



Tottenham's Future Consultation report

Soundings
March 2014







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EXECUTIVE SUMMARY

Tottenham's Future consultation

Tottenham's Future was commissioned by Haringey Council. It was a 5 month consultation exercise to gather responses from a wide cross section of the community in Tottenham to inform and shape the Strategic Regeneration Framework (SRF) for Tottenham – the document which will guide the regeneration of the area over the next 20 years.

As a result of the consultation, the SRF that goes before Haringey Council Cabinet in March 2014 should be a plan that the community has ownership over as it reflects their needs and ambitions and sets out high level actions that will address these and enable the community to thrive.

Haringey Council commissioned Soundings, an independent consultancy specialising in community engagement in planning and regeneration, to devise and implement the consultation process. Delivery was lead by the Tottenham Team's Regeneration Engagement Manager, with a team of council staff. Homes for Haringey staff were seconded to the council to support the delivery of the consultation process.

Participation

The level of participation in the consultation was very high, demonstrating the huge appetite that people have to play an active role in the regeneration of their area, building on the strengths that Tottenham has and tackling the issues that it faces.

In particular, there was a very high level of involvement from hard to reach and vulnerable groups and individuals, due to the support of the Regeneration Engagement Manager.

As a result, the consultation reached deep into the community and heard from a wide range of voices.

- 3,762 people engaged in total
- 939 completed canvass card questionnaires
- 399 attendees at Community Liaison Group meetings
- 58 interviews with stakeholders and community groups

Headline findings

There was a strong consensus throughout the consultation about the main changes that people in Tottenham would like to see as a result of the regeneration programme. The findings from each stage of the process are detailed in the main body of the report but the key priorities are:

Jobs and employment

The need to create more job opportunities for local people is vital, as is support to be able to compete for jobs across London. Support to get in to work could include apprenticeships, training, and mentoring; these are needed for people of all ages and skill levels. Access to jobs information is key, eg: through jobs fairs, local job hubs, and developing an online portal connecting employers and potential employees. Young people particularly need part-time jobs to fit around study commitments.

People wanted to see more opportunities provided by local businesses, who may need support to offer apprenticeships. Larger employers should be attracted to Tottenham and encouraged to ring-fence jobs at all skill levels for Tottenham residents.

Local entrepreneurs and new businesses could be supported through advice, business rate holidays and delivery of affordable workspace and business hubs.

Young people

The need to provide opportunities for young people is a major priority. People were clear about the need to provide properly funded facilities, activities, programmes, groups and spaces for young people. This is to give them somewhere to go, empower them, prevent antisocial behaviour, and provide them with opportunities to learn skills through training and mentoring that would benefit future careers and raise aspirations.

Revitalising the High Road

The High Road needs a mix of some high street names, such as M&S, and smaller, independent stores. People want fewer betting shops and fast-food takeaways. Some people would like a shopping mall to rival Wood Green, and some want a market.

A choice of good restaurants, bars, cafes, pubs and music venues are needed so the High Road becomes a place people want to visit. Existing local businesses should be supported so they can continue to thrive and employ local people.

Housing

There should be a mix of decent, secure social housing and well designed, reasonably priced homes for rent and sale, fit for individuals' and families' needs. Housing stock should be regularly maintained to prevent it from becoming run-down, and security and management of communal areas improved.

The council should crack down on overcrowded housing and bad landlords, eg: through a strongly enforced licensing system. Many people were keen to see a policy of 'buy to live, not buy to let' to stabilise population churn and maximise residents' stake in the area. There is concern that the existing community will be priced out of the area if private house prices rise.

Safer streets

Many people want to feel safer on the streets and a reduced crime rate; suggestions included better lighting, more CCTV, more policing and a better relationship between the police and the community.

Education

The standard of education should be higher across Tottenham. Education should focus on vocational training as well as academic excellence. There should be better childcare provision, more investment in children's centres and more after-school opportunities so there is wrap-around care, which will also help parents get back to work.

Community

There is great pride in Tottenham's communities and people want to see the existing community supported, so that it benefits from regeneration and helps to lead it. Tottenham's multiculturalism should be celebrated and maintained. Better access to information and signposting to services is needed.

Building up relationships between communities is vital, for example, by involving people in community projects, volunteering, events, or street parties, like the Tottenham Carnival. New immigrants should feel welcomed and be given language and other assistance that they need.

Physical environment

Making Tottenham's streets cleaner is a major priority; this is something that everyone – the council, businesses, landlords and residents should be responsible for and take pride in. The physical environment could be given a face-lift through better rubbish collection, renovating shop fronts, as well as ensuring that shops do not let their produce spill out on to the pavements. Tottenham has fantastic historic buildings that should be renovated and protected.

Relationship between the council and the community

Trust must be built up between Haringey Council and the community so that people know that their views will be listened to and acted on. Leaders should be more visible and there needs to be more transparency in decision-making, with some decisions devolved to the community, for example: local communities deciding how money should be spent.

The council needs to be tougher on enforcement, for example: on planning, shops on the High Road, and anti-social behaviour, with residents and businesses playing their part in maintaining a clean and safe environment.

Community facilities and amenities

People want more amenities, such as community spaces where people can mix, which are affordable to hire. Creative hubs with arts and music facilities are desired. People also want to see existing assets used and marketed better, eg: Bernie Grant Centre.

There is a need for better health facilities for all. Leisure facilities such as a cinema, ice-rink, arts centres and additional theatre spaces would be welcomed. Transforming derelict buildings into cafes or community spaces would help to attract new businesses to the area.

Transport and access

Most people think that the public transport is excellent. Some improvements are needed, eg: extending the underground to Northumberland Park, safety and disabled access at overground stations, access to Lee Valley, connecting the east and west of the borough, and improving some bus routes. Alternative forms of transport should be promoted, such as car sharing, and more bicycle lanes. Lack of parking is an issue for shoppers. There is a need for better pedestrian access; problems include street safety, poor quality pavements and lack of disabled access.

TOTTENHAM'S
FUTURE



Drop-in event

Reputation

A major problem that Tottenham faces is its poor reputation, particularly associated with the riots. On the other hand, people who live here are fiercely proud of Tottenham and know that there is a lot to celebrate. More needs to be done to get the message out about Tottenham's strengths, including its diversity, heritage and access to the Lee Valley, so it becomes a destination, rather than somewhere that people pass through.

People want to lose the postcode stigma so that they do not feel disadvantaged when applying for a job if they say they come from Tottenham. Positive measures could include events and a community-run newspaper to share information and promote Tottenham.

Green spaces

There is a need to improve the existing green spaces in Tottenham, and to provide more. Tottenham Marshes and the Lee Valley are two great areas that should be better advertised so that more people use them. The Somerford Grove adventure playground was highlighted as a fantastic resource that should be maintained.

Inputting findings into the Strategic Regeneration Framework

The aim of the consultation was to feed the community aspirations into the SRF document before the second draft goes to Cabinet in March 2014. Soundings has analysed all the findings and set these against the transformative strategies that are set out in the SRF.

The recommendations for inclusion of community aspirations in the SRF are set out below:

Build a strong, safe and healthy community

- Empower communities to play an active role in the process of change, with devolution of power, resources and assets where possible, and provision of better access to information and affordable spaces to meet
- Invest in the future of all young people by providing excellent facilities, programmes, and spaces to provide positive activities, and build confidence and skills
- Work with existing groups and the wider community to bring people together, celebrate Tottenham's diversity and raise the positive profile of Tottenham through community events and projects
- Foster excellent relationships between the council and community so that there is ongoing dialogue to understand needs and desires, transparency of decision-making and regular reporting on progress
- Create safer streets and reduce crime through measures including developing greater trust between the police and the community

Deliver world class education and training

- Work with schools and child care providers to support families by providing better wrap-around care so that children and young people have access to positive activities and to help parents with work commitments

- Have an outstanding standard of education in all schools and colleges in Tottenham, providing both academic and vocational skills, and instilling in Tottenham's young people the confidence and ambition to achieve excellence
- Improve access to jobs and business opportunities

Improve access to jobs and business opportunities

- Work with local businesses to create mentoring and apprenticeship schemes for the Tottenham residents, and encourage major employers to invest in the community by ring-fencing jobs at all skill levels for Tottenham residents
- Give local residents the greatest possible chance to access jobs locally and across London through jobs fairs, local job hubs, and developing an online portal connecting employers and potential employees
- New and existing local businesses, start-ups and small to medium-sized companies should be supported so they can thrive and employ local people, through the use of business rate holidays and delivery of affordable workspace
- Attract major employers to Tottenham through promoting a positive image of Tottenham, access to a job-ready workforce and delivering the necessary workspace and transport infrastructure

Improve the quality and increase the choice of housing

- Create mixed and balanced communities through development of a range of housing types and tenures to meet people's needs at all stages of their lives, in particular family housing, accommodation for the vulnerable and elderly, and housing co-operatives
- Tackle immediate issues in social housing estates by delivering an enhanced programme of maintenance, security, and management



Drop-in event

- Contribute to the growth of a high quality and affordable private rental sector by developing a licensing system for landlords, regular monitoring and enforcement of standards, and rent targets
- Empower private sector tenants by providing better access to information about their rights, and clear channels to complain about rogue landlords
- Enshrine 'Buy to live, not buy to let' in policy to stabilise population churn, maximise residents' stake in the area, and build strong communities
- Increase the number of homes for social rent by driving an affordable house building programme, and protecting current social housing stock

- Deliver exceptional new developments with great design that instil pride in the area and complement Tottenham's historic built environment

Create a fully connected community

- Undertake a programme of station improvements to make them accessible and safe

Attract major investment and high quality development

- Ensure that that today's community reaps the benefits of regeneration and major investment in Tottenham

Create great places and destinations

- Revitalise the High Road to become a great shopping destination with a choice of shops, both independent and brand name stores, vibrant markets, and places to eat, drink and socialise
- Work in partnership with residents and businesses to create a great physical environment to showcase Tottenham's attractions; this will include shop front improvements, cleaner streets, and renovating historic buildings and bringing them back into use

- Promote Tottenham as a destination, building a positive reputation which celebrates its strengths and unique features, including its diversity, heritage assets and access to the Lee Valley

- Provide fantastic green spaces through improved local parks and visitor destinations, including Tottenham Marshes and the Lee Valley

- Build a cohesive, active community by provision of affordable community spaces where people can mix, high quality leisure facilities and creative arts hubs

- Seek to control or moderate the number of new betting and fast food outlets on our high streets.

Recommendations

There is a great will amongst the community to continue to engage actively with the council in the regeneration process. The positive momentum that has been built up through the Tottenham's Future consultation can be capitalised on by the council so the regeneration proceeds in partnership with the community, ensuring that the people who live and work in Tottenham now benefit from the coming changes.

Soundings recommend the following next steps:

- 1 |** Feeding the high level findings from the Tottenham's Future consultation into the Strategic Regeneration Framework, and the detailed findings into the programme of projects and actions to deliver against the SRF ambitions which will be presented to Cabinet
- 2 |** Feeding the findings from Tottenham's Future into other policies currently being developed, including the Northumberland Park and South Tottenham Area Action Plans, Site Allocations Development Plan Document and the Tottenham Employment and Skills Framework

3 | Tottenham's Future event in summer 2014 to launch to the community the Strategic Regeneration Framework for Tottenham and programme of projects and actions to deliver against the SRF ambitions. This could be a jointly hosted event between the council and community to present and discuss the SRF and ongoing regeneration plans

4 | Assess the feasibility of establishing regular events when the council and the community can come together to hear updates, monitor delivery of plans and discuss major thematic issues

5 | Continue to carry out meaningful, robust community consultation and engagement at key periods during the regeneration process, building on the Community Liaison Group model and its membership

6 | Develop a communications strategy to keep residents and businesses up to date with news and progress on the regeneration process.

Thanks

Soundings would like to thank the thousands of people across Tottenham who took the time to participate in the consultation, and share their ideas and ambitions.

Soundings would also like to thank Chantelle Barker, Tottenham Regeneration Engagement Manager, whose dedication and hard work in bringing members of the community together and engaging them in this process made the consultation a success.

Thanks are also due to the Homes for Haringey staff who were seconded to the council to deliver much of the on-the-ground consultation and worked many hours above and beyond the call of duty to make the consultation happen.



Drop-in event





INTRODUCTION

Introduction

Soundings was appointed by Haringey Council in September 2013 in order to advise on community engagement in Tottenham on the Strategic Regeneration Framework (SRF), and to devise and support the implementation of a programme of community engagement that is robust, meaningful and transparent.

Soundings worked alongside the Tottenham Team from the council, and staff from Homes for Haringey (HfH), on secondment to the council, who did much of the on-the-ground engagement and implementation. See Appendix A for description of the team involved in Tottenham's Future.

Consultation aims

The aims of the Tottenham's Future consultation were to:

- Engage the community in shaping the future of Tottenham through consultation on the Strategic Regeneration Framework for Tottenham
- Ensure that the final version of the Strategic Regeneration Framework that goes to Cabinet in March 2014 reflects the ideas, aspirations and ambitions of the people in Tottenham and is strongly informed by them
- Understand the views of Tottenham's communities on what their vision is for Tottenham's future over the next 20 years, and what their needs and aspirations are for one area
- Draw out the physical, social and economic measures that people want to see in order to build on Tottenham's strengths and tackle the issues that it faces

- Engage people in a participatory process that enables them to see the impact that their involvement has had on council policy and practice
- Reach as broad a cross-section of Tottenham's communities as possible so a wide range of voices from across Tottenham are heard in this consultation, across age, gender and cultural spectrum
- Deliver an extensive programme of outreach and youth engagement so that people who are less likely to engage in formal consultation processes can take part, in particular providing opportunities for vulnerable and hard-to-reach individuals and groups to have their views heard
- Provide a range of different ways for people to get involved in the consultation process, using creative and engaging consultation tools, so that people can participate in the way that suits them best
- Strengthen community networks by creating area-wide Community Liaison Groups that could have a legacy beyond the Tottenham's Future consultation
- Achieve a high level of confidence in the validity and robustness of the consultation process through transparency, reporting back the findings to the community and having Soundings as an independent and impartial body facilitating the process.





CONTEXT

Haringey Council's Strategic Regeneration Framework

Haringey Council is developing a Strategic Regeneration Framework (SRF) for Tottenham that sets out the 20 year vision for the area, and the physical, social and economic steps that need to be taken in order to achieve this vision. The SRF consolidates the work so far undertaken in Tottenham, and includes physical, social and economic actions that will regenerate Tottenham and enable the ambitions of Tottenham's communities to be realised.

The SRF provides focus for Tottenham's regeneration programme and, as such, is a crucial document for driving the direction of change over the coming two decades. There was recognition that the document should reflect the needs and desires of the existing communities, as well as consider the needs of those who will move into the area in the coming years.

Tottenham's Future consultation programme

In order to understand the ideas and aspirations of Tottenham's communities, a large-scale consultation – Tottenham's Future – was launched in October 2013.

The intention is that the feedback gathered through the consultation will inform and shape the SRF.

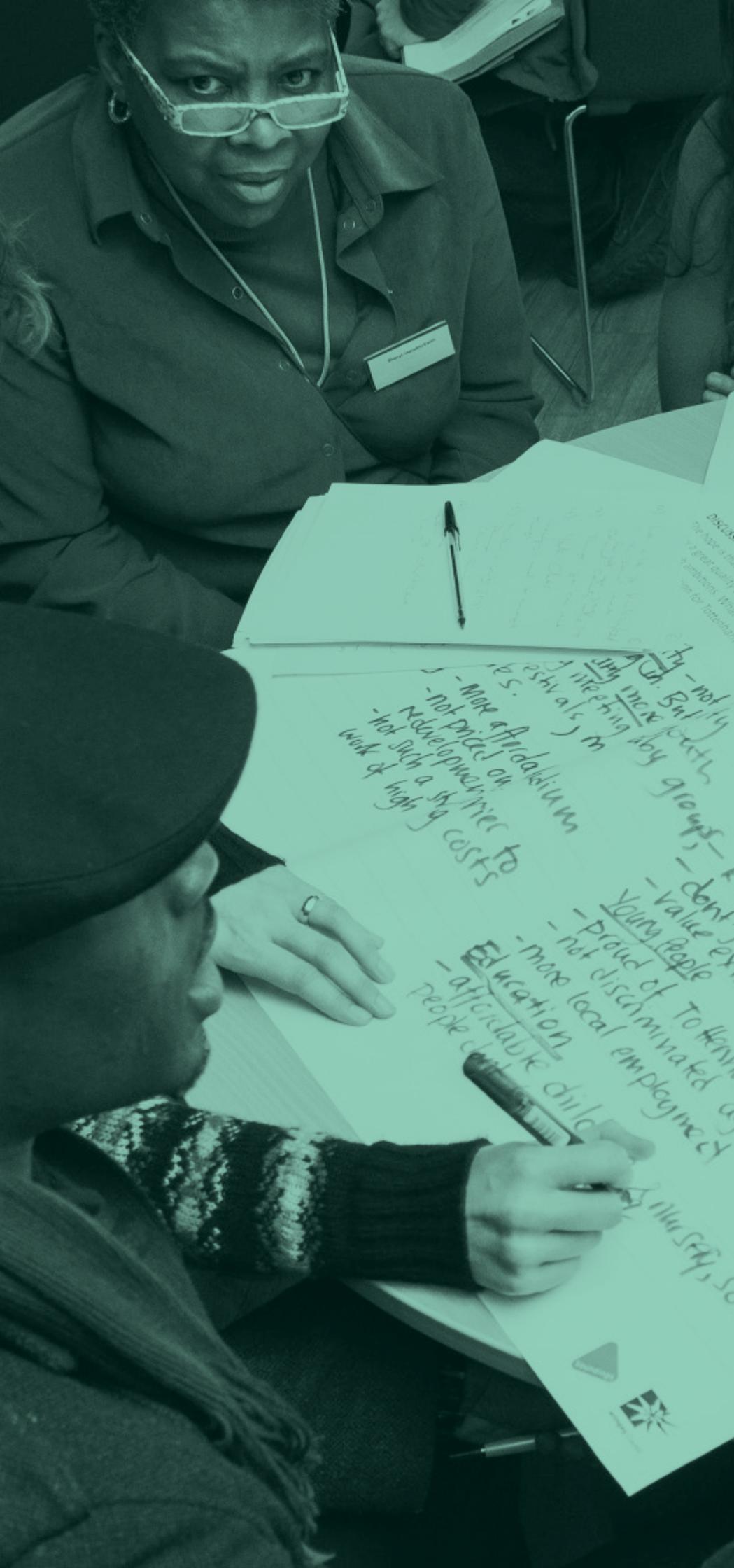
Cabinet approved a draft of the SRF on 28 November 2013. This draft set out the overarching vision, six transformative strategies for change and local strategies for the five key regeneration areas. This draft did not include any of the findings from this consultation, as the process had only just begun and findings to date had not yet been analysed.

The final version that goes to Cabinet in March 2014 should incorporate the feedback from the Tottenham's Future consultation so that the SRF that is approved by Cabinet in March 2014 is strongly informed by the community, so that they feel that they have a stake in directing Tottenham's future.

Timescale

The consultation took place over 5 months between October 2013 – February 2014. The final version Strategic Regeneration Framework will be presented to Cabinet on March 18th 2014, and launched to the public after this date.

TIMESCALE	
Event	Date
Consultation launch	22 Oct 2013
Drop-in street events	22 Oct – 9 Nov 2013
Community outreach and door-knocking	24 Oct – 2 Dec 2013
1-2-1 stakeholder interviews	23 Oct – 13 Feb 2013
Community Liaison Group meetings – series 1	2 – 12 December 2013
Community Liaison Group meetings – series 2	13 – 20 January 2014
Exhibition 1	28 Jan – 1 Feb 2014
School workshops	3 – 4 February 2014
Community Liaison Group meetings – series 3	3 – 12 February 2014
Strategic Regeneration Framework to Cabinet	18 March 2014



Handwritten name tag on the person on the left.

not by
Cult. But by
not by
not priced on
not such a high cost
Education
affordable child people





CONSULTATION PROCESS

The consultation provided different ways for people to get involved so that they could participate in the way that suited them best.

We have also used this process to empower members of the community to get involved, and to contribute their knowledge about the neighbourhood and its needs.

1-2-1 stakeholder interviews

Interviews were carried out with 58 resident, community, amenity, faith and traders groups, as well as other stakeholders such as College of Haringey, Enfield and North East London (CHENEL), a children's centre, and health service providers.

These interviews – either with a single representative or the whole group – are a vital way of building up a picture of the important issues facing Tottenham now and priorities for its future.

The full list of 1-2-1 interviewees is shown on the map on the next page.

Door-knocking and reaching commuters

Door knocking was conducted on housing estates and street properties across Tottenham, primarily in the early evening to engage with members of the community. A canvass card questionnaire and freepost envelope was left if no-one was at home.

