

Turnpike Lane Consumer Survey - 2019

1. Introduction

The survey has been carried out to determine if recent changes to Haringey's parking payments system have had any adverse effects on shops and services in Turnpike Lane.

The decision to conduct the survey was prompted by representations from businesses in Turnpike Lane which expressed concern that the cashless parking payment system introduced by Haringey Council was deterring customers and visitors from driving in to use the shops and services in Turnpike Lane.

In order to obtain objective information a survey was designed by in-house consultation colleagues to assess:

- Users of the shops and services (sex, ethnic heritage, age group)
- Where they travel in from
- Mode of travel (car, bus, tube, cycle, walk)
- Frequency of visits
- Main reasons for visit and shopping preferences
- Main attractions of visiting Turnpike Lane – likes and dislikes
- Other shopping centres used.

The survey was designed in-house by the council's consultation and research colleagues who also carried out the data analysis. Fieldwork (data collection) took the form of on-street, face-to-face interviews carried out by interviewers from ReIDM of Enfield. ReIDM interviewers have carried out previous surveys for the council including borough-wide research on reaction to the 20mph speed limits and on reaction to bus-side advertising promoting smarter travel. They have also conducted parking occupancy surveys in Green Lanes, Muswell Hill and Highgate.

For the Turnpike Lane survey, 523 interviews were completed and were conducted on Wednesday, Friday, and Saturday. On each of the three days, interviews were completed in tie periods: 12noon – 3pm, and 5pm – 8pm.

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2. Travel and Purpose of Visit

2.1 - Where have you travelled in from today?

		Count	%
Travelled here today from:	Greater London	59	11%
	Hornsey / Crouch End	47	9%
	North London	75	14%
	Finsbury Park area / Islington	25	5%
	Local - Harringay / Ducketts Green	148	28%
	Highgate / Archway / Southgate	13	2%
	Lordship Lane area (west)	13	2%
	Muswell Hill area	18	3%
	Seven Sisters area	21	4%
	Tottenham	29	6%
	Wood Green area	75	14%
	Total	523	100%

28% of customers and visitors have come in from the local area – Green Lanes, Ladder and Wightman roads, West Green Rd (west section), and other roads close to Turnpike Lane.

- 14% of customers come from North London mainly from Palmers Green and Enfield.
- 14% come from Wood Green and nearby area
- 10% come in from Tottenham and Seven Sisters
- 11% travel in from more distant parts of London and beyond.
- 9% come in from Hornsey and Crouch End
- 5% travel in from Muswell Hill and Highgate area.
- 5% travel in from the Finsbury Park area and Islington.

2.2 If you come to Turnpike Lane regularly, how do you usually travel?

Means of travel are shown in the table below. The majority use bus / tube, or walk in.

		Count	%
If you visit regularly, how do you usually travel?	Walk	178	36%
	Drive	43	9%
	Cycle	12	2%
	Bus / Tube	251	51%
	N/a Not regular	11	2%
	Total	495	100%

2.3 - If you drive here, are there any times of day or evening that you avoid because of parking problems / restrictions?

The following comments illustrate why the majority of users avoid driving in.

- No point driving, you can't park anywhere
- No, I got a ticket at 8pm for parking on a side road. The restrictions are at 10pm
- No, I have resident parking
- No. Always difficult to find a space as there are parking problems all the time
- No. I have to visit
- No. My son drives me in as I struggle to walk far
- Normally avoid afternoons because so many shoppers mean there are less spaces
- Parents live in the area and they arrange a VP for me
- Parking is terrible here. Can only drive here in the evenings, otherwise I use the bus
- Parking is a nightmare at all times. I rarely drive in now
- Parking is horrendous here. Parking permits are a joke - too long hours. It restricts me coming here
- Prefer to use bus
- Put off by parking restrictions
- Rush hour
- Rush hour am (school) [NB Why is parking in Haringey so expensive, when nearby in Stamford Hill it's much cheaper?
- Rush hours and school pick-up and drop-off times
- Saturdays and Sundays
- School times
- Too many problems with the 6-7pm no parking. Also too expensive
- Try to avoid driving if possible
- Try to avoid times when parking restrictions operate
- Weekdays
- Would love to but can never park
- Would avoid mornings
- Would not drive here
- Would only drive her in the evening after 6.30pm
- You can't ever park here
- You can't park anywhere here. It's a nightmare
- N/a wouldn't drive because of the traffic and lack of parking space. Also parking is very expensive.
- N/a Wouldn't drive in unless the bus and tube were out
- N/a - don't drive but parking restrictions stop friends driving in to visit
- N/a - I don't drive
- n/a avoid driving

