19) • New shops (18) • Improved community facilities (18) • Cafes and restaurants (16)

Do you have any concerns about change in the area?

People were also asked if they had any major concerns about change in the area. There were a range of responses; many felt comfortable with change as long as what is good about the area (in particular the strong community spirit) is retained and that there was an improvement in the area and in particular in the quality of life for the existing residents. The majority feels that unemployment and crime need to be addressed as a priority.

The principle concern about the regeneration of the area was that the existing community will be adversely affected and even get pushed out by the process through increases in rents and property prices. It was felt this could also force existing shops and business out of the area.

There appears to be lack of trust in the political and regeneration process to safeguard existing residents and businesses.

It is seen as a priority that residents are involved in the regeneration process.

There was a mix of views about new people coming into the area with many welcoming a greater diversity and range of incomes; however others saw this in a more negative light.

There was also concern expressed about the potential disruption in the lives of the existing community created by the process and in particular the impact on older residents.

5.3 Summary

The feedback for Phase 1 of the consultation process demonstrated that the majority of residents are supportive of change and improvement in Northumberland Park. The feedback was used to inform the development of the Key Principles for Change that will help shape the future regeneration of the area. The views expressed by residents were grouped under five themes and are summarised as:

The Place	Homes	Open Space	Community	Connectivity
There is too much wasted space – regeneration plans should make better use of open space	Improving existing housing should be a priority	The area suffers from a poor environment and open space doesn't feel safe and clean	There is a strong community spirit and this should be preserved	The overall environment, including the roads and streets, should be improved
The area should be more attractive, clean and feel safe to walk around	There should be more variety in the types of buildings – from family homes with gardens to modern apartments	There is a lack of usable open space and this should be improved	There should be more, and better, schools and educational opportunities	The area should be safer and more attractive for walking and cycling
Buildings should be more environmentally friendly and sustainable	The quality of the housing should be improved	There should be more parks and green open space for all to enjoy	There should be more community, leisure and cultural facilities for all, in particular children and young people	Road safety and parking should be improved
Tottenham Hotspur FC's new stadium development is widely supported	There should be more housing choices including affordable homes	There should be more places for children to play safely and a greater range of facilities and activities in the public open space	There should be improved health facilities	The level crossing at Northumberland Park is dangerous and should be closed
There is a lack of shops, community space and other facilities in the area	The space standards of the existing homes should be retained	There should be more public spaces where people can meet and come together	There are a lack of high street shops in Northumberland Park	Public transport should be improved
			Northumberland Park is not one place but several distinct neighbourhoods	Local shops are struggling and would benefit from more people passing by

6.0

STAKEHOLDER FEEDBACK PHASE TWO

STAKEHOLDER FEEDBACK PHASE TWO

6.1 Discussion

The priority identified in the first phase of the consultation towards the social and economic aspects of life in Northumberland Park, not surprisingly, had a major impact on the response to the **Key Principles for Change**.

Residents feel that a priority must be given to tackling crime and improving the opportunities for people to find routes away from crime and anti-social behaviour.

This involves:

- improved policing
- increased police presence
- better design, lighting and CCTV
- more facilities and activities particularly for children and young people
- greater community cohesion, and most importantly
- increased opportunities for employment and business.

Many residents feel that without tackling these issues the area will not change; negative perceptions will remain and the area will fail to attract new people to live and work here. However it is clear that the majority of residents want to see improvement and change in their local area, as well as Tottenham more widely, and are very positive about any proposals that would bring about the comprehensive regeneration and improvement of the area. Other issues that have been raised on the regeneration process for Northumberland Park:

- Involving residents in the regeneration process is

very important. There has been some, limited, criticism of the communication and notification that residents received and there are some who appear quite cynical of the intention to involve residents. However, it would appear that the majority see the consultation held to date as a positive start to the process and that the test will be in how this is continued. It will also be important to extend the engagement to include community stakeholders and businesses

- It is a priority that the regeneration brings about an improvement in the lives of the existing residents. It is recognised that for some the process of change will be frightening and therefore it will be very important that residents understand the process and the benefits that it will bring. There are some residents that are sceptical about the process and in particular the role of private developers