The full list of streets and estates are shown on the map over leaf.

MAP SHOWING
1-2-1 STAKEHOLDER INTERVIEWEES

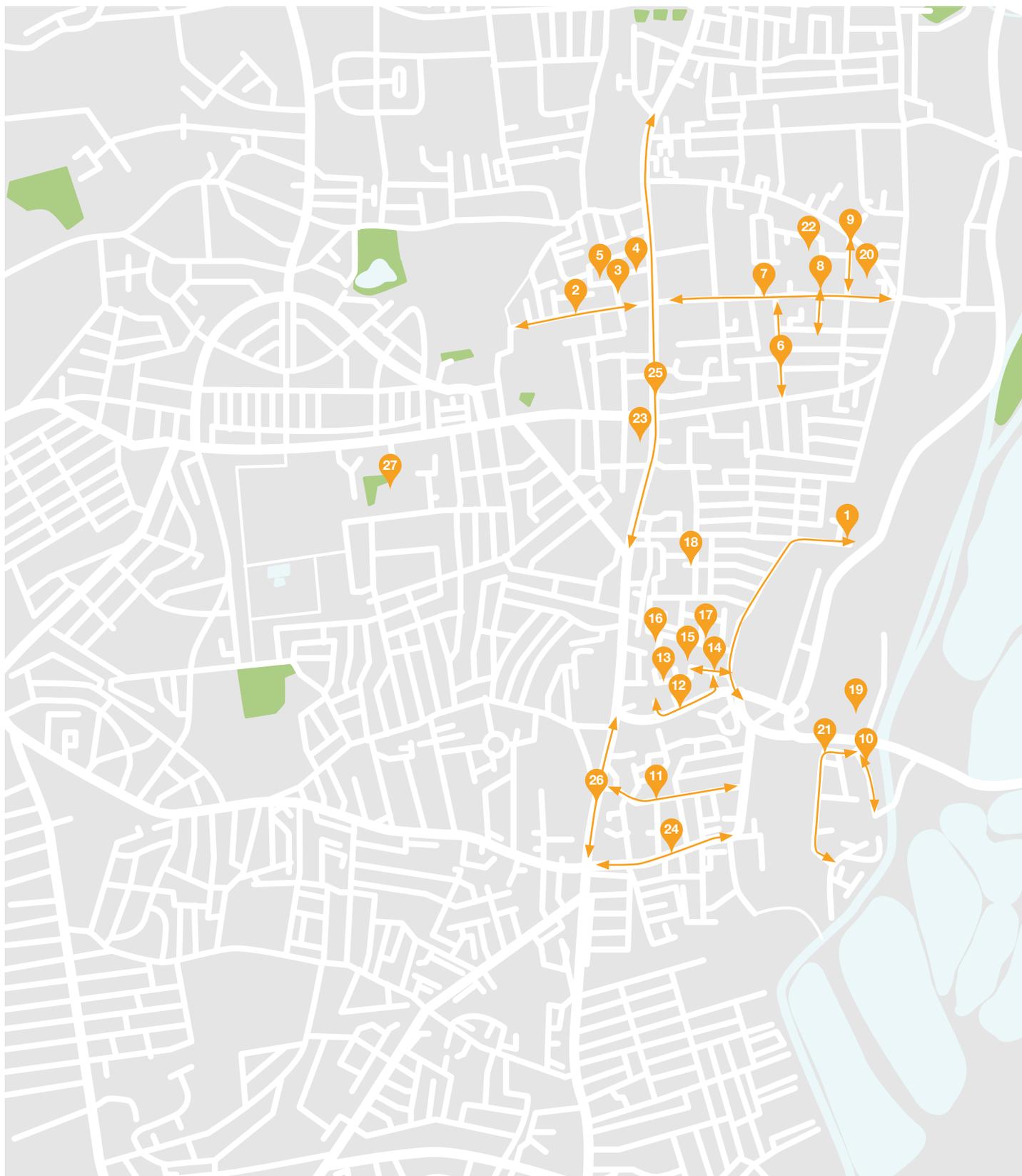


-
- | | | |
|--|---|---|
| 1 Broadwater Farm Residents' Association | 18 IAG Consultants - Job Broker for Tottenham residents | 36 Youth Club at no. 10 Bruce Grove |
| 2 Campbell Court Tenant Association Sheltered Housing Scheme | 19 Larkspur Close Tenant Association (incorporating the sheltered housing, Compton Crescent and Roseland Close) | 37 Selby Trust |
| 3 Chestnut Estate Residents' Association | 20 MLB - Mentoring, Lifeskills and Business | 38 Tottenham Job Centre Plus |
| 4 Comeunity community project | 21 Northumberland Park Over 55's Club | 39 Haringey Disability First Consortium & Disability Access Group |
| 5 Coombes House Tenant Association | 22 Park Lane Children's Centre
Park Lane Children's Centre Parents' Forum | 40 Broadwater Farm resident and ex offender who helps supports other ex offenders to not reoffend - User Voice worker |
| 6 Dorset Road, Loobert Road and Summerhill Road Residents Association | 23 Park Lane Medical Practice, N17 | 41 Project 2020 young people |
| 7 Dowsett Estate Residents Association | 24 Restore Community Projects | 42 Markfield Project |
| 8 Edgecot Grove Residents' Association | 25 Sew Create
- Broadwater Farm Enterprise Centre | 43 Al-Hijra Somali Community Association |
| 9 ESOL teacher at CHENEL
Principal of College of Haringey, Enfield and North East London
Construction students at CHENEL | 26 St Francis De Sales N17 | 44 Pembury House Children's Centre and Bruce Grove Link Site |
| 10 Friends of Lordship Rec | 27 St John's St James Church, N17 | 45 Haringey Association for Independent Living (HAIL) |
| 11 Grace Baptist Chapel, N17 | 28 St Marks Methodist Church, N15 | 46 Wards Corner Coalition Group |
| 12 Haringey Association of Voluntary Community Organisations | 29 St Benet Fink Catholic Church, N17 | |
| 13 Haringey Federation of Residents Associations | 30 The Bridge Renewal Trust | |
| 14 Haringey Private Tenants Group | 31 The Crescent Tenant Association (incorporating The Crescent, Wescott Close, Ermine Road, High Road). | |
| 15 Haringey User Network & MHSA Mental Health Support Association | 32 The Lindales Sheltered Housing Scheme | |
| 16 Harmony Close Tenant Association (incorporating Bigbury Close & Lamford Close) | 33 Tottenham and Wood Green Pensioners Action Group | |
| 17 Holcombe Market stallholder | 34 High Road West Business Steering Group | |
| | 35 William Atkinson and William Rainbird Residents' Association | |

**Other groups interviewed
but not on map**

- Defend Haringey Health Services
- Haringey Defend Council Housing
- Haringey Needs St. Anne's Hospital
- Our Tottenham Network
- Tottenham Business Group
- Tottenham Carnival
- Tottenham Civic Society

MAP SHOWING LOCATION
OF DOOR-KNOCKING EXERCISE



TOTTENHAM'S FUTURE

- 1 Park View Road, N15
- 2 Church Road, N17
(shops and properties above and all housing, including St. Francis Lodge)
- 3 James Place, N17
- 4 Rees House, Breerton Road, N17
- 5 Williams House, Orchard Place, N17
- 6 St. Paul's Road, N17 (including Olive Grove and Eden Court mental health hospital)
- 7 Park Lane, N17
- 8 Denmark Street, N1
- 9 Northumberland Grove, N17
- 10 Reedham Close, N15
- 11 Tynemouth Road, N15 (plus Yeats Court, Elliot Court, Beaufort House, Eileen Lenton Court)
- 12 Fairbanks Road, N17
- 13 Hamilton Close, N17
- 14 Chestnut Road, N17
- 15 Tamar Way, N17
- 16 Chestnut Grove, N17
- 17 Scales Road, N17
- 18 Ladybur Close and Burbridge Way
- 19 Hale Village - Copper Mill Heights, N15
- 20 Kenneth Robbins House, Northumberland Park
- 21 Jarrow Road, N15
- 22 Rothbury Walk, N17
- 23 Millicent Fawcett Court, Pembury Road, N17
- 24 Broad Lane, N15
- 25 High Road, N17 from Edmonton border to Bruce Grove - contacted all businesses
- 26 High Road, Seven Sisters to Monument Way, N15 - contacted all businesses
- 27 Concierge officers encouraged residents on the Broadwater Farm estate in the tower blocks to give their views on the consultation

Outreach

Reaching people who would usually be unlikely to take part in this sort of process was an important part of this consultation. This has included grass roots outreach on the Northumberland Park, Ferry Lane, Love Lane, Chesnut and Broadwater Farm estates.

The following meetings were attended to raise awareness of the consultation:

- Bruce Grove Residents Group
- Coppermill Heights (Hale Village) Residents' Association
- Chesnut Estate Residents' Association meeting
- Love Lane Residents' Association Winter Fun Day event
- Tamil Housing Association
- Newlon Housing Association
- Ladybur Housing Cooperative

Other outreach work included:

- 15 young people being trained to shoot and edit a film about their vision and aspirations for Tottenham
- Visiting Project 2020 to engage young people in the consultation.
- Working with the Romanian community in Northumberland Park
- Holding a workshop with 45 construction students at College of Haringey, Enfield and North East London
- Contacting local mosques and inviting them to promote the consultation and put forward CLG members
- Attending Haringey Play Association Halloween Party at Somerford Grove Adventure Playground to talk to parents
- Handing out consultation forms and freepost envelopes at Tottenham Hale, Seven Sisters, Bruce Grove and White Hart Lane stations to engage commuters
- Distributing canvass cards to Isle Amlot Children's Centre, faith leaders to complete with their congregations, and Park Lane Doctor's Surgery

This has resulted in raised awareness of the consultation and the engagement of people who would not usually take part in consultations. For example, young people not in education, employment or training (NEETs) and ex-offenders took part by completing of questionnaire.

Four young Tottenham residents who were NEETs were trained to be a part of the consultation and engagement team and actively encouraged their peers to get involved. Other hard-to-reach groups and individuals attended the Community Liaison Group meetings.

Drop-in street events

Nine drop-in street events were held across Tottenham between 22 October and 9 November. This included 2 days at a pop-up shop in Northumberland Park. These events were opportunities to speak to hundreds of people about their views on Tottenham now and their ideas for its future.

Places of high footfall were selected so that as many people as possible could participate. Different days and times for the events were selected so as to enable as many people as possible to participate.

Events were held in the following places:

- **Tottenham Green** (outside CHENEL)
Tuesday 22 October | 11.00am-2.00pm
- **Seven Sisters** (outside Costa Coffee)
Tuesday 22 October | 4.00pm-7.00pm
- **Tottenham Hale retail park** (beside Currys)
Saturday 26 October | 12.00pm-3.00pm
- **163 Park Lane, Northumberland Park shop**
Tuesday 29 October | 9.30am-4.00pm
- **163 Park Lane, Northumberland Park shop**
Thursday 31 October | 2.00pm-8.00pm
- **North Tottenham High Road** (beside Coombes Croft library)
Friday 1 November | 2.00pm-7.00pm

- **Bruce Grove** (next to post office)
Wednesday 6 November | 2.00pm-5.00pm

- **Tottenham Hale** (The Gym, Hale Village)
Wednesday 6 November | 6.30pm-9.30pm

- **Sainsbury's, Northumberland Park Rd**
Saturday 9 November | 11.00am-4.00pm

The events were held in a large marquee, with a variety of creative, interactive consultation tools so that people could engage with the questions in different ways, as well as food and drink to attract people.

The main tool used was the canvass card questionnaire which asked people what makes Tottenham great, their wishes for its future and for their specific ideas on creating a thriving high road, jobs, housing, streets and public spaces, things to do, transport, and building a strong community. The questionnaire also gathered contact details and demographic monitoring information. For a copy of the canvass card, see Appendix B.

The events were staffed by Soundings and a large number of Homes for Haringey staff, on behalf of the council who talked hundreds of people through the canvass cards questions.

A Turkish translator was present at all events, and the canvass card was available in Turkish and Somali.

The street events were a crucial way of capturing views, raising awareness of the Tottenham's Future consultation, building up the database of interested people and fresh voices for the rest of the consultation, and identifying people who may be interested in joining the Community Liaison Groups.

A final drop-in street event was held on 30th November when the Tottenham's Future team had a stall at Haringey Council's Winter Market on Tottenham Green.

MAP SHOWING LOCATION
OF DROP-IN EVENTS



Community Liaison Groups

The Community Liaison Groups (CLGs) were formed in order to enable people to have more in-depth discussions about Tottenham's regeneration. Four CLGs were set up to cover the whole of Tottenham, corresponding to the administrative remit of the Area Regeneration Managers:

- North Tottenham east (including Northumberland Park)
- North Tottenham west (including High Road West)
- South Tottenham and Tottenham Hale
- Seven Sisters, Tottenham Green and Bruce Grove

The CLGs met three times during the Tottenham's Future consultation – in December 2013, January and February 2014.

Representatives from residents' associations, traders' groups, community groups, faith groups, amenity societies, schools and other local stakeholders were invited to join their local CLG. Membership was also opened up to local residents or businesses who were interested in participating. The Terms of Reference for the CLGs can be found at Appendix C.

The opportunity to take part was publicised through *Tottenham News* (2 issues), the Tottenham's Future website, drop-in events, and outreach programme. In addition, invitees were asked to let Soundings or Haringey Council know of any other groups or individuals who should be invited.

The aim of the CLGs was to explore people's overarching vision for Tottenham in 20 years' time and then having established the goal, to look at the detailed actions that need to be taken to achieve this vision in each area.

In order to be able to feed the findings from the CLGs directly into the Strategic Regeneration Framework, each CLG looked at two of the six transformative strategies in detail.

The final CLG also looked at measures of success so the community would be empowered to scrutinise whether the council has carried out the actions that have been agreed.

The format for the CLGs was small group discussions, led by a Soundings or Homes for Haringey facilitator, on behalf of the council.

The CLGs had an independent chair from Soundings. Soundings circulated a report from each of the CLGs to all participants after each series of meetings so that people could see the discussions at the other areas' meetings and be assured of the accuracy of the report back to Haringey Council.

These reports are available online at <http://tottenhamsfuture.co.uk/consultation-materials/>

School workshops

Workshops were run with 2 GCSE geography classes at Park View School. A total of 48 pupils aged 15-16 took part in a 2 hour workshop where they mapped and discussed Tottenham now and in the future.

The exercises were:

- Mapping what they like, don't like and would change about Tottenham now
- Using a spider diagram to show what the elements are needed to make Tottenham a great place
- Imagining who they will be in 20 years' time
- Group discussion about what the needs will be of different members of the community in terms of housing, work and leisure for Tottenham's future

Examples of the materials used in the school workshops can be found in Appendix D.



Drop-in events

TOTTENHAM'S
FUTURE



Drop-in event



Community Liaison Group meeting

Public exhibition

An exhibition was held in the 639 Enterprise Centre from January 28th – February 1st 2014. This exhibition informed the public about the consultation process, showed the findings to date (up to December 2013) and provided information on the Strategic Regeneration Framework.

This was an important part of the process as a criticism of previous council consultations is that people are not informed about the findings nor what happens next as a result.

It was also used to launch the Priorities Questionnaire, which asked people to tell us their priorities for change based on the headline findings from the consultation. The questionnaire can be found in Appendix E.

Website and communications

The Tottenham's Future website – www.tottenhamsfuture.co.uk – was launched prior to the first drop-in street event.

It contains information on the background to the consultation, how to have your say, events and news. The 'Have Your Say' section linked to a survey monkey questionnaire so visitors could fill in the questionnaire online. A Turkish version of the site and survey is available from the Home Page. See Appendix F for screen grabs of the website.

The Haringey Council website linked to the Tottenham's Future website. Awareness of the consultation was also raised through *Tottenham News*, which is door-dropped to 45,000 households across Tottenham. The October and November issues carried front-page articles about the Tottenham's Future and how to get involved. There was also a full page article on the consultation in December's issue of *Haringey People*, which is distributed across the borough.

Strategic Regeneration Framework launch

Once the SRF has gone to Cabinet in March 2014, it will be launched to the public. Further details about this will be confirmed after Cabinet (and probably after the local elections in May 2014) but it is anticipated that any launch will put community members on the platform alongside the council reflecting the role they have played in shaping the SRF.



Community Liaison Group meetings

DIS

YOU

LOVE

TOTTENHAM

THIS AREA

YOUR STREET/
ESTATE

TOTTENHAM

The changes
to the
stadium
may bring
a lot of
new
money
into the
area

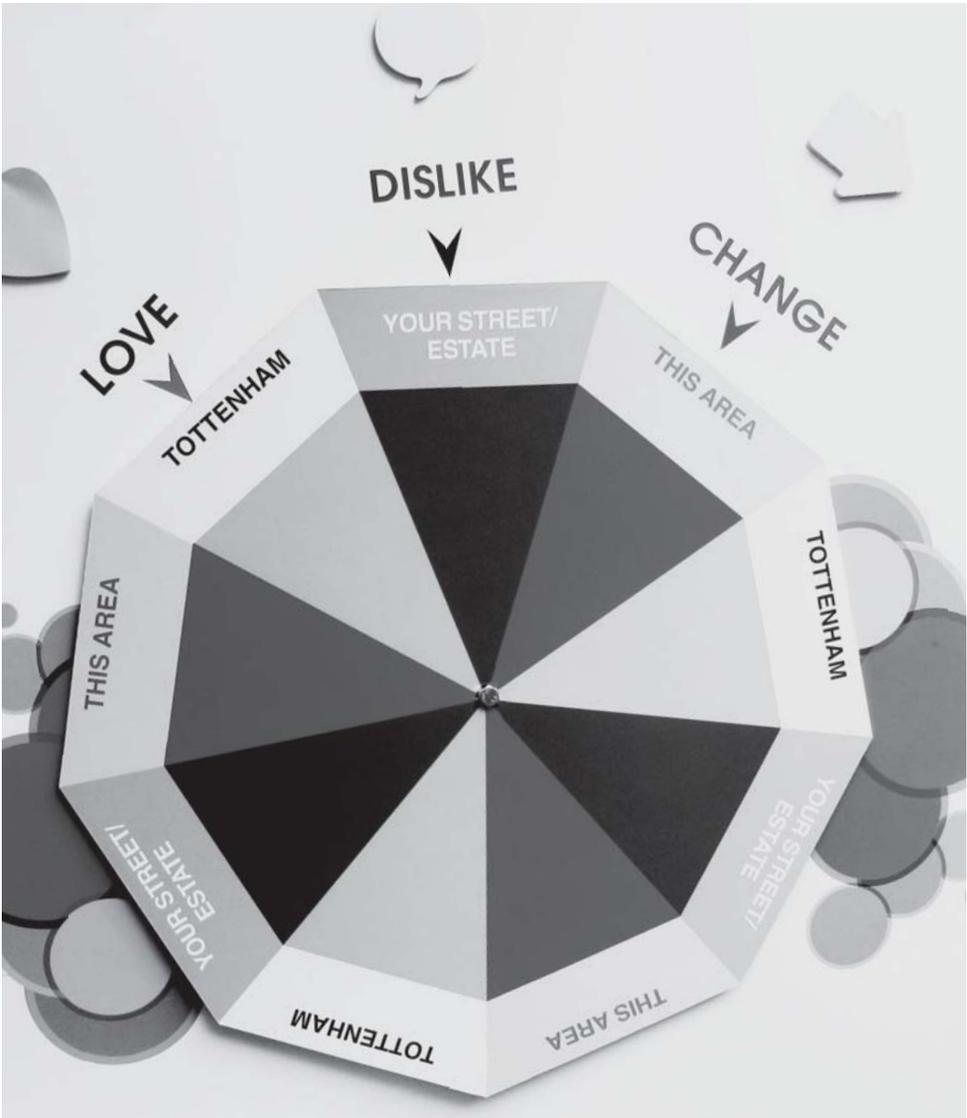
but
for
the

Support the
market +
shopkeepers
at the
estate to improve
the value
of the
area

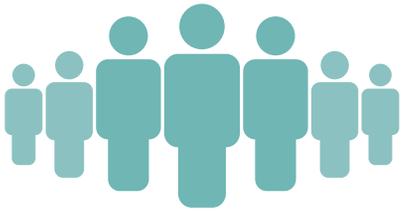
Naphill Rd -
Parking is a problem
It is free so anyone can
park there (PCs, private)
+ before any street

PARTICIPATION

The level of participation in the Tottenham's Future consultation was very high and engaged people of all ages, ethnicities and areas of Tottenham. The highlights are on the next page :