2.4 - Which shops or services are you using / visiting today?

		Count	%
Shops and services	Indian and Asian food & spice shops	69	13%
	Bank / solicitor / accountant	5	1%
	Browsing all shops / meeting friends	37	7%
	Butcher / fresh fruit & veg / baker	43	8%
	Buy 2 Save / Savers and similar	39	7%
	Chemist / hairdresser / nail shop	17	3%
	Chicken / kebabs / take-aways	49	9%
	Local & Wood Green shops	62	12%
	Newsagent / barber	40	8%
	Restaurants / cafes (Shine, Costa)	40	8%
	Groceries and food / Turkish shops	86	16%
	Using bus / tube	34	7%
	Wetherspoons / Tollgate / Wellington pubs	45	9%
	Other services (incl doctor, dentist)	43	8%

Turnpike Lane is valued for the wide range of different shops and services – with a focus on specialist ethnic produce which is not readily available elsewhere. The fact that there are so many shops in one area is another ‘pull factor’.

Transport links and proximity of Wood Green and Green Lanes are further factors which draw in customers. Turnpike Lane is at the centre of a shopping and transport hub.

These and other factors are examined in more detail later in the survey.

2.5 Which other shopping centres in Haringey and other areas do you visit regularly?

		Count	%
Other shopping centres	Green Lanes	181	38%
	Wood Green	401	83%
	Westfield (Stratford)	83	17%
	Brent Cross	66	14%
	Crouch End / Muswell Hill	151	31%
	Westfield (Shepherds Bush)	30	6%
	Bluewater	8	2%
	Enfield	111	23%

Wood Green, Green Lanes and Crouch End / Muswell Hill are the additional shopping centres and areas most likely to be used by Turnpike Lane customers and visitors. There are excellent transport links between Turnpike Lane and these three locations.

3. - Likes and Dislikes

3.1 What do you like most about coming to Turnpike Lane?

		Count	%
What do you like most?	Accessibility / transport links	52	10%
	Convenient and local - has everything I need	111	21%
	Asian food, veg and spices	29	6%
	Vibrant community, friendly	66	13%
	Cultural diversity of shops, restaurants	61	12%
	Can buy a wide range of food, meat, fish, veg and fruit	99	19%
	Pubs & takeaways	27	5%
	Nothing much	55	11%
	No comments	23	4%
	Total	523	100%

3.2 How often do you visit?

		Count	%
How often do you visit Turnpike Lane?	Daily / most days	238	46%
	Monthly	56	11%
	Once or twice a week	203	39%
	Don't usually come here	23	4%
	Total	520	100%

3.3 - What would you like to see less of in this area?