- The process should not just concentrate on the long term. The regeneration of Northumberland Park will take a long time and the improvements need to be planned in the short, medium as well as long term

- The community needs to be kept together

- There needs to be more support for residents not just into work, which is very important, but the care needs of many in the community for example young mothers, the disabled and the elderly

- The fear that regeneration is not about existing residents persists and that it will lead to an increase in house prices and rents. There is already a view that the area is too expensive for local people to purchase properties

- There is some concern expressed about the transition period between now and when the regeneration starts and the time this will take

- There is starting to be discussion about the offer

and guarantees that will be provided for both tenants and leaseholders in terms of:

- o Security of tenure
- o Rent levels
- o Financial compensation
- o The re-housing offer, if there were to be redevelopment
- o The size of properties
- o The financial details for leaseholders
- o Compensation for home improvements, fixtures and fittings
- There is an ambition that Northumberland Park could become a centre for enterprise and small business and many are looking for premises and support in the establishment of new businesses

- The impact of the regeneration of Northumberland Park on surrounding areas will also need considering and a number raised the need to look at the increased capacity that will be required not only in transport but also for the safety of pedestrians and cyclists in the High Road and key routes, for example, to White Hart Lane station.

6.2 Community Feedback from Response Forms

In response to the initial feedback from the community, the Council and FPA developed a set of Key Principles for Change that will help to shape the future regeneration and improvement of Northumberland Park. The intention is that the Principles for Change will deliver the ambitions and aspirations of the local community. In the Feedback Form residents were asked to what extent they agreed with each of the Principles? Number of Forms completed, either partially or in full was 162. NB was marked if a question was unanswered, the lack of response was attributed to 'Unsure / Don't know / No response'

SECTION 1 - THE PLACE

		Strongly agree	Agree	Unsure/ Don't know/ No response	Disagree	Strongly disagree
1.	Delivering wide-ranging regeneration would help us to create safe, modern and high-quality places, with more opportunities to bring forward the benefits local people want to see	67	70	22	1	2
2.	Northumberland Park should be made up of attractive places with a range of different buildings and open spaces	69	71	11	9	2
3.	There should be more local shops, cafes and restaurants and more business opportunities for local people	76	61	16	7	2
4.	Family housing should be in the heart of the area near to schools, improved health facilities and open space	81	66	12	1	2
5.	Any new taller buildings should be located near to Northumberland Park Station or close to the Tottenham Hotspur stadium development	33	60	46	11	12
6.	The improvement of Northumberland Park should make better use of space and create safe routes, connections and spaces by designing out crime	80	63	13	3	3
7.	Better links should be created to Tottenham High Road and the new Tottenham Hotspur FC stadium	62	55	29	12	4

Do you have any other comments on the *Principles for Change* for a new Northumberland Park?

- It is important that there is good access to transport and transport links
- There is a need to ensure that there are a range of local amenities close to new residential accommodation
- There is a need to review and to plan parking facilities to ensure that they are adequate for new residential accommodation
- There is a need to consider the long term sustainability of the area and to plan the area so that people will be able to stay in the long term i.e. be able to move from housing suitable for young professionals to accommodation that is more appropriate for families within the area.
- There is a fear that new taller buildings only meet an element of the housing market and then people will have to move out of the area
- There is a strong desire that Northumberland Park should be a place that caters for families.

SECTION 2 - HOMES

		Strongly agree	Agree	Unsure/ Don't know/ No response	Disagree	Strongly disagree
1.	Regeneration should deliver high quality new housing for local people and maximize opportunities for the local community	83	57	15	4	3
2.	More high quality housing in Northumberland Park will be provided to suit a range of incomes	68	57	22	10	5
3.	Housing in Northumberland Park should be a mix of types and tenures	47	71	32	6	6
4.	All homes should have modern kitchens and bathrooms and be designed to current housing standards	94	50	12	2	4
5.	All new homes should be well designed, energy efficient and have safe entrances	95	52	11	1	3
6.	Existing good quality housing in Northumberland Park should be retained where appropriate	76	64	12	4	6
7.	All homes in Northumberland Park should have access to gardens or private open space	80	43	34	3	2

Do you have any other comments on the *Principles for Change* for Homes in Northumberland Park?