Wheel of Fortune, used at drop-in event



3,762 PEOPLE
ENGAGED IN TOTAL



399
ATTENDEES AT CLG
MEETINGS

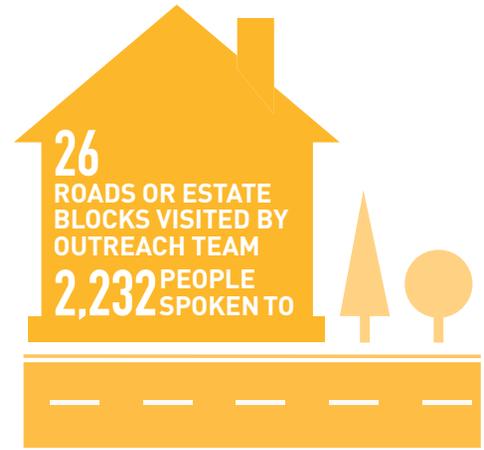


58
INTERVIEWS WITH
STAKEHOLDERS &
COMMUNITY GROUPS

PEOPLE FROM
10-80
YEARS OLD
HAVE TAKEN
PART



PEOPLE OF 86
DIFFERENT
ETHNICITIES
HAVE TAKEN PART



26
ROADS OR ESTATE
BLOCKS VISITED BY
OUTREACH TEAM
2,232 PEOPLE
SPOKEN TO



939
COMPLETED
CANVASS CARD
QUESTIONNAIRES

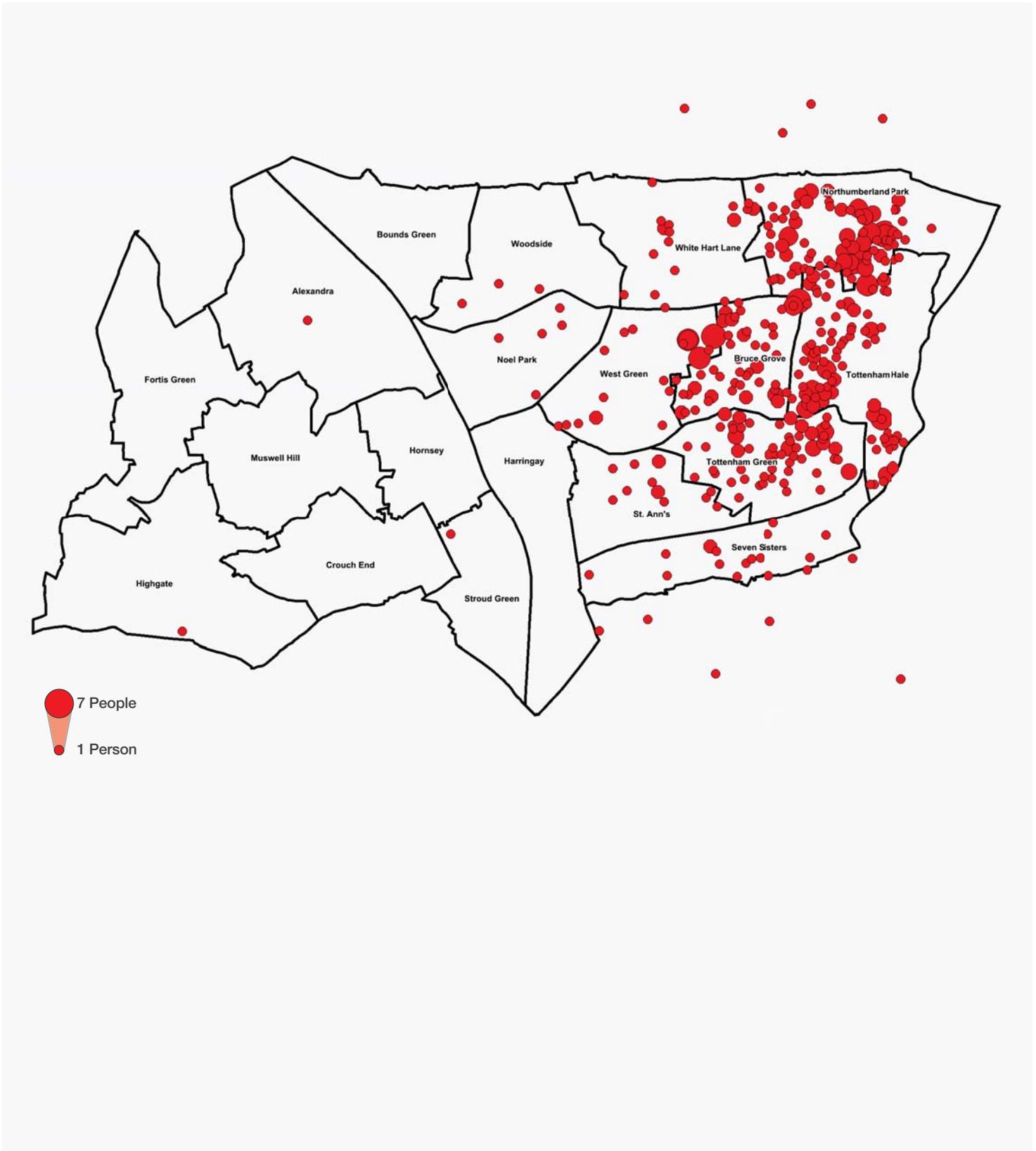


816 PEOPLE ATTENDED
DROP-IN STREET EVENTS



2,057
VISITORS TO
TOTTENHAM'S
FUTURE WEBSITE

MAP SHOWING DISTRIBUTION OF
PARTICIPANTS ACROSS HARINGEY



TOTTENHAM'S FUTURE

The participants who provided demographic monitoring information on their canvass card questionnaires have been analysed. 939 canvass card questionnaires were received in total.

The geographic spread of participants across Tottenham can be seen on the map.

The demographic breakdown of participants can be seen in the following tables:

GENDER PROFILE	
Gender	No. of participants
Female	417
Male	361
Female/male	1
Prefer not to say	160
TOTAL	939

AGE PROFILE	
Age	No. of participants
19 and under	69
20-30	143
31-40	151
41-50	124
51-60	79
61-70	55
71 and over	34
Prefer not to say	284
TOTAL	939



Drop-in event

ETHNIC PROFILE

Ethnicity	No. of participants	Ethnicity	No. of participants	Ethnicity	No. of participants	Ethnicity	No. of participants
British	203	German	3	Anglo/Saxon	1	Ethiopian	1
Prefer not to say	188	Gypsy/Roma	3	Angolan	1	Finnish	1
Caribbean	156	Hispanic	3	Arab	1	Greek/Greek Cypriot/Finnish	1
African	138	Mauritian	3	Arabic	1	Hungarian	1
Turkish	22	Pakistani	3	Asian/Portuguese	1	Indian/Asian	1
Irish	18	South American	3	Belgian	1	Iranian	1
Greek/Greek Cypriot	12	African/Asian	2	Bengali	1	Jamaican	1
Asian	11	Australian	2	British/Chinese	1	Kurdish/Asian	1
Turkish/Cypriot	11	British/Greek/Greek Cypriot	2	British/French	1	Kurdish/British	1
British/Caribbean	10	British/Indian	2	British/Spanish	1	Latin American	1
Polish	10	British/Irish	2	Bulgarian	1	Latvian	1
Kurdish	9	British/Turkish	2	Caribbean/African	1	Lithuanian	1
Indian	8	British/Turkish/Kurdish	2	Celt	1	Nigerian	1
Italian	8	Colombian	2	Croatian	1	Norwegian (1/2)	1
Bangladeshi	7	Somalian	2	Czech	1	Slovakian	1
Chinese	7	Vietnamese	2	Danish	1	Thai	1
British/African	6	African/Arabic	1	Dutch/Polish	1	Turkish/Bulgarian	1
Portuguese	6	African/Caribbean	1	East African Asian	1	Turkish/Kurdish	1
Spanish	6	Afro-Asian	1	Eastern/Southern European	1	Welsh	1
Eastern European	4	Albanian	1	English	1	West Indian	1
European	4	American/European	1	English/Persian	1		
Romanian	4			English/Spanish	1		
Brazilian	3					TOTAL	939
French	3						



HEADLINE FINDINGS

Headline findings

There was a strong consensus throughout the consultation about the main changes that people in Tottenham would like to see as a result of the regeneration programme. The findings from each stage of the process are detailed in the main body of the report but the key priorities are:

These headline findings are based on the responses given on the canvass card questionnaire, 1-2-1 stakeholder interviews (summaries of each of these can be found in Appendix G) and the feedback at the Community Liaison Groups.

Jobs and employment

The need to create more job opportunities for local people is vital, as is support to be able to compete for jobs across London. Support to get in to work could include apprenticeships, training, and mentoring; these are needed for people of all ages and skill levels. Access to jobs information is key, eg: through jobs fairs, local job hubs, and developing an online portal connecting employers and potential employees. Young people particularly need part-time jobs to fit around study commitments.

People wanted to see more opportunities provided by local businesses, who may need support to offer apprenticeships. Larger employers should be attracted to Tottenham and encouraged to ring-fence jobs at all skill levels for Tottenham residents.

Local entrepreneurs and new businesses could be supported through advice, business rate holidays and delivery of affordable workspace and business hubs.

Young people

The need to provide opportunities for young people is a major priority. People were clear about the need to provide properly funded facilities, activities, programmes, groups and spaces for young people. This is to give them somewhere to

go, empower them, prevent antisocial behaviour, and provide them with opportunities to learn skills through training and mentoring that would benefit future careers and raise aspirations.

Revitalising the High Road

The High Road needs a mix of some high street names, such as M&S, and smaller, independent stores. People want fewer betting shops and fast-food takeaways. Some people would like a shopping mall to rival Wood Green, and some want a market.

A choice of good restaurants, bars, cafes, pubs and music venues are needed so the High Road becomes a place people want to visit. Existing local businesses should be supported so they can continue to thrive and employ local people.

Housing

There should be a mix of decent, secure social housing and well designed, reasonably priced homes for rent and sale, fit for individuals' and families' needs. Housing stock should be regularly maintained to prevent it from becoming run-down, and security and management of communal areas improved.

The council should crack down on overcrowded housing and bad landlords, eg: through a strongly enforced licensing system. Many people were keen to see a policy of 'buy to live, not buy to let' to stabilise population churn and maximise residents' stake in the area. There is concern that the existing community will be priced out of the area if private house prices rise.

Safer streets

Many people want to feel safer on the streets and a reduced crime rate; suggestions included better lighting, more CCTV, more policing and a better relationship between the police and the community.

Education

The standard of education should be higher across Tottenham. Education should focus on vocational training as well as academic excellence. There should be better childcare provision, more investment in children's centres and more after-school opportunities so there is wrap-around care, which will also help parents get back to work.

Community

There is great pride in Tottenham's communities and people want to see the existing community supported, so that it benefits from regeneration and helps to lead it. Tottenham's multiculturalism should be celebrated and maintained. Better access to information and signposting to services is needed.

Building up relationships between communities is vital, for example, by involving people in community projects, volunteering, events, or street parties, like the Tottenham Carnival. New immigrants should feel welcomed and be given language and other assistance that they need.

Physical environment

Making Tottenham's streets cleaner is a major priority; this is something that everyone – the council, businesses, landlords and residents should be responsible for and take pride in. The physical environment could be given a face-lift through better rubbish collection, renovating shop fronts, as well as ensuring that shops do not let their produce spill out on to the pavements. Tottenham has fantastic historic buildings that should be renovated and protected.

Relationship between the council

and the community

Trust must be built up between Haringey Council and the community so that people know that their views will be listened to and acted on. Leaders should be more visible and there needs to be more transparency in decision-making, with some decisions devolved to the community, for example: local communities deciding how money should be spent.

The council needs to be tougher on enforcement, for example: on planning, shops on the High Road, and anti-social behaviour, with residents and businesses playing their part in maintaining a clean and safe environment.

Community facilities and amenities

People want more amenities, such as community spaces where people can mix, which are affordable to hire. Creative hubs with arts and music facilities are desired. People also want to see existing assets used and marketed better, eg: Bernie Grant Centre.

There is a need for better health facilities for all. Leisure facilities such as a cinema, ice-rink, arts centres and additional theatre spaces would be welcomed. Transforming derelict buildings into cafes or community spaces would help to attract new businesses to the area.

Transport and access

Most people think that the public transport is excellent. Some improvements are needed, eg: extending the underground to Northumberland Park, safety and disabled access at overground stations, access to Lee Valley, connecting the east and west of the borough, and improving some bus routes. Alternative forms of transport should be promoted, such as car sharing, and more bicycle lanes. Lack of parking is an issue for shoppers. There is a need for better pedestrian access; problems include street safety, poor quality pavements and lack of disabled access.

Reputation

A major problem that Tottenham faces is its poor reputation, particularly associated with the riots. On the other hand, people who live here are fiercely proud of Tottenham and know that there is a lot to celebrate. More needs to be done to get the message out about Tottenham's strengths, including its diversity, heritage and access to the Lee Valley, so it becomes a destination, rather than somewhere that people pass through.

People want to lose the postcode stigma so that they do not feel disadvantaged when applying for a job if they say they come from Tottenham. Positive measures could include events and a community-run newspaper to share information and promote Tottenham.

Green spaces

There is a need to improve the existing green spaces in Tottenham, and to provide more. Tottenham Marshes and the Lee Valley are two great areas that should be better advertised so that more people use them. The Somerford Grove adventure playground was highlighted as a fantastic resource that should be maintained.

TOTTENHAM'S FUTURE



Drop-in event





DROP IN EVENTS + CANVASS CARD QUESTIONNAIRE FINDINGS

**Between 22nd October and 31st
December, 939 completed canvas card
questionnaires were received.**

These cards were filled in during the drop-in events, during the outreach programmes, handed out with freepost envelopes and sent back in or filled in online.

The analysis of each question can be seen on the following pages:

01 | Tell us 3 things that make
Tottenham great.

The greatest things about Tottenham are how diverse and multicultural it is, and its excellent transport links. People and community featured strongly as one of Tottenham's best assets with links with neighbours and friendliness being key to why people love living in Tottenham.



Diverse and multicultural community



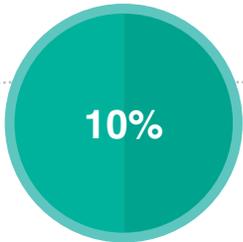
Transport/accessibility



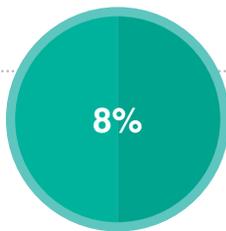
People and community



Green spaces/
playgrounds



Other



Shops and restaurants



Tottenham Hotspur



Local facilities



It is affordable



Heritage



Schools and education



Planned improvements/
development



Nothing is good



It is lively/
vibrant

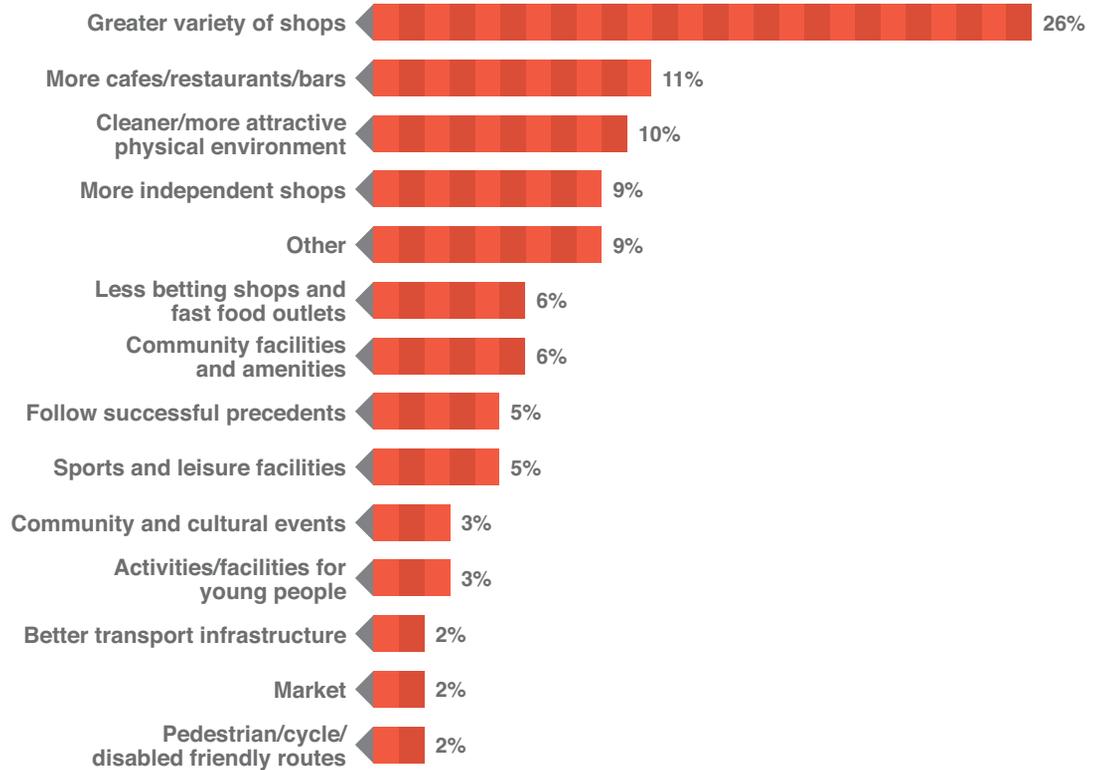


It is safe

02 A | You told us you want to see a thriving High Street. Describe your perfect High Street, or a place where you like to shop and why.

Many people want a greater variety of shops on the High Road including brand names, as well as independent shops.

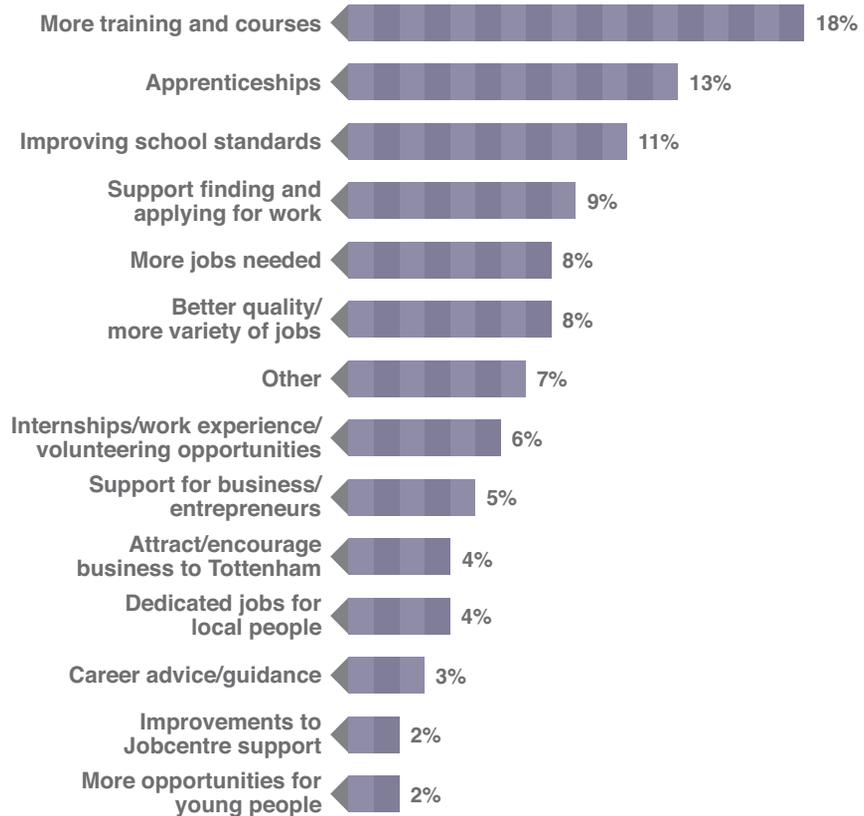
Improvements to the physical environment are needed, including cleaning the street and renovating shop fronts. People want more good places to eat and drink, and less betting and fast food outlets. Successful precedents included Islington, Enfield and Miami.



02 B | You said you want job opportunities. What employment support would be useful?

People would like training and courses, eg: in basic skills, retail, nursing, IT and plumbing + other vocational subjects. Many people thought courses should be free and/or targeted at young people.