		Count	%
Like to see less.....	Litter, dirty streets	120	23%
	Crime & drug dealing / use - need police	65	12%
	Loitering men / ASB / Don't feel safe	53	10%
	Traffic jams, crowded pavements	85	16%
	Parking restrictions	19	4%
	Area looks dilapidated and run down	32	6%
	Too many bookies / betting / low quality shops	47	9%
	Other	11	2%
	No comments / like it as it is	91	17%
	Total	523	100%

3.4 Are there any improvements or changes that you think would make the area more attractive to visitors?

		Count	%
\$Need	Area needs improving and brightening up	74	14%
	Clean up the rubbish and litter (also more bins)	125	24%
	Not safe after dark, do something about crime and ASB	44	8%
	Shop frontages need upgrading / refurbishing	37	7%
	Visible police presence is needed	52	10%
	Tackle the gangs of loitering men / youths, and drug dealing	49	9%
	More quality shops	39	7%
	Less traffic and pollution - more pedestrianisation	64	12%
	No suggestions	96	18%
	More parking space - too many restrictions	37	7%

Example comments:

Clean it up, more parking, police presence

Clean the area and sweep the pavements

Clean the area up and make the takeaways /restaurants responsible for the rubbish that their customers drop outside.

Clean the area up and power-wash the pavements!

Clean the building frontages, they look dirty. It smells awful here

Clean the streets and collect the rubbish

Clean the streets, remove the drug dealers

Deal with the crime, and the drug dealing on Ducketts Common

Do something about the crime - it's so unsafe here

Ducketts Common is well known for drug dealing in the evening. Something needs to be done about this

Either have a big car park or get rid of parking altogether and improve flow of buses. It's not working as it is

Encourage support for independent businesses - ensure the shops stay occupied. There's nothing worse than shops constantly closing down

Far too congested in Edmonton, Turnpike Lane and Wood Green. It can take me an hour to get home on the bus

Have fewer cars so the buses can move quicker. It's not ideal for public transport or cars

Fewer fast food shops, loitering men and teenagers hanging around and smoking weed

Fewer people should be driving - improve traffic flow

Fly-tipping is a big problem – but it seems to come mainly from the shop owners though

Frontages need refurbishment to be less shabby

Gentrification e.g. what happened to the big housing complex and community development?

Get rid of the pub - very noisy

Have fewer betting shops

Have just a 2 hour parking restriction to stop commuters and all day parkers but encourage customers

I don't feel safe here and certainly wouldn't come after late afternoon

I miss M&S and BHS

I run a shop and on Sundays all the shopkeepers use free parking to park outside their shops. This is ridiculous and we should let the customers make the most of free parking

I try to drive down at weekends but there are far too many parking restrictions

I used to drive years ago but wouldn't even bother trying now. Parking is impossible

I would drive in and do more shopping but parking is a nightmare - as it is throughout London

I would say have more parking, but that would make the area more congested

I would give the streets a jet wash

I would love to be able to drive down here, but there are no parking facilities

4 Demographics

		Count	%
Sex	Male	255	49%
	Female	266	51%
	Not stated	2	0%
	Total	523	100%

		Count	%
Age group	Under 25	48	9%
	25-44	201	38%
	45-64	192	37%
	65+	82	16%
	Total	523	100%

Ethnicity / Culture

		Count	%
Ethnic / cultural heritage	African / Caribbean /Black British	96	18%
	Chinese / Other Asian	17	3%
	European (incl Polish / Romanian / Albanian)	61	12%
	Greek	13	2%
	Indian / Bangladeshi / Pakistani	88	17%
	Irish	31	6%
	South American	8	2%
	Mauritian	13	2%
	Turkish / Bulgarian	41	8%
	Western European	26	5%
	White British	76	15%
	Other White	53	10%
	Total	523	100%

		Sex		
		Male	Female	Not stated
		Count	Count	Count
Ethnic / cultural heritage	African / Caribbean /Black British	41	55	0
	Chinese / Other Asian	2	15	0
	European (incl Polish / Romanian / Albanian)	30	31	0
	Greek	6	7	0
	Indian / Bangladeshi / Pakistani	44	43	1
	Irish	22	8	1
	South American	3	5	0
	Mauritian	4	9	0
	Turkish / Bulgarian	32	9	0
	Western European	9	17	0
	White British	35	41	0
	Other White	27	26	0
	Total	255	266	2

Additional data analysis is available on request to: frontline.consultation@haringey.gov.uk