- Changing the mix, and improving the quality, of housing in Northumberland Park is a priority. However it is also important to existing residents that there remains a sizeable proportion of affordable housing in the area. There is a concern that regeneration will lead to an increase in prices that will have a detrimental effect on existing residents. Some already feel that the price of housing (both rental and to buy) locally is too high for many local people.
- If the ambition is to improve the area, increase values and attractiveness of the area, then the council needs to review its current allocations policy. There needs to be a greater range of people in the area.
- There is an aspiration that the regeneration process should provide an increase in council and affordable housing as part of increasing the mix of tenures in the area
- The current issue of overcrowding experienced by some families in the area will need to be addressed by the regeneration
- The improvement of the housing stock provides a real opportunity for the area to become environmentally sustainable. Some of the current stock is felt to be in poor condition and suffering many on-going problems
- A number of residents are raising the guarantees that will be offered as part of the process in terms of re-housing, security of tenure, rent levels etc.
- Residents voiced the desire to see an improvement in the management of the housing and the area in line with the provision of new housing
- There is also a clear ambition that the regeneration process should see an increase in private external space – gardens, private courtyards and balconies
- There is a need improved fire security in the existing taller buildings

SECTION 3 - OPEN SPACE

		Strongly agree	Agree	Unsure/ Don't know/ No response	Disagree	Strongly disagree
1.	In future, Northumberland Park should have better public open spaces with a range of facilities for everyone to use	65	69	21	4	3
2.	In future, there should be new green open spaces that are safe, well lit and overlooked	72	60	22	4	4
3.	There should be new play areas for children and young people of all ages	75	59	22	3	3
4.	Connections to the Lee Valley, Frederick Knight Sports Ground and Bruce Castle Park should be improved	57	61	35	6	3
5.	There should be secure private courtyard spaces shared by the residents in the homes surrounding them	56	59	38	3	6

Do you have any other comments on *Principles for Change* for Open Space in Northumberland Park?

- Much of the open space in Northumberland Park is very poor – it needs to be improved and better designed to deter crime and increase its use
- However the regeneration should not lead to a loss of open space. The key is usability in terms of design, planting, facilities and safety
- Currently the open space is poorly designed and attracts crime and anti-social behavior. There appears to be support for wider use of CCTV across the area, particularly in the public areas along with increased maintenance and street lighting
- A priority should be providing more facilities for young people with organised social activities not just open space
- Residents feel that management and maintenance of the open space should be given a priority as part of the regeneration process
- Improved connection to the Lea Valley is supported but it is felt there needs improvement in the facilities on offer

SECTION 4 - COMMUNITY

		Strongly agree	Agree	Unsure/ Don't know/ no response	Disagree	Strongly disagree
1.	Future plans should include more new, high-quality education facilities in the heart of Northumberland Park	73	62	19	5	3
2.	There should be more community, leisure and cultural facilities for all, from young children to older people	84	58	16	1	3
3.	Health facilities in Northumberland Park should be improved and expanded	80	60	16	2	4
4.	Residents should be engaged throughout the regeneration process	84	57	17	1	3
5.	Communities should be kept together through any changes as a result of the regeneration of Northumberland Park	64	67	19	6	6
6.	Northumberland Park is several places and neighbourhoods, not one estate	64	57	35	2	4

Do you have any other comments on the *Principles for Change* for Community for Northumberland Park?

- There should be a library in the heart of the community
- There should be more leisure facilities and places for the community to meet, including better pubs
- There should be more medical and health facilities in the area
- It is important that all in the existing community who wish to stay in the area can

SECTION 5 - CONNECTIVITY

		Strongly agree	Agree	Unsure/ Don't know / No response	Disagree	Strongly disagree
1.	Future plans should create north-south streets and strengthen east-west routes	43	67	41	7	4
2.	Access to public transport should be improved	69	58	20	10	5
3.	Bus services and Northumberland Park Rail Station should be improved	72	59	19	8	4
4.	Northumberland Park should be made up of safe and pleasant streets with overlooked and well-lit footpaths	86	56	12	2	6
5.	Connections to the surrounding area should be improved, including improved links to the Lea Valley and to the area to the west of the Tottenham Hotspur FC stadium	70	54	30	4	4
6.	Cycling and walking should be encouraged with safe, new routes	79	59	18	1	5
7.	Park Lane should be revitalised with new shops and public spaces	78	52	24	3	5

Do you have any other comments on the *Principles for Change* for Connectivity for Northumberland Park?