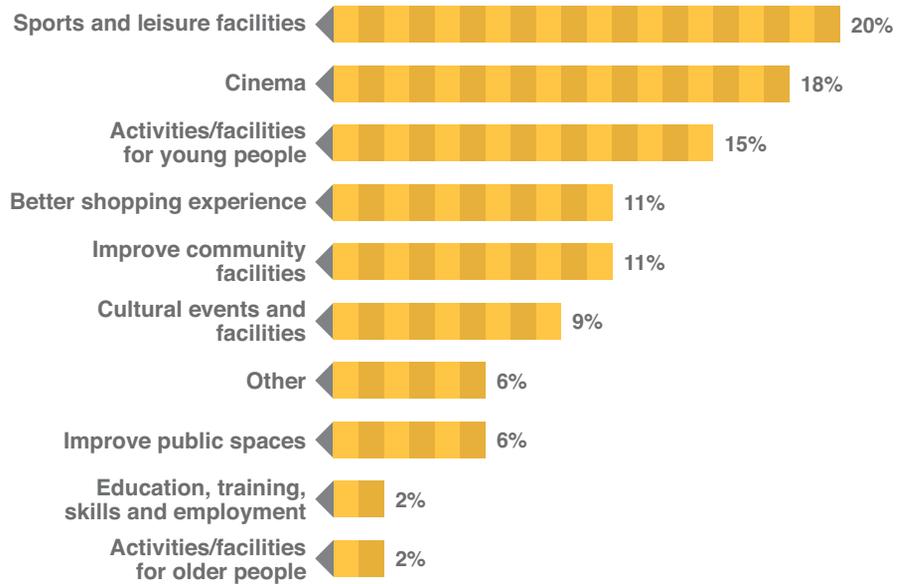
Apprenticeships, internships and work experience eg. in skilled manual trades, are also important routes into work, as is help better signposting to jobs, e.g., through neighbourhood-based job centres. Generally, there should be more local jobs and a greater variety of opportunities.



02 C | You told us that you'd like more things to do. What would you like to see in Tottenham?

Most popular suggestions were for more leisure and sport facilities, such as a gym, cinema, swimming pool, skating and bowling.

More activities and places to go for young people are needed, e.g., youth clubs and playgrounds. People also mentioned community facilities, activities and events.

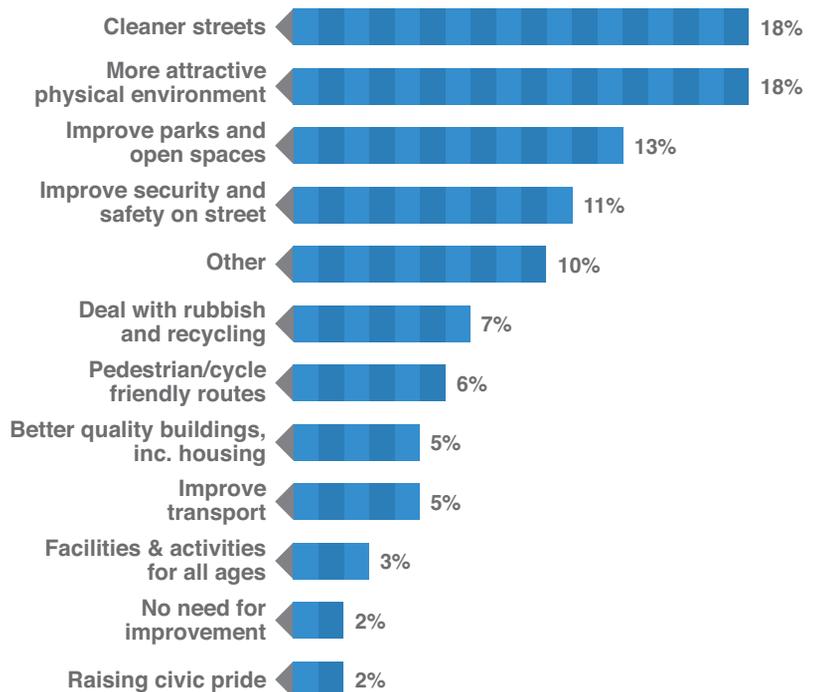


02 D | You told us that you would like the streets and public spaces to be improved. What ideas do you have for making this happen, and where?

Making the streets cleaner is the key change that people would like to see. Better rubbish collection, greening the streets, improving parks and raising pride in the local area are ideas that people mentioned.

Specific streets needing improvements such as West Green Road and Bruce Grove, were highlighted. People want to feel safer on the streets, e.g.: with more CCTV, better lighting and police presence.

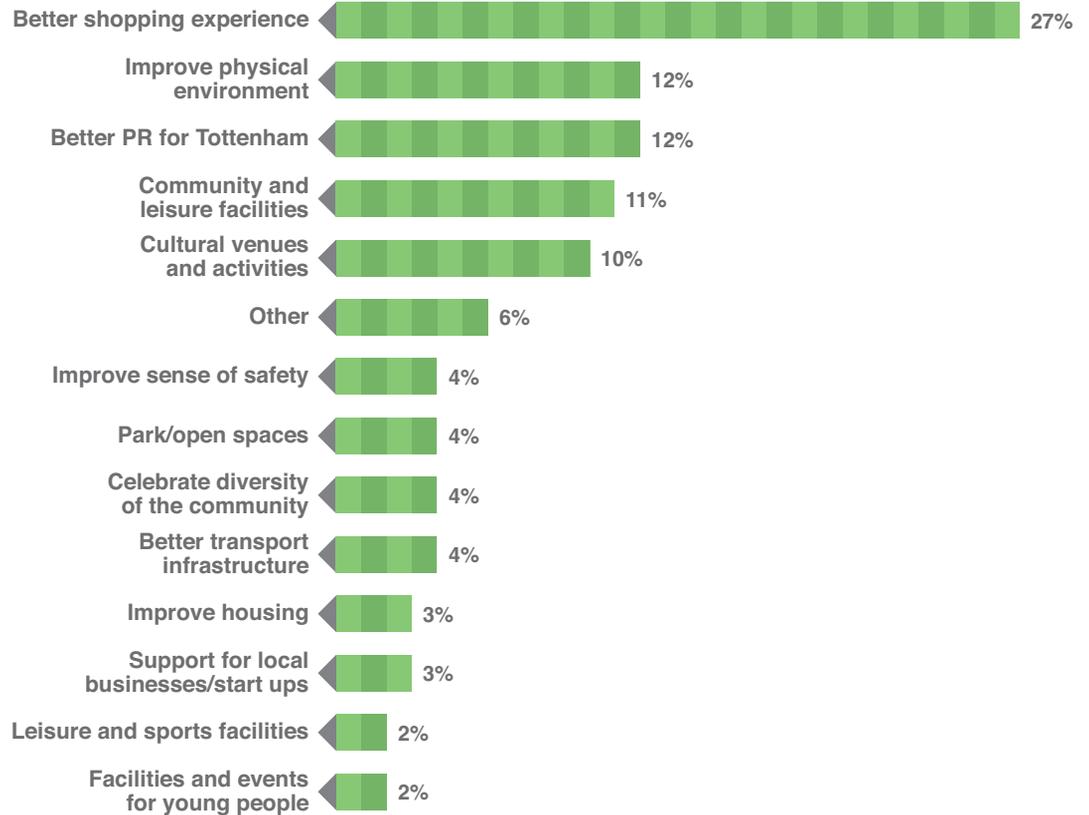
There was recognition that residents and businesses need to play a role in improving the physical environment.



02 E | You said that you would like Tottenham to become a place that people would want to visit. What is missing now?

Most people said that improving the shopping experience, e.g., with markets, specialist shops or a shopping mall, was the best way to do this.

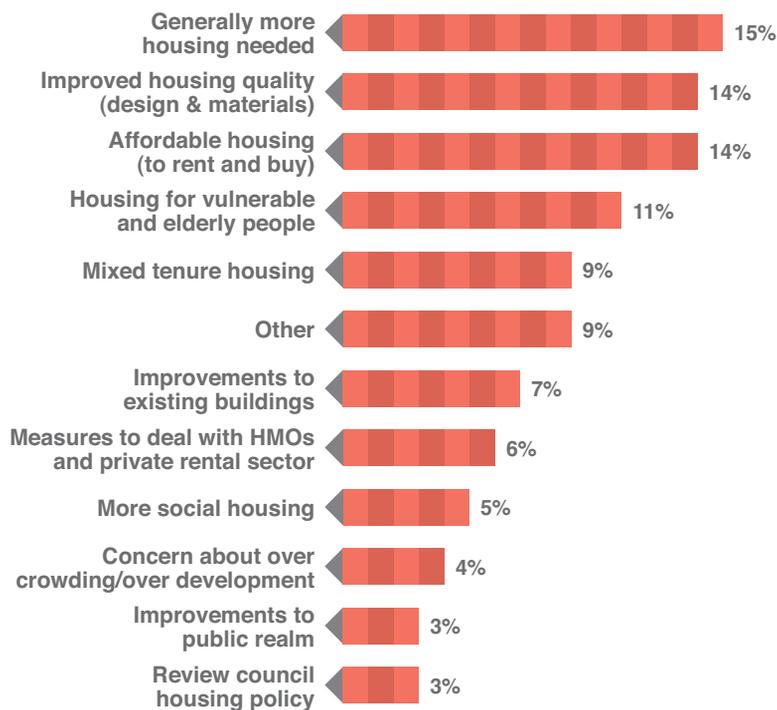
Other people felt that giving the whole area a face-lift would help, and there is also a need to promote a positive reputation for Tottenham as a diverse, creative and vibrant place, so it is not always associated with the riots. People also suggested more arts and cultural facilities.



02 F | You said that improving housing is a priority. What improvements would have the biggest impact?

There is a basic need for more housing, with the quality and design of buildings, including their environmental efficiency, important to many respondents.

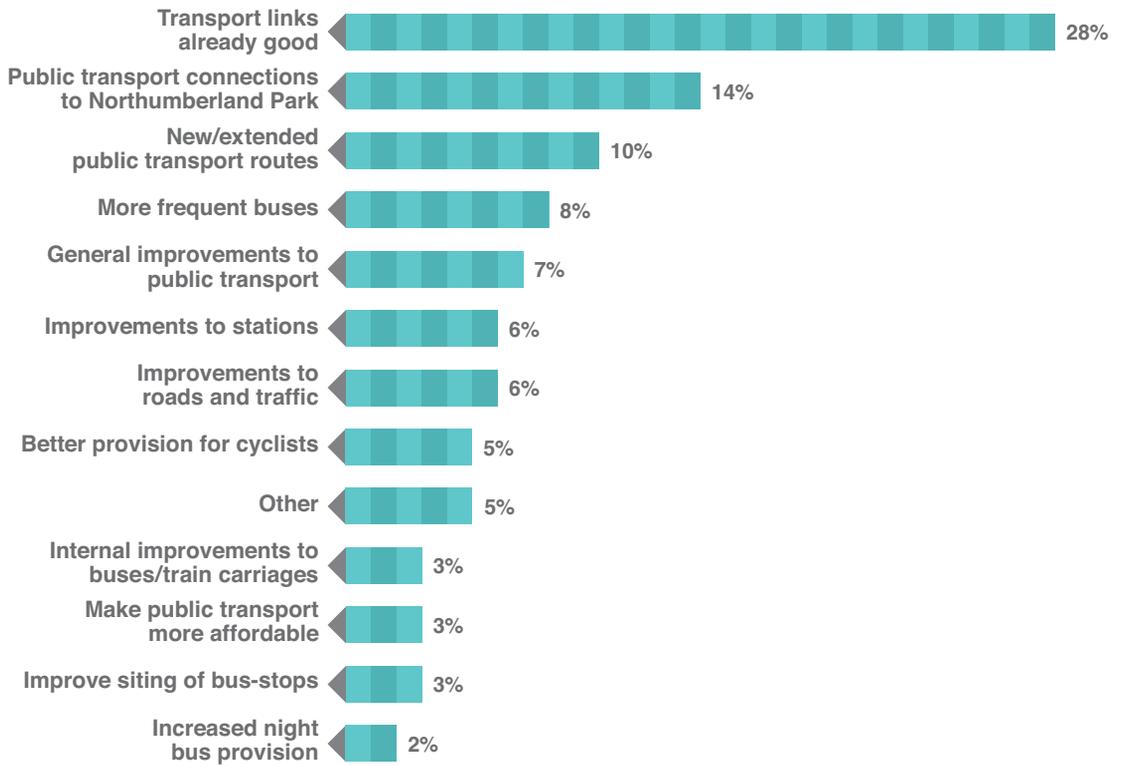
Specifically, the need for reasonably-priced housing is needed as people are very concerned that Tottenham is becoming too expensive for many people wishing to stay in the area. Many people also mentioned the need for more and better housing for vulnerable and disabled people.



02 G | You said you would like Tottenham to have better transport links. What improvements would you like to see?

Most people consider Tottenham to already have excellent transport links. However, some improvements are required, including better links to and from Northumberland Park, better positioning of bus-stops and cleaner buses, and improved access to and appearance of train stations.

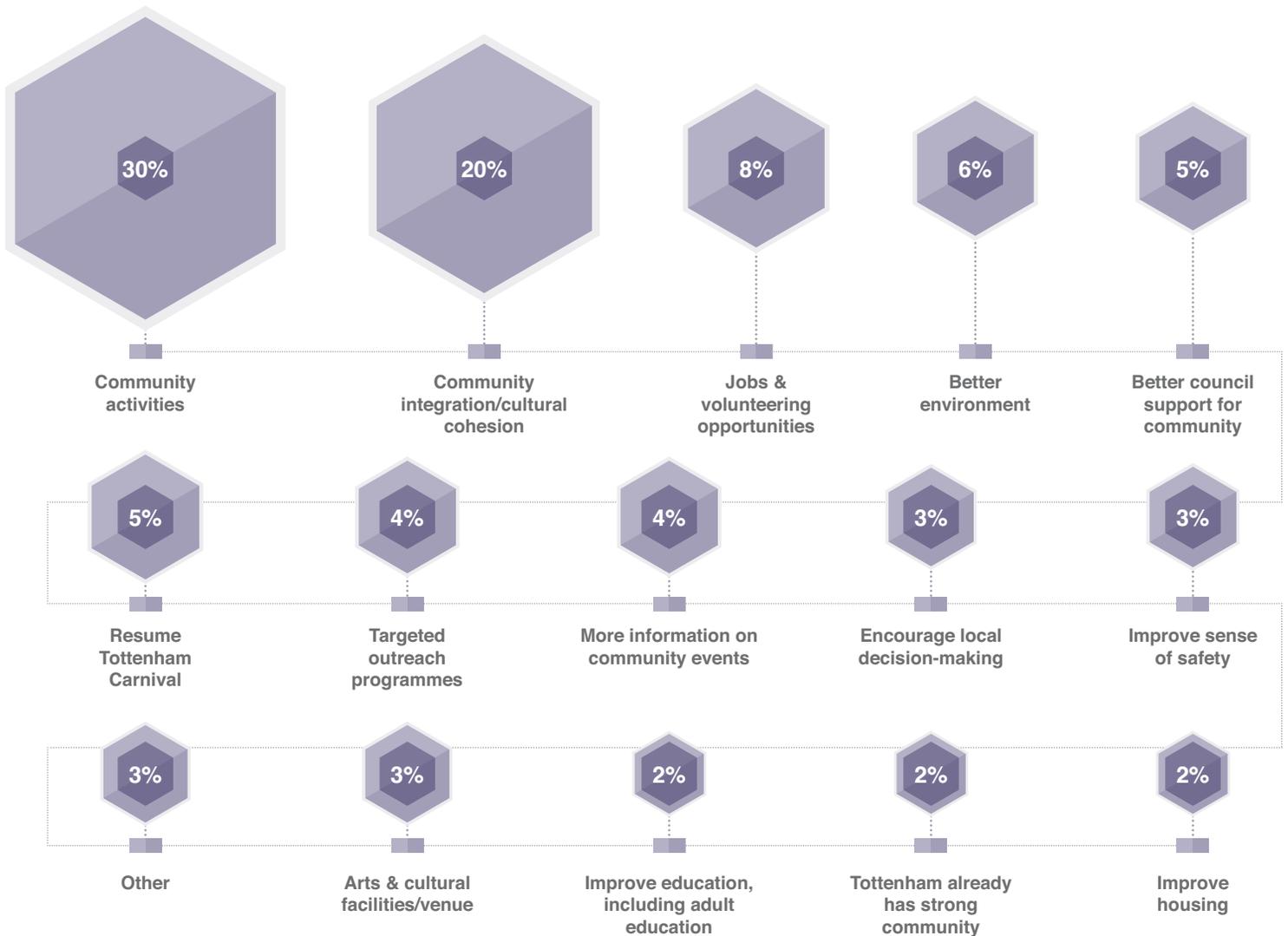
Safer cycle paths, reduction in traffic, improvements to pavements and safer traffic junctions are also important for improving the pedestrian and cycle experience.



03 | How can we help to build a strong community in Tottenham?

People had many great ideas here, with the main desire being for more community activities that bring people together and get people involved in their area, for example: bringing back Tottenham Carnival.

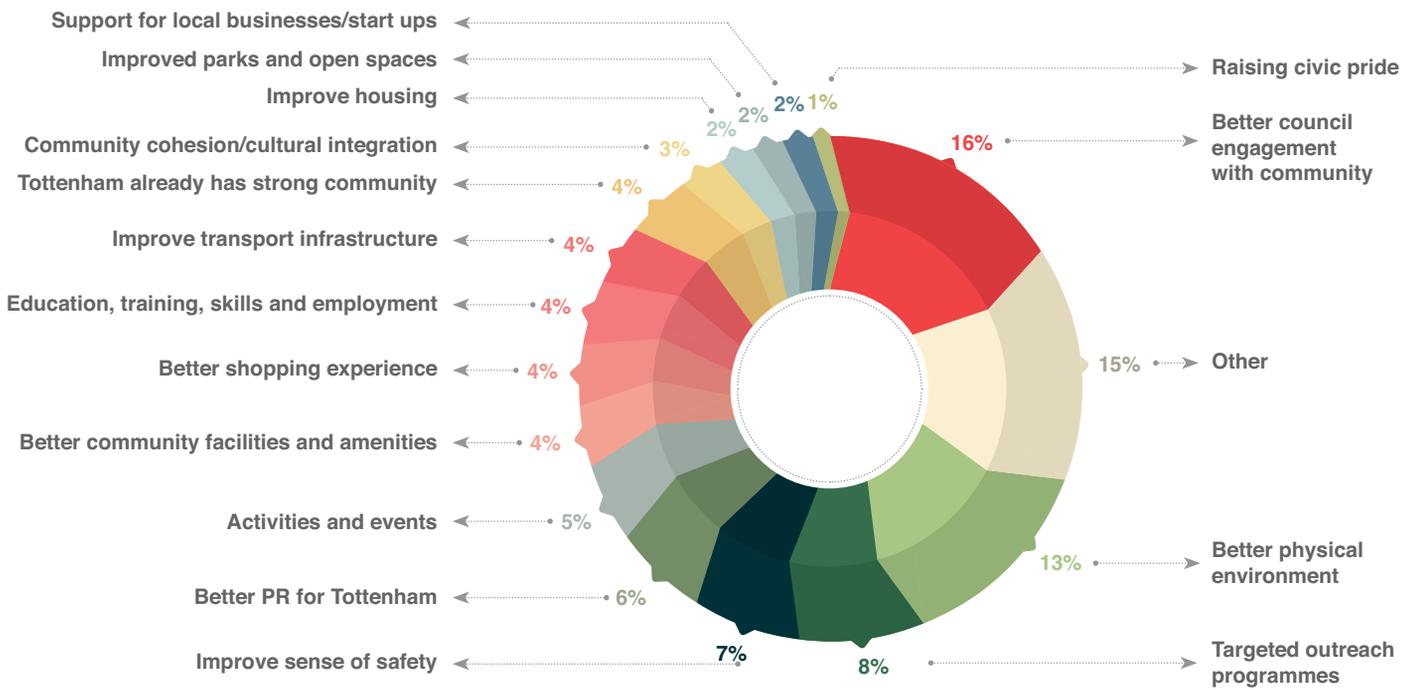
Better community cohesion is a priority, e.g.: through tackling racial inequality and removing language barriers. More volunteering opportunities would help, and the council should work with the community more.



04 | What other ideas do you have for improving Tottenham? Any other comments?

This question drew a huge range of responses, but the most frequently raised were around better relationships between the council and community, with more community consultation, long-term engagement with the community and more opportunities to be involved in local

decision-making. Improving the physical environment of Tottenham is the second most important change and as well as targeted outreach programmes to engage young people, ethnic minorities and older people.



TOTTENHAM'S
FUTURE



Drop-in event



COMMUNITY LIAISON GROUPS FINDINGS

Statistics

STATISTICS		
Meeting	Date	Attendees
CLG1 BG/SS/TG	Dec 2	<ul style="list-style-type: none"> Tottenham Civic Society Haringey Solidarity Group User Voice, Edgecot Grove Residents' Association Broadwater Farm Residents' Association Broadwater Farm Football Club Sew and Create Haringey Women's Forum Haringey Disability First Consortium Wards Corner Community Coalition Group Our Tottenham Bruce Grove Residents' Network Tottenham Green SNT Chair MLB Solutions 23 residents <p>Total number of attendees : 37</p>
CLG1 - NTe	Dec 9	<ul style="list-style-type: none"> Grace Pharmacy High Road West Business Steering Group Sapphire Project 2020 Four Sisters Café Somerford Grove Community Project & Adventure Playground Northumberland Park Community School Art to View Northumberland Park Over 55's Group Isle Amlot Women and Children Centre Living Under One Sun Friends of Tottenham Marshes Tottenham Conservation Area Group Assunah Mosque Tottenham Haringey Timebank Tottenham Hotspur Football Club 2 young people 13 residents <p>Total number of attendees : 32</p>

BG/SS/TG | Meeting covering Bruce Grove/Seven Sisters/Tottenham Green

ST/TH | Meeting covering South Tottenham and Tottenham Hale

NTe | Meeting covering North Tottenham east, including Northumberland Park

NTw | Meeting covering North Tottenham west, including High Road West

STATISTICS

Meeting	Date	Attendees	Meeting	Date	Attendees
CLG1 ST/TH	Dec 10	<ul style="list-style-type: none"> • Ladybur TMO • The Rockstone Foundation • Chestnut Estate Residents' Association • O' Donovan Waste, Bodyworks Gym • Friends of Down Lane Park • Tynemouth Road Area Residents' Association • Paige Green Residents' Association • Haringey Association of Voluntary and Community Organisations (HAVCO) • Architecture Human Rights • Clyde Road Area Residents' Association • Ferry Lane Residents' Association • Highway Holiness Church • Haringey User Network • Tottenham Civic Society • Save St. Anne's Hospital group • Cllr Brabazon • Cllr Rice • 9 residents <p>Total number of attendees : 28</p>	CLG2 BG/SS/ TG	Jan 13	<ul style="list-style-type: none"> • Our Tottenham • Tottenham Conservation Area Advisory Committee • Nflame Trust • Friends of the Earth • Tottenham Civic Society • Tottenham Police Station • Haringey Women's Forum • Haringey Disability First Consortium • London Youth Support Trust- 639 • Bruce Grove Residents' Network • Neighbourhood Watch Coordinator Bruce Grove • TottenhamLife • Wards Corner Community Coalition Group • Sew and Create • Ferry Lane Residents' Association • Paige Green Residents' Association • Clyde Area Residents' Association • Tottenham Traders Association • MLB Solutions • Tottenham Green Enterprise Centre • Holy Trinity Church • Haringey User Network • Friends of Bruce Castle Museum • Cllr Diakedes • 10 individual residents, of whom 3 were young people <p>Total number of attendees : 33</p>
CLG1 NTw	Dec 11	<ul style="list-style-type: none"> • Grace Church and Whitehall Community Centre • Strategic Urban Futures • Love Lane Residents Association • High Road West Business Steering Group • Headcorn, Tenderden, Beaufoy & Gretton Residents' Association • DW General Wood Machinists • Haringey Irish Centre • Polish & Eastern European Christian Family Centre • Wards Corner Community Coalition Group • Peacock Industrial Estate Businesses x 3 • 9 residents <p>Total number of attendees : 23</p>	CLG2 ST/TH	Jan 15	<ul style="list-style-type: none"> • Dowsett Estate Residents' Association • Paige Green Residents' Association • Chesnut Estate Residents' Association • Rockstone Foundation • Tynemouth Road Area Residents' Association • Newlon Fusion • Lea Valley Estates • Euroart Studios • Haringey Women's Forum • Haringey Disability First Consortium • Friends of Down Lane Park • Cllr Brabazon • 9 residents <p>Total number of attendees : 21</p>

STATISTICS

Meeting	Date	Attendees	Meeting	Date	Attendees
CLG2 - NTe	Jan 16	<ul style="list-style-type: none"> • Park Lane Children's Centre • Sapphire • Four Sister's Café • Project 2020 • High Road West Business Steering Group • Barclays Bank • Somerford Grove Community Project & Adventure Playground • Northumberland Park Community School • Redemption Brewery • Art to View • Northumberland Park Over 55's Group • Assunah Mosque Tottenham • Haringey Somali Community & Cultural Association • Comeunity Project • Glickmans • Living Under One Sun • Cllr Bevan • 28 residents, of whom 5 were young people <p>Total number of attendees : 47</p>	CLG3 BG/SS/TG	Feb 3	<ul style="list-style-type: none"> • Our Tottenham • Wards Corner Community Coalition Group • Bruce Grove Residents' Network • Clyde Area Residents' Association • Paige Green Residents' Association • Tottenham Green Enterprise Centre • Friends of the Earth • Tottenham Conservation Area Advisory Committee • College of Haringey, Enfield and North East London (CHENEL) • Friends of Bruce Castle Museum • Tynemouth Area Residents' Association • Rockstone Foundation • 2XL Recruitment • Tottenham Traders Partnership • 6 students from CHENEL • 13 residents, including young people <p>Total number of attendees : 32</p>
CLG2 NTw	Jan 23	<ul style="list-style-type: none"> • Strategic Urban Futures • Selby Centre • Haringey Health Service • Headcorn, Tenterden Beaufoyo & Gretton Residents' Association • Tottenham Environmental Champion • Tottenham Hotspur Football Club Foundation • Tottenham Community Sports Centre • Chick King • Urban Tattoo • Love Lane Residents' Association • Haringey Irish Centre • Polish & Eastern European Christian Family Centre • DW General Wood Machinists • Tottenham Conservation Area Advisory Committee • High Road West Business Steering Group • Rowland Hill Nursery School • Peacock Industrial Estate businesses x 5 • 18 residents <p>Total number of attendees : 42</p>	CLG3 ST/TH	Feb 4	<ul style="list-style-type: none"> • Haringey Solidarity Group • No. 10 Bruce Grove Youth Club • Ladybur TMO • Broadwater Farm Residents' Association • Dowsett Estate Residents' Association • HAVCO • Haringey Health Service • Highway of Holiness Church • Tottenham Civic Society • Tottenham Community Panel • Friends of Down Lane Park • Ferry Lane Residents' Association • Berkeley Square Developments • 8 residents <p>Total number of attendees : 22</p>

STATISTICS

Meeting	Date	Attendees
CLG3 - NTe	Feb 6	<ul style="list-style-type: none"> • Northumberland Park Over 55's Group • Glickmans • Redemption Brewery • Our Tottenham • Living Under One Sun • Comeunity Project • Cavalry Church of God in Christ Church • Project 2020 • Barclays Bank • Job Centre Plus • Northumberland Park Community School • Cllr Strickland • 26 residents, of whom 6 were young people <p>Total number of attendees : 35</p>
CLG3 - NTw	Feb 12	<ul style="list-style-type: none"> • O'Donovan Waste • MLB Solutions • Newlon Fusion • Rise Empowerment • DW General Wood Machinists • Love Lane Residents' Association • High Road West Business Steering Group • Heacom, Tenterden, Beaufoy & Gretton Residents' Association • Sainsbury's • Secure on Site • Job Centre Plus • Selby Trust • 639 businesses x2 • MLB Solutions • Strategic Urban Futures • Urban Tattoo • TeachTapin • Rockstone Foundation • Peacock Industrial Estate Business x4 • 21 residents, of whom 1 was a young person <p>Total number of attendees : 47</p>



Community Liaison Group meeting



Community Liaison Group meeting

In summary, the Community Liaison Group meetings were a very useful and successful way of getting a deeper understanding of community needs and desires for Tottenham's future. By having small group discussions with good facilitators, we were able to unpick some of the broader aspirations to get more nuanced and detailed ideas for tackling some of the issues that Tottenham faces.

The key point to note is the high level of turnout for every meeting - up to 47 people. Several new people came each time - anecdotally we were told that people who did not come to the first meeting had been told by other community members that this was a process worth trusting and investing in so they came to later meetings.

One community member asked the 35 participants at the North Tottenham East CLG how many ever attended the Area Forums - only 2 or 3 people said they did, suggesting that for some people the CLG format is more appealing to a wider range of people than the Area Forums.

The combination of invitations to local groups and stakeholders, and having attendance open to any resident or business who was interested in coming worked well and led to a range of voices being heard. A number of young people attended the CLGs - again unusual for a community workshop, and a sign that Tottenham's future is of immediate and critical importance to today's young people. Young people from 2020 youth club supported the workshops in North Tottenham east, and several students from CHENEL and Northumberland Park School came to the final CLGs in February.

At the end of each meeting, feedback forms were distributed. The main finding was the element of the evening that people enjoyed most was the opportunity to meet and hear from many different people, to discuss Tottenham's future in groups.

The CLGs played a valuable role in bringing people together, enabling them to form networks and connections, and to raise awareness of the many different groups working in Tottenham today.

Community Liaison Group Series 1

Prior to the first meeting, invitees were sent a copy of draft Terms of Reference for the CLGs, the draft Strategic Regeneration Framework that went to Cabinet in November 2013, and an outline agenda for the evening.

After introductions from the Chair (Miriam Levin from Soundings) and the council (Area Regeneration Manager), and a brief discussion about the Terms of Reference for the CLGs, the attendees had two discussions around their tables.

Each table had about 6-9 participants plus a facilitator from Homes for Haringey on behalf of the council or Soundings and a note-taker to record the discussions. Each table was provided with A1 table sheets with the questions on. One member of each table was asked to note the group's discussion points on the sheet and use these to report back to the whole group during the plenary session.



Community Liaison Group meetings

Discussions

1. Developing a vision for Tottenham:

- By age twenty, children born in Tottenham today will enjoy a great quality of life, a wide range of opportunities, and they will have high ambitions. What will their Tottenham be like? Tell us your vision for Tottenham in 20 years

2. Strategies for change in your area:

- Characterising your area - strengths and issues
- Transformative strategy 1 - Supporting a strong community
What actions can be taken locally to meet this?
- Transformative strategy 2 - Creating a great place.
What actions can be taken locally to meet this?

Findings

The discussions at each area CLG were different, but generally similar themes were raised. The details below show the combined findings from all meetings.

Individual area CLG reports can be downloaded here:

www.tottenhamsfuture.co.uk/consultation-materials/

Discussion 1 Developing a vision for Tottenham

Tell us your vision for Tottenham in 20 years

The discussion covered several aspects of the vision for Tottenham's future:

- Providing opportunities for young people
- Decent housing for all, with a priority on providing more homes for social rent
- No gentrification - existing residents should not be priced out of the area
- Raising the standard of education across Tottenham
- Better quality of life for all Tottenham's communities
- Focus on community empowerment with devolution of decision-making to local level
- Creation of more, and more varied, job opportunities and local apprenticeships
- Existing local businesses supported
- Great new building design, in sympathy with Tottenham's historic buildings
- Cleaner streets
- Better retail mix on the High Road
- Improving the physical environment
- Safer streets
- Better provision of community amenities
- Creating a more positive reputation for Tottenham
- Council listening to and acting on views of the community
- Investment in Tottenham's green spaces



Community Liaison Group meeting



Community Liaison Group meeting

**Discussion 2 Strategies
for change in your area**

**A | Characterising your area-
What are its strengths and what issues does it face?**

STRENGTHS

Strengths

Diverse, multicultural community

Friendliness / openness

People with ideas, creativity and talent

Close knit, supportive community

Strong communities, community spirit, sense of community

Community-led initiatives, eg: Lordship Rec, Selby Centre, Positive Youth, Wards Corner, Broadwater Farm Centre, Tottenham Chances

Sense of identity

Resilience

Rich history and historic buildings, eg: Bruce Castle, Town Hall, old Theatre / Palace – but need to be renovated and celebrated more

Lovely parks, eg: Tottenham Marshes

Good public transport links

Vibrant location

Potential to regenerate

Good education through some good schools, CHENEL, good nurseries

Children exposed to different communities at school

Independent traders that offer that personal touch

Spirit of enterprise and natural entrepreneurs

Diversity of shops, and businesses that people want

Broadwater Farm – estate has turned itself round, vibrant, has great community centre

Tottenham Hotspur

Young professionals moving in to the area

Affordability

ISSUES	ISSUES
Issues	Issues
Lack of meeting places for communities; places that are available are often very expensive	Lack of integration, cohesion and networks between communities
Lack of health facilities	Lack of civic pride – sense that the area is long past its best, and can't be regenerated, too many people talk down Tottenham
Council selling community assets, eg: Tottenham Town Hall	Unemployment
Lack of leisure facilities, eg: cinema, community centres	Poverty
Need more shared space for different communities	Mistrust of the police, especially from young people
Existing community centres and facilities are closing	Not enough knowledge of how things work, therefore people don't engage with how they can change
Lack of green space	Racism
Lack of social care for the elderly	Poor external reputation
Lack of provision for people who have English as a second language	History/heritage is not promoted, and historic buildings have been neglected
Lack of funds for community development	Great buildings which are under-utilised, eg: Bernie Grant art centre, Bruce Castle, Markfield Park
Anti-social behaviour in the public realm	Low maintenance of highways, pavements etc
Crime and not enough police on the streets	Unattractive, shabby shop fronts
People don't have information about where to go, to use the buildings and resources that Tottenham has, eg: 639 High Road a need shared access to information, eg: Tottenham website	Grime, dirtiness and tattiness of the place – feels neglected
Lack of support for local businesses	Lack of enforcement over planning, street cleanliness, anti-social behaviour
High number of betting shops, payday loan companies, fast food shops	Lack of maintenance of council and privately owned homes
Lack of parking	High turnover of population
Wards Corner – a feeling from some that the development has been driven by business not local interest	Lack of affordable housing
Spurs development – feeling from some that LBH has given in to Spurs, some people expressed distrust in the consultation.	Houses in multiple occupation and overcrowding
Development is being driven by football club/developers not needs of the community	No provision of places that youth can go

**B | Transformative strategy
- Supporting a strong community.
What actions can be taken locally to
achieve this?**

Community support and empowerment

Building up relationships and networks within and between communities is vital.

People discussed several different strategies for this: involving people in community projects, like building community gardens, so that neighbours get to know each other; celebrating the contributions of different communities to Tottenham; promoting pride in place; and intergenerational work to build links between the elderly and the young.

Supporting new immigrants is key in Tottenham, so that people feel welcomed and are given the language and other assistance that they need. The community wants to be empowered to work with the council on the regeneration of Tottenham, with the funding necessary to do so.

The existing community should be supported to stay in Tottenham, and community groups given more backing and funding; the council should work more closely with community leaders. There should be better access to information and signposting to services, eg: on a Tottenham website.

Education

There should be more investment in Tottenham's schools, with better support for teachers and parents. Education is a vital tool to persuade families to stay in Tottenham.

There should be better childcare provision, more investment in Children's Centres and more after-school opportunities for young people. Some people suggested building a university in the area.

Jobs and employment

People were very keen to see regeneration bringing increased job opportunities for local people, these should be interesting and varied and aimed at all skill levels. Existing businesses should be encouraged to take on local staff, with incentives for doing so; and the council should ensure that new corporations do the same.

To get local people job-ready, there should be a focus on mentoring and apprenticeships– these should be available for school-leavers, young people and adults, and be properly funded. Schools should invest in vocational skills to help students get jobs.

Tech parks and business hubs should be created to provide more employment opportunities and to support new businesses.

Supporting local businesses

The council should support local businesses by offering reduced rates or tax relief. Tottenham needs a good mix of small and medium sized businesses, as well as larger corporations, such as Marks and Spencer, as well as investing in local entrepreneurs.

Community buildings and facilities

People want more community spaces where they can meet and socialise, which are cheap or free to use and funded well enough for a decent level of maintenance and sustainability. People should be trained to manage their own centres so as to empower community groups.

Other facilities desired are – better primary care health services to reduce the disparity in health outcomes across the borough; land for people to grow their own produce and markets where they can be sold; parent and children play centres; more facilities like 639 High Road; arts centres, museums and other cultural attractions. Existing community centres should be supported.



Community Liaison Group meeting

Cross-cultural events

Most people want to see the Tottenham Carnival brought back – it was a fantastic way of celebrating and show-casing Tottenham and bringing people together.

People also want to see local events that encourage people to get to know their neighbours, such as annual street parties or events/projects which promote the identity of different areas, like Bruce Grove or Seven Sisters.

Relationship between the council and the community

People expressed a very low level of trust in the council and stated that much needed to be done to rebuild this trust. The council should be wholly accountable for their decisions and the process more transparent. Leaders should be more visible and some decision-making should be devolved to the community, for example: local communities deciding how money should be spent.

People also felt that the council should take a much more robust, consistent line on enforcement, eg: on planning, HMOs, ASB. People said that they wanted the council to start doing, not talking so they could see some material improvements; and that they want updates and feedback to know that their views had been listened to and acted on.

Improving the local environment

Tottenham has fantastic historic buildings, these should be capitalised on and maintained. The streets should be cleaned up, shopfronts improved and public buildings given face-lifts – all of which encourages people to care about their local environment and stops the area from degenerating.

Residents and businesses should be encouraged to play their part in keeping Tottenham looking good. Communities could consider neighbourhood planning.

Supporting young people

Attendees were in agreement that providing youth facilities, spaces, development programmes and services were vital to supporting a strong community in Tottenham.

Young people need places to go after school and in the evening to provide them with something positive to do; give them opportunities to get training and mentoring; keep them off the streets; and be inspired by positive role models. One suggestion was to create 'youth villages' – safe spaces with sport and educational facilities that young people could access for free.

Universal youth services should be properly funded, potentially involving organisations like Spurs.

Changing the perception of Tottenham

Positive new stories about Tottenham, what it has to offer and its diversity should be promoted. Marketing, social media, radio stations, newspapers should all be used to get the message out.

The aim is to get rid of the postcode stigma attached to Tottenham and show that there is more to the place than the riots. Local and community radio could also be a good tool to get messages out to the community, for example: helping new communities access information about services.

Tottenham Hotspur Football Club

The council should require Spurs to invest more in the local community, facilities and activities. Spurs should also use local labour in its regeneration work, and charge lower rents to local businesses.



Community Liaison Group meetings



Community Liaison Group meeting

**C | Transformative strategy
- Creating a great place.
What actions can be taken
locally to achieve this?**

Business and retail

Revitalising the High Road is the transformative change that was raised most often during this discussion. The key points were that existing local businesses should be supported so they can continue to thrive, and that there should be a better mix of stores on the High Road.

People want to see a balance between some high street names, such as M&S, and encouraging smaller, independent, artisan stores into the area. People would like to see more variety, with the council controlling licensing better so there are fewer betting shops and fast-food takeaways. Some people would like a shopping mall at Seven Sisters or Bruce Grove; others were keen to see a craft and /or farmers' market.

Good restaurants, bars, cafes, pubs and music venues are needed so that the High Road becomes a destination. Given that Tottenham is so multicultural, the different businesses that this brings could be Tottenham's unique selling point.

Environment

The next most important issue was to improve the physical streetscape. Tottenham should capitalise on its fantastic historical buildings by renovating and protecting them. Shop fronts should be regularly done up, with design standards for shops. The council should ensure that the streets are cleaner by improving their services and tackling violations by businesses and households more strongly.

Looking after the details will improve the experience of walking down the High Road, which means dealing with street signage, rubbish, and poor quality pavements. There also needs to be better disabled access, and streets should feel safer through improved lighting and a better police presence.

Community support

Ideas for actions here were about supporting the community to support itself. This includes giving buildings to the community to own and manage as social housing or community spaces; delegating budgets to the very local level; providing grants and funding to community groups such as Residents Associations; creating a Community Interest Company to empower residents, with budget and real decision-making power; and information sharing and signposting so people know where and how to access services.

There should also be more community spaces that groups could use, at a low cost. Ensuring that all the different communities coming in to Tottenham can integrate is vital, through education and access to English classes.

Relationship with Haringey Council

There was a strong feeling that the council should take a tougher line on enforcement. They have to take more responsibility for ensuring that businesses act responsibly, enforcing planning regulations, tackling anti-social behaviour and ensuring landlords comply with regulations and maintain standards for their premises.

Generally, people want to see a more joined-up approach to the regeneration of Tottenham and a bold, imaginative vision for the area, but at the same time concentrate on getting the basics right now. Members and officers need to be more visible around Tottenham to help build relationships and trust with the community.

Transport and access

While some people wanted to see public transport improved, eg: extending the underground to Northumberland Park, most people's comments were about improving connectivity and pedestrian and cycle access. Providing better access to the Lee Valley Park is a priority, as well as creating links between places to link destinations within Tottenham. Cycle lanes should be provided to encourage more people to cycle, eg: on West Green Road.

Celebrate Tottenham and improve its reputation

Tottenham has many strengths, including its multiculturalism, historic environment, and the Lee Valley. These should be promoted to create a positive reputation for the place. A PR campaign could focus on the diverse food on offer or heritage trails celebrating Tottenham's famous residents. Creative and cultural projects, art and events that celebrate Tottenham would help to put Tottenham on the map.