- Northumberland Park is very well serviced by buses that are currently very reliable. However there is a need to improve bus services through the area
- Road safety and reducing speed needs considering in the short term – there is a need for more speed restrictions but not speed humps
- There needs to be greater separation of cyclists on busy roads
- The regeneration should increase connectivity between Northumberland Park and Park Lane – with both connecting roads and open space
- The barriers in Park Lane should be removed as they create a divide and reduce trade in local shops
- Improved connectivity is vital as it increases the opportunities that are available to residents
- It will be very important that if new routes and connections are opened up that they feel safe and are well maintained
- Parking is clearly an issue for many residents and there are concerns about future parking levels and provision. There are many who wish to see a review the current parking permit scheme and improved management of the impact of match days
- The conditions of the roads and in particular the pavements will need to be addressed and improved
- Connectivity to other parts of Haringey could be improved – in particular to Wood Green
- Services from Northumberland Park station will need improving to attract new residents – in particular to Stratford and a direct link to Tottenham Hale

OTHER COMMENTS

Do you have any other comments, ideas or suggestions for improving and regenerating Northumberland Park?

There were strong views expressed about the need for comprehensive regeneration of the area and that the area requires radical re-planning in order to ensure that it provides a greater range of housing and employment opportunities allied with improvements for the community.

Other comments that were made were:

- There is a need to remove the large hostel on Northumberland Park and provide better quality of housing for those that currently live there. The hostel was also cited as a cause of difficulty and nuisance for adjacent neighbours
- There needs to be more facilities to promote health and healthy lifestyle
- Again there were many comments in support of improved community, cultural, sports and leisure facilities, particularly for young people
- The regeneration needs to bring an increase in the range and quality of retail in Northumberland Park
- Tottenham Hotspur FC can be a major issue for the area – match days cause considerable difficulties now and the increased capacity could worsen the problems. The plans will need to look at how to accommodate the large number of fans on match daysP
- Key to the success of the regeneration will be how it has addressed crime and gangs problem in the area
- There needs to be better, and easier, access to health and social care

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CONCLUSION

CONCLUSION

The intention of the community consultation programme has been to ensure that people are aware of, and are starting to become engaged in, the regeneration of Northumberland Park.

The Council, Homes for Haringey and FPA have sought to include in this consultation a range of stakeholders and individual residents. However, despite discussing the scheme with many different groups and individuals they are aware that they may not, as yet, have reached all potentially interested parties.

All the views and comments expressed in response to information given and discussions have been recorded and it is clear that, from the consultation process, there is an overwhelming majority that is supportive of the proposed regeneration of Northumberland Park. The public exhibitions held from July to November 2014, alongside the door-knocking and wider communications, mean that there are few residents that have not been contacted, informed and had the opportunity to express their views on the area and the Key Principles for Change. From the discussions and the Feedback Forms that were completed there has been a clear demonstration of support. There were some issues of concern that were raised that will need to be addressed as the regeneration process moves forward.

The Council, Homes for Haringey and FPA have demonstrated their desire and commitment to listen and respond, as is demonstrated by the process adopted that saw the Key Principles for Change based so directly on the views and aspirations expressed by residents in the first phase of the consultation. The consultation programme to date has created a foundation upon which to engage the community on an on-going basis in the regeneration of Northumberland Park. It has allowed the community, whether residents or business, the opportunity to be part of the change process and created a dialogue with the project team. In addition to the consultation undertaken in the formulation of the strategic framework, residents and others will also have an opportunity to be fully involved in the consultation on the Tottenham Area Action Plan.

The Council has demonstrated its commitment to an on-going programme of consultation that will evolve to establish a dialogue on the development of the regeneration and address specific issues that are a priority for the community in order to ensure that high levels of community involvement are maintained into the future.

APPENDICES

1. Stage 1 Feedback Form

2. Stage 2 Feedback Form

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