Education and young people

In terms of physical spaces, more youth centres, schools and children's centres are required. Some people suggested that Tottenham should have a university. There is an urgent need to provide the services and activities for young people so that they can create a positive future for themselves, and have ambitions that stretch into any field – science, engineering, for example – so they think bigger than dance, sports and music. People want today's young people to want to stay in Tottenham and within the system.

Green spaces

There is a need to both improve the existing green spaces in Tottenham, and also to provide more spaces, eg: a public square at Tottenham Green. These are vital to draw people in to wanting to live in Tottenham. Tottenham Marshes and the Lee Valley are two great areas that should be better advertised so that more people use them. The adventure playground was mentioned as a fantastic resource that should be maintained.

Facilities and amenities

Tottenham could have additional amenities that would help to make it a great place, including: new sports facilities, social and community meeting places, cinema, leisure facilities, and an ice-skating rink. Transforming interesting derelict buildings into cafes or community spaces, eg: the old toilets at Bruce Grove, would help to attract new businesses to the area.



Note from North Tottenham West CLG

A Q&A session at the beginning of the Community Liaison Group meeting and comments made throughout the evening highlighted the anger felt by local businesses that could be affected by future development in the High Road West area. This included businesses on Tottenham High Road opposite the site of the proposed new stadium, and on White Hart Lane, including Peacock Industrial Estate.

These businesses felt that their views had not been taken into account during the High Road West consultation, and were therefore sceptical about the Tottenham's Future consultation and whether their opinions would be listened to.

Some business representatives were hoping for further information about High Road West development, despite the fact that this was not the forum where this was going to be available, and could not see the value in discussing 20 years of Tottenham's future if they were to be closed within a few years.

However, some residents, businesses and representatives of community groups were more supportive of future redevelopment in the High Road West area and felt that the Community Liaison Groups were a useful way of gathering feedback on Tottenham's long term future.

Community Liaison Group Series 2

These meetings followed the same format as the first series with an introduction to the evening and a brief recap on the consultation to date from Soundings. At 3 of the 4 area meetings Jan Doust, Assistant Director for Social and Economic regeneration, did an introduction on behalf of the council.

This was followed by a short introduction from Matthew Randall, Programme Manager Tottenham Area Action Plans (AAPs), who introduced the AAPs and site allocation development planning documents and the launch of the consultation on these plans.

The intention was to use the CLGs to raise awareness of the AAPs and to gather information from the CLG discussions to feed into the AAP consultation, in order to show joined-up council working and to prevent consultation fatigue amongst the community.

Discussions

This series of CLGs looked at the next two transformative strategies as set out in the draft Strategic Regeneration Framework:

1 | Building new housing to increase choice and improving quality of existing housing:

- Social housing in Tottenham is concentrated in large housing estates, what improvements could be made to these estates?
- Private rented housing, which includes houses in multiple occupation (HMOs), is growing in Tottenham, what should be done to improve the quality of private rented housing?
- What type of housing would help to build an ideal neighbourhood?
- Given the shortage of land and the need for new housing, where in Tottenham should new housing be provided?

2 | Creating a fully connected community:

Participants were asked to mark on an A1 map of Tottenham issues relating to transport, access and connectivity and to suggest improvements which would make Tottenham better to travel around, to and from.

Pedestrian access:

- What pedestrian routes would you like to be improved?
- Are there any places where you feel unsafe to walk?
- What physical changes would you want to see to improve pedestrian access?
- Any other changes that would improve your experience walking through Tottenham?

Public transport:

- What improvements to the existing bus service would you like to see?
- What other bus routes would be useful?
- Are bus stops in the right place?
- Are there any improvements to the rail or underground service that you would like to see?
- What improvements to stations would be helpful?

Cycle access:

- Would you like to see cycle lanes on any roads?
- Which roads? Connecting which places?
- Are there any other provisions for cyclists you would like to see?



Community Liaison Group meeting

Roads and car travel:

- Safety – are there any places where road safety is an issue? What can be done about this?
- Are there any places where speed restrictions would be useful? Places where they are not needed?
- Where are particular parking issues and what changes would you propose?
- Are there any better road connections that would be useful – east /west connections?



Community Liaison Group meeting



Community Liaison Group meeting

Findings

Building new housing to increase choice and improving quality of existing housing

1 | Social housing in Tottenham is concentrated in large housing estates, what improvements could be made to these estates?

Issues

Most discussions started with people describing what the estates are like now, and what some of the problems are. The issues that were flagged up were that they are poorly maintained with long-term under-investment. Estates are dreary and dirty, badly lit and feel unsafe to walk around.

There are not enough communal places for people to go, and those that do exist are not looked after. In particular there is a lack of green space and places for young people to go or for people of different generations to mix.

Solutions

Ongoing maintenance and management

The single most important solution identified to improve the estates is decent ongoing maintenance. People want estates to be better cared for with a cyclical investment programme and a clear and quick process for dealing with repairs. There should be proper enforcement against rubbish dumping and anti-social behaviour.

People wanted to see joint responsibility for communal areas being taken by the council, Homes for Haringey and tenants. A number of people suggested having care-takers on site to maintain properties; this could be tied in to training schemes for local people to do these jobs. Others suggested that grants for repairs could be devolved directly to residents, or contracts awarded to local companies who would have more of a stake in the area.

Communal spaces and amenities

Providing spaces for people to meet and socialise is crucial to building a strong community. Communal gardens, which are

looked after by residents, are a great way to bring people together, and more youth facilities and activities should be provided, including playgrounds for younger children.

People were keen that un-used spaces and buildings are brought back into community use, and that these should be affordable. A number of people suggested using these for social enterprises and affordable work spaces for residents.

Social housing

There was a concern not to lose social housing as a result of the regeneration or Right to Buy, and in particular residents who are moved out of their home as a result of their estates being regenerated should be able to return – the existing community should not be displaced. Overall more social housing should be provided.

Mixed communities

There was a desire to see a greater mix of people and tenures on the estates, specifically this referred to socio-economic mix as estates are already very ethnically diverse. This means building more private housing so there is less concentrated poverty and more opportunities for Tottenham's different communities to stay in the area.

Community empowerment

This has two strands – increasing tenant pride in the area which will help with keeping the place looking good; and providing more opportunities for meaningful tenant participation in how estates are run and managed, eg: Tenant Management Organisations (TMOs).

Build quality and design

The design of estates need to be re-thought so that public spaces have a more clear ownership and feel safe to use; and internally, more storage space is provided, flats are sound-proofed and decent quality materials are used.

People want estates to be fit for purpose and well-designed.

Access to green space

There is a strong desire for more green space within estates to provide pleasant surroundings, with gardens and seating. Where green space currently exists, it is not well-looked after or used, but where steps have been taken, eg: planting daffodils in Millicent Fawcett Court, this made a big difference.

Build appropriate housing

As well as mixed tenure, people want to see a range of housing types built to cater for different needs. For example: providing houses with gardens for families, smaller units for single people, and ensuring there is appropriate accommodation for elderly residents.

Improved security

Better security would greatly help to improve the experience of living in the estates. Suggestions included: concierges to control entry to blocks, CCTV in lifts and communal areas, and a more visible police presence.



Community Liaison Group meeting

2 | Private rented housing, which includes houses in multiple occupation (HMOs), is growing in Tottenham, what should be done to improve the quality of private rented housing?

Issues

Residents described issues around lack of maintenance of privately rented properties, especially the increasing numbers of illegal conversions of properties to Houses of Multiple Occupation (HMOs). Tenants and landlords have no stake in the area and so properties are increasingly run down, gardens are untended and bins left to overflow.

There is a major problem with excessively high rents being charged for sub-standard properties, pushing private rents in decent accommodation beyond the means of the average person in Tottenham. Many people are increasingly vulnerable to homelessness or exploitation as landlords are less likely to take benefit claimants, and housing benefit cuts mean that properties are unaffordable.

Solutions

Licensing landlords

There was overwhelming support for the idea of licensing. Learning from similar schemes in Newham and Barking, Haringey should set up a licensing system for private landlords. Landlords will need to be compliant with minimum standards set by the council before they are given a license to rent out their properties.

This ties in with enforcement so that failure to meet standards will result in landlords having their license revoked. All licensed landlords should be on a public register so they can be regularly policed by the council and so tenants can check prospective landlords.

Most people felt that licensing should be managed and enforced by the council, but some thought that this could be done by a 3rd party organisation. Landlord training should be mandatory for any landlord wanting to be licensed in the area.

Monitoring and enforcing standards

Most people are keen for the council to play a stronger role in monitoring the conditions of private rented properties, and to enforce standards such as: Health and Safety, fire regulations, dumping rubbish and maintenance of gardens.

More staff should be out on the streets regularly checking properties, including illegal conversions to HMOs. Landlords who do not comply with standards should be penalised by heavy fines, prosecuted and/or have their license revoked. Fines collected from landlords who fail to comply with standards should be used to employ more people in enforcement.

Rent capping / rent control

The council should set cap rents for the private sector, potentially linked to council tax band, and enforce this.

While it is recognised that landlords need to earn money, there is a sense that many rents are extortionate compared to the quality and size of property being rented, and this needs to be restricted by the council to protect the people who will never get a council property and cannot afford to buy.

Maintenance

This ties in with standards and enforcement – landlords should be compelled to keep their properties in good repair, including dumping of rubbish on the streets. The council could provide grants to assist with maintaining properties. Some people suggested creating a separate organisation to buy up privately rented properties to manage them effectively and fairly.

Tenants' rights

Tenants should be given more access to information about their rights, eg; deposit security, and empowered to complain about rogue landlords, either to the council or whichever body is responsible for licensing landlords. A public rating system for landlords would help with transparency and judging the reputation of landlords.

'Buy to live, not buy to let'

This was a popular idea stemming from a GLA report into the fact that 36% of homes sold under Right to Buy are now rented out privately, deepening the housing crisis in London. The report recommends mandatory covenants to prevent right to buy properties being let privately, an end to the current system of discounts and a 'right not to sell' for local authorities.

Attendees wanted to see the council regulating the future of council properties so that they would not be sold off unless owners are going to live there. Other people wanted to see the end of Right to Buy completely.

Alternative accommodation models

More socially rented properties should be built so people are not at the mercy of private landlords, plus better access to shared ownership would help get people on the property ladder.

3 | What type of housing would help to build an ideal neighbourhood?

Mixed tenure

The great majority of attendees wanted to see mixed tenure properties in Tottenham, with new developments offering both private housing for sale and rent, and social housing. The principle of providing homes for all different people, whether rich or poor, was seen key to Tottenham's future.

This is both to encourage people to mix and learn from each other, drive up the level of economic activity, and in recognition of the fact that private housing developments provide the funding to build more social housing.

Social housing

Every table in every CLG meeting talked about the need for more affordable housing. There is a massive shortage currently and Tottenham's future must include the building of more social housing, with current social housing protected by stopping 'Right to Buy' or direct '1 for 1' re-provision. Any social housing demolished as part of the regeneration re-provided.

Some people discussed affordable rent levels, with a consensus that affordable rents should be capped at between 20-40% of market rent.

Providing appropriate housing to meet needs

New developments should be built to reflect the needs of the population. The most commonly cited need here is for more family housing, which is lacking in Tottenham and is the key to stabilising population churn. In addition to this, people mentioned the need to provide units for single people, supported homes for the elderly and housing for vulnerable people, including 'halfway houses'.

Supporting the existing community

This issue was raised many times reflecting concerns that regeneration will result in the displacement of the existing population as they are priced out of the area. The ideal neighbourhood in Tottenham's future will have decent, affordable homes for all of the current residents, so that they benefit from this 'once in a lifetime' regeneration.

Anyone decanted from their homes as a result of regeneration should be re-housed in the area. People also discussed residents having more control over the future planning of the area through Neighbourhood Planning.

Communal spaces and facilities

People want to see new housing provided with the amenities and spaces necessary to build a strong community and make a great place. Green space and outdoor play spaces for children were often mentioned, as well as sports, youth and community facilities to bring people together and provide things for people to do.

Any new developments should also have the necessary infrastructure to support the growing population, including schools, health facilities, and transport networks.

Good design

Future housing should be built to last with good quality materials, with flexible designs to meet 'Lifetime Homes' standards; they should be energy-efficient, and meet Parker Morris space standards. Architecture should be creative and not homogenous, and new buildings should complement Tottenham's heritage.

Safety should be built into all new developments so that the issues of current estates are not repeated – they should be well-lit with no dead spaces – and the design should make people feel proud of their environment.

Building heights

Building height was discussed at length – most people preferred the idea of low-rise developments – 4/5 storeys maximum. However other people were not averse to high rise living as it can work for some groups, eg: young people, as long as the design is great and they are well-maintained.

Controlling private landlords

Good quality, private housing with secure tenancies is needed to counter population churn.

People wanted to see the council controlling 'buy to let' landlords so that properties in new developments were sold to owner-occupiers who would have a greater investment in the area.

There was a lot of concern about foreign investors buying into the property market here, forcing up rents with no stake in the area, and displacing the existing community.

Housing co-operatives

Housing co-ops were mentioned by a few people as an alternative type of housing that should be supported in future developments. They are seen as successful ways of building community and giving people ownership over their homes.

4 | Given the shortage of land and the need for new housing, where in Tottenham should new housing be provided?

Possible sites

The type of sites mentioned most frequently were building on brownfield, unused industrial or unused warehouse sites throughout Tottenham. In addition, it was suggested that there are several vacant/abandoned properties, including pubs, which could be compulsorily purchased and converted to housing.

Specific sites mentioned:

- Broad Lane – unused properties could be converted into housing
- Markfield Road
- Land around Ikea
- Area around South Tottenham – Green Lanes train lines
- Area around Northumberland Park - Hackney train lines
- Ferry Lane Estate – little plots of land available
- Empty shops on Park Lane could be converted to housing
- Morefield Road
- Pages Green - ex-industrial land
- Rosebery Industrial Estate – could be developed as housing or live / work units
- Former tile factory on Herbert Rd
- Markfield Road
- 500 White Hart Lane
- Selby Road/Shelby Centre
- Industrial estates along White Hart Lane
- Sturrock Close Estate could be built higher
- Small piece of land by Monument Way - could contain a small development
- Ashley Road, Fontayne Industrial Estate, Coronation sidings – brownfield sites
- Potential to redevelop existing stock, eg: on Culvert Road, Chesnuts Estate, Broadwater Farm, Park Lane
- Spurs have a lot of land which should be released for redevelopment
- Apex House, Alexandra House and other similar big buildings should be demolished and social housing built in their place
- Empty industrial estate on Albert Road



Areas that should not be considered

The great majority of people said that under no circumstances should the council build on existing green spaces.

There is already not enough green space in Tottenham, and none should be given up for new developments.

Creating a fully connected community

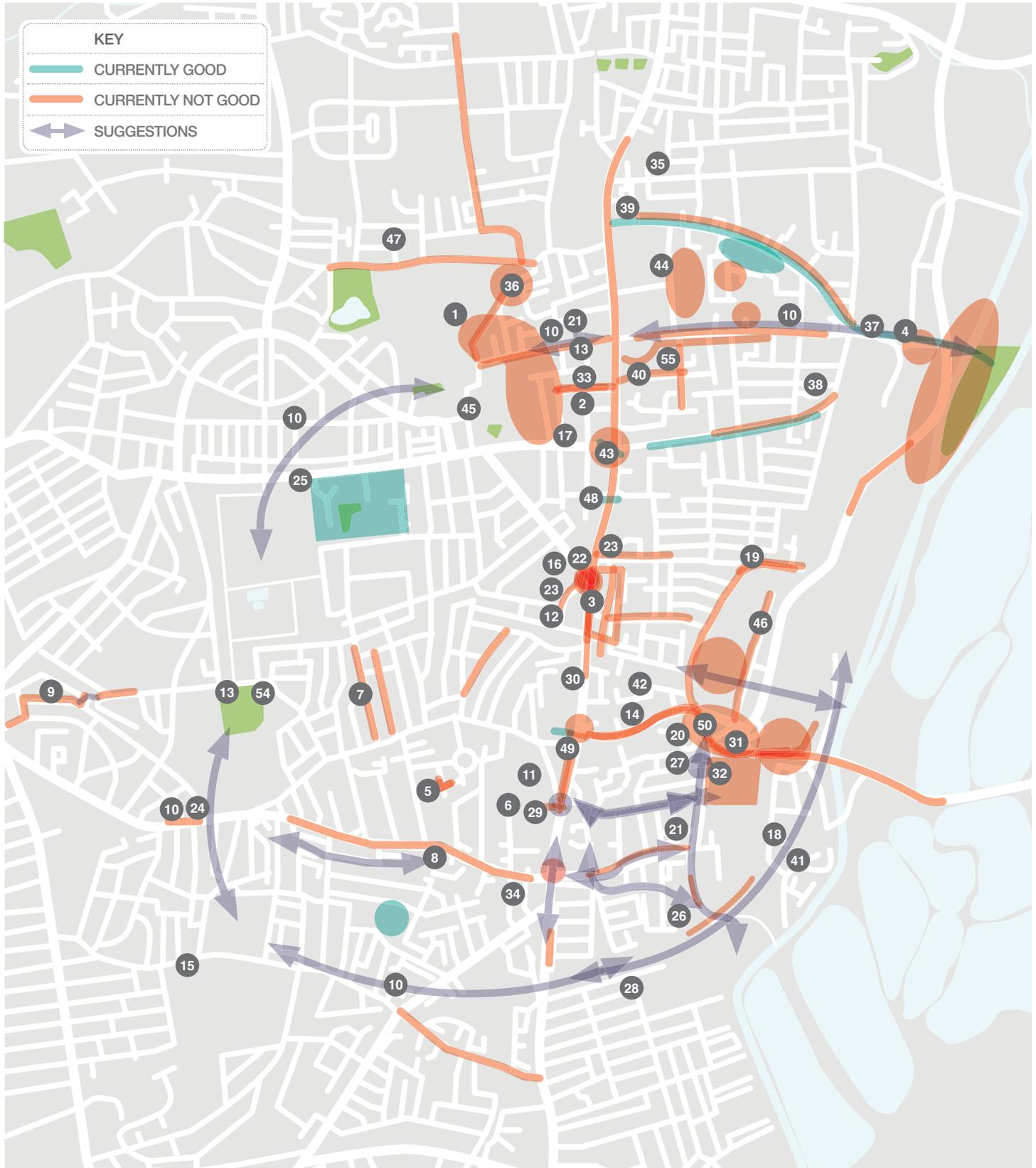
The discussions around transport and access used maps of the area where people could highlight areas of concern and suggest where improvements could be made.

The findings are shown on the maps on the following pages.



Community Liaison Group meeting

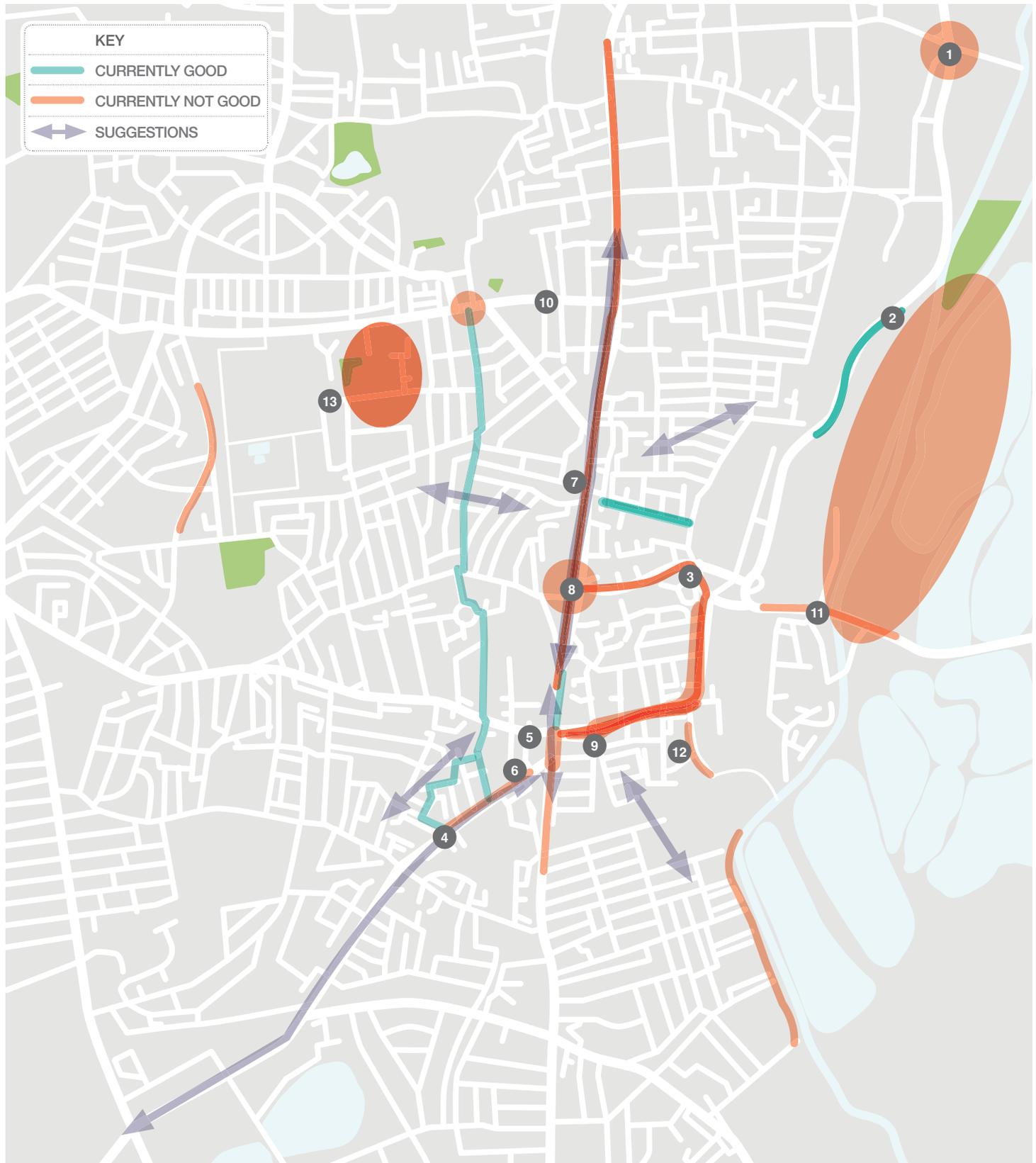
CREATING A FULLY CONNECTED COMMUNITY:
PEDESTRIAN CONNECTIONS



TOTTENHAM'S FUTURE

- 1 Prospect Place: the path by the cemetery feels unsafe and dark.
- 2 Ruskin Road: unsafe, dark, alleyways where people hang out and deal drugs.
- 3 Alleys onto and Stoneleigh Road: illegal parking and layout of the area was of concern.
- 4 Viaduct to Marshes: uninviting, unsafe, bad lighting, rough sleepers.
- 5 Nelson Road: bad lighting on the end of the road has encouraged prostitution.
- 6 Drivers ignore the pedestrian lights at this junction/jump lights.
- 7 A crossing is needed here, currently very dangerous. Poor illumination on roads off Philip Lane.
- 8 Pedestrian/cycle route should be created parallel to West Green Road on the disused railway. Poor environment for shopper's needs joined up solution e.g. shops collaborating on servicing.
- 9 Downhills Park Road should be connected to Turnpike Lane. Poorly lit.
- 10 Green links - pleasant places for pedestrians and cyclists, tree-lined, connected parks, schools etc.
- 11 Town Hall Approach Road should be pedestrianised.
- 12 Improve lighting and aesthetics of under railway bridges.
- 13 Issue with illegal activities.
- 14 Monument Way not nice to walk, heavy traffic, heavily built up, narrow pavements, non active space, no one lives there and so no one looks onto it.
- 15 St Ann's Road needs to be better lit.
- 16 Short cut to High Road/Bruce Grove Station needs to be smartened up. Better lighting. Street drinkers and urination a problem here.
- 17 The area around Love Lane, White Hart Lane is poorly lit. Turning into WHL from High Road - very dangerous.
- 18 Connect Seven Sisters to Lea Valley - clear and pleasant route for pedestrians and cyclists.
- 19 Park View Road by the industrial estate: feels unsafe.
- 20 Streets around Tottenham Hale feel unsafe at night.
- 21 Beehive Pub: road safety issue on corner.
- 22 Bruce Grove junction: dangerous to cross.
- 23 Bruce Grove and Moorfield Road badly lit.
- 24 Bus stop and underpass by Parkview School: badly lit, puts people off using the bus stop.
- 25 Perception that Broadwater Farm is unsafe but it is well lit and a route to Lordship Rec.
- 26 Marksfield Road uninviting but the park is beautiful.
- 27 Needs pedestrian crossing.
- 28 Gladesmore School: kids feel unsafe after dark.
- 29 Tottenham Green - south side road; street drinkers and sleepers issue and very badly lit.
- 30 Width of pedestrian areas on the High Road difficult to navigate.
- 31 Ferry Lane/Hale Village entrance to station is very narrow and needs more lighting.
- 32 Underground access to the retail park would be better.
- 33 Outside Seven Sisters station is badly lit.
- 34 Church Road: dark, footpaths need to be maintained.
- 35 Brantwood Road - shattered pavements caused by large lorries.
- 36 Turning into WHL from High Road - very dangerous.
- 37 Northumberland Park station needs a zebra crossing.
- 38 Lansdowne Road at the junction of Shelbourne Road is poorly lit.
- 39 Calvary Church down to Northumberland Park is poorly lit.
- 40 Argyle Road - passage cut from street to High Road is badly lit.
- 41 Better lighting and access.
- 42 Chestnut Road unsafe.
- 43 Diagonal crossing like at Wards Corner would improve safety.
- 44 Area around Northumberland Park School is grim.
- 45 Bruce Castle Park badly lit.
- 46 Ashley Road - lacks lighting.
- 47 Top of Selby Road: a lot of crime here recently, including a stabbing. CCTV needed.
- 48 Zebra crossing between Easy Gym and Aldi's/Scotland Green.
- 49 Down High Road - more greenery needed ie trees, plants, wider pavements.
- 50 Tottenham Hale - very busy. The pedestrian walkway has been removed and the whole gyratory system is hazardous.

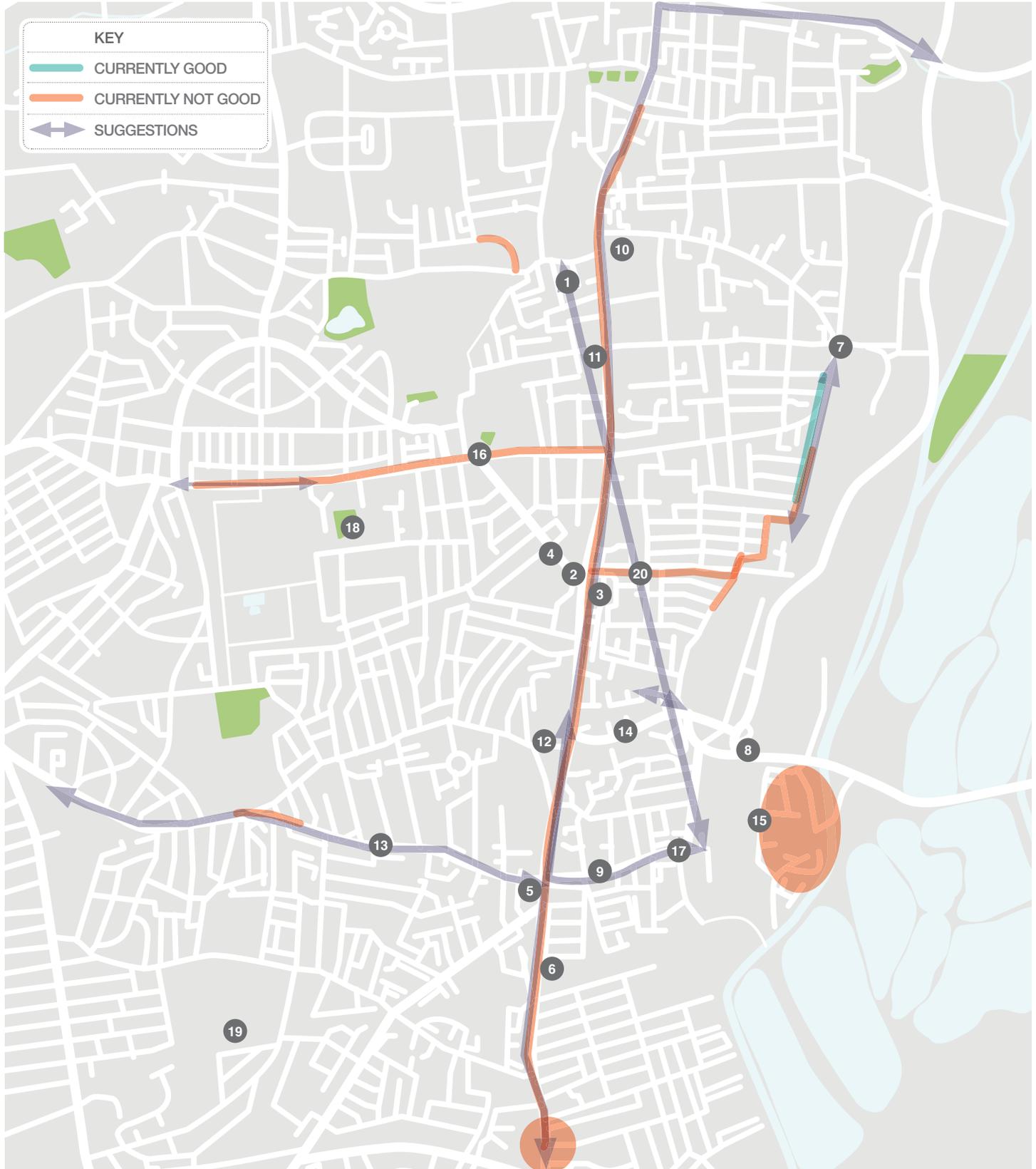
CREATING A FULLY CONNECTED COMMUNITY:
CYCLING



TOTTENHAM'S FUTURE

- 1 Ikea/Tesco: terrible for cyclists (and motorists)
- 2 Lee Valley/Tottenham Marshes is under used and badly lit with poor surfaces. The tow path is good for cycling but needs to be signposted. There is no fencing along the canal and barriers along the path need repair. Hard for cyclists and pedestrians to access the marshes.
- 3 Tottenham Hale: blind spot by tower block
- 4 Seven Sisters Road: cycling bottleneck, dangerous to cycle but there is room to develop cycle lanes.
- 5 High Road at Seven Sisters: shared pavement and cycle lane but unclear which part is for pedestrians and which for cyclists, needs to be more clearly marked.
- 6 Station should include bicycle rack.
- 7 There were varying opinions as to whether a cycle lane should run along the High Road or parrallel to it.
- 8 Monument Way /High Road junction: dangerous for cyclists.
- 9 Broad Lane: Cycle routes have disappeared. The pavement could be used if it included cycle markings.
- 10 The pedestrian crossing needs changing so that cyclists can cross as well across to Church Road/ High Road.
- 11 Ferry Lane: improve the cycle lane
- 12 Markfield Park: access is dangerous, scrap metal lorries, poor road conditions, poor lighting, unclear when gate will be open, low bridge, poor or no signage for entrance to park
- 13 Broadwater Farm difficult going in and out, especially for cyclists.

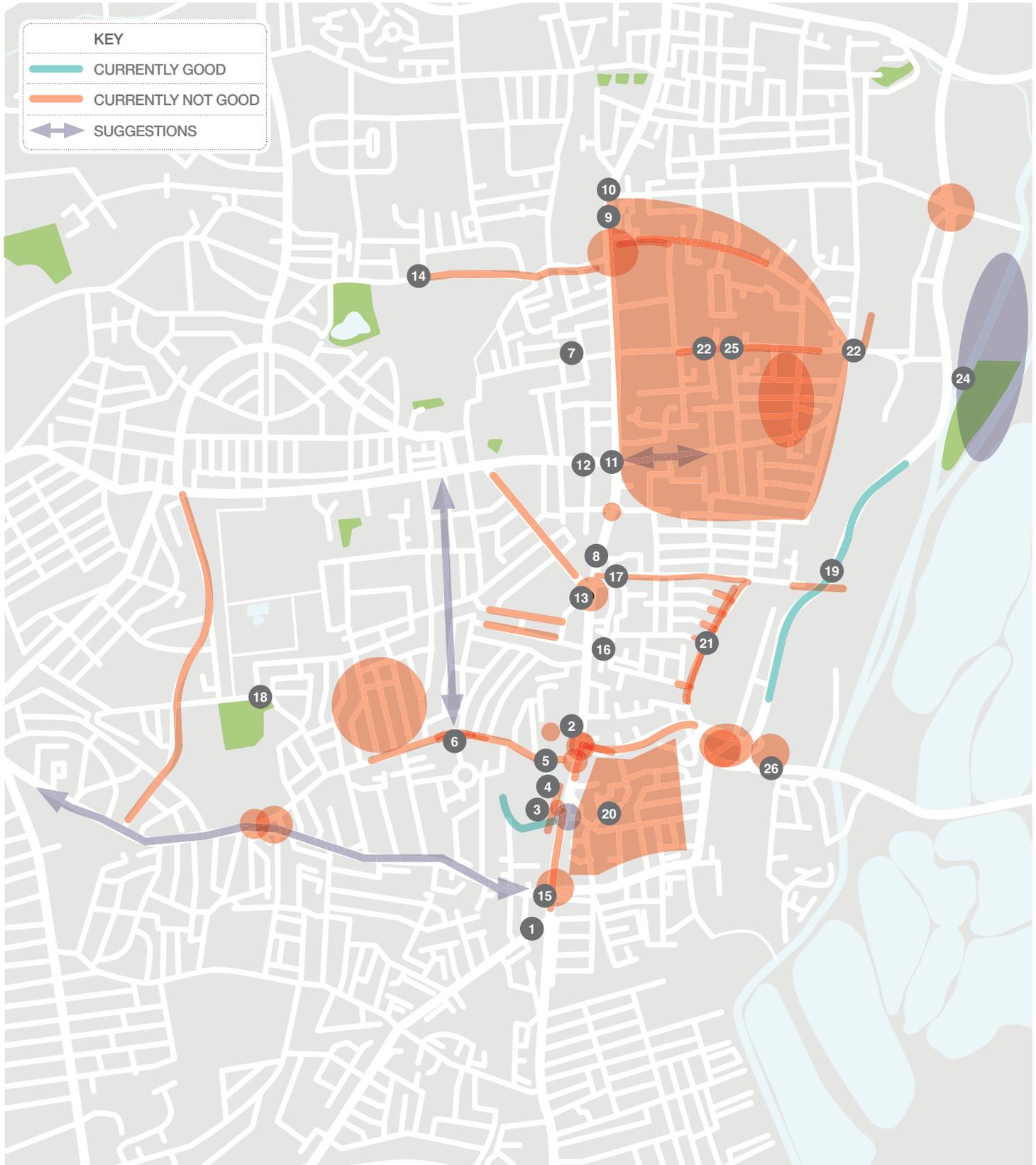
CREATING A FULLY CONNECTED COMMUNITY:
PUBLIC TRANSPORT



TOTTENHAM'S FUTURE

- 1 White Hart Lane - expensive with many delays. There is a real issue with security. Some attendees felt it would be better to improve the existing station than build a new one.
- 2 Bruce Grove - poor access for wheelchair users and people with prams; dirty station that often smells of urine; one or no staff; ticket machines don't always work. The steps are hazardous.
- 3 Bus stops opposite McDonalds in Bruce Grove - people want bus shelters.
- 4 Too many people on pavement at the bus stop just past San Marco, relocate or reduce numbers of buses stopping there. Could take away railings on Network Rail land and making that part a space for people waiting.
- 5 Seven Sisters - the improvements round the entrance are not complete, should work with Wards Corner to be improved not demolished. Needs disabled access/access for people with prams and double escalators. The underpass is often flooded. Walkway width is insufficient up to platform. When train has arrived and commuters are getting off – there is no opportunity to walk up the steps and you will often miss your train.
- 6 South Tottenham Station: relocate to Plevna Crescent site to improve cross London connectivity.
- 7 Northumberland Park - extending the Victoria line, will attract people to the area and give locals access to City. The station currently feels very isolated, 24 hours security needed. The train times not good during day the train and there is no service on Sunday.
- 8 Bus routes from Tottenham Hale need to go up High Road from Broad Lane. Only the 192 goes to Northumberland Park.
- 9 Reinstate bus stop on Broad Lane that has been removed.
- 10 Bennetts Close opposite side to the new Sainsburys, needs a bus stop. W3 has been moved because of Sainsburys.
- 11 Bus stops on High Road need to be spaced out too many buses stopping at the same stop.
- 12 Philip Lane opposite Aviva Garage: pavement too narrow to accommodate proper bus stop.
- 13 More bus lanes on West Green Road.
- 14 41 bus, not just frequent on Spurs match days - for people of this area.
- 15 Poor access to estate - no bus.
- 16 Should encourage people to use Bruce Castle Park and facilities. Is meant to be for everyone but doesn't feel like that.
- 17 Chestnut Road near police station could be opened up and bus go through the estate to Tottenham Hale.
- 18 Broadwater Farm estate: need better public transport to and from estate, not just W4 bus.
- 19 Create a station on the South Tottenham line to serve St Ann's Hospital. Add station at back of St Ann's Hospital. Station should have mobility access.
- 20 Dowsett Road: lots of cars parked both sides so 318 hopper bus cannot get through. Shelbourne Road also an issue.

CREATING A FULLY CONNECTED COMMUNITY:
ROADS AND CAR TRAVEL



TOTTENHAM'S FUTURE

- 1 Seven Sisters: new one way system seems poorly thought through. The hope is that when all the works are completed it will improve. Traffic lights change too quickly - cause traffic build up. For local traffic its currently very slow and seems to encourage people to go/shop elsewhere.
- 2 Monument Way / High Road: needs box junction, right turning has issues at present.
- 3 Town Hall Approach / High Road intersection: northbound road gets thin and bendy causing cars to squeeze up. Buses often have to ask for right of way.
- 4 Tottenham Green: access to new flats on Tottenham Green should be from south end of Town Hall Approach. Access to leisure centre should be from north. Space between should be pedestrianised. This feels like a missed opportunity. Friends of Tottenham Green has raised this extensively - should have happened!
- 5 Philip Lane: bend on road is dangerous. Should have a speed limit and radar operated speed indicators to tell drivers they are driving too fast. Bottleneck. The bus often gets stuck in traffic.
- 6 Philip Lane - by car to be able to go straight to Lordship Lane. Somerset Car Park: used by commuters, should be for residents for free/cheap.
- 7 Tottenham High Road - need some parking allowance - "Stop and Shop". Businesses have lost trade and have got to go out of town.
- 8 Tottenham High Road near Northumberland Park. Cars can now park on part of the footpath since they moved the bus stop to nearer the funeral operators but it means people are parking on the pavement where they are not allowed also. The area needs to be policed and pavements and potholes need to be repaired.
- 9 Traffic light from Northumberland Park onto the High Road – drivers jump the light. Traffic congestion along White Hart Lane turning into the High Road.
- 10 Landsdowne Road towards Lordship Lane up to the High Road. The building that burnt down, need to keep the corner where Carpet Right was should be made into single lane instead of two lanes.
- 11 Pembury Road / High Road: narrow bottleneck, if a car is turning out cars have to wait in High Road to turn in.
- 12 Bruce Grove junction dangerous. Cars parking on both sides/parking illegally. The police should enforce illegal parking.
- 13 Congestion from White Hart Lane backs up to Selby Road during rush hour and school run.
- 14 Broad Lane and West Green Road: need yellow box junction. Broad Lane should have speed restrictions.
- 15 Stonleigh Road: unsafe for road users. Stonebridge Road - Tottenham Marshes: Park & Ride - problems with parking on match days; as well as on Bruce Grove.
- 16 Dowsett Road: often congested, which is made worse by parked cars. There are no speed bumps on Dowsett Road so drivers use it as a rat-run.
- 17 Down Hills Park Road: traffic calming seems excessive - bumps too big, especially for buses.
- 18 Watermead Way: works really well as a road - can get down it quickly
- 19 Copperfield Drive and to the left of Tymouth: sharp turn plus cars parked there - is a hazard.
- 20 Park View Road: traffic tail backs since its been 2 way; complicated for residents who still have to drive to.
- 21 Broad Lane and come back around. Going up Monument Way, can't go right into Park View Road which is very inconvenient. There is a resident parking enforcement issue.
- 22 Park Lane should be opened up. (barriers removed) HTG would use roads if they weren't there. Could just narrow it at points to stop large lorries. Manage traffic. Iron barriers means there is no flow in community.
- 23 Park Avenue. Too much traffic that exceeds speed. Need signs to slow down.
- 24 Car parking facilities and routes to the wetlands, to increase access.
- 25 Enforce speed restrictions. Park Lane and St Pauls - traffic flow needs attention.
- 26 Can't park near station, around Tottenham Hale station feels unsafe and buses don't really go into Tottenham from there. Restrictions on parking near the station needed, residents find it difficult to park.

Community Liaison Group Series 3

The third and final series of CLG meetings looked at the transformative strategy relating to jobs and employment, and next steps for the consultation process. The relevant Area Regeneration Manager (ARM) came to each meeting, and Councillor Strickland came to the North Tottenham east meeting.

Patrick Jones, from the Economic Development Team, introduced the Employment and Skills Framework document that the team will be formulating. He provided the current context in terms of unemployment in Tottenham, and was there to understand community views on the issues to feed into the Framework – again so the CLGs could meet two aims and demonstrate joined-up working within the council.

On arrival, every participant was given 5 post-it notes and asked to put these against their top 5 priorities of the 20 priorities that had been identified through the consultation process so far – the same list as used in the 2nd questionnaire – which were printed out on A1 sheets. They were asked to write on each post-it why this was their priority.

One point to note is that attendance at the North Tottenham east and west CLGs were particularly high, demonstrating the increasing confidence and buy in to the consultation process.

Discussions

1 | Creating new jobs and employment opportunities

- What support do people need to help them get into employment?
- What role could local businesses and other agencies play in getting people in to work?
- What support do small businesses / entrepreneurs need to thrive in Tottenham? What ideas do you have for innovative approaches to this?
- How can major employers be encouraged to invest in Tottenham?

- How can people in Tottenham access jobs across London better?
- How can people in Tottenham access jobs across London better?

2 | Next steps

- Measures of success – what changes do you want to see in Tottenham in 5 years?
- How do you want to continue to be involved in the regeneration of Tottenham?
- How do we continue to engage and communicate with the wider community?

Findings

1 | Creating new jobs and employment opportunities

What support do people need to help them get into employment?

Several issues were mentioned in answer to this question but predominantly the need is for apprenticeships, work experience and mentoring to help people get on and move up the job ladder. There needs to be tailored support for unemployed people, but also training to help people progress in their careers.

People thought that apprenticeships should be paid in order to be a realistic option, and also that businesses should be given support by the council to take on apprentices, as the amount of red tape involved puts employers off. Types of apprenticeships mentioned included construction, IT, retail, catering, admin and manual trades.

Access to information about opportunities is vital, eg: through an employment hub that could offer advice as well as information about vacancies, or a website to connect employers and potential employees, highlighting the local skills available. Better trained and more helpful staff at the Job Centres would be beneficial, as well as better communication between job centres who can assess people's needs and colleges who could meet these training needs.

Schools should be equipping young people with the practical skills they need to get work, as well as qualifications, eg: by facilitating work experience placements, offering help with CV writing, job applications, interview skills. Many people felt that young people needed their confidence raised, eg: through mentoring, coaching or access to local success stories.

Decent affordable childcare and wrap-around provision at schools is vital to get parents back to work. There also needs to be the decent jobs available that local people can apply for, in particular many opportunities should come out of the regeneration process, eg: in construction, which should be made available to the local community. Jobs created should not be zero contract hours, which are unpredictable in terms of hours and pay.

What role could local businesses and other agencies play in getting people in to work?

Local businesses should advertise job opportunities better to local people, eg: through job fairs, websites, doing outreach. The council should help facilitate this by creating a strategy to link businesses with potential employees. There also needs to be an understanding of what skills are needed by local small and medium sized enterprises (SMEs), with training to fill gaps if necessary.

Businesses should be encouraged / incentivised to provide work experience, mentoring and apprenticeships to local people, though it was recognised that this is expensive and bureaucracy-heavy for small businesses, who may need further advice and support to make this happen. Enfield has a successful scheme whereby large companies like British Gas have taken on local apprentices.

Haringey could learn from this and be more rigorous in insisting that large companies and institutions coming into Tottenham make this investment in the local community in terms of apprentices and also ring-fencing jobs for local people. Successful local business people could become mentors to local people.

What support do small businesses / entrepreneurs need to thrive in Tottenham? What ideas do you have for innovative approaches to this?

A key measure that would help to support local businesses is to reduce rents, business rates and parking charges. In particular the need to be on a level playing field with retail parks in terms of business rates so small businesses can compete. Affordable workspace (whether this is office, industrial or agricultural space) is a priority, with ideas mentioned about using empty and unused properties at minimal cost to showcase new businesses, eg: for licensed pop-up shops/businesses on short leases.

Small businesses would benefit from support and mentoring from other successful businesses, with the council providing information for businesses online, eg: around marketing. There was a call for the council to support existing businesses – some industrial estates are full but regeneration seems to be about losing 'dirty' manufacturing and replacing these with 'clean' industries, like IT.

Lack of parking for shoppers is also detrimental to local business – parking policies should be looked at with a view to improving this.

Several ideas for encouraging particular industries were discussed, including: specialist, ethnic food production (particularly Caribbean and Turkish which could be made in Tottenham and sold across London); creative industries like film-makers and music industry by providing suitable large spaces; and light manufacturing and specialist engineering.

How can major employers be encouraged to invest in Tottenham?

A major part of this is improving Tottenham's reputation and promoting a positive image of the place so businesses want to invest here. The right conditions have to be in place to encourage businesses to come in, including better infrastructure, transport links (especially in the north of Tottenham) and affordable premises.

Financial incentives, including tax breaks and reduced business rates, would help. The council should be trying to encourage public sector employers as well as private companies, and also thinking creatively about what green technology and other service requirements the community may have which could be met through new industries setting up in Tottenham, for example: engineering companies manufacturing solar panels to be installed locally would provide jobs.

Encouraging large franchises (eg: fashion labels, rather than McDonalds) to open up in the area, to be run as business opportunities by people in Tottenham. Organisations like the North London Chamber of Commerce could be used to encourage businesses to locate in Tottenham.

How can people in Tottenham access jobs across London better?

Access to information is vital – more places where people can find out about jobs (more Job Centres, keeping Job Centres open into the evening), advertising through social networks, job page on council website, and on noticeboards in supermarkets, and open up a recruitment agency locally (eg: at 639 Enterprise Centre) to get people into work. An important part of this is using local networks, ie: linking people who live in Tottenham and work outside the area to share knowledge about opportunities.

Several people felt that it is vital to raise skill level, aspirations and confidence so people feel like they can access jobs anywhere. One way of doing this is to bring major employers into Tottenham – to Job Centres, local job fairs, youth clubs and schools to highlight opportunities and inspire young people. Also local employers who have branches or HQs elsewhere could offer jobs in these locations too to open up the range of jobs available.

There also has to be the right conditions so people can access jobs – through decent, affordable childcare, and subsidised transport costs.

2 | Next steps

Measures of success

Each table at each CLG was given three of the priorities (the most popular as evidenced by the post-it note exercise at the beginning of the meeting were used for the exercise at those CLGs where there were not enough tables to cover every priority) and asked to suggest measurable changes that they would expect the council to have achieved in 5 years. This is a reasonable time-frame to consider, during which they could expect the council to have made good progress against regeneration targets.

The idea behind the exercise was to give the community some ability to hold the council to account on the regeneration process in five years' time – a means of knowing whether the council have met the agreed objectives as set out in the Strategic Regeneration Framework.

The full list of measures can be found in Appendix H. One point which came out strongly was that these should regularly reported on by the council and open to scrutiny by the public. It was also highlighted that delivery of these measures should be by the council and the community working in partnership.

Next steps for community engagement in the regeneration in Tottenham

The final discussion of the evening looked at how people want to continue to be involved in the regeneration of Tottenham. Below is a summary of the suggestions:

Community forums

There was a consensus at every CLG that there should be continuing meetings where the community can come together with the council to discuss and monitor the regeneration process.

It was generally agreed that the primary purpose of these meetings is ongoing dialogue and feedback from the community on one hand, and information sharing from the council on the other.

The meetings should be an opportunity to discuss, monitor and scrutinise progress against regeneration targets and hear forthcoming plans.

People felt that there was value in having an independent facilitator like Soundings to convene the meetings, but that it was very important that the council were present. This representation should be from senior officers and councillors. Some people suggested that the Neighbourhood Forum model could be resurrected, with a specific focus on regeneration issues.

Some people felt that the Area Forums, with a standing agenda item relating to the regeneration, were the place for these discussions. However generally it was felt that these are poorly attended and not a great way of engaging the community, and therefore the model would need to be reconsidered.

Most people felt that quarterly or twice-yearly meetings would be ideal, although in areas where there are immediate issues that should be consulted on, there could be ad hoc meetings held more frequently / at more appropriate intervals.

Regular meetings could be Tottenham-wide, or continue to be area specific. Ad hoc meetings would – by their nature – be likely to be area-specific, eg: around estate renewal.

Any meetings should be well publicised; open to residents, businesses and other stakeholders; be formally minuted; and records publically available so that the process is transparent.

Information sharing

It was agreed that the council should share information so that local people feel involved in the regeneration process. There should be a clear communication plan that sets out how people will be kept informed. All information should be easily accessible and publicised well to inform people that it is available.



Drop in events

There were many suggestions for innovative ways of communicating with people, including:

- **Tottenham Newspaper/magazine:** many people suggested this as an excellent way of sharing information and raising the positive profile of Tottenham. It should be a community-led venture that can get information from the council and community groups out to a wide audience across Tottenham.

Council funding to set it up would be helpful, but other funding streams like advertising revenue should be researched. It should not be too literary, and could include video/ content so that it is accessible to all

- **Physical space:** people would like a central place where they can come to view plans, have meetings, and meet officers and councillors. Local people, using skills and knowledge, could manage it

- **Online communication:** up to date information about the regeneration and about wider issues/networks, community groups/events should be available online. Potentially an online forum that everyone has access to could be established.

- **Community radio:** Setting up a community radio or working with an existing station was suggested as a good way of sharing information

- **YouTube videos, local cinema, and large screens in public spaces** were also suggested as other ways of getting information out to the public.

Community Council

It was suggested that a community council could be set up which would provide a mechanism through which the community could make key decisions. Local people would elect representatives. Terms of reference would need to be drawn up and agreed, and there would need to be declaration of interests.

Involving young people

All groups felt that it is vital that young people (particularly 16 to 22 year olds) be involved and have the opportunity to have their say. A specific youth council/forum for Tottenham was suggested to involve local young people, help make decisions and potentially elect a youth mayor. This could link to existing Haringey youth councils.

Linking to existing projects

Many suggestions were made about using existing networks and projects to reach people and involve them in the regeneration process. These include Citizen Advice Bureau, Chamber of Commerce, Job Centre, Good Advice Haringey, and Project 2020.



Community Liaison Group meeting





SCHOOL WORKSHOPS FINDINGS

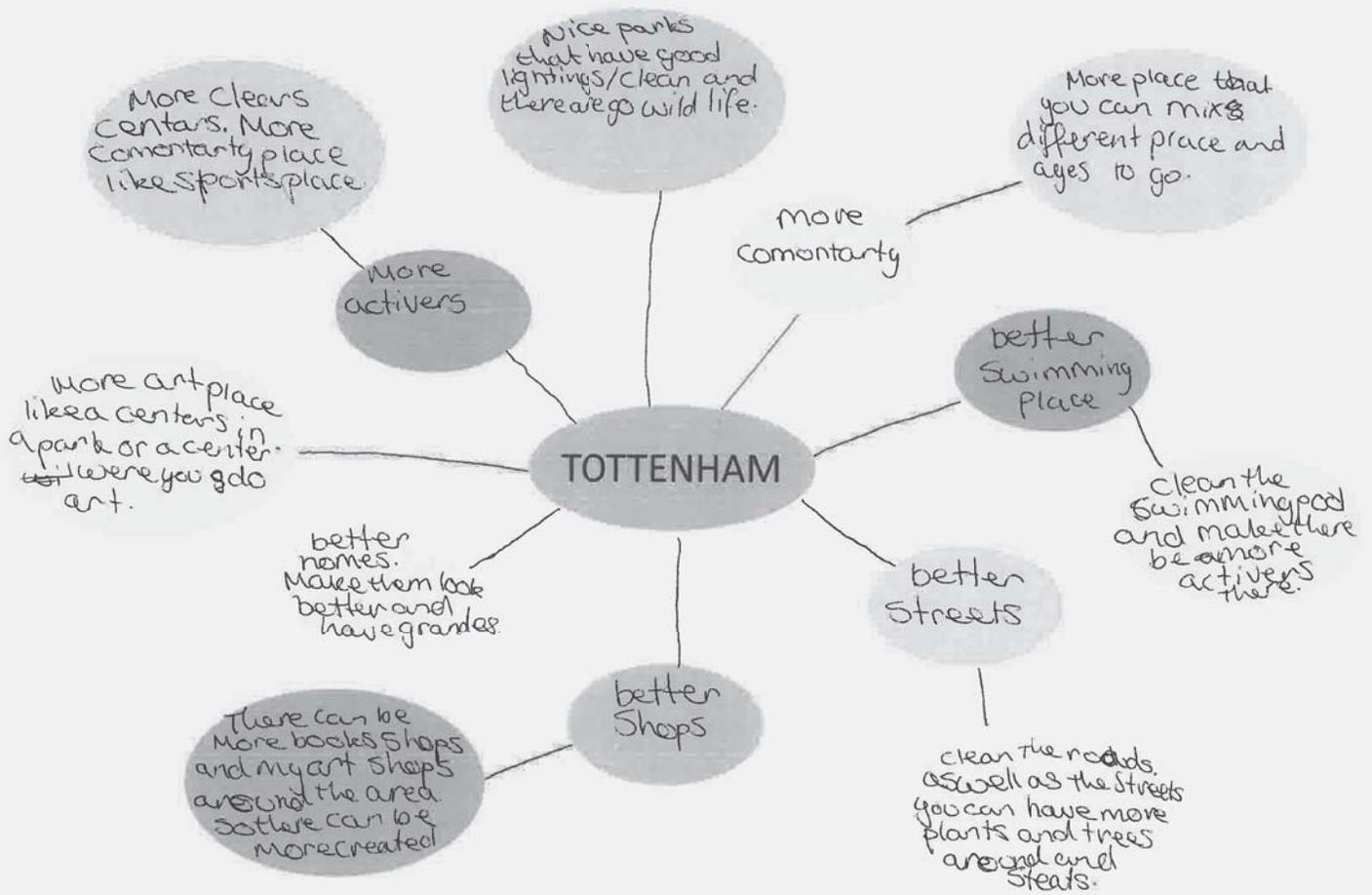
44 students from Park View School took part in 2 hour workshops. They were full of ideas about what issues Tottenham faces now, and how it can be improved in the future. There were many parallels between what the young people felt, and what came out of the Community Liaison Group discussions. When asked 'what would make Tottenham a great place', the answers were revealing:

WHAT WOULD MAKE TOTTENHAM A GREAT PLACE?	
49	More and improved leisure, sport, cultural and community facilities
48	Better choice of shops
35	Greater feeling of safety and less crime
31	Better quality of education and better school facilities
25	Better, more affordable, attractive housing
25	Improved parks and more green spaces
24	Improved transport, esp. roads
19	Cleaner, more attractive, less polluted streets
13	More jobs
10	More facilities and activities for young people
9	Other
7	Better, more responsible MPs
7	Keeping Tottenham multicultural
4	More council funding for area
4	More bins and recycling
4	Better cycle and pedestrian friendly routes
3	Bring large companies and investment to Tottenham

42 out of 44 young people thought that they would not be living in Tottenham in 20 years' time. The other two did not know. 40 out of 44 expected to be work by then. Their ambitions varied from business woman to engineer, footballer to physicist, mathematician to actress, architect to artist.



Workshop at Park View School



TOTTENHAM'S
FUTURE

WHAT WOULD MAKE TOTTENHAM A GREAT PLACE?





PRIORITIES QUESTIONNAIRE FINDINGS

From January 28th – 12th February, a second questionnaire was used to get an understanding of people's priorities for change. Using the 20 main issues that were raised in the first phase of the consultation, people were asked what their top 5 priorities were, and why.

The questionnaire was handed out to people who visited the exhibition, all attendees who came to the 3rd Community Liaison Group series were asked to answer the same question, and it was also posted online.

The questionnaire can be seen in Appendix E.

Altogether 173 people responded to this questionnaire. The results were:

Create jobs and employment

76



"We need to build a more thriving community with jobs for local people in the local area"

Services, facilities and activities for young people

67



"I want the youth of today to have the best advantages to aid their future"

Better mix of shops, cafes and restaurants on the High Road

61



"Makes Tottenham more of a destination, promoting pride in the area."

Improving the quality and maintenance of existing housing

56



"Housing is vital to people's wellbeing"

Safer streets

55



"We all, especially the young and the old need to be able to feel safe in our local area"

Renovating historic buildings

42



"Tottenham has a rich cultural past that needs to be restored, preserved and built upon"

Community empowerment

40



"The community is the heart of Tottenham but currently the council is not investing in empowering communities"

Tougher stance on enforcement issues (such as dumping or inappropriate shop signage)

40



"Good, hard working, law-abiding residents need to feel the local authority is on their side"

More trust and openness between the council and the community

35



"People will only cooperate if they have trust and feel trust and honesty with, council, police and community groups"

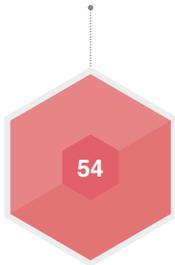
Providing community spaces and amenities

29



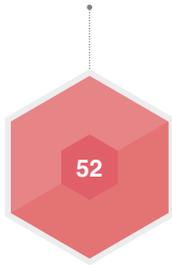
"This would help bring the community together and be more active"

**Training, apprenticeships
and mentoring to help
people into work**



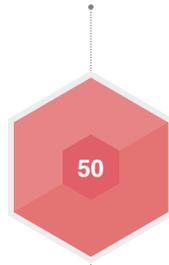
"Worthwhile jobs are important for self-respect & prosperity"

**Raising the
standard of
education**



"Education is the pathway to the future"

**Community
projects and
events**



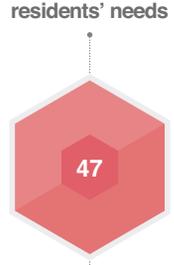
"It would be lovely to get to know the community with special events to bring people together"

**Improving the physical
environment - cleaner streets,
improved shop fronts**



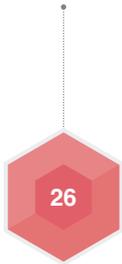
"Improves pride, plus makes area more attractive for investment, residents and job creation"

**Building a mix of affordable
and private housing to
meet existing and future
residents' needs**



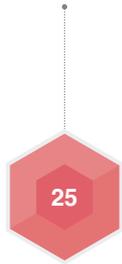
"Everybody needs somewhere to live and rents should reflect the economic realities of Tottenham"

**Providing more
green spaces**



"Green spaces promote community interaction and are good for the soul!"

**Improving public
transport**



"Enable people to get around in safe manner that has min impact on environment"

**More and better
leisure facilities**



"More and better leisure facilities that are affordable - investment in a community develops it"

**Improving
pedestrian and
cycle access**



"We need to have separate areas for pedestrians, cyclists to avoid frequent accidents"

**Improving existing
green spaces**



"There are good parks in Tottenham. Improve them and they will be used more"



TOTTENHAM'S FUTURE

TOTTENHAM'S FUTURE

Spin the wheel...
Tell us what you
love, dislike or would like to
change in each area.

DISLIKE



THIS AREA

TOTTENHAM

TOTTENHAM

THIS AREA

YOUR STREET

Handwritten notes on heart-shaped and star-shaped paper, including phrases like 'I would like to see...', 'I love...', 'I dislike...', and 'I would like to change...'. Some notes are pinned to the board, while others are being held by the person in the foreground.

Handwritten notes on a clipboard held by the person in the foreground.

RECOMMENDATIONS

There is a great will amongst the community to continue to engage actively with the council in the regeneration process. The positive momentum that has been built up through the Tottenham's Future consultation can be capitalised on by the council so the regeneration proceeds in partnership with the community, ensuring that the people who live and work in Tottenham now benefit from the coming changes.

Soundings recommend the following next steps:

1 | Feeding the high level findings from the Tottenham's Future consultation into the Strategic Regeneration Framework, and the detailed findings into the programme of projects and actions to deliver against the SRF ambitions which will be presented to Cabinet in summer 2014.

2 | Feeding the findings from Tottenham's Future into other policies currently being developed, including the Northumberland Park and South Tottenham Area Action Plans, Site Allocations Development Plan Document and the Tottenham Employment and Skills Framework

3 | Tottenham's Future event in summer 2014 to launch to the community the Strategic Regeneration Framework for Tottenham and programme of projects and actions to deliver against the SRF ambitions.

This could be a jointly hosted event between the council and community to present and discuss the SRF and ongoing regeneration plans

4 | Assess the feasibility of establishing regular events when the council and the community can come together to hear updates, monitor delivery of plans and discuss major thematic issues

5 | Continue to carry out meaningful, robust community consultation and engagement at key periods during the regeneration process, building on the Community Liaison Group model and its membership

6 | Develop a communications strategy to keep residents and businesses up to date with news and progress on the regeneration process.

This consultation report has been produced by:

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